

FELRA & UFCW VEBA Fund

Managed Behavioral Health & Employee Assistance

Report for
January – December 2018



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Executive Summary



Executive Highlights

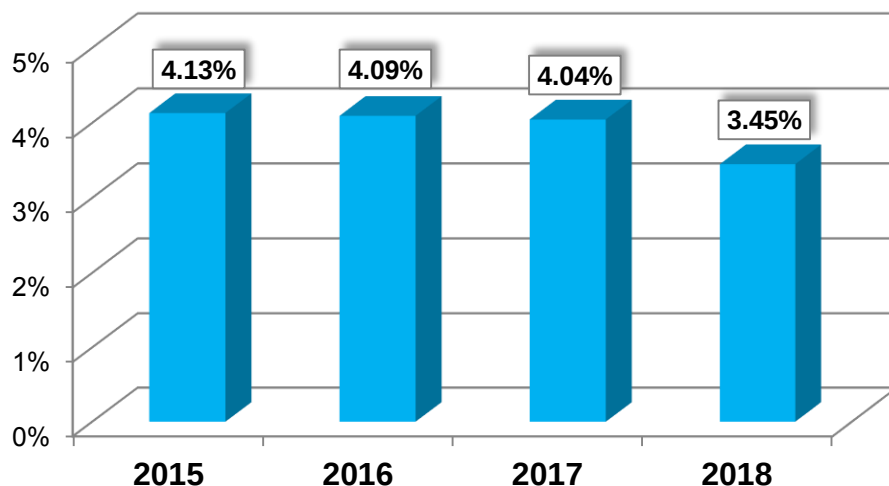
- Penetration for behavioral services within the FELRA population decreased incrementally to approximately one in 24 covered lived during 2018 (3.45%). This rate is statistically lower to the prior three years; however, consistent with this membership. The current penetration result is less than one point below Beacon's book-of-business (BoB) average for employee groups in Retail Trade (4.30%).
- The portion of members who received behavioral health care, and who also required admission to inpatient and/or other form of acute service, was also essentially unchanged at just less than one-in-seven. FELRA's penetration for acute care at 0.48% is on par with the Retail Trade benchmark.
- The total amount paid for claims in 2018 decreased by 15%, and the per-employee-per-month (PEPM) rate also fell by 12% when compared to last year during the same time period. The primary factors accounting for this decrease are specifically correlated to a significant decline in outpatient claims. Outpatient claims paid in 2018 result in \$308,955 versus \$525,786 in 2017. Acute care claims also dropped by 6%.
- Fifteen members had paid claims during the year that were greater than \$20,000 (High Cost or HC cases). This is down from twenty-one high cost cases from the previous year. The total amount paid for these members represents 60% of all claims dollars. The PEPM result for HC members is almost 7% lower than the prior year. Other non-high dollar claims continue to decrease over the last three year period as well.
- Over 33% of the HC cases (5) are associated with opioid dependence or another SUD as the primary diagnosis and 26% of cases are associated with alcohol disorders. Four cases were primarily treated out-of-network, thereby increasing their relative per unit contribution to the overall amount paid. Dependents, at a count of 8 (53%) are the largest subgroup of HC members.
- Benefit days per 1000 for inpatient and other acute care services decreased by 15% to 49, This result is nearly identical with the Retail Trade average of 50 days. A 24% decrease in admissions from 2017 also played a primary driver of the acute care utilization decline for FELRA. Outpatient visits used per 1000 at 278, resulted in a 17% decrease from 2017 (335), and is 45% under the BoB average for the Retail group (619 visits).
- Access to EAP counseling rose by almost 1% compared to 2017. The 1.45% EAP utilization rate is the highest it has been over the last four years. 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".

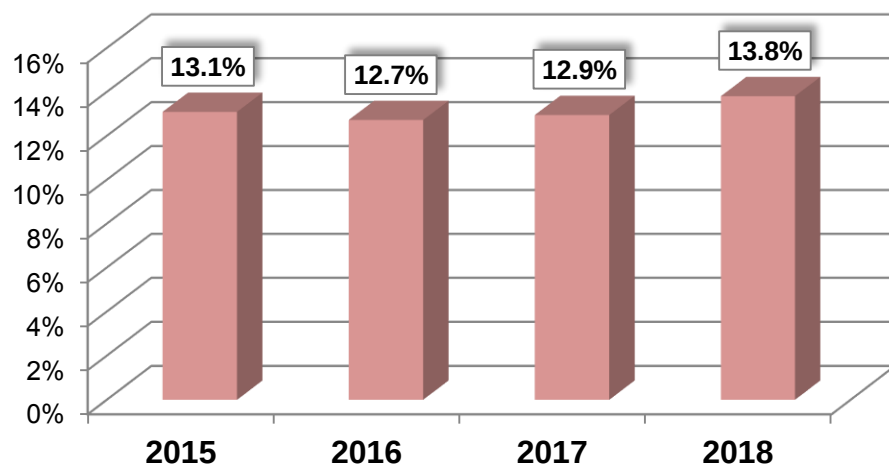
Program Penetration

Behavioral Healthcare Penetration

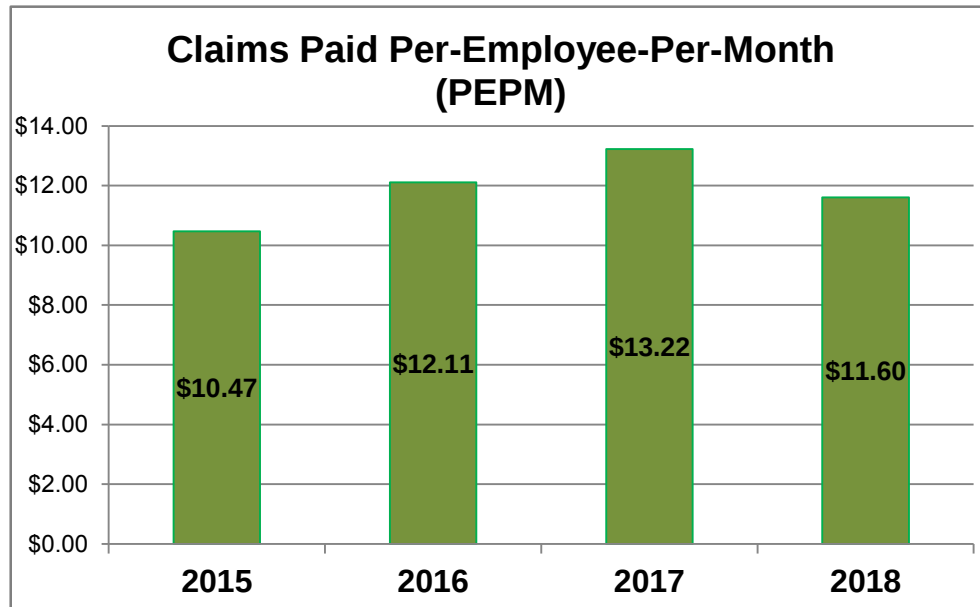


<i>Penetration Summary</i>	2015	2016	2017	2018
Avg. Membership per Month	24068	22087	21386	20789
Unique Mbrs - Inpatient	130	115	112	99
Acute Care Penetration Rate	0.54%	0.52%	0.52%	0.48%
Unique Mbrs - Outpatient	954	865	825	682
Outpatient Penetration Rate	3.96%	3.92%	3.86%	3.28%
Total Unique Mbrs in Care	993	904	865	717
Total Penetration	4.13%	4.09%	4.04%	3.45%

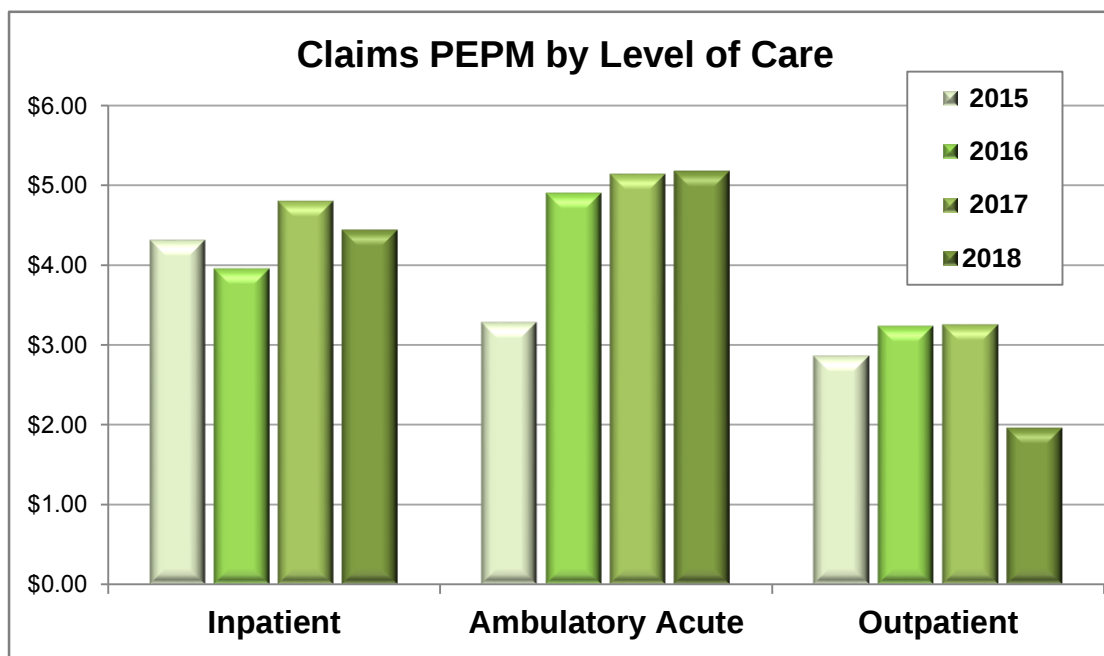
Portion in Care needing Acute Services



Paid Claims Results

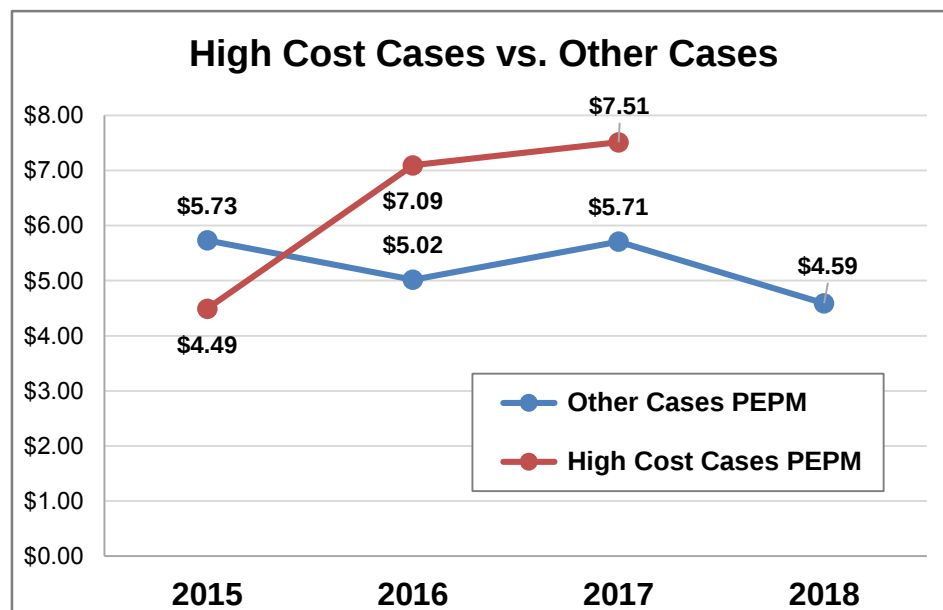
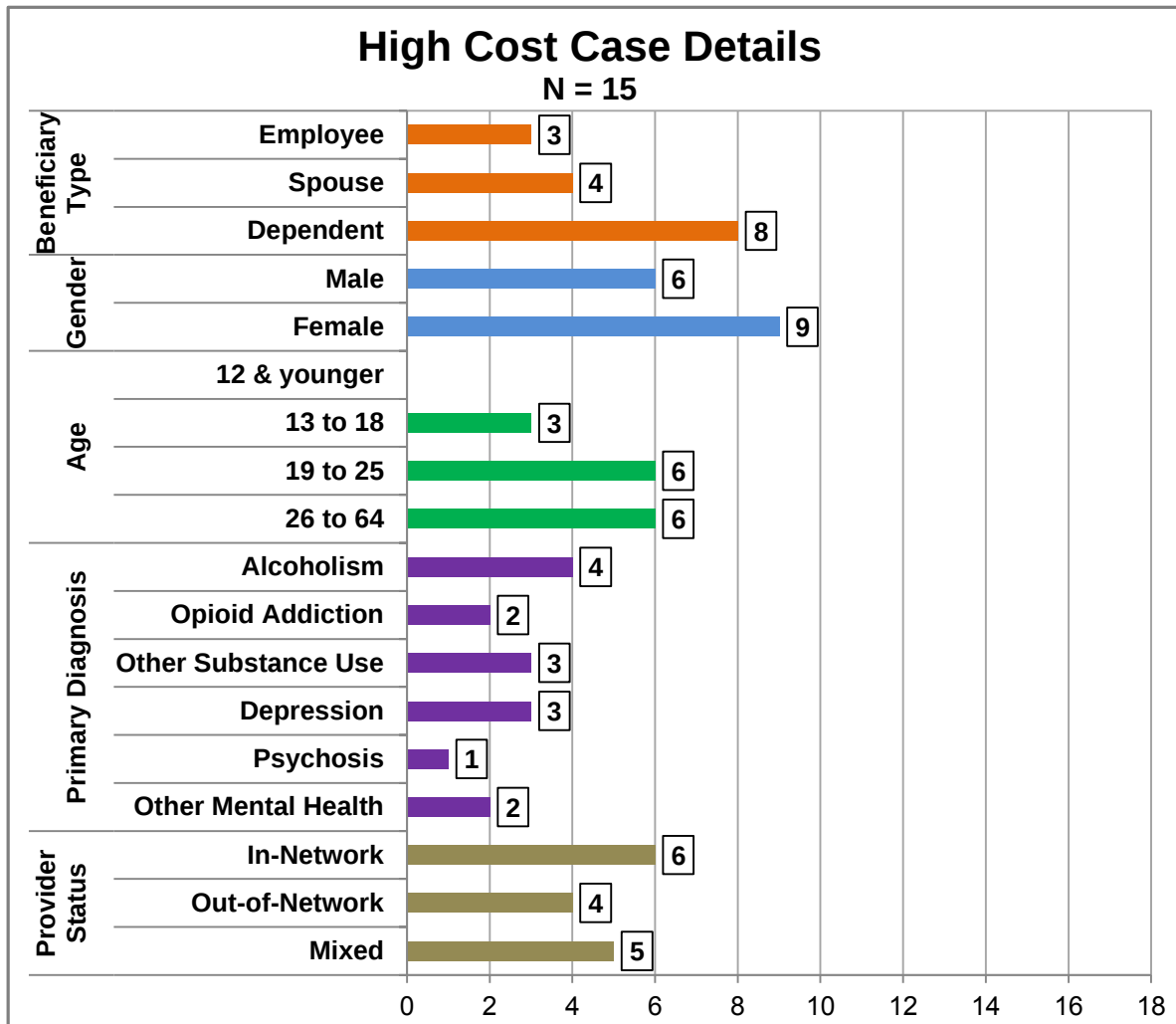


<i>Paid Claims Summary</i>	2015	2016	2017	2018
Acute Care Subtotal	\$1,400,574	\$1,489,996	\$1,603,458	\$1,503,600
Outpatient Subtotal	\$528,667	\$544,934	\$525,786	\$308,955
Total of Paid Claims	\$1,929,241	\$2,034,930	\$2,129,244	\$1,812,555
Per Employee per Month	\$10.47	\$12.11	\$13.22	\$11.60
Per Member per Month	\$6.68	\$7.68	\$8.30	\$7.27
Total Network Savings	\$891,895	\$588,590	\$975,792	\$1,484,090
Network Savings PEPM	\$4.84	\$3.50	\$6.06	\$9.50



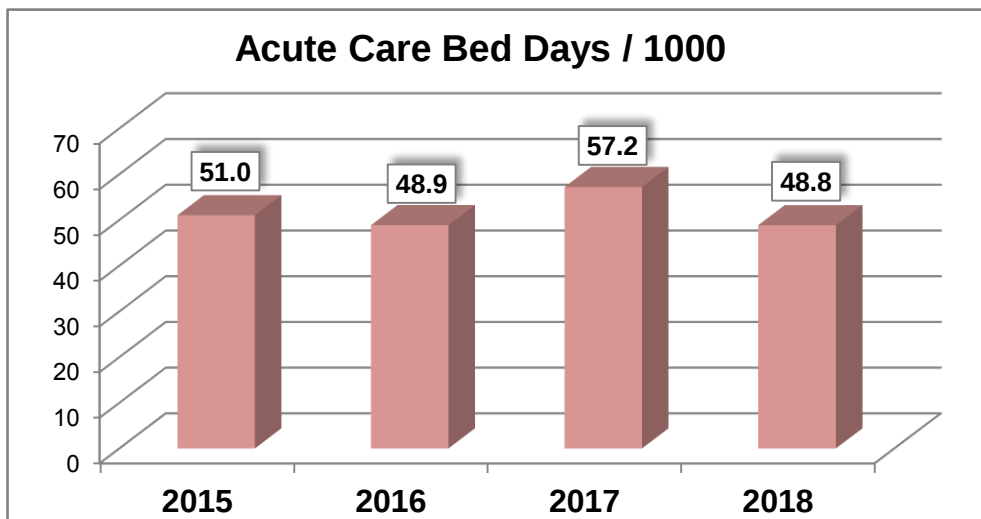
High Cost Cases

Claims paid > \$20,000

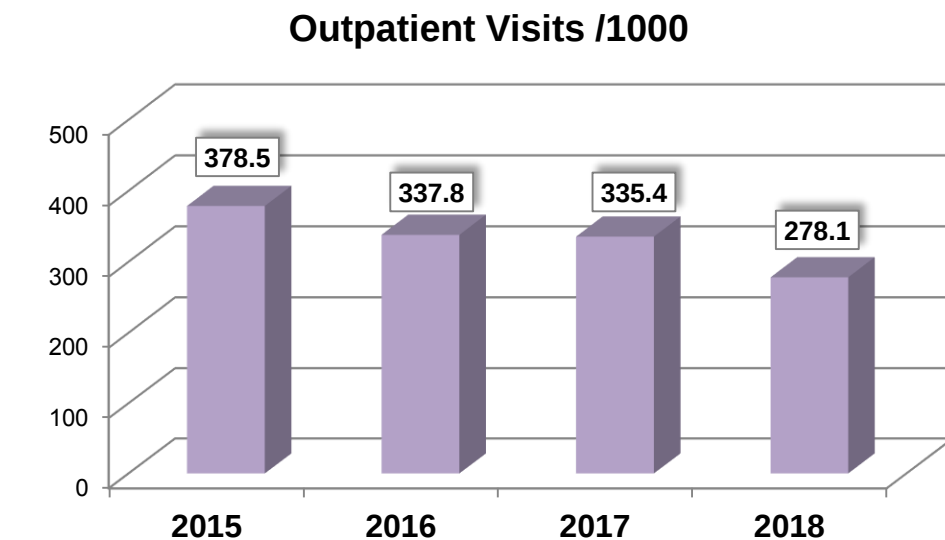


Behavioral Health Utilization

Acute Care Summary	2015	2016	2017	2018
Acute Care Admissions	195	157	173	131
Total Benefit Days	1228	1079	1223	1015
Average Length of Stay in Care	6.3	6.9	7.1	7.7
Admits / 1000 Members	8.1	7.1	8.1	6.3
Benefit Days / 1000 Members	51.0	48.9	57.2	48.8



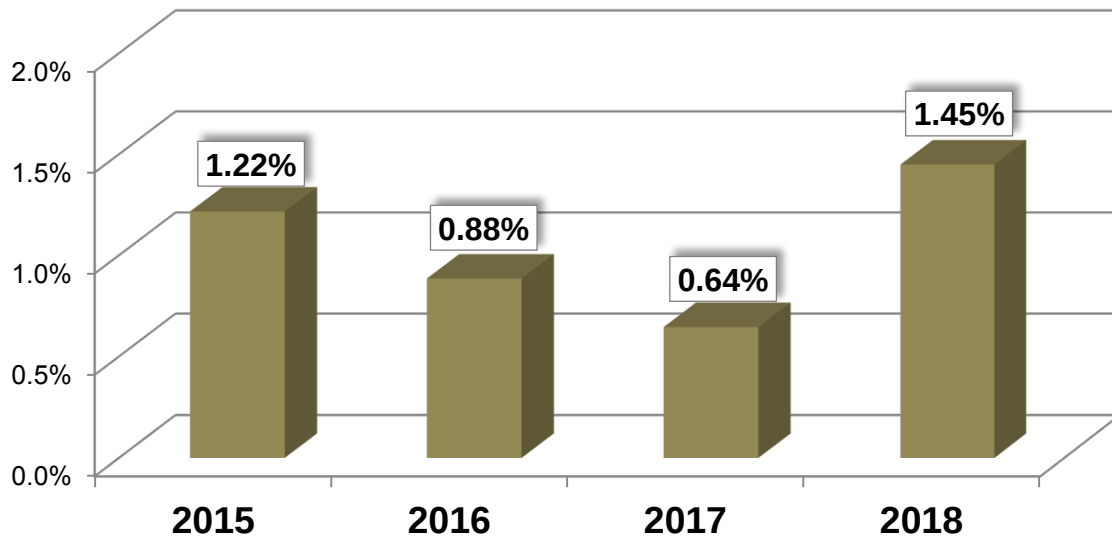
Outpatient Summary	2015	2016	2017	2018
Total Outpatient Visits	9,110	7,462	7,172	5,781
Unique Mbrs seen in Outpatient	954	865	825	682
OP Visits / 1000 Members	378.5	337.8	335.4	278.1
Average # of Visits / Mbr in Care	9.5	8.6	8.7	8.5



Employee Assistance Program

<i>EAP Utilization</i>	2015	2016	2017	2018
Average # of Subscribers	10440	9831	9770	9316
Total EAP Cases	127	87	63	135
EAP Access Rate	1.22%	0.88%	0.64%	1.45%

EAP Counseling & Consultation



<i>Primary Presenting Problems</i>	2015	2016	2017	2018
Depression / Anxiety	22.8%	29.4%	38.7%	37.7%
Marital / Relationship & Family	37.4%	21.2%	17.7%	21.5%
Situational Adjustment	12.2%	15.3%	12.9%	6.9%
Alcohol / Drug	3.3%	8.2%	6.5%	9.2%
Grief & Loss	5.7%	7.1%	4.8%	7.7%
Hyperactivity / Impulse Control	3.3%	1.2%	4.8%	7.7%
Job / Occupational	6.5%	7.1%	3.2%	0.0%
Legal / Financial	5.7%	4.7%	0.0%	0.0%
Other / Declined	3.3%	5.9%	11.3%	9.2%

Paid Claims Details



FELRA and UFCW Health and Welfare Fund

Managed Mental Health and Substance Abuse Activity Report

January 1, 2018 - December 31, 2018

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	438	\$475,153	161	\$105,813	599	\$580,966	\$969.89	\$3.72	\$2.33
Residential	19	\$9,131	286	\$176,549	305	\$185,680	\$608.79	\$1.19	\$0.74
Partial Hospitalization	56	\$22,333	125	\$44,606	181	\$66,939	\$369.83	\$0.43	\$0.27
Intensive Outpatient	56	\$10,185	243	\$52,421	299	\$62,606	\$209.38	\$0.40	\$0.25
Outpatient	4,275	\$185,926	760	\$30,592	5,035	\$216,518	\$43.00	\$1.39	\$0.87
Applied Behavioral Analysis	0	\$0	0	\$0	0	\$0	\$0.00	\$0.00	\$0.00
Sub Total	4,844	\$702,728	1,575	\$409,982	6,419	\$1,112,709		\$7.12	\$4.46

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	33	\$29,493	26	\$83,992	59	\$113,485	\$1,923.48	\$0.73	\$0.45
Residential	0	\$0	78	\$244,498	78	\$244,498	\$3,134.59	\$1.57	\$0.98
Partial Hospitalization	0	\$0	72	\$150,333	72	\$150,333	\$2,087.96	\$0.96	\$0.60
Intensive Outpatient	0	\$0	63	\$99,093	63	\$99,093	\$1,572.90	\$0.63	\$0.40
Outpatient	652	\$74,360	94	\$18,077	746	\$92,437	\$123.91	\$0.59	\$0.37
Applied Behavioral Analysis	0	\$0	0	\$0	0	\$0	\$0.00	\$0.00	\$0.00
Sub Total	685	\$103,853	333	\$595,993	1,018	\$699,845		\$4.48	\$2.81

Total

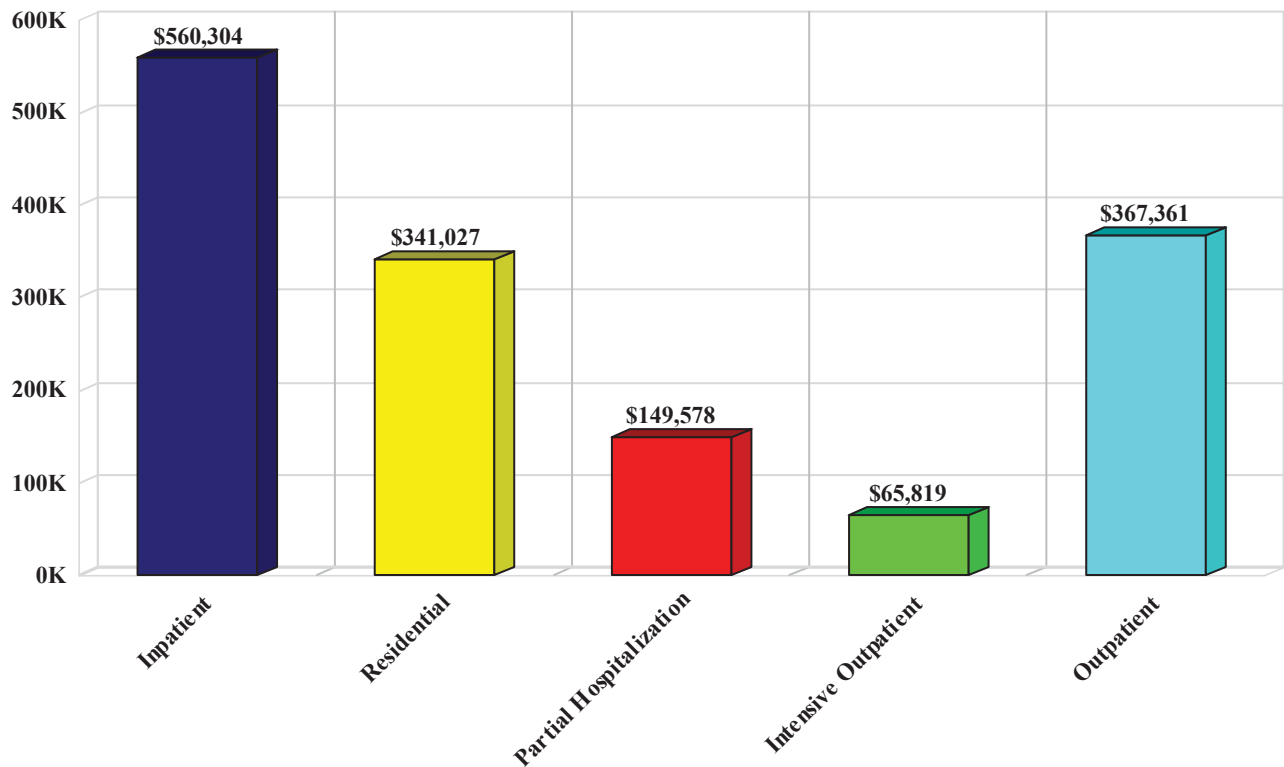
Level of Care	Psych Units	Psych Paid \$'s	Substance Abuse Units	Substance Abuse Paid \$'s	Total Units	Total Paid \$'s	Average Cost per Unit	PEPM	PMPM
Inpatient	471	\$504,645	187	\$189,806	658	\$694,451	\$1,055.40	\$4.45	\$2.78
Residential	19	\$9,131	364	\$421,047	383	\$430,178	\$1,123.18	\$2.75	\$1.72
Partial Hospitalization	56	\$22,333	197	\$194,939	253	\$217,272	\$858.78	\$1.39	\$0.87
Intensive Outpatient	56	\$10,185	306	\$151,514	362	\$161,699	\$446.68	\$1.04	\$0.65
Outpatient	4,927	\$260,286	854	\$48,669	5,781	\$308,955	\$53.44	\$1.98	\$1.24
Applied Behavioral Analysis	0	\$0	0	\$0	0	\$0	\$0.00	\$0.00	\$0.00
Grand Total	5,529	\$806,580	1,908	\$1,005,975	7,437	\$1,812,555		\$11.60	\$7.27

FELRA and UFCW Health and Welfare Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2018 - December 31, 2018

Network Savings

Level of Care	Billed Amount	Allowed Amount	*Network Savings
Inpatient	\$1,248,299	\$687,995	\$560,304
Residential	\$549,032	\$208,005	\$341,027
Partial Hospitalization	\$235,844	\$86,266	\$149,578
Intensive Outpatient	\$141,621	\$75,802	\$65,819
Outpatient	\$702,988	\$335,627	\$367,361
Total	\$2,877,784	\$1,393,695	\$1,484,090

Network Savings by Level of Care

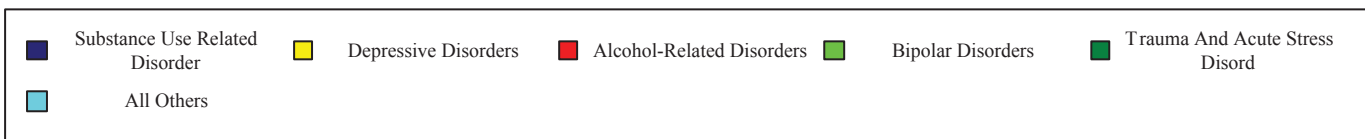
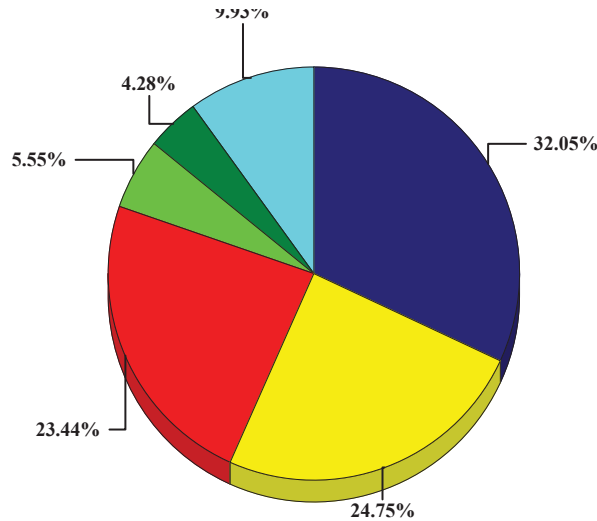


FELRA and UFCW Health and Welfare Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2018 - December 31, 2018

Total Paid Distribution by Major Diagnosis Category

Rank	Diagnosis Category	Total Paid	% of Total Paid	Book of Business
1	Substance Use Related Disorders	\$581,008.44	32.05%	20.50%
2	Depressive Disorders	\$448,724.61	24.75%	22.88%
3	Alcohol-Related Disorders	\$424,966.14	23.44%	17.21%
4	Bipolar Disorders	\$100,569.17	5.55%	6.49%
5	Trauma And Acute Stress Disorders	\$77,566.20	4.28%	9.97%
6	Anxiety Disorders	\$72,304.02	3.99%	8.36%
7	Schizophrenia Spectrum And Other Psychotic Disorders	\$72,211.44	3.98%	4.12%
8	Other Conditions That May Be The Focus Of Clinical Attention	\$14,436.39	0.80%	0.12%
9	Neurodevelopmental Disorders (Except Asd)	\$10,596.65	0.58%	2.26%
10	Eating Disorders	\$3,609.99	0.20%	3.93%
11	Other Mental Disorders	\$2,889.20	0.16%	0.03%
12	Disruptive, Impulse-Control And Conduct Disorders	\$2,398.23	0.13%	0.66%
13	Dissociative, Somatoform And Factitious Disorders	\$722.40	0.04%	0.27%
14	Personality Disorders	\$606.00	0.03%	0.21%
15	Autism Spectrum Disorder	\$215.80	0.01%	1.96%
16	Neurocognitive Disorders	\$0.00	0.00%	0.15%
Total for All Diagnosis Categories		\$1,812,824.68	100.00%	100.00%

Top Five Diagnosis Categories

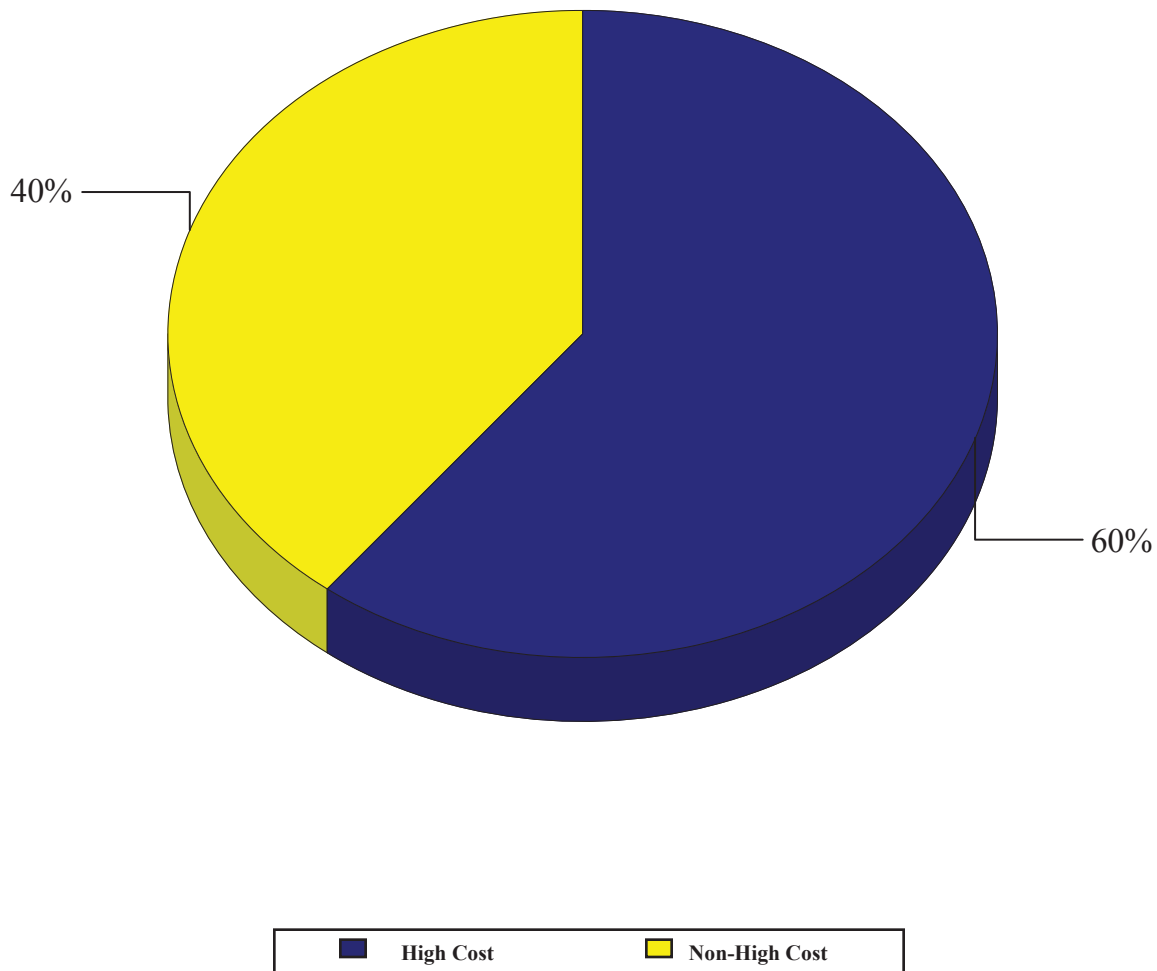


FELRA and UFCW Health and Welfare Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2018 - December 31, 2018

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	15	\$1,620,649	\$1,134,179	\$1,096,242	60.47%
Non-High Cost Cases	702	\$2,058,210	\$1,028,110	\$716,583	39.53%
Total	717	\$3,678,858	\$2,162,288	\$1,812,825	100.00%

High Cost Member Cases



FELRA and UFCW Health and Welfare Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2018 - December 31, 2018

Paid Claim Analysis - Gender/Dependency

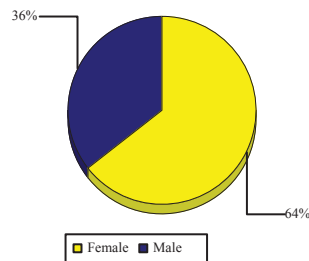
Males

Age Band	Employee	Spouse	Dependent	Total
0 - 12	\$0	\$0	\$14,952	\$14,952
13 - 17	\$0	\$0	\$34,692	\$34,692
18 - 64	\$231,182	\$107,857	\$249,298	\$588,337
65+	\$3,390	\$3,127	\$0	\$6,517
Total	\$234,572	\$110,984	\$298,941	\$644,497

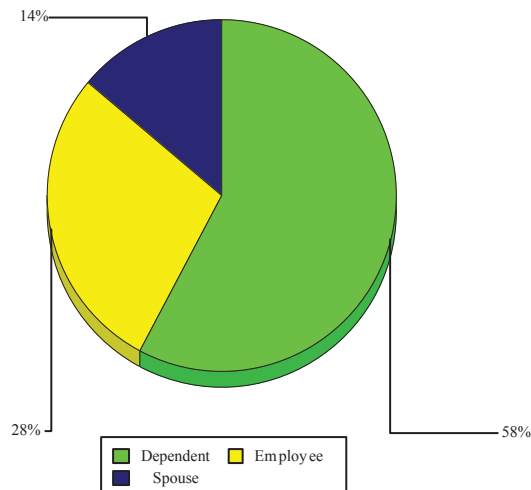
Females

Age Band	Employee	Spouse	Dependent	Total
0 - 12	\$0	\$0	\$13,932	\$13,932
13 - 17	\$0	\$0	\$238,788	\$238,788
18 - 64	\$264,057	\$139,139	\$497,613	\$900,809
65+	\$11,563	\$3,236	\$0	\$14,799
Total	\$275,620	\$142,375	\$750,333	\$1,168,328

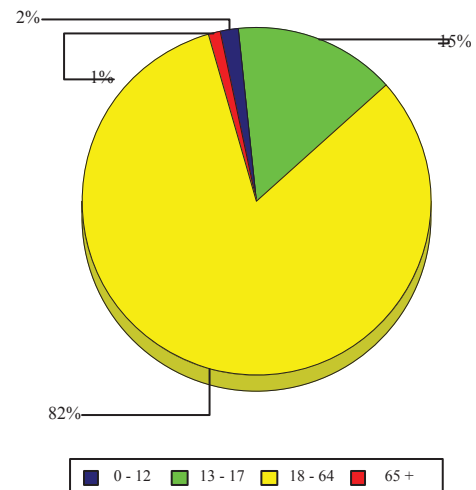
Total Paid % by Gender



Total Paid % by Dependency



Total Paid % by Age Band



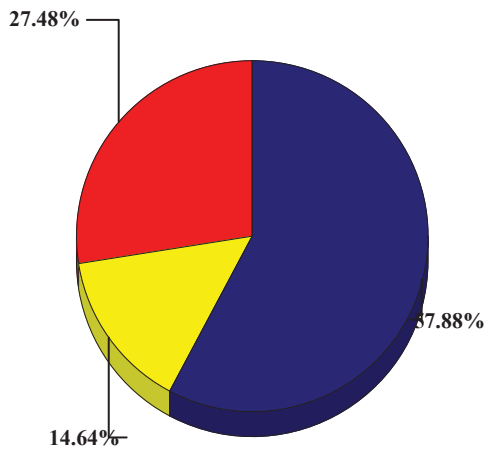
Behavioral Health Penetration Analyses



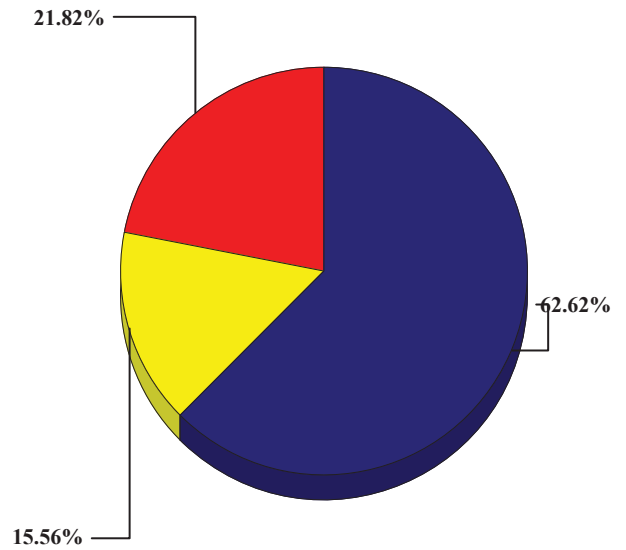
Penetration Rate by Beneficiary Type - Claims Based

	Employee	Spouse	Dependent	Total
Unduplicated Members Accessing Care	415	105	197	717
Membership	13,018	3,236	4,536	20,789
Penetration Rate	3.19%	3.25%	4.34%	3.45%

Unduplicated Members Accessing Care



Membership



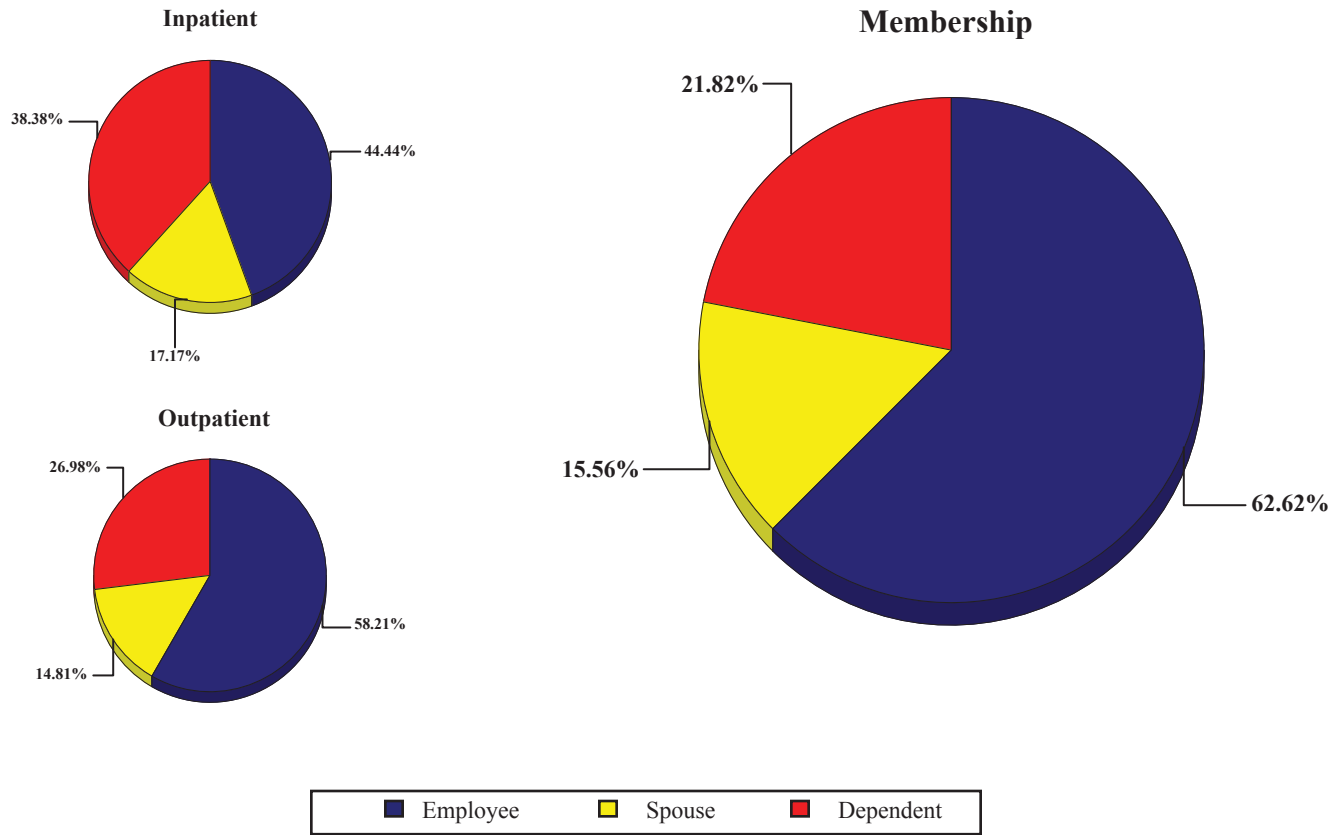
**Penetration Rate by Beneficiary Type (Claims)
Inpatient and Higher Level of Care vs Outpatient**

Inpatient

	Employee	Spouse	Dependent	Total
Unduplicated Members Accessing Care	44	17	38	99
Average Membership	13,018	3,236	4,536	20,789
Penetration Rate	0.34%	0.53%	0.84%	0.48%

Outpatient

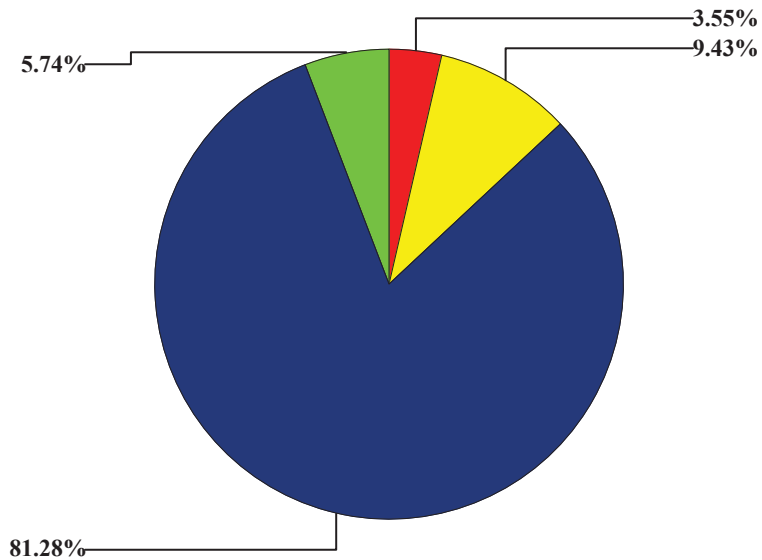
	Employee	Spouse	Dependent	Total
Unduplicated Members Accessing Care	397	101	184	682
Average Membership	13,018	3,236	4,536	20,789
Penetration Rate	3.05%	3.12%	4.06%	3.28%



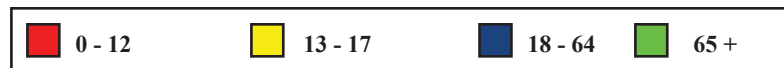
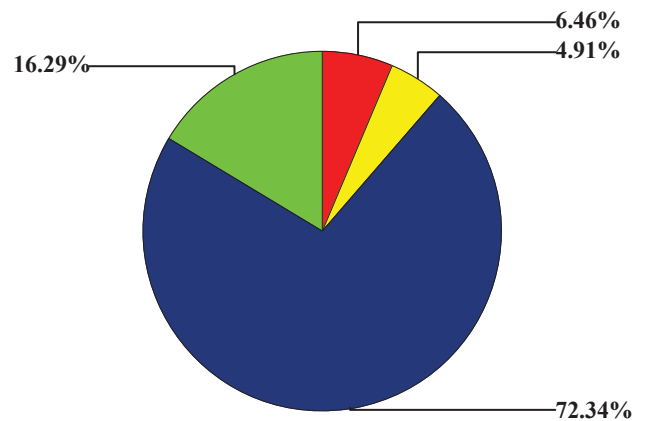
Penetration Rate by Age Category (Claims)

	0 - 12	13 - 17	18 - 64	65 +	Total
Unduplicated Members Accessing Care	26	69	595	42	717
Average Membership	1,343	1,021	15,038	3,387	20,789
Penetration Rate	1.94%	6.76%	3.96%	1.24%	3.45%

Unduplicated Members Accessing Care



Membership



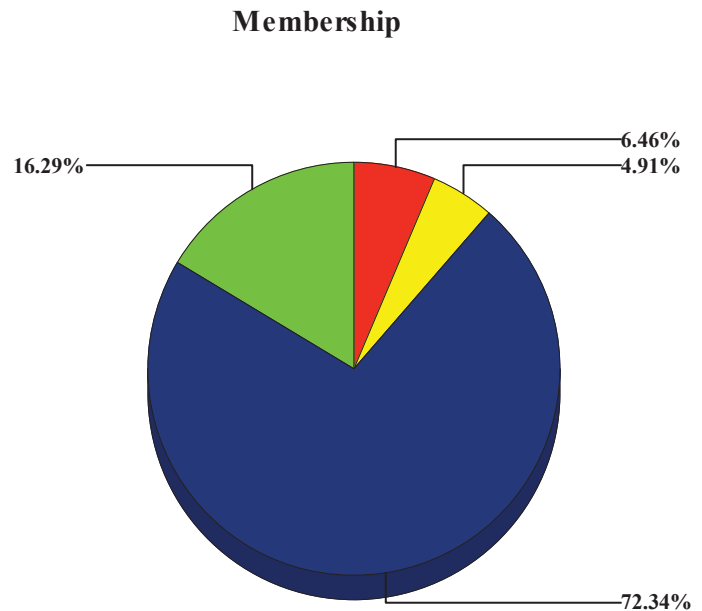
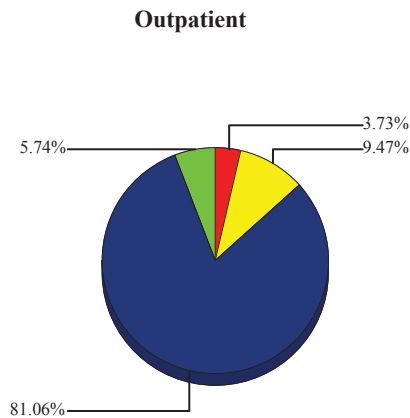
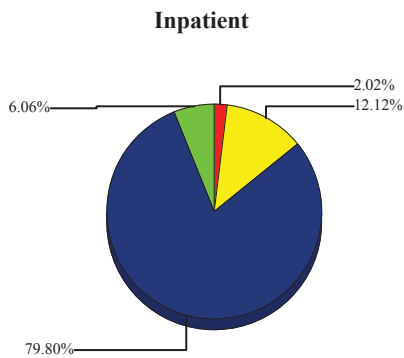
Penetration Rate by Age Category (Claims)
Inpatient and Higher Level of Care vs Outpatient

	Inpatient				
	0 - 12	13 - 17	18 - 64	65 +	Total

Unduplicated Members Accessing Care	2	12	79	6	99
Average Membership	1,343	1,021	15,038	3,387	20,789
Penetration Rate	0.15%	1.18%	0.53%	0.18%	0.48%

	Outpatient				
	0 - 12	13 - 17	18 - 64	65 +	Total

Unduplicated Members Accessing Care	26	66	565	40	682
Average Membership	1,343	1,021	15,038	3,387	20,789
Penetration Rate	1.94%	6.47%	3.76%	1.18%	3.28%



Managed Behavioral Health Utilization

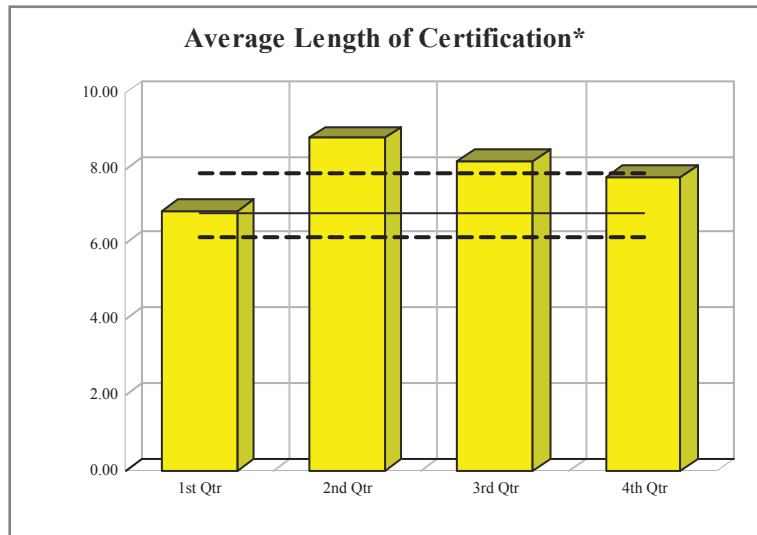
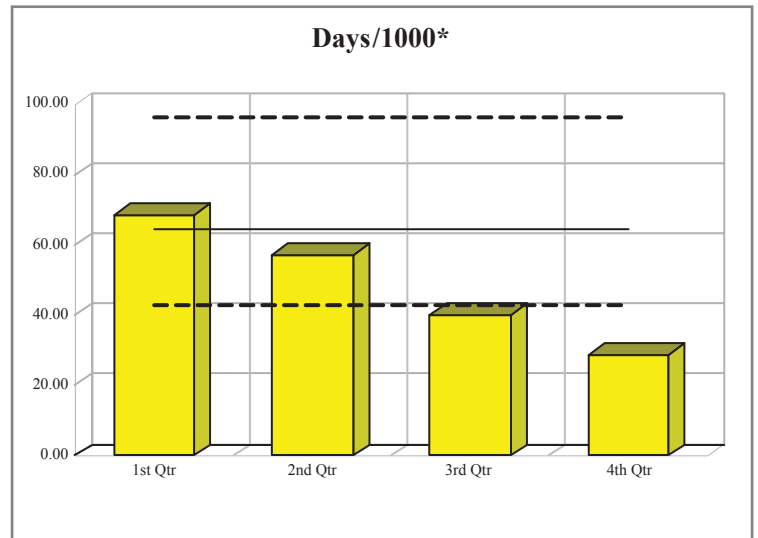
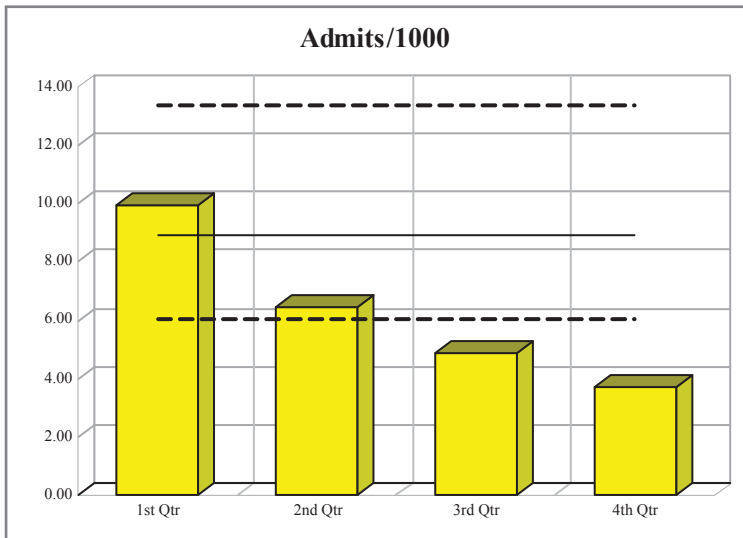


**FELRA and UFCW Health and Welfare Fund
Managed Mental Health and Substance Abuse Activity Report**

January 1, 2018 - December 31, 2018

Acute Inpatient & Alternative Levels of Care Utilization

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Avg Covered Lives	21,261	21,005	20,477	20,414	20,789
Admissions	53	34	25	19	131
Days*	364	299	204	148	1,015
Admissions/1000 Lives	9.97	6.47	4.88	3.72	6.30
Days/1000 Lives*	68.46	56.98	39.93	28.94	48.83
Avg Length of Certification*	6.87	8.80	8.18	7.77	7.75



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	— — —	13.35	96.20	7.87
Book of Business	— — —	8.89	64.46	6.79
Lower Control Limit	— — —	6.06	43.10	6.19

*Alternative Modality Ratios have been applied.

** All data has been annualized.

FELRA and UFCW Health and Welfare Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2018 - December 31, 2018

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	21,261		21,005		20,477		20,414		20,789	
<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	20	9	10	9	6	7	5	5	41	30
Days*	177	47	142	69	76	40	34	28	429	184
Admissions/1000 Lives	3.76	1.69	1.90	1.71	1.17	1.37	0.98	0.98	1.97	1.44
Days/1000 Lives*	33.30	8.84	27.04	13.14	14.85	7.81	6.66	5.49	20.64	8.85
Avg Length of Certification*	8.85	5.22	14.20	7.67	12.67	5.71	6.80	5.60	10.46	6.13
<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	0	9	2	4	0	4	0	3	2	20
Days*	0	64	9	33	0	42	0	39	9	177
Admissions/1000 Lives	0.00	1.69	0.38	0.76	0.00	0.78	0.00	0.59	0.10	0.96
Days/1000 Lives*	0.00	12.04	1.62	6.19	0.00	8.11	0.00	7.64	0.41	8.51
Avg Length of Certification*	0.00	7.11	4.25	8.13	0.00	10.38	0.00	13.00	4.25	8.85
<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	4	4	1	5	3	1	0	3	8	13
Days*	14	33	6	26	20	4	0	23	39	85
Admissions/1000 Lives	0.75	0.75	0.19	0.95	0.59	0.20	0.00	0.59	0.38	0.63
Days/1000 Lives*	2.63	6.11	1.05	4.86	3.81	0.78	0.00	4.41	1.88	4.06
Avg Length of Certification*	3.50	8.13	5.50	5.10	6.50	4.00	0.00	7.50	4.88	6.50
<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	7	0	3	0	4	1	2	1	16
Days*	2	28	0	16	0	23	4	21	5	88
Admissions/1000 Lives	0.00	1.32	0.00	0.57	0.00	0.78	0.20	0.39	0.05	0.77
Days/1000 Lives*	0.30	5.23	0.00	3.09	0.00	4.57	0.71	4.04	0.25	4.23
Avg Length of Certification*	1.60	3.97	0.00	5.40	0.00	5.85	3.60	10.30	5.20	5.50
<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	24	29	13	21	9	16	6	13	52	79
Days*	193	171	156	143	96	109	38	110	482	534
Admissions/1000 Lives	4.52	5.46	2.48	4.00	1.76	3.13	1.18	2.55	2.50	3.80
Days/1000 Lives*	36.24	32.23	29.71	27.27	18.65	21.27	7.37	21.57	23.17	25.66
Avg Length of Certification*	8.03	5.91	12.00	6.82	10.61	6.81	6.27	8.47	9.26	6.75

*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, 2018 - December 31, 2018

Total Acute Inpatient and Alternative Levels of Care Detail

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Avg Covered Lives	21,261	21,005	20,477	20,414	20,789

ACUTE INPATIENT

Admissions	29	19	13	10	71
Days*	224	211	116	62	613
Admissions/1000 Lives	5.46	3.62	2.54	1.96	3.42
Days/1000 Lives*	42.14	40.18	22.66	12.15	29.49
Avg Length of Certification*	7.72	11.11	8.92	6.20	8.63

RESIDENTIAL TREATMENT PROGRAM

Admissions	9	6	4	3	22
Days*	64	41	42	39	186
Admissions/1000 Lives	1.69	1.14	0.78	0.59	1.06
Days/1000 Lives*	12.04	7.81	8.11	7.64	8.92
Avg Length of Certification*	7.11	6.83	10.38	13.00	8.43

PARTIAL HOSPITALIZATION PROGRAM

Admissions	8	6	4	3	21
Days*	47	31	24	23	124
Admissions/1000 Lives	1.51	1.14	0.78	0.59	1.01
Days/1000 Lives*	8.75	5.90	4.59	4.41	5.94
Avg Length of Certification*	5.81	5.17	5.88	7.50	5.88

IOP/GROUP HOME/HALFWAY HOUSE

Admissions	7	3	4	3	17
Days*	29	16	23	24	93
Admissions/1000 Lives	1.32	0.57	0.78	0.59	0.82
Days/1000 Lives*	5.53	3.09	4.57	4.74	4.48
Avg Length of Certification*	4.20	5.40	5.85	8.07	5.48

TOTAL ACUTE INPATIENT AND ALTERNATIVE LEVELS OF CARE

Admissions	53	34	25	19	131
Days*	364	299	204	148	1,015
Admissions/1000 Lives	9.97	6.47	4.88	3.72	6.30
Days/1000 Lives*	68.46	56.98	39.93	28.94	48.83
Avg Length of Certification*	6.87	8.80	8.18	7.77	7.75

*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	3	0	0.00%
13 - 17	8	2	25.00%
18 - 64	35	2	5.71%
65 +	3	1	33.33%
Total	<u>49</u>	<u>5</u>	<u>10.20%</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	22	3	13.64%
65 +	1	0	0.00%
Total	<u>23</u>	<u>3</u>	<u>13.04%</u>

Total

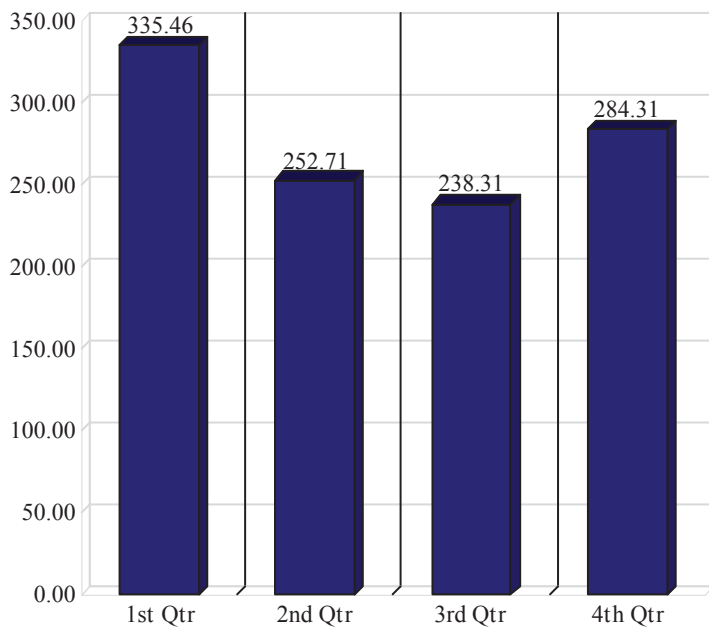
Age Band	Hospitalized in Previous Year	Readmitted within 365 Days	
		Admits	%
0 - 12	3	0	33.33%
13 - 17	8	2	25.00%
18 - 64	57	5	8.77%
65 +	4	1	25.00%
Total	<u>72</u>	<u>8</u>	<u>11.11%</u>

FELRA and UFCW Health and Welfare Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2018 - December 31, 2018

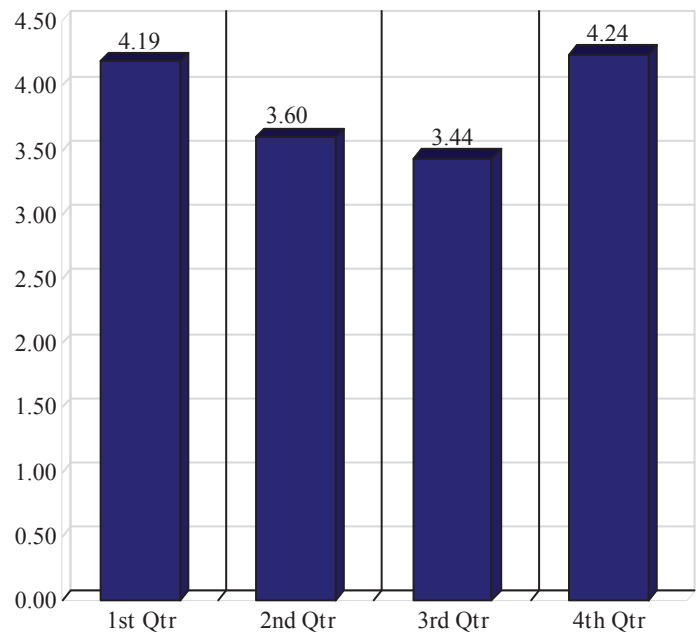
Total Outpatient Utilization (Paid Claims)

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Avg Covered Lives	21,261	21,005	20,477	20,414	20,789
Visits *	1,783	1,327	1,220	1,451	5,781
Members Seen	426	369	355	342	682
Visits/1000 Lives*	335.46	252.71	238.31	284.31	278.08
Avg Number of Visits*	4.19	3.60	3.44	4.24	8.48

Visits/1000*



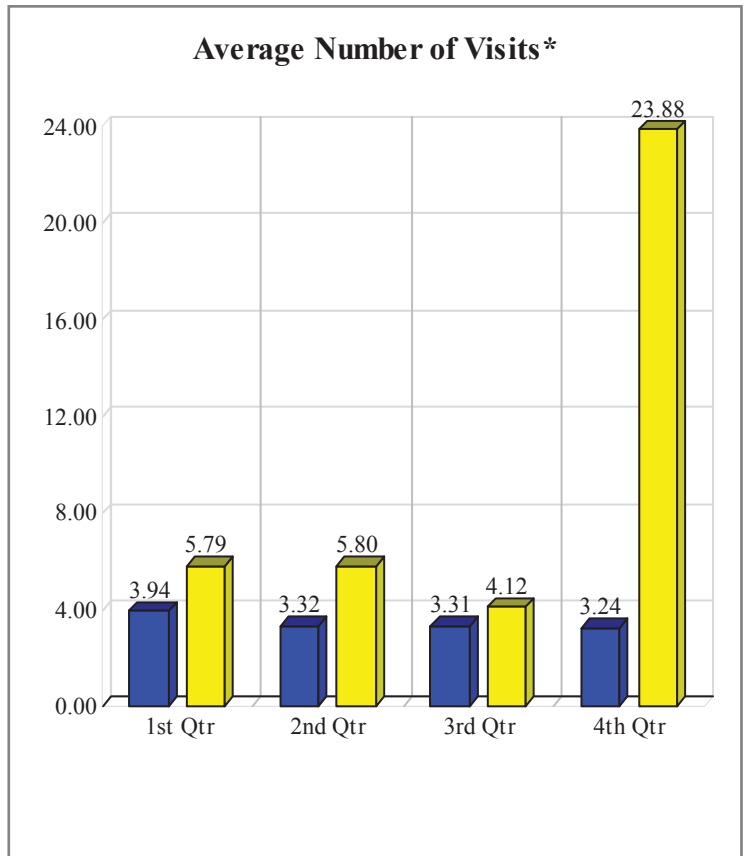
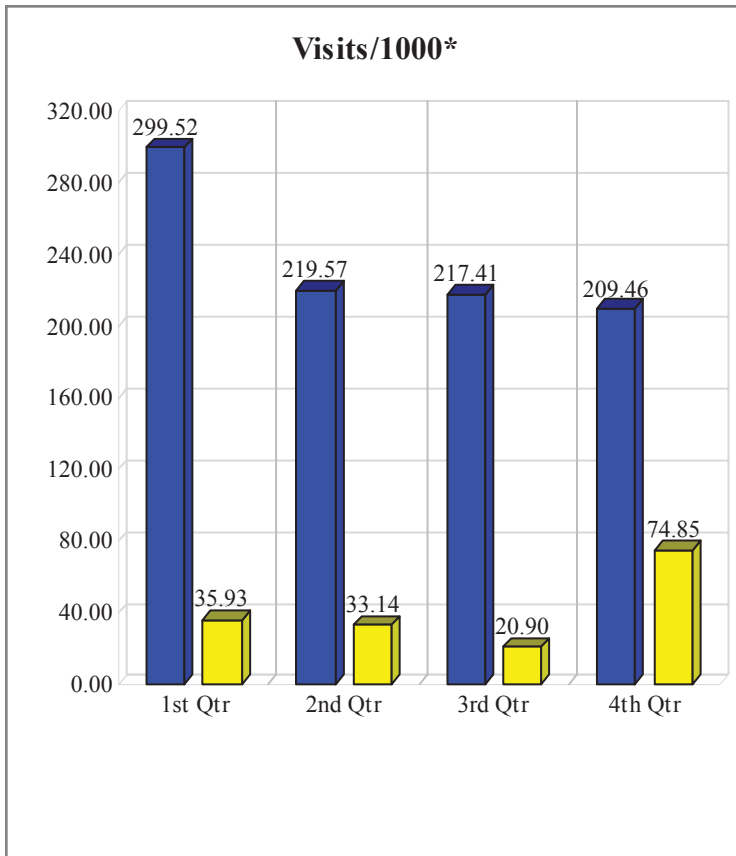
Average Number of Visits*



FELRA and UFCW Health and Welfare Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2018 - December 31, 2018

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

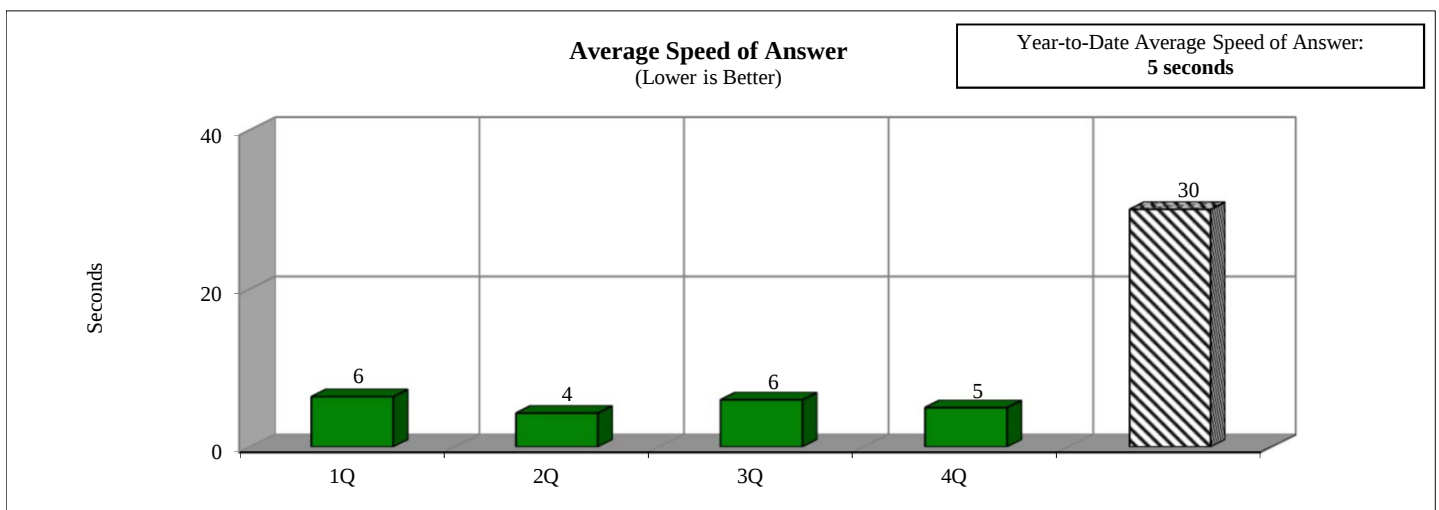
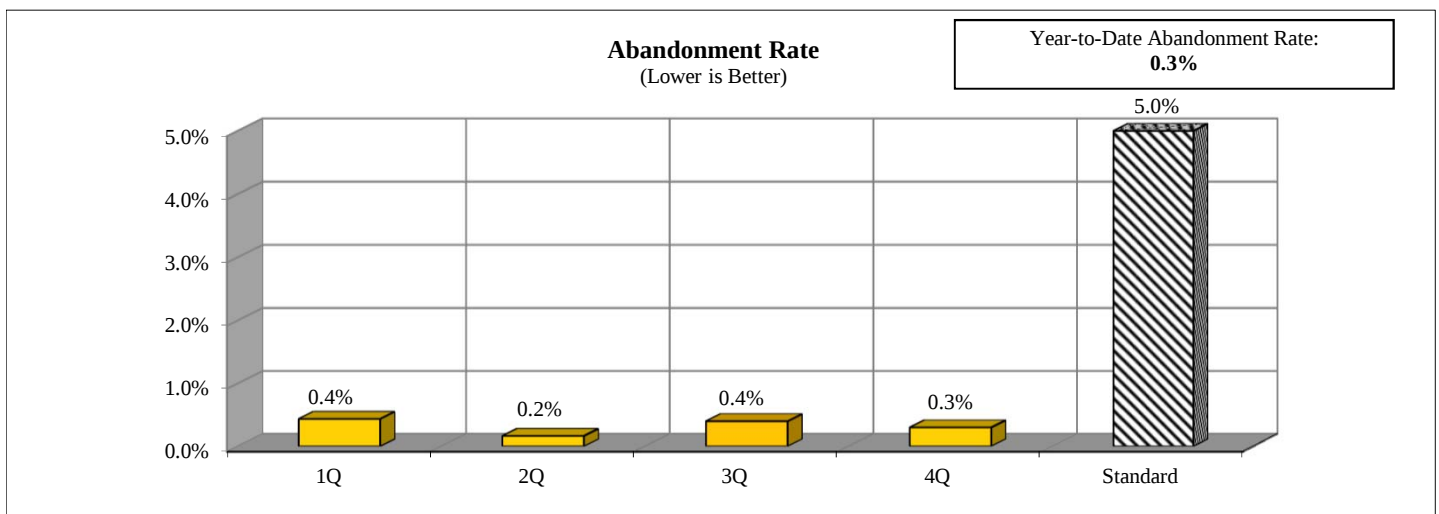
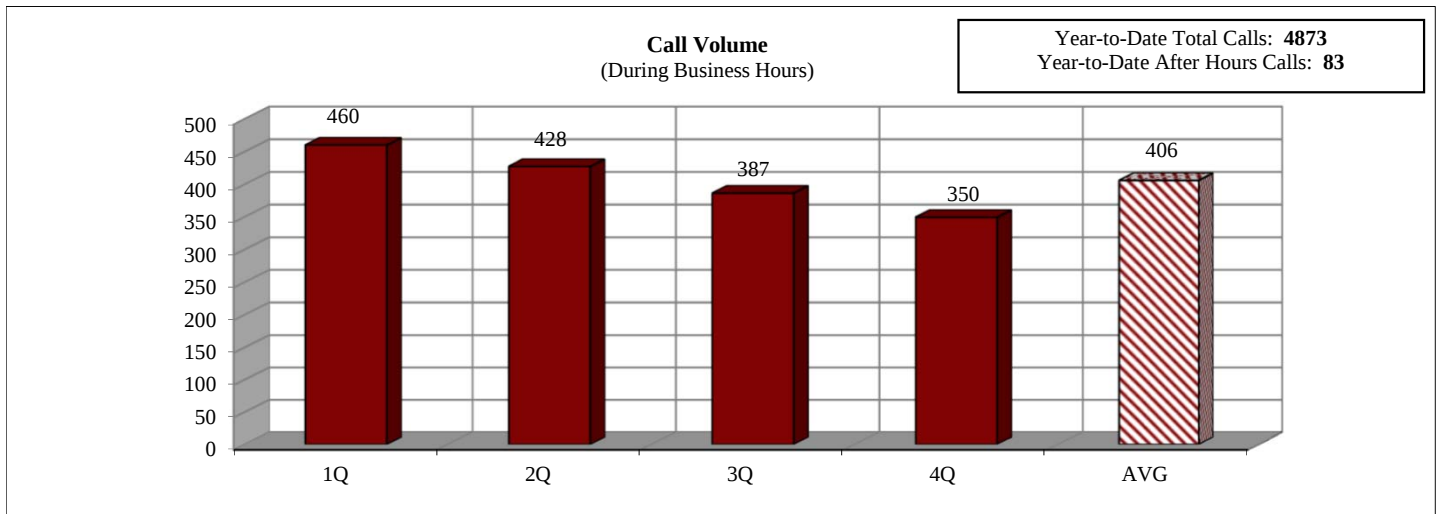
	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		Year to Date	
Avg Covered Lives	21,261		21,005		20,477		20,414		20,789	
	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>
Visits *	1,592	191	1,153	174	1,113	107	1,069	382	4,927	854
Members Seen	404	33	347	30	336	26	330	16	640	61
Visits/1000 Lives*	299.52	35.93	219.57	33.14	217.41	20.90	209.46	74.85	237.00	41.08
Avg Number of Visits*	3.94	5.79	3.32	5.80	3.31	4.12	3.24	23.88	7.70	14.00



Psych
 Substance Abuse

FELRA and UFCW Health and Welfare Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2018 - December 31, 2018

Telephone Performance



Employee Assistance Program





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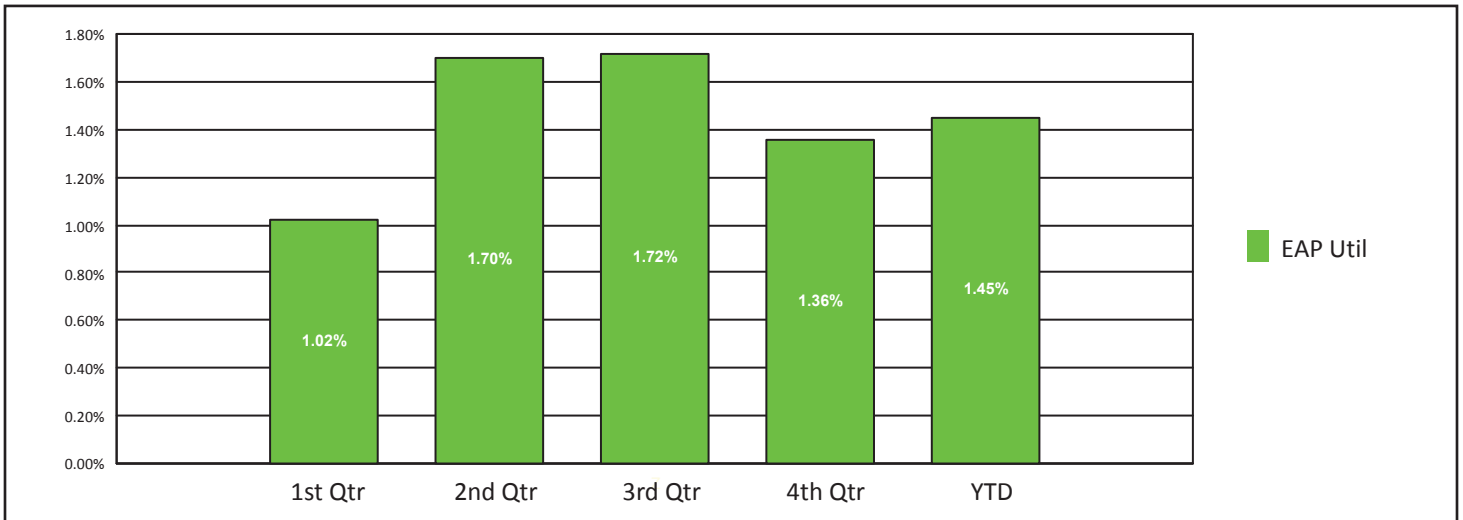
EAP Case Based Utilization

FELRA

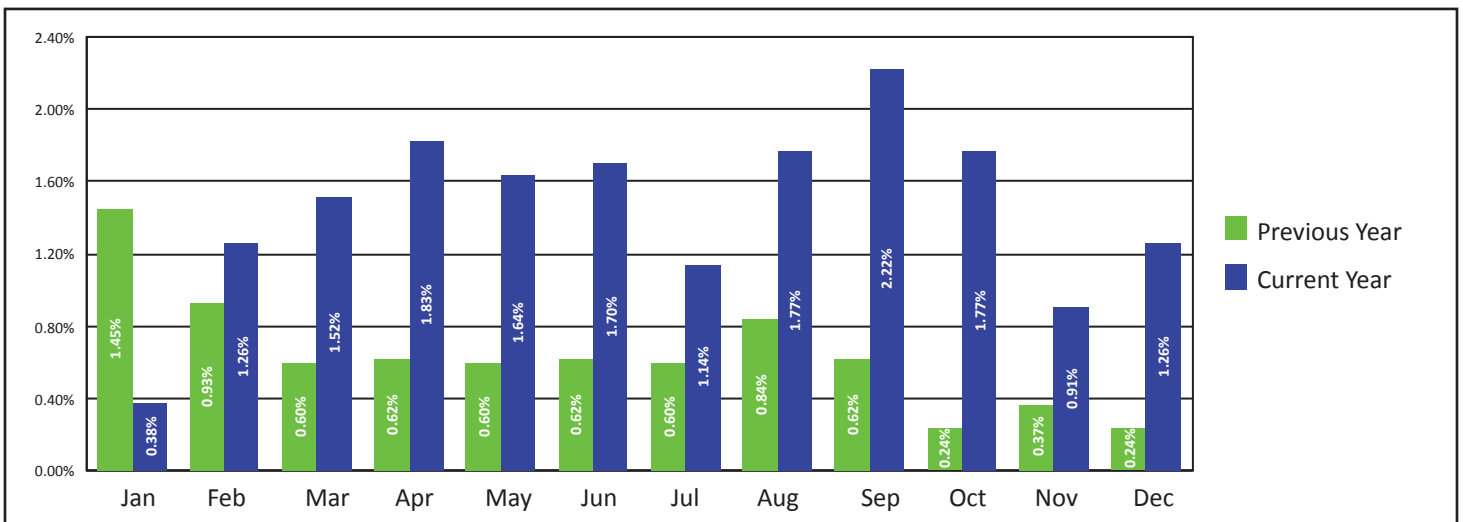
January 1, 2018 - December 31, 2018

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Average Number of Eligible Employees	9,558	9,420	9,223	9,062	9,316
Total Distinct EAP Cases	24	40	40	31	135
Annualized Utilization Rate	1.02%	1.70%	1.72%	1.36%	1.45%

Current Utilization Rate



Rolling 12 Month Trending Utilization Rate



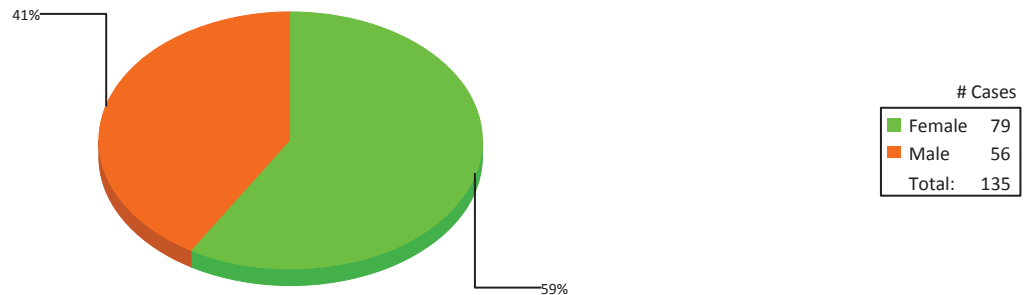
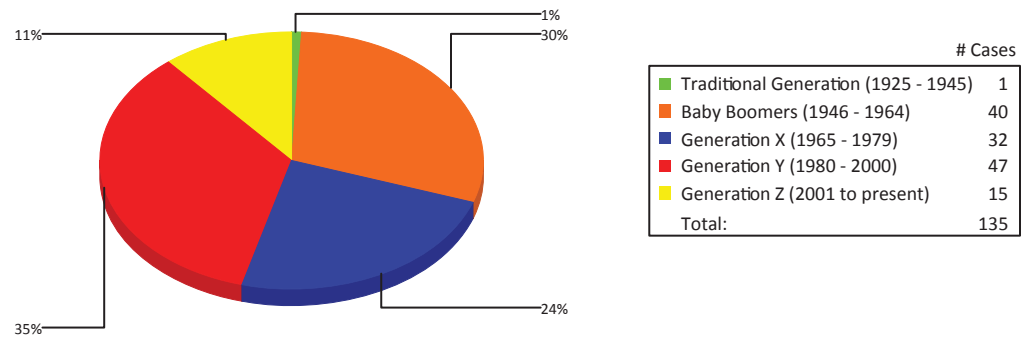
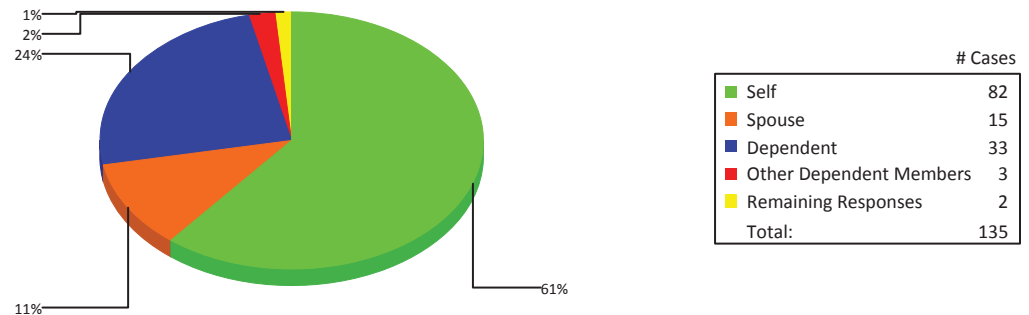
Note: Report shows both open and closed cases.

Print Date: 2/1/2019 5:50:46PM

YTD Reporting Period: 1/1/2018 - 12/31/2018

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Participant Demographics
FELRA
Gender | Age | Participant Category
January 1, 2018 - December 31, 2018
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%.

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Report# 21001.1.01

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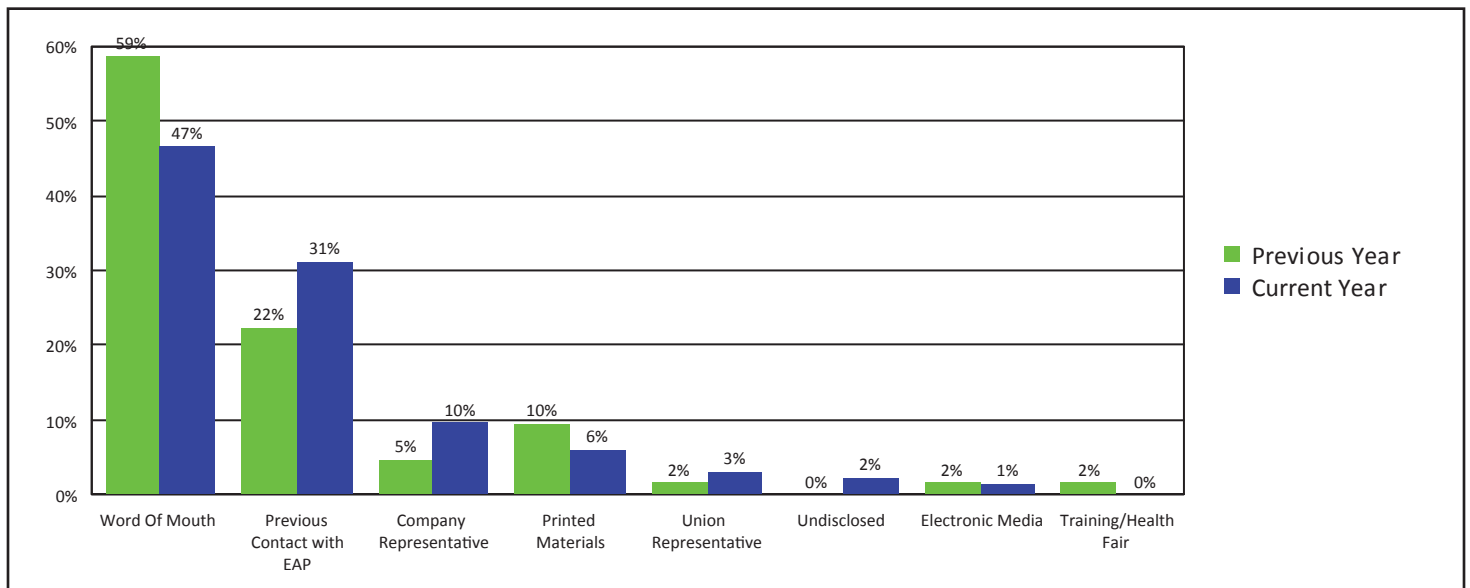
Learned About EAP

FELRA

January 1, 2018 - December 31, 2018

Learned About EAP	2016 Semi-Annual 2	2016 YTD	2017 Semi-Annual 2	2017 YTD	2018 Semi-Annual 2	2018 YTD
Word Of Mouth	55	55	37	37	63	63
Previous Contact with EAP	10	10	14	14	42	42
Company Representative	3	3	3	3	13	13
Printed Materials	6	6	6	6	8	8
Union Representative	1	1	1	1	4	4
Undisclosed	3	3	0	0	3	3
Electronic Media	5	5	1	1	2	2
Training/Health Fair	0	0	1	1	0	0
Total:	83	83	63	63	135	135

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%.

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Distribution by Problem Category

FELRA

January 1, 2018 - December 31, 2018

Top 10 Presenting Problems and Substance Abuse	2016 Semi-Annual 2	2016 YTD	2017 Semi-Annual 2	2017 YTD	2018 Semi-Annual 2	2018 YTD
Depression	16	16	15	15	30	30
Anxiety	9	9	9	9	19	19
Marital Relationship	12	12	9	9	19	19
Grief/Loss	6	6	3	3	10	10
Family	6	6	2	2	9	9
Situational/Adjustment Concern	13	13	8	8	9	9
Declined	4	4	7	7	8	8
Hyperactivity/Learning Disorder	1	1	2	2	5	5
Impulse Control Disorder	1	1	1	1	5	5
Medical Problem	0	0	1	1	4	4
Alcohol Abuse	5	5	3	3	9	9
Drug Abuse	1	1	1	1	3	3
Mixed Alcohol & Drug Abuse	1	1	0	0	0	0
Total:	75	75	61	61	130	130

Top 10 Assessed Problems and Substance Abuse	2016 Semi-Annual 2	2016 YTD	2017 Semi-Annual 2	2017 YTD	2018 Semi-Annual 2	2018 YTD
Depression	17	17	15	15	34	34
Anxiety	9	9	10	10	19	19
Marital Relationship	12	12	9	9	19	19
Grief/Loss	7	7	3	3	10	10
Situational/Adjustment Concern	12	12	8	8	9	9
Family	6	6	3	3	8	8
Hyperactivity/Learning Disorder	1	1	2	2	6	6
Declined	3	3	4	4	5	5
Impulse Control Disorder	1	1	1	1	5	5
Medical Problem	0	0	1	1	3	3
Alcohol Abuse	5	5	3	3	9	9
Drug Abuse	1	1	1	1	3	3
Mixed Alcohol & Drug Abuse	1	1	0	0	0	0
Total:	75	75	60	60	130	130

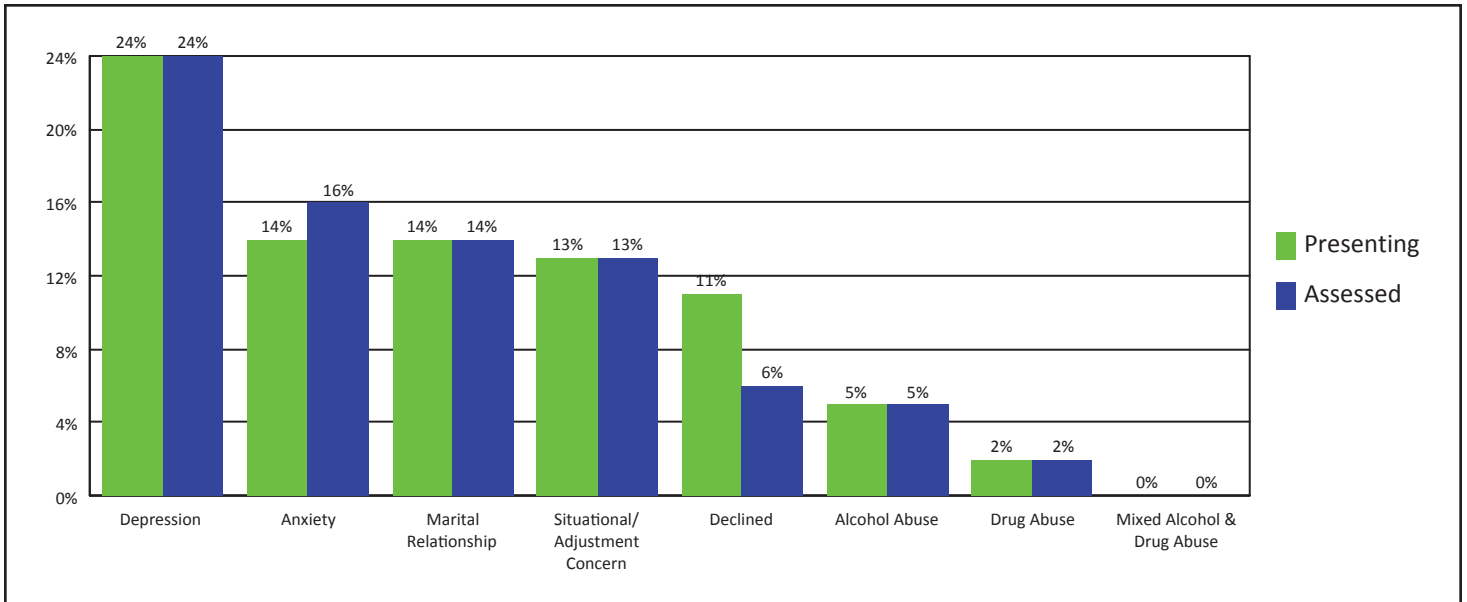
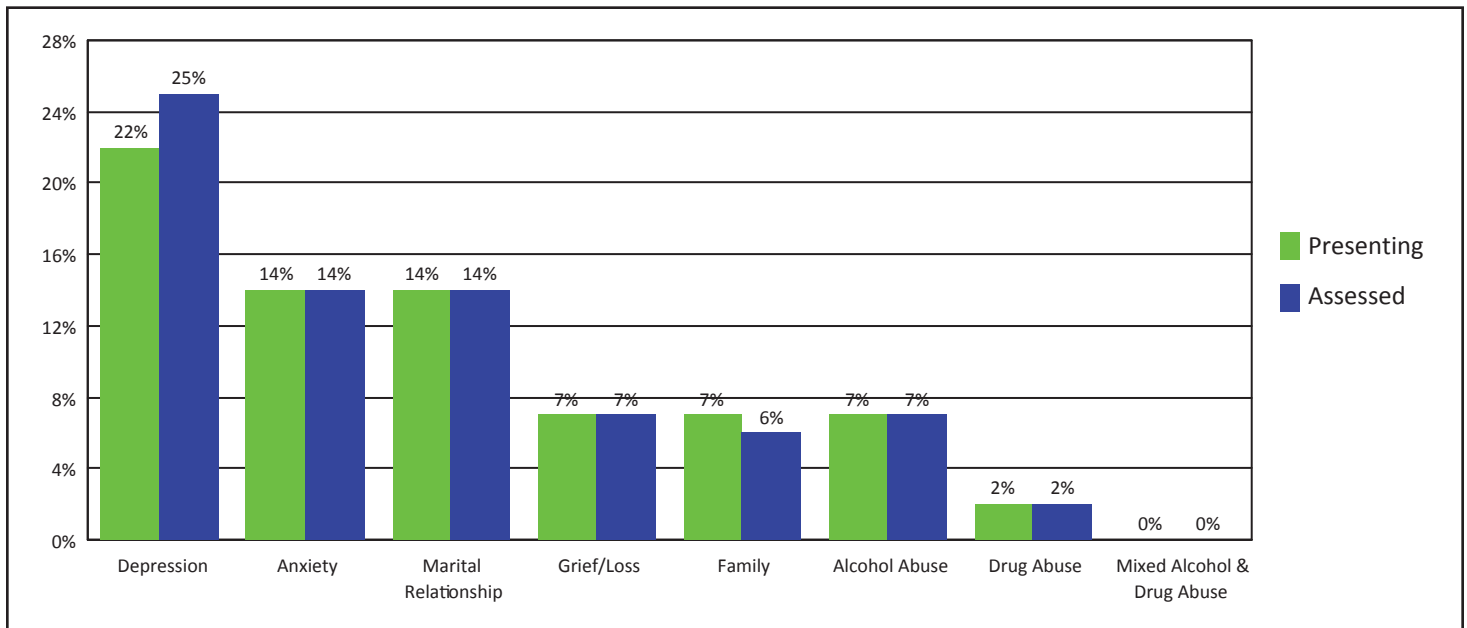
Note: Report shows both open and closed cases.

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YTD Reporting Period: 1/1/2018 - 12/31/2018

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Distribution by Problem Category
FELRA
January 1, 2018 - December 31, 2018
Rolling 12 Month Trending for Top 5 Problems and Substance Abuse - Previous Year

Rolling 12 Month Trending for Top 5 Problems and Substance Abuse - Current Year


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

Print Date: 2/1/2019 5:50:46PM

YTD Reporting Period: 1/1/2018 - 12/31/2018

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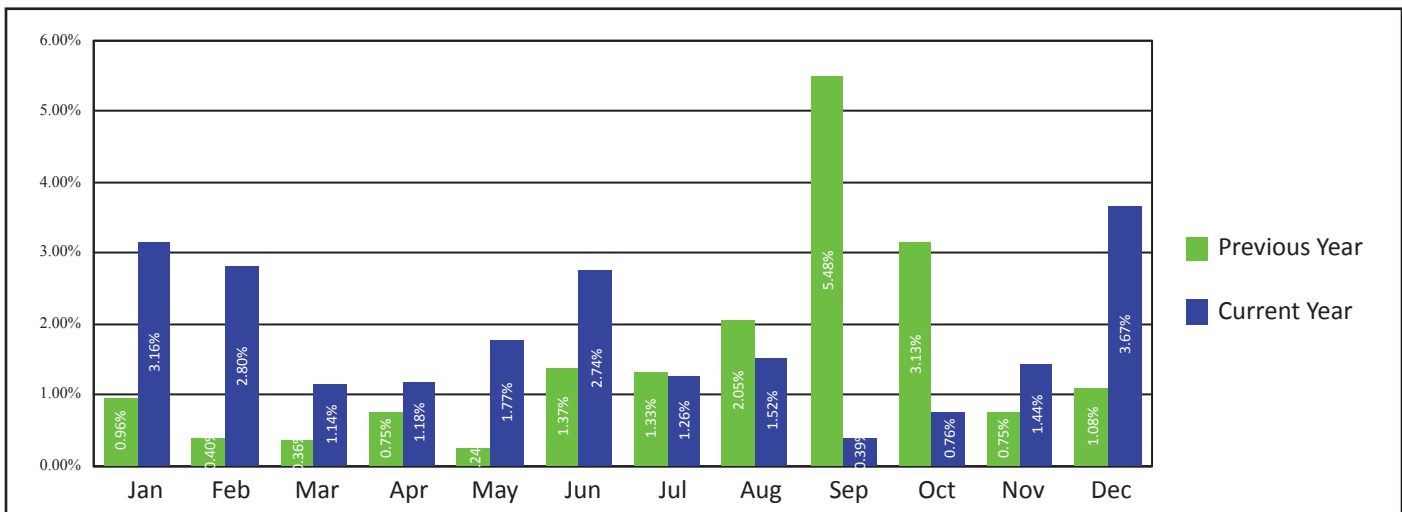
Achieve Solutions Utilization Data

FELRA

January 1, 2018 - December 31, 2018

	Current	YTD	Previous YTD	BOB YTD %
Total Page Views	385	385	213	-----
Total Unique Sessions	169	169	146	-----
Annualized Utilization Rate *Unique Sessions Only*	1.86%	1.81%	1.49%	22.93%

Rolling 12 Month Trending for Unique Sessions



Top 10 Most Frequently Visited Topics	Current Views	YTD Views
Parenting	6	6
General Health	4	4
Senior Health	3	3
Diversity and Cultural Awareness	2	2
Employee Assistance Program (EAP)	2	2
Managing Change	2	2
Parenting a Preteen or Teen	2	2
Blended Families	1	1
Co-occurring Disorders	1	1
Disasters and Traumatic Events	1	1



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Achieve Solutions Utilization Data

FELRA

January 1, 2018 - December 31, 2018

Top 10 Most Frequently Viewed Centers	Current Views	YTD Views
Health & Wellness	11	11
Family Care & Education	7	7
Work	4	4
Anxiety	2	2
Relationships	2	2
Alcohol & Other Drugs	1	1
Managers' Tools	1	1

Supervisor/ Manager Topics Viewed (by Rank Order)	Current Views	YTD Views
Employee Assistance Program for Leaders	1	1

Content Type (All Users)	Current Views	YTD Views
Articles	22	22
Trainings	1	1

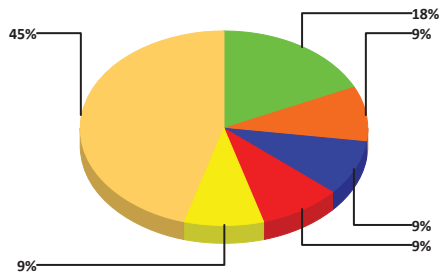
Achieve Solutions Utilization Data

FELRA

January 1, 2018 - December 31, 2018

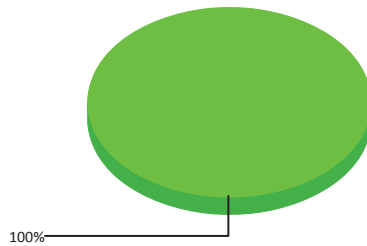
Content Type (All Users)

Articles



- Developing Trust With Your Child (4)
- Building Family Memories: Summer Fun (2)
- Changing Your Behavior Is a Process (2)
- Culture: It's Personal (2)
- Webinar Events (2)
- Remaining Articles (10)

Trainings



- Understanding Co-occurring Disorders (1)