

UFCW Unions and Participating Employers Health and Welfare Fund

**Managed Behavioral Health &
Employee Assistance Program**

Report for January – December 2012

AGENDA



I. Introduction

II. 2012 Behavioral Health Care Utilization

III. 2012 Employee Assistance Program Utilization

IV. Questions & Discussion

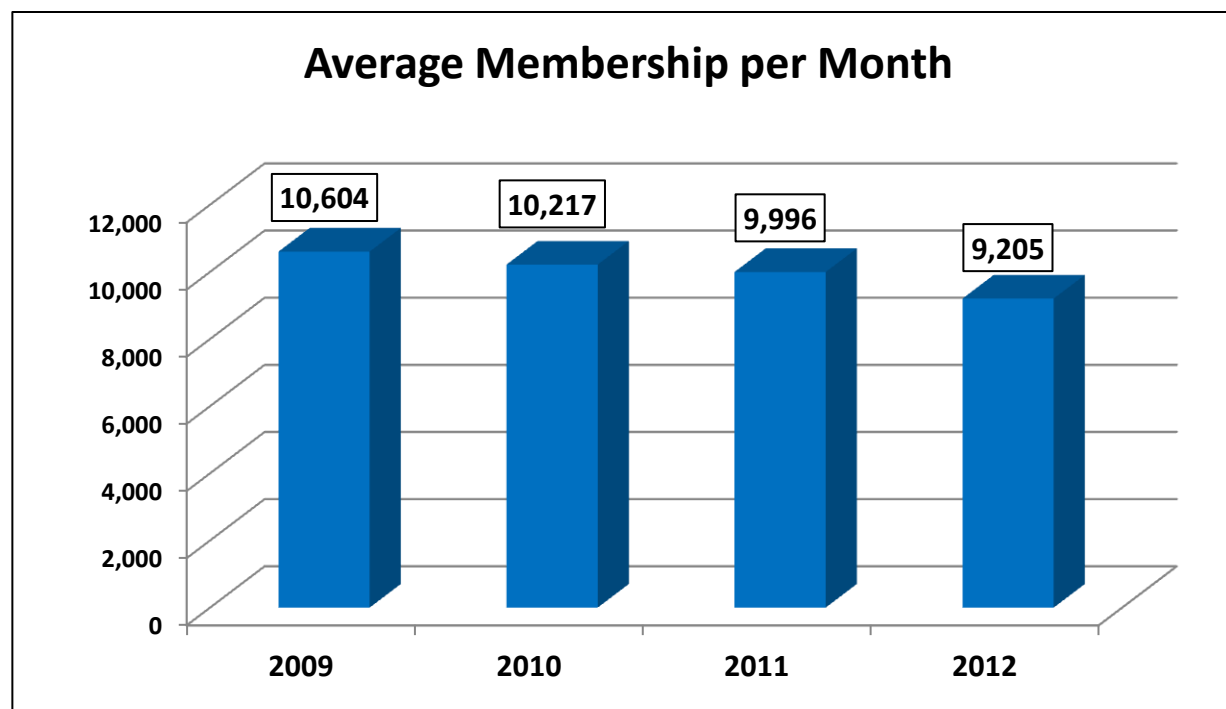
Introduction

- 2012 marked the twenty-fourth year of ValueOptions service to the Fund membership (dating to 1988)
- ValueOptions provides a dedicated team of clinical care managers and EAP counseling staff in our call center who are available to Fund members around the clock everyday.
- In addition ValueOptions maintains a credentialed network of behavioral health providers and EAP counselors nationwide.

Managed Behavioral Healthcare Utilization Data 2012

- **Membership Trends**
- **Paid Claims Experience**
- **Penetration Rates**
- **Behavioral Health Utilization – Inpatient and other Acute Care**
- **Outpatient Utilization**

Membership Trends



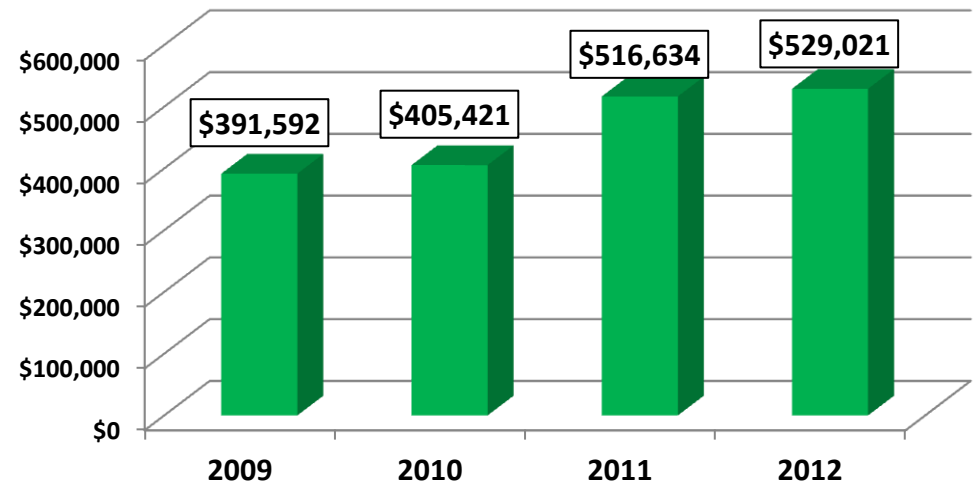
- The average membership served by the program shows a decreasing trend over the past four Plan years, down by 13% since 2009.
- The data in this report is based on a 2012 average membership count of 9,205



Paid Claims Experience

	2009	2010	2011	2012
Acute Care Subtotal	\$272,246	\$275,457	\$378,410	\$417,287
Outpatient Subtotal	\$119,346	\$129,964	\$138,124	\$111,734
Total of Paid Claims	\$391,592	\$405,421	\$516,534	\$529,021
Per Employee per Month	\$5.29	\$5.53	\$7.29	\$8.03
Per Member per Month	\$3.08	\$3.31	\$4.31	\$4.79
Total Network Savings	\$264,509	\$261,293	\$327,594	\$411,515
Network Savings PEPM	\$3.58	\$3.40	\$4.62	\$6.24

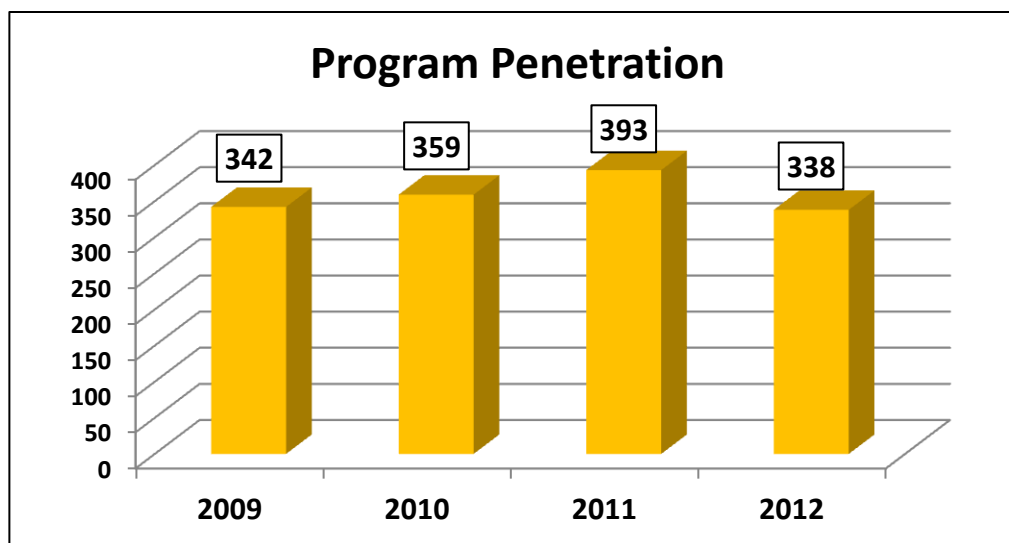
Total of Paid Claims



- The total of paid claims in 2012 is 2.4% higher than that in 2011.
 - Less than 2012 US Medical Claims Cost Inflation.
- The acute care total went up 10% due to a 22% increase in the service units paid, which was partially offset by a decrease in the average paid per unit.
- The outpatient claims amount diminished by 19% as the number of visits paid declined by 15%.
- The rate paid per-employee and per-member-per-month increased by 10% and 11% respectively.
- The total of savings due to discounts on network claims has increased by 56% since 2009 (up by 74% when measured per employee per month).



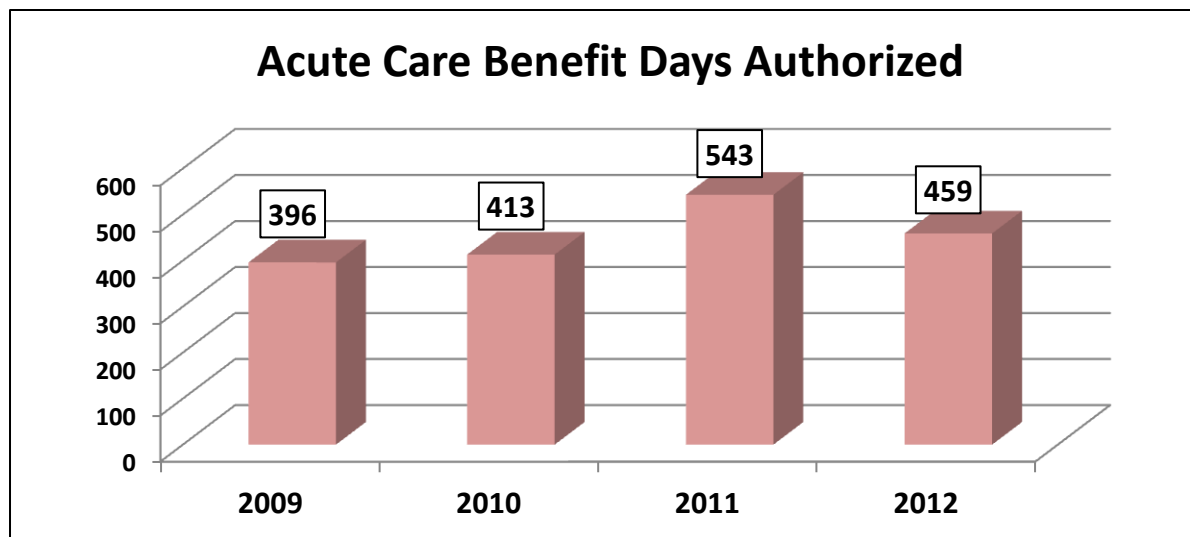
Penetration Rates



- In 2012 there were 338 members who had at least one paid claim for behavioral health service in 2012, representing 3.7% of all members.
 - Over the last 4 years the access has ranged from 3.2% to 3.9%.
- Sixty members or 17% of those in care required acute care (inpatient and/or alternative levels of care).

	2009	2010	2011	2012
Unique Mbrs - Inpatient	55	56	72	60
Inpatient Penetration Rate	0.52%	0.55%	0.72%	0.65%
Unique Mbrs - Outpatient	327	344	365	324
Outpatient Penetration Rate	3.08%	3.40%	3.65%	3.52%
Total Unique Mbrs in Care	342	359	393	338
Total Penetration	3.23%	3.51%	3.93%	3.67%

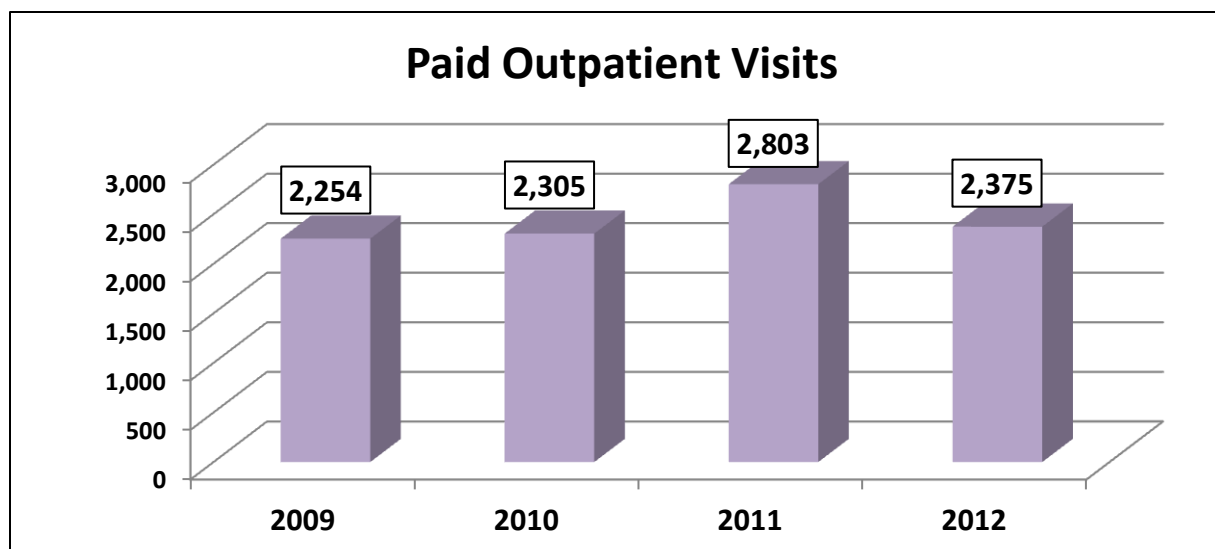
Behavioral Health Utilization – Inpatient and other Acute Care



- The total of acute care benefit days authorized in 2012 (inpatient, partial hospital, residential and intensive outpatient) is 15% less than the prior year because of decreases in admissions and in the average length of stay in care.
- These trends resulted in a rate of benefit days used per thousand members that is 8% lower for 2012 compared to 2011.

	2009	2010	2011	2012
Acute Care Admissions	72	70	95	83
Total Benefit Days Utilized	396	413	543	459
Admits / 1000 Members	6.8	6.8	9.5	9.0
Average Length of Stay in Care	5.5	5.9	5.7	5.5
Benefit Days / 1000 Members	37.3	40.5	54.3	49.8

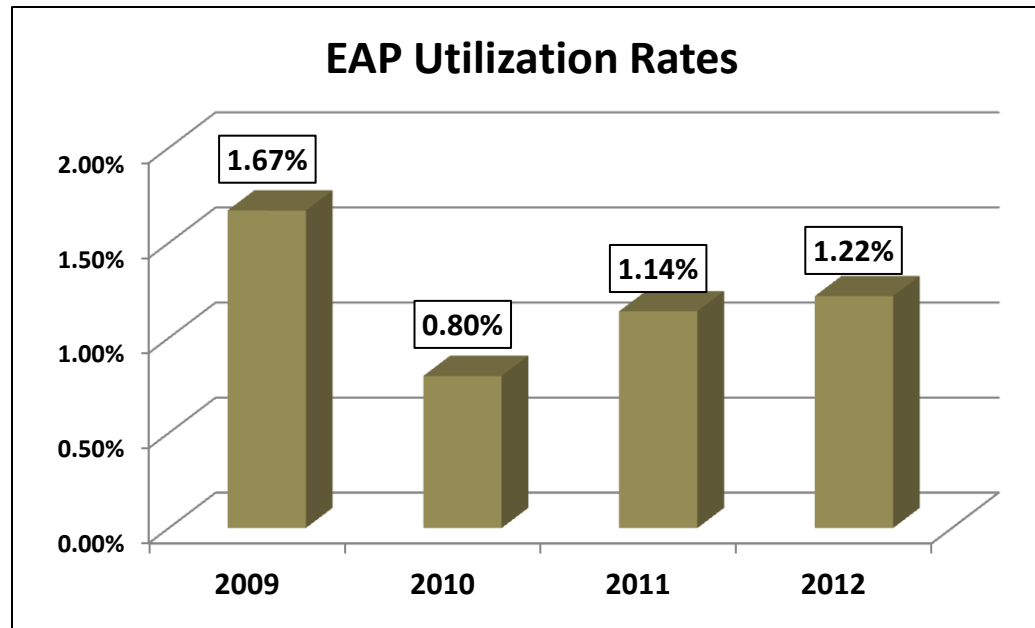
Outpatient Utilization – Claims Based



- Eleven percent fewer members had a paid claim for outpatient services in the past year, and each member in care used 5% fewer visits.
- Over the entire membership, the number of outpatient visits paid per thousand members went down 8% from the prior year to 258, yet remained higher than the outcomes for 2009 and 2010.

	2009	2010	2011	2012
Paid Outpatient Visits	2,254	2,305	2,803	2,375
Unique Mbrs seen in Outpatient	327	344	365	324
Average # of Visits / Mbr in Care	6.9	6.7	7.7	7.3
OP Visits / 1000 Members	212.6	225.6	280.4	258.0

Employee Assistance Program Utilization



	2009	2010	2011	2012
Average # of Subscribers	3165	2887	2719	2525
Total EAP Cases Opened	53	23	31	31
EAP Utilization Rate	1.67%	0.80%	1.14%	1.23%

- Although the number of members who used EAP counseling remained the same, the rate of access went up marginally to 1.2%, because of a decrease in the average number of employee members who were covered for EAP in 2012.
- EAP utilization has trend upward over the past three years.



Employee Assistance Program

Case Distribution by Problems Reported

Primary Presenting Problems				
<i>Problem Types</i>	2009	2010	2011	2012
Depression / Anxiety	22.6%	30.4%	19.4%	35.5%
Marital / Relationship / Family	18.9%	21.7%	35.5%	29.0%
Situational Adjustment	17.0%	8.7%	22.5%	16.1%
Hyperactivity / Impulse Control	17.0%	0.0%	3.2%	9.7%
Alcohol / Drug	11.3%	17.4%	6.5%	0.0%

- Depression / Anxiety moved from the third most common problem type presented in 2012 to the most common one.
- There were no members who presented to the EAP with an alcohol or drug problem in 2012, unlike the prior three years when the rate of these issues ranged from 6.5% to 17.4% of all cases.
- Hyperactivity / Impulse Control problems tripled in incidence from 2011 to 2012.



Questions & Discussion

Thank you! We look forward to our continued partnership