



BlueCross BlueShield of Oklahoma

OKHEEI
600600

January, 2020-December, 2020

Virtual Visits

Powered by



Virtual Visits Results



State	Account Number	Group(s)	Report Start of Month Date	Report End of Month Date
OK	600600	All	1/1/2020	12/31/2020

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Overview of MDLIVE Results



Value Metrics (Benchmark)

Registrants



3.8%
Of Members
Registered
(187/4,948)

(5.7%)



Visitors

36.9%
Of Registered
Members Had a
Virtual Visit
(69/187)

(22.7%)

Satisfaction Rate



93.3%
Overall MDLIVE
Satisfaction Rate

(88.1%)

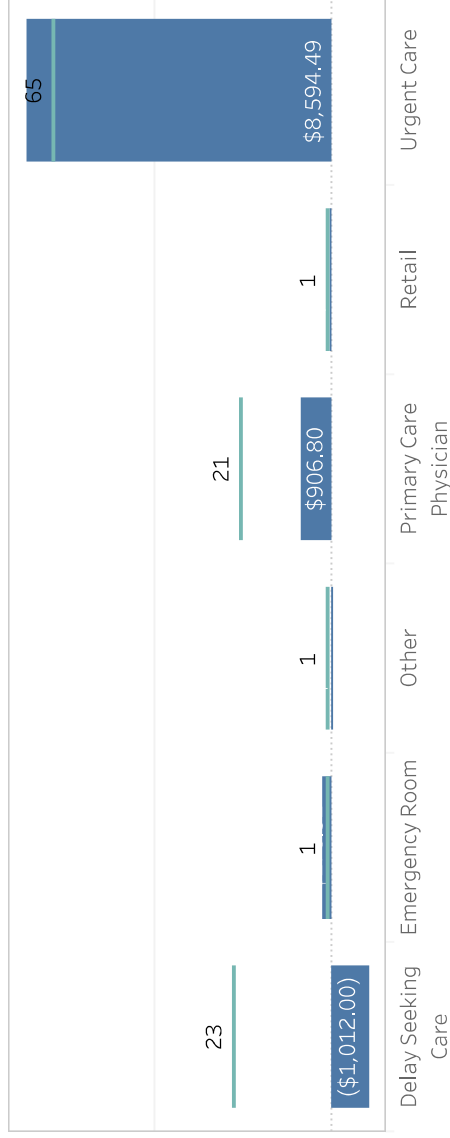


Referral Rate

86.7%
Overall MDLIVE
Customer Referral
Rate

(87.5%)

Savings and Visits Count per Setting



\$8,895

Estimated Cost Avoidance OKHEEI had as a result of redirection of care from higher-cost facilities. This translates to \$0.28 PEPM

Registration Summary



Registrants

(Benchmark)

Registration Demographics (Benchmark)



3.8%
Of Members
Registered
(187/4,948)

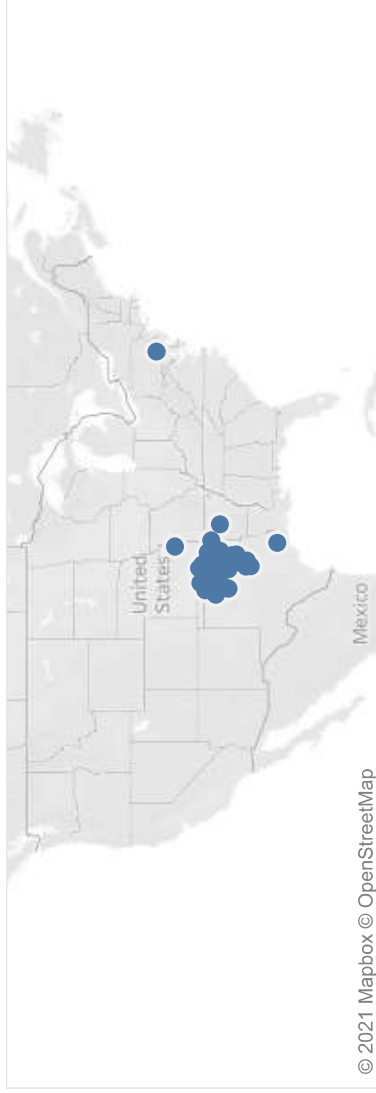
37 Average Age
(33)

64.2% Female
(55.1%)

67.9% Employee
(51.4%)

89.8% Urban
(98.0%)

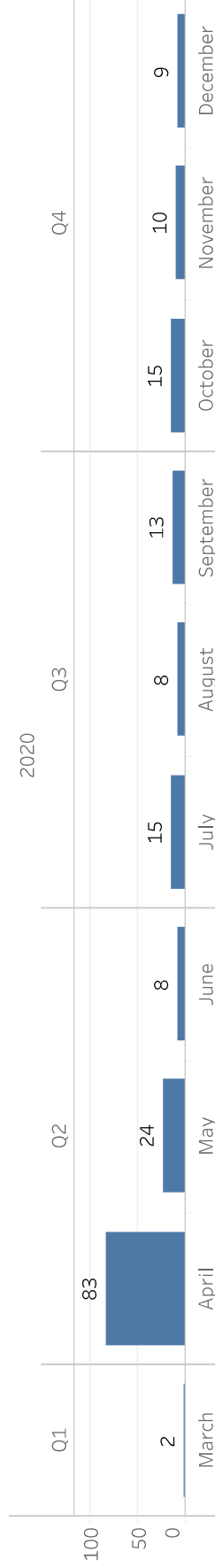
Registrations by Zip Code



Registrations by City, State

City, State	City Count	City %
WEATHERFORD, OK	33	17.6%
TAHLEQUAH, OK	28	15.0%
DURANT, OK	11	5.9%
PONCA CITY, OK	8	4.3%
NORMAN, OK	6	3.2%
TULSA, OK	6	3.2%
HYDRO, OK	5	2.7%
OKLAHOMA CITY, OK	5	2.7%
YUKON, OK	5	2.7%
ALVA, OK	4	2.1%

Registrations by Month



Virtual Visit Summary



Visitors

(Benchmark)



36.9%
Of Registered
Members Had a
Virtual Visit
(69/187)

Virtual Visits Summary

(Benchmark)

65.2% Phone (69.9%)
100.0% Medical Virtual Visits (82.7%)
63.4% Female (64.5%)
87.5% Employee (69.1%)
96.4% Urban (98.4%)

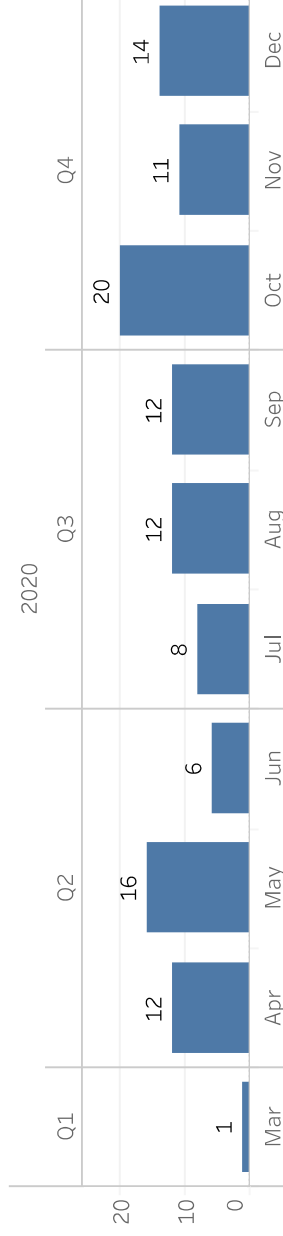
Virtual Visits by Zip Code



Virtual Visits by City, State

City, State	City Count	City %
TAHLEQUAH, OK	26	23.2%
WEATHERFORD, OK	18	16.1%
BROKEN ARROW, OK	12	10.7%
DURANT, OK	5	4.5%
NORMAN, OK	5	4.5%
ADA, OK	4	3.6%

Virtual Visits by Month



83.6% (75.3%)
Of Virtual Visits
Made Between 6
A.M. And 6 P.M.

Clinical Analysis



Acute sinusitis, unspecified

Most Frequent
Diagnosis

(Acute sinusitis, unspecified)

Top Diagnoses
10



AUGMENTIN 875 MG-125 MG TABLET

Most Frequently
Prescribed Medication

(MACROBID 100 MG CAPSULE)

Top Prescriptions
10

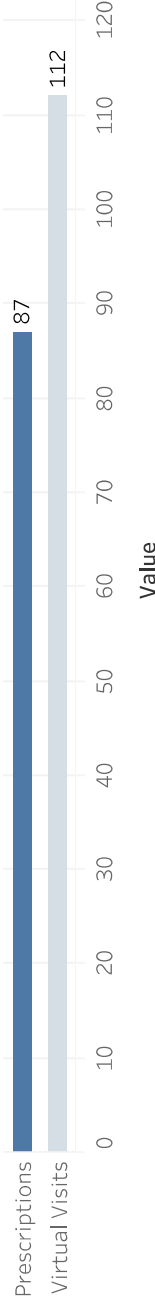
Top Diagnoses

Diagnosis Description	Diagnoses	Diagnosis %
Acute sinusitis, unspecified	15	11.7%
Urinary tract infection, site not specified	15	11.7%
Contact with and (suspected) exposure to other viral communicable ...	8	6.3%
Encounter for issue of repeat prescription	6	4.7%
Dermatitis, unspecified	5	3.9%
Allergic rhinitis due to pollen	4	3.1%
Otitis media, unspecified, unspecified ear	4	3.1%
Acute pharyngitis, unspecified	3	2.3%
Other specified counseling	3	2.3%
Unspecified contact dermatitis due to plants, except food	3	2.3%

Top Prescriptions

Prescription Name	Prescriptions	Prescription %
AUGMENTIN 875 MG-125 MG TABLET	11	12.6%
MACROBID 100 MG CAPSULE	10	11.5%
MEDROL (PAK) 4 MG TABLETS IN A DOSE P..	6	6.9%
AMOXICILLIN 875 MG TABLET	5	5.7%
DOXYCYCLINE HYCLATE 100 MG CAPSULE	4	4.6%
PREDNISON 20 MG TABLET	4	4.6%
AMOXICILLIN 875 MG-POTASSIUM CLAVUL..	3	3.4%
BACTRIM DS 800 MG-160 MG TABLET	3	3.4%
AMOXICILLIN 500 MG TABLET	2	2.3%
CLINDAMYCIN HCL 300 MG CAPSULE	2	2.3%

Prescriptions and Visits



Glossary

Benchmark: This information was derived from MDLIVE results across the HCSC book of business consisting of 58,844 accounts.

Customer Referral Rate: This % is derived from the post-Virtual Visit survey results in which a score of 0-10 was given. "Based on this recent experience, how likely would you be to recommend MDLIVE?"

Virtual Visit: The completion of a virtual visit (by phone or video) by a member.

The **Visitors** are the **unique # of Members (NOT VISITS)** that had a Virtual Visit within the selected time frame out of the total amount of Members that have ever registered, **from the beginning of the member's activation** through the end of the selected time frame.

Overall Satisfaction: This is derived from the post-Virtual Visit survey in which the member rated their overall experience as "excellent", "very good", or "good" when asked the question "Overall, how would you rate the service you received when you contacted MDLIVE?"

Registered: The designation for a member who has signed up to use MDLIVE (people enrolled since 1/1/17).

The **Registrants** are new registrations that occurred within the selected time frame out of the average monthly Membership for the Account for the selected time frame.

Rural/Urban Indicator: Members are categorized as urban or rural at the ZIP code level. ZIP codes are approximated as urban or rural based on research by the Rural Health Research Center.

Where the Member Would Have Gone: This information is derived from the pre-call survey a member must complete before their virtual visit with MDLIVE. The member is required to answer if they would have gone to the emergency room, urgent care, primary care, physician, retail health center, or another source for health care if the virtual visit benefit had not been an option.

Diagnosis: This is based on the 3-digit diagnosis that is provided by the physician on the claim following an Virtual Visit by a member.

Unknown Location - These are instances where the member matching failed during data ingestion. In these instances, we tie the interaction to the account using subaccounts. Because these interactions aren't able to be tied to a member we cannot tie them to a location.

Replacement Cost - Replacement Cost is based on an iterative claims matching process using Metropolitan Statistical Area (MSA), age range, gender, diagnosis, and redirection setting as matching criteria. If a match can be made on all 5 criteria it takes the median allowed amount for the past year of claims. If no match can be found that meets all 5 criteria, the logic will match claims on diagnosis and redirection setting. Then take the median allowed amount based on these two criteria, if a match can't be found based on diagnosis and redirection setting the replacement cost will be the median price for diagnosis.

Cost Saving - Replacement Cost - Amount charged for visit

Annualized Utilization **Metric added for Industry Comparison
(Visits (112) * 12 / # Months Accrued (10) / Average Subscribers (3,535)) = 3.8%