

City of Boston

PEC Meeting – March 8, 2022

COVID-19 Update – Non-Medicare Plans

– Pandemic Impact on Paid Claims

– Carrier COVID-19 Reporting

- HPHC HMO
- AllWays HMO
- BCBS PPO

– Telehealth & Office Visit Utilization

- HPHC HMO
- AllWays HMO
- BCBS PPO

The BCBS HMO, implemented on July 1, 2021, is not included in this report.

Pandemic Impact on Paid Claims

Calendar Year Quarters	HPHC HMO		AllWays HMO		BCBS PPO	
	Medical	Rx	Medical	Rx	Medical	Rx
Q2 2019 PMPM	\$548.98	\$124.21	\$429.30	\$118.29	\$939.74	\$201.89
Q3 2019 PMPM	\$557.50	\$124.94	\$427.24	\$105.83	\$1,107.83	\$202.44
Q4 2019 PMPM	\$583.38	\$126.01	\$410.89	\$114.72	\$1,000.13	\$212.85
Q1 2020 PMPM	\$582.77	\$125.42	\$482.32	\$121.43	\$986.50	\$228.01
Q2 2020 PMPM	\$401.19	\$124.41	\$418.99	\$130.96	\$755.83	\$224.80
Q3 2020 PMPM	\$558.90	\$129.16	\$505.30	\$125.55	\$952.73	\$226.12
Q4 2020 PMPM	\$592.36	\$128.75	\$506.88	\$138.35	\$939.32	\$207.61
Q1 2021 PMPM	\$601.91	\$130.19	\$520.04	\$133.66	\$1,049.51	\$227.61
Q2 2021 PMPM	\$640.60	\$145.83	\$524.35	\$158.05	\$1,168.65	\$219.01

- The chart above illustrates the impact COVID-19 had on paid claims during the second quarter of calendar year 2020. We compared the second quarter of calendar year 2020 average monthly per capita costs to the four quarters prior and the four quarters following.
- Compared to the prior four quarters, the average monthly medical paid claims significantly decreased during the second quarter of calendar year 2020. The results by plan were as follows:
 - HPHC HMO: 29% decrease
 - AllWays HMO: 4% decrease
 - BCBS PPO: 25% decrease
- The paid medical claims experience rebounded during the four quarters following Q2 2020 and the average monthly per capita cost represented the following increases compared to Q2 2020:
 - HPHC HMO: 49% increase
 - AllWays HMO: 23% increase
 - BCBS PPO: 36% increase
- During this time, there appeared to be no COVID-19 related material impact on prescription drug claims.

HPHC HMO - COVID-19 Reporting

- The following table outlines the number of COVID-19 tests and the costs for the period April 2020 through June 2021.
- This information was reported by HPHC on an incurred and paid basis.

Testing Statistics				
Month	2020		2021	
	Number of Tests	Cost	Number of Tests	Cost
January			6,306	\$433,747
February			7,110	\$518,567
March			6,951	\$469,501
April	520	\$37,175	5,711	\$331,678
May	735	\$61,718	4,602	\$285,131
June	1,537	\$147,894	4,309	\$267,105
July	1,638	\$140,327		
August	2,204	\$194,172		
September	3,465	\$295,870		
October	3,369	\$264,953		
November	4,832	\$411,004		
December	6,767	\$562,087		
Total*	25,067	\$2,115,200	34,989	\$2,305,728

** Totals for each year may not be representative of the year's actual totals due to such things as the vendor's inability to track costs prior to the identification of the COVID-19 pandemic, plan termination, or immature claims experience. As a result, caution should be used in comparing totals.*

HPHC HMO - COVID-19 Reporting *cont.*

- The following table outlines COVID-19 related costs for the period April 2020 through June 2021 on an incurred and paid basis. We note that the HPHC HMO terminated on July 1, 2021 and claims thereafter represent run-out for claims that were incurred prior to July 1.
- COVID-19 related claims are described by HPHC as procedures that are associated with a COVID-19 diagnosis, regardless of the claimant testing positive or negative.

COVID Related Claims		
Month	2020 Cost	2021 Cost
January		\$1,046,000
February		\$1,176,600
March		\$898,000
April	\$122,400	\$862,200
May	\$621,100	\$415,300
June	\$584,600	\$450,600
July	\$348,700	
August	\$278,000	
September	\$385,200	
October	\$330,200	
November	\$576,200	
December	\$1,107,800	
Total*	\$4,354,200	\$4,848,700

Cost includes testing costs

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AllWays HMO - COVID-19 Reporting

- The following table outlines the number of COVID-19 tests and the costs for the period March 2020 through December 2021.
- This information was reported by AllWays on an incurred and paid basis. As a result, the later months of 2021 are not mature.

Testing Statistics				
Month	2020		2021	
	Number of Tests	Cost	Number of Tests	Cost
January			1,086	\$101,804
February			478	\$44,751
March	48	\$3,798	553	\$53,730
April	192	\$14,661	700	\$67,870
May	255	\$21,708	605	\$57,900
June	205	\$17,824	559	\$55,340
July	389	\$35,118	857	\$77,098
August	439	\$39,229	1,785	\$171,984
September	373	\$32,901	1,607	\$161,534
October	594	\$55,324	1,951	\$198,239
November	646	\$64,203	1,086	\$101,804
December	799	\$81,642	478	\$44,751
Total*	3,940	\$366,408	11,745	\$1,136,805

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AllWays HMO - COVID-19 Reporting *cont.*

- The following table outlines COVID-19 related costs for the period March 2020 through December 2021 on an incurred and paid basis. As a result, the later months of 2021 are not mature.
- COVID-19 related claims include both confirmed and pending COVID-19 diagnoses as defined by AllWays. Pending reflects tested and not confirmed.

COVID Related Claims		
Month	2020 Cost	2021 Cost
January		\$591,908
February		\$266,326
March	\$10,926	\$285,064
April	\$269,176	\$367,464
May	\$147,649	\$226,219
June	\$57,674	\$143,202
July	\$88,434	\$165,717
August	\$81,022	\$239,489
September	\$38,569	\$825,805
October	\$61,125	\$278,266
November	\$184,127	\$486,699
December	\$146,702	\$351,267
Total*	\$1,085,404	\$4,227,426

Cost includes testing costs

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BCBS PPO - COVID-19 Reporting

- The following table outlines the number of COVID-19 tests and the costs for the period March 2020 through December 2021.
- This information was reported by BCBS on an incurred and paid basis. As a result, the later months of 2021 are not mature.

Testing Statistics				
Month	2020		2021	
	Number of Tests	Cost	Number of Tests	Cost
January			199	\$18,681
February			114	\$15,322
March	19	\$4,517	100	\$10,354
April	50	\$5,217	85	\$8,458
May	83	\$8,156	54	\$5,477
June	90	\$9,593	35	\$2,894
July	55	\$5,231	64	\$6,260
August	181	\$25,366	90	\$7,624
September	148	\$18,447	78	\$7,275
October	251	\$30,935	58	\$8,063
November	248	\$31,304	58	\$7,187
December	328	\$44,671	34	\$2,942
Total*	1,453	\$183,438	969	\$100,537

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BCBS PPO - COVID-19 Reporting *cont.*

- The following table outlines COVID-19 related costs for the period March 2020 through December 2021 on an incurred and paid basis. As a result, the later months of 2021 are not mature.
- COVID-19 related claims include both confirmed and suspected COVID-19 diagnoses as defined by BCBS.

COVID Related Claims		
Month	2020 Cost	2021 Cost
January		\$77,431
February		\$76,656
March	\$252,683	\$44,848
April	\$526,589	\$163,386
May	\$447,035	\$107,016
June	\$470,765	\$9,172
July	\$81,325	\$23,158
August	\$51,037	\$86,862
September	\$39,448	\$97,977
October	\$78,423	\$100,450
November	\$140,183	\$21,332
December	\$99,572	\$33,515
Total*	\$2,187,062	\$841,804

Cost includes testing costs

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Telehealth & Office Visit Utilization – HPHC HMO

HPHC Telehealth Utilization						
Month	2019		2020		2021	
	Visits	Cost	Visits	Cost	Visits	Cost
January	18	\$2,267	29	\$4,508	9,968	\$1,307,103
February	37	\$7,045	94	\$14,845	10,728	\$1,473,940
March	60	\$11,609	100	\$12,571	12,102	\$1,657,145
April	49	\$10,213	7,707	\$1,173,907	10,246	\$1,405,798
May	52	\$10,830	11,390	\$1,706,687	9,059	\$1,245,038
June	63	\$9,968	15,900	\$2,508,035	9,118	\$1,283,032
July	69	\$12,827	10,681	\$1,603,443		
August	69	\$9,929	9,404	\$1,424,175		
September	60	\$10,351	11,162	\$1,683,878		
October	101	\$16,651	10,208	\$1,419,839		
November	94	\$14,245	9,799	\$1,287,038		
December	92	\$13,948	10,945	\$1,477,525		
Total*	764	\$129,883	97,419	\$14,316,451	61,221	\$8,372,057

HPHC Office Visit Utilization						
Month	2019		2020		2021	
	Visits	Cost	Visits	Cost	Visits	Cost
January	18,391	\$3,284,914	14,404	\$2,577,000	10,398	\$2,183,032
February	15,952	\$2,814,533	16,375	\$3,009,331	11,488	\$2,572,965
March	15,877	\$2,845,239	17,432	\$3,346,623	14,603	\$3,369,959
April	18,569	\$3,491,251	7,743	\$1,414,270	11,299	\$2,620,076
May	16,325	\$2,941,461	7,701	\$1,537,058	11,117	\$2,618,234
June	14,972	\$2,796,349	12,257	\$2,573,009	13,416	\$3,136,477
July	17,160	\$3,304,522	10,239	\$2,246,548		
August	15,716	\$2,921,441	11,483	\$2,528,321		
September	14,611	\$2,778,519	14,107	\$3,188,921		
October	18,431	\$3,472,504	11,542	\$2,582,037		
November	16,131	\$2,994,291	11,998	\$2,591,930		
December	17,872	\$3,432,168	13,786	\$3,049,721		
Total*	200,007	\$37,077,190	149,067	\$30,644,767	72,321	\$16,500,744

HPHC Combined Utilization (Telehealth + Office Visits)						
	2019		2020		2021	
	Visits	Cost	Visits	Cost	Visits	Cost
Total*	200,771	\$37,207,073	246,486	\$44,961,218	133,542	\$24,872,800
Avg Lives	33,248		32,699		32,303	
Per Capita	6.0	\$1,119	7.5	\$1,375	8.3	\$1,540

- Telehealth and office visit utilization was reported by HPHC for January 2019 through June 2021.
- In calendar year 2020, the increase in telehealth utilization more than offset the decrease in office visit utilization to increase total costs. The combined cost per capita of \$1,375 for 2020 was 23% higher than 2019.
- The combined telehealth and office visits per capita increased 25% from 6.0 in 2019 to 7.5 in 2020.

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Telehealth & Office Visit Utilization – AllWays HMO

AllWays Telehealth Utilization						
Month	2019		2020		2021	
	Visits	Cost	Visits	Cost	Visits	Cost
January	3	\$75	7	\$509	1,799	\$209,429
February	2	\$50	6	\$782	1,692	\$199,732
March	4	\$186	648	\$73,350	1,934	\$216,781
April	4	\$359	1,993	\$256,224	1,598	\$195,314
May	8	\$562	1,968	\$252,389	1,524	\$181,178
June	8	\$360	1,888	\$244,019	1,428	\$168,426
July	1	\$25	1,706	\$233,431	1,148	\$133,239
August	10	\$463	1,543	\$210,141	1,169	\$135,209
September	2	\$190	1,529	\$202,612	1,120	\$129,581
October	6	\$290	1,632	\$209,247	1,075	\$123,980
November	7	\$385	1,532	\$196,659	1,070	\$124,259
December	7	\$418	1,722	\$219,016	808	\$94,055
Total*	62	\$3,365	16,174	\$2,098,378	16,365	\$1,911,182

AllWays Office Visit Utilization						
Month	2019		2020		2021	
	Visits	Cost	Visits	Cost	Visits	Cost
January	2,778	\$354,571	3,199	\$424,592	1,708	\$259,425
February	2,542	\$325,158	3,069	\$420,526	1,759	\$268,307
March	2,820	\$365,487	1,938	\$254,352	2,239	\$343,885
April	2,903	\$364,777	439	\$61,808	2,045	\$299,456
May	2,816	\$357,025	556	\$88,482	1,991	\$305,516
June	2,550	\$331,286	1,002	\$150,890	2,181	\$338,611
July	2,682	\$355,228	1,491	\$221,307	1,972	\$303,354
August	2,741	\$357,678	1,590	\$242,833	2,151	\$332,595
September	2,559	\$324,384	1,683	\$243,945	2,230	\$330,537
October	3,200	\$422,157	1,914	\$272,963	2,395	\$344,721
November	2,691	\$356,863	1,768	\$262,787	2,228	\$340,313
December	2,608	\$344,190	1,651	\$238,535	1,404	\$204,777
Total*	32,890	\$4,258,805	20,300	\$2,883,020	24,303	\$3,671,497

AllWays Combined Utilization (Telehealth + Office Visits)						
	2019		2020		2021	
	Visits	Cost	Visits	Cost	Visits	Cost
Total*	32,952	\$4,262,170	36,474	\$4,981,398	40,668	\$5,582,679
Avg Lives	5,843		6,240		6,495	
Per Capita	5.6	\$729	5.8	\$798	6.3	\$860

- Telehealth and office visit utilization was reported by AllWays for January 2019 through December 2021 on an incurred and paid basis. As a result, the later months of 2021 are not mature.
- In calendar year 2020, the increase in telehealth utilization more than offset the decrease in office visit utilization to increase total costs. The combined cost per capita of \$798 for 2020 was 9.5% higher than 2019.
- In calendar year 2021, telehealth utilization remained higher than pre-pandemic levels but began to decrease in the second half of 2021.
- The combined cost per capita of \$860 for 2021 was 7.7% higher than 2019.

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Telehealth & Office Visit Utilization – BCBS PPO

BCBS PPO Telehealth Utilization						
Month	2019		2020		2021	
	Visits	Cost	Visits	Cost	Visits	Cost
January	11	\$1,177	6	\$875	1,127	\$170,266
February	10	\$1,143	5	\$1,009	1,029	\$161,603
March	9	\$1,057	496	\$78,458	1,206	\$191,496
April	8	\$1,438	1,355	\$212,112	1,058	\$165,695
May	1	\$122	1,351	\$220,095	970	\$157,193
June	6	\$919	1,380	\$223,807	982	\$155,173
July	8	\$2,139	1,262	\$196,599	866	\$104,351
August	5	\$325	1,101	\$180,989	850	\$117,695
September	2	\$281	1,134	\$177,761	867	\$114,779
October	4	\$466	1,142	\$181,160	809	\$114,456
November	3	\$480	1,025	\$158,507	737	\$106,427
December	2	\$100	1,156	\$181,048	475	\$71,468
Total*	69	\$9,648	11,413	\$1,812,420	10,976	\$1,630,603

BCBS PPO Office Visit Utilization						
Month	2019		2020		2021	
	Visits	Cost	Visits	Cost	Visits	Cost
January	3,149	\$530,835	3,076	\$574,133	3,170	\$541,969
February	2,703	\$437,456	2,665	\$475,728	2,959	\$506,556
March	2,849	\$476,034	2,386	\$461,646	3,695	\$669,410
April	3,067	\$518,248	2,223	\$410,235	3,411	\$588,508
May	3,145	\$556,994	2,450	\$455,510	3,082	\$560,548
June	2,775	\$497,625	2,952	\$558,692	3,143	\$555,441
July	2,841	\$477,438	3,074	\$566,953	3,040	\$478,703
August	2,897	\$484,430	3,002	\$554,664	3,234	\$518,460
September	2,730	\$494,871	3,201	\$560,172	3,189	\$521,685
October	3,151	\$560,520	3,394	\$581,718	2,981	\$494,412
November	2,778	\$515,694	2,975	\$528,860	2,869	\$510,081
December	2,563	\$468,590	3,136	\$574,901	1,922	\$307,741
Total*	34,648	\$6,018,735	34,534	\$6,303,212	36,695	\$6,253,514

BCBS PPO Combined Utilization (Telehealth + Office Visits)						
	2019		2020		2021	
	Visits	Cost	Visits	Cost	Visits	Cost
Total*	34,717	\$6,028,383	45,947	\$8,115,632	47,671	\$7,884,117
Avg Lives	2,870		2,867		2,852	
Per Capita	12.1	\$2,100	16.0	\$2,831	16.7	\$2,765

- Telehealth and office visit utilization was reported by BCBS for January 2019 through December 2021 on an incurred and paid basis. As a result, the later months of 2021 are not mature.
- In calendar year 2020, while there was an increase in telehealth utilization, there was not as much of an offsetting decrease in office visit utilization compared to the City’s other plans. The combined cost per capita of \$2,831 for 2020 was 35% higher than 2019.
- In calendar year 2021, telehealth utilization remained higher than pre-pandemic levels but began to decrease beginning in April 2021. This decrease resulted in a slight decrease in combined costs for 2021.

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