

UFCW Unions & Participating Employers Health & Welfare Fund

Managed Behavioral Health & Employee Assistance

Report for January – December, 2018



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Summary & Analysis

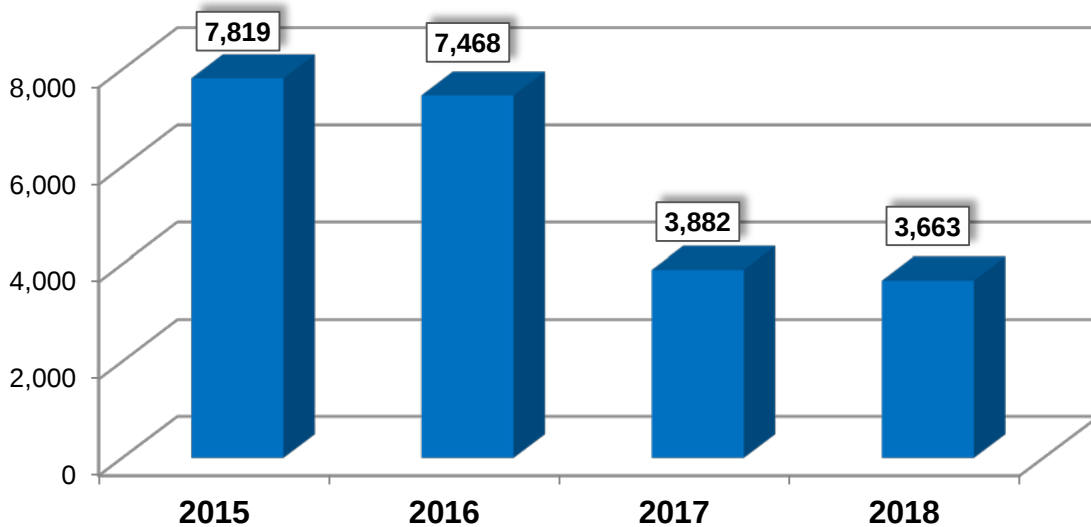


Executive Highlights*

- As a portion of the covered population, more members of the UFCW & Participating Employers Fund used services to treat mental health and substance use problems during 2018. Penetration for behavioral health care increased by more than 2% over last year. This current result is on par with Beacon's book-of-business (BoB) average for employee groups in Retail Trade.
- The subgroup of members in care who required acute services, such as inpatient, residential, partial hospital and/or intensive outpatient accounted for 0.52% of all those who needed behavioral health assistance.
- The amount for claims paid per-employee-per-month (PEPM) increased 88% to \$10.42, influenced by more days spent in acute care. The Fund's payments per-covered life-per-month of \$6.25 is at the median when compared to Beacon's commercial book-of-business.
- Access to outpatient care also went up, leading to a 2 point increase in OP visits per thousand members from 2.7% to 4.8%. Unique members in outpatient care increased 54% from 117 to 184 in 2018.
- The rate of approved admissions to inpatient and alternative acute care levels decreased from 23 to 18, resulting in a 22% decrease. However, the average length of stay per acute episode increased from 4.5 to 11.6 days. The elevated average length of service and increase in benefit days per thousand members from 26.5 to 57.1 directly contributed to the larger than norm acute care benefit days when compared to the last three years.
- Access by beneficiaries to EAP counselling increased by 5.5% when compared to 2017 (1,303 vs. 1,375). Number of cases increased from seven to sixteen. As has been previously discussed, an influence contributing to the relatively low rate of utilization for counseling services is the fact that the Fund's EAP benefit is "per lifetime". Where such coverage is afforded on a "per problem" basis (Beacon's standard), rates hover in the range of 2% to 4% of covered employees.

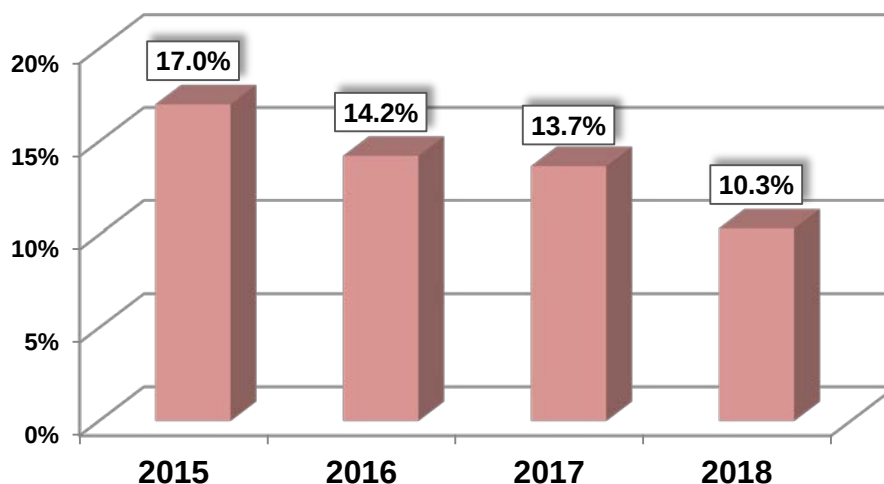
Program Penetration

Avg. Membership per Month

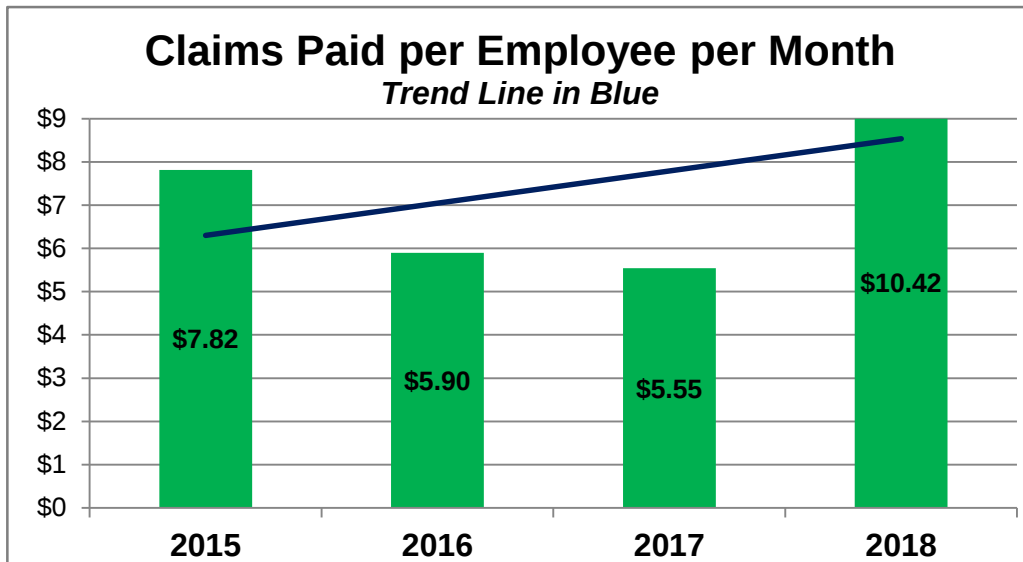


<i>Penetration Summary</i>	2015	2016	2017	2018
Avg. Membership per Month	7819	7468	3882	3663
Unique Mbrs - Acute Care	51	37	16	19
Inpatient Penetration Rate	0.65%	0.50%	0.41%	0.52%
Unique Mbrs - Outpatient	283	247	106	177
Outpatient Penetration Rate	3.62%	3.31%	2.73%	4.83%
Total Unique Mbrs in Care	300	260	117	184
Total Penetration	3.84%	3.48%	3.01%	5.02%

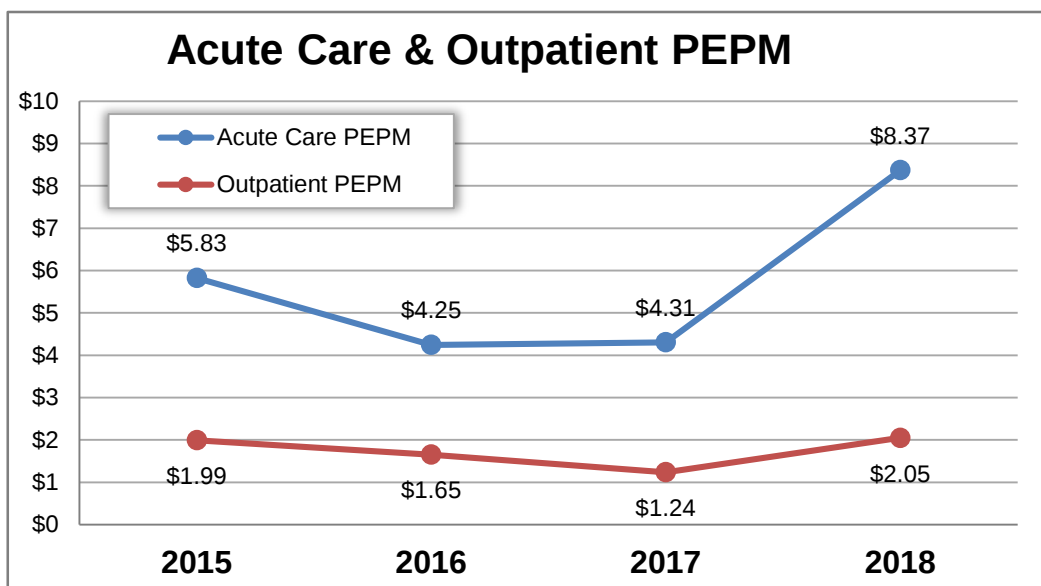
Portion in Care needing Acute Services



Paid Claims Results



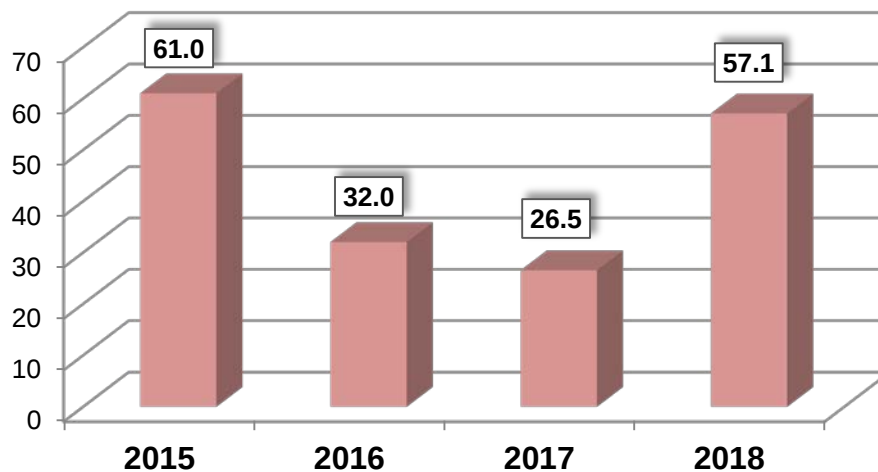
<i>Paid Claims Totals & Rates</i>	2015	2016	2017	2018
Acute Care Subtotal	\$334,852	\$238,621	\$118,428	\$220,663
Outpatient Subtotal	\$114,535	\$93,022	\$34,046	\$54,035
Total of Paid Claims	\$449,387	\$331,643	\$152,474	\$274,698
Per Employee per Month	\$7.82	\$5.90	\$5.55	\$10.42
Per Covered Life per Month	\$4.79	\$3.70	\$3.27	\$6.25
Acute Care PEPM	\$5.83	\$4.25	\$4.31	\$8.37
Outpatient PEPM	\$1.99	\$1.65	\$1.24	\$2.05
Total Network Savings	\$447,019	\$224,891	\$50,668	\$141,905
Network Savings PEPM	\$8.17	\$4.00	\$1.84	\$5.38



Behavioral Health Utilization

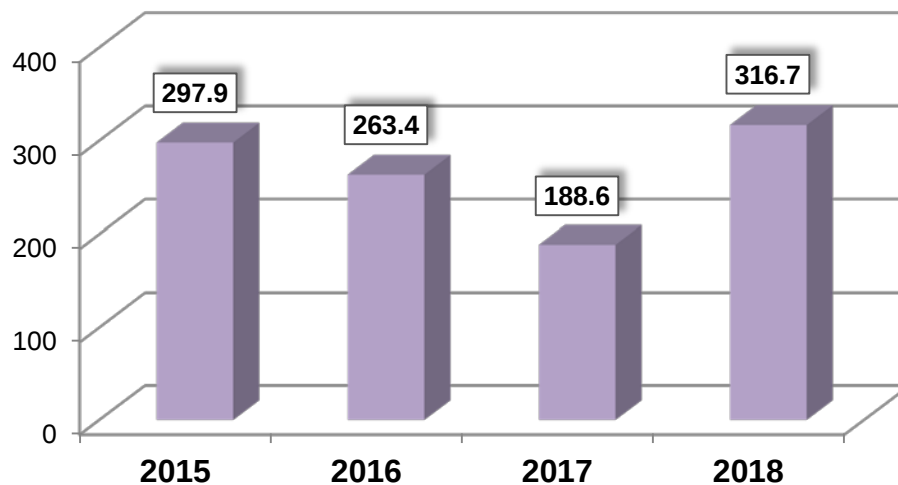
<i>Acute Care Summary</i>	2015	2016	2017	2018
Acute Care Admissions	81	41	23	18
Total Benefit Days Utilized	477	239	103	209
Admits / 1000 Members	10.4	5.5	5.9	4.9
Benefit Days / 1000 Members	61.0	32.0	26.5	57.1
Average Length of Stay in Care	5.9	5.8	4.5	11.6

Acute Care Benefit Days / 1000



<i>Outpatient Summary</i>	2015	2016	2017	2018
Paid Outpatient Visits	2,329	1,892	732	1,160
Unique Mbrs seen in Outpatient	283	247	82	177
Average # of Visits / Mbr in Care	8.2	7.7	8.9	6.6
OP Visits / 1000 Members	297.9	263.4	188.6	316.7

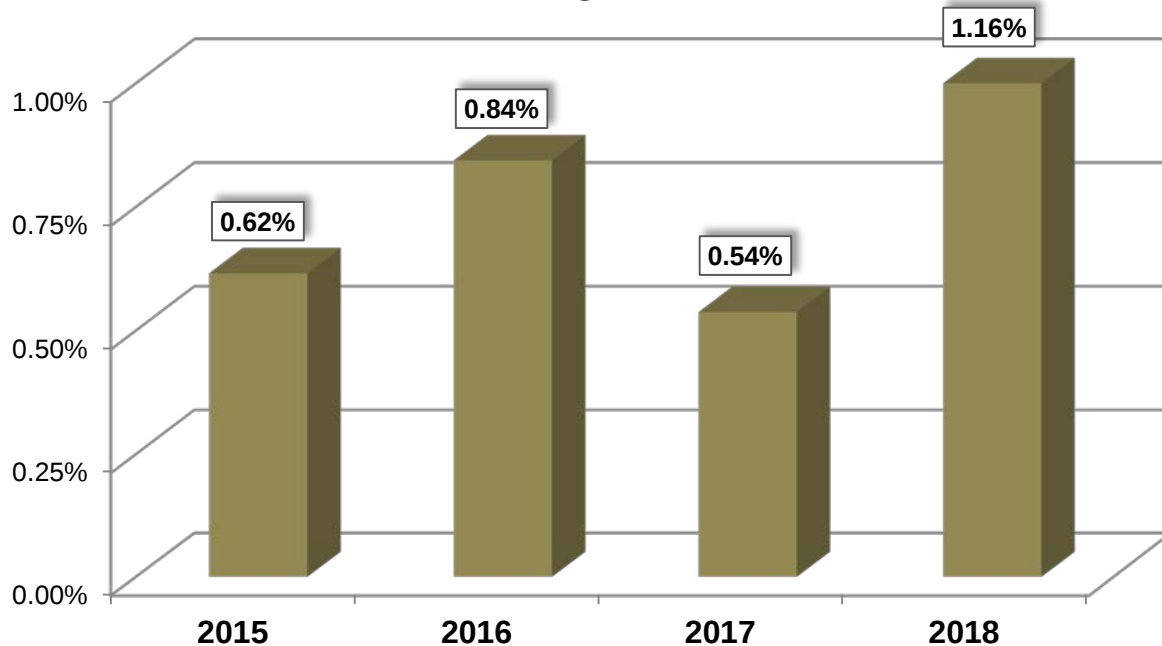
Outpatient Visits per 1000



Employee Assistance Program

<i>EAP Utilization</i>	2015	2016	2017	2018
Average # of Subscribers	2436	2251	1303	1375
Total EAP Cases	15	19	7	16
EAP Access Rate	0.62%	0.84%	0.54%	1.16%

EAP Counseling & Consultation



<i>Problem Types</i>	2015	2016	2017	2018
Marital/Relationship/Family	26.7%	10.5%	42.9%	43.8%
Depression/Anxiety	26.7%	31.6%	28.6%	25.0%
Adjustment & Job/Occupational	33.3%	31.6%	14.3%	6.3%
Impulse Control Disorder	6.7%	15.8%	0.0%	0.0%
Grief & Loss	6.7%	5.3%	0.0%	12.5%
Alcohol/Drug	0.0%	0.0%	0.0%	0.1%
Legal/ Financial Consultation	0.0%	0.0%	0.0%	0.0%
Other / Declined	0.0%	47.4%	14.3%	6.3%

Paid Claims Details



UFCW Unions and Participating Employers H & W 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	93	\$129,573	6	\$3,920	99	\$133,493	\$1,348.41	\$5.06	\$3.04
Residential	0	\$0	22	\$10,244	22	\$10,244	\$465.64	\$0.39	\$0.23
Partial Hospitalization	12	\$5,686	23	\$6,613	35	\$12,298	\$351.38	\$0.47	\$0.28
Intensive Outpatient	1	\$135	98	\$13,842	99	\$13,978	\$141.19	\$0.53	\$0.32
Outpatient	629	\$31,042	321	\$8,215	950	\$39,257	\$41.32	\$1.49	\$0.89
Applied Behavioral Analysis	0	\$0	0	\$0	0	\$0	\$0.00	\$0.00	\$0.00
Sub Total	735	\$166,436	470	\$42,834	1,205	\$209,269		\$7.94	\$4.76

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	9	\$42,359	0	\$30	9	\$42,389	\$4,709.86	\$1.61	\$0.96
Residential	0	\$0	0	\$1,511	0	\$1,511	\$0.00	\$0.06	\$0.03
Partial Hospitalization	0	\$0	3	\$6,750	3	\$6,750	\$2,250.00	\$0.26	\$0.15
Intensive Outpatient	0	\$0	0	\$0	0	\$0	\$0.00	\$0.00	\$0.00
Outpatient	206	\$14,778	4	\$0	210	\$14,778	\$70.37	\$0.56	\$0.34
Applied Behavioral Analysis	0	\$0	0	\$0	0	\$0	\$0.00	\$0.00	\$0.00
Sub Total	215	\$57,137	7	\$8,291	222	\$65,428		\$2.48	\$1.49

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	102	\$171,932	6	\$3,950	108	\$175,882	\$1,628.53	\$6.67	\$4.00
Residential	0	\$0	22	\$11,755	22	\$11,755	\$534.34	\$0.45	\$0.27
Partial Hospitalization	12	\$5,686	26	\$13,363	38	\$19,048	\$501.27	\$0.72	\$0.43
Intensive Outpatient	1	\$135	98	\$13,842	99	\$13,978	\$141.19	\$0.53	\$0.32
Outpatient	835	\$45,820	325	\$8,215	1,160	\$54,035	\$46.58	\$2.05	\$1.23
Applied Behavioral Analysis	0	\$0	0	\$0	0	\$0	\$0.00	\$0.00	\$0.00
Grand Total	950	\$223,572	477	\$51,125	1,427	\$274,697		\$10.42	\$6.25

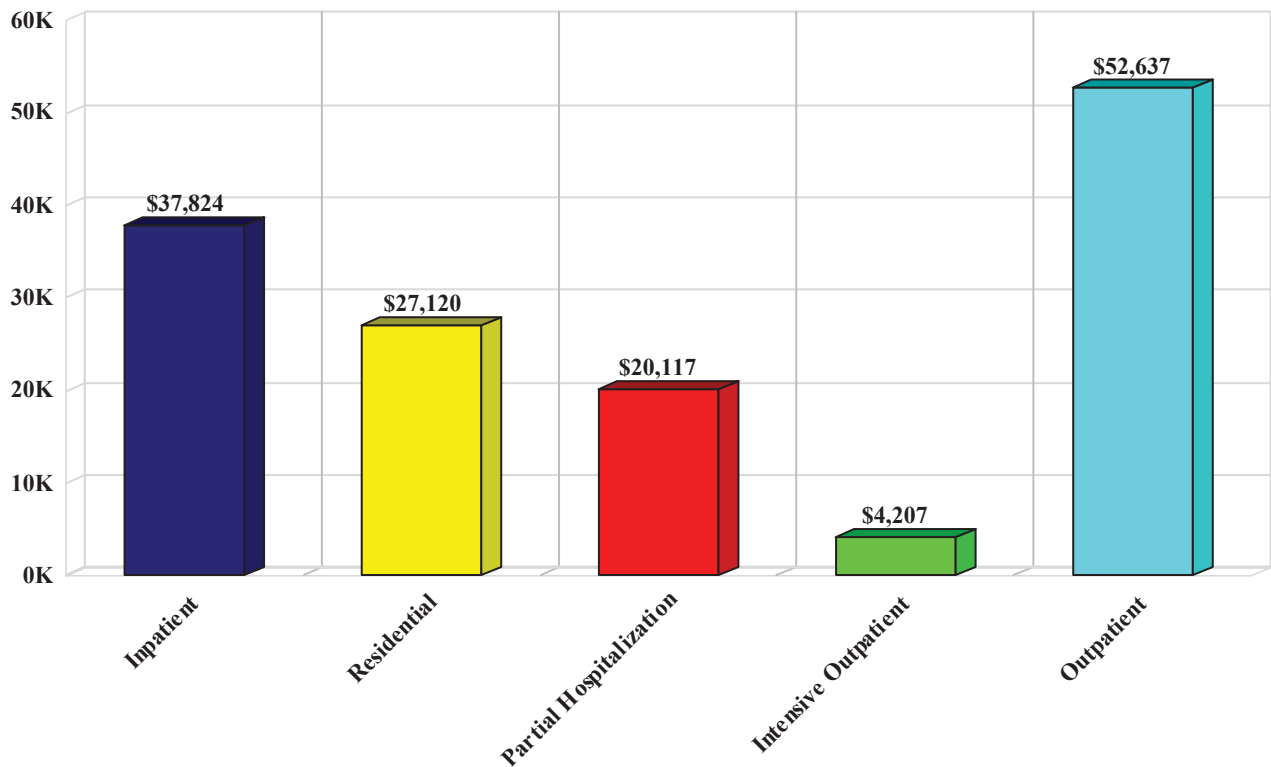
*In-Network Claims include SCA.

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Network Savings

Level of Care	Billed Amount	Allowed Amount	*Network Savings
Inpatient	\$185,688	\$147,864	\$37,824
Residential	\$40,750	\$13,630	\$27,120
Partial Hospitalization	\$34,794	\$14,677	\$20,117
Intensive Outpatient	\$21,983	\$17,776	\$4,207
Outpatient	\$109,679	\$57,042	\$52,637
Total	\$392,894	\$250,989	\$141,905

Network Savings by Level of Care

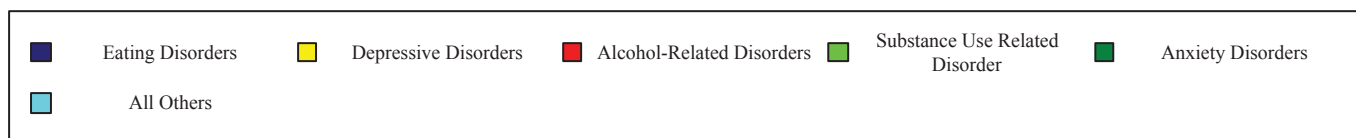
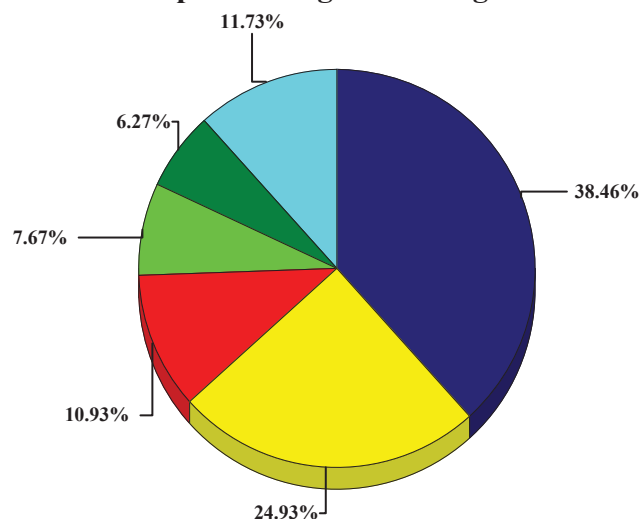


UFCW Unions and Participating Employers H & W Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2018 - December 31, 2018

Total Paid Distribution by Major Diagnosis Category

Rank	Diagnosis Category	Total Paid	% of Total Paid	Book of Business
1	Eating Disorders	\$105,657.62	38.46%	3.93%
2	Depressive Disorders	\$68,494.01	24.93%	22.88%
3	Alcohol-Related Disorders	\$30,025.14	10.93%	17.21%
4	Substance Use Related Disorders	\$21,070.11	7.67%	20.50%
5	Anxiety Disorders	\$17,236.28	6.27%	8.36%
6	Bipolar Disorders	\$15,693.98	5.71%	6.49%
7	Trauma And Acute Stress Disorders	\$9,352.85	3.40%	9.97%
8	Schizophrenia Spectrum And Other Psychotic Disorders	\$3,354.37	1.22%	4.12%
9	Neurodevelopmental Disorders (Except Asd)	\$3,240.87	1.18%	2.26%
10	Neurocognitive Disorders	\$248.00	0.09%	0.15%
11	Disruptive, Impulse-Control And Conduct Disorders	\$166.15	0.06%	0.66%
12	Other Conditions That May Be The Focus Of Clinical Attention	\$158.00	0.06%	0.12%
13	Other Mental Disorders	\$0.00	0.00%	0.03%
Total for All Diagnosis Categories		\$274,697.38	100.00%	100.00%

Top Five Diagnosis Categories



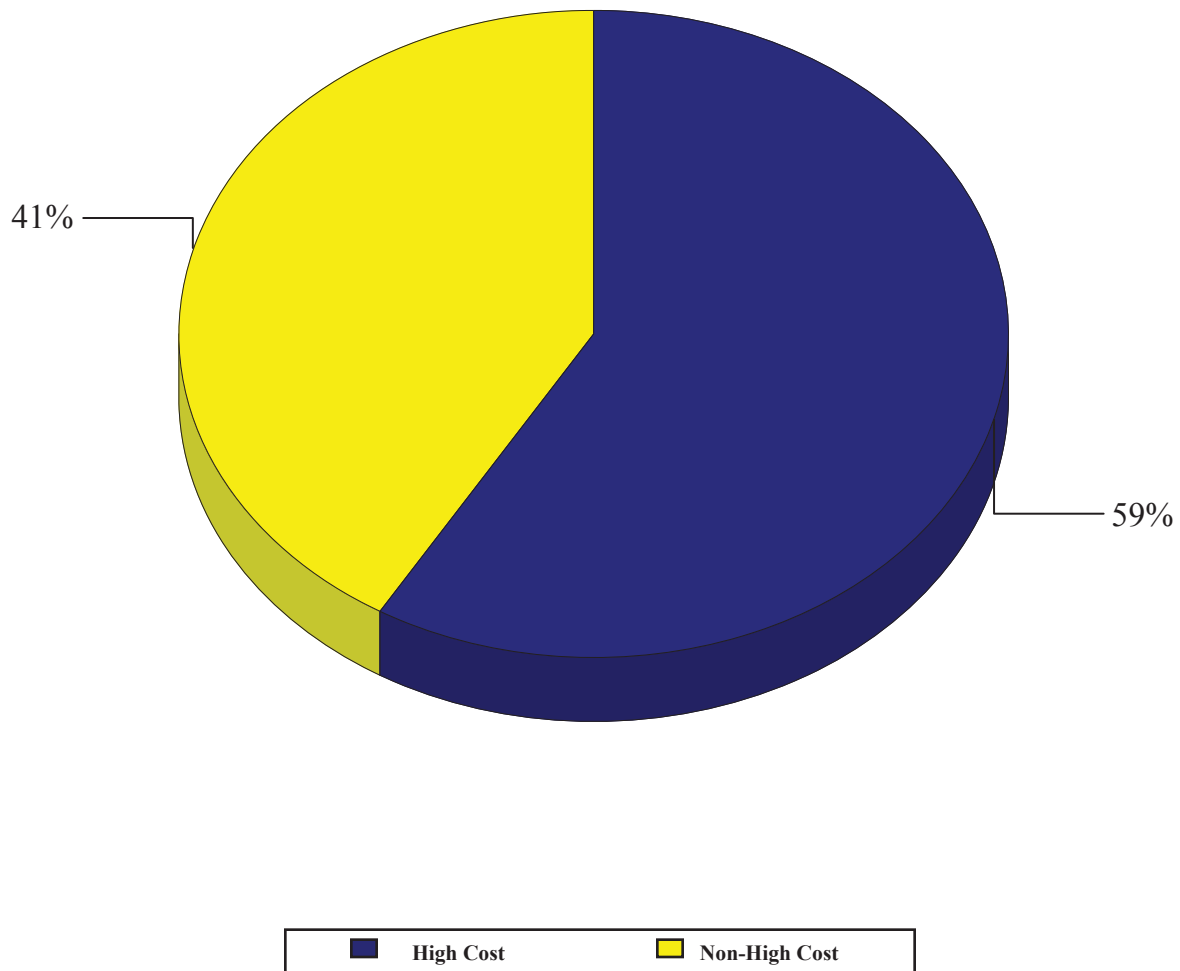
**UFCW Unions and Participating Employers H & W Fund
Managed Mental Health and Substance Abuse Activity Report**

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	3	\$232,047	\$171,213	\$160,838	58.55%
Non-High Cost Cases	181	\$241,479	\$158,017	\$113,860	41.45%
Total	184	\$473,526	\$329,230	\$274,697	100.00%

High Cost Member Cases



Paid Claim Analysis - Gender/Dependency

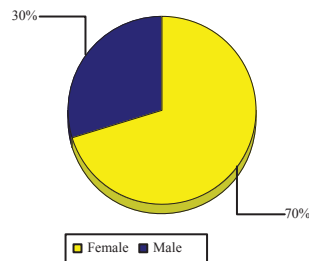
Males

Age Band	Employee	Spouse	Dependent	Total
0 - 12	\$0	\$0	\$787	\$787
13 - 17	\$0	\$0	\$2,817	\$2,817
18 - 64	\$19,942	\$12,658	\$45,357	\$77,956
65+	\$0	\$0	\$0	\$0
Total	\$19,942	\$12,658	\$48,961	\$81,560

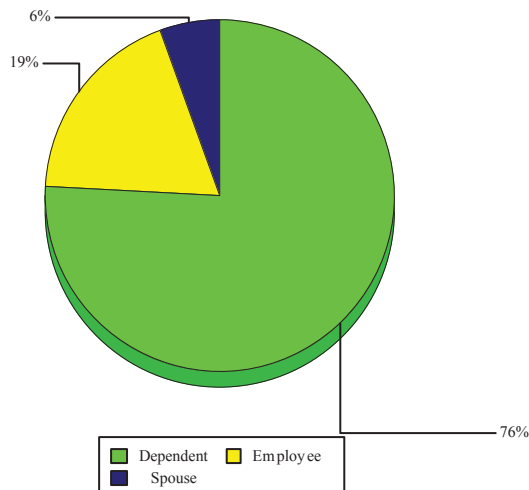
Females

Age Band	Employee	Spouse	Dependent	Total
0 - 12	\$0	\$0	\$1,346	\$1,346
13 - 17	\$0	\$0	\$37,545	\$37,545
18 - 64	\$28,223	\$2,456	\$120,228	\$150,906
65+	\$2,868	\$472	\$0	\$3,340
Total	\$31,091	\$2,928	\$159,119	\$193,137

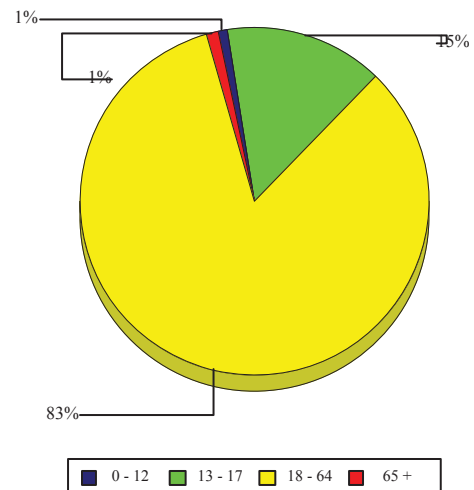
Total Paid % by Gender



Total Paid % by Dependency



Total Paid % by Age Band



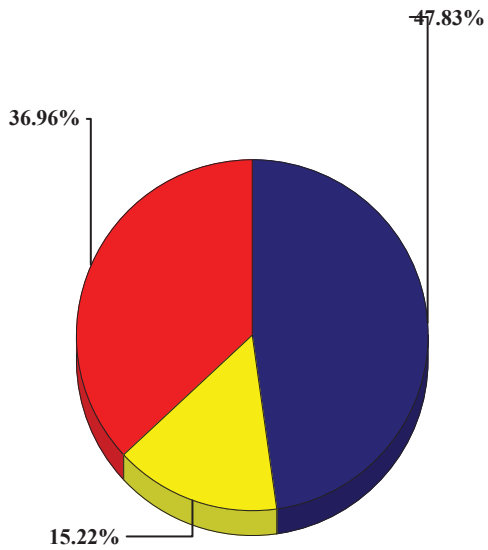
Behavioral Health Penetration Analyses



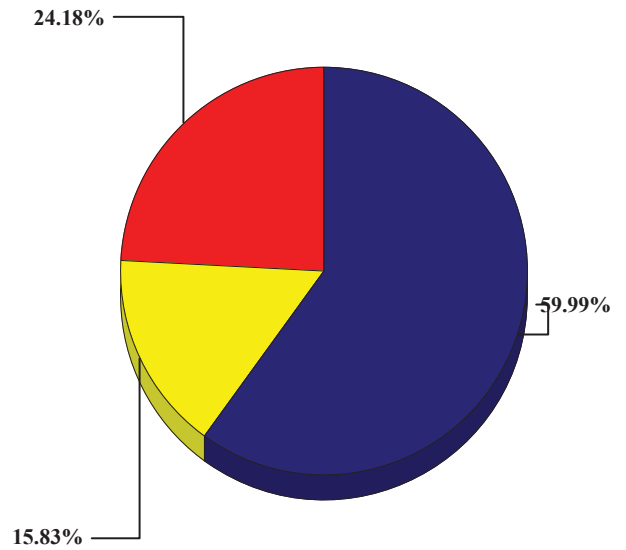
Penetration Rate by Beneficiary Type - Claims Based

	Employee	Spouse	Dependent	Total
Unduplicated Members Accessing Care	88	28	68	184
Membership	2,197	580	886	3,663
Penetration Rate	4.01%	4.83%	7.68%	5.02%

Unduplicated Members Accessing Care



Membership



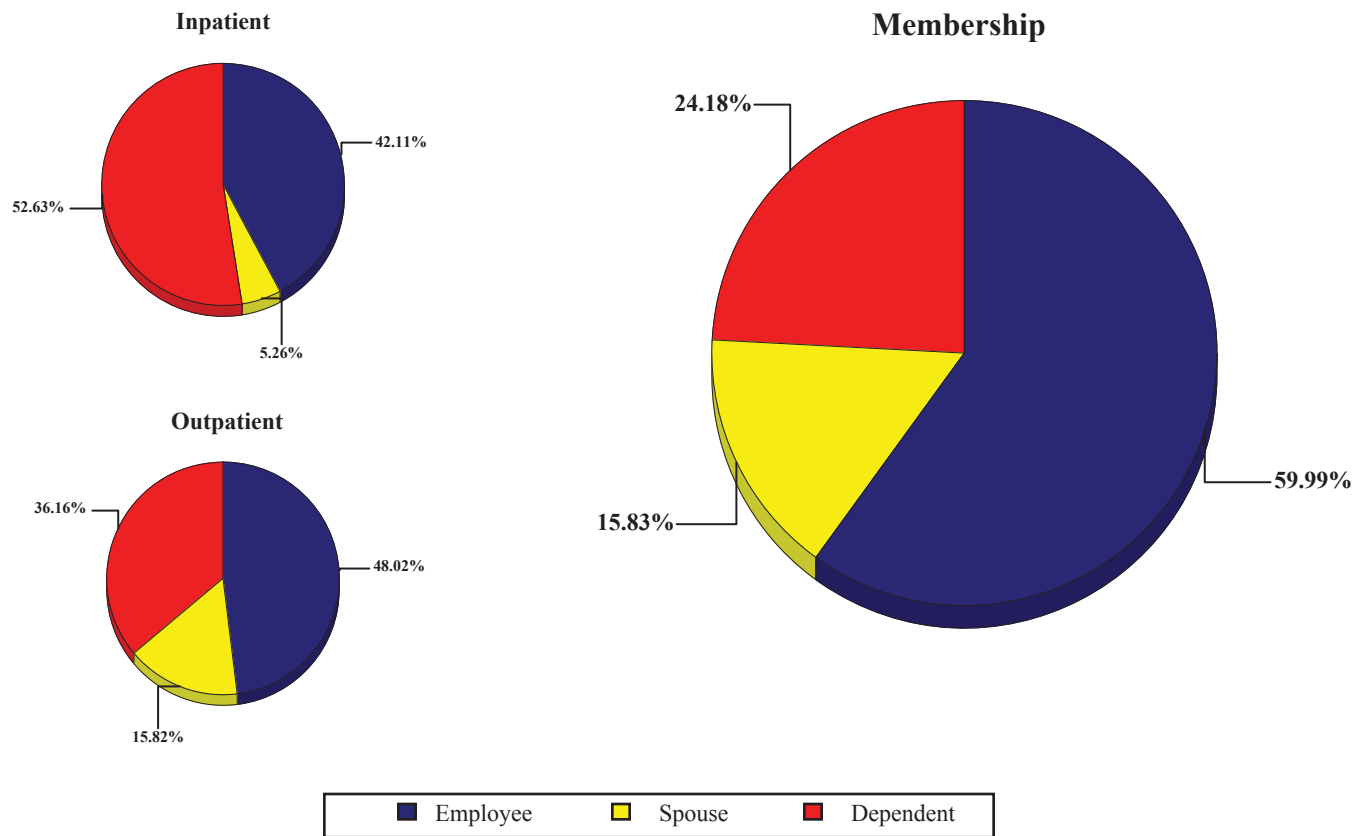
**Penetration Rate by Beneficiary Type (Claims)
Inpatient and Higher Level of Care vs Outpatient**

Inpatient

	Employee	Spouse	Dependent	Total
Unduplicated Members Accessing Care	8	1	10	19
Average Membership	2,197	580	886	3,663
Penetration Rate	0.36%	0.17%	1.13%	0.52%

Outpatient

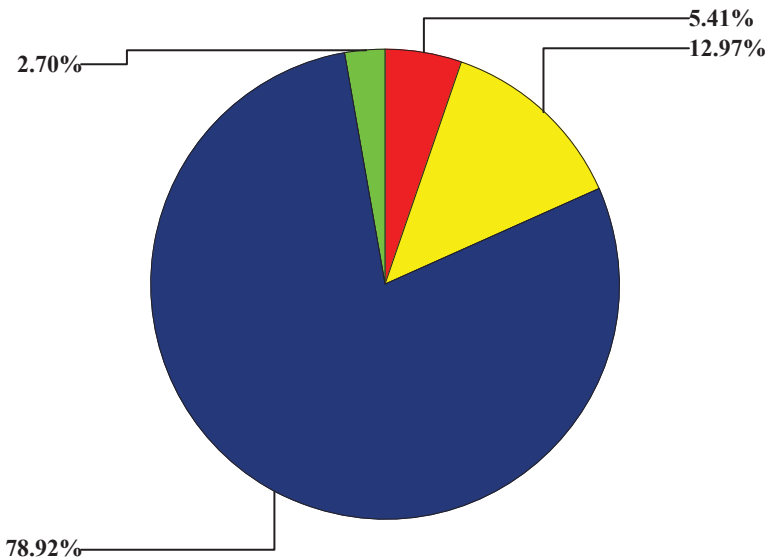
	Employee	Spouse	Dependent	Total
Unduplicated Members Accessing Care	85	28	64	177
Average Membership	2,197	580	886	3,663
Penetration Rate	3.87%	4.83%	7.23%	4.83%



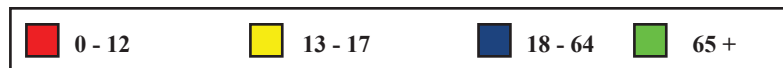
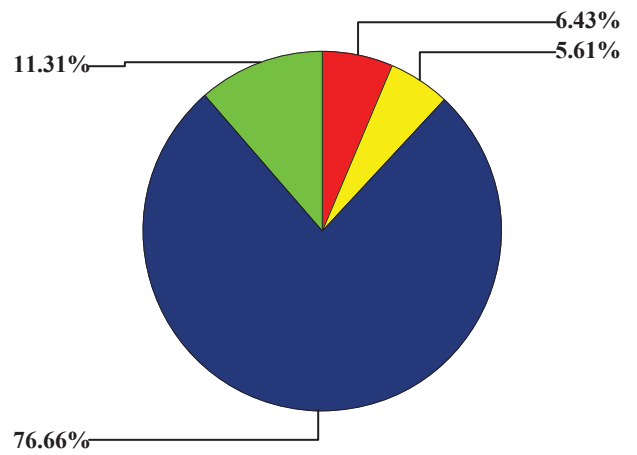
Penetration Rate by Age Category (Claims)

	0 - 12	13 - 17	18 - 64	65 +	Total
Unduplicated Members Accessing Care	10	24	146	5	184
Average Membership	235	206	2,808	414	3,663
Penetration Rate	4.25%	11.68%	5.20%	1.21%	5.02%

Unduplicated Members Accessing Care



Membership



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

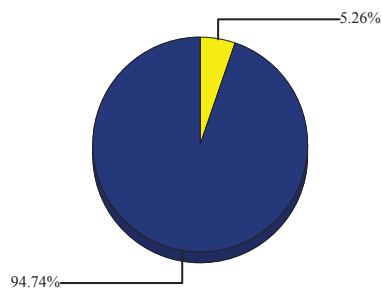
Inpatient

	0 - 12	13 - 17	18 - 64	65 +	Total
Unduplicated Members Accessing Care	0	1	18	0	19
Average Membership	235	206	2,808	414	3,663
Penetration Rate	0.00%	0.49%	0.64%	0.00%	0.52%

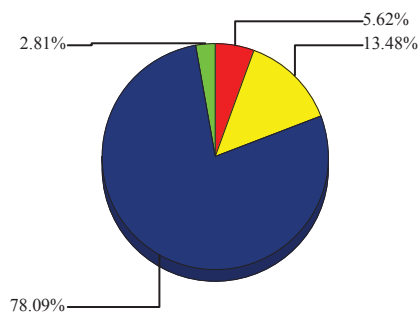
Outpatient

	0 - 12	13 - 17	18 - 64	65 +	Total
Unduplicated Members Accessing Care	10	24	139	5	177
Average Membership	235	206	2,808	414	3,663
Penetration Rate	4.25%	11.68%	4.95%	1.21%	4.83%

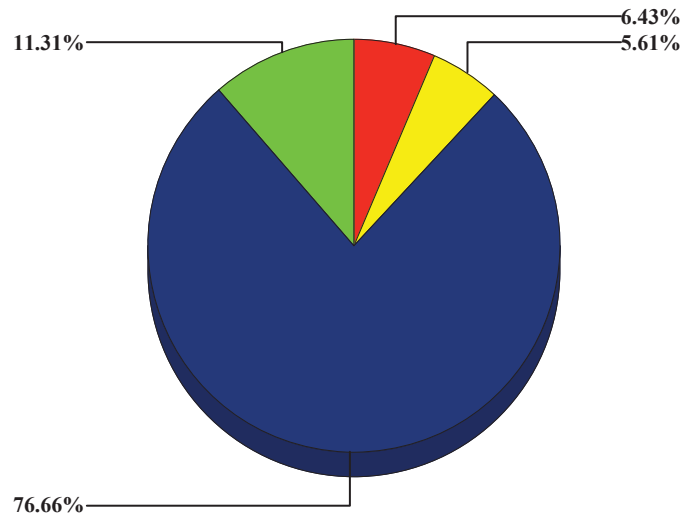
Inpatient



Outpatient



Membership



Managed Behavioral Health Utilization

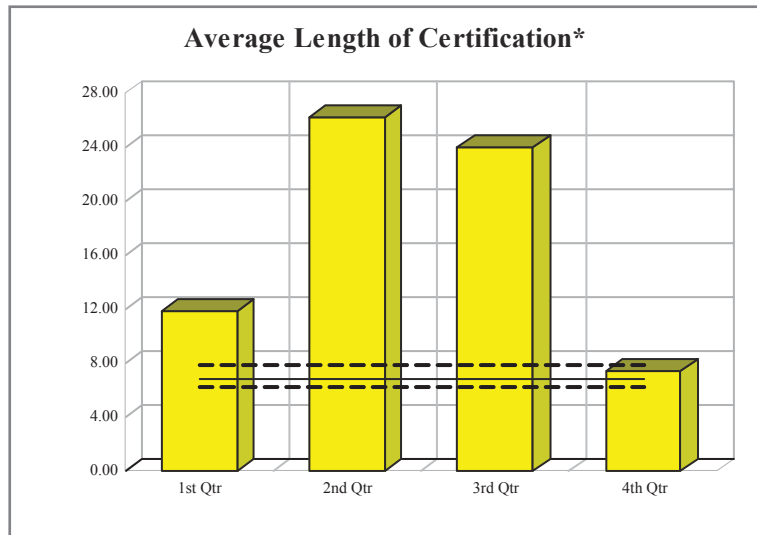
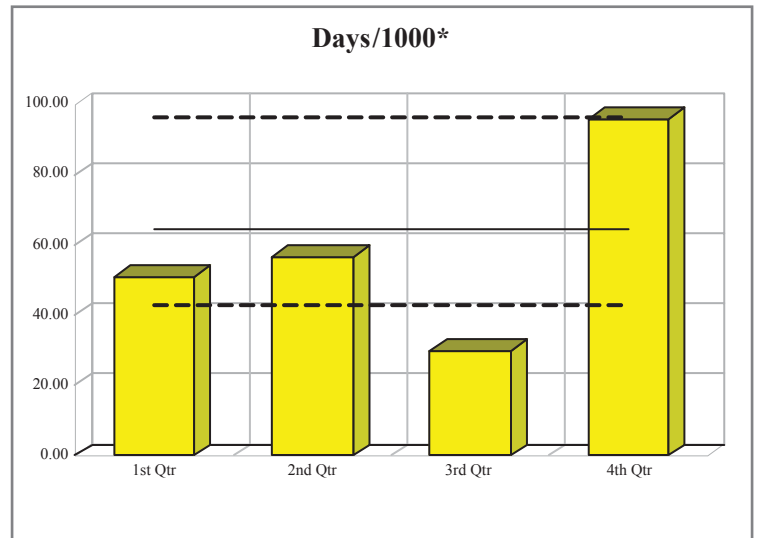
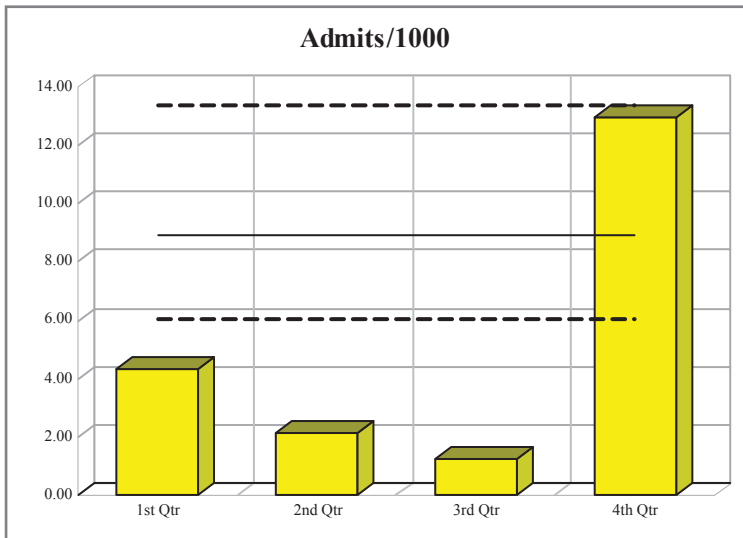


**UFCW Unions and Participating Employers H & W Fund
Managed Mental Health and Substance Abuse Activity Report**

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	4,637	3,708	3,225	3,081	3,663
Admissions	5	2	1	10	18
Days*	59	53	24	74	209
Admissions/1000 Lives	4.31	2.16	1.24	12.98	4.91
Days/1000 Lives*	50.81	56.63	29.77	95.68	57.09
Avg Length of Certification*	11.78	26.25	24.00	7.37	11.62



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.

Report # 2002.1.01

UFCW Unions and Participating Employers H & W 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	4,637		3,708		3,225		3,081		3,663	
<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	3	0	1	0	1	0	3	1	8	1
Days*	45	0	50	0	24	0	29	6	148	6
Admissions/1000 Lives	2.59	0.00	1.08	0.00	1.24	0.00	3.89	1.30	2.18	0.27
Days/1000 Lives*	38.82	0.00	53.93	0.00	29.77	0.00	37.65	7.79	40.41	1.64
Avg Length of Certification*	15.00	0.00	50.00	0.00	24.00	0.00	9.67	6.00	18.50	6.00
<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	1	0	0	0	0	0	0	2	1	2
Days*	3	0	0	0	0	0	0	17	3	17
Admissions/1000 Lives	0.86	0.00	0.00	0.00	0.00	0.00	0.00	2.60	0.27	0.55
Days/1000 Lives*	2.16	0.00	0.00	0.00	0.00	0.00	0.00	22.07	0.68	4.64
Avg Length of Certification*	2.50	0.00	0.00	0.00	0.00	0.00	0.00	8.50	2.50	8.50
<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	0	0	1	0	0	0	1	1	2	1
Days*	0	0	3	0	0	0	8	6	10	6
Admissions/1000 Lives	0.00	0.00	1.08	0.00	0.00	0.00	1.30	1.30	0.55	0.27
Days/1000 Lives*	0.00	0.00	2.70	0.00	0.00	0.00	9.74	7.79	2.73	1.64
Avg Length of Certification*	0.00	0.00	2.50	0.00	0.00	0.00	7.50	6.00	5.00	6.00
<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	1	0	0	0	0	0	2	0	3
Days*	0	11	0	0	0	0	0	8	0	20
Admissions/1000 Lives	0.00	0.86	0.00	0.00	0.00	0.00	0.00	2.60	0.00	0.82
Days/1000 Lives*	0.00	9.83	0.00	0.00	0.00	0.00	0.00	10.65	0.00	5.35
Avg Length of Certification*	0.00	11.40	0.00	0.00	0.00	0.00	0.00	4.10	0.00	6.53
<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	4	1	2	0	1	0	4	6	11	7
Days*	48	11	53	0	24	0	37	37	161	49
Admissions/1000 Lives	3.45	0.86	2.16	0.00	1.24	0.00	5.19	7.79	3.00	1.91
Days/1000 Lives*	40.97	9.83	56.63	0.00	29.77	0.00	47.39	48.30	43.82	13.27
Avg Length of Certification*	11.88	11.40	26.25	0.00	24.00	0.00	9.13	6.20	14.59	6.94

*Alternative Modality Ratios have been applied.

** All data has been annualized.

Report # 2003.1.01

UFCW Unions and Participating Employers H & W 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	4,637	3,708	3,225	3,081	3,663

ACUTE INPATIENT

Admissions	3	1	1	4	9
Days*	45	50	24	35	154
Admissions/1000 Lives	2.59	1.08	1.24	5.19	2.46
Days/1000 Lives*	38.82	53.93	29.77	45.44	42.04
Avg Length of Certification*	15.00	50.00	24.00	8.75	17.11

RESIDENTIAL TREATMENT PROGRAM

Admissions	1	0	0	2	3
Days*	3	0	0	17	20
Admissions/1000 Lives	0.86	0.00	0.00	2.60	0.82
Days/1000 Lives*	2.16	0.00	0.00	22.07	5.32
Avg Length of Certification*	2.50	0.00	0.00	8.50	6.50

PARTIAL HOSPITALIZATION PROGRAM

Admissions	0	1	0	2	3
Days*	0	3	0	14	16
Admissions/1000 Lives	0.00	1.08	0.00	2.60	0.82
Days/1000 Lives*	0.00	2.70	0.00	17.53	4.37
Avg Length of Certification*	0.00	2.50	0.00	6.75	5.33

IOP/GROUP HOME/HALFWAY HOUSE

Admissions	1	0	0	2	3
Days*	11	0	0	8	20
Admissions/1000 Lives	0.86	0.00	0.00	2.60	0.82
Days/1000 Lives*	9.83	0.00	0.00	10.65	5.35
Avg Length of Certification*	11.40	0.00	0.00	4.10	6.53

TOTAL ACUTE INPATIENT AND ALTERNATIVE LEVELS OF CARE

Admissions	5	2	1	10	18
Days*	59	53	24	74	209
Admissions/1000 Lives	4.31	2.16	1.24	12.98	4.91
Days/1000 Lives*	50.81	56.63	29.77	95.68	57.09
Avg Length of Certification*	11.78	26.25	24.00	7.37	11.62

*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	2	0	0.00%
13 - 17	2	0	0.00%
18 - 64	16	1	6.25%
65 +	0	0	0.00%
Total	<u>20</u>	<u>1</u>	<u>5.00%</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	4	1	25.00%
65 +	0	0	0.00%
Total	<u>4</u>	<u>1</u>	<u>25.00%</u>

Total

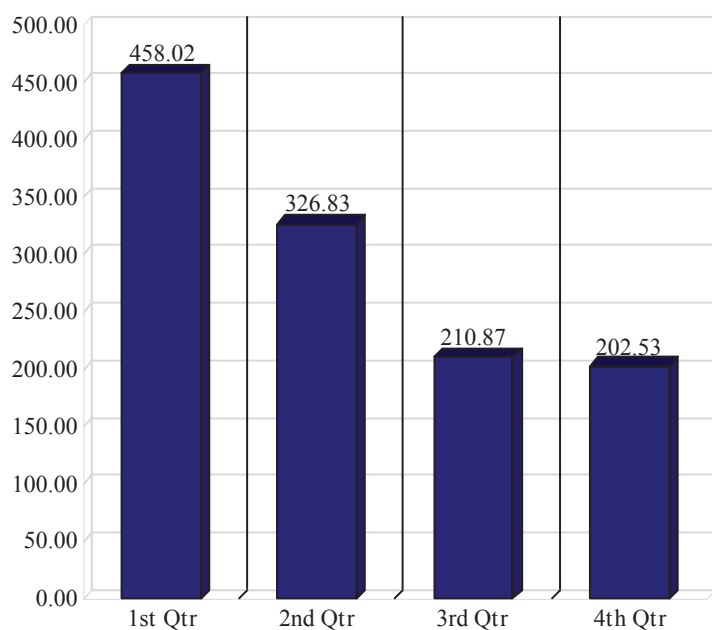
Age Band	Hospitalized in Previous Year	Readmitted within 365 Days	
		Admits	%
0 - 12	2	0	0.00%
13 - 17	2	0	0.00%
18 - 64	20	2	10.00%
65 +	0	0	0.00%
Total	<u>24</u>	<u>2</u>	<u>8.33%</u>

UFCW Unions and Participating Employers H & W Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2018 - December 31, 2018

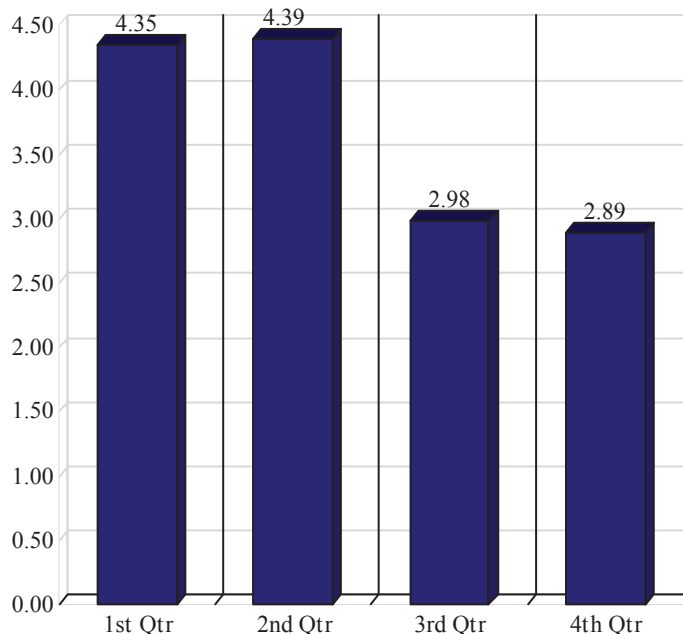
Total Outpatient Utilization (Paid Claims)

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Avg Covered Lives	4,637	3,708	3,225	3,081	3,663
Visits *	531	303	170	156	1,160
Members Seen	122	69	57	54	177
Visits/1000 Lives*	458.02	326.83	210.87	202.53	316.69
Avg Number of Visits*	4.35	4.39	2.98	2.89	6.55

Visits/1000*



Average Number of Visits*

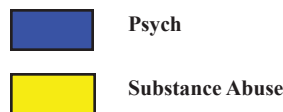
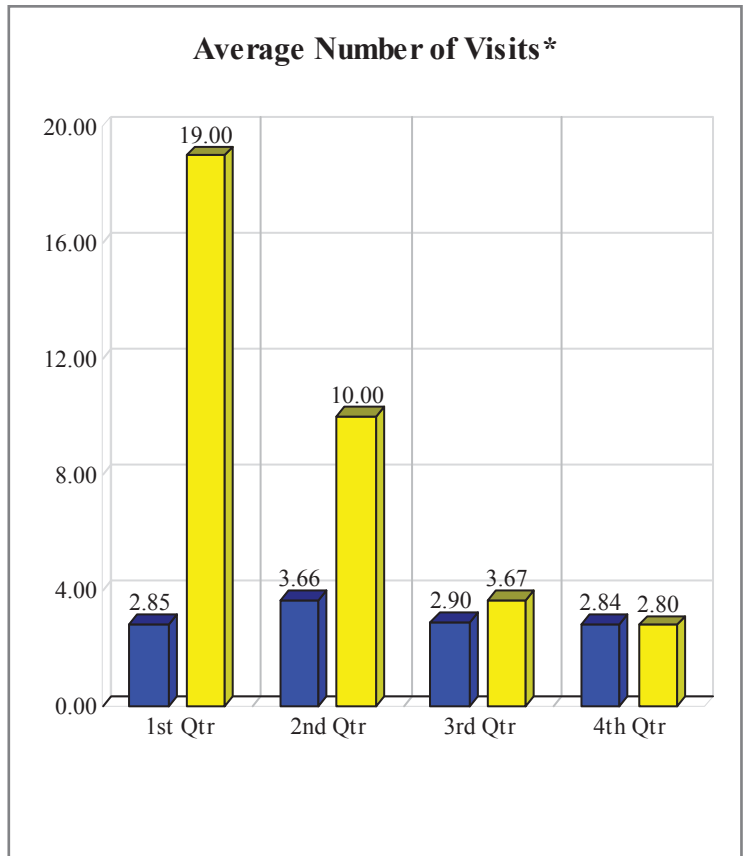
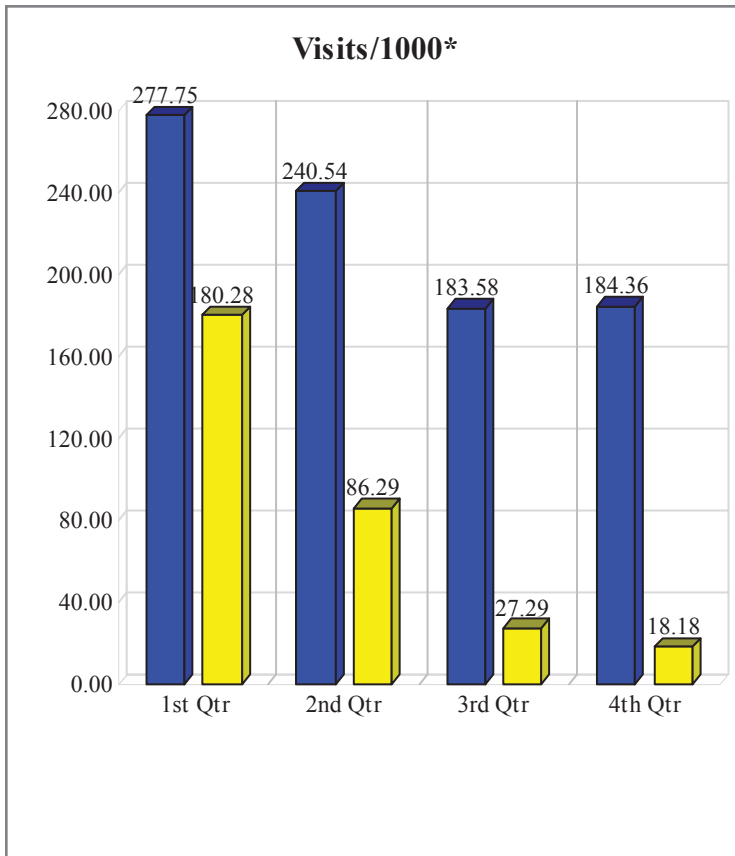


* Data is based on paid claims and has been annualized.
 Note: All data excludes ABA(Applied Behavioral Analysis) data.

UFCW Unions and Participating Employers H & W 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	4,637		3,708		3,225		3,081		3,663	
	<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 *	322	209	223	80	148	22	142	14	835	325
Members Seen	113	11	61	8	51	6	50	5	167	13
Visits/1000 Lives*	277.75	180.28	240.54	86.29	183.58	27.29	184.36	18.18	227.97	88.73
Avg Number of Visits*	2.85	19.00	3.66	10.00	2.90	3.67	2.84	2.80	5.00	25.00



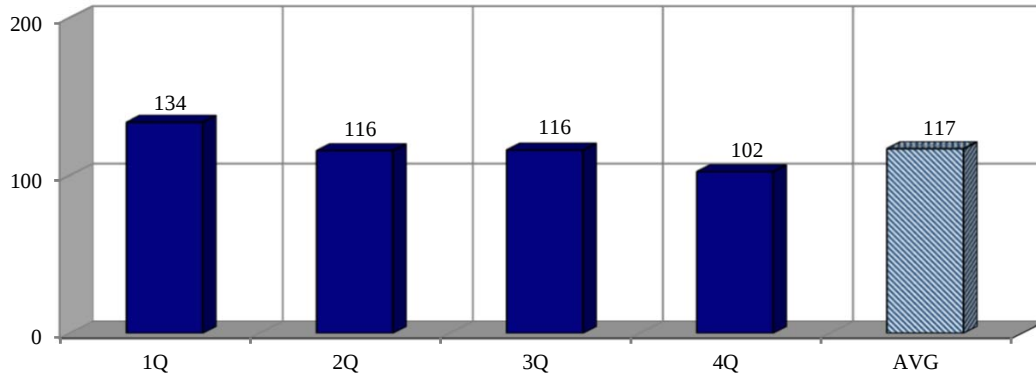
* Data is based on paid claims and has been annualized.
 Note: All data excludes ABA(Applied Behavioral Analysis) data.

**UFCW Unions and Participating Employers Health and Welfare Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2018 - December 31, 2018**

Telephone Performance

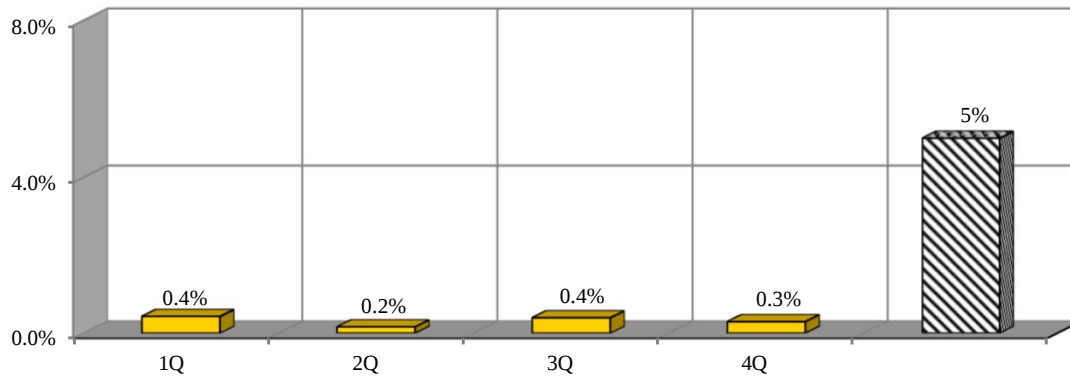
Business Hour Call Volume

YTD Total Calls: **1403**
After Hours Calls: **18**



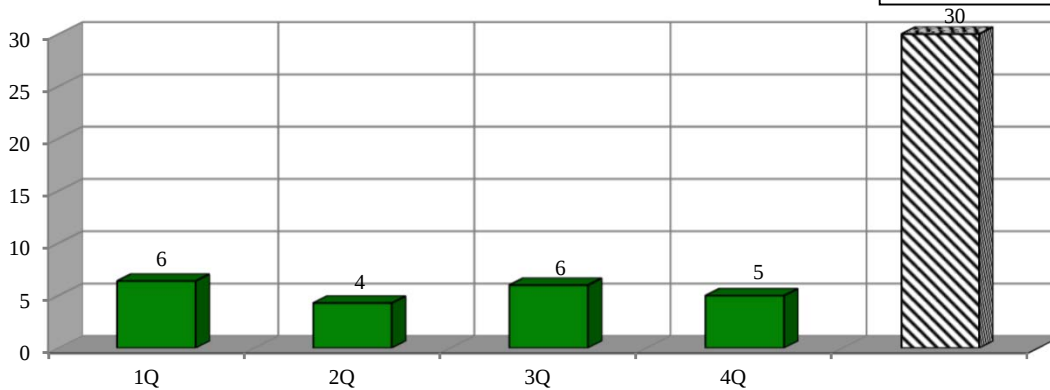
Abandonment Rate
(Lower is Better)

YTD Average Abandonment Rate: **0.3%**



Average Speed of Answer
(Lower is Better)

YTD Average Speed of Answer: **5 seconds**



Employee Assistance Program



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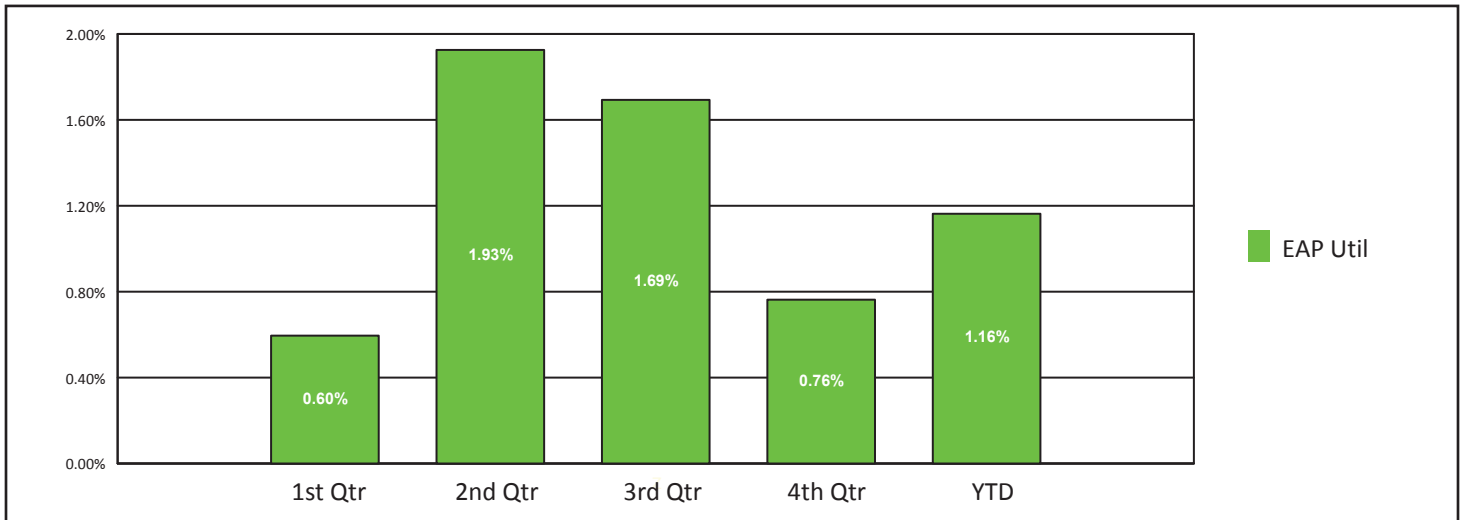
EAP Case Based Utilization

UFCW I&J, T, TR, & Z

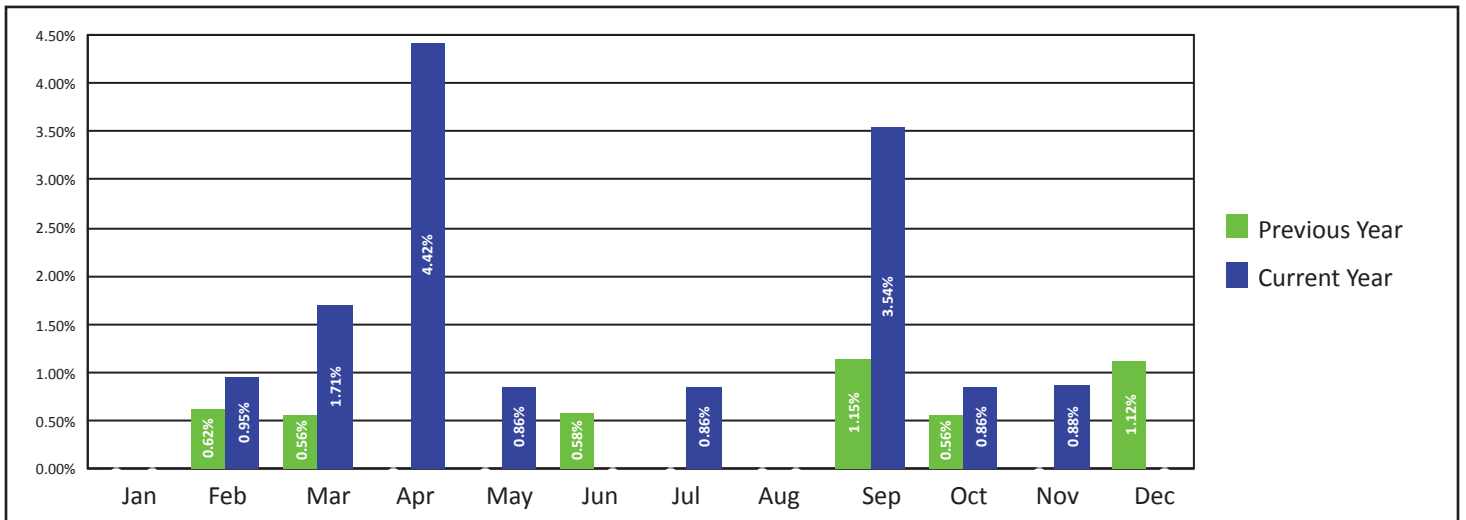
January 1, 2018 - December 31, 2018

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Average Number of Eligible Employees	2,035	1,246	1,171	1,046	1,375
Total Distinct EAP Cases	3	6	5	2	16
Annualized Utilization Rate	0.60%	1.93%	1.69%	0.76%	1.16%

Current Utilization Rate



Rolling 12 Month Trending Utilization Rate



Note: Report shows both open and closed cases.

Print Date: 2/1/2019 11:20:26AM

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

Report# 21000.1.01
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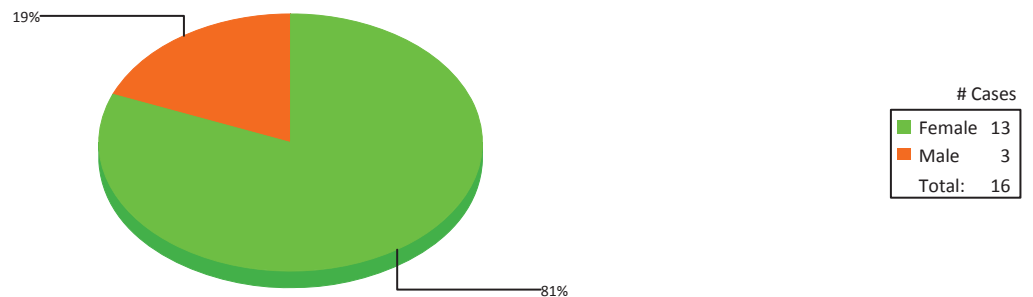
Participant Demographics

UFCW I&J, T, TR, & Z

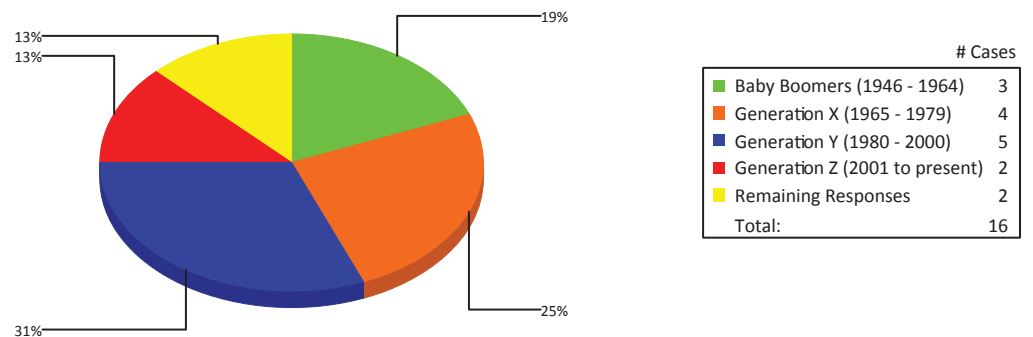
Gender | Age | Participant Category

January 1, 2018 - December 31, 2018

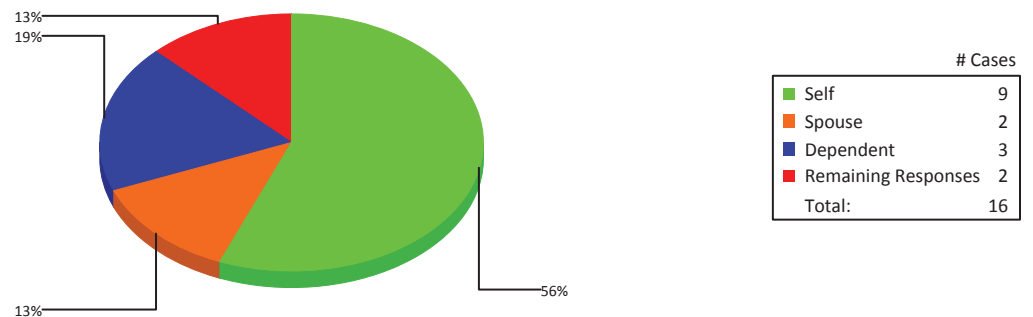
Gender



Age



Participant Category



Note: Report shows both open and closed cases. Due to rounding of percentages, totals in chart(s) may not equal 100%.
 Print Date: 2/1/2019 11:20:26AM

Report# 21001.1.01
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Distribution by Problem Category

UFCW I&J, T, TR, & Z

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
Marital Relationship	1	1	3	3	5	5
Anxiety	2	2	0	0	2	2
Depression	4	4	2	2	2	2
Family	1	1	0	0	2	2
Grief/Loss	1	1	0	0	2	2
Declined	1	1	2	2	1	1
Situational/Adjustment Concern	3	3	1	1	1	1
Impulse Control Disorder	3	3	0	0	0	0
Job/Occupational	3	3	0	0	0	0
Alcohol Abuse	0	0	0	0	1	1
Total:	19	19	8	8	16	16

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
Marital Relationship	1	1	3	3	5	5
Anxiety	2	2	0	0	2	2
Depression	4	4	2	2	2	2
Family	1	1	0	0	2	2
Grief/Loss	1	1	0	0	2	2
Declined	1	1	1	1	1	1
Situational/Adjustment Concern	3	3	1	1	1	1
Impulse Control Disorder	3	3	1	1	0	0
Job/Occupational	3	3	0	0	0	0
Alcohol Abuse	0	0	0	0	1	1
Total:	19	19	8	8	16	16

Note: Report shows both open and closed cases.

Print Date: 2/1/2019 11:20:26AM

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

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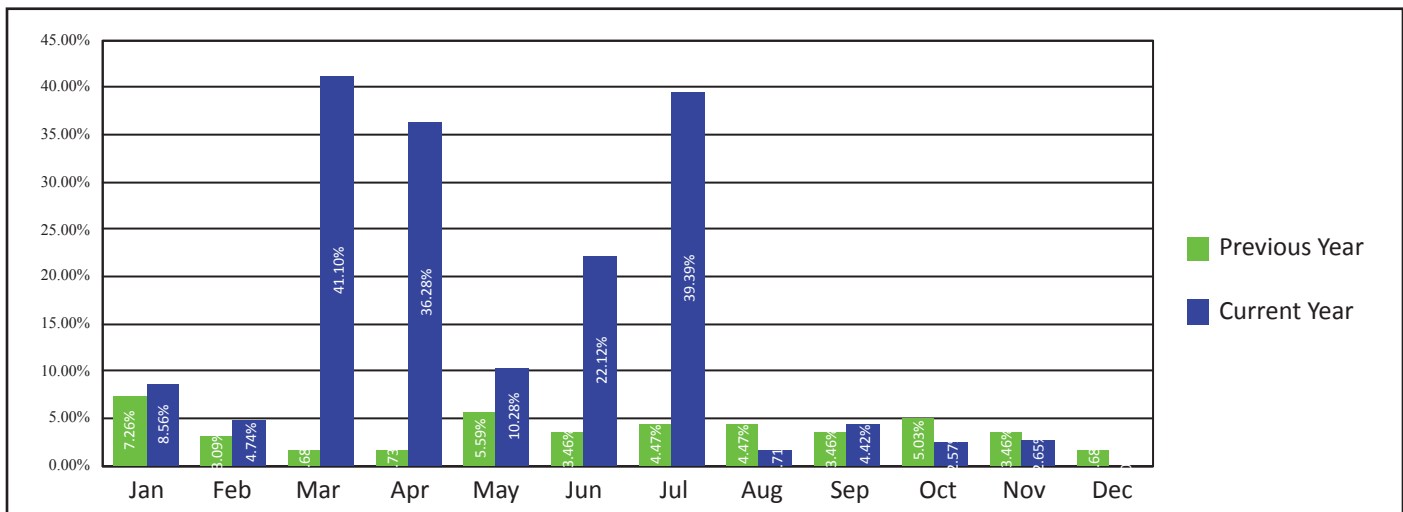
Achieve Solutions Utilization Data

UFCW

January 1, 2018 - December 31, 2018

	Current	YTD	Previous YTD	BOB YTD %
Total Page Views	564	564	172	-----
Total Unique Sessions	200	200	80	-----
Annualized Utilization Rate *Unique Sessions Only*	19.12%	14.55%	3.80%	22.93%

Rolling 12 Month Trending for Unique Sessions



Top 10 Most Frequently Visited Topics	Current Views	YTD Views
Heart Health	5	5
Employee Assistance Program (EAP)	3	3
Medications	2	2
Diversity and Cultural Awareness	1	1
Parenting a Child With Special Needs	1	1



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Achieve Solutions Utilization Data

UFCW

January 1, 2018 - December 31, 2018

Top 10 Most Frequently Viewed Centers	Current Views	YTD Views
Health & Wellness	8	8
Alcohol & Other Drugs	2	2
Relationships	1	1
Work	1	1

Content Type (All Users)	Current Views	YTD Views
Articles	14	14

Content Type (All Users)

Articles

