

The State of Delaware

CVS Health – Virtual Care Program

SEBC Health Policy & Planning Subcommittee

May 20, 2024

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Background

Telemedicine

Currently, the State of Delaware utilizes Teladoc in conjunction with Aetna as the telemedicine vendor for those members with an Aetna health plan

- Includes acute, behavioral health, and dermatology services
- There is an administrative fee per-employee-per-month (PEPM) and a “per claim” charge when the service is utilized by a member

Recently, as part of the annual contract review with Aetna, a new solution was proposed to the SBO, which we are here to review and consider

- CVS Health, the parent company of Aetna, created their own telemedicine option with competitive pricing



CVS Health virtual care

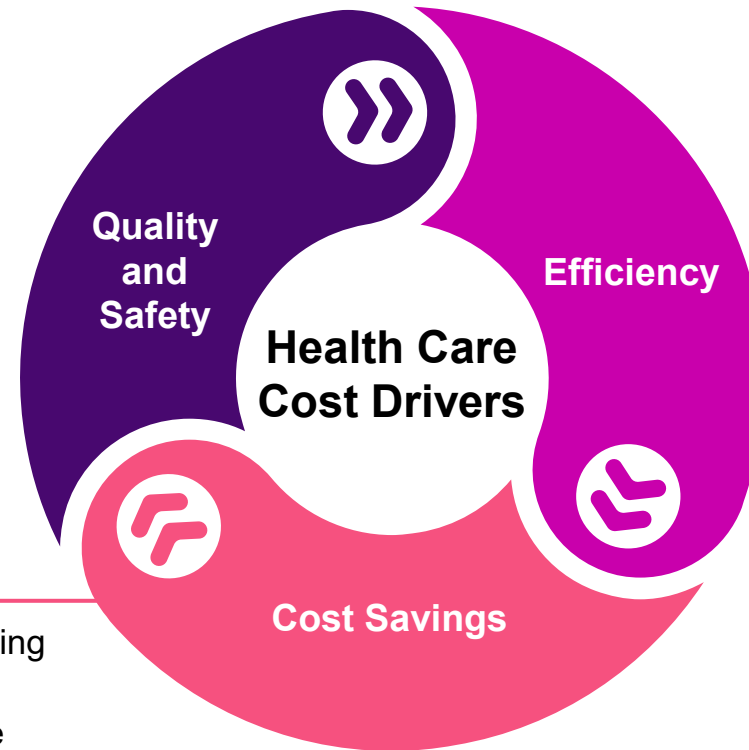
Holistic care coordination

Quality and safety

- Patient records are visible across multiple care settings on one platform
- Personalized health alerts for navigation support and guidance to follow through with tests and referrals

Cost savings

- Identify better suited sites of care, avoiding ER visits and hospitalizations
- Visibility into records, reducing duplicate testing, labs, and other unnecessary utilization



Efficiency

- Integrated data to close gaps in care before they become emergent and help maintain wellness
- Import and export health records to enhance communication between providers and patients

Price comparison

- Below is the current pricing for Teladoc and CVS Health
- In addition to a lower PEPM administrative cost, the cost per claim/visit is less than Teladoc

Visit type	Current per Claim/Visit (Teladoc)	Proposed per Claim/Visit (CVS Health)
Administrative	\$0.85 PEPM	\$0.65 PEPM
Medical	\$56	\$55
Behavioral health	\$215 for the first Behavioral Health consultation with a psychiatrist \$100 for all subsequent Behavioral Health consultations with a psychiatrist; and \$90 for each Behavioral Health consultation with a Masters level therapist other than a psychiatrist	\$215 for the first Behavioral Health consultation with a psychiatrist \$99 for each medication management consultation \$85 for the first behavioral health consultation with a non-MD \$85 for all subsequent behavioral health talk therapy consultations
Dermatology	\$85	\$55; the majority skin conditions can be handled by a general practitioner

Next steps

- Proposed September 1, 2024 effective date
 - CVS Health requires 60 days for implementation
- Requesting feedback from the Health Policy & Planning Subcommittee prior to move forward with implementation
- SBO will work with Aetna to send member communications in advance of the effective date