



FELRA & UFCW VEBA Fund

**Managed Behavioral Health &
Employee Assistance**

**Report for
January – December 2019**

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Executive Summary

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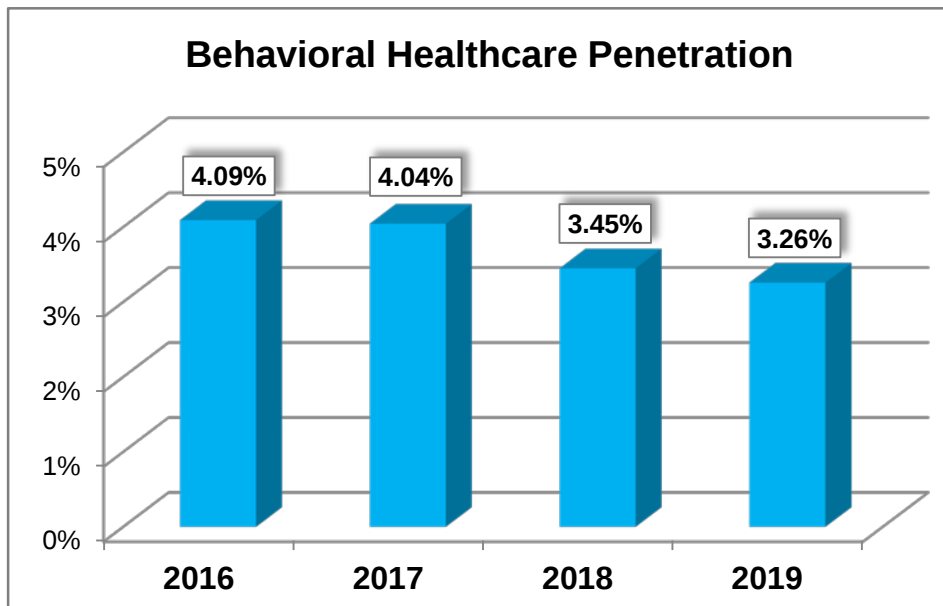
Executive Highlights

- Penetration for behavioral services within the FELRA population decreased minimally from 2018 (3.45%) to 2019 (3.26%). Although this penetration is lower compared to previous years; we see this as a trend moving forward. The current penetration result is less than one point below Beacon's book-of-business (BoB) average for employee groups in Retail Trade (4.35%).
- The portion of members who received behavioral health care, and who also required admission to inpatient and/or other form of acute service for 2019 was 0.36% consisting of seventy three members. This is lower when compared to 2018 annual statistics in which ninety-nine members (0.48%) were admitted for higher levels of treatment. FELRA's penetration for acute care is on par with the Retail Trade benchmark.
- The total amount paid for claims in 2019 decreased by 44%, and the per-employee-per-month (PEPM) rate also fell from \$11.60 to \$6.69 from a year over year comparison. The primary factors accounting for this decrease are specifically correlated to a significant decline in outpatient and higher level of care claims. Outpatient claims paid in 2019 resulted in \$223,384 versus \$ 308,955 in 2018. Acute care claims dropped from \$1,503,60 paid in 2018 to \$791,509 in 2019.
- Twelve members had paid claims during the year that were greater than \$20,000 (High Cost or HC cases). This is down from fifteen high cost cases from the previous year. The total amount paid for these members represents 45% of all claims dollars. Other non-high dollar claims continue to decrease over the last two to three year period as well.
- Over 33% of the HC cases (5) are associated with alcohol disorders or another SUD as the primary diagnosis. Another 20% of claims paid were due to opioid overuse and 20% of cases are associated with other substance use disorders. Two cases were primarily treated out-of-network, thereby increasing their relative per unit contribution to the overall amount paid. Dependents, at a count of 6 (40%) are the largest subgroup of HC members.
- Benefit days per 1000 for inpatient and other acute care services decreased by 29% to 34, This result is lower than the Retail Trade average of 52 days. A 22% decrease in admissions from 2019 also played a primary driver of the acute care utilization decline for FELRA. This continues to be the trend over the last couple of years. Outpatient visits used per 1000 at 252, resulted in a 17% decrease from 2018 (278).
- Access to EAP counseling rose by almost 15% compared to 2018. The 1.66% EAP utilization rate is the highest it has been over the last three years and continues its upward trend. The top three presenting problems continue to remain constant compared to previous years (Depression/Anxiety, Family/Relationship and Situational/Adjustment). **

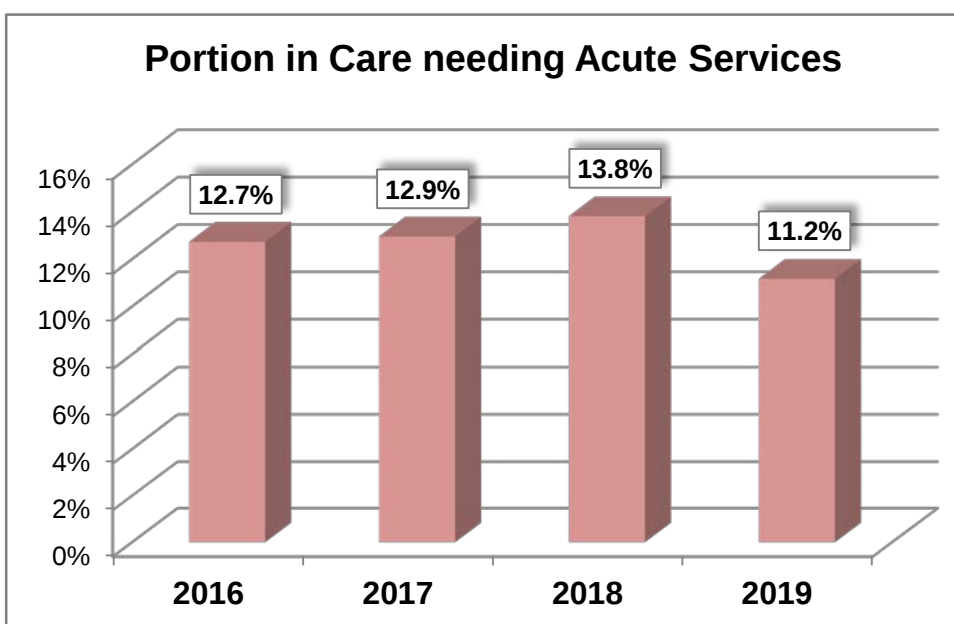
* Compare to a 15% average increase for Beacon's book-of-business.

** In order to fully leverage the value-added nature of the EAP benefit service (i.e.; no out of pocket cost for members, and an offset to outpatient claims cost borne by the Plan), Beacon recommends that the Fund consider moving to the Beacon standard of "per problem".

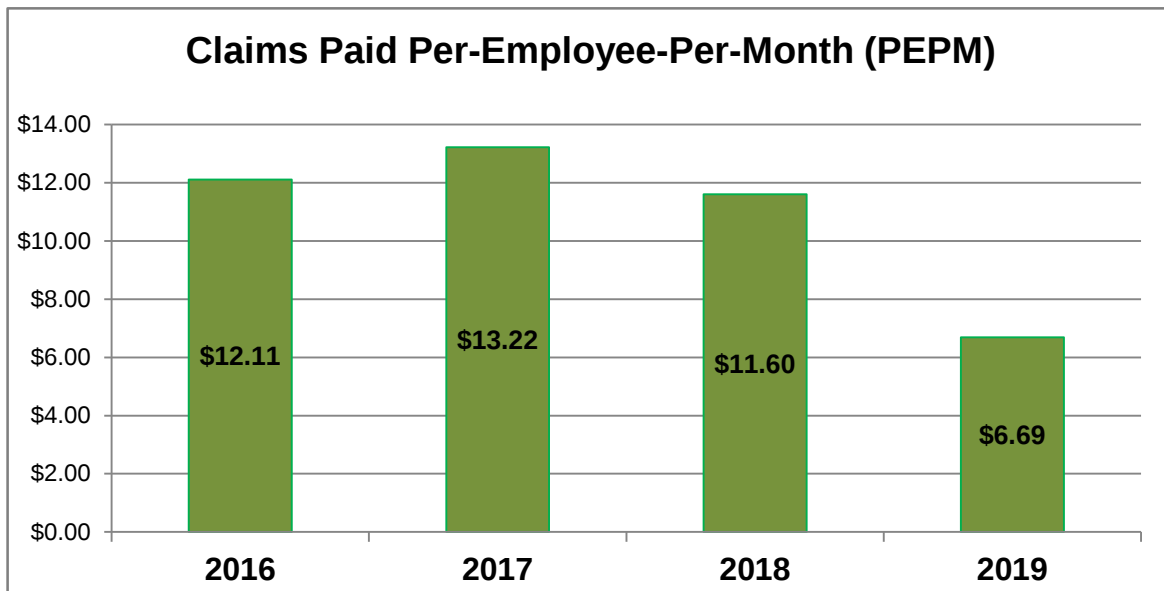
Program Penetration



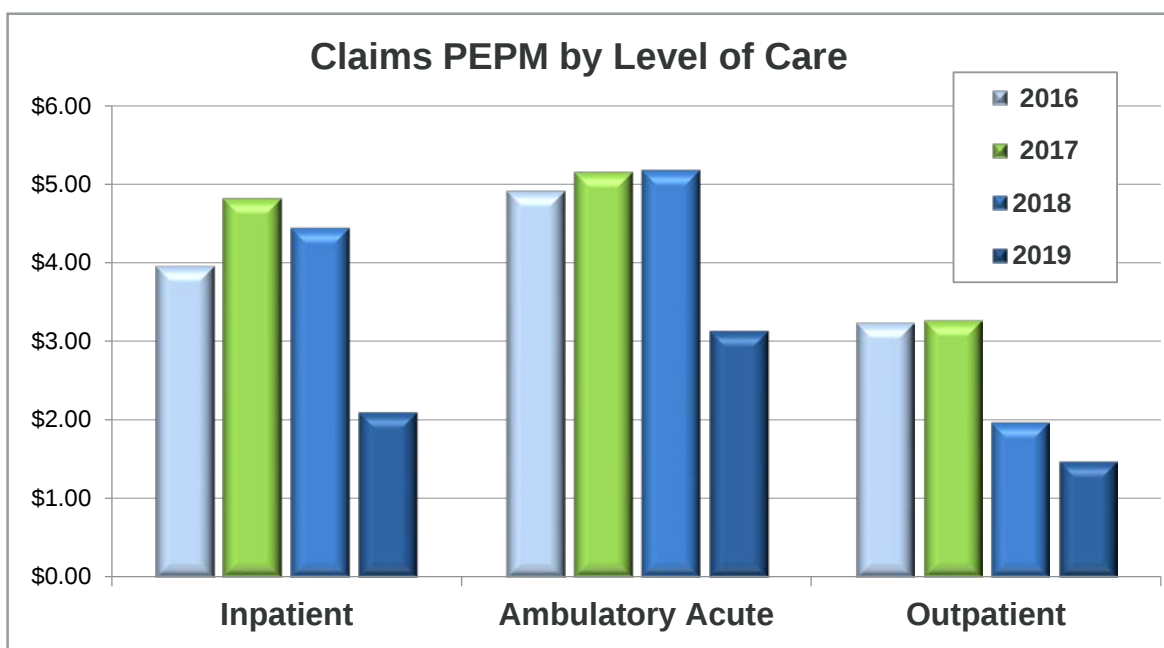
<i>Penetration Summary</i>	2016	2017	2018	2019
Avg. Membership per Month	22087	21386	20789	20071
Unique Mbrs - Inpatient	115	112	99	73
Acute Care Penetration Rate	0.52%	0.52%	0.48%	0.36%
Unique Mbrs - Outpatient	865	825	682	622
Outpatient Penetration Rate	3.92%	3.86%	3.28%	3.10%
Total Unique Mbrs in Care	904	865	717	654
Total Penetration	4.09%	4.04%	3.45%	3.26%



Paid Claims Results

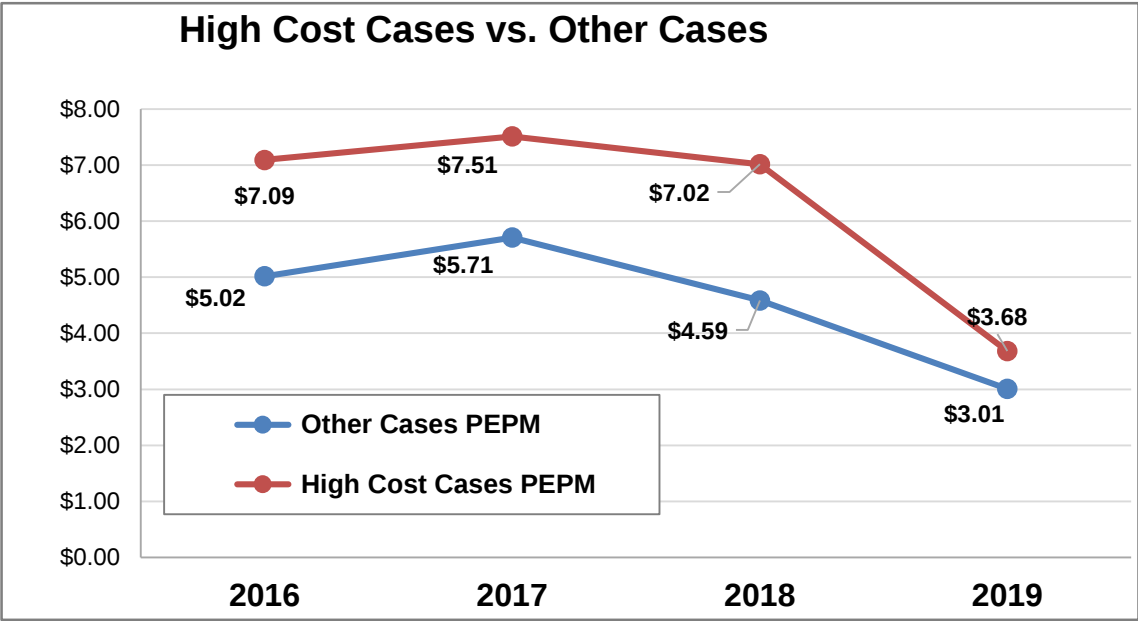
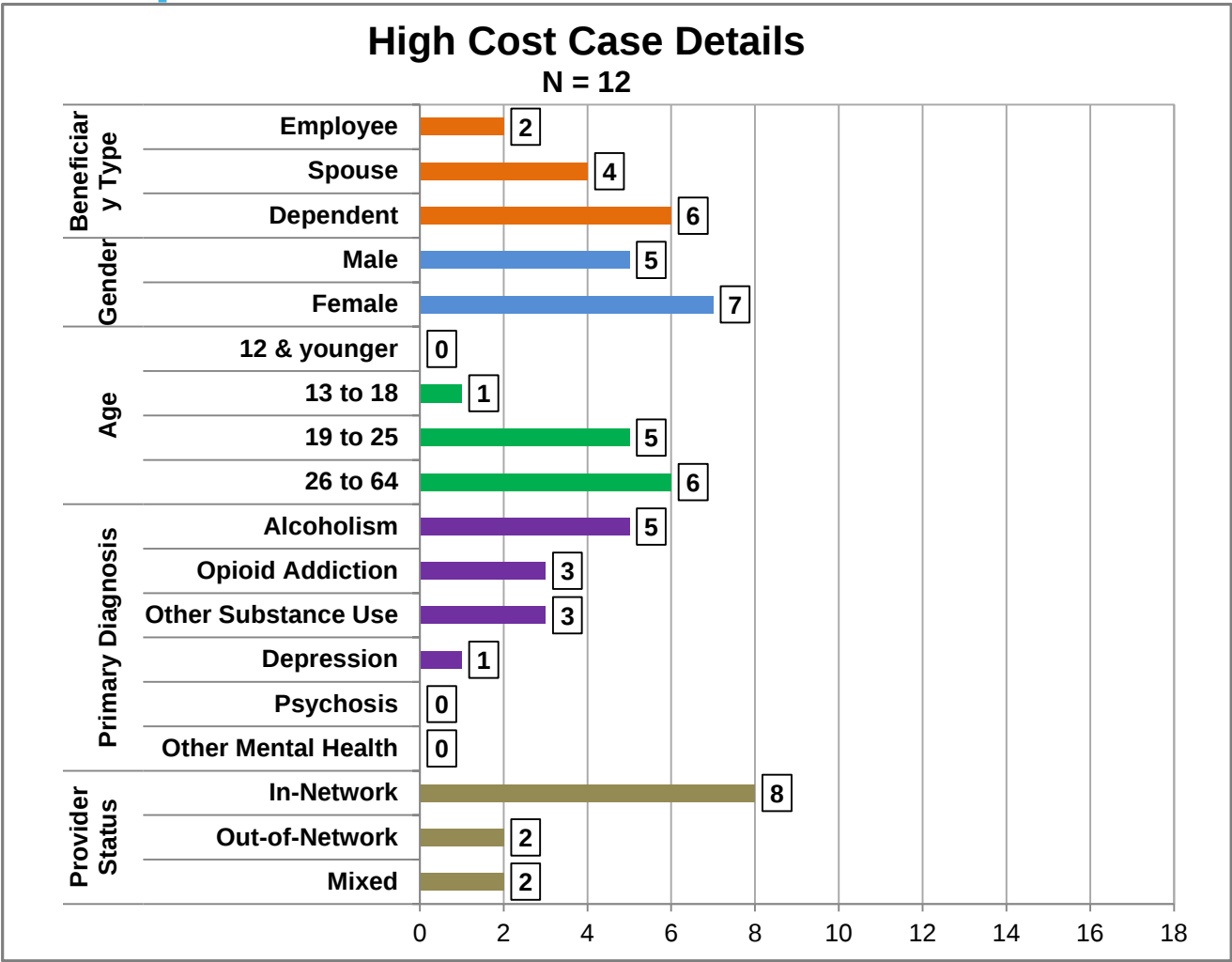


<i>Paid Claims Summary</i>	2016	2017	2018	2019
Acute Care Subtotal	\$1,489,996	\$1,603,458	\$1,503,600	\$791,509
Outpatient Subtotal	\$544,934	\$525,786	\$308,955	\$223,384
Total of Paid Claims	\$2,034,930	\$2,129,244	\$1,812,555	\$1,014,893
Per Employee per Month	\$12.11	\$13.22	\$11.60	\$6.69
Per Member per Month	\$7.68	\$8.30	\$7.27	\$4.21
Total Network Savings	\$588,590	\$975,792	\$1,484,090	\$1,760,002
Network Savings PEPM	\$3.50	\$6.06	\$9.50	\$11.60



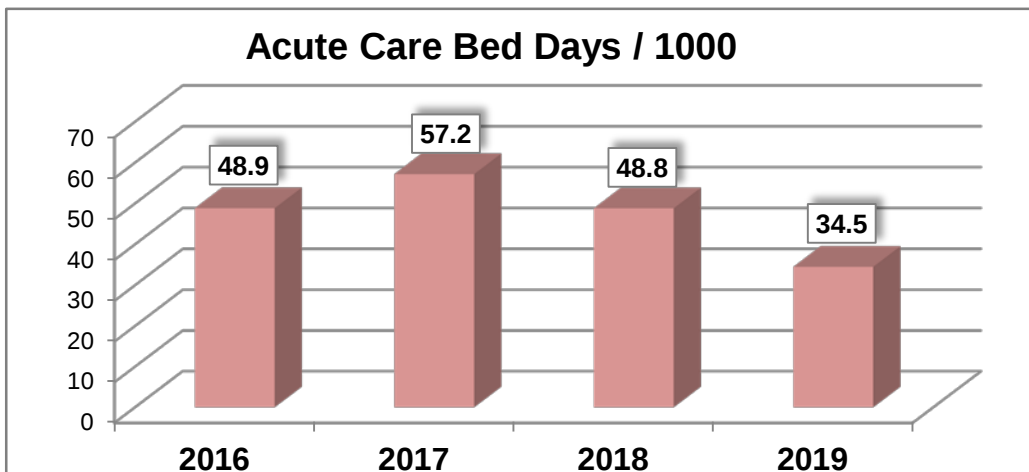
High Cost Cases

Claims paid > \$20,000

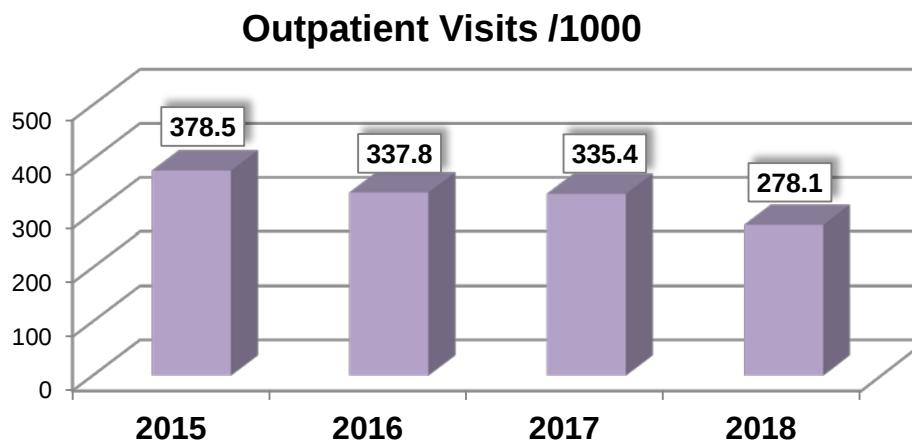


Behavioral Health Utilization

<i>Acute Care Summary</i>	2016	2017	2018	2019
Acute Care Admissions	157	173	131	102
Total Benefit Days	1079	1223	1015	693
Average Length of Stay in Care	6.9	7.1	7.7	6.8
Admits / 1000 Members	7.1	8.1	6.3	5.1
Benefit Days / 1000 Members	48.9	57.2	48.8	34.5



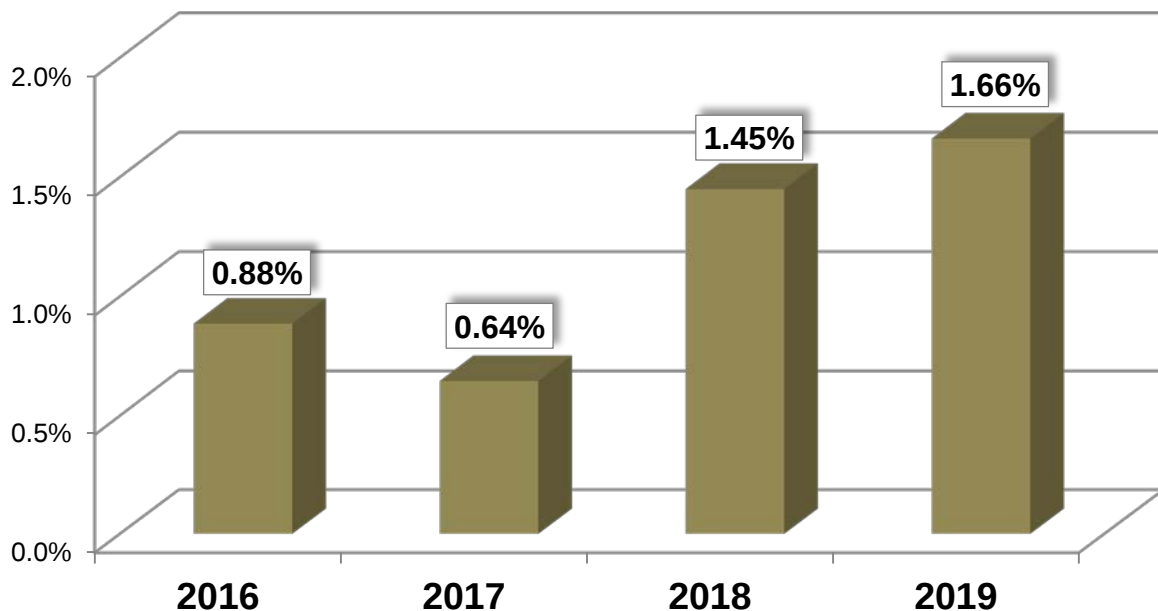
<i>Outpatient Summary</i>	2016	2017	2018	2019
Total Outpatient Visits	7,462	7,172	5,781	5,064
Unique Mbrs seen in Outpatient	865	825	682	622
OP Visits / 1000 Members	337.8	335.4	278.1	252.3
Average # of Visits / Mbr in Care	8.6	8.7	8.5	8.1



Employee Assistance Program

<i>EAP Utilization</i>	2016	2017	2018	2019
Average # of Subscribers	9831	9770	9316	8732
Total EAP Cases	87	63	135	145
EAP Access Rate	0.88%	0.64%	1.45%	1.66%

EAP Counseling & Consultation



<i>Primary Presenting Problems</i>	2016	2017	2018	2019
Depression / Anxiety	29.4%	38.7%	37.7%	41.4%
Marital / Relationship & Family	21.2%	17.7%	21.5%	21.4%
Situational Adjustment	15.3%	12.9%	6.9%	9.7%
Alcohol / Drug	8.2%	6.5%	9.2%	4.8%
Grief & Loss	7.1%	4.8%	7.7%	5.5%
Hyperactivity / Impulse Control	1.2%	4.8%	7.7%	1.4%
Job / Occupational	7.1%	3.2%	0.0%	2.8%
Legal / Financial	4.7%	0.0%	0.0%	0.0%
Other / Declined	5.9%	11.3%	9.2%	5.5%

2019 Employer Annual Report

Executive Summary



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Foreword

The need for employee assistance programs has never been more pressing. Stress levels are high. Financial pressures persist. Many Americans regularly experience mental health issues.

- 63 percent of US workers are ready to quit their jobs due to stress.
- One in four employees report that personal finances have been a distraction at work.
- Approximately 18 percent of American employees experience some type of mental health problem each year with depression as the leading cause of workplace absenteeism.

To compound the problem, the country is experiencing an opioid epidemic that won't quit. Experts are predicting opioid overdose deaths to grow, and employers are significantly affected by a workforce struggling with opioid use disorder (OUD).

- 82,000 estimated annual opioid overdose deaths by 2025 compared to 70,000 in 2017.
- Approximately two-thirds of people with OUD are in the workforce and often experience increased absenteeism and reduced productivity.

Key workplace trends combined with our customers' feedback on improving access to care prompted Beacon Health Options (Beacon) to enhance its existing employee assistance program (EAP), adding telehealth options to the already existing option of face-to-face appointments. Telehealth provides our EAP members with improved accessibility, convenience and ease by offering both phone and online appointments. Our nationwide network can help members with issues ranging from behavioral to financial to general work/life assistance.

This successful experience with our traditional EAP for large employers led us to develop an enhanced EAP, Beacon Wellbeing.

US workplace trends^{1,2,3,4}

Employee stressors

- 25% of workers quit to care for a family member
- 83% of employees suffer from work-related stress
- 52% say their company does not do enough to promote employee health

Lost productivity

- 1 million US workers miss work each day due to workplace stress
- Annual cost of untreated depression: \$43.7 billion in absenteeism, lost productivity, direct treatment costs

Lost productivity expense

- Cost of productivity losses to employers: \$225.8 billion annually
- Cost of grief to employers: \$113.27 billion in reduced productivity and errors, up from \$75 billion in 2002

Beacon Wellbeing

As employees' emotional demands mount, employers seek effective solutions to improve workplace productivity, rising health costs and overall employee health. To meet that demand, Beacon Wellbeing offers employees choice in the way they access services, meeting members where they are.

Specifically, the program's digital member experience provides choice and convenience through in-person, online or telephonic services. Further, a holistic assessment across the five domains of wellbeing—emotional, physical, community, finance and resiliency—addresses issues that go beyond the initial reason for contacting the program, and follow-up outreach ensures that employees are engaged and satisfied with their services. By addressing all domains of wellbeing, this proactive, multi-channel model improves employee engagement, productivity and satisfaction.

Beacon's refreshed EAPs help us to deliver on our promise to our members and clients: Provide value by improving access to quality care through clinical and technological innovation.

A handwritten signature in black ink, appearing to read 'Jason Richmond', with a stylized, cursive script.

Jason Richmond
Senior Vice President and GM, Employer
Beacon Health Options

2019 EAP employer trends

Beacon tracks usage of EAP services so that our employers can get a better sense of the issues that concern their employees, which leads to knowledge of employees' targeted needs and an overall healthier workforce. The following represents key trends within our EAP and other support services.

Top five reasons members access the EAP

1. Marital/relationship
2. Situational/adjustment concern
3. Depression
4. Anxiety
5. Family

Legal/financial services

Legal/financial issues remain a key concern among Beacon EAP members. Beacon referred more than 13,000 members to legal/financial services in 2019. Top areas of need included:

1. Domestic relations
2. Civil cases
3. Estate planning
4. Tax issues
5. Financial hardship/debt management

Work/life balance services

Helping members address everyday work/life concerns allow them to be present at work. Access to subject matter expertise and resources saves people time and energy and reduces stress. Beacon supported more than 11,500 members with work/life solutions. Key areas of support were as follows:

1. Daily living resources (i.e., housing, education, career, home services etc.)
2. Childcare
3. General work/life assistance
4. Eldercare referrals
5. Educational material

Beacon's web resources allow our members to research topics and seek up-to-date information on behavioral health and substance use, as well as access such resources as webinars and podcasts. The top web content areas accessed in 2019 were:

1. Information on what an Employee Assistance Program Can Provide
2. Depression
3. Anxiety
4. Developing Resilience
5. Mindfulness: The Art of Being Present

Organizational services

Beacon is there for our client customers when any type of workplace or natural disaster affects their employees. We work with clients to provide the right level of response at the right time to support their employees during and following a critical incident or disaster.

In 2019, our specialized team of employer workplace consultants helped more than 110 customers, supporting more than 13,000 employees in managing the impact following a critical incident. Most common requests for critical incident debriefing in 2019 were:

1. Death
2. Workplace violence
3. Layoffs/downsizing
4. Suicide

When clients initiate critical incident responses or disaster event management (DEM) resources following a catastrophic event, employees experience a **25 percent reduction in stress levels overall** immediately following the intervention compared to pre-intervention stress levels.

Beacon supports our customers through trainings relevant to their workforce needs. Based on customer feedback and analysis of issues affecting their employees, we recommend training topics and support their delivery. In 2020, we will be providing an enhanced catalogue of training topics for ongoing planning and promotion. The top 2019 trainings and workshops were as follows:

1. EAP Supervisor Training: Manager's Toolkit
2. Mental Health First Aid: A Primer
3. Successful Team-building Improves Communication
4. Substance Use and Awareness Department of Transportation
5. Money Basics: Let's Build a Plan

Client webinars for healthier workplaces and lives

Beacon's EAP offers an annual webinar series to support both managers/supervisors and their employees. In 2019, we offered many webinars on topics of primary relevance to both groups. "Sleep Better to Live Better" followed by "Depression Awareness and Treatment" attracted the most attendees.

Beacon's webinars augment our EAP's services to help employees become healthier and happier and managers to be more effective. The data on improved employee productivity show that the EAP is effective in helping both employees and their employers thrive.

Improving workplace productivity

Three percent of the American workforce is absent on any given day. (Department of Labor)
The presenteeism rate is going up. In 2016, the rate was **2.1 percent**. (*Health Services Research*)
Presenteeism cuts worker productivity by **1/3 or more**. (*Harvard Business Review*)

Beacon's EAP continues to show its value in improving workplace productivity. Over the past three years, the program has resulted in statistically significant improvement in self-reported workplace productivity and absenteeism, as well as general mental health status. Members are asked at intake and follow-up how many days they missed from work in the prior 30 days as well as to assess their own overall health status pre- and post-counseling services.

Productivity tracking results, 2017-2019

	Intake	Follow-up	Change	%Improvement
Absenteeism (mean days)	1.63	.64	.99	60.7%
Presenteeism (mean days)	5.8	1.8	4.00	68.9%
General mental health status (% Good or Excellent)	33%	72%	39 points	120%

Closing

Beacon's steadfast mission is to help our members thrive and our corporate customers maintain a workforce that is emotionally well. Doing so requires ongoing clinical and system-design innovation that delivers value through improved access to care, an enhanced member experience and the highest quality clinical care. Beacon remains squarely focused on this mission. We value our partnership with customers that share this mission and appreciate the opportunity to continue to earn your business.

¹ <https://www.stress.org/42-worrying-workplace-stress-statistics>

² <https://www.webmd.com/depression/guide/untreated-depression-effects#2>

³ <https://www.stress.org/workplace-stress>

⁴ <http://www.courant.com/breaking-news/ct-biz-grief-in-the-workplace-20181210-story.html>

Paid Claims Details

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FELRA and UFCW Health and Welfare Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2019 - December 31, 2019

Paid Claim Analysis - In-Network versus Out-of-Network

In-Network

Level of Care	Psych Units	Psych Paid \$'s	Substance Abuse Units	Substance Abuse Paid \$'s	Total Units	Total Paid \$'s	Average Cost per Unit	PEPM	PMPM
Inpatient	310	\$251,359	100	\$64,424	410	\$315,782	\$770.20	\$2.08	\$1.31
Residential	69	\$61,146	289	\$166,998	358	\$228,144	\$637.27	\$1.50	\$0.95
Partial Hospitalization	119	\$48,355	66	\$22,432	185	\$70,787	\$382.63	\$0.47	\$0.29
Intensive Outpatient	3	\$551	214	\$26,693	217	\$27,244	\$125.55	\$0.18	\$0.11
Outpatient	4,074	\$171,473	694	\$20,202	4,768	\$191,675	\$40.20	\$1.26	\$0.80
Applied Behavioral Analysis	0	\$0	0	\$0	0	\$0	\$0.00	\$0.00	\$0.00
Sub Total	4,575	\$532,884	1,363	\$300,750	5,938	\$833,633		\$5.50	\$3.46

Out-of-Network

Level of Care	Psych Units	Psych Paid \$'s	Substance Abuse Units	Substance Abuse Paid \$'s	Total Units	Total Paid \$'s	Average Cost per Unit	PEPM	PMPM
Inpatient	0	\$93	12	\$1,985	12	\$2,078	\$173.20	\$0.01	\$0.01
Residential	0	\$0	60	\$106,149	60	\$106,149	\$1,769.14	\$0.70	\$0.44
Partial Hospitalization	0	\$0	20	\$18,279	20	\$18,279	\$913.94	\$0.12	\$0.08
Intensive Outpatient	0	\$0	11	\$23,045	11	\$23,045	\$2,095.00	\$0.15	\$0.10
Outpatient	269	\$24,168	27	\$7,540	296	\$31,709	\$107.12	\$0.21	\$0.13
Applied Behavioral Analysis	0	\$0	0	\$0	0	\$0	\$0.00	\$0.00	\$0.00
Sub Total	269	\$24,261	130	\$156,998	399	\$181,260		\$1.19	\$0.75

Total

Level of Care	Psych Units	Psych Paid \$'s	Substance Abuse Units	Substance Abuse Paid \$'s	Total Units	Total Paid \$'s	Average Cost per Unit	PEPM	PMPM
Inpatient	310	\$251,451	112	\$66,409	422	\$317,861	\$753.22	\$2.10	\$1.32
Residential	69	\$61,146	349	\$273,147	418	\$334,293	\$799.74	\$2.20	\$1.39
Partial Hospitalization	119	\$48,355	86	\$40,711	205	\$89,066	\$434.47	\$0.59	\$0.37
Intensive Outpatient	3	\$551	225	\$49,738	228	\$50,289	\$220.57	\$0.33	\$0.21
Outpatient	4,343	\$195,641	721	\$27,743	5,064	\$223,384	\$44.11	\$1.47	\$0.93
Applied Behavioral Analysis	0	\$0	0	\$0	0	\$0	\$0.00	\$0.00	\$0.00
Grand Total	4,844	\$557,145	1,493	\$457,748	6,337	\$1,014,893		\$6.69	\$4.21

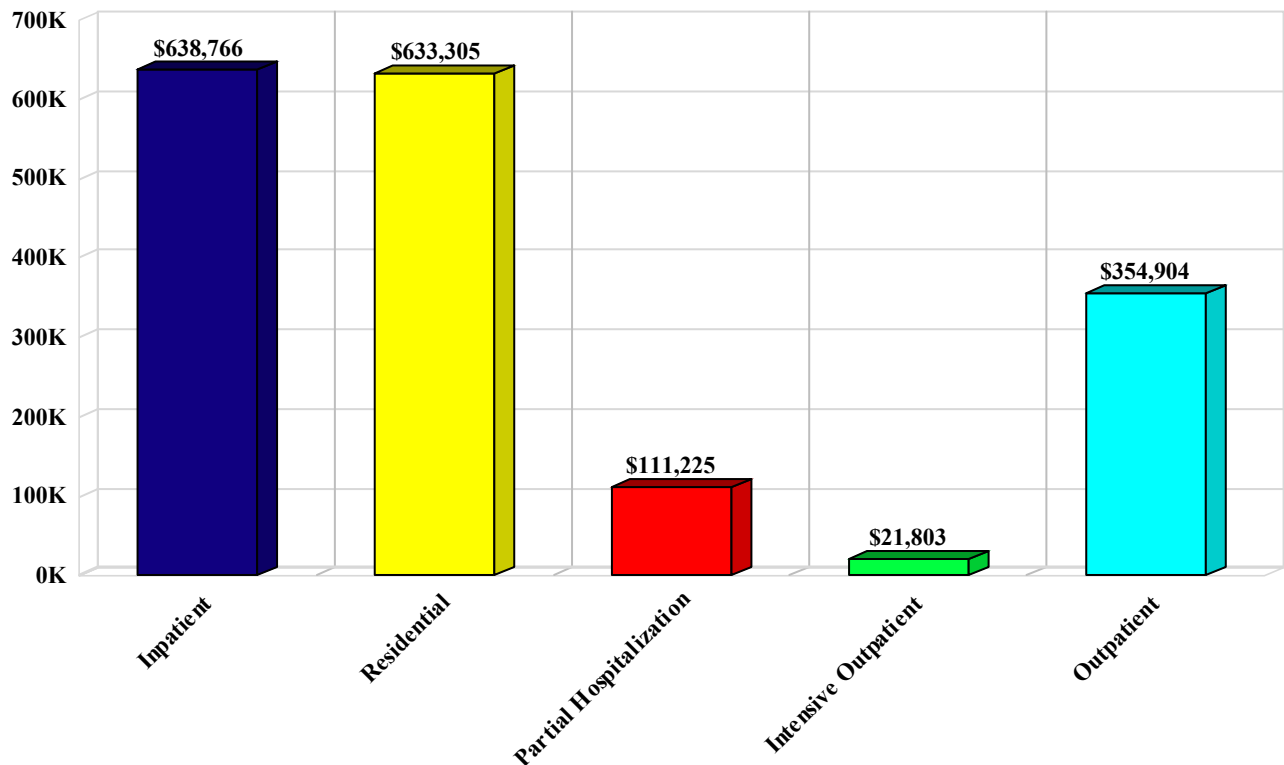
*In-Network Claims include SCA.

Report # 2017.2.01

Network Savings

Level of Care	Billed Amount	Allowed Amount	*Network Savings
Inpatient	\$1,067,892	\$429,126	\$638,766
Residential	\$892,104	\$258,799	\$633,305
Partial Hospitalization	\$196,690	\$85,466	\$111,225
Intensive Outpatient	\$54,432	\$32,629	\$21,803
Outpatient	\$668,330	\$313,427	\$354,904
Total	\$2,879,448	\$1,119,446	\$1,760,002

Network Savings by Level of Care

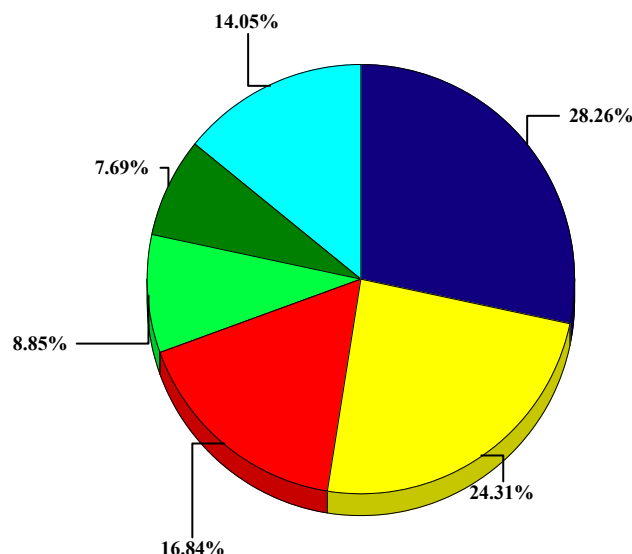


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Total Paid Distribution by Major Diagnosis Category

Rank	Diagnosis Category	Total Paid	% of Total Paid	Book of Business
1	Alcohol-Related Disorders	\$286,856.66	28.26%	17.21%
2	Depressive Disorders	\$246,721.22	24.31%	22.88%
3	Substance Use Related Disorders	\$170,891.19	16.84%	20.50%
4	Bipolar Disorders	\$89,792.74	8.85%	6.49%
5	Eating Disorders	\$78,030.36	7.69%	3.93%
6	Anxiety Disorders	\$49,698.98	4.90%	8.36%
7	Trauma And Acute Stress Disorders	\$45,145.21	4.45%	9.97%
8	Schizophrenia Spectrum And Other Psychotic Disorders	\$27,613.18	2.72%	4.12%
9	Neurodevelopmental Disorders (Except Asd)	\$11,877.98	1.17%	2.26%
10	Disruptive, Impulse-Control And Conduct Disorders	\$2,969.22	0.29%	0.66%
11	Other Conditions That May Be The Focus Of Clinical Attention	\$1,745.08	0.17%	0.12%
12	Other Mental Disorders	\$1,710.84	0.17%	0.03%
13	Neurocognitive Disorders	\$1,364.00	0.13%	0.15%
14	Dissociative, Somatoform And Factitious Disorders	\$452.40	0.04%	0.27%
15	Autism Spectrum Disorder	\$24.00	0.00%	1.96%
16	Personality Disorders	\$0.00	0.00%	0.21%
Total for All Diagnosis Categories		\$1,014,893.06	100.00%	100.00%

Top Five Diagnosis Categories

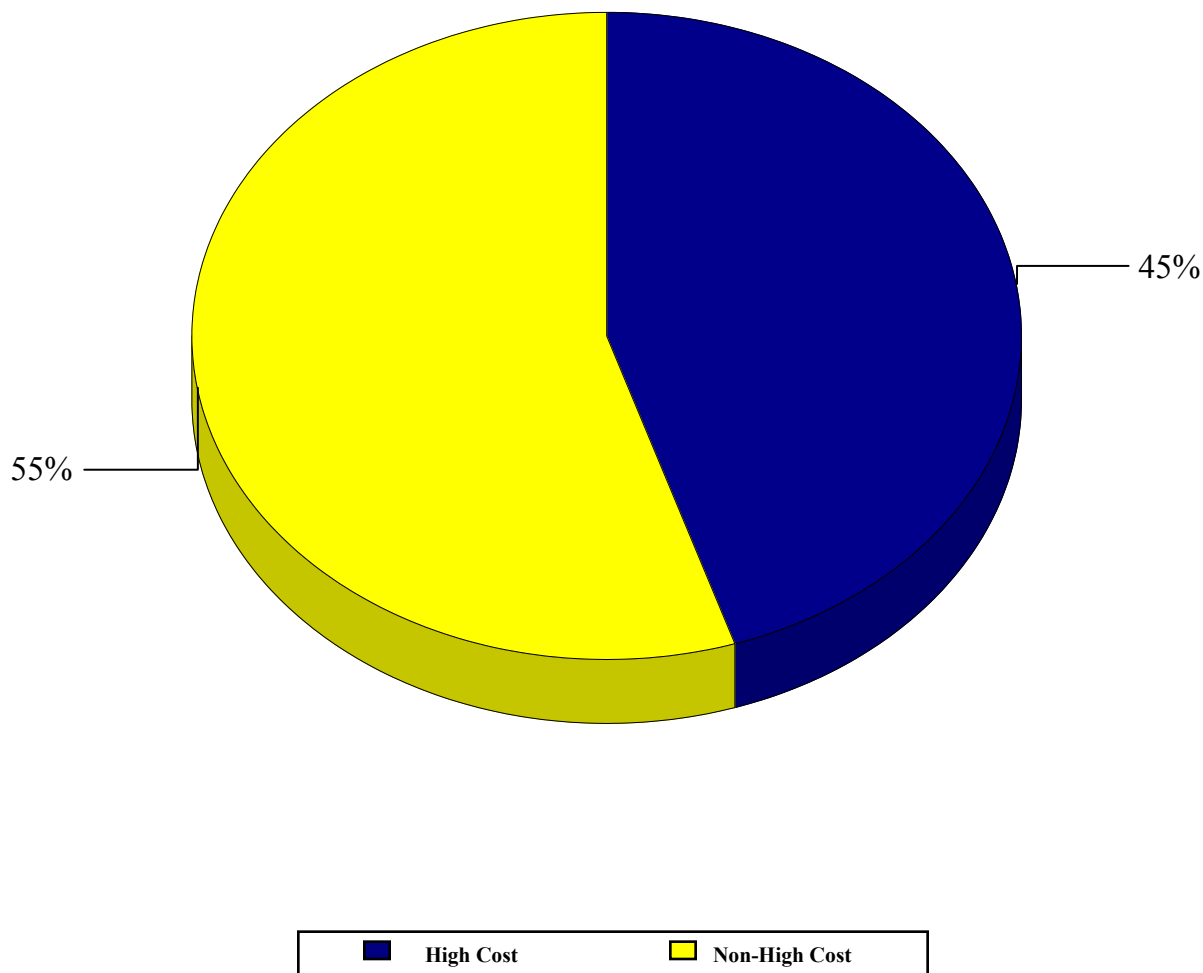


■ Alcohol-Related Disorders	■ Depressive Disorders	■ Substance Use Related Disorder	■ Bipolar Disorders	■ Eating Disorders
■ All Others				

High Cost Member Cases Greater than \$20,000

	# of Unduplicated Members	Total Claim Amount	Total Allowed Amount	Total Paid Amount	% of Total
High Cost Cases	12	\$1,070,649	\$523,466	\$456,311	44.96%
Non-High Cost Cases	642	\$2,166,651	\$833,775	\$558,582	55.04%
Total	654	\$3,237,300	\$1,357,241	\$1,014,893	100.00%

High Cost Member Cases



Paid Claim Analysis - Gender/Dependency

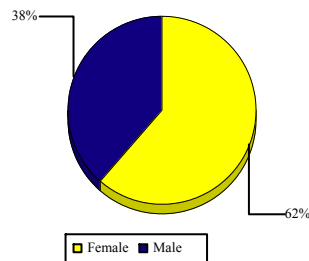
Males

Age Band	Employee	Spouse	Dependent	Total
0 - 12	\$0	\$0	\$1,644	\$1,644
13 - 17	\$0	\$0	\$7,581	\$7,581
18 - 64	\$225,588	\$47,010	\$105,589	\$378,187
65+	\$2,364	\$842	\$0	\$3,205
Total	\$227,952	\$47,852	\$114,815	\$390,618

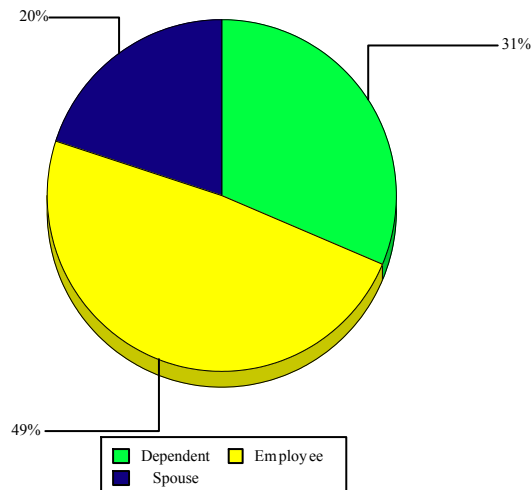
Females

Age Band	Employee	Spouse	Dependent	Total
0 - 12	\$0	\$0	\$2,083	\$2,083
13 - 17	\$0	\$0	\$75,924	\$75,924
18 - 64	\$262,494	\$146,410	\$124,676	\$533,581
65+	\$3,116	\$7,644	\$0	\$10,759
Total	\$265,610	\$154,054	\$204,611	\$624,275

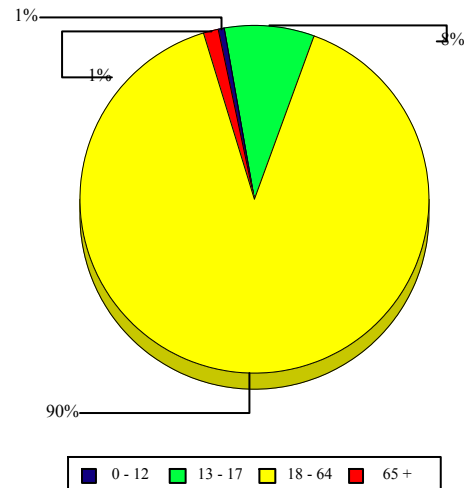
Total Paid % by Gender



Total Paid % by Dependency



Total Paid % by Age Band



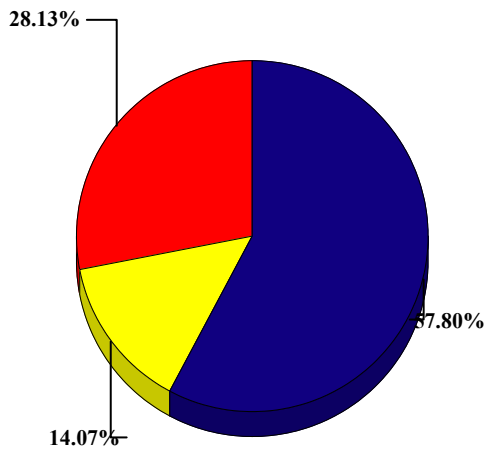
Behavioral Health Penetration Analyses

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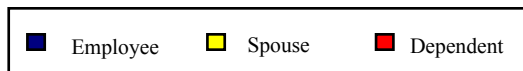
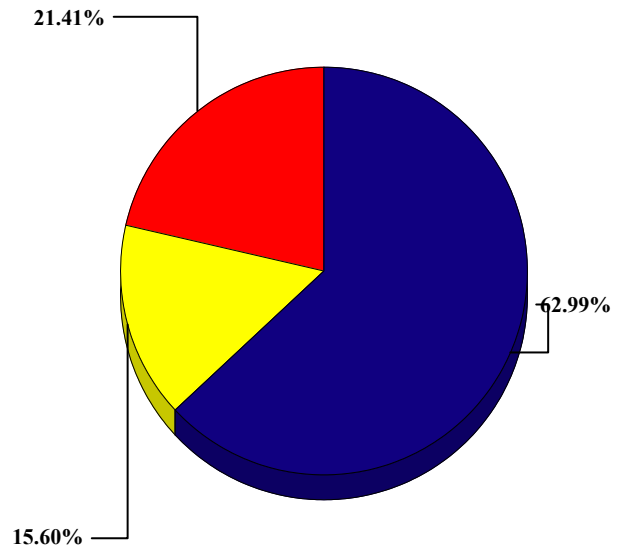
Penetration Rate by Beneficiary Type - Claims Based

	Employee	Spouse	Dependent	Total
Unduplicated Members Accessing Care	378	92	184	654
Membership	12,642	3,131	4,298	20,071
Penetration Rate	2.99%	2.94%	4.28%	3.26%

Unduplicated Members Accessing Care



Membership



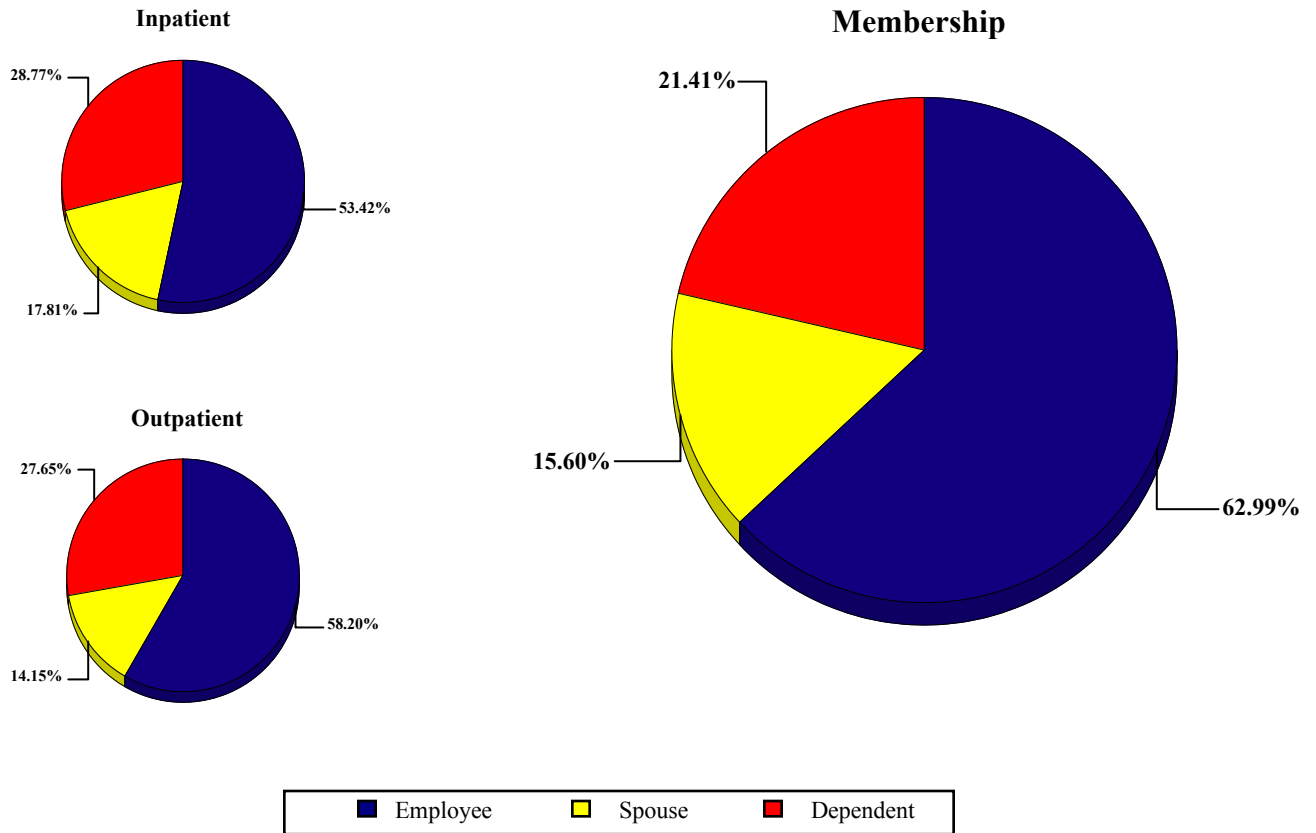
**Penetration Rate by Beneficiary Type (Claims)
Inpatient and Higher Level of Care vs Outpatient**

Inpatient

	Employee	Spouse	Dependent	Total
Unduplicated Members Accessing Care	39	13	21	73
Average Membership	12,642	3,131	4,298	20,071
Penetration Rate	0.31%	0.42%	0.49%	0.36%

Outpatient

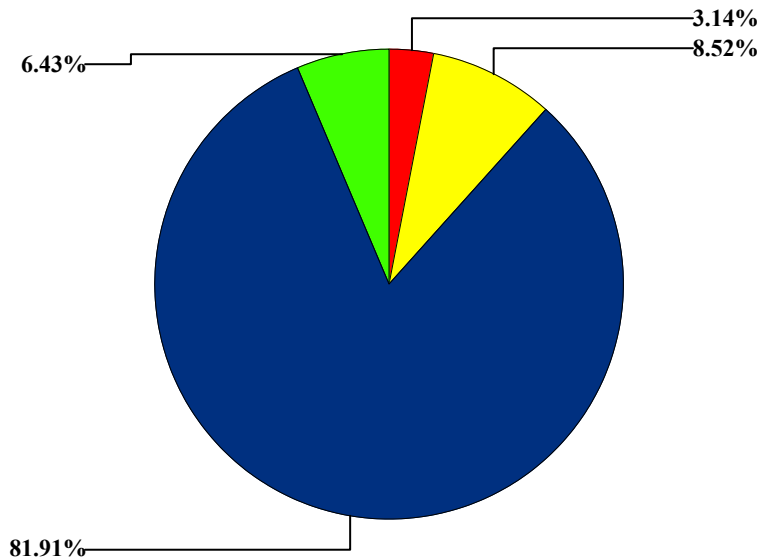
	Employee	Spouse	Dependent	Total
Unduplicated Members Accessing Care	362	88	172	622
Average Membership	12,642	3,131	4,298	20,071
Penetration Rate	2.86%	2.81%	4.00%	3.10%



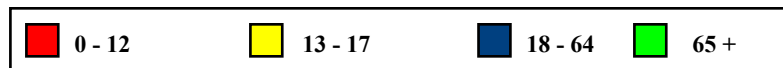
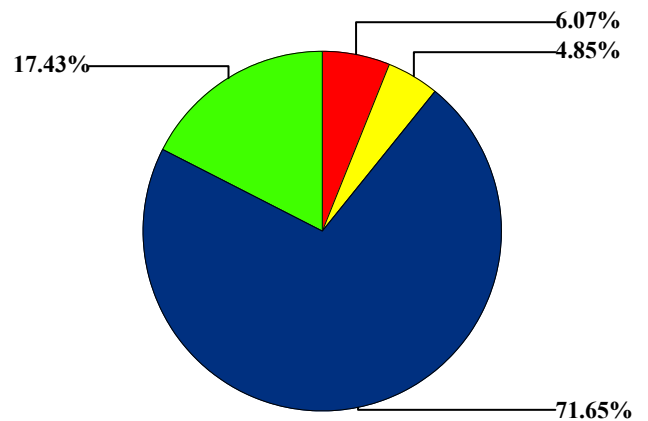
Penetration Rate by Age Category (Claims)

	0 - 12	13 - 17	18 - 64	65 +	Total
Unduplicated Members Accessing Care	21	57	548	43	654
Average Membership	1,218	974	14,382	3,498	20,071
Penetration Rate	1.72%	5.85%	3.81%	1.23%	3.26%

Unduplicated Members Accessing Care



Membership



Penetration Rate by Age Category (Claims)
Inpatient and Higher Level of Care vs Outpatient

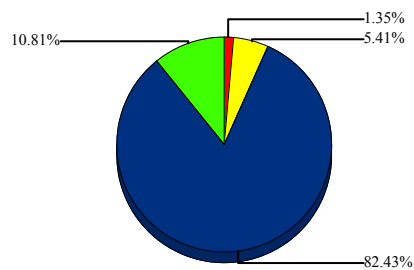
Inpatient

	0 - 12	13 - 17	18 - 64	65 +	Total
Unduplicated Members Accessing Care	1	4	61	8	74
Average Membership	1,218	974	14,382	3,498	20,071
Penetration Rate	0.08%	0.41%	0.42%	0.23%	0.37%

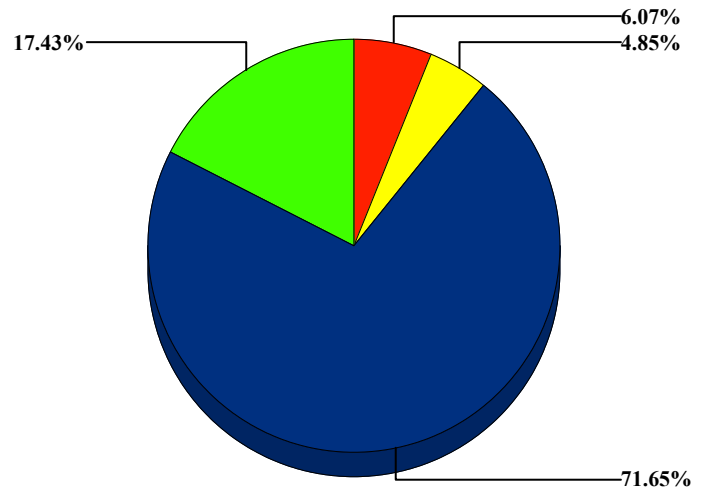
Outpatient

	0 - 12	13 - 17	18 - 64	65 +	Total
Unduplicated Members Accessing Care	21	54	522	40	622
Average Membership	1,218	974	14,382	3,498	20,071
Penetration Rate	1.72%	5.54%	3.63%	1.14%	3.10%

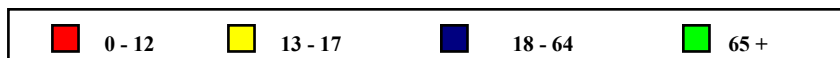
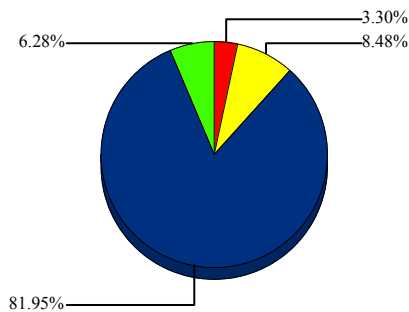
Inpatient



Membership



Outpatient



Managed Behavioral Health Utilization

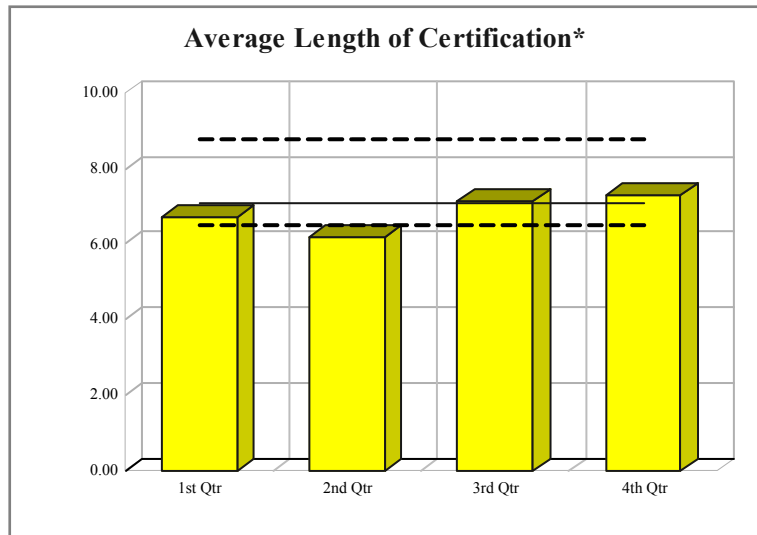
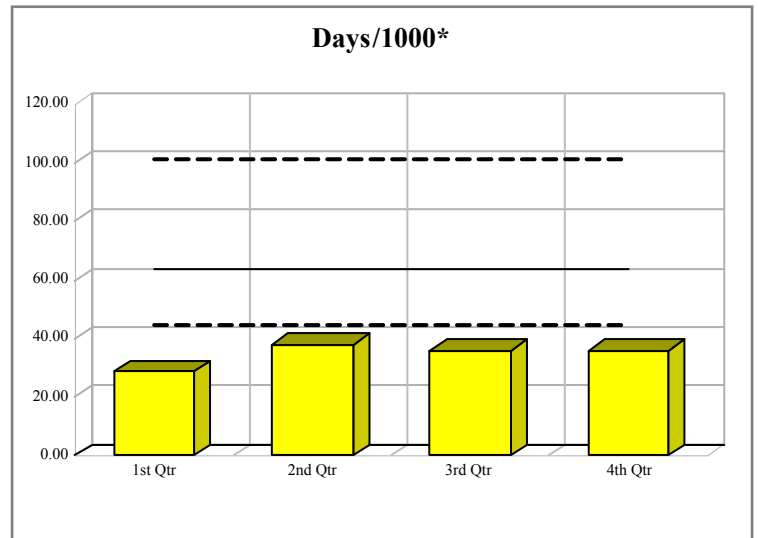
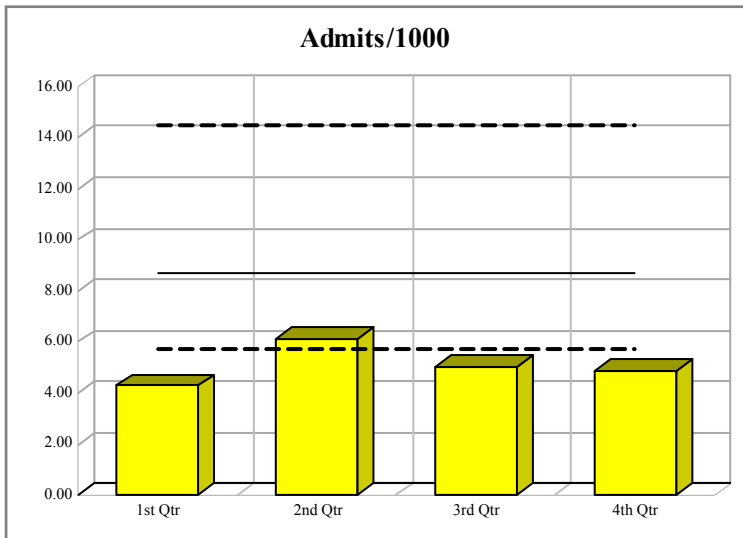
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**FELRA and UFCW Health and Welfare Fund
Managed Mental Health and Substance Abuse Activity Report**

January 1, 2019 - December 31, 2019

Acute Inpatient & Alternative Levels of Care Utilization

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Avg Covered Lives	20,527	20,221	19,887	19,650	20,071
Admissions	22	31	25	24	102
Days*	147	192	179	175	693
Admissions/1000 Lives	4.29	6.13	5.03	4.89	5.08
Days/1000 Lives*	28.72	37.90	35.92	35.60	34.50
Avg Length of Certification*	6.70	6.18	7.14	7.29	6.79



Book of Business Legend and Data Table for Employer Solutions Division with AMRs applied

	<u>Legend</u>	<u>Admits/1000</u>	<u>Days/1000*</u>	<u>Average Length of Certification*</u>
Upper Control Limit	— — —	14.52	101.69	8.79
Book of Business	— — —	8.72	63.93	7.07
Lower Control Limit	— — —	5.71	44.57	6.51

*Alternative Modality Ratios have been applied.

** All data has been annualized.

Report # 2002.1.01

FELRA and UFCW Health and Welfare Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2019 - December 31, 2019

Total Acute Inpatient & Alternative Levels of Care Detail
Psychiatric vs Substance Abuse

	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		Year to Date	
Avg Covered Lives	20,527		20,221		19,887		19,650		20,071	
<u>ACUTE INPATIENT</u>										
	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>
Admissions	9	1	10	6	6	8	5	6	30	21
Days*	53	4	59	28	32	50	35	32	179	114
Admissions/1000 Lives	1.75	0.19	1.98	1.19	1.21	1.61	1.02	1.22	1.49	1.05
Days/1000 Lives*	10.33	0.78	11.67	5.54	6.44	10.06	7.12	6.51	8.92	5.68
Avg Length of Certification*	5.89	4.00	5.90	4.67	5.33	6.25	7.00	5.33	5.97	5.43
<u>RESIDENTIAL TREATMENT PROGRAM</u>										
	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>
Admissions	2	3	0	6	0	6	0	5	2	20
Days*	10	27	0	58	0	74	0	63	10	222
Admissions/1000 Lives	0.39	0.58	0.00	1.19	0.00	1.21	0.00	1.02	0.10	1.00
Days/1000 Lives*	1.85	5.26	0.00	11.47	0.00	14.88	0.00	12.82	0.47	11.06
Avg Length of Certification*	4.75	9.00	0.00	9.67	0.00	12.33	0.00	12.60	4.75	11.10
<u>PARTIAL HOSPITALIZATION PROGRAM</u>										
	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>
Admissions	3	1	3	3	1	1	4	0	11	5
Days*	26	14	13	21	5	7	29	0	72	42
Admissions/1000 Lives	0.58	0.19	0.59	0.59	0.20	0.20	0.81	0.00	0.55	0.25
Days/1000 Lives*	4.97	2.73	2.57	4.15	0.91	1.31	5.80	0.00	3.56	2.07
Avg Length of Certification*	8.50	14.00	4.33	7.00	4.50	6.50	7.13	0.00	6.50	8.30
<u>IOP/GROUP HOME/HALFWAY HOUSE</u>										
	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>
Admissions	0	3	0	3	1	2	1	3	2	11
Days*	0	14	0	13	2	9	3	14	5	50
Admissions/1000 Lives	0.00	0.58	0.00	0.59	0.20	0.40	0.20	0.61	0.10	0.55
Days/1000 Lives*	0.00	2.81	0.00	2.49	0.48	1.85	0.53	2.81	0.25	2.49
Avg Length of Certification*	0.00	4.80	0.00	4.20	2.40	4.60	2.60	4.60	2.50	4.55
<u>TOTAL ACUTE INPATIENT AND ALTERNATIVE LEVELS OF CARE</u>										
	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>
Admissions	14	8	13	18	8	17	10	14	45	57
Days*	88	59	72	120	39	140	66	109	265	428
Admissions/1000 Lives	2.73	1.56	2.57	3.56	1.61	3.42	2.04	2.85	2.24	2.84
Days/1000 Lives*	17.15	11.58	14.24	23.66	7.82	28.10	13.46	22.15	13.20	21.30
Avg Length of Certification*	6.29	7.43	5.54	6.64	4.86	8.22	6.61	7.77	5.89	7.50

*Alternative Modality Ratios have been applied.

** All data has been annualized.

Report # 2003.1.01

FELRA and UFCW Health and Welfare Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2019 - December 31, 2019

Total Acute Inpatient and Alternative Levels of Care Detail

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Avg Covered Lives	20,527	20,221	19,887	19,650	20,071

ACUTE INPATIENT

Admissions	10	16	14	11	51
Days*	57	87	82	67	293
Admissions/1000 Lives	1.95	3.16	2.82	2.24	2.54
Days/1000 Lives*	11.11	17.21	16.49	13.64	14.60
Avg Length of Certification*	5.70	5.44	5.86	6.09	5.75

RESIDENTIAL TREATMENT PROGRAM

Admissions	5	6	6	5	22
Days*	37	58	74	63	232
Admissions/1000 Lives	0.97	1.19	1.21	1.02	1.10
Days/1000 Lives*	7.11	11.47	14.88	12.82	11.53
Avg Length of Certification*	7.30	9.67	12.33	12.60	10.52

PARTIAL HOSPITALIZATION PROGRAM

Admissions	4	6	2	4	16
Days*	40	34	11	29	113
Admissions/1000 Lives	0.78	1.19	0.40	0.81	0.80
Days/1000 Lives*	7.70	6.73	2.21	5.80	5.63
Avg Length of Certification*	9.88	5.67	5.50	7.13	7.06

IOP/GROUP HOME/HALFWAY HOUSE

Admissions	3	3	3	4	13
Days*	14	13	12	16	55
Admissions/1000 Lives	0.58	0.59	0.60	0.81	0.65
Days/1000 Lives*	2.81	2.49	2.33	3.34	2.74
Avg Length of Certification*	4.80	4.20	3.87	4.10	4.23

TOTAL ACUTE INPATIENT AND ALTERNATIVE LEVELS OF CARE

Admissions	22	31	25	24	102
Days*	147	192	179	175	693
Admissions/1000 Lives	4.29	6.13	5.03	4.89	5.08
Days/1000 Lives*	28.72	37.90	35.92	35.60	34.50
Avg Length of Certification*	6.70	6.18	7.14	7.29	6.79

*Alternative Modality Ratios have been applied.

** All data has been annualized.

Recidivism Rates - Psychiatric vs Substance Abuse

Psychiatric

Age Band	Hospitalized in Previous Year	Readmitted within 365 Days	
		Admits	%
0 - 12	1	0	0.00%
13 - 17	8	0	0.00%
18 - 64	24	4	16.67%
65 +	2	0	0.00%
Total	<u>35</u>	<u>4</u>	<u>11.43%</u>

Substance Abuse

Age Band	Hospitalized in Previous Year	Readmitted within 365 Days	
		Admits	%
0 - 12	0	0	0.00%
13 - 17	0	0	0.00%
18 - 64	21	3	14.29%
65 +	1	0	0.00%
Total	<u>22</u>	<u>3</u>	<u>13.64%</u>

Total

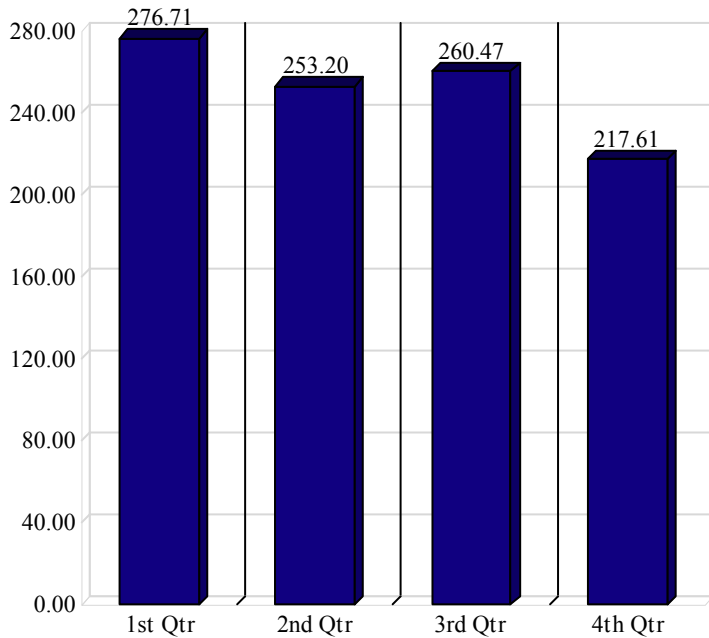
Age Band	Hospitalized in Previous Year	Readmitted within 365 Days	
		Admits	%
0 - 12	1	0	0.00%
13 - 17	8	0	0.00%
18 - 64	45	7	15.56%
65 +	3	0	0.00%
Total	<u>57</u>	<u>7</u>	<u>12.28%</u>

FELRA and UFCW Health and Welfare Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2019 - December 31, 2019

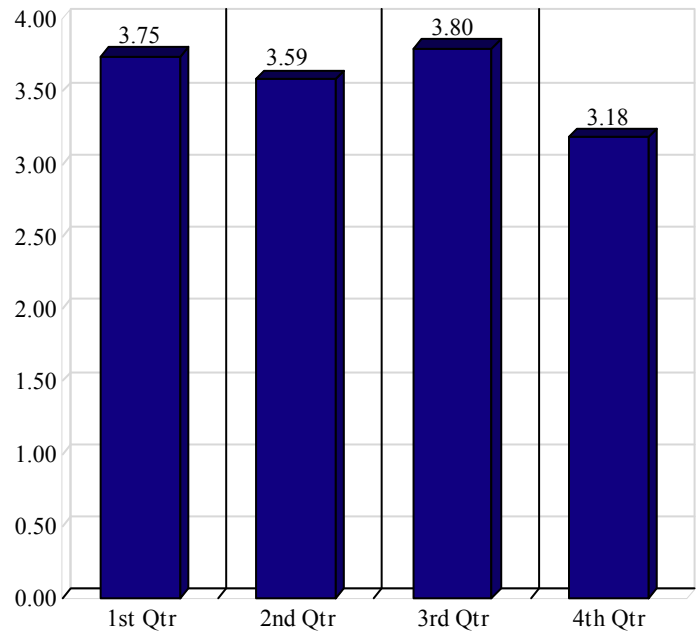
Total Outpatient Utilization (Paid Claims)

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Avg Covered Lives	20,527	20,221	19,887	19,650	20,071
Visits *	1,420	1,280	1,295	1,069	5,064
Members Seen	379	357	341	336	622
Visits/1000 Lives*	276.71	253.20	260.47	217.61	252.30
Avg Number of Visits*	3.75	3.59	3.80	3.18	8.14

Visits/1000*



Average Number of Visits*

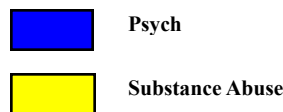
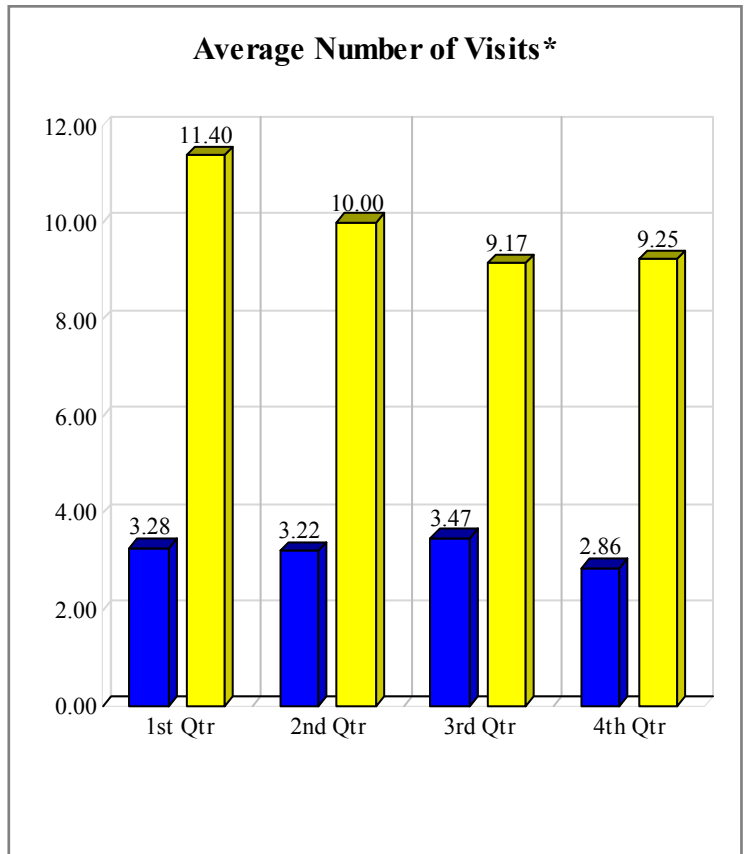
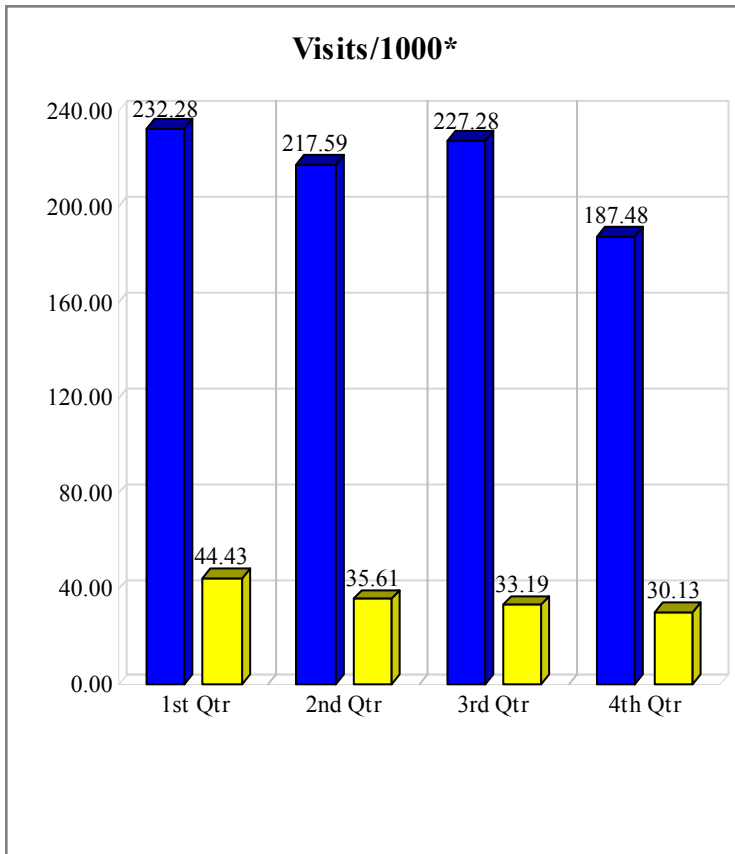


* Data is based on paid claims and has been annualized.
 Note: All data excludes ABA(Applied Behavioral Analysis) data.

FELRA and UFCW Health and Welfare Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2019 - December 31, 2019

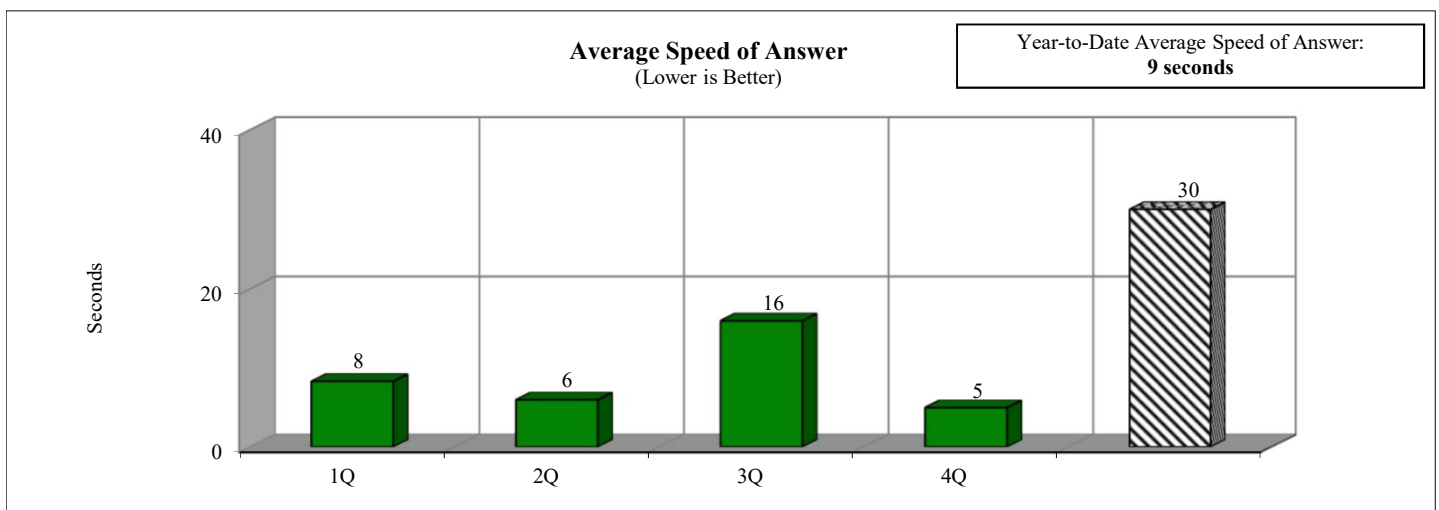
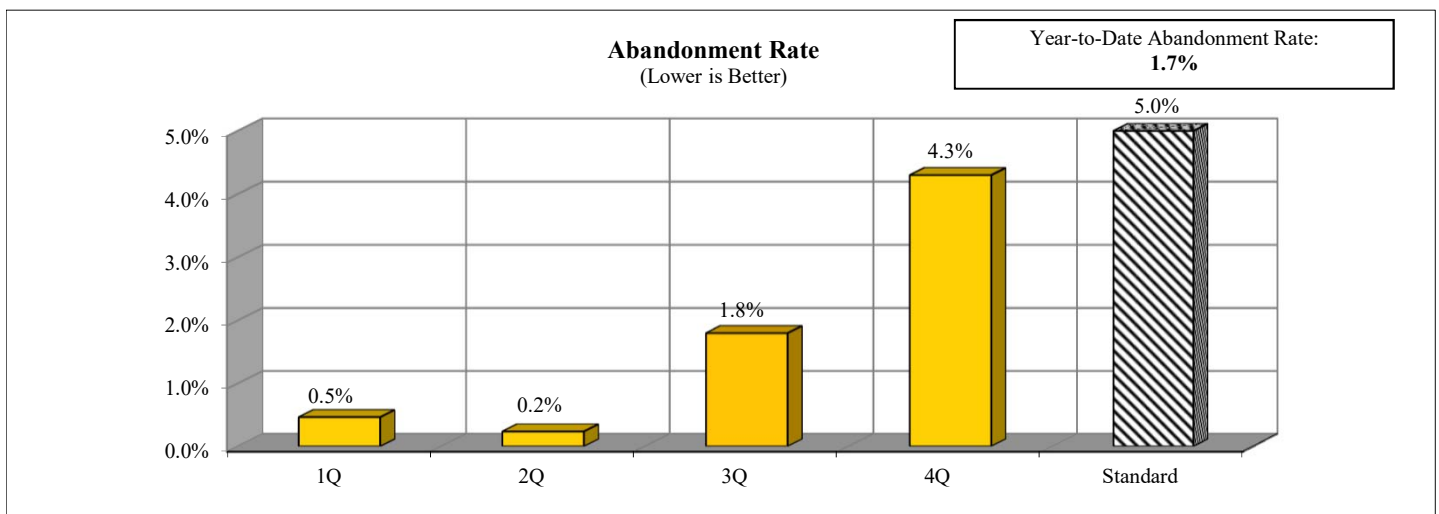
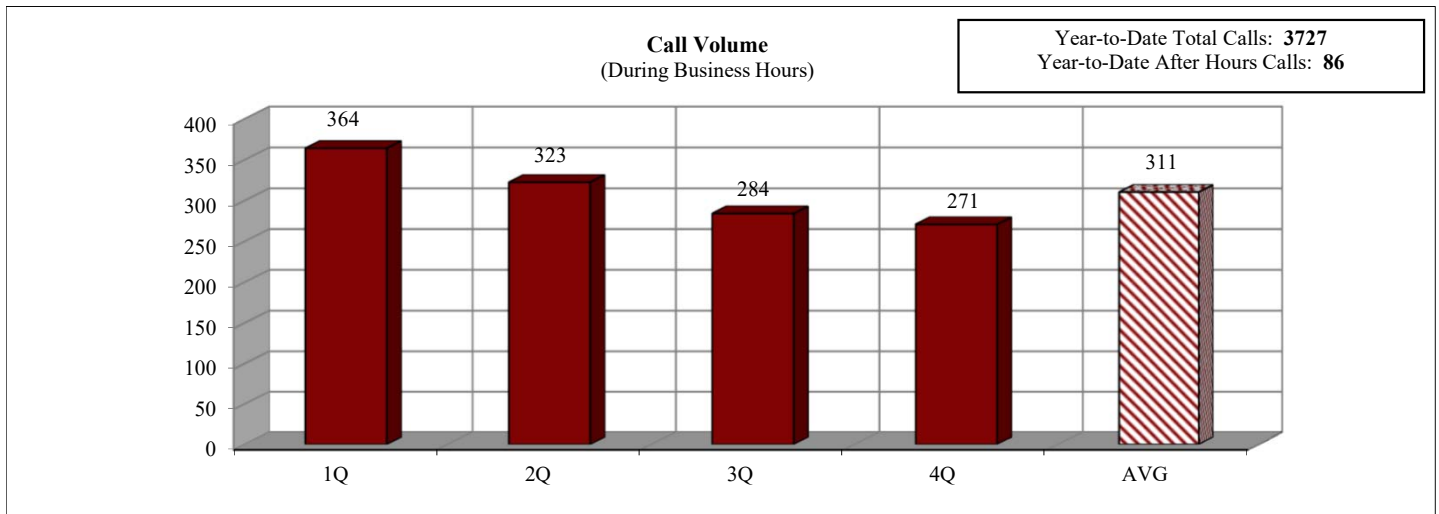
Total Outpatient Utilization by Psychiatric/Substance Abuse (Paid Claims)

	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		Year to Date	
Avg Covered Lives	20,527		20,221		19,887		19,650		20,071	
	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>
Visits *	1,192	228	1,100	180	1,130	165	921	148	4,343	721
Members Seen	363	20	342	18	326	18	322	16	591	45
Visits/1000 Lives*	232.28	44.43	217.59	35.61	227.28	33.19	187.48	30.13	216.38	35.92
Avg Number of Visits*	3.28	11.40	3.22	10.00	3.47	9.17	2.86	9.25	7.35	16.02



* Data is based on paid claims and has been annualized.
 Note: All data excludes ABA(Applied Behavioral Analysis) data.

Telephone Performance



Employee Assistance Program

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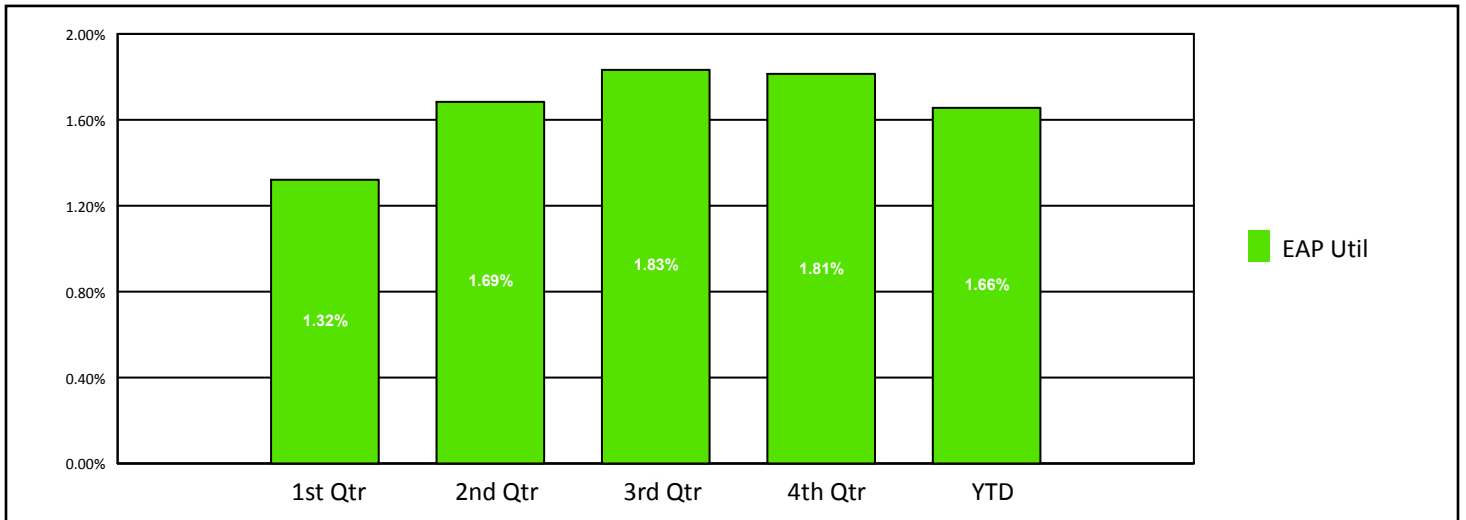
EAP Case Based Utilization

FELRA

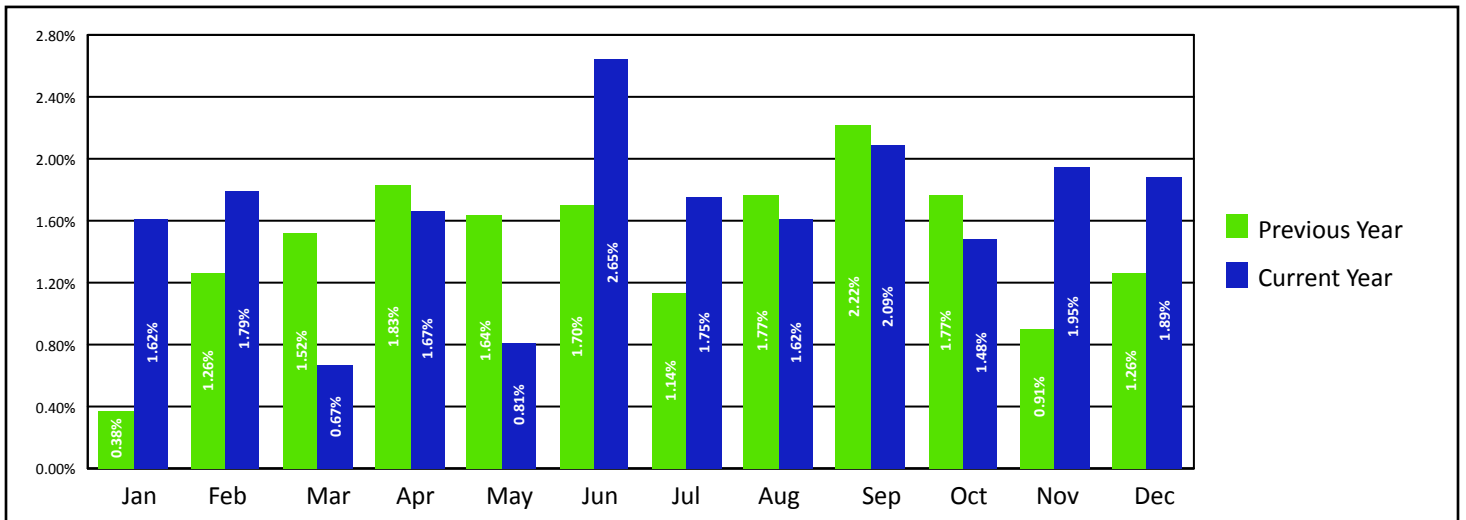
January 1, 2019 - December 31, 2019

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Average Number of Eligible Employees	8,932	8,791	8,661	8,545	8,732
Total Distinct EAP Cases	29	37	40	39	145
Annualized Utilization Rate	1.32%	1.69%	1.83%	1.81%	1.66%

Current Utilization Rate



Rolling 12 Month Trending Utilization Rate



Note: Report shows both open and closed cases.

Print Date: 1/30/2020 2:10:04PM

YTD Reporting Period: 1/1/2019 - 12/31/2019

Report# 21000.1.01
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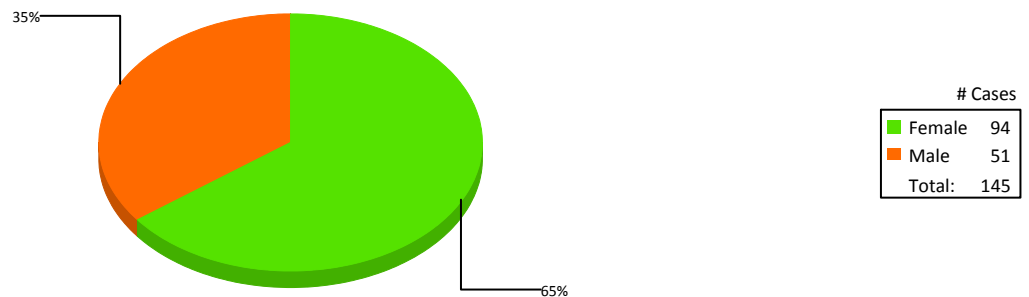
Participant Demographics

FELRA

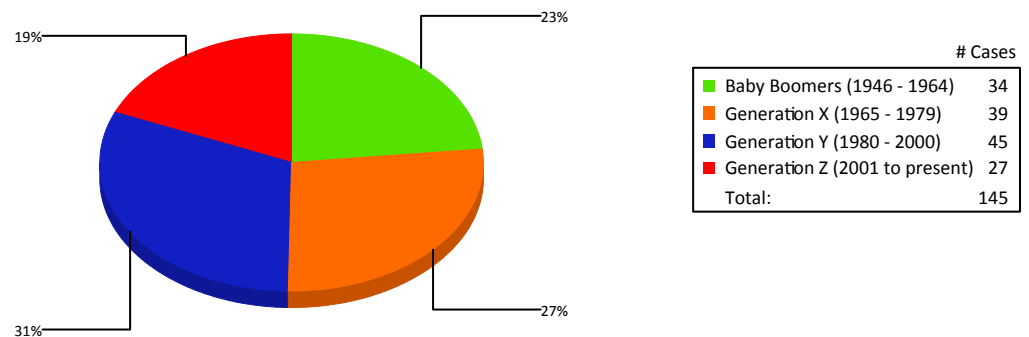
Gender | Age | Participant Category

January 1, 2019 - December 31, 2019

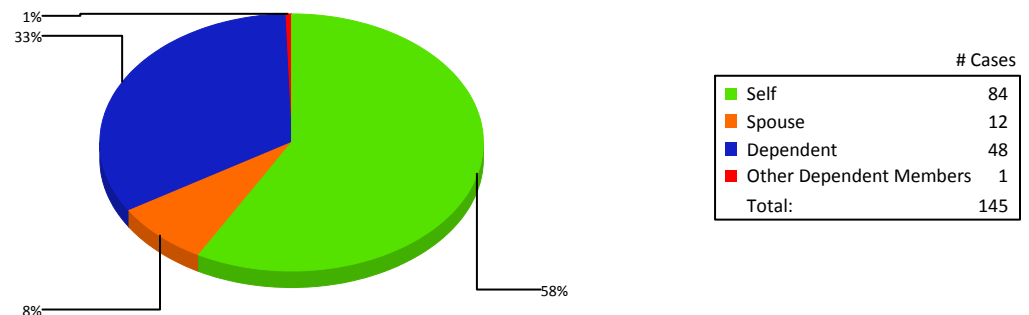
Gender



Age



Participant Category



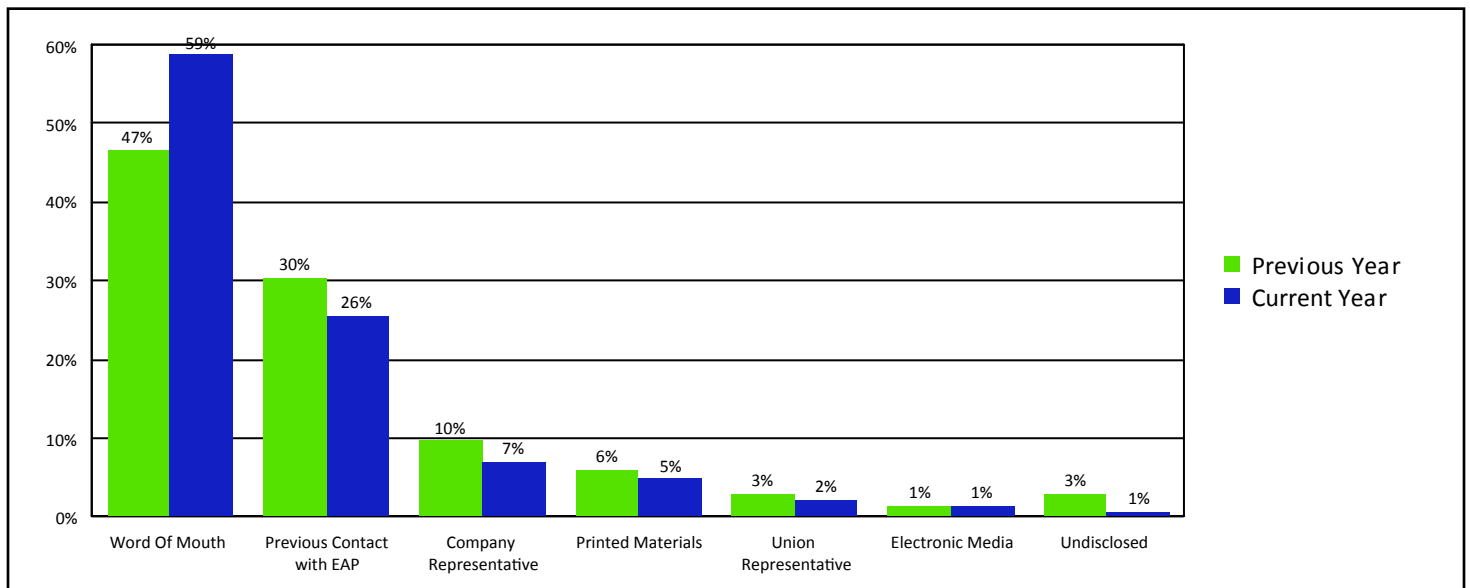
Note: Report shows both open and closed cases. Due to rounding of percentages, totals in chart(s) may not equal 100%.
 Print Date: 1/30/2020 2:10:04PM

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Learned About EAP
FELRA
January 1, 2019 - December 31, 2019

Learned About EAP	2017 Qtr 4	2017 YTD	2018 Qtr 4	2018 YTD	2019 Qtr 4	2019 YTD
Word Of Mouth	38	38	63	63	85	85
Previous Contact with EAP	14	14	41	41	37	37
Company Representative	3	3	13	13	10	10
Printed Materials	6	6	8	8	7	7
Union Representative	1	1	4	4	3	3
Electronic Media	1	1	2	2	2	2
Undisclosed	0	0	4	4	1	1
Training/Health Fair	1	1	0	0	0	0
Total:	64	64	135	135	145	145

Rolling 12 Month Trending for Learned About EAP


Note: Report shows both open and closed cases. Due to rounding of percentages, totals in chart(s) may not equal 100%.

Print Date: 1/30/2020 2:10:04PM

YTD Reporting Period: 1/1/2019 - 12/31/2019

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Distribution by Problem Category

FELRA

January 1, 2019 - December 31, 2019

Top 10 Presenting Problems and Substance Abuse	2017 Qtr 4	2017 YTD	2018 Qtr 4	2018 YTD	2019 Qtr 4	2019 YTD
Depression	16	16	30	30	35	35
Anxiety	9	9	19	19	25	25
Marital Relationship	9	9	19	19	19	19
Situational/Adjustment Concern	8	8	9	9	14	14
Family	2	2	9	9	12	12
Declined	7	7	7	7	9	9
Grief/Loss	3	3	10	10	8	8
Other	0	0	0	0	8	8
Job/Occupational	2	2	2	2	4	4
Hyperactivity/Learning Disorder	2	2	5	5	2	2
Alcohol Abuse	3	3	9	9	4	4
Drug Abuse	1	1	3	3	3	3
Total:	62	62	122	122	143	143

Top 10 Assessed Problems and Substance Abuse	2017 Qtr 4	2017 YTD	2018 Qtr 4	2018 YTD	2019 Qtr 4	2019 YTD
Depression	16	16	34	34	37	37
Anxiety	10	10	19	19	26	26
Marital Relationship	9	9	20	20	18	18
Family	3	3	8	8	15	15
Situational/Adjustment Concern	8	8	10	10	14	14
Declined	4	4	4	4	7	7
Grief/Loss	3	3	10	10	7	7
Other	0	0	0	0	6	6
Job/Occupational	3	3	2	2	4	4
Hyperactivity/Learning Disorder	2	2	5	5	2	2
Alcohol Abuse	3	3	9	9	4	4
Drug Abuse	1	1	3	3	3	3
Total:	62	62	124	124	143	143

Note: Report shows both open and closed cases.

Print Date: 1/30/2020 2:10:04PM

YTD Reporting Period: 1/1/2019 - 12/31/2019

Report# 21007.1.01
Beacon Health Options®

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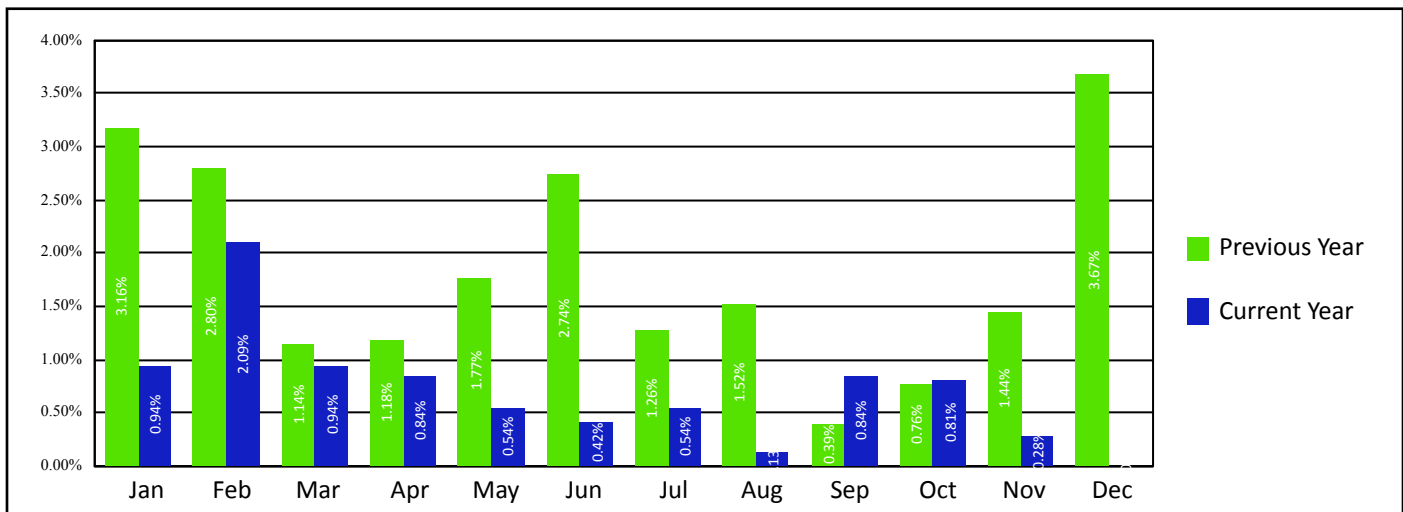
Achieve Solutions Utilization Data

FELRA

January 1, 2019 - December 31, 2019

	Current	YTD	Previous YTD	BOB YTD %
Total Page Views	133	133	385	-----
Total Unique Sessions	60	60	169	-----
Annualized Utilization Rate *Unique Sessions Only*	0.70%	0.69%	1.81%	20.47%

Rolling 12 Month Trending for Unique Sessions



Top 10 Most Frequently Visited Topics	Current Views	YTD Views
Counseling	9	9
Marriage/Couples	7	7
Healthy Living to Prevent Illness	3	3
Attention-deficit/hyperactivity Disorder (ADHD)	2	2
Anxiety	1	1
Depression	1	1
Substance Use Disorders Treatment and Recovery	1	1
Violence and Trauma	1	1
Working With Others	1	1



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Achieve Solutions Utilization Data

FELRA

January 1, 2019 - December 31, 2019

Top 10 Most Frequently Viewed Centers	Current Views	YTD Views
Relationships	7	7
Health & Wellness	5	5
Anxiety	2	2
Alcohol & Other Drugs	1	1
Depression	1	1
Work	1	1

Content Type (All Users)	Current Views	YTD Views
Articles	23	23
Video	3	3