

Quarterly PCP Report Analysis

PCP Landscape by County FY23 Q4

(As of June 30, 2023)

County	Highmark				Aetna			
	PCP	PA/NP	Pediatrician	Total*	PCP	PA/NP	Pediatrician	Total*
New Castle	320	202	126	648	351	227	123	701
Kent	68	34	14	116	71	50	21	142
Sussex	125	75	27	227	131	116	34	281
Total	513	311	167	991	553	393	178	1124

Reason		Highmark	Aetna
Voluntary Termination		N/A	11
Involuntary Termination		N/A	1
Concierge		0	0
Changed to Specialist		N/A	0
Unknown		27	5
Total		27	17

New PCPs by County FY23 Q4	
County	
New Castle	23
Kent	5
Sussex	10

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**		FY22 Q4		Total Members	GHIP Members with PCP Visits			FY23 Q2			FY23 Q3		
		Patients	Visits		Patients	Visits	Total Members	Patients	Visits	Total Members	Patients	Visits	Total Members
Kent	Preventive	3,179		3,331	4,236	4,433		3,625	3,831		3,435	3,606	
	Other Office												
	Visits (PCP)	14,352		21,155	14,593	21,044		15,632	23,960		15,400	23,750	
	Telehealth	4,149		9,467	3,901	8,505		4,037	8,989		4,182	9,365	
	Urgent Care	2,367		2,734	2,299	2,641		2,746	3,172		2,318	2,687	
	Walk-In												
New Castle	Retail	8		29	12	16		11	15		13	17	
	Preventive	6,747		6,981	8,209	8,511		7,502	7,736		6,970	7,255	
	Other Office												
	Visits (PCP)	25,464		36,619	25,908	37,180		27,036	39,881		26,079	39,646	
	Telehealth	9,139		23,607	8,578	21,978		8,659	22,233		8,853	23,964	
	Urgent Care	4,242		4,930	4,449	5,173		5,433	6,487		5,289	6,296	
Sussex	Walk-In												
	Retail	185		238	184	229		142	173		149	170	
	Preventive	3,146		3,309	4,098	4,289		3,687	3,864		3,453	3,639	
	Other Office												
	Visits (PCP)	13,048		21,165	12,947	19,687		13,997	21,505		13,788	21,529	
	Telehealth	3,083		6,509	2,946	6,149		3,004	6,038		3,135	6,696	
Total	Urgent Care	2,016		2,301	1,890	2,146		2,605	3,047		2,259	2,639	
	Walk-In												
	Retail	8		8	10	12		8	8		8	9	
	Preventive	13,071		13,621	16,543	17,233		14,814	15,431		13,858	14,500	
	Other Office												
	Visits (PCP)	52,848		77,521	53,434	77,911		56,664	85,346		55,251	84,925	
Telehealth	16,361		39,583	15,417	36,632		15,696	37,260		16,161	40,025		
Urgent Care	8,625		9,965	8,638	9,960		10,784	12,706		9,866	11,622		
Walk-In													
Retail	201		275	206	257		161	196		170	196		
				114,830			115,609			115,664		115,774	

**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.