Good News About Our Health Plan

EAC Delegate Meeting
September 26, 2019
Plans for 2020 Annual Enrollment

- Enrollment period: November 1 to 14, 2019
- All employees must enroll in OPUS
- Several information sessions will be offered
The Power of Working Together

- Good employee decisions
- Strong support systems
Good Employee Decisions
Preventive Care

Goal: Detect critical changes in your body and identify your risk for diseases or medical conditions

- Biometric screening
  - Annual physical exam
  - Lab work

- Health survey (Rally)
  - Enter biometric results
  - Answer questions
  - Get personalized wellness recommendations
Preferred Health Plan Premium

- 87% of employees earned the 2019 preferred premium and saved $500 by completing the biometric screening and health survey in 2018.

- Deadline for earning the 2020 preferred premium is December 31, 2019.

Premium Provider Usage

- UnitedHealthcare’s rating for doctors and specialists at myuhc.com
- Two blue hearts = quality and cost-efficient care

<table>
<thead>
<tr>
<th>Rating</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Premium Care Physician</td>
<td>The physician meets the UnitedHealth Premium program quality and cost-efficient care criteria.</td>
</tr>
<tr>
<td>Quality Care Physician</td>
<td>The physician meets the UnitedHealth Premium program quality care criteria but does not meet the program’s cost-efficient care criteria or is not evaluated for cost-efficient care.</td>
</tr>
<tr>
<td>Does Not Meet Premium Quality Criteria</td>
<td>The physician does not meet the UnitedHealth Premium program quality criteria so the physician is not eligible for a Premium designation.</td>
</tr>
<tr>
<td>Not Evaluated For Premium Care</td>
<td>The physician’s specialty is not evaluated in the UnitedHealth Premium program, the physician does not have enough claims data for program evaluation or the physician’s program evaluation is in process.</td>
</tr>
</tbody>
</table>
Premium Provider Data  
(employees, non-Medicare retirees, and family members)

<table>
<thead>
<tr>
<th>Item</th>
<th>2018</th>
<th>2019 Jan - Jun</th>
</tr>
</thead>
<tbody>
<tr>
<td>% utilizing Premium Providers*</td>
<td>38.6%</td>
<td>40%</td>
</tr>
</tbody>
</table>

*Percentage of members whose claims are for “two-heart” Premium Provider doctors. This rating signifies quality and cost efficiency.
Virtual Visits

- Video chat face-to-face with a doctor 24/7 from a mobile device, tablet or computer
- Get prescriptions if needed
- Good for allergies, bronchitis, coughing, diarrhea, fever, migraine, pinkeye, rash, flu, sore throat, stomachache, and more
- Convenient and less expensive than an in-person doctor’s visit
  - $15 (POS plan)
  - $49 then 20% after deductible (HSA plan)
Virtual Visits Data
(employees, non-Medicare retirees, and family members)

*Usage more than doubled from 2017 to 2018*

<table>
<thead>
<tr>
<th>Item</th>
<th>2017</th>
<th>2018</th>
<th>2019 Jan - Jun</th>
</tr>
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<tbody>
<tr>
<td># of Virtual Visits</td>
<td>59</td>
<td>156</td>
<td>95</td>
</tr>
</tbody>
</table>
Health Savings Account Enrollment

Consumer Driven Health Plan with Health Savings Account (HSA) is an alternative to the Point of Service (POS) Health Plan

- HSA participants:
  - More usage of Premium Providers
  - Fewer emergency room visits
  - Lower medical costs

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<tr>
<th>Item</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollment in the Consumer Driven Health Plan with Health Savings Account</td>
<td>7%</td>
<td>9%</td>
</tr>
</tbody>
</table>
## Tobacco Usage

<table>
<thead>
<tr>
<th>Item</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of self-reported tobacco users according to the Rally health survey</td>
<td>11%</td>
<td>8%</td>
</tr>
</tbody>
</table>
Strong Support Systems
Custom Care Management Unit

UnitedHealthcare nurses work with members who have a chronic condition, such as:

- Asthma
- Cancer
- Coronary Artery Disease
- COPD
- Diabetes
- Heart Failure
Custom Care Management Unit Data
(employees, non-Medicare retirees, and family members)

<table>
<thead>
<tr>
<th>Item</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actively engaged in a Custom Care Management Unit program</td>
<td>302</td>
<td>370</td>
</tr>
</tbody>
</table>
Real Appeal

Online program to help you lose weight and improve your health

- Transformation Coach leads weekly online group sessions
- Participants who attend 4 or more sessions tend to lose 10 pounds on average
- Free benefit for County employees
Real Appeal Data
(employees and family members, cumulative data for 3 years)

<table>
<thead>
<tr>
<th>Item</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total enrolled members</td>
<td>667</td>
</tr>
<tr>
<td>% of enrolled members at high risk of diabetes, cardiovascular disease or other related conditions</td>
<td>88%</td>
</tr>
<tr>
<td>Total pounds lost</td>
<td>4,242</td>
</tr>
<tr>
<td>Achieved weight loss (of 3% or more)</td>
<td>44%</td>
</tr>
</tbody>
</table>
Wellness Incentive Program

Earn up to $200 cash or 50,000 reward points

- Preventive Screenings
- Fruit & Veggie Challenge
- Get Fit Challenge
- Nutrition Challenge
- Wellness Coaching
- Wellness Learning Series
- Chronic Condition Management
- Maternity Support

2019 Wellness Incentive Program

Participate in healthy activities to achieve your wellness goals, and earn up to 50,000 reward points or $200 cash.

- Earn points for participating in healthy activities.
- Healthy activities include Preventive Screenings, Fruit & Veggie Challenge, Get Fit Challenge, Nutrition Challenge, Wellness Coaching, Wellness Learning Series, Chronic Condition Management, and Maternity Support.

Human Resources
Helping U Succeed
Slide 18
<table>
<thead>
<tr>
<th>Item</th>
<th>2017</th>
<th>2018</th>
<th>2019 Jan-Jun</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wellness Learning Series; Fruit &amp; Veggie, Get Fit, and Nutrition Challenges</td>
<td>1,040</td>
<td>1,406</td>
<td>998</td>
</tr>
<tr>
<td>Wellness Coaching (by phone)</td>
<td>66</td>
<td>101</td>
<td>60</td>
</tr>
<tr>
<td>Maternity Support and Chronic Condition Management *</td>
<td>49</td>
<td>37</td>
<td>28</td>
</tr>
</tbody>
</table>

* Open to qualified participants only; e.g. those who are pregnant or have a diagnosis of chronic heart failure, asthma, COPD, etc.
Wellness Champions

Approximately 75 employees representing every Appointing Authority who promote wellness in the workplace:

- Distribute wellness communications
- Participate in wellness meetings
- Suggest potential activities
- Coordinate wellness activities
- Track wellness successes
Nurse Amy Hertog, RN, BSN

Onsite UnitedHealthcare Nurse Liaison assists Pinellas County employees
Phone: (727) 464-5579
Email: Amy_Hertog@uhc.com

- 20 years nursing experience
- Connects employees with UnitedHealthcare resources
- Provides education and counseling one-on-one or for groups (such as staff meetings)
Nurse Amy Data

<table>
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<tr>
<th>Item</th>
<th>2018</th>
<th>2019 Jan - Jun</th>
</tr>
</thead>
<tbody>
<tr>
<td># of employees assisted</td>
<td>652</td>
<td>555</td>
</tr>
</tbody>
</table>

Employees who engage with Amy have:
- Increased usage of Virtual Visits and primary care physician
- Decreased usage of emergency room
The Power of Working Together
No Premium Increase in 2020

*Thank you! This is in part thanks to your efforts.*

<table>
<thead>
<tr>
<th>Coverage</th>
<th>2020 Biweekly Health Premium (same as 2019)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Only</td>
<td>$11.27</td>
</tr>
<tr>
<td>Employee and Spouse or Domestic Partner</td>
<td>$130.10</td>
</tr>
<tr>
<td>Employee and Child(ren)</td>
<td>$103.80</td>
</tr>
<tr>
<td>Family</td>
<td>$213.17</td>
</tr>
</tbody>
</table>
Questions?