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CALIFORNIA EDITION

First Year Results Announced for 23,500 Blue Shield of California Members in Wellvolution Program

In just one year, more than 23,500 Blue Shield of California members enrolled in Wellvolution – the nonprofit health plan’s innovative digital and community health network – have prioritized their health and well-being, reporting weight loss, reduced stress and reversal in chronic conditions such as diabetes.

The Wellvolution platform uses decades of research and technology to deliver personalized support, offering nearly 60 digital apps and 30,000 brick-and-mortar community locations, the largest network of such providers in the nation.

Wellvolution’s algorithm, developed in collaboration with Solera Health, matches members with customized programs and digital coaches. It is available to most Blue Shield members with their benefit plan at no additional cost, and is an example of how the health plan is reimagining health for individuals, families and communities.

Members said their top reason to join Wellvolution was to lose weight, with about 13,000 participants reporting they lost a total of more than 83,000 pounds in the first six months of starting the program. Other top reasons for joining Wellvolution were to move more, reduce stress and eat more healthily. The average age of participants was 49 with the largest age group between 50 and 59 years old. Women outnumbered men (72 percent vs. 28 percent) in the program’s first year.

Since the COVID-19 pandemic, more members are tapping into Wellvolution. Engagement has spiked as much as 10 times compared to pre-pandemic levels, and there has been a significant increase in communication between members and their digital coaches online.

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San Bernardino/Moreno Valley Named One of Five Pilots for Amazon Employee Health Centers

Amazon is piloting a new, health care benefit for employees by establishing local, convenient health centers near Amazon fulfillment centers and operations facilities across the country. The launch of the new Neighborhood Health Centers will provide a range of quality primary care services exclusively for Amazon employees – further strengthening Amazon’s industry-leading benefits program, which provides comprehensive healthcare for employees starting on day one of employment. Through this initial pilot program, Amazon expects to establish 20 health centers in five cities across the U.S., improving access and care for more than 115,000 associates and their families.

Amazon.com, Inc. has announced a health care pilot with Crossover Health, an expert in comprehensive primary care services, to establish local, convenient health centers near Amazon fulfillment centers and operations facilities across the country. The first Neighborhood Health Center location will be available for Amazon employees and their families in the Dallas-Fort Worth area.

Crossover Health is a national medical group that works with self-insured employers to connect every employee—in headquarters or in dispersed locations—to an integrated care team that delivers comprehensive primary care to the whole family. The first Neighborhood Health Center for Amazon will be located in Las Colinas, Texas, with extended hours to accommodate various employee work schedules. The Neighborhood Health Center will be available exclusively to all local Amazon employees and their families.

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COVID-19 in California By The Numbers

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



July 14th	July 7th	June 23rd	June 9th	May 26th	May 12th	April 28th	March 31st	
336,508	277,774	190,222	136,191	98,980	71,141	46,500	8,155	Positive cases
58,734	54,857	33,207	18,504	14,923	12,326	11,104	5,620	New cases past week
8.4%	8.2%	7.6%	6.5%	5.2%	3.8%	2.7%	1.1%	% Age 0-17 cases*
59.6%	58.6%	55.8%	53.5%	51.6%	50.1%	48.7%	50.9%	% Age 18-49 cases*
19.8%	20.2%	21.5%	22.7%	23.9%	24.9%	26.2%	26.2%	% Age 50-64 cases*
12.2%	13.0%	15.0%	17.3%	19.3%	21.2%	22.4%	21.7%	% Age 65+ cases*
6,745	5,989	4,095	3,240	3,114	3,301	3,495	1,855	Confirmed Hospitalizations
28.0%	25.5%	31.0%	33.6%	35.2%	32.6%	33.9%	41.7%	Confirmed % ICU
1,400	1,510	1,304	1,479	1,430	1,244	1,516	3,168	Suspected Hospitalizations
7,087	6,448	5,632	4,776	3,884	2,934	1,887	171	Deaths
639	468	424	415	448	522	533	118	New Deaths Past Week

* excludes unknown age case

Additional COVID-19 Numbers

California: *New York Times COVID-19 Database as of July 14, 2020*

- 347,450 total cases
- 7,240 deaths
- Los Angeles County: 140,307 cases and 3,894 deaths
- Riverside: 27,136 cases and 553 deaths
- Orange County: 26,120 cases and 433 deaths
- San Diego County: 20,950 cases and 436 deaths
- San Bernardino County: 20,456 cases and 309 deaths
- Top Five Counties: 68% of cases and 78% of deaths. These counties comprise 54% of the state population.

●● News Bullets ●●

- California Hospital Association Mourns Passing of Former CEO C. Duane Dauner
- San Diego Based eConsult Company AristaMD Adds Ascension Ventures and .406 Ventures to Complete \$24 Million Series B Funding
- Molina - UCSD Contract Termination Impacts 9,000 Patients
- Military to Provide COVID-19 Assistance to Inundated Valley Hospitals
- Stanislaus County Hospitals Impacted as Positivity Rate Rises to 15.3%
- How a group of CA safety-net clinics mobilized tech to respond to Covid-19

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First Year Results Announced for 23,500 Blue Shield of California Members in Wellvolution Program...continued

First Year Results

More than half of the program participants in its first year were matched with digital-app high-acuity programs tailored to address specific health conditions or risks such as reversing or preventing diabetes, lowering high blood pressure and cholesterol, and eliminating the need for prescription drugs.

Wellvolution programs that address specific health issues are measured for clinical outcomes, which are established quality assurance and improvement standards in the medical industry. Data from Wellvolution's best-performing programs show sustained clinical outcomes for members in normalization of A1C numbers* or at least a 5 percent weight loss. Among these programs:

- 60 percent of members signed up for weight management
 - 31 percent of those members achieved the clinical outcome of 5 percent weight loss.
- 30 percent of members enrolled for diabetes prevention
 - 27 percent of those members have reached positive clinical outcomes such as normalization of A1C numbers, healthier blood pressure and/or at least 5 percent weight loss.
- 10 percent of members signed up for diabetes treatment and reversal programs
 - More than 40 percent of those members achieved clinical outcomes such as normalization of A1C numbers, healthier blood pressure and/or at least 5 percent weight loss.

Program Outcomes

Below are snapshots of member outcomes from three popular, clinically proven digital programs in Wellvolution that helped members address health issues such as diabetes, high blood pressure, high cholesterol, asthma and allergies:

- **Virta Health:** In six months, 93 percent of participants improved their blood sugar levels, with a 1.6 percent average A1C reduction. Research shows that a 1 percent reduction in A1C levels can reduce diabetes complications by 28 percent. Further, 74 percent of patients, in consultation with their physicians, have eliminated at least one diabetes medication, and those on insulin when they started the Virta treatment saw their dosage reduced by an average of 76 percent.
- **Betr Health:** Within 90 days, Wellvolution members using Betr Health saw an average weight loss of 12.6 percent and 1.4 percent reduction in A1C. In addition, 91 percent of members reported lower blood pressure and inflammation with improved sleep, digestion, mood and energy, and 86 percent of members, with the guidance of their physician, reported reducing or eliminating one or more medications.
- **Digbi Health:** Among participants, 72 percent saw an 8.92 percent average weight loss, and members with pre-diabetes or diabetes have seen an average decline of 1.01 percent in their A1C levels. In addition, 75 percent experienced reduced Irritable Bowel Syndrome and acid reflux; 75 percent experienced relief from headaches/migraines; 66 percent decreased their anxiety; and 66 percent lowered their chronic pain.

Member Experiences

"I have reversed my Type 2 diabetes and I can eat just about anything I want and especially vegetables, which I love," said retired Air Force Crew Chief Rick Fowler, 60, of Riverside, Calif. who is using the Virta Health digital app. "I may not be able to get toilet paper, but I can certainly find vegetables that fit with my Wellvolution plan, and lots of cream cheese. Virta had me at cream cheese. As Covid-19 was escalating, my enrollment advisor said that there has never been a better time for telemedicine and seeing doctors virtually. He was so right. If someone my age can start in the middle of a pandemic, anyone should be able to start at any time."

"The gut-biome and genetics results I got were critical to keeping me motivated and they also provided some surprises," said Emily Morales, 33, an intake therapist in Pasadena, Calif. working on a PhD in clinical psychology. "I have a Mexican heritage and learned that eating a European diet (meat-heavy, small vegetable portions) wasn't good for my body. I also learned I was allergic to several types of foods, which I ate often. Now I'm eating the right foods for my genetics and I have a lot more energy and greater focus for my work and academic goals."

In a statement, Bryce Williams, vice president of Mind Body Medicine at Blue Shield of California, said, "We know that people want options in improving their health, depending on their personal preferences. Wellvolution puts members at the center of its program and lets them choose the direction they want to take." He added, "Our providers quickly pivoted when the pandemic began and have adapted their strategies and approaches to address the reality of being indoors for hours each day and with potentially limited access to fresh foods and outdoor exercise.

**A1C is a blood test that measures a person's average blood sugar levels over the past three months; it is used to diagnose risk for prediabetes and Type 2 diabetes.*

For more information, visit news.blueshieldca.com.

San Bernardino/Moreno Valley Named One of Five Pilots for Amazon Employee Health Centers...continued

The Neighborhood Health Center will be available exclusively to all local Amazon employees and their families. Crossover Health will fully operate and staff the Neighborhood Health Centers, which will provide full-spectrum acute, chronic, and preventive primary care, prescription medications, vaccinations, behavioral health services, physical therapy, chiropractic care, health coaching, and care navigation to specialty referral services. To support families, same-day pediatric services will also be available. Crossover Health's proprietary technology platform allows patients to start nearly all of their care online and then transition to in-person care as needed.

Through this initial pilot program, Amazon expects to establish 20 health centers in five cities across the U.S., improving access and care for more than 115,000 associates and their families in Dallas/Fort Worth, TX; Phoenix, AZ; Louisville, KY; Detroit, MI; and San Bernardino/Moreno Valley, CA. If the pilot is successful, the company will look to roll out similar facilities in other cities and states.

In a statement, Darcie Henry, Amazon's Vice President of Human Resources, said, "Across the U.S., an increasing number of patients do not have easy access to a primary care physician and instead utilize emergency or urgent care options, which is not only more expensive for patients, but also overlooks important preventative care opportunities. We want to solve that for our employees, and the launch of these new Neighborhood Health Centers will provide a range of quality primary care services for employees across the country – further strengthening Amazon's industry-leading benefits program, which provides comprehensive healthcare for employees starting on day one of employment."

Scott Shreeve, MD, CEO and co-founder of Crossover Health, added, "We are proud to collaborate with Amazon to support the health and wellness of Amazon's employees. Crossover Health believes that exceptional primary care is central to continued health and well-being. Now it's more important than ever to make care available through multiple channels and across the full continuum. Our advanced primary care model will serve as vital infrastructure to deliver expanded access to care in-person and online to meet the needs of Amazon's employees and their families."

For more information, visit amazon.com/about and follow @AmazonNews.

SCAN Health Plan Recognizes Top-Performing Medical Groups

SCAN Health Plan®, a not-for-profit Medicare Advantage plans, has announced the top performing medical groups in its California provider network. SCAN has recognized the following 10 medical groups for their dedication to the highest quality of care and services, as specified by SCAN's internal quality metrics.

- Facey Medical Foundation
- Greater Newport Physicians
- MemorialCare Medical Foundation
- Monarch Healthcare Optum
- Optum
- Riverside Medical Clinic
- Scripps Health Plan Services, Inc.
- St. Joseph Heritage Healthcare
- Torrance Memorial IPA
- UCLA Medical Group

SCAN's internal quality metrics center on preventive screenings, treatment of chronic conditions and appropriate documentation to ensure members get the care they need to remain healthy and independent. These metrics are similar to those used by the Centers for Medicare and Medicaid (CMS) in its Star Rating System, which weighs factors including clinical outcomes, coordination of care and consumer satisfaction when determining a Star rating for each Medicare Advantage plan in the nation.

"SCAN works with premier partners who are equally devoted to our mission of keeping seniors healthy and independent," said Sherry Stanislaw, general manager and officer at SCAN, in a statement. "As an organization committed to continually improving our members' experience, we recognize how much of their experience takes place with their providers. That's why we are pleased to acknowledge these top performers for their outstanding delivery of care and service."

"These groups serve a large portion of our members, so their ability to improve health outcomes and member satisfaction is a major factor in determining SCAN's own CMS Star Rating and has helped us maintain a 4.5* out of 5 Star Rating for three consecutive years," added SCAN's California Medical Director and VP Terence Offenberger. "We are proud to work with each of these standout medical groups and applaud their commitment to deliver the care and service seniors deserve."

For more information, visit <https://www.scanhealthplan.com/>.

**4.5 Star Rating applies to all plans offered by SCAN Health Plan from 2018 to 2020 except SCAN Healthy at Home (HMO SNP) and VillageHealth (HMO-POS SNP) plans. Every year, Medicare evaluates plans based on a 5-star rating system.*

Arcadian Health Plan Services, Inc. Enrollment and Utilization Table as of 3/31/2020

QUARTERLY STATEMENT AS OF 03/31/2020 - ARCADIAN HEALTH PLAN, INC.
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 Patient Days Incurred	Annualized Hospital Days/1000	Average Length of Stay	
1. Large Group Commercial				0					0	0			
2. Medicare Risk	84,681	13,283	5,778	92,186		275,588	358,348	154,026	512,374	33,742	1,469	7.83	
3. Medicare Supplement				0					0	0			
4. Medi-Cal Risk				0					0	0			
5. Individual				0					0	0			
6. Point of Service - Individual				0					0	0			
7. Point of Service - Small Group				0					0	0			
8. Point of Service - Large Group				0					0	0			
9. Small Group Commercial				0					0	0			
10. Healthy Families				0					0	0			
11. AIM				0					0	0			
12. Medicare Cost				0					0	0			
13. ASO				0		N/A	N/A	N/A	0	N/A	N/A	N/A	
14. PPO Individual				0					0	0			
15. PPO Small Group				0					0	0			
16. PPO Large Group				0					0	0			
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	299,422	46,988	17,320	329,090		979,269	1,658,456	942,152	2,600,608	195,264	N/A	N/A	
19. Total Members	384,103	60,271	23,098	421,276	0	1,254,857	2,016,804	1,096,178	3,112,982	229,006	N/A	N/A	

Source: Quarterly Statement 3/31/2020 Arcadian Health Plan Services, Inc., Enrollment and Utilization Table



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