

# PAYERS & PROVIDERS

## CALIFORNIA EDITION

### J.D. Power Finds Kaiser First in California Member Satisfaction

J.D. Power has released their 23-page 2020 U.S. Commercial Member Health Plan Study, which ranked Kaiser Permanente highest in member satisfaction among major California health plans. California ranked third overall among the regions compiled in the study.

In the report, J.D. Power concludes that the health plan industry is ripe for disruption as COVID-19 has shined a spotlight on shortcomings. J.D. Power found that "more than half (60%) of privately insured U.S. health plan members say they were not contacted by their health plan with guidance or information related to COVID-19, and nearly half (48%) say their health plan has not shown concern for their health since the pandemic began."

Here are other key findings of commercial health plan member survey responses:

- 36% say their health plan acts in their best interest "always" or "most of the time,"
- 25% say they view their health plan as a trusted partner in their health and wellness. -
- The overall national satisfaction score this year for commercial health plans was 719 (on a 1,000-point scale), among the lowest of all industries evaluated by J.D. Power.

Kaiser Permanente scored 784, highest in California and third highest in the nation (behind Kaiser plans in the Maryland and South Atlantic regions.) California's overall average score was 734, which ranked third among the 21 regions, with regional average scores ranging from 687 to 748.

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### Anthem Blue Cross Commits to Multi-Year Agreement with the IHA's Symphony Provider Directory

Anthem Blue Cross announced it has agreed to extend its participation in the Integrated Healthcare Association's (IHA) Symphony Provider Directory through 2023. Anthem, which serves more than 8 million members in California, was one of the first health plans to participate in the program starting in 2019. Symphony is the result of collaboration among stakeholders across the health care industry, including health plans, providers, purchasers, regulators and others.

Led by the non-profit organization IHA, the Symphony directory serves as California's statewide platform for provider data management, streamlining the way health plans and care providers share and reconcile provider information in compliance with state and federal regulatory requirements.

In a statement, Eyal Gurion, Chief Operating Officer at IHA who oversees Symphony commented that "when fully deployed, Symphony will drive considerable efficiencies and eliminate manual processes across the industry. By year's end, we estimate that Symphony will have data for more than 50 percent of California's providers through our partnerships with over 100 medical groups and 15 health plans such as Anthem."

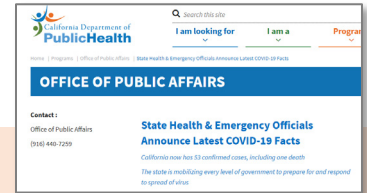
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# COVID-19 in California By The Numbers

(Source: CDPH – Data is as of the dates indicated)



May 19th	May 12th	May 5th	April 28th	April 21st	April 14th	April 7th	March 31st	
84,057	71,141	58,815	46,500	35,396	24,424	16,957	8,155	Positive cases
4.4%	3.8%	3.3%	2.7%	2.1%	1.6%	1.3%	1.1%	% Age 0-17 cases*
50.7%	50.1%	49.3%	48.7%	48.1%	48.1%	49.0%	50.9%	% Age 18-49 cases*
24.4%	24.9%	25.5%	26.2%	26.9%	27.3%	27.4%	26.2%	% Age 50-64 cases*
20.5%	21.2%	21.9%	22.4%	22.7%	23.0%	22.2%	21.7%	% Age 65+ cases*
3,047	3,301	3,334	3,495	3,357	3,171	2,714	1,855	Confirmed Hospitalizations
35.1%	32.6%	34.2%	33.9%	36.3%	37.1%	42.5%	41.7%	Confirmed % ICU
1,634	1,244	1,347	1,516	1,627	1,894	3,078	3,168	Suspected Hospitalizations
3,436	2,934	2,412	1,887	1,354	821	442	171	Deaths

\* excludes unknown age case

## Additional COVID-19 Numbers

California: New York Times COVID-19 Database as of May 20, 2020

- 86,147 total cases
- 3,514 deaths
- Los Angeles County: 40,857 cases and 1,970 deaths
- San Diego County: 6,203 cases and 242 deaths
- Riverside: 6,184 cases and 274 deaths
- Orange County: 4,746 cases and 98 deaths
- San Bernardino County: 3,795 cases and 158 deaths
- Top Five Counties: 72% of cases and 78% of deaths. These counties comprise 54% of the state population.

## Anthem Blue Cross Commits to Multi-Year Agreement ...continued

California Department of Managed Health Care Director Shelley Rouillard added "it is essential for consumers to have accurate information so they can make informed decisions when choosing a health plan. The Symphony provider directory is an example of how the industry has worked together to reduce administrative burdens on both plans and providers and provide more accurate and reliable information to consumers. I hope to see more industry-wide collaborative efforts like this to benefit California's health care consumers."

Mark Reynolds, Chief Operating Officer with Anthem Blue Cross and a member of IHA's Board of Directors stated that "California continues to lead the way by developing a scalable solution that streamlines processes for care providers and health plans while helping lower overall administrative costs. This partnership is another example of how we are working to help simplify the healthcare experience for those we serve."

The IHA recently released an eight-page white paper highlighting valuable learnings and insights gathered during the inaugural year of the Symphony Provider Directory. Key insights from the white paper include the importance of:

- accommodating complex contractual relationships in compliance with state and federal requirements
- building a foundation of data quality metrics and facilitating data reconciliations between plans and providers
- meeting clients where they are and enabling actionable improvements and best practices over time
- accelerating growth with a strong network of participation among California's largest healthcare entities

## Mental Health Efforts to Reach the Gaming Community

Kaiser Permanente is partnering with American professional esports organization Cloud9 to launch Presence of Mind, a first-of-its-kind initiative focused on engaging the esports and gaming community. The goal of the initiative is to increase mental health awareness, reduce stigma, and encourage teens and young adults to prioritize their well-being. The Presence of Mind initiative with Cloud9 pairs Kaiser Permanente mental health experts and clinicians with athletes, coaches, and staff to engage youth and young adults in mental health conversations in the places where they are spending their time. Key components of the initiative will include mental health training for Cloud9 players and staff, a new content series on the gaming platform Twitch, and a community moderator training and engagement program. The first phase will kick off in May 2020 with Cloud9's League of Legends team, currently ranked number one in North America and playing an esports that draws the largest viewing audience in the world.

The announcement comes amid growing concern about youth mental health. On average, 1 in 6 U.S. youth experience a mental health disorder each year, with 50% of all lifetime mental illness beginning by age 14, and 75% by age 24. Additionally, the COVID-19 pandemic is leading more people to speak openly about mental health. According to research from The Public Good Projects, there has been a significant increase — nearly 49% — in mental health conversations over social media since January 2020. Concurrently, gaming and esports continue to grow among youth and young adults as a way to stay socially connected while physically isolated, especially during the pandemic. Since stay-at-home restrictions were imposed, the World Health Organization now recognizes the role that the gaming industry can play to help slow the spread of COVID-19 by promoting health guidelines such as physical distancing.

In a statement, Don Mordecai, MD, Kaiser Permanente's national leader for mental health and wellness noted that "our goal is that Presence of Mind will contribute to a public health movement within esports by engaging teens, young adults, and other gamers in mental health conversations. The need is even more critical in this period of stress and physical isolation due to the COVID-19 pandemic. Members of the esports community, with Cloud9 leading the way, can support each other's mental health while also supporting their own well-being and resilience now and long into the future." Jack Etienne, founder and CEO, Cloud9 added "partnering with Kaiser Permanente allows us to shine a spotlight on the importance of mental health and wellness in our community, and to set an example for everyone in our industry. Gaming and esports is a refuge for so many during this pandemic, and we want our fans and our players at their healthiest, both mentally and physically."

## Woodland Memorial, Sutter Davis, Sutter Auburn Had Lowest Heart Failure Care Cost in Greater Sacramento

Dexur's analysis of Medicare Claims of hospitals in Greater Sacramento, California, revealed that Woodland Memorial Hospital, Sutter Davis Hospital, and Sutter Auburn Faith Hospital had the lowest cost of care over a 90-day episode for Heart Failure. For the period between, April 2016 to March 2019, the study tracked the patient journey from the date of admission for 90 days, including the index hospitalizations, rehospitalization, home health, nursing home, and ED costs. The analysis was risk-adjusted and was done at the DRG level (specifically DRG 291: Heart Failure And Shock With Major Complication Or Comorbidity (MCC)) to adjust for complications and comorbidities.

During the study period for care over a 90-day episode, Woodland Memorial Hospital's total cost was \$24,643; the index hospitalization cost was \$10,862 and the average rehospitalization cost was \$8,136. The readmission rate was 28.28% and the cost per rehospitalization was at an average of \$21,003. Sutter Davis Hospital's total cost was \$26,496; the index hospitalization cost was \$11,310 and the average rehospitalization cost was \$8,774. The readmission rate was 17.09% and the cost per rehospitalization was at an average of \$23,946. Sutter Auburn Faith Hospital's total cost was \$27,554; the index hospitalization cost was \$10,660 and the average rehospitalization cost was \$10,314. The readmission rate was 14.71% and the cost per rehospitalization was at an average of \$27,586.

### 📈 Moving Up 📈

- Stacey Alexander named chief operating officer at Windsor Healthcare
- Catalina Island Medical Center & Catalina Island Medical Center Foundation appointments Tina Minh Chief Communications & Development Officer
- Todd Walthall, Blue Shield of California's Chief Operating Officer Named One of the Most Influential Black Executives by Savoy Magazine

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*J.D. Power Finds Kaiser First in California Member Satisfaction...continued*

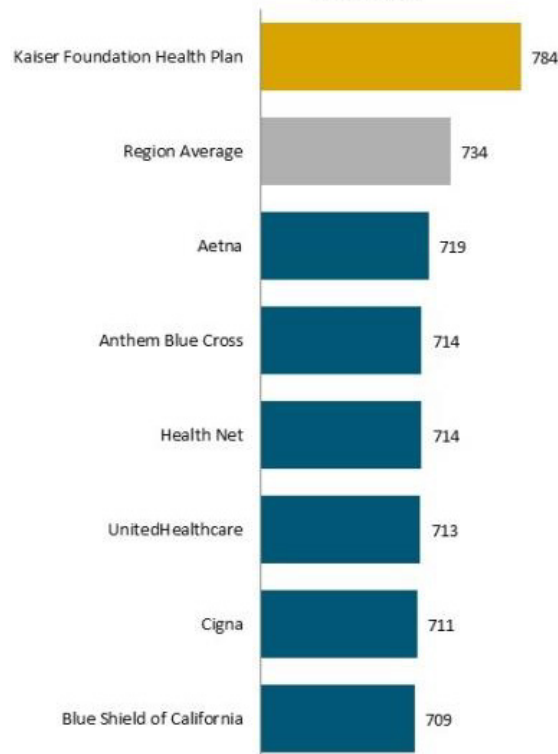
In a statement James Beem, managing director, global healthcare intelligence at J.D. Power shared that "Health plans are widely perceived as lacking a customer-centric mindset and not putting the best interests of their members first," said The COVID-19 pandemic has amplified these shortcomings, but they are not new. If traditional health insurance plans want to resist the threat from disruptors, they need to demonstrate partnership with members—and on behalf of employers—to improve member health, reduce costs and help members navigate the healthcare system."

### J.D. Power 2020 U.S. Commercial Member Health Plan Study<sup>SM</sup>

#### Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

#### California



Source: J.D. Power 2020 U.S. Commercial Member Health Plan Study<sup>SM</sup>

Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising or other promotional use can be made of the information in this release or J.D. Power survey results without the express prior written consent of J.D. Power.

## ●● News Bullets ●●

- Sutter Health suffered a \$168M operating loss last month
- St. Joseph Hospital sells California facility to private equity firm
- Nearly 4,300 of L.A. County's health care workers, first responders have tested positive for coronavirus
- L.A. Surge Hospital for coronavirus patients to close in June
- Coronavirus Testing Way Up, But State's Nursing Homes Still Lagging
- California Dentists Open Again For Cleanings
- The Future is Now: Video Visits Explode in Light of COVID-19

## Anthem Blue Cross Enrollment and Utilization Table as of 3/31/2020

QUARTERLY STATEMENT AS OF 3/31/20 - BLUE CROSS OF CALIFORNIA (DBA ANTHEM BLUE CROSS)  
ENROLLMENT AND UTILIZATION TABLE

	1	2	3	4	5	6	7	8	9	10	11	12	13
Source of Enrollment	Total Enrollees At End of Previous Period	Additions During Period	Terminations During Period	Total Enrollees at End of Period	Grandfathered Enrollees (also included in Column 5)	Cumulative Enrollee Months for Period	Total Member Ambulatory Encounters for Period - Physicians	Total Member Ambulatory Encounters for Period - Non-Physicians	Total Member Ambulatory Encounters for Period - Non-Physicians	Total Member Ambulatory Encounters for Period	Total Patient Days Incurred	Annualized Hospital Days/1000	Average Length of Stay
1. Large Group Cor	715,793	17,456	24,202	709,047	65,286	2,100,388	942,300	575,486	1,517,786	26,356	151	4.00	
2. Medicare Risk	119,805	31,951	25,699	126,057	0	375,459	1,573,928	1,565,857	3,139,785	23,600	754	4.00	
3. Medicare Supple	270,622	9,791	11,626	268,787	0	810,939	3,096,732	1,503,181	4,599,913	50,967	754	5.00	
4. Medi-Cal Risk	720,609	1,651	4,726	717,534	0	2,146,645	1,047,395	696,525	1,743,920	141,010	788	27.00	
5. Individual	474	13,561	1,938	12,097	419	30,307	2,184	3,328	5,512	672	266	8.00	
6. Point of Service	0	0	0	0	0	0	0	0	0	0	0	0.00	
7. Point of Service	0	0	0	0	0	0	0	0	0	0	0	0.00	
8. Point of Service	4,687	79	0	4,766	14	14,339	10,000	8,304	18,304	319	267	5.00	
9. Small Group Cor	52,794	1,700	2,879	51,615	0	152,092	58,351	31,722	90,073	1,320	104	3.00	
10. Healthy Families	0	0	0	0	0	0	0	0	0	0	0	0.00	
11. AIM	0	0	0	0	0	0	2	2	4	0	0	0.00	
12. Medicare Cost	1,044	3	67	980	0	3,006	14,824	5,792	20,616	297	1,186	4.00	
13. ASO	0	0	0	0		N/A	N/A	N/A	0	N/A	N/A	N/A	
14. PPO Individual	85,946	36,693	19,907	102,732	15,778	304,615	123,914	91,005	214,919	6,318	249	6.00	
15. PPO Small Group	338,272	18,465	18,924	337,813	0	1,020,182	532,155	368,627	900,782	19,680	231	5.00	
16. PPO Large Group	786,774	33,425	49,056	771,143	29,637	2,344,521	2,166,669	929,344	3,096,013	72,868	373	7.00	
17. Aggregate Contracted from Other Plans	0	0	0	0		0	0	0	0	0	N/A	N/A	
18. Aggregate Other Source of Enrollment	0	0	0	0		0	0	0	0	0	N/A	N/A	
19. Total Members	3,096,820	164,775	159,024	3,102,571	111,134	9,302,493	9,568,454	5,779,173	15,347,627	343,407	N/A	N/A	

Source: Quarterly Statement 3/31/2020 Anthem Blue Cross, Enrollment and Utilization Table

healthcare websummit events from mcol

Milliman Guidance:  
Resources to Analyze the Impact of COVID-19  
Thursday - 5/28/20 - 1pm Eastern

**LEARN MORE**

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