

Quarterly PCP Report Analysis

PCP Landscape by County FY24 Q1

(As of September 30, 2023)

County	Highmark				Aetna			
	PCP	PA/NP	Pediatrician	Total*	PCP	PA/NP	Pediatrician	Total*
New Castle	317	202	123	642	345	239	124	708
Kent	66	34	15	115	72	55	22	149
Sussex	120	76	29	225	129	127	34	290
Total	503	312	167	982	546	421	180	1147

Reason		Highmark	Aetna
Voluntary Termination		N/A	9
Involuntary Termination		N/A	2
Concierge		0	0
Changed to Specialist		N/A	0
Unknown		36	5
Total		36	16

New PCPs by County FY24 Q1	
County	
New Castle	26
Kent	1
Sussex	10

*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												
		FY23 Q1			FY23 Q2			FY23 Q3			FY23 Q4			
		Patients	Visits	Total Members	Patients	Visits	Total Members	Patients	Visits	Total Members	Patients	Visits	Total Members	
Kent	Preventive	4,236		4,433	3,625	3,831		3,435	3,606		3,347	3,510		
	Other Office													
	Visits (PCP)	14,593		21,044	15,632	23,960		15,400	23,750		14,683	22,051		
	Telehealth	3,901		8,505	4,037	8,989		4,182	9,365		3,837	8,589		
	Urgent Care	2,299		2,641	2,746	3,172		2,318	2,687		2,395	2,789		
	Walk-In													
	Retail	12		16	11	15		13	17		7	9		
				30,698			30,689			30,685			30,788	
New Castle	Preventive	8,209		8,511	7,502	7,736		6,970	7,255		7,323	7,602		
	Other Office													
	Visits (PCP)	25,908		37,180	27,036	39,881		26,079	39,646		25,819	38,276		
	Telehealth	8,578		21,978	8,659	22,233		8,853	23,964		8,415	22,299		
	Urgent Care	4,449		5,173	5,433	6,487		5,289	6,296		5,196	6,100		
	Walk-In													
	Retail	184		229	142	173		149	170		114	126		
				57,577			57,522			57,578			57,612	
Sussex	Preventive	4,098		4,289	3,687	3,864		3,453	3,639		3,396	3,551		
	Other Office													
	Visits (PCP)	12,947		19,687	13,997	21,505		13,788	21,529		13,440	20,951		
	Telehealth	2,946		6,149	3,004	6,038		3,135	6,696		2,649	5,963		
	Urgent Care	1,890		2,146	2,605	3,047		2,259	2,639		2,158	2,465		
	Walk-In													
	Retail	10		12	8	8		8	9		2	3		
				27,475			27,553			27,603			27,695	
Total	Preventive	16,543		17,233	14,814	15,431		13,858	14,500		14,065	14,663		
	Other Office													
	Visits (PCP)	53,434		77,911	56,664	85,346		55,251	84,925		53,922	81,278		
	Telehealth	15,417		36,632	15,696	37,260		16,161	40,025		14,889	36,851		
	Urgent Care	8,638		9,960	10,784	12,706		9,866	11,622		9,749	11,354		
	Walk-In													
	Retail	206		257	161	196		170	196		123	138		
				115,609			115,664			115,774			115,943	

*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.