

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

State of Delaware
May 2019



Key Findings

- Visits to urgent care continue to increase while visits to primary care continue to decrease for similar conditions.
- On a per visit basis, net payments for non-emergent care and primary care treatable conditions have increased by 8.0% in the current 12 month reporting period driven by a 13.3% increase in net pay per visit for primary care.
- On a per visit basis, net payments for outpatient high-tech imaging at freestanding facilities decreased by 6.6% while net payments for these services at hospital locations increased by 8.6%. Utilization overall for high-tech imaging increased by 6.2% in the latest 12 month reporting period.
- In the latest 12 month reporting period, there have been notable increases for total net payments for mammograms at both hospitals (17.9%) and freestanding facilities (26.9%). There were also large increases in net payments at freestanding facilities for ultrasounds (19.1%) and x-rays (19.9%). Utilization of basic imaging at hospitals was stable while utilization of basic imaging at freestanding facilities increased markedly for mammograms and ultrasounds (12.1% and 14.8%, respectively).

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, Jan. 2017 – Dec. 2019*

Site of Service	Jan 17 – Dec 17			Jan 18 – Dec 18			Change		
	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount
Emergency Room	12,858	\$16,594,680	\$18,522,058	12,894	\$16,455,829	\$18,244,959	36	-\$138,851	-\$277,099
Urgent Care	50,279	\$5,211,585	\$6,308,592	53,719	\$5,697,881	\$6,783,853	3,440	\$486,296	\$475,262
Primary Care	153,031	\$13,132,365	\$15,363,072	148,451	\$12,947,655	\$14,989,538	-4,580	-\$184,710	-\$373,534
Total	216,168	\$34,938,630	\$40,193,722	215,064	\$35,101,365	\$40,018,350	-1,104	\$162,735	-\$175,371

Site of Service	Jan 18 – Dec 18			Jan 19- Dec 19			Change		
	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount
Emergency Room	12,894	\$16,455,829	\$18,244,959	13,203	\$17,324,163	\$19,474,047	309	\$868,335	\$1,229,088
Urgent Care	53,719	\$5,697,881	\$6,783,853	57,578	\$6,344,017	\$7,507,291	3,859	\$646,136	\$723,437
Primary Care	148,451	\$12,947,655	\$14,989,538	144,259	\$14,251,495	\$16,272,781	-4,192	\$1,303,839	\$1,283,243
Total	215,064	\$35,101,365	\$40,018,350	215,040	\$37,919,675	\$43,254,118	-24	\$2,818,310	\$3,235,768

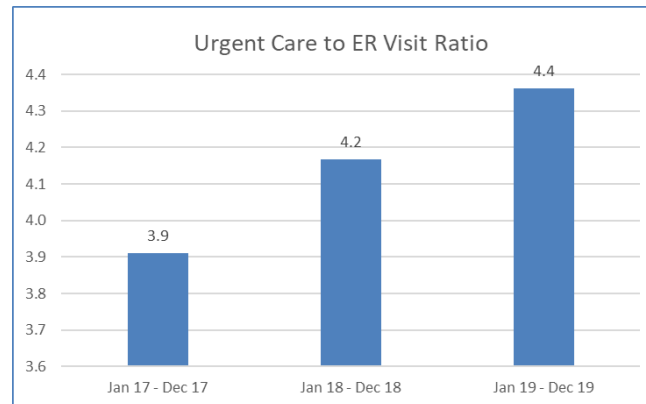
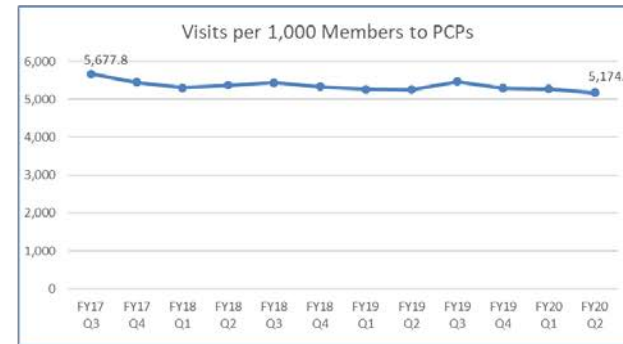
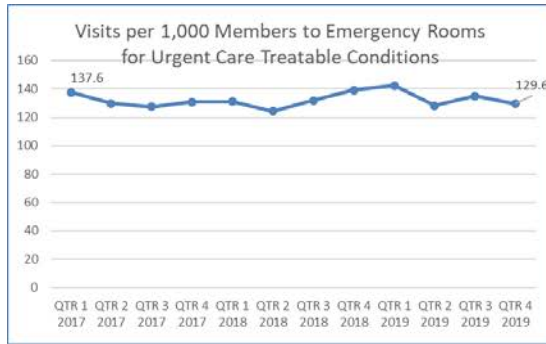
Net Pay per Visit by Site of Service, Jan. 2017 – Dec. 2019

Site of Service	Period 1 Jan 17 – Dec 17	Period 2 Jan 18 - Dec 18	Period 3 Jan 19 – Dec 19	Change Period 1 to Period 2	Change Period 2 to Period 3
Emergency Room	\$1,291	\$1,276	\$1,312	-1.1%	2.8%
Urgent Care	\$104	\$106	\$110	2.3%	3.9%
Primary Care	\$86	\$87	\$99	1.6%	13.3%

Visits to Emergency Rooms, Urgent Care Centers and Primary Care Providers for Non-Emergent and Primary Care Treatable Conditions Jan. 2017 – Dec. 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	\$162	\$163	\$176	1.0%	8.0%
Allowed Amount Per Visit	\$186	\$186	\$201	0.1%	8.1%

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* Jan. 2018 – Dec. 2019

	Jan 18 - Dec 18						Jan 19 - Dec 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	469	\$828	\$388,274	3,017	\$102	\$307,567	455	\$748	\$340,181	3,254	\$108	\$350,214	-14	-3.0%	237	7.9%
	Abdominal and pelvic pain	2,553	\$1,493	\$3,810,922	691	\$107	\$73,977	2,779	\$1,488	\$4,135,912	814	\$113	\$91,630	226	8.9%	123	17.8%
	Pain in throat and chest	1,387	\$1,354	\$1,878,244	217	\$106	\$23,018	1,598	\$1,460	\$2,332,429	265	\$121	\$32,053	211	15.2%	48	22.1%
	Suppurative and unspecified otitis media	142	\$585	\$83,097	1,389	\$100	\$138,839	152	\$635	\$96,513	1,540	\$104	\$160,327	10	7.0%	151	10.9%
	Acute bronchitis	92	\$1,114	\$102,478	1,165	\$98	\$113,805	83	\$1,297	\$107,681	1,265	\$100	\$126,907	-9	-9.8%	100	8.6%
	Cellulitis and acute lymphangitis	351	\$1,181	\$414,376	619	\$111	\$68,925	388	\$1,543	\$598,544	696	\$110	\$76,498	37	10.5%	77	12.4%
	Cutaneous abscess, furuncle and carbuncle	200	\$1,079	\$215,720	244	\$119	\$29,095	194	\$1,148	\$222,651	280	\$111	\$31,120	-6	-3.0%	36	14.8%
	Acute nasopharyngitis	42	\$589	\$24,746	317	\$107	\$33,840	14	\$311	\$4,357	395	\$109	\$43,061	-28	-66.7%	78	24.6%
	Bronchitis, not specified as acute or chronic	96	\$942	\$90,408	301	\$143	\$43,023	88	\$972	\$85,562	254	\$141	\$35,755	-8	-8.3%	-47	-15.6%
	Other symptoms and signs involving the digestive system and abdomen	131	\$1,313	\$171,985	144	\$105	\$15,126	149	\$1,331	\$198,301	192	\$110	\$21,140	18	13.7%	48	33.3%
	Nonsuppurative otitis media	30	\$705	\$21,148	290	\$102	\$29,560	53	\$510	\$27,026	237	\$106	\$25,013	23	76.7%	-53	-18.3%
	Gastritis and duodenitis	130	\$1,963	\$255,236	41	\$126	\$5,158	120	\$1,713	\$205,530	49	\$126	\$6,188	-10	-7.7%	8	19.5%
	Diseases of pulp and periapical tissues	67	\$870	\$58,301	75	\$82	\$6,166	53	\$1,070	\$56,727	93	\$84	\$7,778	-14	-20.9%	18	24.0%
	Gastro-esophageal reflux disease	58	\$1,348	\$78,183	58	\$107	\$6,215	76	\$1,164	\$88,481	67	\$123	\$8,263	18	31.0%	9	15.5%
	Impetigo	18	\$518	\$9,316	95	\$93	\$8,843	19	\$586	\$11,143	121	\$102	\$12,392	1	5.6%	26	27.4%
Totals	5,766	\$1,318	\$7,602,433	8,663	\$104	\$903,155	6,221	\$1,368	\$8,511,037	9,522	\$108	\$1,028,341	455	7.9%	859	9.9%	

*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 Emergency Rooms and Urgent Care for Top 15 Non-Emergent Conditions* Jan. 2018 – Dec. 2019

Diagnosis Summary Group	Jan 18 - Dec 18						Jan 19 - Dec 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				
Acute pharyngitis	292	\$817	\$238,689	5,362	\$100	\$537,716	264	\$765	\$202,038	5,347	\$104	\$554,664	-28	-9.6%	-15	-0.3%
Acute sinusitis	64	\$807	\$51,669	2,912	\$102	\$295,575	75	\$564	\$42,306	3,390	\$103	\$350,583	11	17.2%	478	16.4%
Cough	476	\$351	\$166,973	1,411	\$98	\$137,765	392	\$380	\$149,154	1,927	\$98	\$188,668	-84	-17.6%	516	36.6%
Other joint disorder, not elsewhere classified	657	\$636	\$417,563	880	\$102	\$90,127	686	\$615	\$421,584	968	\$109	\$105,270	29	4.4%	88	10.0%
Other and unspecified soft tissue disorders, not elsewhere classified	640	\$566	\$362,298	735	\$102	\$74,766	714	\$539	\$384,862	817	\$108	\$88,398	74	11.6%	82	11.2%
Dorsalgia	700	\$1,142	\$799,467	577	\$105	\$60,575	682	\$1,168	\$796,668	611	\$105	\$64,447	-18	-2.6%	34	5.9%
Headache	711	\$1,162	\$826,455	261	\$116	\$30,238	719	\$1,192	\$857,399	290	\$114	\$32,953	8	1.1%	29	11.1%
Nausea and vomiting	608	\$1,164	\$707,814	316	\$103	\$32,610	588	\$1,239	\$728,453	370	\$108	\$39,787	-20	-3.3%	54	17.1%
Chronic sinusitis	38	\$764	\$29,022	865	\$92	\$79,881	43	\$1,262	\$54,259	827	\$91	\$75,591	5	13.2%	-38	-4.4%
Conjunctivitis	55	\$426	\$23,430	766	\$104	\$79,636	44	\$538	\$23,664	813	\$107	\$86,697	-11	-20.0%	47	6.1%
Dizziness and giddiness	611	\$1,603	\$979,453	178	\$104	\$18,586	611	\$1,730	\$1,057,104	216	\$109	\$23,550	0	0.0%	38	21.3%
Influenza due to unidentified influenza virus	217	\$894	\$193,901	705	\$113	\$79,638	131	\$850	\$111,362	576	\$123	\$70,868	-86	-39.6%	-129	-18.3%
Pain associated with micturition	39	\$993	\$38,726	504	\$96	\$48,169	49	\$746	\$36,566	565	\$104	\$58,638	10	25.6%	61	12.1%
Essential (primary) hypertension	332	\$827	\$274,620	155	\$103	\$16,002	371	\$795	\$295,024	143	\$100	\$14,293	39	11.7%	-12	-7.7%
Suppurative and unspecified otitis media	51	\$536	\$27,323	331	\$110	\$36,392	51	\$762	\$38,859	392	\$111	\$43,326	0	0.0%	61	18.4%
Totals	5,491	\$936	\$5,137,403	15,958	\$101	\$1,617,678	5,420	\$959	\$5,199,302	17,252	\$104	\$1,797,734	-71	-1.3%	1,294	8.1%

*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* Jan. 2018 – Dec. 2019

Diagnosis Summary Group	Jan 18 - Dec 18						Jan 19 - Dec 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				
Vasomotor and allergic rhinitis	1,806	\$33.68	\$60,827.10	7	\$95.83	\$670.82	1,091	\$54.49	\$59,446.29	11	\$102.25	\$1,124.74	-715	-39.6%	4	57.1%
Acute bronchitis	1,651	\$51.95	\$85,771.45	1,165	\$97.69	\$113,805.36	1,373	\$61.37	\$84,261.52	1,265	\$100.32	\$126,907.36	-278	-16.8%	100	8.6%
Acute upper respiratory infections of multiple and unspecified sites	4,978	\$49.69	\$247,344.72	3,017	\$101.94	\$307,566.68	4,765	\$61.12	\$291,241.45	3,254	107.626	350,214.14	-213	-4.3%	237	7.9%
Encounter for supervision of normal pregnancy	908	\$68.40	\$62,108.51	1	\$78.99	\$78.99	743	\$79.37	\$58,973.32	2	\$65.65	\$131.30	-165	-18.2%	1	100.0%
Nonsuppurative otitis media	937	\$55.20	\$51,720.59	290	\$101.93	\$29,560.31	777	\$64.61	\$50,201.77	237	\$105.54	\$25,013.34	-160	-17.1%	-53	-18.3%
Other viral infection characterized by skin & mu	341	\$55.31	\$18,861.06	61	\$92.58	\$5,647.46	189	\$66.53	\$12,573.73	41	\$107.49	\$4,407.23	-152	-44.6%	-20	-32.8%
Bronchitis, not specified as acute or chronic	608	\$55.39	\$33,678.50	301	\$142.93	\$43,022.61	504	\$67.79	\$34,168.32	254	\$140.77	\$35,754.80	-104	-17.1%	-47	-15.6%
Cellulitis and acute lymphangitis	887	\$53.45	\$47,411.70	619	\$111.35	\$68,924.82	803	\$64.32	\$51,645.78	696	\$109.91	\$76,497.98	-84	-9.5%	77	12.4%
Cutaneous abscess, furuncle and carbuncle	372	\$64.34	\$23,932.66	244	\$119.24	\$29,094.63	306	\$70.02	\$21,425.11	280	\$111.14	\$31,120.27	-66	-17.7%	36	14.8%
Other chronic obstructive pulmonary disease	317	\$66.97	\$21,227.94	4	\$103.94	\$415.74	267	\$71.63	\$19,125.82	2	\$102.00	\$204.00	-50	-15.8%	-2	-50.0%
Total Primary Care Treatable	12,805	\$51	\$652,884	5,709	\$105	\$598,787	10,818	\$63	\$683,063	6,042	\$108	\$651,375	-1,987	-15.5%	333	5.8%

*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* Jan. 2018 – Dec. 2019

Diagnosis Summary Group	Jan 18 - Dec 18						Jan 19 - Dec 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	6,112	\$61	\$371,443	5,362	\$100	\$537,716	5,555	\$76	\$424,862	5,347	\$104	\$554,664	-557	-9.1%	-15	-0.3%
Other joint disorder, not elsewhere classified	3,837	\$64	\$244,069	880	\$102	\$90,127	3,374	\$68	\$228,381	968	\$109	\$105,270	-463	-12.1%	88	10.0%
Influenza due to unidentified influenza virus	858	\$49	\$41,773	705	\$113	\$79,638	450	\$73	\$32,922	576	\$123	\$70,868	-408	-47.6%	-129	-18.3%
Acute sinusitis	3,870	\$50	\$191,998	2,912	\$102	\$295,575	3,500	\$62	\$216,886	3,390	\$103	\$350,583	-370	-9.6%	478	16.4%
Essential (primary) hypertension	16,528	\$60	\$991,493	155	\$103	\$16,002	16,187	\$69	\$1,117,384	143	\$100	\$14,293	-341	-2.1%	-12	-7.7%
Encounter for other special exam w/o complaint, suspected or reported dx	18,756	\$107	\$2,014,450	12	\$77	\$930	18,485	\$113	\$2,093,869	19	65	1,244	-271	-1.4%	7	58.3%
Symptoms and signs concerning food and fluid intake	322	\$53	\$17,073	1	109	109	61	\$87	\$5,297				-261	-81.1%	-1	-100.0%
Other and unspecified soft tissue disorders, not elsewhere classified	1,940	\$54	\$104,785	735	102	74,766	1,696	\$65	\$110,672	817	108	88,398	-244	-12.6%	82	11.2%
Encounter for pregnancy test and childbirth and childcare instruction	1,651	\$49	\$81,577	52	29	1,498	1,414	\$55	\$78,422	26	27	703	-237	-14.4%	-26	-50.0%
Encounter for screening for infectious and parasitic diseases	1,792	\$10	\$17,119	93	\$17	\$1,588	1,582	\$10	\$15,498	59	\$40	\$2,382	-210	-11.7%	-34	-36.6%
Total Non-Emergent	55,666	\$73	\$4,075,781	10,907	\$101	\$1,097,950	52,304	\$83	\$4,324,193	11,345	\$105	\$1,188,405	-3,362	-6.0%	438	4.0%

*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* Jan. 2017 – Dec. 2019

Site of Service	Jan 17 – Dec 17			Jan 18 – Dec 18			Change		
	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount
Hospital Outpatient	12,012	\$14,659,357	\$15,207,487	11,669	\$16,514,949	\$17,157,213	-343	\$1,855,591	\$1,949,726
Freestanding Facility	7,767	\$3,310,877	\$3,469,573	7,506	\$3,316,060	\$3,428,896	-261	\$5,183	-\$40,677
Total	19,779	\$17,970,234	\$18,677,061	19,175	\$19,831,008	\$20,586,109	-604	\$1,860,774	\$1,909,048

Site of Service	Jan 18 – Dec 18			Jan 19 – Dec 19			Change		
	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount	Visits	Net Payment	Allowed Amount
Hospital Outpatient	11,669	\$16,514,949	\$17,157,213	12,222	\$18,784,370	\$19,549,934	553	\$2,269,422	\$2,392,721
Freestanding Facility	7,506	\$3,316,060	\$3,428,896	8,142	\$3,360,965	\$3,450,007	636	\$44,905	\$21,111
Total	19,175	\$19,831,008	\$20,586,109	20,364	22,145,335	22,999,940	1,189	\$2,314,327	\$2,413,831

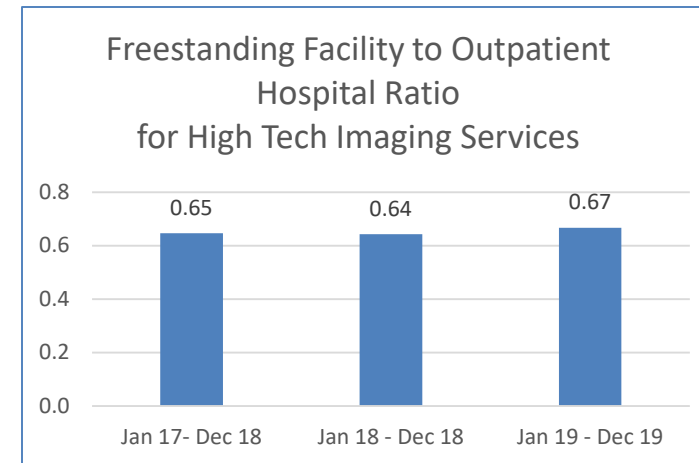
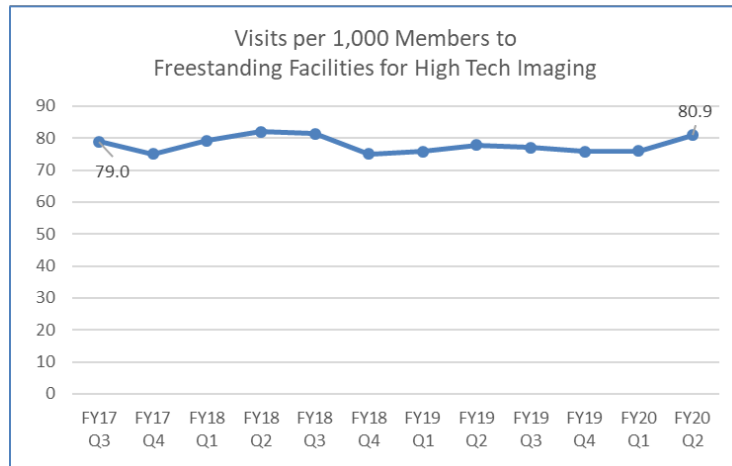
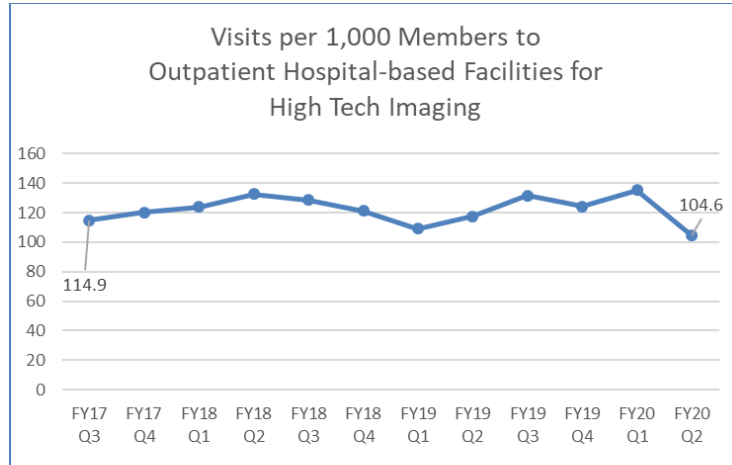
Net Pay per Visit by Site of Service for Outpatient High-Tech Imaging Services Jan. 2017 – Dec. 2019

Site of Service	Period 1 Jan 17 – Dec 17	Period 2 Jan 18 - Dec 18	Period 3 Jan 19 – Dec 19	Change Period 1 to Period 2	Change Period 2 to Period 3
Hospital Outpatient	\$1,220	\$1,415	\$1,537	16.0%	8.6%
Freestanding Facility	\$426	\$442	\$413	3.6%	-6.6%

Visits to Hospitals and Freestanding Facilities for Outpatient High-Tech Imaging Services Jan. 2019 – Dec. 2019

Total High-Tech Imaging Services	Period 1 Jan 17 – Dec 17	Period 2 Jan 18 - Dec 18	Period 3 Jan 19 – Dec 19	Change Period 1 to Period 2	Change Period 2 to Period 3
Net Pay Per Visit	\$909	\$1,034	\$1,087	13.8%	5.2%
Allowed Amount Per Visit	\$944	\$1,074	\$1,129	13.7%	5.2%

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



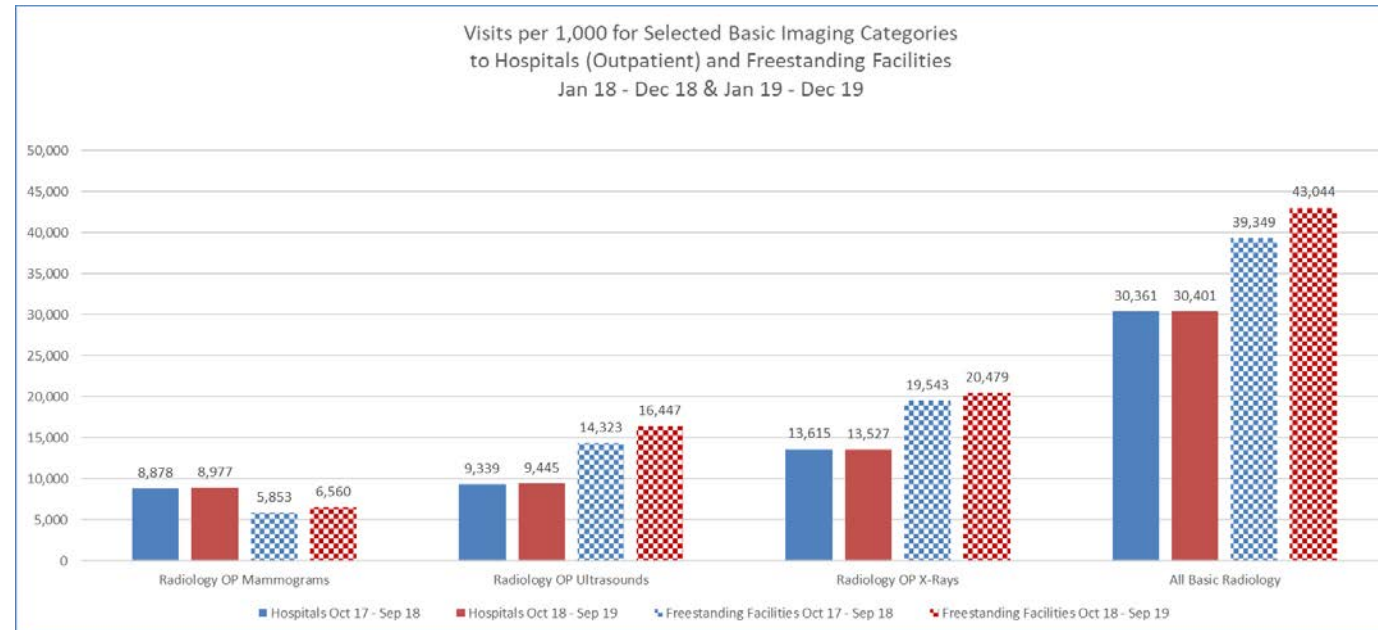
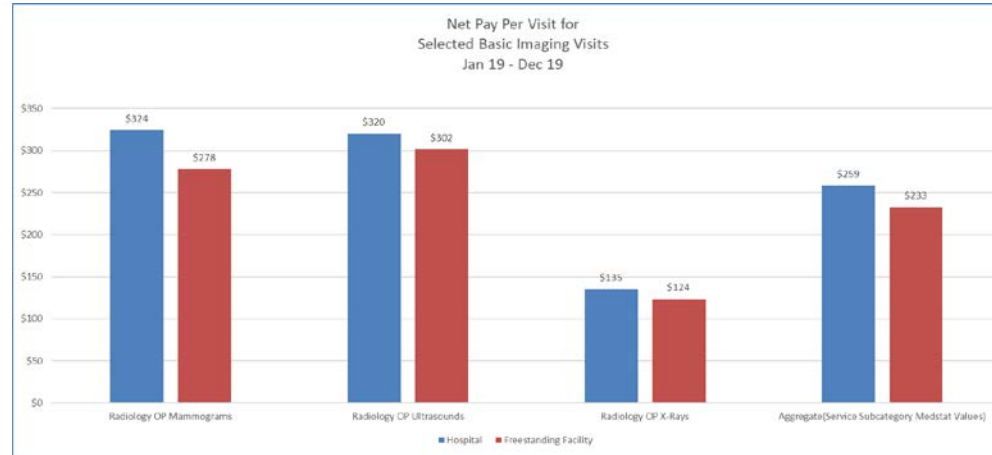
Hospital Affiliated Outpatient and Freestanding Facility Basic Imaging Utilization and Costs

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

		Jan 18 – Dec 18		Jan 19 – Dec 19		Trend	
		Visits	Net Pay	Visits	Net Pay	Visits	Net Pay
Hospital (Outpatient Imaging)	Mammograms	8,878	\$2,469,375	8,977	\$2,911,819	1.1%	17.9%
	Ultrasounds	9,339	\$2,817,807	9,445	\$3,024,685	1.1%	7.3%
	X-Rays	13,615	\$1,684,807.29	13,527	\$1,832,779	-0.6%	8.8%
	Total	30,361	\$7,066,076	30,401	\$7,860,242	0.1%	11.2%
Freestanding Facility	Mammograms	5,853	\$1,130,668	6,560	\$1,434,335	12.1%	26.9%
	Ultrasounds	14,323	\$2,446,306	16,447	\$2,912,669	14.8%	19.1%
	X-Rays	19,543	\$899,521	20,479	\$1,078,911	4.8%	19.9%
	Total	39,349	\$4,616,621	43,044	\$5,598,400	9.4%	21.3%



Hospital Affiliated Labs and Preferred Labs Utilization and Costs

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

		Jan 18 – Dec 18		Jan 19 – Dec 19		Trend	
		Visits	Net Pay	Visits	Net Pay per Visit	Visits	Net Pay
Hospital (Outpatient Lab)	Chemistry	21,778	\$2,439,777	20,595	\$2,251,832	-5.4%	-7.7%
	Hematology	14,342	\$512,327	14,146	\$487,013	-1.4%	-4.9%
	Immunology	3,457	\$427,826	3,860	\$455,630	11.7%	6.5%
	Microbiology	7,773	\$1,007,444	7,382	\$1,126,931	-5.0%	11.9%
	Other	13,072	\$339,670	10,443	\$377,060	-20.1%	11.0%
	Pathology	5,630	\$1,209,804	5,833	\$1,319,486	3.6%	9.1%
	Urinalysis	1,801	\$38,123	1,845	\$38,618	2.4%	1.3%
Preferred Lab	Chemistry	52,896	\$1,656,816	59,493	\$2,392,478	12.5%	12.3%
	Hematology	20,235	\$125,214	23,011	\$171,300	13.7%	11.7%
	Immunology	10,592	\$392,706	13,133	\$562,133	24.0%	27.8%
	Microbiology	19,730	\$944,148	22,853	\$1,257,863	15.8%	17.3%
	Other	882	\$63,728	1,059	\$95,536	20.1%	43.9%
	Pathology	6,619	\$528,146	7,724	\$587,406	16.7%	6.9%
	Urinalysis	10,171	\$32,402	11,666	\$41,646	14.7%	11.2%

