



Site of Care Utilization

The State of Delaware

Subcommittee Meeting

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Site of service

Visits to Emergency Rooms, Urgent Care Centers and Primary Care Providers for Non-Emergent and Primary Care Treatable Conditions

- Total visits increased at all sites of care from 2021 to 2023
- For non-emergent and primary care treatable conditions, visits increased by 6.5% from 2022 to 2023
 - Visits to emergency rooms and urgent care both increased by 10.9%, while visits to primary care physicians only increased 4.4%
 - Average paid per visit from 2022 to 2023 increased 7.7% overall, with the greatest average paid per visit increasing at the emergency room by 7.3%

Site of Service	Calendar Year 2021		Calendar Year 2022		Calendar Year 2023		Change from 2021-2022		Change from 2022-2023	
	Visits	Avg Paid/Visit	Visits	Avg Paid/Visit	Visits	Avg Paid/Visit	Visits	Avg Paid/Visit	Visits	Avg Paid/Visit
Emergency Room	10,811	\$1,350	10,846	\$1,449	12,025	\$1,556	0.3%	7.3%	10.9%	7.3%
Urgent Care	44,398	\$137	46,762	\$137	51,880	\$143	5.3%	-0.3%	10.9%	4.4%
Primary Care	110,601	\$121	118,777	\$116	123,971	\$122	7.4%	-3.7%	4.4%	4.6%
Total	165,810	\$205	176,385	\$204	187,876	\$219	6.4%	-0.8%	6.5%	7.7%

Source: Merative; includes active employees, early retirees and their families. Net Payment and Allowed Amount are computed using a completion factor for claims incurred but not reported.

Emergency room

Visits to Emergency Rooms and Urgent Care for Top 5 Primary Care Treatable Conditions

- Top 5 non-emergent diagnoses in ER compared to their costs in urgent care in 2023
 - The top 5 non-emergent diagnoses in the ER totaled \$8.2M; had all visits been treated at an urgent care center cost would be reduced to \$635k

Diagnosis Summary Group	Emergency Room Visits	Emergency Room Paid/Visit	Emergency Room Total Payments	Urgent Care Paid/Visit
Abdominal and pelvic pain	2,620	\$1,897	\$4,969,326	\$137
Pain in throat and chest	1,516	\$1,635	\$2,478,056	\$134
Cellulitis and acute lymphangitis	301	\$1,708	\$514,189	\$132
Localized swelling, mass and lump of skin and subcutaneous tissue	94	\$491	\$46,138	\$150
Other symptoms and signs involving the digestive system and abdomen	152	\$1,464	\$222,477	\$132

Source: Merative; includes active employees, early retirees and their families. Net Payment and Allowed Amount are computed using a completion factor for claims incurred but not reported. Top conditions were determined by ranking disease summary groups by the combined volume of visits to emergency rooms and urgent care centers during the latest rolling year period.

Telemedicine

- Utilization for mental health and substance use increased by nearly 45% for Aetna members and decreased by about 5% for Highmark members
- General telemedicine visits through Teladoc (Aetna) remained stable from 2022 to 2023, while AmWell (Highmark) visits increased 50.4%
- Paid per visit costs are the amounts paid by the plan, after employee copays are applied

Carrier	Service Type	May 2022 - Apr 2023		May 2023 - Apr 2024		Change from Prior	
		Visits	Avg Paid/Visit	Visits	Avg Paid/Visit	Visits	Avg Paid/Visit
Aetna	Teladoc MHSA	337	\$35	472	\$28	40.1%	-21.0%
	Teladoc All Others	1,922	\$49	1,913	\$53	-0.5%	7.5%
	Lifestance MHSA	1,226	\$29	1,791	\$26	46.1%	-10.1%
Highmark	AmWell MHSA	214	\$100	139	\$130	-35.0%	30.0%
	AmWell All Others	1,106	\$60	1,663	\$63	50.4%	3.8%
	Lifestance MHSA	4,034	\$110	3,916	\$122	-2.9%	10.4%

Medical Specialty Pharmacy

Place of Service

- Visits for medical specialty medications in 2023:
 - The provider's office was the most common site of care for medical specialty medications, accounting for nearly 64% of all visits and only 34.3% of the allowed amount
 - While outpatient hospital only accounted for 26% of the visits, it was 51.7% of the allowed amount
 - Based on the mix of medications administered to the patients, the most cost-efficient setting was in the provider's office

Place of Service	Allowed Amount	Visits	Allowed/Visit	% Allowed	% Visits
Outpatient Hospital	\$36,672,560	4,095	\$8,955	51.7%	26.0%
Provider's Office	\$24,311,312	9,991	\$2,433	34.3%	63.5%
Patient's Home	\$9,992,297	1,645	\$6,074	14.1%	10.5%

Medical Specialty Pharmacy

Facility vs Provider

- In 2023, allowed amount per service increased in the outpatient facility setting by 17.3%; conversely, allowed amount per service administered by a provider in an office increased by only 7.2%
- Allowed per service in the provider's office was 35.4% less than in an outpatient facility in 2023
- Administration of medical specialty medications in the provider's office increased from 2022 to 2023, while patients seeking care in the outpatient facility setting decreased

Service Category	Calendar Year 2022		Calendar Year 2023		Change from 2022 - 2023	
	Patients	Allowed/Service	Patients	Allowed/Service	% Patients	% Allowed/Service
Facility Outpatient	749	\$2,344	735	\$2,750	-1.9%	17.3%
Provider Outpatient	3,057	\$1,657	3,224	\$1,776	5.5%	7.2%

High-tech imaging

- Visits for high-tech imaging by site of service from January 2021 – December 2023:
 - Average paid per visit for high-tech imaging increased 9.1% from 2021 to 2022 in the outpatient hospital setting, but decreased by 6.3% from 2022 to 2023
 - High-tech imaging in the freestanding facility setting was 78.5% less than in an outpatient hospital setting during 2023
 - Potential cost avoidance if all high-tech imaging was performed at a freestanding facility location would be \$12.6M

High-Tech Imaging	Calendar Year 2021		Calendar Year 2022		Calendar Year 2023		Change from 2021-2022		Change from 2022-2023	
	Visits	Avg Paid/Visit	Visits	Avg Paid/Visit	Visits	Avg Paid/Visit	Visits	Avg Paid/Visit	Visits	Avg Paid/Visit
Hospital Outpatient	7,318	\$1,957	7,510	\$2,136	7,502	\$2,134	2.6%	9.1%	-0.1%	-0.1%
Freestanding Facility	6,236	\$490	6,600	\$460	7,002	\$459	5.8%	-6.3%	6.1%	-0.2%
Total	13,554	\$1,282	14,110	\$1,352	14,504	\$1,326	4.1%	5.4%	2.8%	-1.9%

Source: Merative; includes active employees, early retirees and their families. Net Payment and Allowed Amount are computed using a completion factor for claims incurred but not reported. Excludes PET scans.

Basic imaging

- Visits for basic imaging by site of service from January 2021 – December 2023:
 - Average paid per visit consistently increased in the hospital outpatient setting
 - At freestanding locations, there was an increase in average paid per visit in 2022; however, during 2023 we saw this average return to the same level as 2021
 - Visits in the freestanding facility location increased at a greater rate than in the outpatient hospital setting
 - Potential cost avoidance if all basic imaging was performed in freestanding facility would be approximately \$3.8M

Basic Imaging	Calendar Year 2021		Calendar Year 2022		Calendar Year 2023		Change from 2021-2022		Change from 2022-2023	
	Visits	Avg Paid/Visit	Visits	Avg Paid/Visit	Visits	Avg Paid/Visit	Visits	Avg Paid/Visit	Visits	Avg Paid/Visit
Hospital Outpatient	29,667	\$258	30,458	\$259	31,273	\$264	2.7%	0.2%	2.7%	2.2%
Freestanding Facility	45,495	\$141	49,249	\$150	50,810	\$142	8.3%	6.6%	3.2%	-5.5%
Total	75,162	\$187	79,707	\$182	82,083	\$189	6.0%	-2.8%	3.0%	3.6%

Source: Merative; includes active employees, early retirees and their families. Net Payment and Allowed Amount are computed using a completion factor for claims incurred but not reported.

Labs

- In 2023, average cost per visit in a preferred lab was 65.3% less than in hospital outpatient lab, and hospital outpatient lab visits on average increased 3.5% and 1.0% in 2022 and 2023, respectively
- In the preferred lab setting, there was an increase in visits in 2022 of 3.0%, but this decreased by 1.7% during 2023
- Average paid per lab decreased in all settings from 2021 to 2022 and remained stable in 2023
- If all labs were performed at a preferred location, there would be potential savings of \$4.3M

Lab	Calendar Year 2021		Calendar Year 2022		Calendar Year 2023		Change from 2021-2022		Change from 2022-2023	
	Visits	Avg Paid/Visit	Visits	Avg Paid/Visit	Visits	Avg Paid/Visit	Visits	Avg Paid/Visit	Visits	Avg Paid/Visit
Hospital Outpatient	60,510	\$106	62,640	\$105	63,274	\$104	3.5%	-1.5%	1.0%	-0.5%
Preferred Lab	175,093	\$39	180,421	\$36	177,350	\$36	3.0%	-6.2%	-1.7%	-0.2%
Total	235,603	\$56	243,061	\$54	240,624	\$54	3.2%	-3.8%	-1.0%	0.3%

Source: Merative; includes active employees, early retirees and their families. Net Payment and Allowed Amount are computed using a completion factor for claims incurred but not reported.

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