

Site of Service Steerage Report FY20, 1st Quarter Update (for Incurred Claims through September 2019)

State of Delaware
February 2019



Key Findings

- Visits to urgent care continue to increase while visits to primary care continue to decrease for similar conditions.
- The ratio of visits to emergency rooms with respect to urgent care appears to have stabilized.
- On a per visit basis, net payments for non-emergent care and primary care treatable conditions have increased by 6.6% in the current 12 month reporting period with an 11.6% increase in net pay per visit for primary care and a 4.9% increase in net pay per visit for urgent care. These increases in trend were slightly offset by a 2% decrease in net pay per visit for emergency rooms for these same conditions.
- On a per visit basis, net payments for outpatient high-tech imaging at freestanding facilities decreased by 4.1% while net payments for these services at hospital locations increased by 9.2%. Utilization overall for high-tech imaging increased by 4.2% in the latest 12 month reporting period.
- In the latest 12 month reporting period, there have been notable increases for total net payments (ranging from 13.2 to 30.9%) for mammograms, ultrasounds and x-rays at both hospitals locations and freestanding facilities, along with an 8.5% increase in utilization at freestanding facilities for these services.
- In the latest 12 month reporting period there has been a 2.4% decrease in lab visits at hospital locations and 4.8% increase in lab visits at preferred labs.

Emergency Room, Urgent Care and Primary Care Provider Utilization and Costs

Visits to Emergency Rooms, Urgent Care Centers and Primary Care Providers for Non-Emergent and Primary Care Treatable Conditions, Oct. 2016 – Sep. 2019*

Site of Service	Oct 16 – Sep 17			Oct 17 – Sep 18			Change		
	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount
Emergency Room	12,847	\$16,087,367	\$18,058,236	12,664	\$16,565,328	\$18,355,304	-183	\$477,961	\$297,068
Urgent Care	49,083	\$5,079,192	\$6,183,989	52,882	\$5,542,120	\$6,620,707	3,799	\$462,928	\$436,718
Primary Care	154,801	\$13,409,631	\$15,754,333	149,218	\$12,875,665	\$14,923,556	-5,583	-\$533,967	-\$830,778
Total	216,731	\$34,576,191	\$39,996,559	214,764	\$34,983,113	\$39,899,567	-1,967	\$406,922	-\$96,992

Site of Service	Oct 17 – Sep 18			Oct 18 – Sep 19			Change		
	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount
Emergency Room	12,664	\$16,565,328	\$18,355,304	13,363	\$17,134,922	\$19,204,806	699	\$569,594	\$849,502
Urgent Care	52,882	\$5,542,120	\$6,620,707	56,374	\$6,200,343	\$7,334,310	3,492	\$658,223	\$713,603
Primary Care	149,218	\$12,875,665	\$14,923,556	144,944	\$13,953,204	\$15,978,487	-4,274	\$1,077,540	\$1,054,932
Total	214,764	\$34,983,113	\$39,899,567	214,681	\$37,288,469	\$42,517,602	-83	\$2,305,357	\$2,618,036

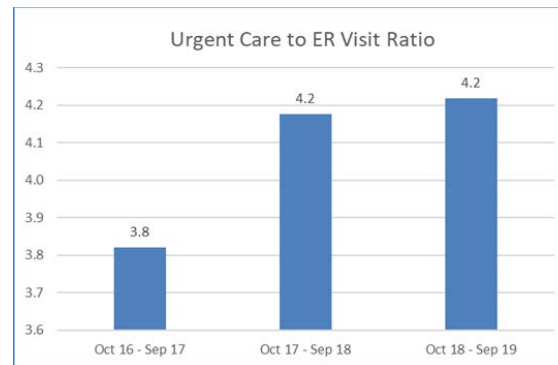
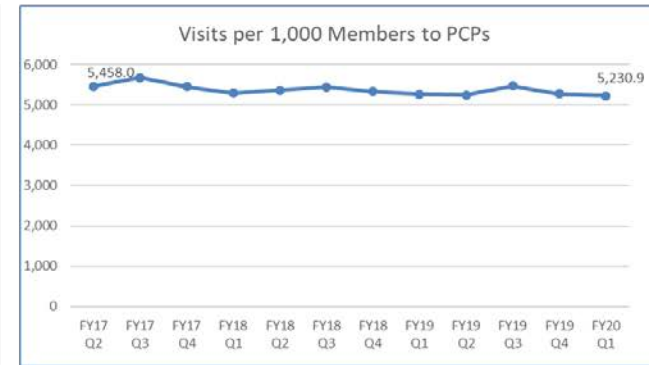
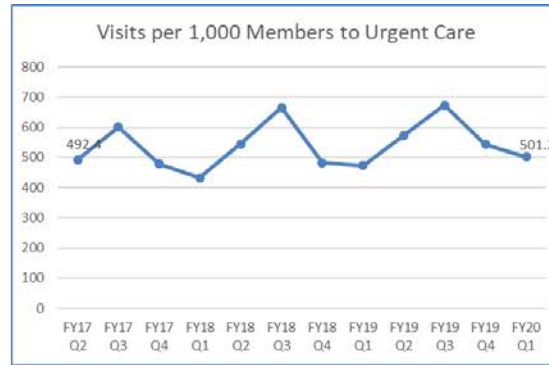
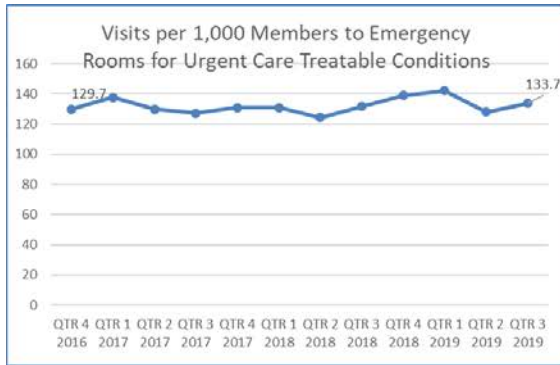
Net Pay per Visit by Site of Service, Oct. 2016 – Sep. 2019

Site of Service	Period 1 Oct 16 – Sep 17	Period 2 Oct 17 – Sep 18	Period 3 Oct 18 – Sep 19	Change Period 1 to Period 2	Change Period 2 to Period 3
Emergency Room	\$1,252	\$1,308	\$1,282	4.5%	-2.0%
Urgent Care	\$103	\$105	\$110	1.3%	4.9%
Primary Care	\$87	\$86	\$96	-0.4%	11.6%

Visits to Emergency Rooms, Urgent Care Centers and Primary Care Providers for Non-Emergent and Primary Care Treatable Conditions Oct. 2016 – Sep. 2019

Total Non-Emergent & Primary Care Treatable Conditions	Period 1 Oct 16 – Sep 17	Period 2 Oct 17 – Sep 18	Period 3 Oct 18 – Sep 19	Change Period 1 to Period 2	Change Period 2 to Period 3
Net Pay Per Visit	\$160	\$163	\$174	2.1%	6.6%
Allowed Amount Per Visit	\$185	\$186	\$198	0.7%	6.6%

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



Visits to Emergency Rooms and Urgent Care for Top 15 Primary Care Treatable Conditions* Oct. 2017 – Sep. 2019

	Oct 17 - Sep 18						Oct 18 - Sep 19						Change in ER Visits	% Change in ER Visits	Change in Urgent Care Visits	% Change in Urgent Care Visits	
	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					
Diagnosis Summary Group																	
Top 15 Primary Care Treatable Conditions	Acute upper respiratory infections of multiple and unspecified sites	424	\$911	\$386,392	2,997	\$101	\$301,616	485	\$707	\$343,035	3,115	\$106	\$328,713	61	14.4%	118	3.9%
	Abdominal and pelvic pain	2,487	\$1,553	\$3,861,658	679	\$107	\$72,650	2,791	\$1,448	\$4,041,827	807	\$113	\$91,117	304	12.2%	128	18.9%
	Pain in throat and chest	1,265	\$1,462	\$1,848,855	195	\$103	\$20,174	1,623	\$1,359	\$2,205,123	264	\$120	\$31,667	358	28.3%	69	35.4%
	Suppurative and unspecified otitis media	146	\$549	\$80,191	1,343	\$98	\$132,248	151	\$538	\$81,189	1,506	\$102	\$154,265	5	3.4%	163	12.1%
	Acute bronchitis	95	\$1,113	\$105,753	1,172	\$96	\$112,066	79	\$1,383	\$109,290	1,223	\$100	\$122,824	-16	-16.8%	51	4.4%
	Cellulitis and acute lymphangitis	389	\$1,148	\$446,485	624	\$111	\$69,364	389	\$1,509	\$587,140	692	\$111	\$76,844	0	0.0%	68	10.9%
	Cutaneous abscess, furuncle and carbuncle	214	\$1,061	\$227,087	254	\$115	\$29,213	194	\$1,163	\$225,565	267	\$116	\$30,961	-20	-9.3%	13	5.1%
	Acute nasopharyngitis	37	\$590	\$21,828	342	\$104	\$35,624	17	\$379	\$6,442	367	\$109	\$40,020	-20	-54.1%	25	7.3%
	Bronchitis, not specified as acute or chronic	89	\$910	\$80,946	292	\$136	\$39,736	94	\$1,072	\$100,784	244	\$151	\$36,810	5	5.6%	-48	-16.4%
	Other symptoms and signs involving the digestive system and abdom	139	\$1,321	\$183,677	133	\$104	\$13,771	132	\$1,193	\$157,542	191	\$112	\$21,321	-7	-5.0%	58	43.6%
	Nonsuppurative otitis media	35	\$648	\$22,674	316	\$102	\$32,277	46	\$578	\$26,610	221	\$105	\$23,144	11	31.4%	-95	-30.1%
	Gastritis and duodenitis	115	\$2,123	\$244,154	42	\$108	\$4,519	122	\$1,726	\$210,591	45	\$134	\$6,043	7	6.1%	3	7.1%
	Hemorrhage in early pregnancy	146	\$1,136	\$165,791				162	\$1,284	\$207,972				16	11.0%	0	#DIV/0!
	Diseases of pulp and periapical tissues	61	\$819	\$49,981	79	\$83	\$6,592	59	\$933	\$55,066	88	\$82	\$7,246	-2	-3.3%	9	11.4%
	Impetigo	17	\$509	\$8,660	94	\$95	\$8,891	17	\$572	\$9,729	130	\$101	\$13,134	0	0.0%	36	38.3%
		5,659	\$1,367	\$7,734,132	8,562	\$103	\$878,740	6,361	\$1,316	\$8,367,904	9,160	\$107	\$984,110	702	12.4%	598	7.0%

*Top conditions were determined by ranking disease summary groups by the combined volume of visits to emergency rooms and urgent care centers during the latest rolling year period. Green highlighted fields indicate a decrease in ER Visits and an increase in Urgent Care Visits.

Visits to Primary Care Providers and Urgent Care for Top Primary Care Treatable Conditions* Oct. 2017 – Sep. 2019

Diagnosis Summary Group	Oct 17 - Sep 18						Oct 18 - Sep 19						Change: PCP Visits	% Change: PCP Visits	Change: Urgent Care 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	5,229	\$48.16	\$251,846.32	2,997	\$100.64	\$301,615.61	4,707	\$58.14	\$273,644.82	3,115	\$105.53	\$328,712.74	-522	-10.0%	118	3.9%
Acute bronchitis	1,725	\$48.98	\$84,486.08	1,172	\$95.62	\$112,065.76	1,407	\$58.09	\$81,737.25	1,223	\$100.43	\$122,823.88	-318	-18.4%	51	4.4%
Encounter for supervision of normal pregnancy	972	\$66.80	\$64,932.17	1	\$78.99	\$78.99	754	\$79.08	\$59,623.37				-218	-22.4%	-1	-100.0%
Nonsuppurative otitis media	1,015	\$53.95	\$54,762.24	316	\$102.14	\$32,276.91	826	\$62.41	\$51,547.01	221	\$104.72	\$23,143.56	-189	-18.6%	-95	-30.1%
Other viral infection characterized by skin & mucous membranes	372	\$52.35	\$19,472.58	62	\$95.14	\$5,898.44	185	\$62.22	\$11,510.81	35	\$104.23	\$3,648.02	-187	-50.3%	-27	-43.5%
Bronchitis, not specified as acute or chronic	650	\$53.14	\$34,541.94	292	\$136.08	\$39,735.73	511	\$65.00	\$33,215.07	244	\$150.86	\$36,810.45	-139	-21.4%	-48	-16.4%
Vasomotor and allergic rhinitis	1,535	\$37.34	\$57,316.78	5	\$91.66	\$458.32	1,414	\$46.55	\$65,823.30	12	\$103.00	\$1,236.02	-121	-7.9%	7	140.0%
Cutaneous abscess, furuncle and carbuncle	382	\$63.31	\$24,182.61	254	\$115.01	\$29,212.56	292	\$70.01	\$20,441.76	267	\$115.96	\$30,961.10	-90	-23.6%	13	5.1%
Gastro-esophageal reflux disease	1,308	\$62.49	\$81,741.18	51	\$110.44	\$5,632.42	1,249	\$72.79	\$90,909.26	67	\$126.01	\$8,442.65	-59	-4.5%	16	31.4%
Cellulitis and acute lymphangitis	898	\$52.14	\$46,822.21	624	\$111.16	\$69,363.71	853	\$62.13	\$52,994.85	692	\$111.05	\$76,843.67	-45	-5.0%	68	10.9%
Total Primary Care Treatable	14,086	\$51	\$720,104	5,774	\$103	\$596,338	12,198	\$61	\$741,448	5,876	\$108	\$632,622	-1,888	-13.4%	102	1.8%

*Top conditions were determined by ranking disease summary groups by absolute decreases in visits in primary care offices during the latest rolling year period. 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* Oct. 2017 – Sep. 2019

Diagnosis Summary Group	Oct 17 - Sep 18						Oct 18 - Sep 19						Change: PCP Visits	% Change: PCP Visits	Change: Urgent Care 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 pharyngitis	6,309	\$59	\$370,475	5,232	\$98	\$515,328	5,548	\$74	\$408,061	5,242	\$104	\$544,713	-761	-12.1%	10	0.2%
Acute sinusitis	4,336	\$47	\$202,441	2,922	\$100	\$291,701	3,594	\$59	\$211,536	3,292	\$104	\$343,059	-742	-17.1%	370	12.7%
Influenza due to unidentified influenza virus	849	\$47	\$40,127	682	\$112	\$76,636	426	\$73	\$30,933	505	\$121	\$61,043	-423	-49.8%	-177	-26.0%
Other joint disorder, not elsewhere classified	3,873	\$61	\$236,355	816	\$99	\$80,885	3,469	\$68	\$235,583	972	\$109	\$105,558	-404	-10.4%	156	19.1%
Other and unspecified soft tissue disorders, not elsewhere classified	2,055	\$54	\$111,273	742	\$100	\$73,887	1,685	\$64	\$107,705	807	\$105	\$85,130	-370	-18.0%	65	8.8%
Encounter for other special exam w/o complaint, suspected or reported dx	18,778	\$108	\$2,030,610	12	\$77	\$918	18,528	\$111	\$2,057,809	16	77	1,239	-250	-1.3%	4	33.3%
Essential (primary) hypertension	16,334	\$59	\$969,800	172	100	17,148	16,105	\$67	\$1,079,463	137	106	14,483	-229	-1.4%	-35	-20.3%
Other disorders of external ear	734	\$50	\$36,742	279	98	27,282	548	\$54	\$29,408	309	105	32,375	-186	-25.3%	30	10.8%
Other viral infection characterized by skin & mucous membrane lesion NEC	282	\$52	\$14,668	62	95	5,898	120	\$61	\$7,327	30	107	3,208	-162	-57.4%	-32	-51.6%
Pain and other cond assoc w female genital organs and menstruation cycle	537	\$100	\$53,549	10	\$120	\$1,196	392	\$94	\$36,863	20	\$101	\$2,024	-145	-27.0%	10	100.0%
Total Non-Emergent	54,087	\$75	\$4,066,040	10,929	\$100	\$1,090,879	50,415	\$83	\$4,204,688	11,330	\$105	\$1,192,832	-3,672	-6.8%	401	3.7%

*Top conditions were determined by ranking disease summary groups by absolute decreases in visits in primary care offices during the latest rolling year period. Highlighted rows indicate a decrease in PCP visits and an increase in urgent care visits.

Hospital Affiliated Outpatient and Freestanding Facility High Tech Imaging Utilization and Costs

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Visits to Hospitals and Freestanding Facilities for Outpatient High-Tech Imaging Services* Oct. 2016 – Sep. 2019

Site of Service	Oct 16 – Sep 17			Oct 17 – Sep 18			Change		
	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount
Hospital Outpatient	11,341	\$12,738,183	\$13,300,920	12,010	\$16,880,810	\$17,423,657	669	\$4,142,626	\$4,122,737
Freestanding Facility	7,777	\$3,255,102	\$3,418,182	7,470	\$3,310,553	\$3,430,293	-307	\$55,452	\$12,110
Total	19,118	\$15,993,285	\$16,719,102	19,480	\$20,191,363	\$20,853,950	362	\$4,198,078	\$4,134,848

Site of Service	Oct 17 – Sep 18			Oct 18 – Sep 19			Change		
	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount
Hospital Outpatient	12,010	\$16,880,810	\$17,423,657	12,450	\$19,117,400	\$19,868,528	440	\$2,236,591	\$2,444,871
Freestanding Facility	7,470	\$3,310,553	\$3,430,293	7,856	\$3,337,959	\$3,434,801	386	\$27,406	\$4,509
Total	19,480	\$20,191,363	\$20,853,950	20,306	22,455,360	23,303,329	826	\$2,263,997	\$2,449,380

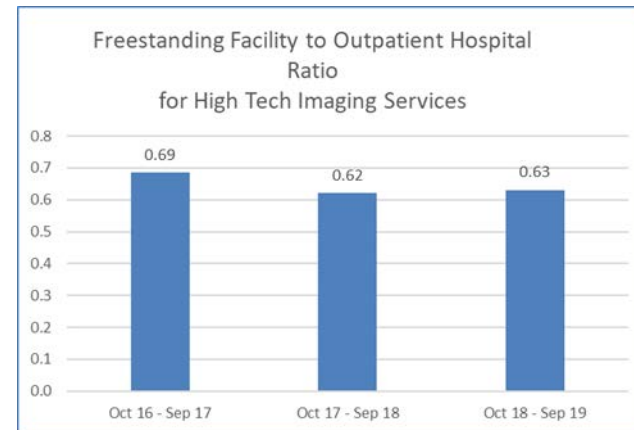
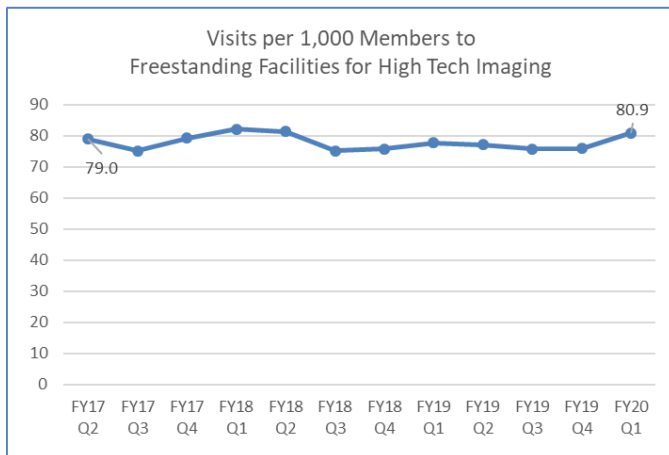
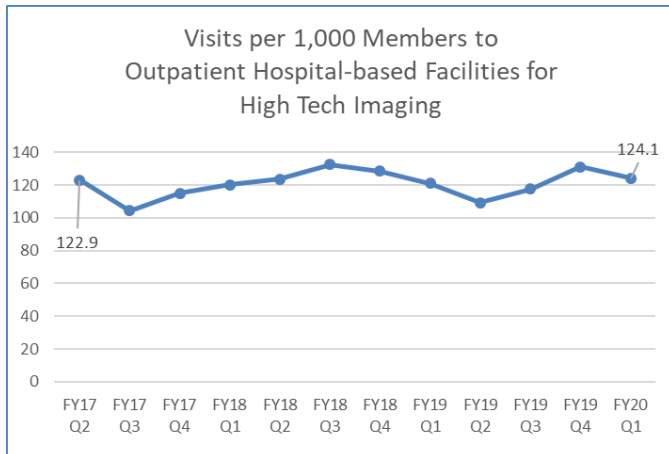
Net Pay per Visit by Site of Service for Outpatient High-Tech Imaging Services Oct. 2016 – Sep. 2019

Site of Service	Period 1 Oct 16 – Sep 17	Period 2 Oct 17 – Sep 18	Period 3 Oct 18 – Sep 19	Change Period 1 to Period 2	Change Period 2 to Period 3
Hospital Outpatient	\$1,123	\$1,406	\$1,536	25.1%	9.2%
Freestanding Facility	\$419	\$443	\$425	5.9%	-4.1%

Visits to Hospitals and Freestanding Facilities for Outpatient High-Tech Imaging Services Oct. 2016 – Sep. 2019

Total High-Tech Imaging Services	Period 1 Oct 16 – Sep 17	Period 2 Oct 17 – Sep 18	Period 3 Oct 18 – Sep 19	Change Period 1 to Period 2	Change Period 2 to Period 3
Net Pay Per Visit	\$837	\$1,037	\$1,106	23.9%	6.7%
Allowed Amount Per Visit	\$875	\$1,071	\$1,148	22.4%	7.2%

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

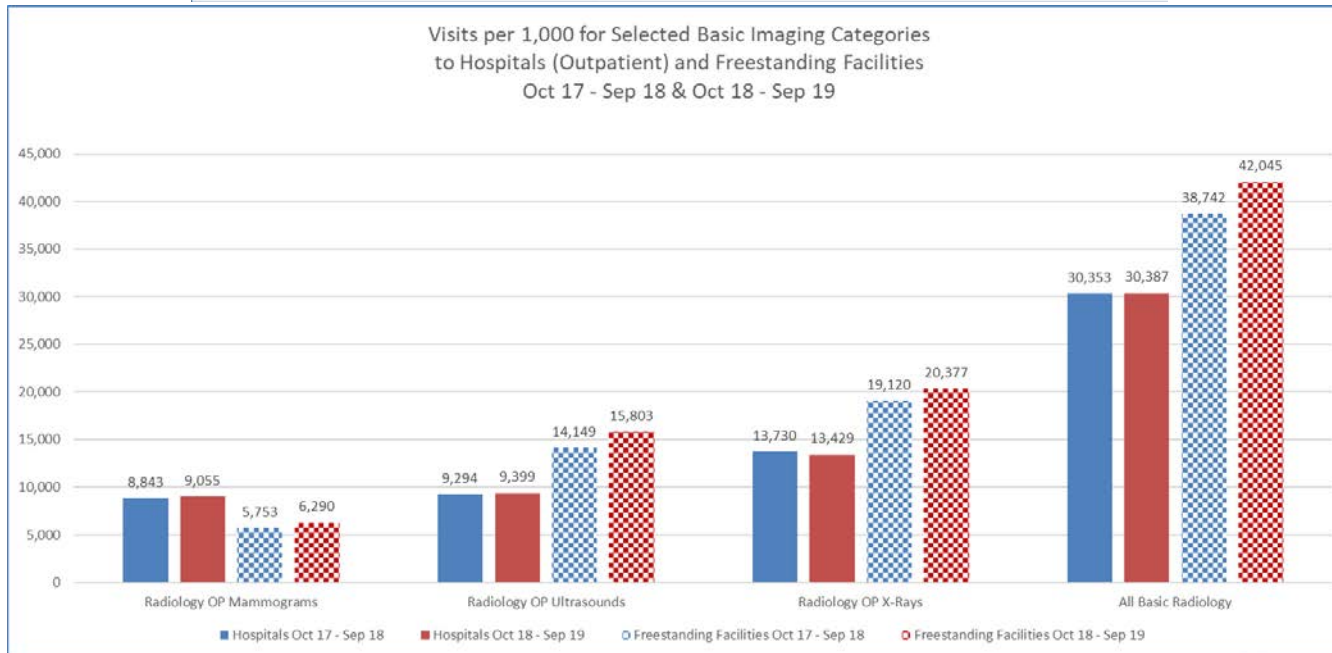
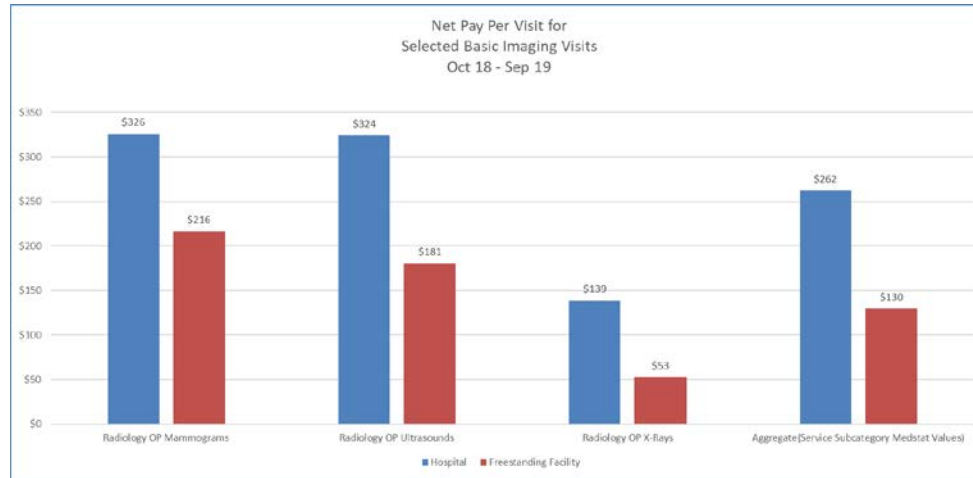


Hospital Affiliated Outpatient and Freestanding Facility Basic Imaging Utilization and Costs

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Basic Imaging Utilization and Cost by Site of Service and Selected Service Categories

		Oct 17 – Sep 18		Oct 18 – Sep 19		Trend	
		Visits	Net Pay	Visits	Net Pay	Visits	Net Pay
Hospital (Outpatient Imaging)	Mammograms	8,843	\$2,253,988	9,055	\$2,950,009	2.4%	30.9%
	Ultrasounds	9,294	\$2,694,002	9,399	\$3,048,315	1.1%	13.2%
	X-Rays	13,730	\$1,592,411	13,429	\$1,860,553	-2.2%	16.8%
	Total	30,353	\$6,624,019	30,387	\$7,958,105	0.1%	20.1%
Freestanding Facility	Mammograms	5,753	\$1,053,271	6,290	\$1,361,772	9.3%	29.3%
	Ultrasounds	14,149	\$2,331,465	15,803	\$2,853,638	11.7%	22.4%
	X-Rays	19,120	\$832,064	20,377	\$1,071,906	6.6%	28.8%
	Total	38,742	\$4,351,458	42,045	\$5,455,500	8.5%	25.4%



Hospital Affiliated Labs and Preferred Labs Utilization and Costs

Lab Services Utilization and Cost by Site of Service and Selected Service Categories

		Oct 17 – Sep 18		Oct 18 – Sep 19		Trend	
		Visits	Net Pay	Visits	Net Pay per Visit	Visits	Net Pay
Hospital (Outpatient Lab)	Chemistry	21,964	2,456,702	21,019	2,366,368	-4.3%	-3.7%
	Hematology	14,562	513,760	14,268	490,044	-2.0%	-4.6%
	Immunology	3,563	444,439	3,774	433,812	5.9%	-2.4%
	Microbiology	7,638	937,875	7,392	1,096,501	-3.2%	16.9%
	Pathology	5,446	1,148,579	5,843	1,275,533	7.3%	11.1%
	Urinalysis	1,837	37,912	1,824	39,795	-0.7%	5.0%
	Total	35,287	5,920,553	34,439	6,057,343	-2.4%	2.3%
Preferred Lab	Chemistry	62,944	1,974,050	66,295	2,063,213	5.3%	4.5%
	Hematology	24,186	144,936	25,383	153,078	4.9%	5.6%
	Immunology	12,825	458,327	14,246	530,310	11.1%	15.7%
	Microbiology	24,390	1,100,332	25,688	1,190,158	5.3%	8.2%
	Pathology	9,058	684,080	9,261	665,412	2.2%	-2.7%
	Urinalysis	12,257	38,970	13,033	40,314	6.3%	3.5%
	Total	90,690	4,461,692	95,006	4,732,661	4.8%	6.1%

