

Quarterly PCP Report Analysis

PCP Landscape by County FY23 Q3

(As of March 31, 2023)

County	Highmark				Aetna			
	PCP	PA/NP	Pediatrician	Total*	PCP	PA/NP	Pediatrician	Total*
New Castle	319	205	129	653	352	227	129	708
Kent	70	31	15	116	72	53	22	147
Sussex	120	77	29	226	132	110	33	275
Total	509	313	173	995	556	390	184	1130

Reason		Highmark	Aetna
Voluntary Termination		N/A	53
Involuntary Termination		N/A	12
Concierge		0	0
Changed to Specialist		N/A	0
Unknown		16	26
Total		16	91

New PCPs by County FY23 Q3	
County	
New Castle	26
Kent	4
Sussex	16

Termed PCPs by Termination Reason FY23 Q3

Total PCPs Terminated by Both Vendors = 0

*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.

County**		GHIP Members with PCP Visits											
		FY22 Q3			FY22 Q4			FY23 Q1			FY23 Q2		
		Patients	Visits	Total Members	Patients	Visits	Total Members	Patients	Visits	Total Members	Patients	Visits	Total Members
Kent	Preventive	3,356		3,556	3,179		3,331	4,236		4,433	3,625		3,831
	Other Office												
	Visits (PCP)	14,469		21,227	14,352		21,155	14,593		21,044	15,632		23,960
	Telehealth	4,873		10,710	4,149		9,467	3,901		8,505	4,037		8,989
	Urgent Care	1,899		2,176	2,367		2,734	2,299		2,641	2,746		3,172
	Walk-In												
	Retail	15		21	8		29	12		16	11		15
New Castle	Preventive	6,749		7,100	6,747		6,981	8,209		8,511	7,502		7,736
	Other Office												
	Visits (PCP)	25,410		36,362	25,464		36,619	25,908		37,180	27,036		39,881
	Telehealth	10,361		20,378	9,139		23,607	8,578		21,978	8,659		22,233
	Urgent Care	3,492		4,010	4,242		4,930	4,449		5,173	5,433		6,487
	Walk-In												
	Retail	217		275	185		238	184		229	142		173
Sussex	Preventive	3,469		3,655	3,146		3,309	4,098		4,289	3,687		3,864
	Other Office												
	Visits (PCP)	13,147		19,556	13,048		21,165	12,947		19,687	13,997		21,505
	Telehealth	3,819		7,741	3,083		6,509	2,946		6,149	3,004		6,038
	Urgent Care	1,863		2,156	2,016		2,301	1,890		2,146	2,605		3,047
	Walk-In												
	Retail	16		21	8		8	10		12	8		8
Total				27,322			27,275			27,475			27,553
Total	Preventive	13,574		14,311	13,071		13,621	16,543		17,233	14,814		15,431
	Other Office												
	Visits (PCP)	53,007		77,145	52,848		77,521	53,434		77,911	56,664		85,346
	Telehealth	19,041		45,829	16,361		39,583	15,417		36,632	15,696		37,260
	Urgent Care	7,254		8,342	8,625		9,965	8,638		9,960	10,784		12,706
	Walk-In												
	Retail	248		317	201		275	206		257	161		196
				115,191			114,830			115,609			115,664

*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.