City of Los Angeles
Health Management Metrics Quarterly Review
Periods Ending June 30, 2019

November 7, 2019
In this quarterly City of Los Angeles LAwell health management update report, health management metrics on City employees/members enrolled in the Anthem Blue Cross health plan for the period ending June 30, 2019 are presented, including statistics on:

Chronic Health Conditions
Chronic Condition Management
Preventive Care
Participation/Engagement

These metrics can be used for a) identifying the primary health issues and cost drivers among the City’s workforce, b) tracking employees’ use of the health management resources available to them, c) guiding the development of health management strategies for optimizing the health of City employees, and d) measuring the progress and success of the City’s LAwell health management initiatives.

Future quarterly LAwell health management update reports will be also include metrics for the City’s other benefits service providers, its third-party wellness program vendor, and its LIVEwell program.
Anthem Blue Cross
Anthem Reporting Context

• Anthem’s reporting suite identifies key plan data covering medical membership, medical and pharmacy paid claims, and utilization trends.
• Since Anthem is a network-model plan and not a provider of services, its clinical and financial reporting is limited to the procedure and diagnosis code(s) contained within a providers’ claim submissions. These claim codes identify all procedure(s) performed during the service, and the top diagnoses that prompted the claimant to seek services.
• Data related to lifestyle conditions (i.e., conditions such as obesity or hypertension, which are generally associated with specific lifestyle choices and health risk factors) is typically obtained by health care providers from patients during the intake process, but codes for these conditions may not be included within a provider’s claim submission, so Anthem’s data on these conditions is limited.
• Since Anthem does not provide services or manage patient medical records, it does not collect additional patient data about certain lifestyle conditions beyond the claims-related data. Therefore, the prevalence rates shown for certain lifestyle-related conditions may be understated.
• While the reporting on chronic health conditions can be generated for employees only, the other health management metrics are currently only available for the City’s Anthem members as a total group.
• Due to differences in the demographics, geographic location, health plan designs, and other factors, the member populations used for Anthem book-of-business benchmarks in this report may not be entirely similar to the City of LA’s member population.
• This Anthem health management metrics report contains only 2 years of data for the City of LA member population, which limits the capability to define trends over time.
• Anthem, Keenan, and City staff are exploring opportunities to enhance data collection and reporting for future health management updates, including the potential for collecting data on Vivity plan members, given Vivity’s more integrated plan design.
Executive Summary

Chronic Health Conditions:

- Based on the 2018/19 claims for Anthem members, about 50% of the City of LA employees have lifestyle-related chronic health conditions, accounting for about 30% of the total medical/Rx claims costs.
- Of the 9 lifestyle-related conditions included in this report, the highest prevalence rates were found for hypertension, diabetes, and low back problems, with a higher rate than Anthem’s book-of-business (BOB) public entities benchmarks for diabetes and a lower rate for stress/anxiety/depression.
- The prevalence rates for those 9 chronic conditions for 2018/19 vs 2017/18 are relatively unchanged.
- Employees with cancer, coronary artery disease, and osteoarthritis have the highest percentage of total claims costs among those 9 conditions.
- The percentage of total claims costs increased from 2017/18 to 2018/19 for lifestyle-related chronic conditions overall and for diabetes, cancer, and coronary artery disease.

Condition Management:

- About 12% of the City’s Anthem members have been identified with one or more of the 5 chronic conditions for eligibility in Anthem’s core condition management program, which is higher than the public entities benchmark and has increased from 2017/18 to 2018/19.
- Of those 5 core conditions, asthma and diabetes have the highest percentages of City members identified.
- Of those identified, about 8% are classified as moderate or high risk and qualify for outreach, which is much lower than the benchmark of about 30%; the City’s rate has decreased from 2017/18 to 2018/19.
- Once eligible members are contacted, they have high rates of enrollment and engagement.
Overview

Preventive Care:

- Among the City’s Anthem members eligible for recommended Well Adult physician visits, about 52% of the eligible female members and 33% of the eligible male members received this recommended care during 2018/19, which are slightly higher rates than Anthem’s commercial BOB benchmarks.
- The rates for colorectal cancer, breast cancer, and cervical cancer screenings are moderately high (>60%) and are similar to the commercial BOB benchmarks.
- Member participation in the Future Mom’s Program for healthy pregnancy and delivery was low in both 2017/18 and 2018/19.
- Member enrollment in the Anthem Solera Diabetes Prevention Program experienced a slight increase from 2017/18 to 2018/19, from 35 to 44 members.

Participation/Engagement:

- Participation and engagement by the City’s members in Anthem’s LiveHealth Online telemedicine program for medical and behavioral health care experienced a significant jump from 247 in 2017/18 to 649 in 2018/19, with about 70% of the online visits in 2018/19 related to medical care and about 30% related to behavioral health.
- Member utilization of the Anthem Mobile Health app increased from 548 in 2017/18 to 832, with an associated increase in the number of care gaps closed, from 118 to 271.
- Use of Anthem’s relatively new Reimagine member connection website also increased significantly, with 91 members registered in 2017/18 compared to 276 in 2018/19.
- Use of the 24/7 NurseLine decreased from 441 in 2017/18 to 379 in 2018/19.
Lifestyle-Related Chronic Health Conditions – Prevalence

The City of LA Anthem members have a high rate of chronic health conditions overall, and specifically for hypertension, diabetes, low back problems, and osteoarthritis.

Most of the City's prevalence rates are similar to Anthem’s benchmarks, except that the City’s members have a higher rate of diabetes and a lower rate of stress/anxiety/depression.

Lifestyle-Related Chronic Health Conditions – % of Total Claims Cost

The Anthem members have relatively high percentages of total claims costs related to chronic health conditions overall, and specifically for cancer, coronary artery disease, and osteoarthritis. No Anthem benchmarks were available for these metrics.

<table>
<thead>
<tr>
<th>Lifestyle-Related Chronic Health Conditions¹</th>
<th>Prevalence Rate</th>
<th>% Total Claims Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2018/19</td>
<td>Public Entities Benchmark</td>
</tr>
<tr>
<td>LR Chronic Condition(s)</td>
<td>51.3%</td>
<td>---</td>
</tr>
<tr>
<td>Hypertension</td>
<td>14.0%</td>
<td>12.7%</td>
</tr>
<tr>
<td>Diabetes</td>
<td>9.8%</td>
<td>5.5%</td>
</tr>
<tr>
<td>Low Back Problems</td>
<td>9.2%</td>
<td>9.0%</td>
</tr>
<tr>
<td>Osteoarthritis</td>
<td>4.7%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Stress/Anxiety/Depression</td>
<td>4.5%</td>
<td>9.6%</td>
</tr>
<tr>
<td>Cancer</td>
<td>4.0%</td>
<td>---</td>
</tr>
<tr>
<td>Overweight/Obesity</td>
<td>3.7%</td>
<td>2.9%</td>
</tr>
<tr>
<td>Pain &amp; Coping</td>
<td>3.1%</td>
<td>4.0%</td>
</tr>
<tr>
<td>Coronary Artery Disease</td>
<td>2.0%</td>
<td>2.4%</td>
</tr>
</tbody>
</table>

¹ Conditions most commonly associated with lifestyle behaviors
² Based on the top 5 diagnoses identified in medical/Rx claims
### Chronic Condition Management

Enrollment and engagement in Anthem’s telephonic health management program for the City’s members identified with one or more of the 5 core conditions (asthma, diabetes, coronary artery disease, COPD, and heart failure) is high once contact has been made with those members. However, Anthem is unable to connect through phone outreach with over half of the members identified. Compared to Anthem’s book-of-business benchmarks, the City has higher rates of members identified as needing condition management, and in particular, diabetes management. The City has a lower rate of those identified at high/moderate risk and higher rates of enrolling members and engaging them.

<table>
<thead>
<tr>
<th>Chronic Condition Management</th>
<th>2018/19</th>
<th>Anthem BOB Benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Members Identified for Core CM Program(^1)</td>
<td>12.4%</td>
<td>9.8%</td>
</tr>
<tr>
<td>Asthma</td>
<td>5.5%</td>
<td>4.4%</td>
</tr>
<tr>
<td>Diabetes</td>
<td>5.2%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Coronary Artery Disease</td>
<td>1.0%</td>
<td>1.2%</td>
</tr>
<tr>
<td>COPD</td>
<td>.5%</td>
<td>.6%</td>
</tr>
<tr>
<td>Heart Failure</td>
<td>.2%</td>
<td>.2%</td>
</tr>
<tr>
<td>Of Identified, Members at High/Moderate Risk (for Outreach)</td>
<td>7.8%</td>
<td>29.5%</td>
</tr>
<tr>
<td>Of Identified at High/Mod Risk – Members Contacted by Phone</td>
<td>24.5%</td>
<td>27.1%</td>
</tr>
<tr>
<td>Of Contacted by Phone – Members Enrolled</td>
<td>87.0%</td>
<td>76.3%</td>
</tr>
<tr>
<td>Of Enrolled – Members Engaged</td>
<td>95.7%</td>
<td>87.4%</td>
</tr>
</tbody>
</table>

\(^1\) Identified with one of the 5 core conditions
### Preventive Care

The City’s Anthem members have relatively low levels of compliance for Well Adult physician visits for those eligible for this recommended care, with a substantially lower rate for men vs. women. Rates for recommended cancer screenings are at moderate levels.

Participation in the Future Mom’s program and the Solera Diabetes Prevention Program is currently very low.

Most of the preventive care rates for the City’s members are similar to Anthem’s benchmarks, except for Well Adult visits for men, which is higher.

<table>
<thead>
<tr>
<th>Preventive Care</th>
<th>2018/19</th>
<th>Commercial Benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>%</td>
<td></td>
</tr>
<tr>
<td>Well Adult Visits (Women 18-64 yrs)</td>
<td>51.6%*</td>
<td>48.1%*</td>
</tr>
<tr>
<td>Well Adult Visits (Men 18-64 yrs)</td>
<td>33.1%*</td>
<td>26.5%*</td>
</tr>
<tr>
<td>Colorectal Cancer Screening</td>
<td>61.9%*</td>
<td>62.5%*</td>
</tr>
<tr>
<td>Breast Cancer Screening</td>
<td>71.1%*</td>
<td>65.9%*</td>
</tr>
<tr>
<td>Cervical Cancer Screening</td>
<td>66.4%*</td>
<td>58.6%*</td>
</tr>
<tr>
<td>Future Mom’s Program Registration (1 member)</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>Of Registered — Completed Assessment</td>
<td>0%</td>
<td>39.7%</td>
</tr>
<tr>
<td>Of Assessed — Managed as High Risk</td>
<td>---</td>
<td>40.0%</td>
</tr>
<tr>
<td>Of Deliveries – Normal Birthwt/Full Term</td>
<td>100%</td>
<td>95.0%</td>
</tr>
<tr>
<td>Solera Diabetes Prevention Program – Enrolled (43 members)</td>
<td>---</td>
<td></td>
</tr>
</tbody>
</table>

*Of members eligible for this care
## Participation/Engagement

Participation and engagement by the City’s members in Anthem’s LiveHealth Online telemedicine program for medical and behavioral health care is beginning to gain traction, as are utilization of the Mobile Health app and Anthem’s new Reimagine member connection website. Use of the 24/7 NurseLine is relatively low.

No benchmarks were available for these metrics.

<table>
<thead>
<tr>
<th>Participation/Engagement</th>
<th>2018/19</th>
</tr>
</thead>
<tbody>
<tr>
<td>LiveHealth Online – Registrations</td>
<td>640</td>
</tr>
<tr>
<td>LiveHealth Online – Medical Care Visits</td>
<td>68</td>
</tr>
<tr>
<td>LiveHealth Online – Behavioral Health Care Visits</td>
<td>30</td>
</tr>
<tr>
<td>Mobile Health App – Registrations</td>
<td>832</td>
</tr>
<tr>
<td>Mobile Health App – Care Gaps Closed</td>
<td>271</td>
</tr>
<tr>
<td>Reimagine Website – Registrations</td>
<td>276</td>
</tr>
<tr>
<td>24/7 NurseLine – Total Members Using Line</td>
<td>379</td>
</tr>
<tr>
<td>24/7 NurseLine – Total Contacts</td>
<td>564</td>
</tr>
</tbody>
</table>
**Lifestyle-Related Chronic Conditions – Prevalence Rate**
- About 51% of the Anthem members have been diagnosed with lifestyle-related chronic health conditions
- Trend: Rate is *relatively unchanged*

**Lifestyle-Related Chronic Conditions – % Total Claims Cost**
- Anthem members with lifestyle-related chronic health conditions account for about 31% of the total claims costs, respectively
- Trend: Percentage of cost is *increasing*

**Hypertension – Prevalence Rate**
- About 14% of the Anthem members have been diagnosed with hypertension
- Trend: Rate is *relatively unchanged*
- Benchmark: Current rate is similar to the benchmark

**Hypertension – % Total Claims Cost**
- Anthem members with hypertension account for about .3% of the total claims cost
- Trend: 2017/18 claims cost % is not currently available
Diabetes – Prevalence Rate
- About 10% of the City's Anthem members have been diagnosed with diabetes
- Trend: Rate is relatively unchanged
- Benchmark: Current rate is higher than the benchmark

Diabetes – % Total Claims Cost
- Anthem members with diabetes account for about 1.5% of the total claims costs.
- Trend: Percentage of cost is increasing

Overweight/Obesity – Prevalence Rate
- About 4% of the Anthem members have been diagnosed with overweight/obesity
- Trend: Rate is relatively unchanged
- Benchmark: Current rate is higher than the benchmark

Overweight/Obesity – % Total Claims Cost
- Anthem members with overweight/obesity account for about .7% of the total claims cost.
- Trend: Percentage of cost is decreasing
Osteoarthritis – Prevalence Rate
- About 5% of the Anthem members have been diagnosed with osteoarthritis
- Trend: Rate is relatively unchanged
- Benchmark: Current rate is lower than the benchmark

Osteoarthritis – % Total Claims Cost
- Anthem members with osteoarthritis account for about 2.3% of the total claims cost
- Trend: Percentage of cost is relatively unchanged

Low Back Problems – Prevalence Rate
- About 9% of the Anthem members have been diagnosed with low back problems
- Trend: Rate is relatively unchanged
- Benchmark: Current rate is higher than the benchmark

Low Back Problems – % Total Claims Cost
- Anthem members with low back problems account for about 1% of the total claims cost
- Trend: Percentage of cost is relatively unchanged
Stress/Anxiety/Depression – Prevalence Rate
- About 5% of the Anthem members have been diagnosed with stress/anxiety/depression
- Trend: Rate is *relatively unchanged*
- Benchmark: Current rate is lower than the benchmark

Stress/Anxiety/Depression – % Total Claims Cost
- Anthem members with stress/anxiety/depression account for about .7% of the total claims cost
- Trend: Percentage of cost is *relatively unchanged*

Cancer – Prevalence Rate
- About 4% of the Anthem members have been diagnosed with cancer
- Trend: Rate is *relatively unchanged*

Cancer – % Total Claims Cost
- Anthem members with cancer account for about 10% of the total claims cost
- Trend: Percentage of cost is *increasing*
Coronary Artery Disease – Prevalence Rate
- About 2% of the Anthem members have been diagnosed with coronary artery disease
- Trend: Rate is relatively unchanged
- Benchmark: Current rate is similar to the benchmark

Coronary Artery Disease – % Total Claims Cost
- Anthem members with coronary artery disease account for about 3% of the total claims cost
- Trend: Percentage of cost is increasing

Pain & Coping – Prevalence Rate
- About 3% of the Anthem members have been diagnosed with pain and coping problems
- Trend: Rate is relatively unchanged
- Benchmark: Current rate is lower than the benchmark

Pain & Coping – % Total Claims Cost
- Anthem members with pain and coping problems account for about .5% of the total claims cost
- Trend: Percentage of cost is relatively unchanged
Members Identified for Core CM Program
- About 12% of the Anthem members are identified with one or more of the 5 core conditions for eligibility for the CM program
- Trend: Rate is *increasing*
- Benchmark: Current rate is *higher* than the benchmark

Members Identified for Asthma CM
- About 6% of the Anthem members are identified with asthma for eligibility for the CM program
- Trend: Rate is *increasing*
- Benchmark: Current rate is *higher* than the benchmark

Members Identified for Diabetes CM
- About 5% of the Anthem members are identified with diabetes for eligibility for the CM program
- Trend: Rate is *relatively unchanged*
- Benchmark: Current rate is *higher* than the benchmark

Members Identified for Coronary Artery Disease CM
- About 1% of the Anthem members are identified with coronary artery disease for eligibility for the CM program
- Trend: Rate is *relatively unchanged*
- Benchmark: Current rate is *similar* to the benchmark
Members Identified for COPD CM
• About .5% of the Anthem members are identified with COPD for eligibility for the CM program
• Trend: Rate is relatively unchanged
• Benchmark: Current rate is similar to the benchmark

Members Identified for Heart Failure CM
• About .2% of the Anthem members are identified with heart failure for eligibility for the CM program
• Trend: Rate is relatively unchanged
• Benchmark: Current rate is similar to the benchmark
Of Identified for CM – Members Identified at High/Moderate Risk
- About 8% of the Anthem members identified for the CM program are stratified at high or moderate risk
- Trend: Rate is decreasing
- Benchmark: Current rate is much lower than the benchmark

Of Identified at High/Mod Risk – Contacted by Phone
- About 25% of the members identified at high or moderate risk have been contacted by phone
- Trend: Rate is relatively unchanged
- Benchmark: Current rate is similar to the benchmark

Of Contacted by Phone – Enrolled
- About 87% of the members contacted by phone have enrolled in the CM program
- Trend: Rate is increasing
- Benchmark: Current rate is higher than the benchmark

Of Enrolled – Engaged/Graduated
- About 96% of the members enrolled in the CM program are engaged with a CM health coach
- Trend: Rate is increasing
- Benchmark: Current rate is higher than the benchmark

LAwell Health Management Metrics
Anthem Blue Cross: Members – 2017/18-2018/19
Chronic Condition Management

Of Identified for CM – Members Identified at High/Moderate Risk

Of Identified at High/Mod Risk – Contacted by Phone

Of Contacted by Phone – Enrolled

Of Enrolled – Engaged/Graduated
Well Adult Visits – Women 18-64 Yrs
- About 52% of the City’s Anthem female members age 18-64 yrs are in compliance with their recommended Well Adult visit
- Trend: Rate is relatively unchanged
- Benchmark: Current rate is similar to the benchmark

Well Adult Visits – Men 18-64 Yrs
- About 33% of the City’s Anthem male members age 18-64 yrs are in compliance with their recommended Well Adult visit
- Trend: Rate is relatively unchanged
- Benchmark: Current rate is higher than the benchmark
Colorectal Cancer Screening
- About 62% of the City’s Anthem members are in compliance with their recommended colorectal cancer screening
- Trend: Rate is relatively unchanged
- Benchmark: Current rate is similar to the benchmark

Breast Cancer Screening
- About 71% of the members are in compliance with their recommended breast cancer screening
- Trend: Rate is increasing
- Benchmark: Current rate is higher than the benchmark

Cervical Cancer Screening
- About 66% of the members are in compliance with their recommended cervical cancer screening
- Trend: Rate is relatively unchanged
- Benchmark: Current rate is higher than the benchmark
Future Mom’s Program - Registration
• Two members enrolled in the Future Mom’s program in 2018/19.
• Trend: Insufficient data

Of Registered – Completed Assessment
• Of those members registered in the Future Mom’s program in 2018/19, none completed the assessment
• Trend: Insufficient data

Of Assessed – Managed as High Risk
• Of those members registered in the Future Mom’s program in 2018/19, none were managed as high risk
• Trend: Insufficient data

Of Deliveries – Normal Birthweight/Full Term
• Of those members registered in the Future Mom’s program in 2018/19, 100% had normal birthweight and were full term
• Trend: Insufficient data
LAwell Health Management Metrics
Anthem Blue Cross: Members – 2017/18-2018/19
Preventive Care – Solera Diabetes Prevention Program

**Solera Diabetes Prevention Program – Enrolled**
- A total of 35 of the City’s Anthem members who qualified for the Solera Diabetes Prevention Program enrolled in the program
- Trend: Rate is *increasing*

![Solera Diabetes Prevention Program – Enrolled](image)
LiveHealth Online – Registrations
• A total of 640 of the City’s Anthem members had active registrations for LiveHealth Online during 2018/19
• Trend: Rate is increasing

LiveHealth Online – Medical Care Visits
• Of those registered for LiveHealth Online, 68 of the participants visited the telemedicine site for medical care
• Trend: Rate is relatively unchanged

LiveHealth Online – Behavioral Health Care Visits
• Of those registered for LiveHealth Online, 30 of the participants visited the telemedicine site for behavioral health care
• Trend: Rate is increasing
LAwell Health Management Metrics

Anthem Blue Cross: Members – 2017/18-2018/19

Participation/Engagement – Mobile Health App and Reimagine Website

**Mobile Health App - Registrations**
- A total of 832 of the City’s Anthem members had active registrations for the Mobile Health app during 2018/19
- Trend: Rate is *increasing*

**Mobile Health App – Care Gaps Closed**
- Of those registered for the Mobile Health app, 271 of the participants closed gaps in care
- Trend: Rate is *increasing*

**Reimagine – Registrations**
- A total of 276 of the City’s Anthem members had active registrations for the Reimagine member connection website during 2018/19
- Trend: Rate is *increasing*
24/7 NurseLine – Total Members Using Line
- A total of 379 of the City’s Anthem members utilized the 24/7 NurseLine during 2018/19
- Trend: Rate is *decreasing*

24/7 NurseLine – Total Member Contacts
- Of those registered for the 24/7 NurseLine during 2018/19, there was a total of 564 contacts with the line
- Trend: Rate is *decreasing*