

Quarterly PCP Report Analysis

PCP Landscape by County FY22 Q1

(As of September 30, 2021)

County	Highmark				Aetna			
	PCP	NP	Pediatrician	Total*	PCP	PA/NP	Pediatrician	Total*
New Castle	1019	334	380	1733	574	401	127	1102
Kent	158	62	30	250	110	95	23	228
Sussex	256	216	85	557	236	231	27	494
Total	1433	612	495		920	727	177	

Termed PCPs by Termination Reason FY22 Q1		
Reason	Highmark	Aetna
Voluntary Termination	N/A	7
Involuntary Termination	N/A	4
Concierge	0	0
Changed to Specialist	N/A	5
Unknown	16	0

New PCPs by County FY22 Q1		
County	Highmark	Aetna
New Castle	27	8
Kent	5	3
Sussex	8	10

*Totals do not include unique PCP counts. PCPs with office locations in multiple counties are included in county totals. Totals include participating primary care providers who practice at clinics based in retail pharmacies. However, the availability of such clinics in Delaware is limited.

Note: Highmark does not provide the reason for termination and all terminations are grouped into Unknown category.

GHIP Members with PCP Visits FY21*

County**		FY21 Q1			FY21 Q2			FY21 Q3			FY21 Q4 (through 5/30/2021)		
		Patients	Visits	Total Members	Patients	Visits	Total Members	Patients	Visits	Total Members	Patients	Visits	Total Members
Kent	Preventive	4,661	4,858		3,633	3,779		3,243	3,391		1,901	1,956	
	Other Office												
	Visits (PCP)	13,815	19,287		13,553	18,677		13,502	18,748		10,738	13,258	
	Telehealth	924	1,933		900	1,948		933	2,053		551	1,130	
	Urgent Care	1,738	2,025		2,226	2,715		2,129	2,562		1,487	1,739	
	Walk-In												
	Retail	14	18		15	19		17	25		15	16	
			30,556			30,591			30,440				30,251
New Castle	Preventive	8,634	8,884		7,601	7,801		6,548	6,814		3,995	4,062	
	Other Office												
	Visits (PCP)	25,046	34,500		24,932	34,522		24,485	33,810		19,385	23,720	
	Telehealth	2,179	5,212		2,080	5,252		2,125	5,775		1,443	3,318	
	Urgent Care	3,304	3,805		3,823	4,542		3,820	4,671		2,903	3,296	
	Walk-In												
	Retail	319	358		276	311		374	494		276	387	
			57,563			57,599			57,420				56,959
Sussex	Preventive	4,609	4,798		3,839	3,996		3,436	3,586		1,680	1,722	
	Other Office												
	Visits (PCP)	11,956	17,133		12,002	17,078		12,136	17,566		9,337	11,713	
	Telehealth	688	1,509		625	1,425		682	1,605		435	922	
	Urgent Care	1,444	1,650		1,515	1,766		1,451	1,695		1,016	1,107	
	Walk-In												
	Retail	5	5		22	24		20	27		15	17	
			26,553			26,687			26,861				26,755
Total	Preventive	17,904	18,540		15,073	15,576		13,227	13,791		7,576	7,740	
	Other Office												
	Visits (PCP)	50,817	70,920		50,487	70,277		50,123	70,124		39,460	48,691	
	Telehealth	3,791	8,654		3,605	8,625		3,740	9,433		2,429	5,370	
	Urgent Care	6,486	7,480		7,564	9,023		7,400	8,928		5,406	6,142	
	Walk-In												
	Retail	338	381		313	354		411	546		306	420	
			114,672			114,877			114,721				113,965

*Total number of Patients and Visits are not mutually exclusive. The same patient can see their PCP more than once during the quarter.

** Figures based on a member's county of residence.