

CVS Health Virtual Care through Aetna

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CVS/Aetna Enterprise Care Delivery

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CVS Health Virtual Care

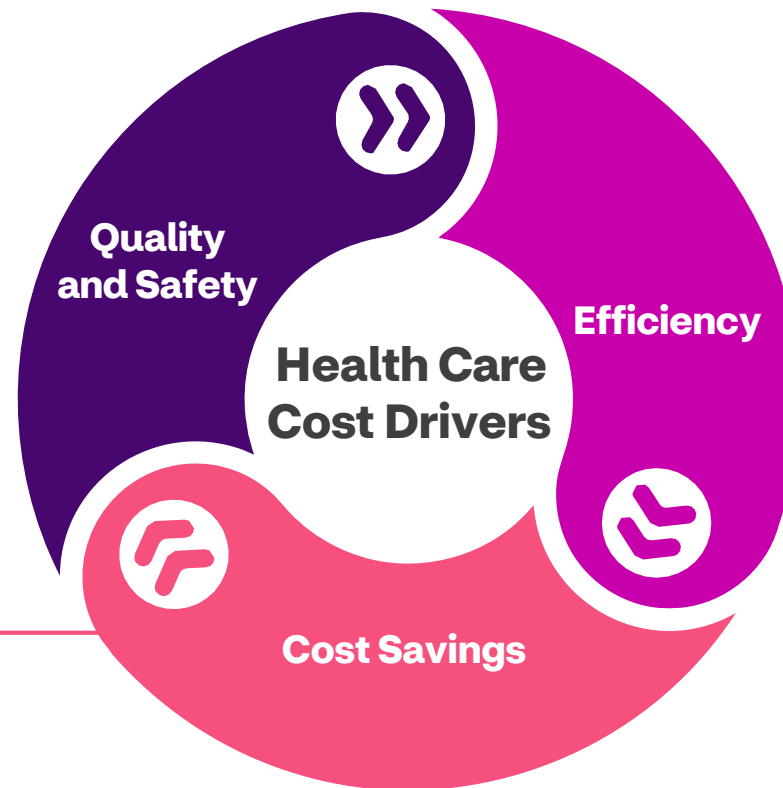
Holistic Care Coordination

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

A photograph of three business professionals sitting around a table in a meeting. The man in the center is smiling and looking at a laptop. The man on the left is looking at the center man. The man on the right is gesturing with his hand. The image has a blue tint.

Questions & Answers

SEBC Meeting Questions

Can the Aetna team confirm how the communications will work with the integrated platform?

- Will CVS Virtual Care providers have access to notes on the Aetna platform and vice versa?
 - **Aetna Response:** Yes. The Aetna/CVS integrated platform allows patient record sharing.
- Would this include only notes from virtual visits only or will notes be accessible from in-person visits with providers?
 - **Aetna Response:** All visit records from all providers, virtual and brick and mortar, are available to our care team through our electronic medical record system, Epic. We use these records to personalize patient visits. When a patient sees us virtually, we share the records with the patient's other providers to collaborate and make things easier for the patient. We also check records to see if there are open gaps in care (vaccines are up to date, routine screenings, etc). If there are open gaps in care, we work with the patient to schedule those needed services. Our goal is to make coordinated care easier for the patient.

Is there opportunity to negotiate current fees with Teladoc?

- **Aetna Response:** We do not contract with Teladoc on a per client basis. We have an enterprise contract with Teladoc.

SEBC Meeting Questions Continued

Can you provide more information regarding the dermatology offering currently available through Teladoc versus compared to CVS Health Virtual Care?

- **Aetna Response:** Currently with Teladoc there is an \$85 claim cost for dermatology services rather than the \$55 claim cost under CVS Health Virtual Care. CVS elected to include dermatology (general skin conditions) in our on-demand service rather than separate it as it is under Teladoc. Similar to Teladoc, members are able to upload photos prior to or during the visit to help with the consult. Currently Teladoc members may have up to two days to receive their treatment plan while with CVS Health Virtual Care the treatment plan (if necessary) would be provided during the on-demand virtual visit. If follow up care is needed, we work with the patient to schedule a visit in the Aetna network. We intentionally included this service in our on-demand care through CVS Health Virtual Care to provide quick access to care in a setting that is lower cost than specialty care. Most general skin conditions are appropriate for on demand care. After the visit, members can follow-up with questions post visit under both Teladoc and the CVS Health Virtual Care platforms.

Confirm if a virtual dermatologist visit would be available under the CVS Health Virtual Care arrangement.

- **Aetna Response:** See above. If dermatology is needed for follow up care, the Care Team will work with the patient to schedule a follow up appointment with a network provider.

SEBC Meeting Questions Continued

Are you able to provide an estimated total annual cost of the current Teladoc program including the administration and claims fees?

- **Aetna Response:** On a rolling 12-month basis (May 2023-April 2024) there were on average approximate 12,150 subscribers per month. Based on our Teladoc fee of \$0.82 Per Employee Per Month (PEPM) we estimate about \$119,556 in annual Teladoc fees. This number would fluctuate with the gain or loss of Aetna membership. In addition to the administrative fees, from May 1, 2023 – April 30, 2024 there was a total of \$39,469 of plan paid claims under the CDH Gold and \$75,182 of plan paid claims under the HMO plan.

Can you provide estimated savings if the State moves from Teladoc to the CVS Health Virtual Care program?

- **Aetna Response:** Assuming the utilization remains similar to the May 1, 2023 – April 30, 2024 time period, there would be an estimated \$5,600 savings in claim cost for the year. In addition to the claim savings there would be an estimated \$24,786 savings in annual PEPM fees based off the current Aetna membership average. These estimated savings do not include the integrated value of the CVS Health Virtual Care program and how they assist with resolving gaps in care and care coordination.

The source for data in this presentation is CVS Health Enterprise Analytics unless otherwise noted.

All data sharing complies with applicable law, our information firewall and any applicable contractual limitations.

Adherence and health outcome results, savings projections and performance ratings are based on CVS Caremark data. Actual results may vary depending on benefit plan design, member demographics, programs implemented by the plan and other factors. Client-specific modeling available upon request.

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