

Impact of Copayment Changes to Urgent Care and High-Tech Imaging Services and FY18 Utilization and Cost of Lab- and Basic Imaging- Services

FY18, 4th Quarter Update

State of Delaware
November 2018



Visits to Emergency Rooms, Urgent Care Centers and Primary Care Providers for Non-Emergent and Primary Care Treatable Conditions, FY16 - FY18*

Site of Service	FY16			FY17			Change		
	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount
Emergency Room	13,438	\$16,610,546	\$18,956,380	12,953	\$15,874,548	\$17,875,797	-485	-\$735,998	-\$1,080,583
Urgent Care	41,989	\$4,023,492	\$5,285,000	48,386	\$4,973,480	\$6,097,037	6,397	\$949,988	\$812,037
Primary Care	161,480	\$14,832,734	\$17,307,758	156,585	\$13,726,667	\$16,166,058	-4,895	-\$1,106,067	-\$1,141,700
Total	216,907	\$35,466,771	\$41,549,138	217,924	\$34,574,694	\$40,138,893	1,017	-\$892,077	-\$1,410,245

Site of Service	FY17			FY18			Change		
	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount
Emergency Room	12,953	\$15,874,548	\$17,875,797	12,454	\$16,721,490	\$18,476,622	-499	\$846,942	\$600,825
Urgent Care	48,386	\$4,973,480	\$6,097,037	51,488	\$5,417,754	\$6,480,651	3,102	\$444,274	\$383,614
Primary Care	156,585	\$13,726,667	\$16,166,058	149,035	\$12,857,271	\$14,913,774	-7,550	-\$869,396	-\$1,252,284
Total	217,924	\$34,574,694	\$40,138,893	212,977	\$34,996,515	\$39,871,048	-4,947	\$421,821	-\$267,845

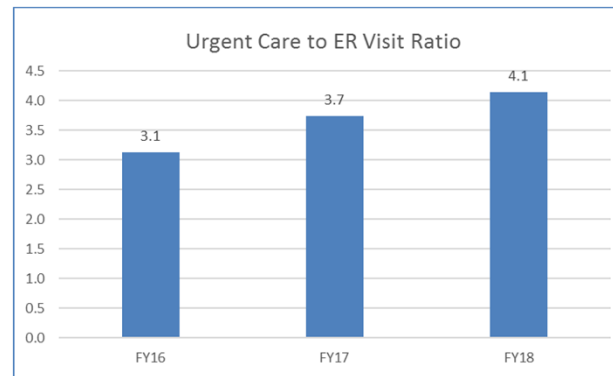
Net Pay per Visit by Site of Service, FY16 – FY18

Site of Service	FY16	FY17	FY18	FY16 to FY17 Change	FY17 to FY18 Change
Emergency Room	\$1,236	\$1,226	\$1,343	-0.9%	9.6%
Urgent Care	\$96	\$103	\$105	7.3%	2.4%
Primary Care	\$92	\$88	\$86	-4.6%	-1.6%

- Overall, utilization of services for non-emergent and primary care treatable conditions for active employees and early retirees declined from FY16 to FY18 (216,907 visits vs 212,977 visits, respectively). Visits to emergency rooms declined from 13,438 visits in FY16 to 12,242 visits in FY18 (an overall decrease of 7.3%) while visits to urgent care facilities increased from 41,989 visits in FY16 to 51,488 in FY18 (an overall increase of 22.6%). Visits to primary care providers decreased by 7.7% from FY16 to FY 18 (161,480 vs. 149,035, respectively).
- The total net payment amount for these conditions decreased by 1.3% from FY16 to FY18 (from \$35,466,771 to 34,996,515, respectively). A sizeable decrease in net payments to primary care providers mitigated the increase in net payments for urgent care facilities.
- After a slight decline from FY16 to FY17, net payments per visit increased by 9.6% for emergency room visits from FY17 to FY18.

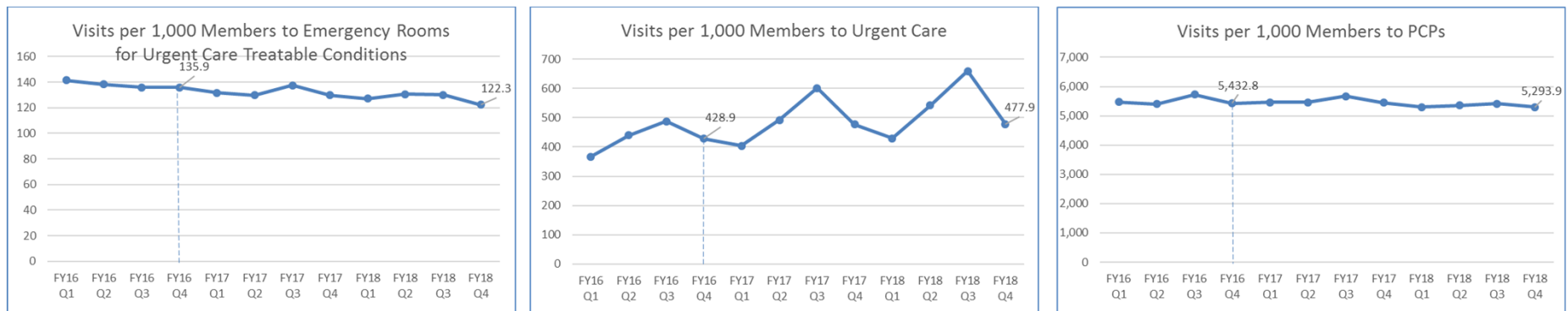
Visits to Emergency Rooms, Urgent Care Centers and Primary Care Providers for Non-Emergent and Primary Care Treatable Conditions

Total Emergent & Primary Care Treatable Conditions	FY16	FY17	FY18	Change FY16 to FY17	Change FY17 to FY18
Net Pay Per Visit	\$164	\$159	\$164	-3.0%	3.6%
Allowed Amount Per Visit	\$192	\$184	\$187	-3.8%	1.6%



- The average combined costs for non-emergent and primary care treatable conditions increased by \$5 (3.6%) per visit on a net payment basis and \$3 (1.6%) per visit on an allowed amount basis from FY17 to FY18.
- The ratio of visits to urgent care to visits to emergency rooms for primary care treatable- and non-emergent- conditions increased by about 32 percent from FY16 to FY18 (from 3.1 to 4.1).

Visits per 1,000 to Emergency Rooms, Urgent Care Centers and Primary Care Providers for Emergent and Primary Care Treatable Conditions



- Overall, the rate of visits per 1,000 members decreased in the fourth quarter for emergency rooms, urgent care centers and primary care providers.
- The rate of visits per 1,000 was the lowest in the last three years during the fourth quarter for both emergency rooms (122.3 visits per 1,000) and primary care providers (5,293.9 per 1,000)

Visits to Emergency Rooms and Urgent Care for Top 15 Primary Care Treatable Conditions FY17 & FY18*

Diagnosis Summary Group	FY 2017						FY 2018					
	Emergency Room			Urgent Care Facility			Emergency Room			Urgent Care Facility		
	Visits	Net Pay per Visit	Net Pay	Visits	Net Pay per Visit	Net Pay	Visits	Net Pay per Visit	Net Pay	Visits	Net Pay per Visit	Net Pay
Abdominal and pelvic pain	2,546	\$1,496	\$3,808,707	407	\$98	\$39,923	2,435	\$1,643	\$4,000,560	655	\$107	\$70,072
Pain in throat and chest	1,350	\$1,558	\$2,103,218	110	\$98	\$10,738	1,211	\$1,610	\$1,949,443	178	\$109	\$19,410
Acute upper respiratory infections of multiple and unspecified sites	369	\$752	\$277,436	1881	\$98	\$184,259	427	\$903	\$385,538	2,952	\$100	\$296,349
Cellulitis and acute lymphangitis	382	\$1,102	\$421,155	408	\$99	\$40,210	382	\$1,210	\$462,256	623	\$111	\$69,170
Cutaneous abscess, furuncle and carbuncle	183	\$782	\$143,091	144	\$112	\$16,155	235	\$1,129	\$265,314	248	\$114	\$28,284
Suppurative and unspecified otitis media	125	\$626	\$78,270	1079	\$94	\$101,484	149	\$560	\$83,502	1,296	\$99	\$128,169
Abnormalities of breathing	137	\$1,234	\$169,118	17	\$91	\$1,542	146	\$797	\$116,413	28	\$108	\$3,012
Other symptoms and signs involving the digestive system and abdomen	174	\$804	\$139,829	109	\$104	\$11,329	149	\$1,326	\$197,621	126	\$109	\$13,759
Gastritis and duodenitis	134	\$1,602	\$214,690	38	\$103	\$3,923	115	\$2,197	\$252,658	37	\$101	\$3,748
Acute bronchitis	146	\$1,144	\$166,970	872	\$93	\$81,514	95	\$1,041	\$98,934	1,136	\$95	\$107,656
Bronchitis, not specified as acute or chronic	97	\$931	\$90,350	362	\$106	\$38,385	96	\$998	\$95,817	275	\$137	\$37,666
Hemorrhage from respiratory passages	106	\$960	\$101,799	21	\$95	\$2,005	68	\$760	\$51,677	21	\$135	\$2,836
Gastro-esophageal reflux disease	62	\$1,156	\$71,679	34	\$103	\$3,512	68	\$1,159	\$78,830	46	\$104	\$4,787
Localized swelling, mass and lump of skin and subcutaneous tissue	76	\$488	\$37,076	13	\$100	\$1,305	57	\$452	\$25,751	34	\$122	\$4,164
Diseases of pulp and periapical tissues	43	\$933	\$40,134	44	\$90	\$3,973	56	\$751	\$42,038	76	\$79	\$5,987
Total Primary Care Treatable	5,930	\$1,326	\$7,863,523	5,539	\$98	\$540,257	5,689	\$1,425	\$8,106,350	7,731	\$103	\$795,068

Among the top 15 primary care treatable conditions in terms of utilization, the largest changes from emergency rooms to urgent care settings were noted for abdominal and pelvic pain, pain the throat and the chest and acute bronchitis.

*Top conditions were determined by ranking disease summary groups by the volume of visits to emergency rooms. Highlighted fields indicate a decrease in ER Visits.

Visits to Emergency Rooms and Urgent Care for Top 15 Non-Emergent Conditions FY17 & FY18*

Diagnosis Summary Group	FY 2017						FY 2018					
	Emergency Room			Urgent Care Facility			Emergency Room			Urgent Care Facility		
	Visits	Net Pay per Visit	Net Pay	Visits	Net Pay per Visit	Net Pay	Visits	Net Pay per Visit	Net Pay	Visits	Net Pay per Visit	Net Pay
Headache	793	\$1,060	\$840,675	130	\$100	\$13,043	703	\$1,210	\$850,711	263	\$112	\$29,476
Dorsalgia	775	\$919	\$712,171	366	\$92	\$33,674	666	\$1,178	\$784,297	516	\$100	\$51,802
Nausea and vomiting	709	\$1,058	\$750,087	195	\$93	\$18,077	637	\$1,178	\$750,220	285	\$99	\$28,293
Other and unspecified soft tissue disorders, not elsewhere classified	688	\$523	\$359,647	549	\$99	\$54,080	615	\$633	\$389,568	707	\$98	\$69,433
Other joint disorder, not elsewhere classified	728	\$575	\$418,502	545	\$92	\$50,059	627	\$668	\$418,831	800	\$96	\$77,099
Dizziness and giddiness	515	\$1,396	\$718,701	89	\$94	\$8,349	579	\$1,670	\$967,000	145	\$99	\$14,290
Cough	457	\$293	\$134,115	775	\$92	\$70,970	423	\$285	\$120,758	1,115	\$92	\$102,139
Essential (primary) hypertension	415	\$1,030	\$427,252	150	\$96	\$14,430	342	\$841	\$287,562	160	\$100	\$15,998
Acute pharyngitis	280	\$734	\$205,557	3258	\$96	\$311,494	292	\$863	\$251,923	4,991	\$98	\$489,416
Disturbances of skin sensation	181	\$1,203	\$217,778	21	\$113	\$2,372	208	\$1,723	\$358,461	33	\$103	\$3,394
Influenza due to unidentified influenza virus	112	\$916	\$102,554	220	\$104	\$22,936	210	\$877	\$184,084	677	\$112	\$76,050
Influenza due to other identified influenza virus	144	\$1,358	\$195,487	149	\$105	\$15,578	184	\$1,195	\$219,808	118	\$109	\$12,878
Malaise and fatigue	206	\$1,050	\$216,211	43	\$86	\$3,683	185	\$1,285	\$237,756	71	\$87	\$6,161
Migraine	183	\$1,156	\$211,528	68	\$97	\$6,593	172	\$1,575	\$270,944	76	\$112	\$8,547
Abnormal findings on diagnostic imaging of lung	151	\$68	\$10,283	3	\$45	\$136	156	\$330	\$51,434	8	\$97	\$779
Total Non-Emergent	6,337	\$871	\$5,520,548	6,561	\$95	\$625,475	5,999	\$1,024	\$6,143,356	9,965	\$99	\$985,757

Among the top 15 non-emergent conditions in terms of utilization, the largest changes from emergency rooms to urgent care settings were noted for dorsalgia, joint disorders, influenza and headaches.

*Top conditions were determined by ranking disease summary groups by the volume of visits to emergency rooms. Highlighted fields indicate a decrease in ER Visits.

Visits to Primary Care Providers and Urgent Care for Top Primary Care Treatable Conditions FY17 & FY18*

Diagnosis Summary Group	FY 2017						FY 2018						% Change: PCP Visits	% Change: PCP Visits	% Change: PCP Visits	%Change: Urgent Care Visits
	PCP Office Visits			Urgent Care Facility			PCP Office Visits			Urgent Care Facility						
	Visits	Net Pay per Visit	Net Pay	Visits	Net Pay per Visit	Net Pay	Visits	Net Pay per Visit	Net Pay	Visits	Net Pay per Visit	Net Pay				
Acute upper respiratory infections of multiple and unspecified sites	5,867	\$57	\$331,951	1,881	\$98	\$184,259	5,320	\$48	\$252,829	2,952	\$100	\$296,349	-547	-9.3%	1,071	56.9%
Acute bronchitis	2,272	\$57	\$128,820	872	\$93	\$81,514	1,810	\$48	\$87,708	1,136	\$95	\$107,656	-462	-20.3%	264	30.3%
Abdominal and pelvic pain	3,899	\$72	\$282,011	407	\$98	\$39,923	3,552	\$64	\$227,933	655	\$107	\$70,072	-347	-8.9%	248	60.9%
Noninflammatory disorders of ovary, fallopian tube and broad ligament	301	\$78	\$23,515	---	---	---	118	\$98	\$11,596	1	\$103	\$103	-183	-60.8%	---	---
Suppurative and unspecified otitis media	1,569	\$60	\$94,550	1,079	\$94	\$101,484	1,396	\$54	\$75,815	1,296	\$99	\$128,169	-173	-11.0%	217	20.1%
Acute nasopharyngitis	1,317	\$59	\$77,696	196	\$90	\$17,676	1,174	\$61	\$71,366	370	\$103	\$38,244	-143	-10.9%	174	88.8%
Bronchitis, not specified as acute or chronic	774	\$60	\$46,642	362	\$106	\$38,385	675	\$53	\$36,030	275	\$137	\$37,666	-99	-12.8%	-87	-24.0%
Gastro-esophageal reflux disease	1,430	\$69	\$98,124	34	\$103	\$3,512	1,351	\$63	\$84,821	46	\$104	\$4,787	-79	-5.5%	12	35.3%
Cellulitis and acute lymphangitis	993	\$61	\$60,080	408	\$99	\$40,210	922	\$50	\$46,457	623	\$111	\$69,170	-71	-7.2%	215	52.7%
Nonsuppurative otitis media	1,154	\$61	\$70,870	191	\$101	\$19,262	1,083	\$53	\$57,546	281	\$101	\$28,310	-71	-6.2%	90	47.1%
Total Primary Care Treatable	19,576	\$62	\$1,214,260	5,430	\$97	\$526,225	17,401	\$55	\$952,101	7,635	\$102	\$780,526	-2,175	-11.1%	2,205	40.6%

*Top conditions were determined by ranking disease summary groups by absolute decreases in visits in primary care offices from FY17 to FY18. Highlighted rows indicate a decrease in PCP Visits and an increase in urgent care visits.

Visits to Primary Care Providers and Urgent Care for Top Non-Emergent Conditions FY17 & FY18*

Diagnosis Summary Group	FY 2017						FY 2018						% Change: PCP Visits	% Change: PCP Visits	% Change: PCP Visits	%Change: Urgent Care Visits
	PCP Office Visits			Urgent Care Facility			PCP Office Visits			Urgent Care Facility						
	Visits	Net Pay per Visit	Net Pay	Visits	Net Pay per Visit	Net Pay	Visits	Net Pay per Visit	Net Pay	Visits	Net Pay per Visit	Net Pay				
Encounter for other special exam w/o complaint, suspected or reported dx	20,165	\$108	\$2,179,886	11	\$73	\$801	18,642	\$109	\$2,029,430	10	\$77	\$770	-1,523	-7.6%	-1	-9.1%
Acute pharyngitis	7,255	\$63	\$459,657	3,258	\$96	\$311,494	6,401	\$58	\$368,857	4,991	\$98	\$489,416	-854	-11.8%	1,733	53.2%
Acute sinusitis	5,245	\$58	\$302,668	1,985	\$96	\$189,992	4,510	\$46	\$207,779	2,869	\$100	\$285,826	-735	-14.0%	884	44.5%
Disorders of lipoprotein metabolism and other lipidemias	958	\$62	\$58,930	9	\$88	\$796	306	\$58	\$17,637	2	\$45	\$91	-652	-68.1%	---	-77.8%
Type 2 diabetes mellitus	5,329	\$70	\$374,198	19	\$82	\$1,554	4,693	\$61	\$288,115	19	\$77	\$1,472	-636	-11.9%	0	0.0%
Encounter for screening for infectious and parasitic diseases	2,201	\$9	\$20,113	23	\$28	\$653	1,763	\$9	\$16,459	66	\$28	\$1,851	-438	-19.9%	43	187.0%
Vasomotor and allergic rhinitis	1,966	\$50	\$99,105	208	\$94	\$19,472	1,584	\$43	\$68,116	215	\$92	\$19,880	-382	-19.4%	7	3.4%
Malaise and fatigue	2,058	\$67	\$138,899	43	\$86	\$3,683	1,703	\$59	\$100,072	71	\$87	\$6,161	-355	-17.2%	28	65.1%
Essential (primary) hypertension	16,220	\$67	\$1,088,869	150	\$96	\$14,430	15,938	\$59	\$938,347	160	\$100	\$15,998	-282	-1.7%	10	6.7%
Chronic sinusitis	1,336	\$61	\$81,071	1,242	\$94	\$116,424	1,113	\$54	\$60,429	1,087	\$89	\$96,907	-223	-16.7%	-155	-12.5%
Total Non-Emergent	62,733	\$77	\$4,803,396	6,948	\$95	\$659,299	56,653	\$72	\$4,095,240	9,490	\$97	\$918,372	-6,080	-9.7%	2,542	36.6%

*Top conditions were determined by ranking disease summary groups by absolute decreases in visits in primary care offices from FY17 to FY18. Highlighted rows indicate a decrease in PCP Visits and an increase in urgent care visits.

Visits to Hospitals and Freestanding Facilities for Outpatient High-Tech Imaging Services*

Site of Service	FY16			FY17			Change		
	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount
Hospital Outpatient	13,185	\$15,489,874	\$16,096,031	11,322	\$12,455,672	\$12,983,909	-1,863	-\$3,034,202	-\$3,112,122
Freestanding Facility	7,510	\$3,064,085	\$3,418,812	7,714	\$3,229,594	\$3,409,078	204	\$165,509	-\$9,733
Total	20,695	\$18,553,959	\$19,514,843	19,036	\$15,685,266	\$16,392,987	-1,659	-\$2,868,693	-\$3,121,855

Site of Service	FY17			FY18			Change		
	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount
Hospital Outpatient	11,322	\$12,455,672	\$12,983,909	12,280	\$16,772,491	\$17,298,130	958	\$4,316,819	\$4,314,221
Freestanding Facility	7,714	\$3,229,594	\$3,409,078	7,521	\$3,392,329	\$3,521,265	-193	\$162,735	\$112,187
Total	19,036	\$15,685,266	\$16,392,987	19,801	20,164,821	20,819,395	765	\$4,479,554	\$4,426,408

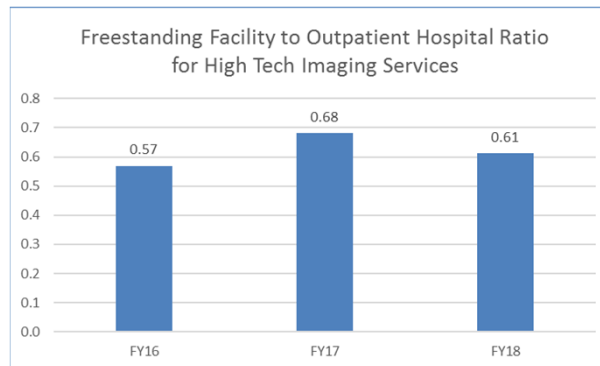
Net Pay per Visit by Site of Service, FY16 – FY18

<u>Site of Service</u>	<u>FY16</u>	<u>FY17</u>	<u>FY18</u>	<u>FY16 to FY17 Change</u>	<u>FY17 to FY18 Change</u>
Hospital Outpatient	\$1,175	\$1,100	\$1,366	-6.4%	24.2%
Freestanding Facility	\$408	\$419	\$451	2.6%	7.7%

- Visits for high-tech imaging services in hospital outpatient settings decreased among active employees and early retirees by 6.9% (from 13,185 visits in FY16 to 12,280 visits in FY18) and remained relatively stable at freestanding facilities.
- Net payments per visit increased by 24.2% for high tech services at a hospital outpatient setting from FY17 to FY18 and by 7.7% for these services at a freestanding facility.

Visits to Hospitals and Freestanding Facilities for Outpatient High-Tech Imaging Services

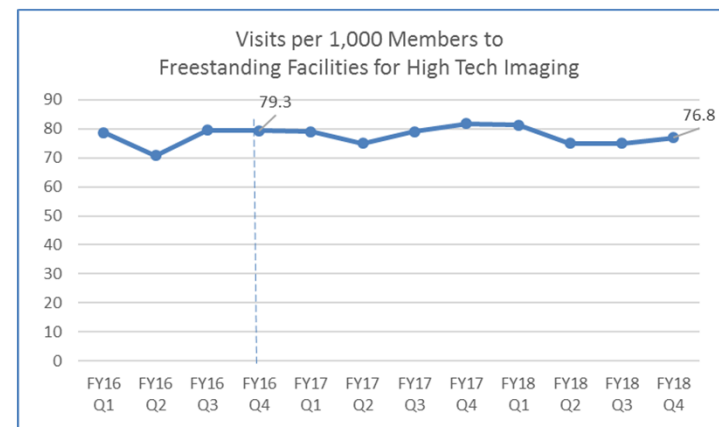
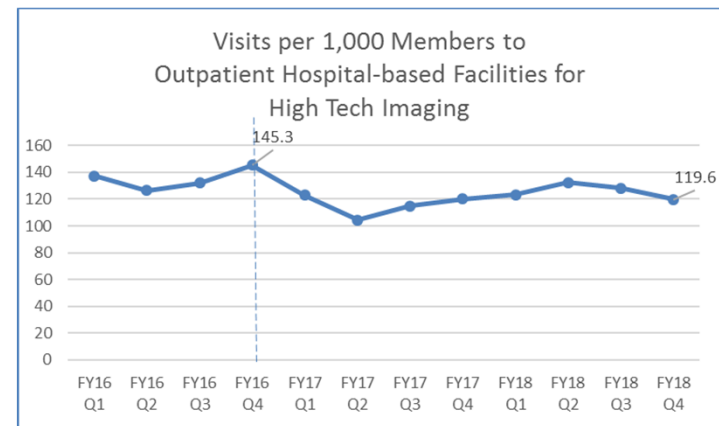
Total High-Tech Imaging Services	FY16	FY17	FY18	Change FY16 to FY17	Change FY17 to FY18
Net Pay Per Visit	\$897	\$824	\$1,018	-8.1%	23.6%
Allowed Amount Per Visit	\$943	\$861	\$1,051	-8.7%	22.1%



- Average combined costs for high-tech imaging services increased by 23.6% (from \$824 to \$1,018 from FY17 to FY18) on a net payment basis.
- During the current rolling year period, the ratio of visits to freestanding facilities to visits to hospital outpatient facilities for outpatient high-tech imaging services decreased by about 10.3% from 0.61 to 0.68.

Visits per 1,000 to Hospitals and Freestanding Facilities for Outpatient High-Tech Imaging Services

- For the 4th quarter of FY18, visits to hospital based facilities for high-tech imaging ticked down to 119.6 visits per 1,000 members.
- For the 4th quarter of FY18, visits to freestanding facilities for high-tech imaging services increased slightly to 76.8 visits per 1,000 members.



FY18 Basic Imaging Utilization and Cost by Site of Service and Service Category

Site of Service	Service Category	Visits	Net Payment	Allowed Amount	Net Pay per Visit	Allowed Amount Per Visit
Outpatient Hospital	Radiology OP Mammograms	8,817	\$2,089,079	\$2,144,407	\$237	\$243
	Radiology OP Other	1,312	\$89,116	\$96,422	\$68	\$73
	Radiology OP Ultrasounds	8,982	\$2,525,628	\$2,775,005	\$281	\$309
	Radiology OP X-Rays	13,975	\$1,540,228	\$1,816,163	\$110	\$130
	Basic Imaging Total	30,295	\$6,244,051	\$6,831,997	\$206	\$226
Outpatient Non-Hospital	Radiology OP Mammograms	5,484	\$950,313	\$976,060	\$173	\$178
	Radiology OP Other	1,527	\$135,250	\$150,996	\$89	\$99
	Radiology OP Ultrasounds	14,198	\$2,286,019	\$2,600,298	\$161	\$183
	Radiology OP X-Rays	18,684	\$772,349	\$961,329	\$41	\$51
	Basic Imaging Total	38,165	\$4,143,931	\$4,688,682	\$109	\$123

FY18 Lab Services Utilization and Cost by Site of Service and Service Category

Site of Service	Service Category	Visits	Net Payment	Allowed Amount	Net Pay per Visit	Allowed Amount Per Visit
Outpatient Hospital	Laboratory OP Chemistry Tests	22,013	\$2,509,096	\$2,763,668	\$114	\$126
	Laboratory OP Hematology	14,522	\$517,462	\$554,220	\$36	\$38
	Laboratory OP Immunology	3,598	\$432,108	\$458,743	\$120	\$127
	Laboratory OP Microbiology	7,435	\$937,010	\$1,010,196	\$126	\$136
	Laboratory OP Other	13,242	\$398,324	\$420,617	\$30	\$32
	Laboratory OP Pathology	5,310	\$1,163,893	\$1,226,248	\$219	\$231
	Laboratory OP Urinalysis Tests	1,839	\$38,668	\$41,362	\$21	\$22
	Outpatient Hospital Total		35,256	\$5,996,561	\$6,475,055	\$170
Independent Labs & Office	Laboratory OP Chemistry Tests	74,588	2,542,809	3,187,216	\$34	\$43
	Laboratory OP Hematology	26,288	157,316	193,195	\$6	\$7
	Laboratory OP Immunology	14,993	474,131	530,396	\$32	\$35
	Laboratory OP Microbiology	37,303	1,438,200	1,607,272	\$39	\$43
	Laboratory OP Other	3,130	570,895	657,350	\$182	\$210
	Laboratory OP Pathology	20,581	2,820,368	2,966,623	\$137	\$144
	Laboratory OP Urinalysis Tests	26,047	81,210	92,396	\$3	\$4
	Ind. Labs & Office Total		140,998	8,084,930	9,234,447	\$57