



UFCW Unions & Participating Employers Health & Welfare Fund

Managed Behavioral Health & Employee Assistance

**Report for
January – December 2019**

February 27, 2020

Table of Contents

Page

Executive Summary

- 4. Executive Highlights
- 5. Program Penetration
- 6. Paid Claims Results
- 7. Behavior Health Utilization
- 8. Employee Assistance Program Results
- 9. Beacon Health Options 2019 Annual Report Executive Summary

Paid Claims Details

- 11. Paid Claim Analysis - In-Network versus Out-of-Network
- 12. Network Savings
- 13. Total Paid Distribution by Major Diagnosis Category
- 14. High Cost Member Cases Greater than \$20,000
- 15. Paid Claim Analysis - Gender/Dependency

Program Penetration Analyses

- 17. Penetration Rate by Beneficiary Type - Claims Based
- 18. Penetration Rate by Beneficiary Type (Claims) – Inpatient and Higher Level of Care vs Outpatient
- 19. Penetration Rate by Age Category (Claims)
- 20. Penetration Rate by Age Category (Claims) – Inpatient and Higher Level of Care vs Outpatient

Managed Behavioral Health Utilization

- 22. Acute Inpatient & Alternative Levels of Care Utilization
- 23. Total Acute Inpatient & Alternative Levels of Care Detail – Psychiatric vs Substance Abuse
- 24. Total Acute Inpatient and Alternative Levels of Care Detail
- 25. Recidivism Rates - Psychiatric vs Substance Abuse
- 26. Total Outpatient Utilization (Paid Claims)
- 27. Total Outpatient Utilization by Psychiatric/Substance Abuse (Paid Claims)
- 28. Telephone Performance

Employee Assistance Program

- 30. EAP Case Based Utilization
- 31. Participant Demographics
- 32. Learned About EAP
- 33. Distribution by Problem Category
- 34. Achieve Solutions Utilization Data

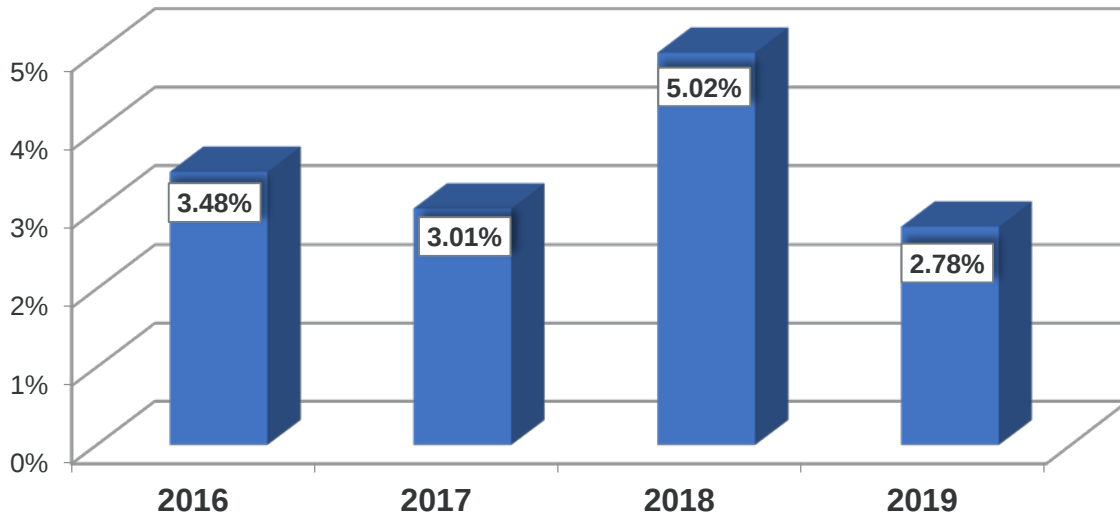
Executive Summary

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Executive Highlights

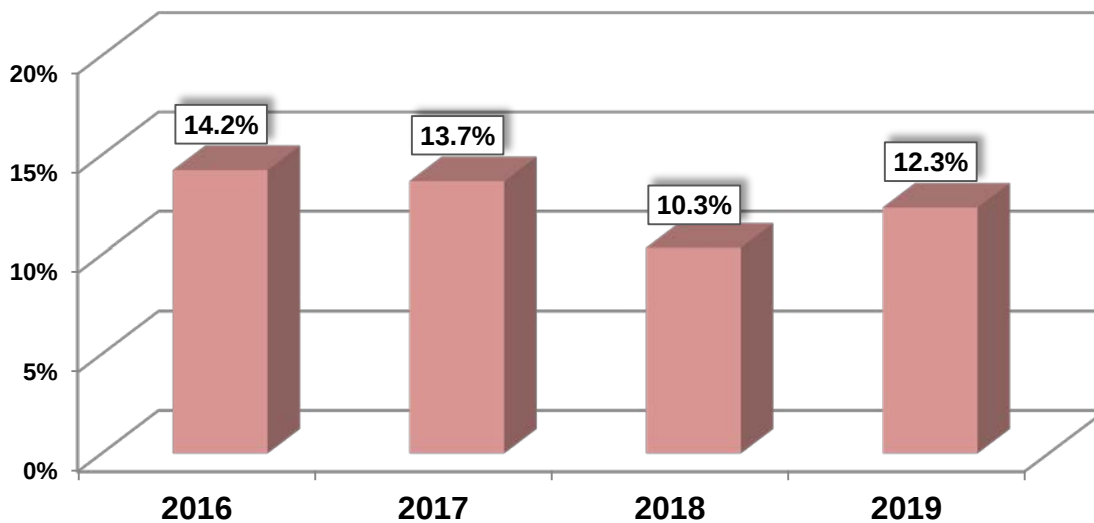
- As a portion of the covered population, fewer members of the UFCW & Participating Employers Fund used services to treat mental health and substance use problems in 2019 versus 2018. Penetration for behavioral health care decreased by more than 2% over last year.
- The subgroup of members in care who required acute services, such as inpatient, residential, partial hospital and/or intensive outpatient accounted for 0.34% of all those who needed behavioral health assistance.
- The amount for claims paid per-employee-per-month (PEPM) increased 16% to \$12.13, influenced by more days spent in acute care. The Fund's payments per-covered life-per-month of \$7.27 is slightly above median when compared to Beacon's commercial book-of-business.
- Access to outpatient care increased, leading to a 34 point increase in OP average number of visits from 6.6 to 8.8. Unique members in outpatient care decreased 56% from 177 to 77 in 2019.
- The rate of approved admissions to inpatient and alternative acute care levels decreased from 18 to 13, resulting in a 27% decrease. The average length of stay per acute episode also decreased from 11.6 to 9.6 days. The decline in average length of service and decrease in benefit days per thousand members from 57.1 to 42.7 directly resulted in the 25% variance.
- Access by beneficiaries to EAP counselling decreased 27% when compared to 2018 (1,375 vs. 1,001). Number of cases also decreased from sixteen to six. 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



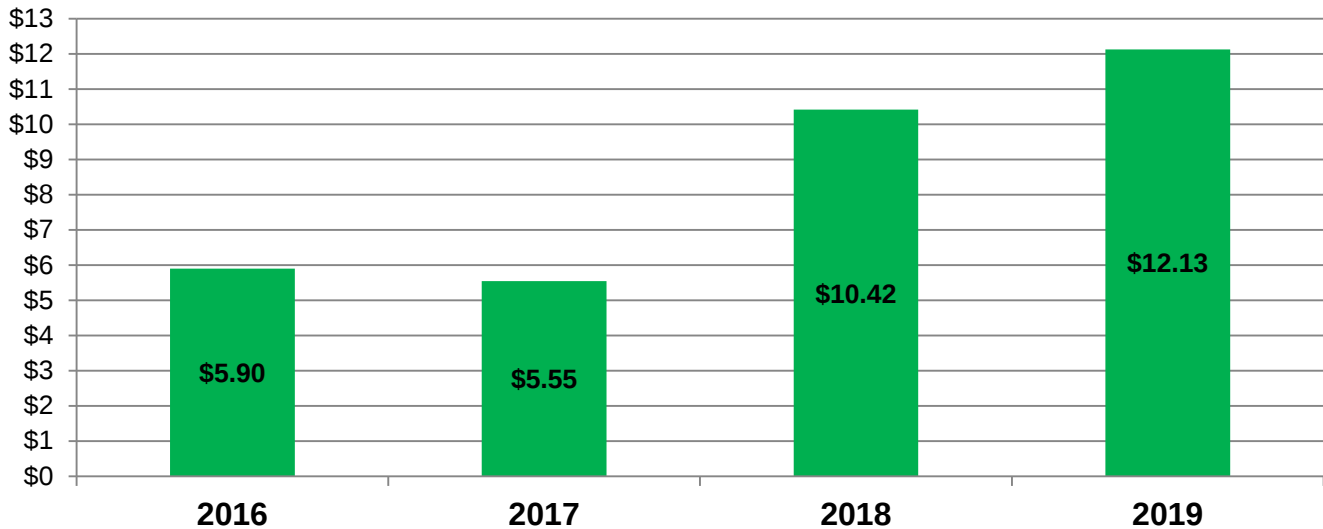
<i>Penetration Summary</i>	2016	2017	2018	2019
Avg. Membership per Month	7468	3882	3663	2911
Unique Mbrs - Acute Care	37	16	19	10
Inpatient Penetration Rate	0.50%	0.41%	0.52%	0.34%
Unique Mbrs - Outpatient	247	106	177	76
Outpatient Penetration Rate	3.31%	2.73%	4.83%	2.61%
Total Unique Mbrs in Care	260	117	184	81
Total Penetration	3.48%	3.01%	5.02%	2.78%

Portion in Care needing Acute Services



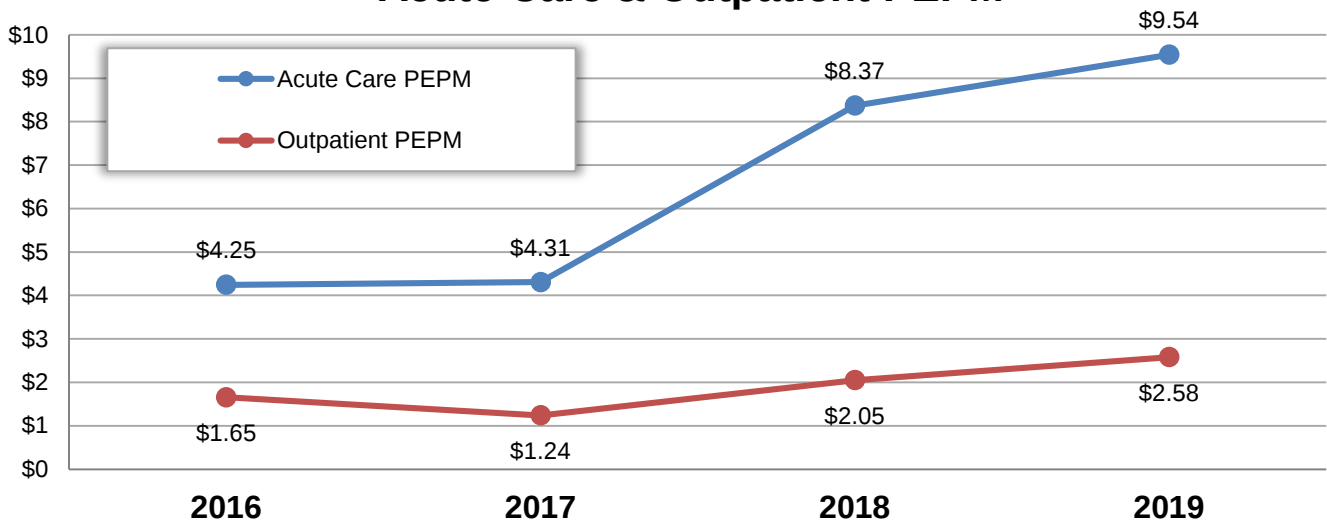
Paid Claims Results

Claims Paid Per Employee Per Month (PEPM)



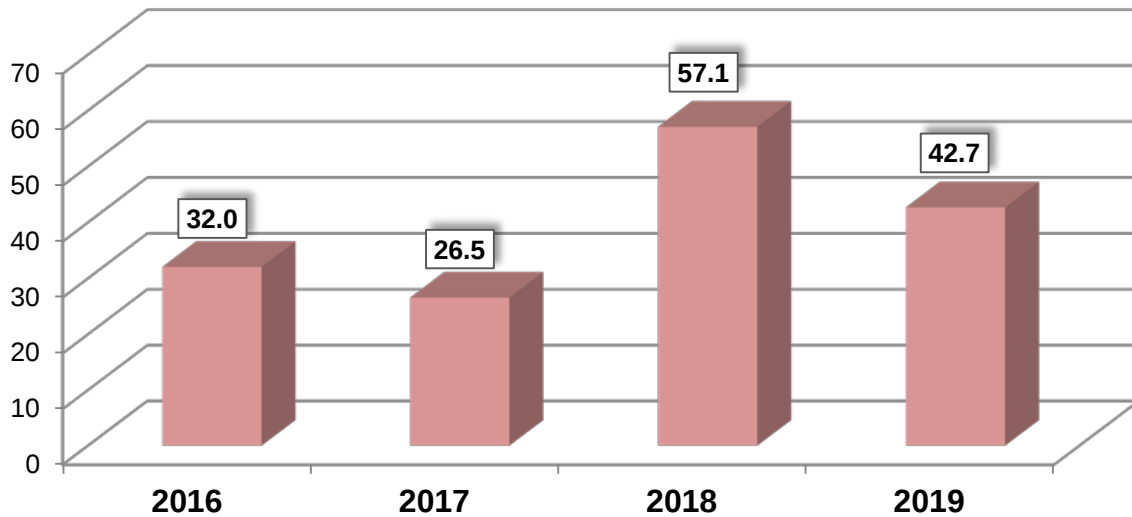
<i>Paid Claims Totals & Rates</i>	2016	2017	2018	2019
Acute Care Subtotal	\$238,621	\$118,428	\$220,663	\$199,815
Outpatient Subtotal	\$93,022	\$34,046	\$54,035	\$54,123
Total of Paid Claims	\$331,643	\$152,474	\$274,698	\$253,938
Per Employee per Month	\$5.90	\$5.55	\$10.42	\$12.13
Per Covered Life per Month	\$3.70	\$3.27	\$6.25	\$7.27
Acute Care PEPM	\$4.25	\$4.31	\$8.37	\$9.54
Outpatient PEPM	\$1.65	\$1.24	\$2.05	\$2.58
Total Network Savings	\$224,891	\$50,668	\$141,905	\$220,350
Network Savings PEPM	\$4.00	\$1.84	\$5.38	\$10.52

Acute Care & Outpatient PEPM



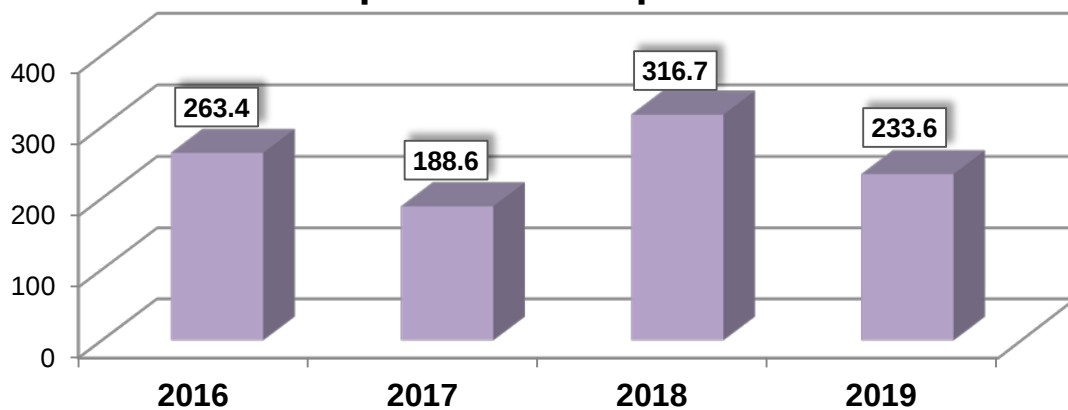
Behavioral Health Utilization

Acute Care Benefit Days / 1000



<i>Acute Care Summary</i>	2016	2017	2018	2019
Acute Care Admissions	41	23	18	13
Total Benefit Days Utilized	239	103	209	124
Admits / 1000 Members	5.5	5.9	4.9	4.5
Benefit Days / 1000 Members	32.0	26.5	57.1	42.7
Average Length of Stay in Care	5.8	4.5	11.6	9.6

Outpatient Visits per 1000

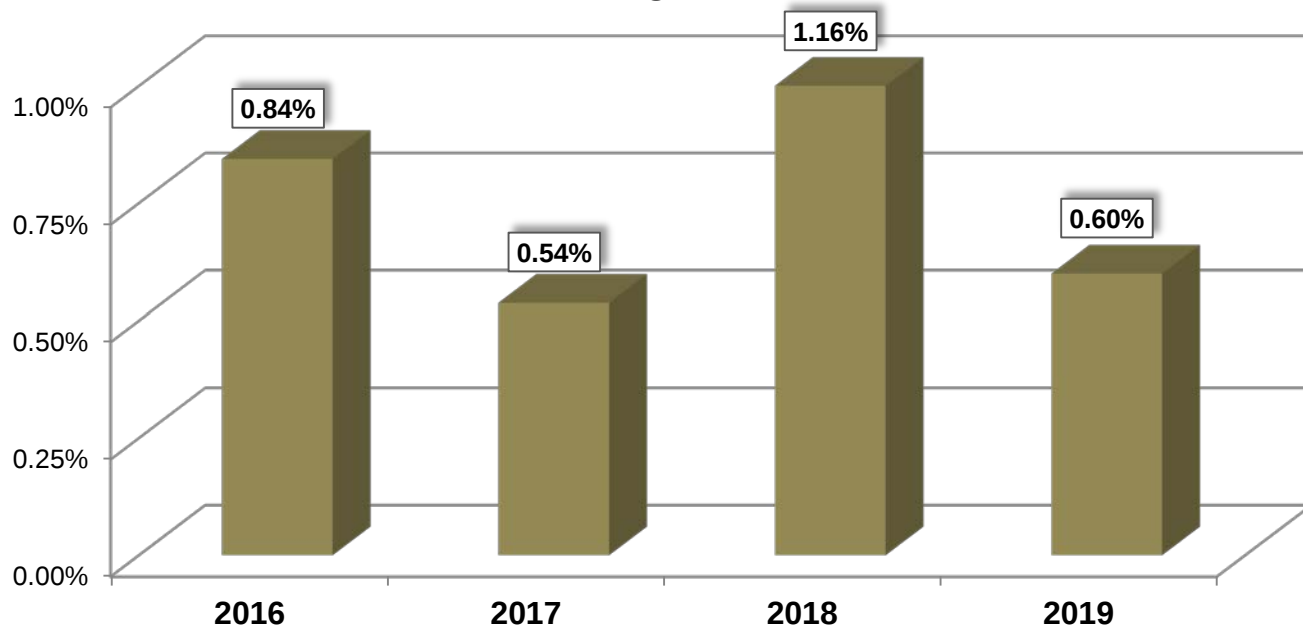


<i>Outpatient Summary</i>	2016	2017	2018	2019
Paid Outpatient Visits	1,892	732	1,160	680
Unique Mbrs seen in Outpatient	247	82	177	77
Average # of Visits / Mbr in Care	7.7	8.9	6.6	8.8
OP Visits / 1000 Members	263.4	188.6	316.7	233.6

Employee Assistance Program

<i>EAP Utilization</i>	2016	2017	2018	2019
Average # of Subscribers	2251	1303	1375	1001
Total EAP Cases	19	7	16	6
EAP Access Rate	0.84%	0.54%	1.16%	0.60%

EAP Counseling & Consultation



Primary Presenting Problems				
<i>Problem Types</i>	2016	2017	2018	2019
Marital/Relationship/Family	10.5%	42.9%	43.8%	33.3%
Depression/Anxiety	31.6%	28.6%	25.0%	50.0%
Adjustment & Job/Occupational	31.6%	14.3%	6.3%	0.0%
Impulse Control Disorder	15.8%	0.0%	0.0%	0.0%
Grief & Loss	5.3%	0.0%	12.5%	0.0%
Alcohol/Drug	0.0%	0.0%	0.1%	0.0%
Legal/ Financial Consultation	0.0%	0.0%	0.0%	0.0%
Other / Declined	47.4%	14.3%	6.3%	16.7%

2019 Employer Annual Report

Executive Summary



Table of Contents

Foreword	3
Beacon Wellbeing	4
2019 EAP employer trends	5
Client webinars for healthier workplaces and lives.....	6
Improving workplace productivity	7
Closing	7

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.



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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UFCW Unions and Participating Employers H & W 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	76	\$102,002	10	\$6,697	86	\$108,699	\$1,263.94	\$5.19	\$3.11
Residential	0	\$0	74	\$35,401	74	\$35,401	\$478.39	\$1.69	\$1.01
Partial Hospitalization	7	\$4,759	4	\$1,600	11	\$6,359	\$578.13	\$0.30	\$0.18
Intensive Outpatient	0	\$0	38	\$7,104	38	\$7,104	\$186.95	\$0.34	\$0.20
Outpatient	369	\$14,845	93	\$4,900	462	\$19,744	\$42.74	\$0.94	\$0.57
Applied Behavioral Analysis	0	\$0	0	\$0	0	\$0	\$0.00	\$0.00	\$0.00
Sub Total	452	\$121,606	219	\$55,701	671	\$177,307		\$8.47	\$5.08

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	\$0	6	\$21,600	6	\$21,600	\$3,600.00	\$1.03	\$0.62
Residential	0	\$0	0	\$0	0	\$0	\$0.00	\$0.00	\$0.00
Partial Hospitalization	0	\$0	0	\$0	0	\$0	\$0.00	\$0.00	\$0.00
Intensive Outpatient	0	\$0	24	\$20,652	24	\$20,652	\$860.48	\$0.99	\$0.59
Outpatient	180	\$20,854	38	\$13,525	218	\$34,379	\$157.70	\$1.64	\$0.98
Applied Behavioral Analysis	0	\$0	0	\$0	0	\$0	\$0.00	\$0.00	\$0.00
Sub Total	180	\$20,854	68	\$55,776	248	\$76,630		\$3.66	\$2.19

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	76	\$102,002	16	\$28,297	92	\$130,299	\$1,416.29	\$6.22	\$3.73
Residential	0	\$0	74	\$35,401	74	\$35,401	\$478.39	\$1.69	\$1.01
Partial Hospitalization	7	\$4,759	4	\$1,600	11	\$6,359	\$578.13	\$0.30	\$0.18
Intensive Outpatient	0	\$0	62	\$27,756	62	\$27,756	\$447.67	\$1.33	\$0.79
Outpatient	549	\$35,699	131	\$18,424	680	\$54,123	\$79.59	\$2.58	\$1.55
Applied Behavioral Analysis	0	\$0	0	\$0	0	\$0	\$0.00	\$0.00	\$0.00
Grand Total	632	\$142,460	287	\$111,478	919	\$253,938		\$12.13	\$7.27

*In-Network Claims include SCA.

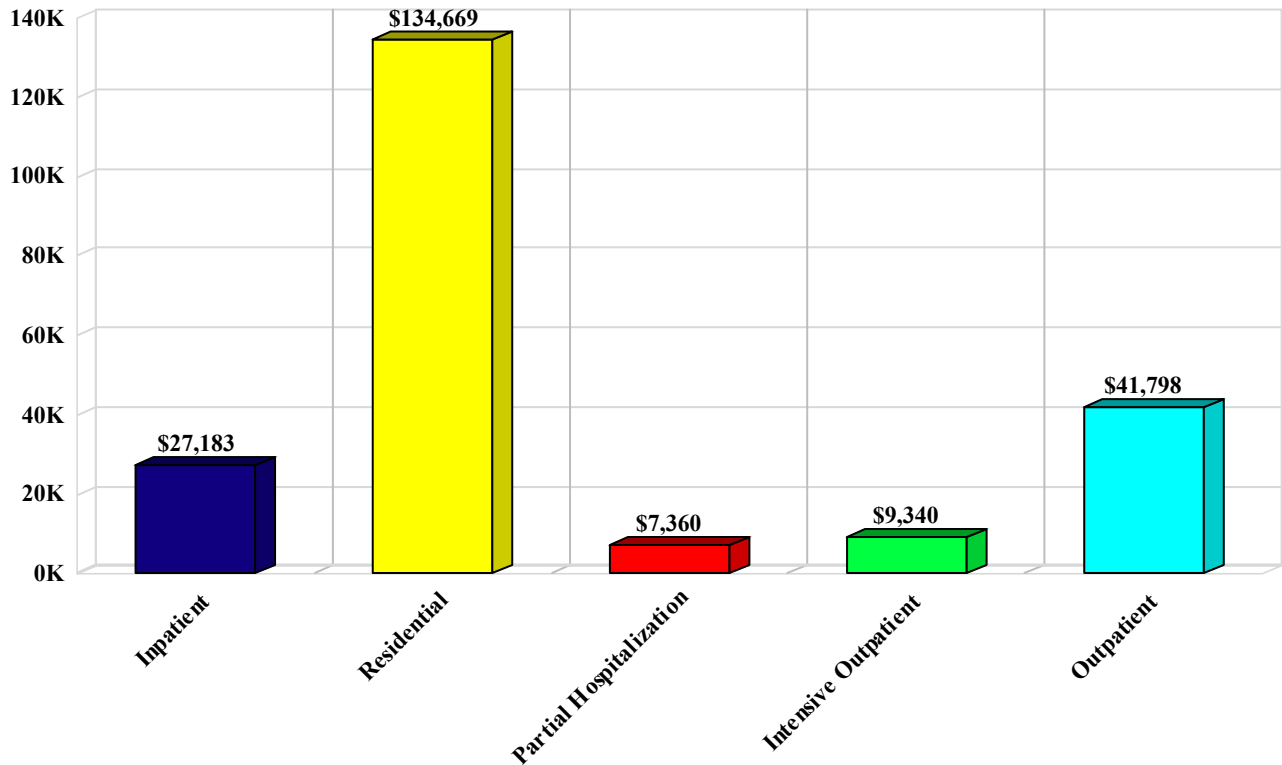
Report # 2017.2.01

UFCW Unions and Participating Employers H & W Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2019 - December 31, 2019

Network Savings

Level of Care	Billed Amount	Allowed Amount	*Network Savings
Inpatient	\$143,939	\$116,756	\$27,183
Residential	\$178,795	\$44,127	\$134,669
Partial Hospitalization	\$14,722	\$7,362	\$7,360
Intensive Outpatient	\$17,905	\$8,565	\$9,340
Outpatient	\$85,720	\$43,922	\$41,798
Total	\$441,082	\$220,732	\$220,350

Network Savings by Level of Care



*In-Network Claims Only

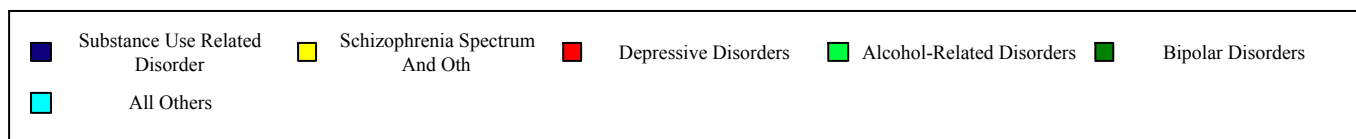
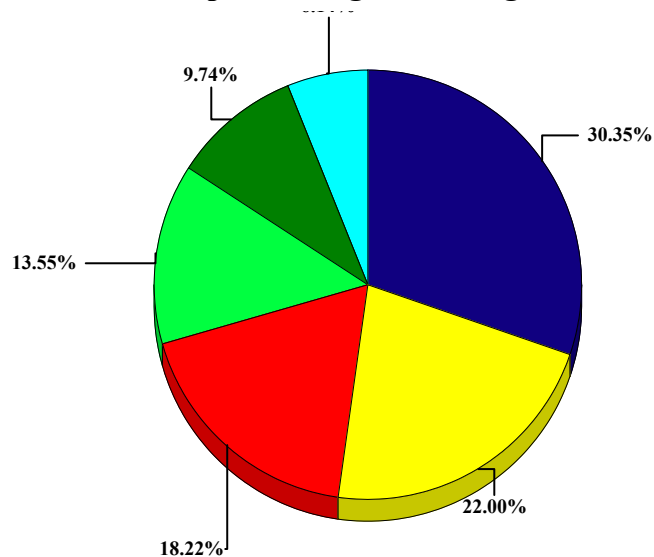
**Network Savings calculated prior to application of benefits.

UFCW Unions and Participating Employers H & W Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2019 - December 31, 2019

Total Paid Distribution by Major Diagnosis Category

Rank	Diagnosis Category	Total Paid	% of Total Paid	Book of Business
1	Substance Use Related Disorders	\$77,058.91	30.35%	20.50%
2	Schizophrenia Spectrum And Other Psychotic Disorders	\$55,857.70	22.00%	4.12%
3	Depressive Disorders	\$46,272.11	18.22%	22.88%
4	Alcohol-Related Disorders	\$34,418.65	13.55%	17.21%
5	Bipolar Disorders	\$24,726.91	9.74%	6.49%
6	Trauma And Acute Stress Disorders	\$8,419.00	3.32%	9.97%
7	Anxiety Disorders	\$6,148.49	2.42%	8.36%
8	Neurodevelopmental Disorders (Except Asd)	\$882.78	0.35%	2.26%
9	Eating Disorders	\$104.25	0.04%	3.93%
10	Other Conditions That May Be The Focus Of Clinical Attention	\$49.00	0.02%	0.12%
	All Other Diagnosis Categories	\$0	0.00%	4.16%
	Total for All Diagnosis Categories	\$253,937.80	100.00%	100.00%

Top Five Diagnosis Categories



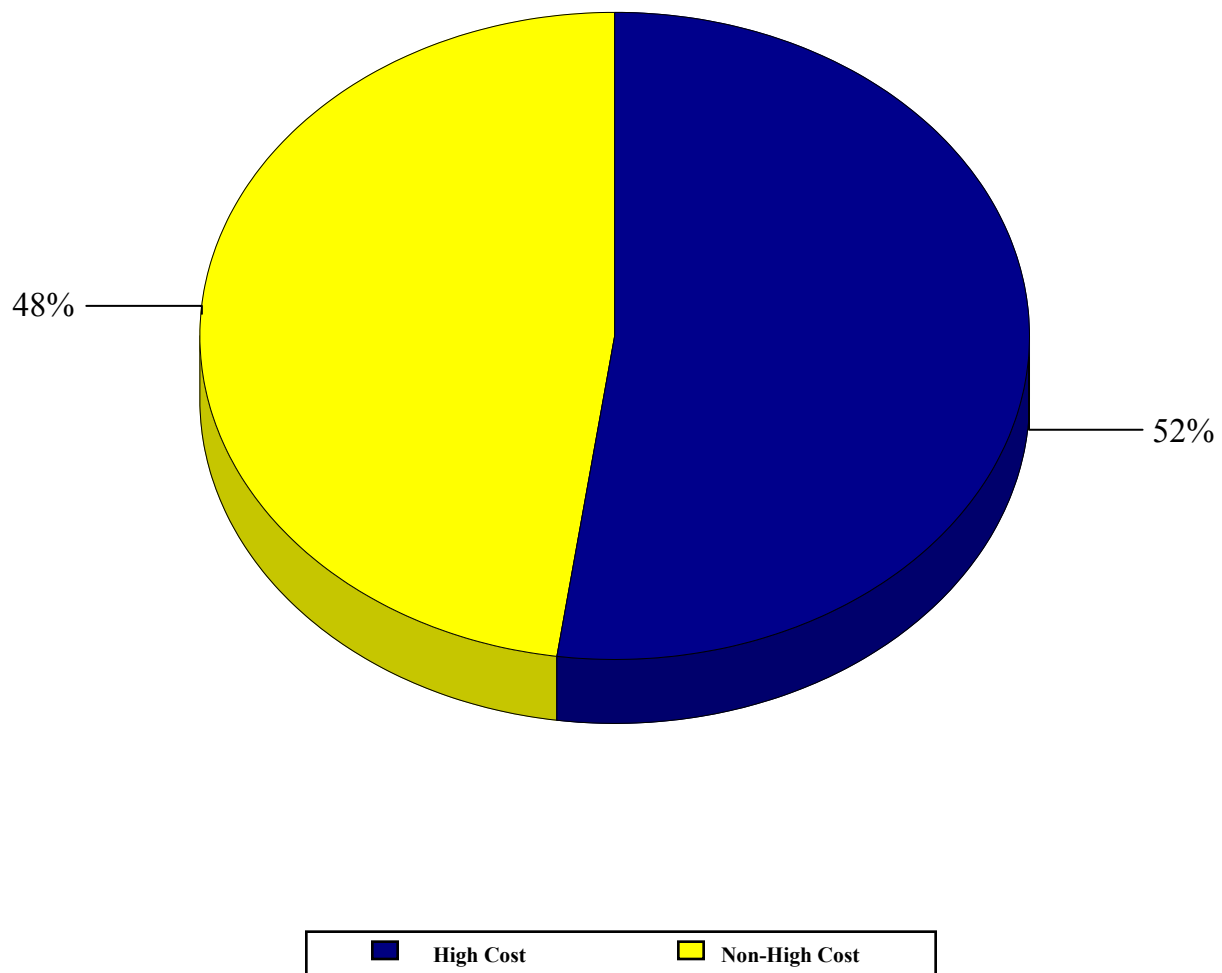
**UFCW Unions and Participating Employers H & W Fund
Managed Mental Health and Substance Abuse Activity Report**

January 1, 2019 - December 31, 2019

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	\$200,511	\$138,306	\$132,578	52.21%
Non-High Cost Cases	78	\$331,712	\$167,238	\$121,360	47.79%
Total	81	\$532,223	\$305,543	\$253,938	100.00%

High Cost Member Cases



UFCW Unions and Participating Employers H & W Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2019 - December 31, 2019

Paid Claim Analysis - Gender/Dependency

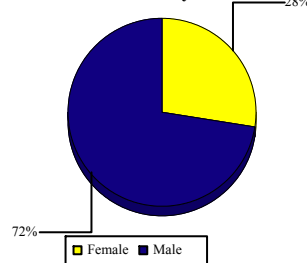
Males

Age Band	Employee	Spouse	Dependent	Total
0 - 12	\$0	\$0	\$139	\$139
13 - 17	\$0	\$0	\$24,097	\$24,097
18 - 64	\$17,796	\$57,481	\$84,502	\$159,779
65+	\$0	\$80	\$0	\$80
Total	\$17,796	\$57,561	\$108,738	\$184,095

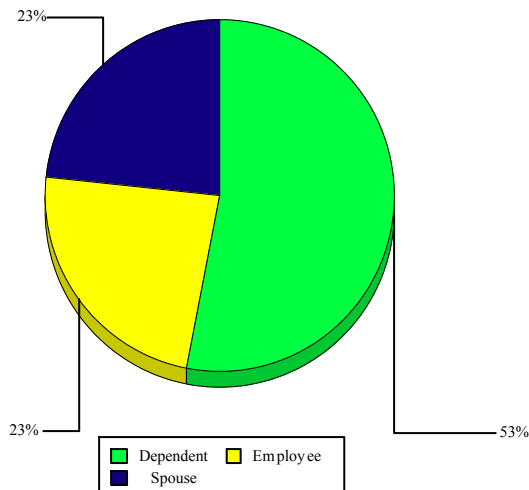
Females

Age Band	Employee	Spouse	Dependent	Total
0 - 12	\$0	\$0	\$537	\$537
13 - 17	\$0	\$0	\$15,834	\$15,834
18 - 64	\$40,157	\$1,453	\$9,891	\$51,500
65+	\$1,568	\$404	\$0	\$1,972
Total	\$41,724	\$1,857	\$26,262	\$69,843

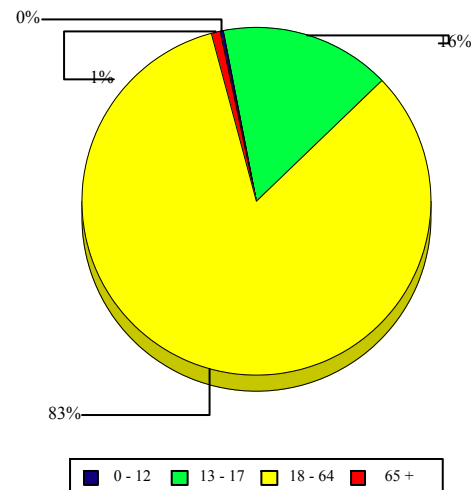
Total Paid % by Gender



Total Paid % by Dependency



Total Paid % by Age Band



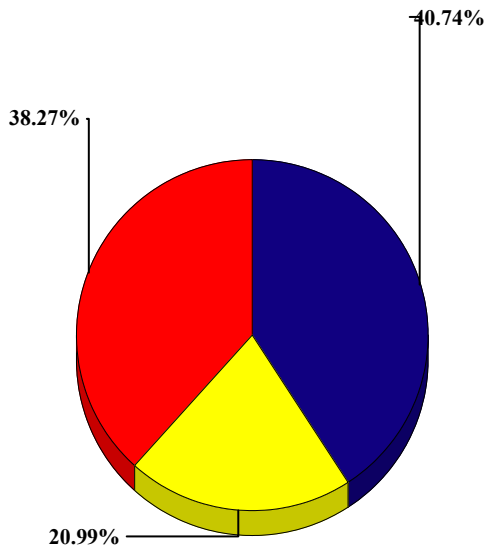
Behavioral Health Penetration Analyses

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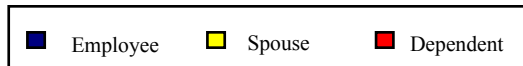
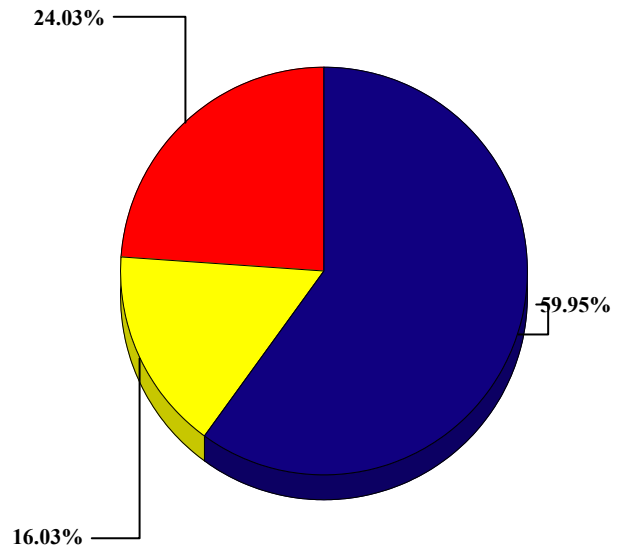
Penetration Rate by Beneficiary Type - Claims Based

	Employee	Spouse	Dependent	Total
Unduplicated Members Accessing Care	33	17	31	81
Membership	1,745	467	699	2,911
Penetration Rate	1.89%	3.64%	4.43%	2.78%

Unduplicated Members Accessing Care



Membership



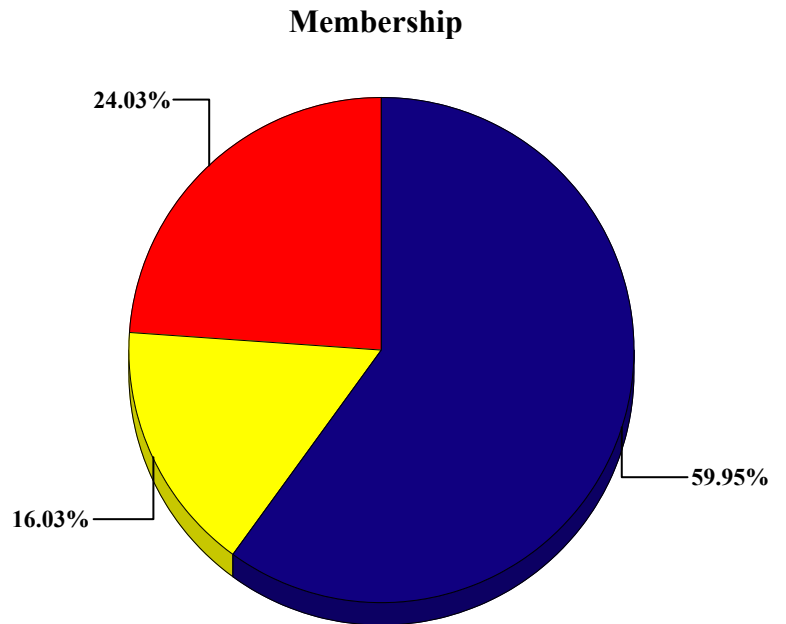
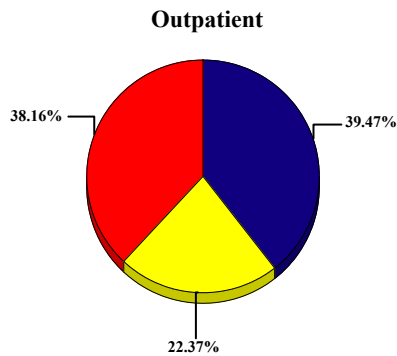
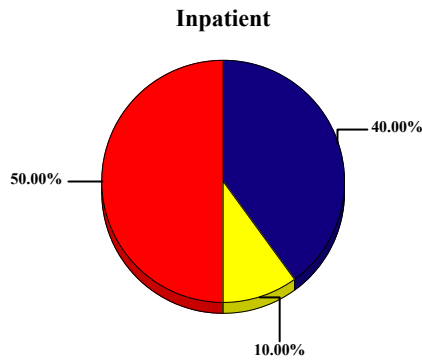
**Penetration Rate by Beneficiary Type (Claims)
Inpatient and Higher Level of Care vs Outpatient**

Inpatient

	Employee	Spouse	Dependent	Total
Unduplicated Members Accessing Care	4	1	5	10
Average Membership	1,745	467	699	2,911
Penetration Rate	0.23%	0.21%	0.71%	0.34%

Outpatient

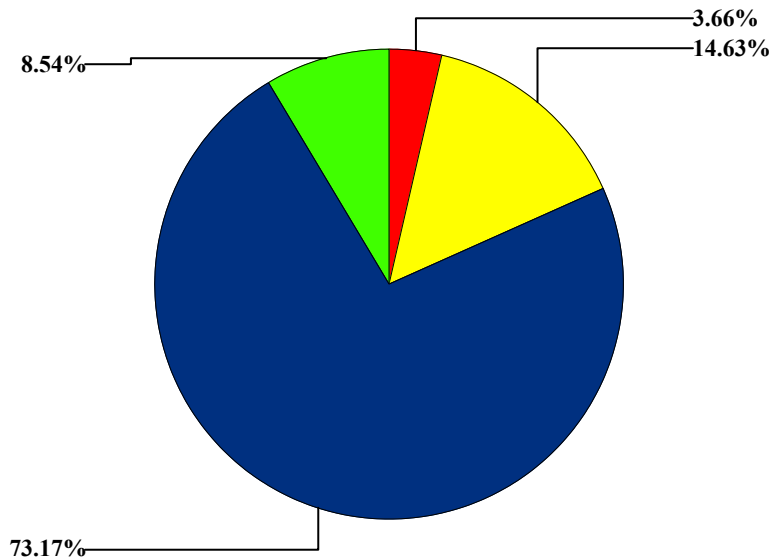
	Employee	Spouse	Dependent	Total
Unduplicated Members Accessing Care	30	17	29	76
Average Membership	1,745	467	699	2,911
Penetration Rate	1.72%	3.64%	4.15%	2.61%



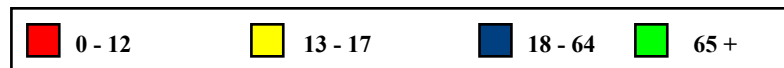
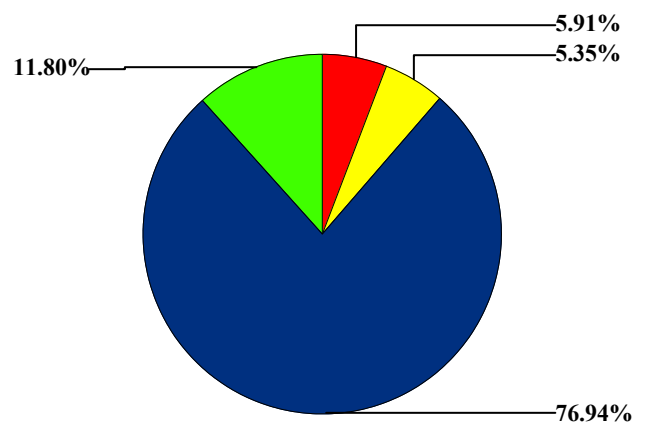
Penetration Rate by Age Category (Claims)

	0 - 12	13 - 17	18 - 64	65 +	Total
Unduplicated Members Accessing Care	3	12	60	7	81
Average Membership	172	156	2,240	343	2,911
Penetration Rate	1.75%	7.70%	2.68%	2.04%	2.78%

Unduplicated Members Accessing Care



Membership



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

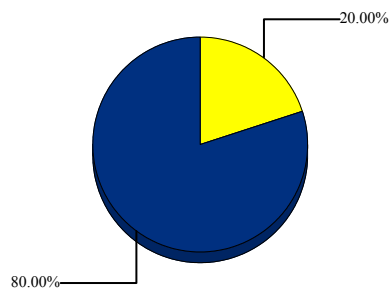
Inpatient

	0 - 12	13 - 17	18 - 64	65 +	Total
Unduplicated Members Accessing Care	0	2	8	0	10
Average Membership	172	156	2,240	343	2,911
Penetration Rate	0.00%	1.28%	0.36%	0.00%	0.34%

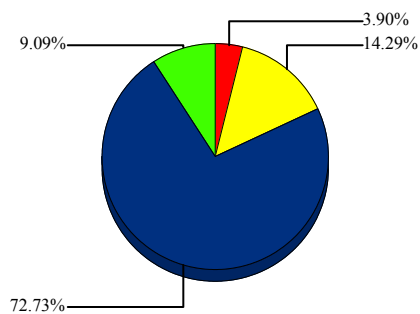
Outpatient

	0 - 12	13 - 17	18 - 64	65 +	Total
Unduplicated Members Accessing Care	3	11	56	7	76
Average Membership	172	156	2,240	343	2,911
Penetration Rate	1.75%	7.06%	2.50%	2.04%	2.61%

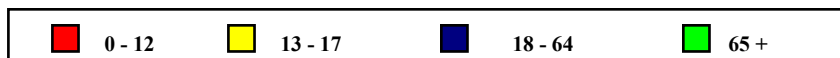
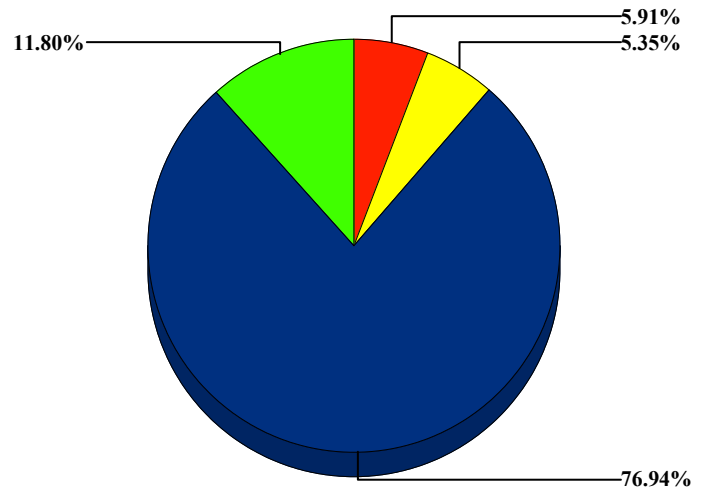
Inpatient



Outpatient



Membership



Managed Behavioral Health Utilization

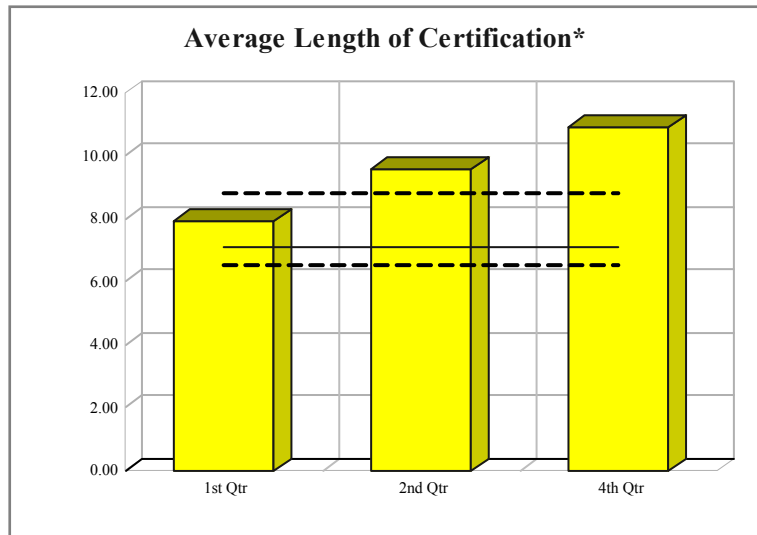
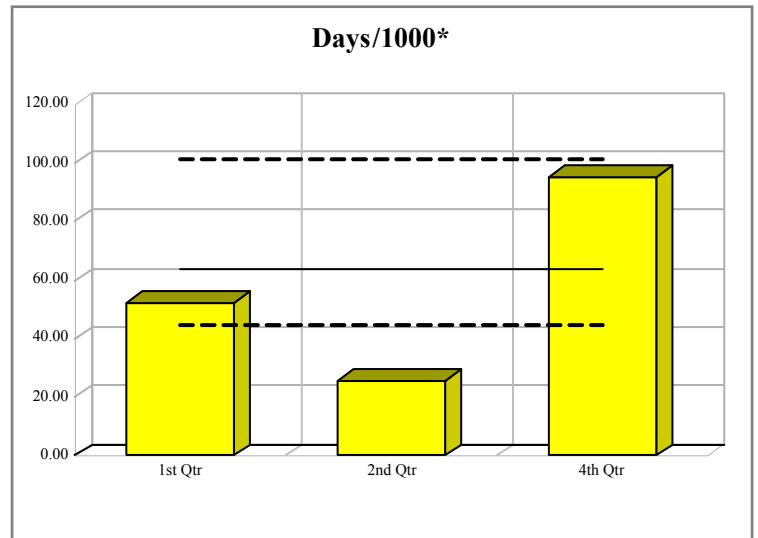
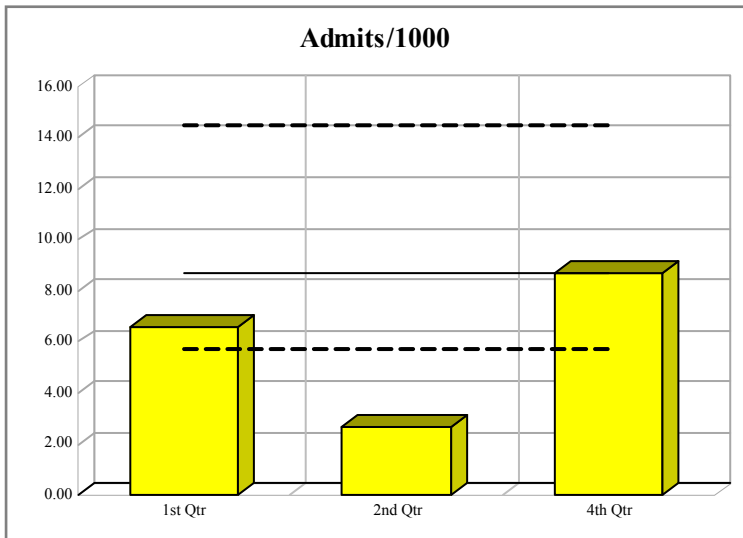
beacon

**UFCW Unions and Participating Employers H & W 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	3,031	2,990	2,867	2,755	2,911
Admissions	5	2	0	6	13
Days*	40	19	0	66	124
Admissions/1000 Lives	6.60	2.68	0.00	8.71	4.47
Days/1000 Lives*	52.13	25.68	0.00	95.10	42.67
Avg Length of Certification*	7.90	9.60	0.00	10.92	9.55



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

UFCW Unions and Participating Employers H & W 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	3,031		2,990		2,867		2,755		2,911	
<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	0	2	0	1	0	0	3	1	3	4
Days*	0	11	0	5	0	0	39	20	39	36
Admissions/1000 Lives	0.00	2.64	0.00	1.34	0.00	0.00	4.36	1.45	1.03	1.37
Days/1000 Lives*	0.00	14.52	0.00	6.69	0.00	0.00	56.62	29.04	13.40	12.37
Avg Length of Certification*	0.00	5.50	0.00	5.00	0.00	0.00	13.00	20.00	13.00	9.00
<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	0	2	0	1	0	0	0	1	0	4
Days*	0	26	0	12	0	0	0	1	0	38
Admissions/1000 Lives	0.00	2.64	0.00	1.34	0.00	0.00	0.00	1.45	0.00	1.37
Days/1000 Lives*	0.00	33.65	0.00	16.05	0.00	0.00	0.00	0.73	0.00	13.06
Avg Length of Certification*	0.00	12.75	0.00	12.00	0.00	0.00	0.00	0.50	0.00	9.50
<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	0	0	0	0	1	0	1	0
Days*	0	0	0	0	0	0	6	0	6	0
Admissions/1000 Lives	0.00	0.00	0.00	0.00	0.00	0.00	1.45	0.00	0.34	0.00
Days/1000 Lives*	0.00	0.00	0.00	0.00	0.00	0.00	8.71	0.00	2.06	0.00
Avg Length of Certification*	0.00	0.00	0.00	0.00	0.00	0.00	6.00	0.00	6.00	0.00
<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	0	0	1
Days*	0	3	1	2	0	0	0	0	1	5
Admissions/1000 Lives	0.00	1.32	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.34
Days/1000 Lives*	0.00	3.96	0.80	2.14	0.00	0.00	0.00	0.00	0.21	1.58
Avg Length of Certification*	0.00	3.00	0.60	1.60	0.00	0.00	0.00	0.00	0.60	4.60
<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	0	5	0	2	0	0	4	2	4	9
Days*	0	40	1	19	0	0	45	21	46	79
Admissions/1000 Lives	0.00	6.60	0.00	2.68	0.00	0.00	5.81	2.90	1.37	3.09
Days/1000 Lives*	0.00	52.13	0.80	24.88	0.00	0.00	65.34	29.76	15.67	27.00
Avg Length of Certification*	0.00	7.90	0.60	9.30	0.00	0.00	11.25	10.25	11.40	8.73

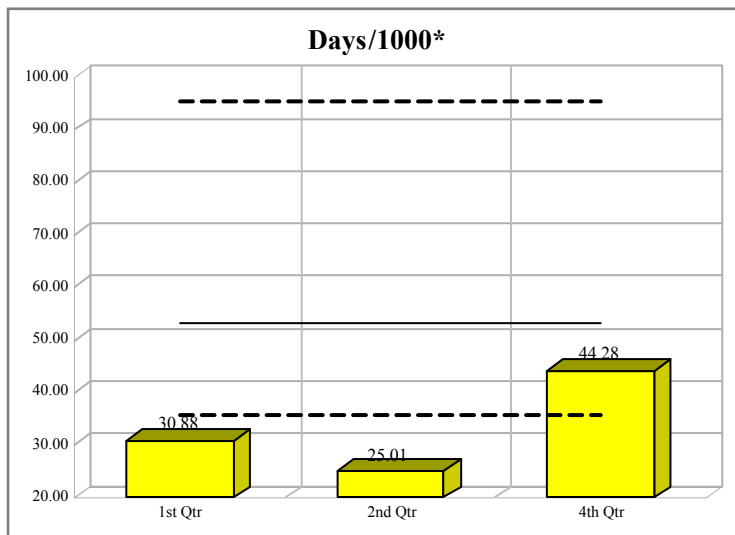
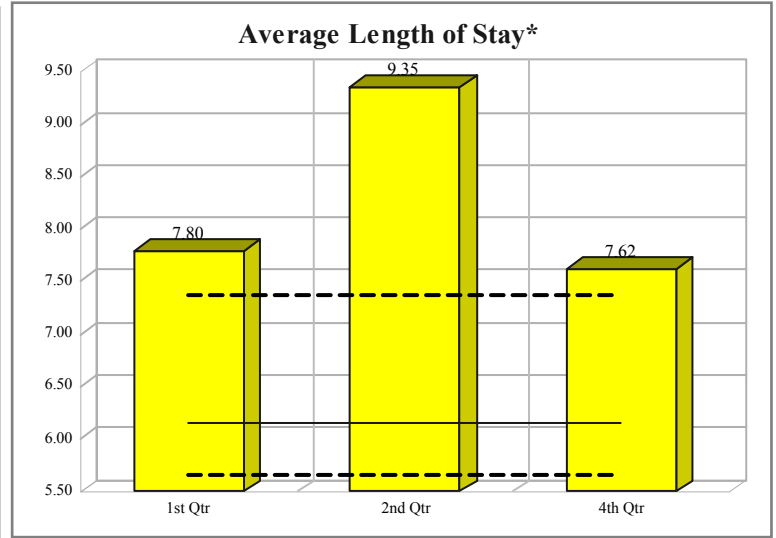
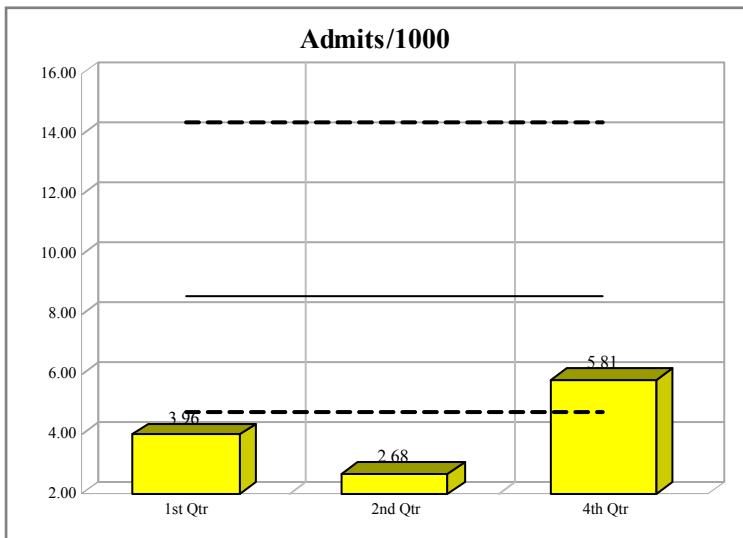
*Alternative Modality Ratios have been applied.

** All data has been annualized.

Report # 2003.1.01

Acute Inpatient & Alternative Levels of Care Utilization - Claims Based
Both Psychiatric and Substance Abuse

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Avg Covered Lives	3,031	2,990	2,867	2,755	2,911
Admissions	3	2	0	4	9
Days*	23	19	0	31	73
Admissions/1000 Lives	3.96	2.68	0.00	5.81	3.09
Avg Length of Stay*	7.80	9.35	0.00	7.63	8.07
Days/1000 Lives*	30.88	25.01	0.00	44.28	24.94



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 Stay*</u>
Upper Control Limit	— — —	14.39	95.41	7.38
Book of Business	————	8.58	53.27	6.15
Lower Control Limit	— — —	4.74	35.79	5.66

*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	0	0	0.00%
13 - 17	1	0	0.00%
18 - 64	7	0	0.00%
65 +	0	0	0.00%
Total	<u>8</u>	<u>0</u>	<u>0.00%</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	1	0	0.00%
65 +	0	0	0.00%
Total	<u>1</u>	<u>0</u>	<u>0.00%</u>

Total

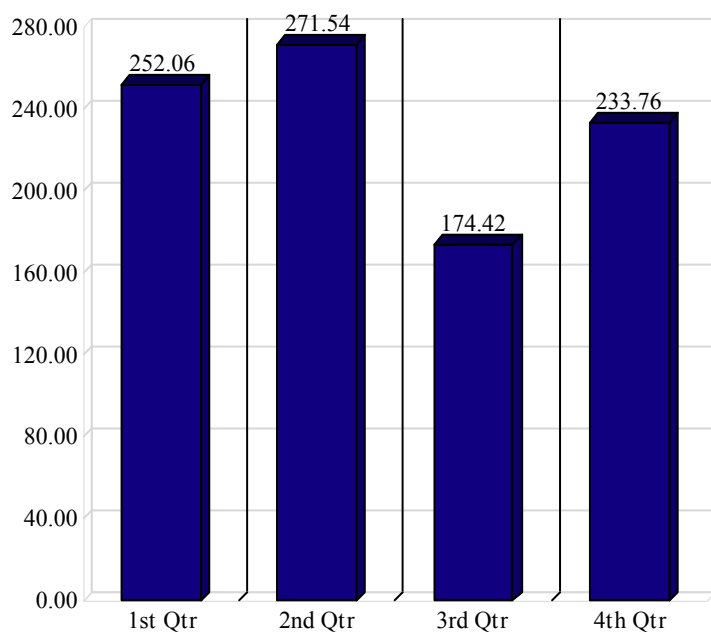
Age Band	Hospitalized in Previous Year	Readmitted within 365 Days	
		Admits	%
0 - 12	0	0	0.00%
13 - 17	1	0	0.00%
18 - 64	8	0	0.00%
65 +	0	0	0.00%
Total	<u>9</u>	<u>0</u>	<u>0.00%</u>

UFCW Unions and Participating Employers H & W Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2019 - December 31, 2019

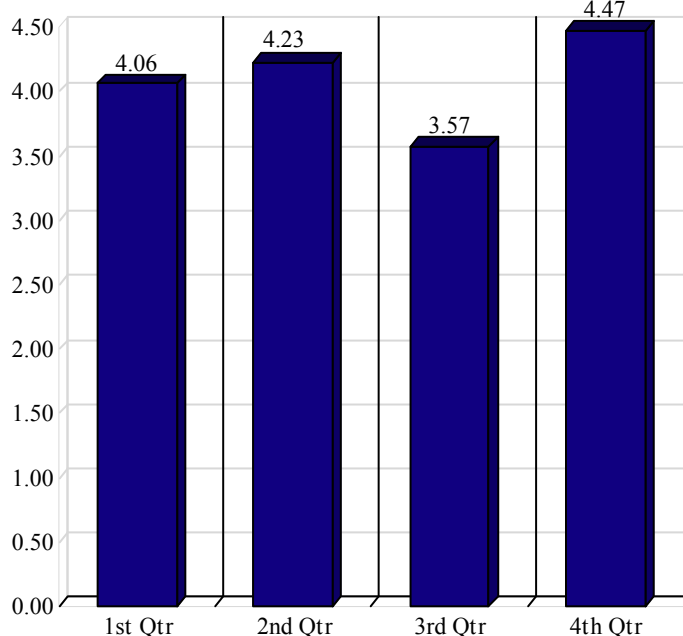
Total Outpatient Utilization (Paid Claims)

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Avg Covered Lives	3,031	2,990	2,867	2,755	2,911
Visits *	191	203	125	161	680
Members Seen	47	48	35	36	76
Visits/1000 Lives*	252.06	271.54	174.42	233.76	233.62
Avg Number of Visits*	4.06	4.23	3.57	4.47	8.95

Visits/1000*



Average Number of Visits*

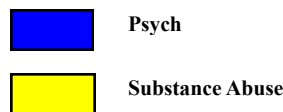
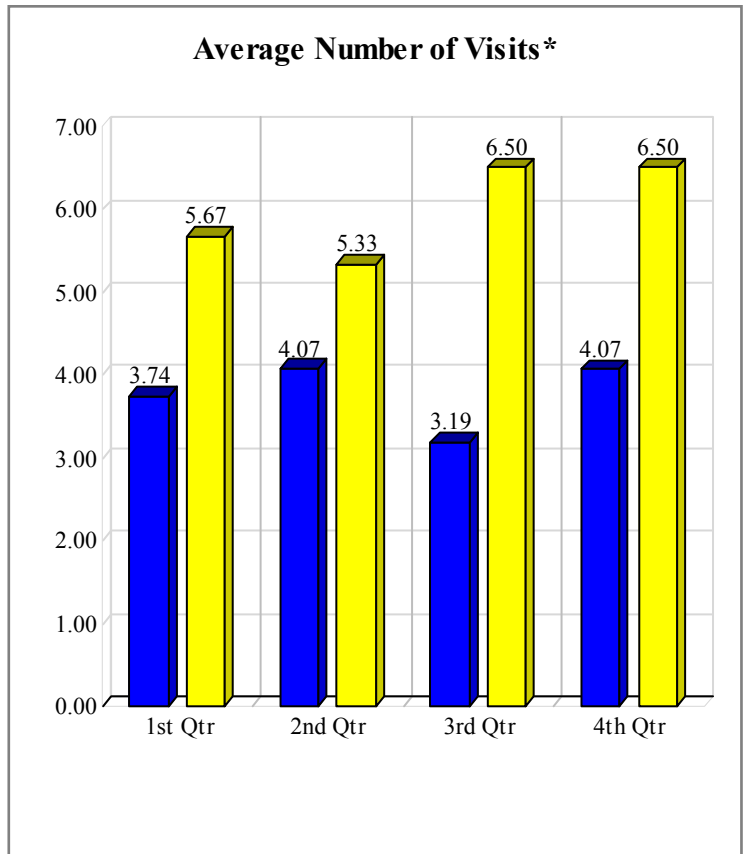
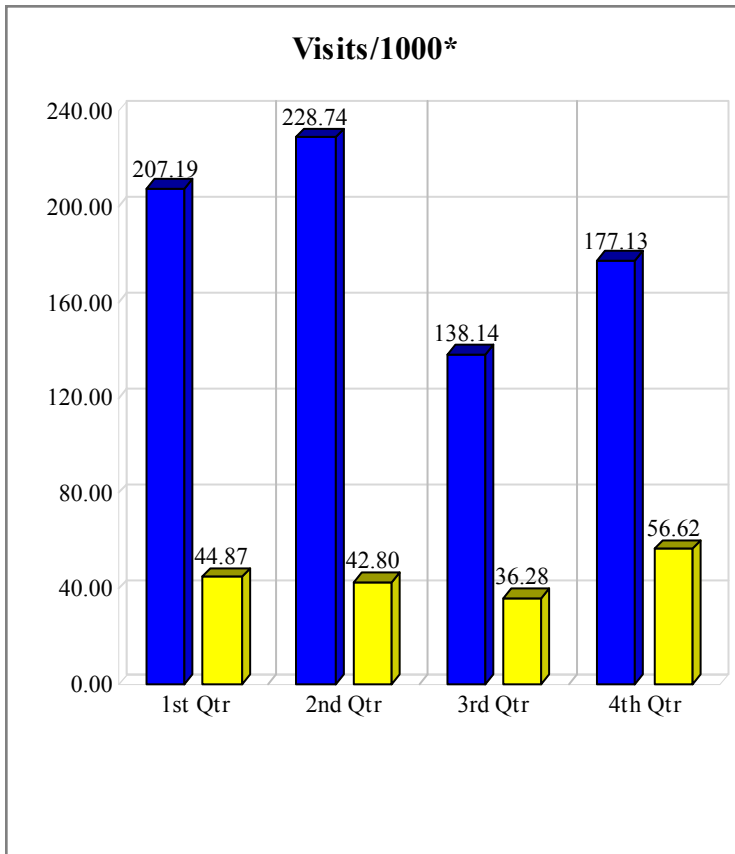


* Data is based on paid claims and has been annualized.
 Note: All data excludes ABA(Applied Behavioral Analysis) data.

UFCW Unions and Participating Employers H & W Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 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	3,031		2,990		2,867		2,755		2,911	
	<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 *	157	34	171	32	99	26	122	39	549	131
Members Seen	42	6	42	6	31	4	30	6	66	11
Visits/1000 Lives*	207.19	44.87	228.74	42.80	138.14	36.28	177.13	56.62	188.61	45.01
Avg Number of Visits*	3.74	5.67	4.07	5.33	3.19	6.50	4.07	6.50	8.32	11.91



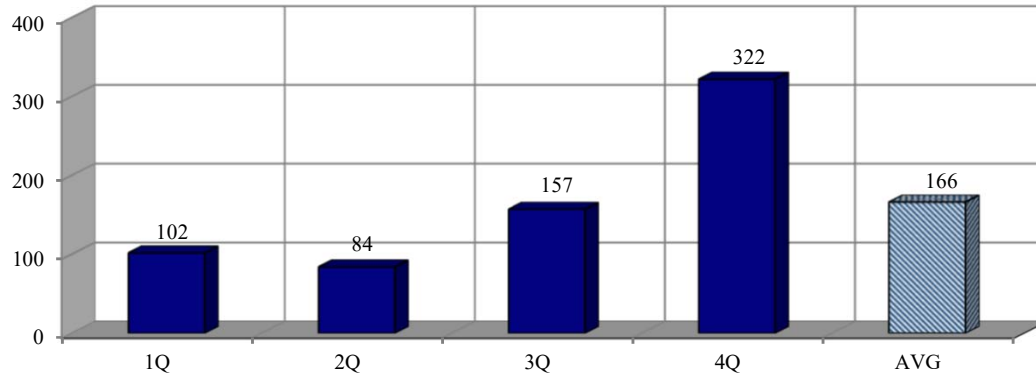
* Data is based on paid claims and has been annualized.
Note: All data excludes ABA(Applied Behavioral Analysis) data.

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

Telephone Performance

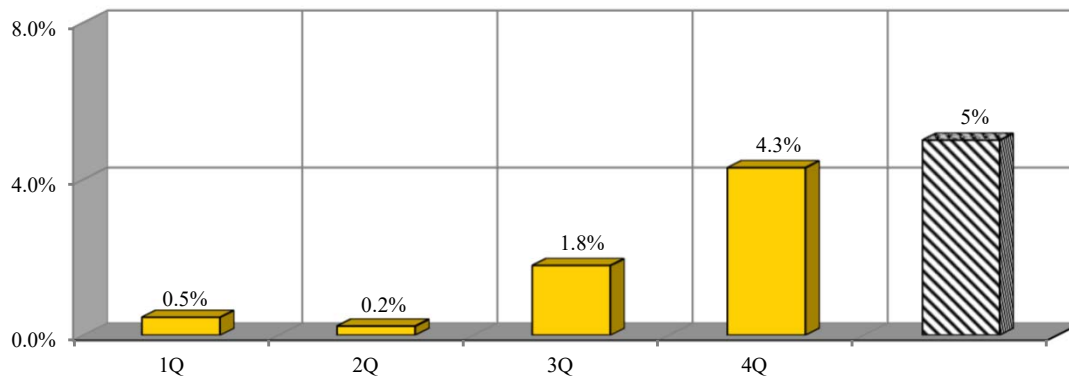
Business Hour Call Volume

YTD Total Calls: **1994**
After Hours Calls: **35**



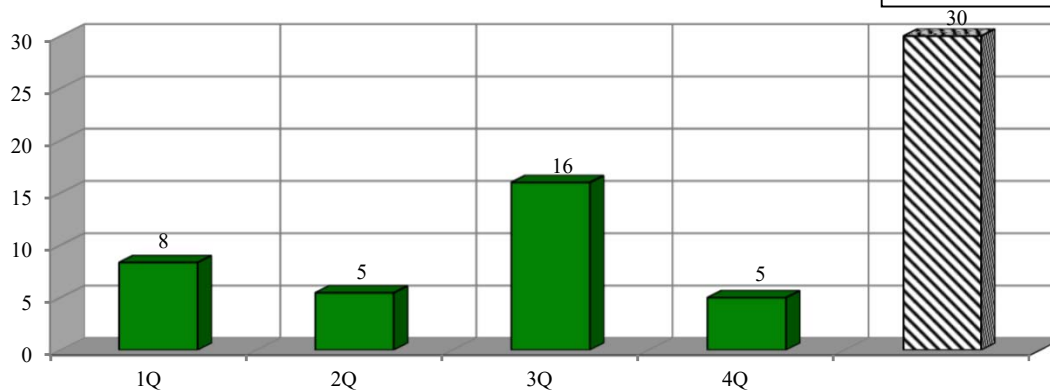
Abandonment Rate
(Lower is Better)

YTD Average Abandonment Rate:
1.7%



Average Speed of Answer
(Lower is Better)

YTD Average Speed of Answer:
9 seconds



Employee Assistance Program

beacon

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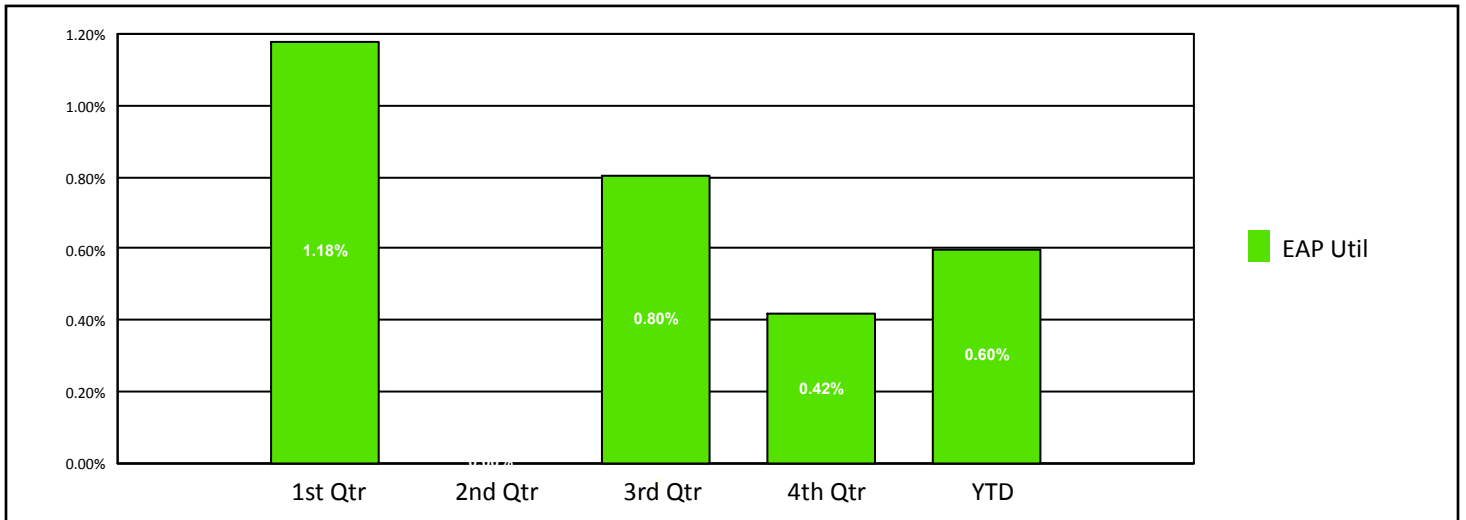
EAP Case Based Utilization

UFCW I&J, T, TR, & Z

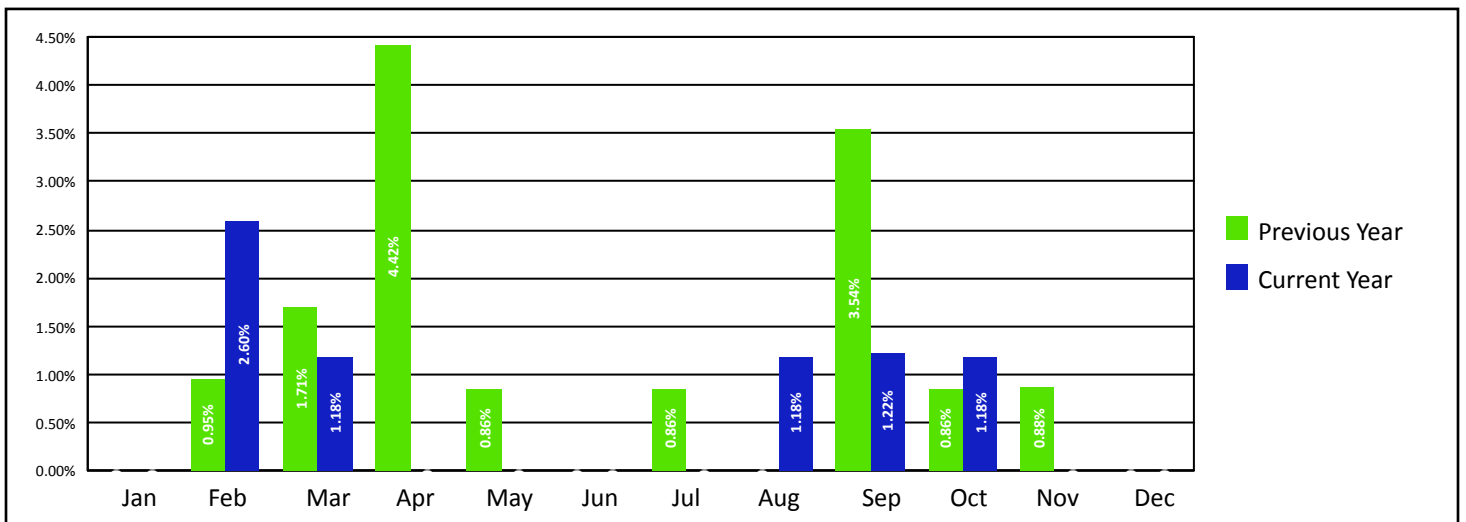
January 1, 2019 - December 31, 2019

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Average Number of Eligible Employees	1,031	1,031	987	953	1,001
Total Distinct EAP Cases	3	0	2	1	6
Annualized Utilization Rate	1.18%	0.00%	0.80%	0.42%	0.60%

Current Utilization Rate



Rolling 12 Month Trending Utilization Rate



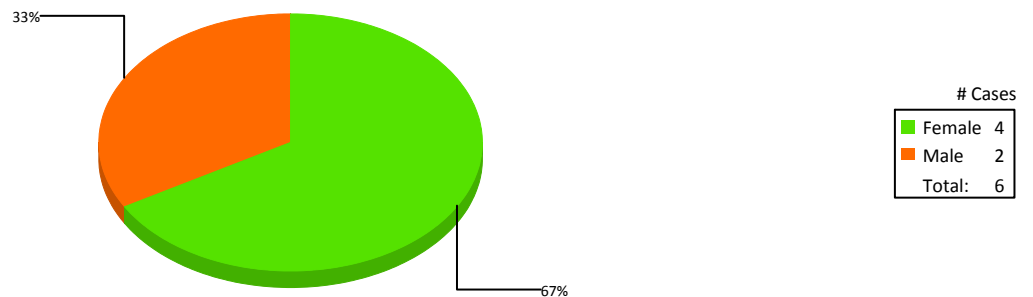
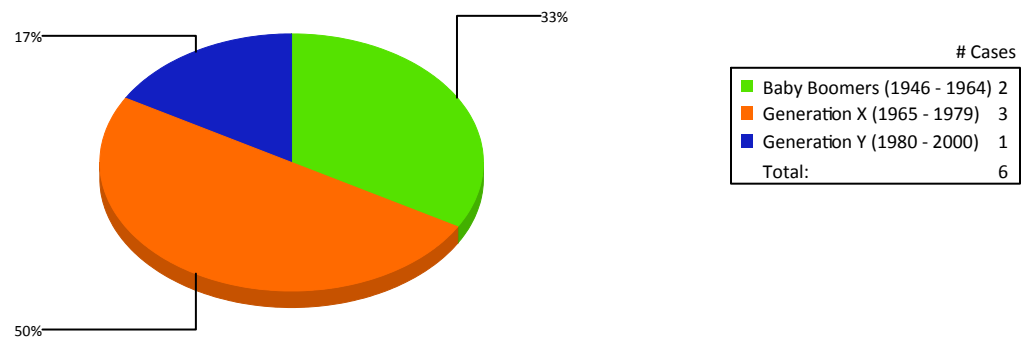
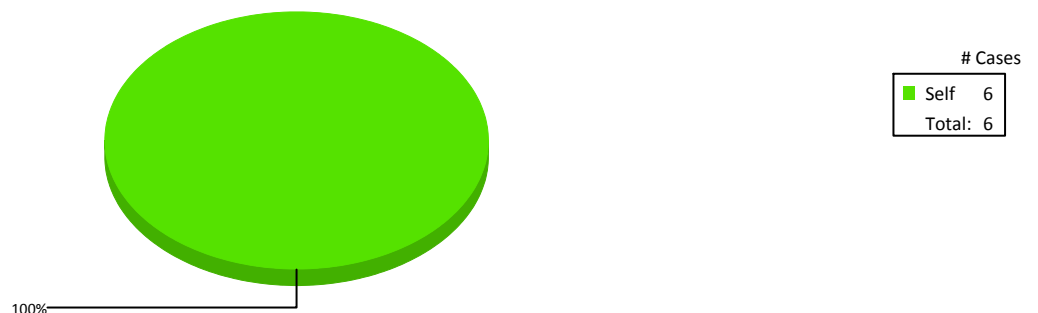
Note: Report shows both open and closed cases.

Print Date: 2/3/2020 12:02:59PM

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

Report# 21000.1.01
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Participant Demographics
UFCW I&J, T, TR, & Z
Gender | Age | Participant Category
January 1, 2019 - December 31, 2019
Gender

Age

Participant Category


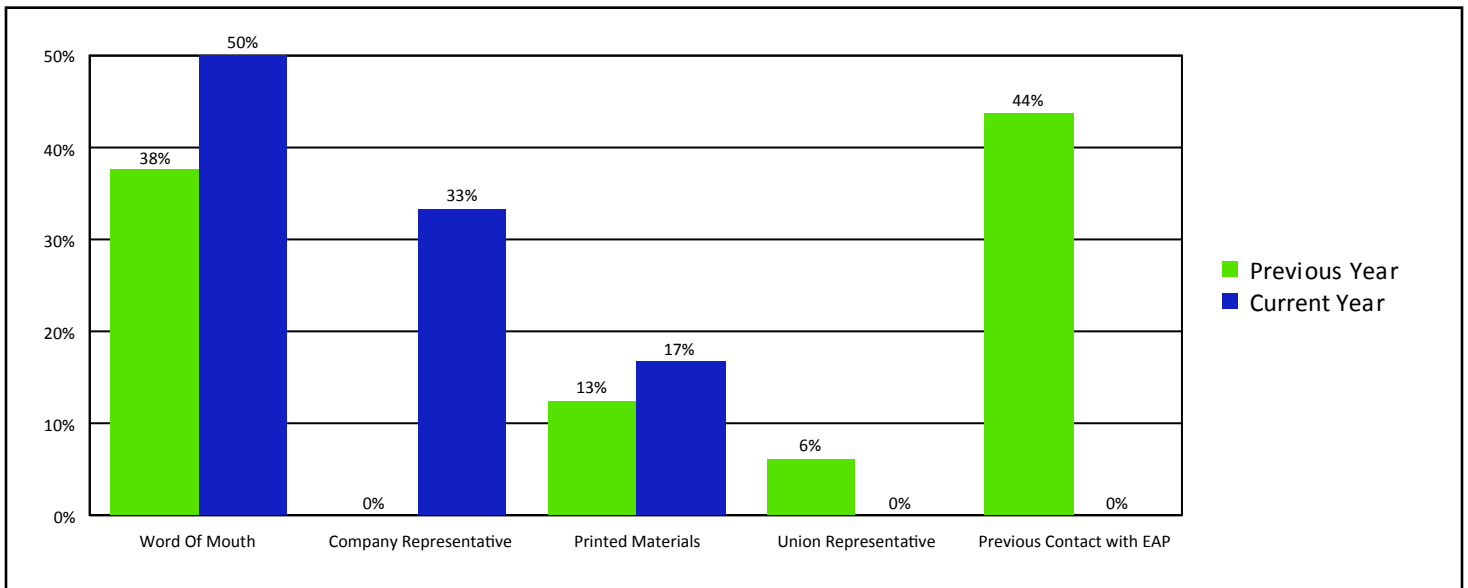
Note: Report shows both open and closed cases. Due to rounding of percentages, totals in chart(s) may not equal 100%.
 Print Date: 2/3/2020 12:02:59PM

Report# 21001.1.01
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Learned About EAP
UFCW I&J, T, TR, & Z
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	5	5	6	6	3	3
Company Representative	1	1	0	0	2	2
Printed Materials	1	1	2	2	1	1
Previous Contact with EAP	1	1	7	7	0	0
Union Representative	0	0	1	1	0	0
Total:	8	8	16	16	6	6

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: 2/3/2020 12:02:59PM

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

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Distribution by Problem Category

UFCW I&J, T, TR, & Z

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
Family	0	0	2	2	2	2
Situational/Adjustment Concern	1	1	1	1	2	2
Declined	2	2	1	1	1	1
Depression	2	2	2	2	1	1
Anxiety	0	0	2	2	0	0
Grief/Loss	0	0	2	2	0	0
Marital Relationship	3	3	5	5	0	0
Alcohol Abuse	0	0	1	1	0	0
Total:	8	8	16	16	6	6

Top 10 Assessed Problems and Substance Abuse	2017 Qtr 4	2017 YTD	2018 Qtr 4	2018 YTD	2019 Qtr 4	2019 YTD
Situational/Adjustment Concern	1	1	1	1	2	2
Declined	1	1	1	1	1	1
Depression	2	2	2	2	1	1
Family	0	0	2	2	1	1
Other	0	0	0	0	1	1
Anxiety	0	0	2	2	0	0
Grief/Loss	0	0	2	2	0	0
Impulse Control Disorder	1	1	0	0	0	0
Marital Relationship	3	3	5	5	0	0
Alcohol Abuse	0	0	1	1	0	0
Total:	8	8	16	16	6	6

Note: Report shows both open and closed cases.

Print Date: 2/3/2020 12:02:59PM

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

Report# 21007.1.01
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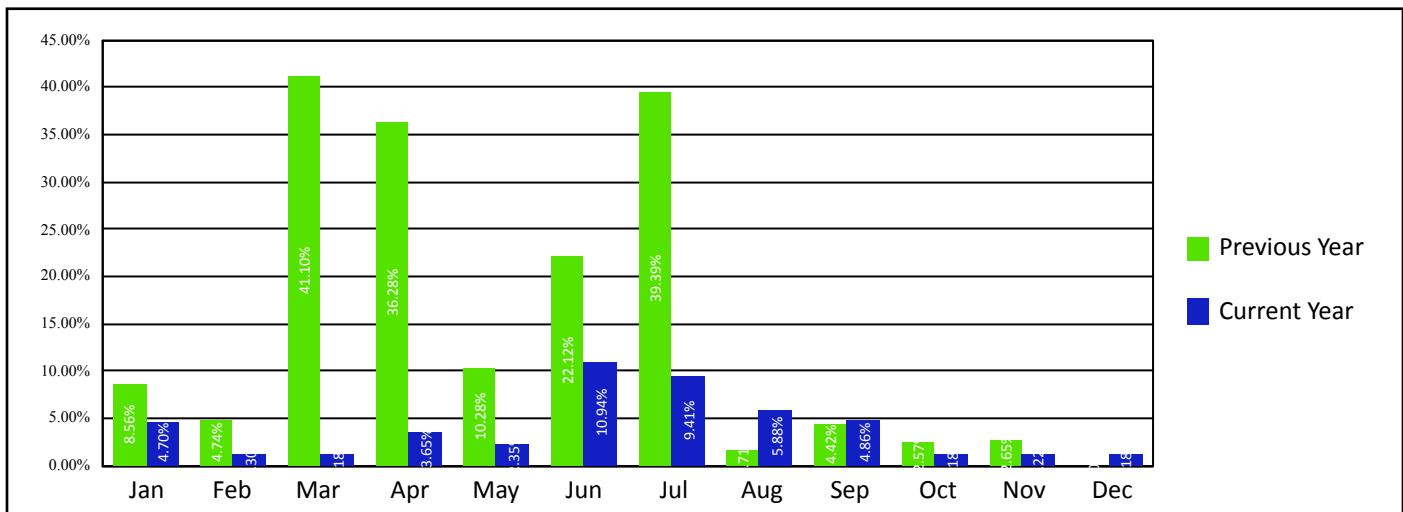
Achieve Solutions Utilization Data

UFCW

January 1, 2019 - December 31, 2019

	Current	YTD	Previous YTD	BOB YTD %
Total Page Views	158	158	564	-----
Total Unique Sessions	40	40	200	-----
Annualized Utilization Rate *Unique Sessions Only*	4.20%	4.00%	14.55%	20.47%

Rolling 12 Month Trending for Unique Sessions



Top 10 Most Frequently Visited Topics	Current Views	YTD Views
Attention-deficit/hyperactivity Disorder (ADHD)	22	22
College Life	5	5
Marriage/Couples	5	5
Sleep	3	3
Effectiveness at Work	2	2
Adult Care	1	1
Anxiety	1	1
Caregiver Support	1	1
Child and Adolescent Mental Health	1	1
Child Care	1	1



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Achieve Solutions Utilization Data

UFCW

January 1, 2019 - December 31, 2019

Top 10 Most Frequently Viewed Centers	Current Views	YTD Views
Health & Wellness	27	27
Family Care & Education	10	10
Relationships	5	5
Work	3	3
Anxiety	1	1
Money & Legal	1	1

Content Type (All Users)	Current Views	YTD Views
Articles	28	28
Video	5	5
Quizzes	1	1
Webinars	1	1