

Quarterly PCP Report Analysis

PCP Landscape by County FY22 Q3

(As of March 31, 2022)

County	Highmark				Aetna			
	PCP	NP	Pediatrician	Total*	PCP	PA/NP	Pediatrician	Total*
New Castle	511	220	245	976	589	245	129	963
Kent	117	38	24	179	120	39	21	180
Sussex	178	108	40	326	247	118	36	401
Total	806	366	309		956	402	186	

Termed PCPs by Termination Reason FY22 Q3	
Reason	
Voluntary Termination	N/A
Involuntary Termination	N/A
Concierge	0
Changed to Specialist	N/A
Unknown	20
Total	20

Total PCPs Terminated by Both Vendors = 0	
New PCPs by County FY22 Q3	
County	
New Castle	14
Kent	3
Sussex	5

*Totals include unique PCP counts. PCPs with office locations in multiple counties are not included in county totals. Only the primary office location is included in the county total. 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

County**		FY21 Q4			FY22 Q1			FY22 Q2		
		Patients	Visits	Total Members	Patients	Visits	Total Members	Patients	Visits	Total Members
Kent	Preventive	3,029	3,169		3,540	3,710		3,621	3,834	
	Other Office Visits (PCP)	13,987	20,316		13,168	17,941		15,019	22,426	
	Telehealth	695	1,660		611	1,409		614	1,443	
	Urgent Care	2,119	2,536		2,059	2,350		1,975	2,264	
	Walk-In									
	Retail	18	21		12	13		13	16	
New Castle	Preventive	6,269	6,537		7,073	7,340		7,272	7,539	
	Other Office Visits (PCP)	25,154	36,479		23,061	30,276		26,890	39,251	
	Telehealth	1,803	4,940		1,416	4,074		1,414	3,846	
	Urgent Care	4,199	4,968		4,129	4,802		4,550	5,422	
	Walk-In									
	Retail	374	521		371	458		326	428	
Sussex	Preventive	2,875	3,021		3,475	3,622		3,465	3,635	
	Other Office Visits (PCP)	12,545	18,358		11,743	15,728		13,655	20,248	
	Telehealth	553	1,373		508	1,111		493	1,072	
	Urgent Care	1,661	1,912		1,898	2,134		2,339	2,778	
	Walk-In									
	Retail	16	18		16	18		13	16	
Total	Preventive	12,173	12,727		14,088	14,672		14,355	15,008	
	Other Office Visits (PCP)	51,661	75,153		47,951	63,945		55,544	81,925	
	Telehealth	3,051	7,973		2,535	6,594		2,521	6,361	
	Urgent Care	7,979	9,416		8,086	9,286		8,864	10,464	
	Walk-In									
	Retail	408	560		399	489		352	460	
			114,721				114,312			115,457

*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.