

# Outcomes Report

July 2008

Program Outcomes:

Date of Service: January 2007 through December 2007

Run-out: January 2007 through June 2008

### Financial Total Members

	Current Year to Date
<b>ROI</b>	<b>1.6</b>
<b>Net Healthcare Dollars Saved (net of fees)</b>	<b>16,500,000</b>
<b>Percent Total Healthcare Dollars Saved</b>	<b>23%</b>

### Utilization Summary- Total Members

	Baseline	Current Year to Date	Percent Change* %
<b>Admissions per 1000</b>	<b>250</b>	<b>180</b>	<b>15%</b>
<b>ER Visits per 1000</b>	<b>75</b>	<b>60</b>	<b>5%</b>

\*favorable/<unfavorable>

### Clinical Measures Summary Total Members

	Baseline	Current Year to Date	Percent Change*
<b>Diabetes: % of members with LDL &lt; 130</b>	<b>50%</b>	<b>80%</b>	<b>60%</b>
<b>Diabetes: Percent with a least one A1C</b>	<b>54%</b>	<b>64%</b>	<b>18%</b>
<b>HF: % members taking beta blocker</b>	<b>54%</b>	<b>74%</b>	<b>36%</b>
<b>COPD: % of members on corticosteroids</b>	<b>55%</b>	<b>80%</b>	<b>25%</b>

\*favorable/<unfavorable>

ROI and dollars saved are calculated by comparing current period PDMPM cost to adjusted baseline PDMPM cost (estimated baseline if the report is prior to the required claims runout). PDMPM and adjusted baseline are multiplied by member months for the year- to-date reporting period

## DISTRIBUTION OF COSTS

Purpose: Present total cost and distribution of cost by service category  
 Breakout of membership and cost for purchased programs, and membership and cost for all other programs available  
 Membership is 600,000 people

### All Members: Distribution of Cost

This exhibit highlights the impact of health conditions included in your disease management program. The populations with these medical conditions account for a large proportion of costs, and there are differing patterns of service costs across medical conditions. Member months are used in the calculation of PDMPM.

Total Cost	\$170,889,359,000
Non-diseased	\$ 100,098,042,000
Diseased	\$ 80,791,317,000

### All Members: Distribution of Cost

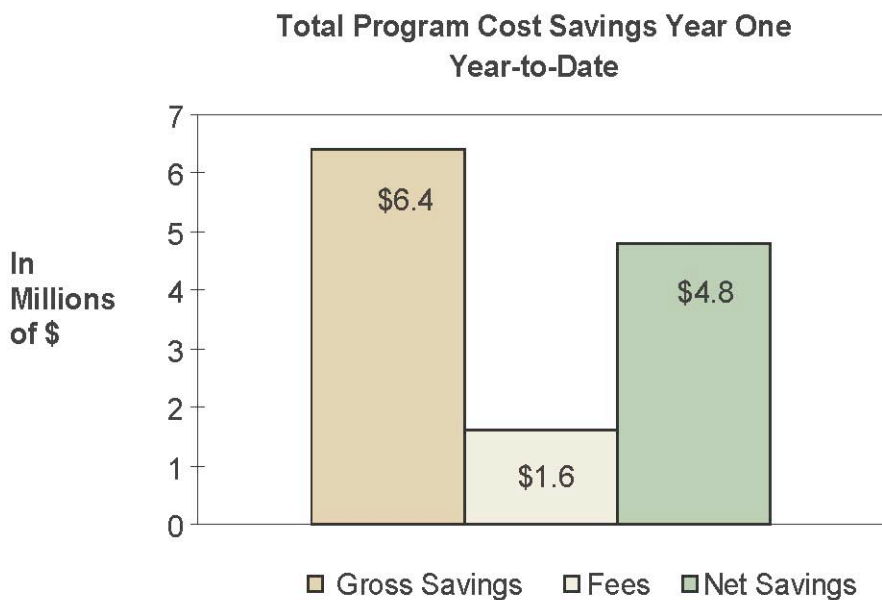
This table shows the percent of costs by Type of Service for purchased programs.

	Diabetes	Heart Failure	CAD	COPD	Asthma	Total
Physician Office Visits	13%	12%	20%	16%	13%	11%
Inpatient	55%	60%	55%	57%	47%	42%
Outpatient	7%	7%	4%	7%	4%	5%
Pharmacy	4%	3%	5%	5%	8%	2%
Other	19%	15%	14%	12%	25%	13%

This table shows the percent of costs by Type of Service for all other programs available.

	HRCM	Oncology	Depression	Asthma	Chronic Back Pain	Impact	Total
Physician Office Visits	10%	13%	12%	20%	16%	13%	11%
Inpatient	41%	55%	60%	55%	57%	47%	42%
Outpatient	5%	7%	7%	4%	7%	4%	5%
Pharmacy	1%	4%	3%	5%	5%	8%	2%
Other	11%	19%	15%	14%	12%	25%	13%

**Program Intervention Year One Cost Savings – Total Program**



	<b>Intervention Program Year 1</b>	<b>% of total HC costs</b>
Adjusted Base Period Claims	\$10.5 million	
Reporting Period Claims	\$ 4.1 million	
Gross Savings	\$ 6.4 million	22%
Fees	\$ 1.5 million	

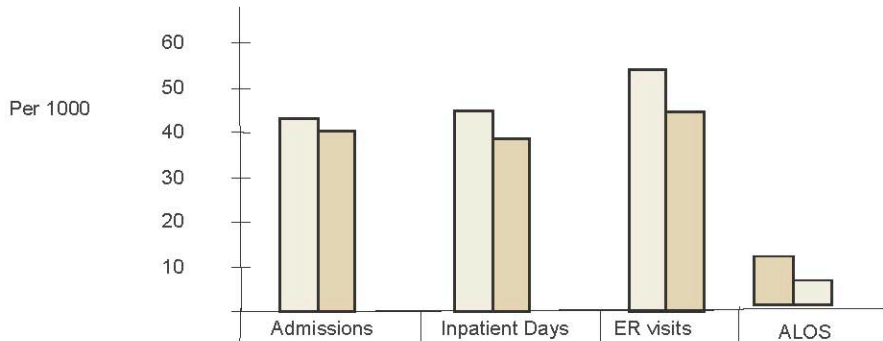
Net Savings	\$ 4.8 million	21%
ROI	4.0	

**Utilization Statistics**



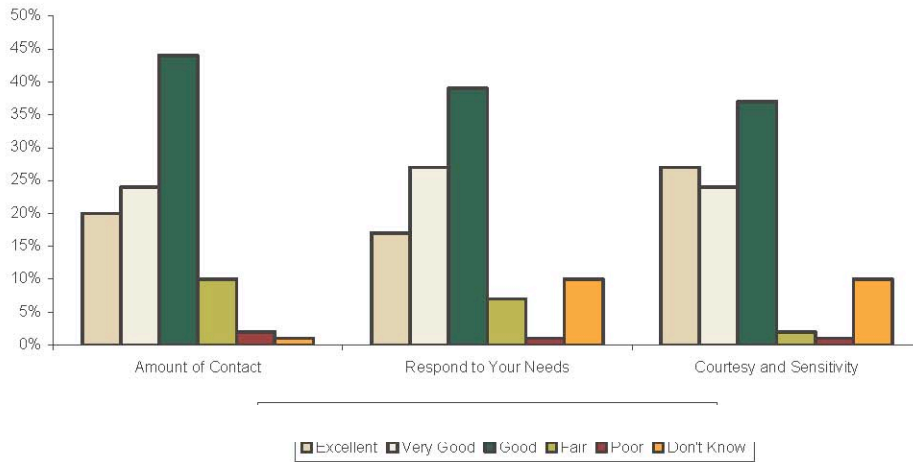
	Admissions	Inpatient Days	ER visits	ALOS	Member Months
Baseline	43,200	45,000	54,000	10,000	5,400
Rpt Year to date - Current	40,500	38,700	44,600	5,000	6,100
Percent change	12%	20%	30%	50%	20%

**Utilization Statistics per 1000**



	Admissions	Inpatient Days	ER visits	ALOS
Baseline	43	45	54	10
Rpt Year to date - Current	40	38	44	5
Percent Change	12%	20%	30%	50%

## Member Satisfaction



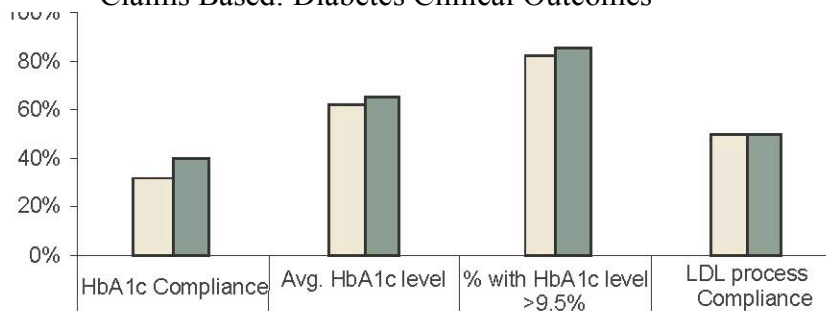
	Sample Size	Excellent	Very Good	Good	Fair	Poor	D
The amount of contact you receive to check on your condition and needs.	41	20%	24%	44%	10%	2%	
How well the program representative responds to your questions and needs	37	17%	27%	39%	7%	1%	

## CLINICAL OUTCOMES SUMMARY

Purpose: To show clinical outcomes

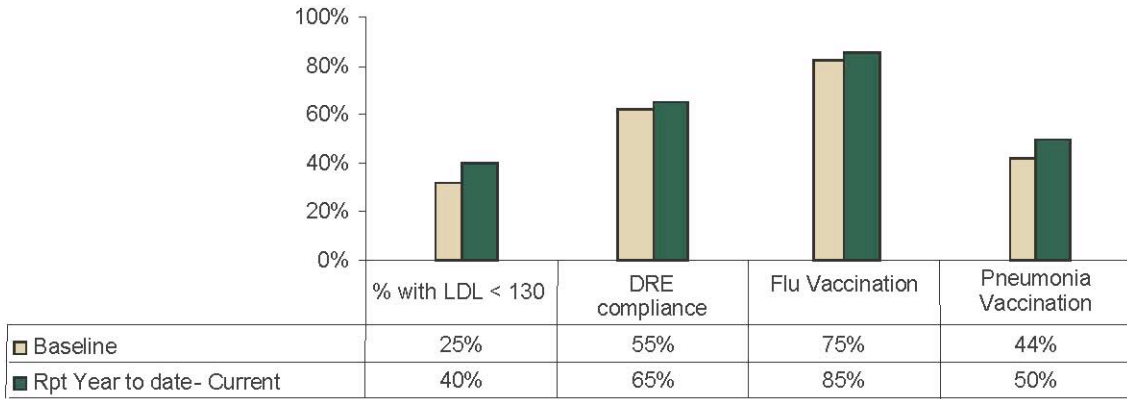
### Diabetes Clinical Outcomes

#### Claims Based: Diabetes Clinical Outcomes



	Baseline	Rpt Year to date- Current
HbA1c Compliance	25%	40%
Avg. HbA1c level	55%	65%
% with HbA1c level >9.5%	75%	85%
LDL process Compliance	44%	50%

**Claims Based: Diabetes Clinical Outcomes**



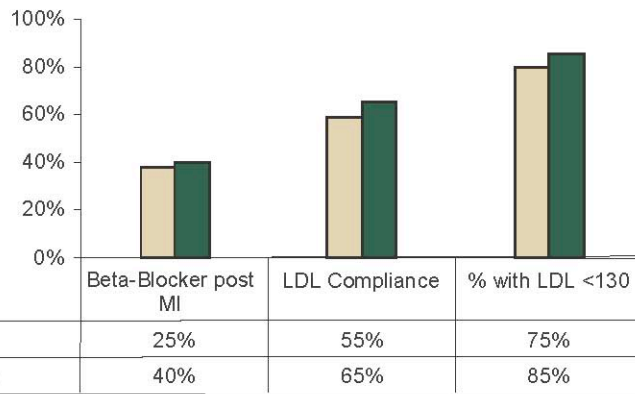
**CLINICAL OUTCOMES SUMMARY**

Purpose: To show clinical outcomes

**Coronary Artery Disease: Clinical Outcomes**

Outcomes are measured by comparing the base line to the most recent 12 months data with 6 months claims runout. The report year-to-date is calculated using all data for the current reporting year. Unique member and continuous enrollment criteria are used in the calculations (see definitions appendix), which are based on 12 months of incurred services and six-months of paid claims runout.

**Claims Based: Coronary Artery Disease Clinical Outcomes**



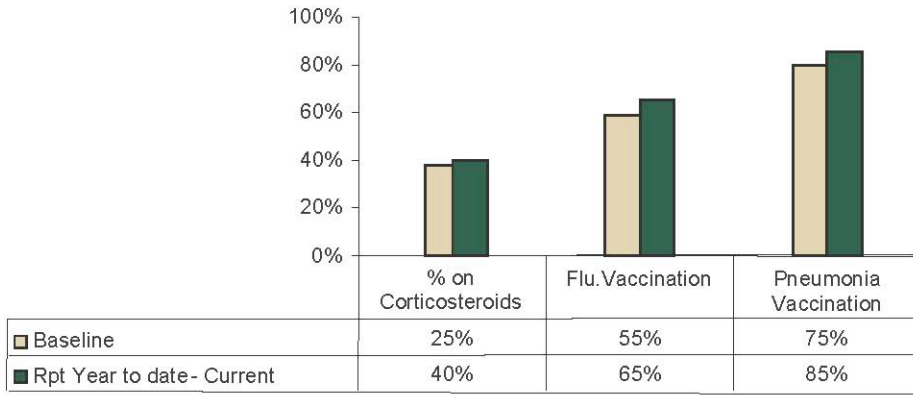
**CLINICAL OUTCOMES SUMMARY**

Purpose: To show clinical outcomes

**Chronic Obstructive Pulmonary Disease: Clinical Outcomes**

Outcomes are measured by comparing the base line to the most recent 12 months data with 6 months claims runoff. The report year-to-date is calculated using all data for the current reporting year. Unique member and continuous enrollment criteria are used in the calculations (see definitions appendix), which are based on 12 months of incurred services and six-months of paid claims runoff

Claims Based: Chronic Obstructive Pulmonary Disease Clinical Outcomes



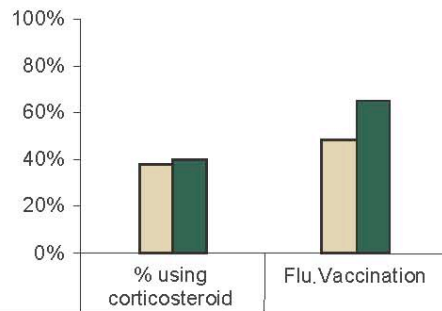
**CLINICAL OUTCOMES SUMMARY**

Purpose: To show clinical outcomes

**Asthma: Clinical Outcomes**

Outcomes are measured by comparing the base line to the most recent 12 months data with 6 months claims runout. The report year-to-date is calculated using all data for the current reporting year. Unique member and continuous enrollment criteria are used in the calculations (see definitions appendix), which are based on 12 months of incurred services and six-months of paid claims runout.

Claims Based: Asthma Clinical Outcomes



■ Baseline	25%	55%
■ Rpt Year to date- Current	40%	65%