

LMBC Meeting Minutes

November 21, 2023

Zoom Meeting

Attendance

Compiled by Anne Hogan

LMBC Members present

Tom Armstrong
Blake Dye
Vince Elmore
Kim Epling
Margaret Evans
Casey Hettman
Claire Houston
Rob Hutchens
Isaac McLennan
Nicole Powell
Elisa Rivera
Jenny Scott
Carolyn Welch
Rachel Whiteside
Annette Wood
Ron Zito

Staff

Michelle Taylor
Anne Hogan
Santos Aguilar
Joel Michels
Heather Holz

Presenters

Megan Poppe (Aon)
Allie Huang (Aon)
Jamaun Charles (Aon)
Lilian Belaen, Kaiser Executive Account Manager
Carrie Davino, MD & Kaiser Physician Ambassador
Lauren O'Dell, Kaiser Workforce Health Consultant
Chika Yagi, Kaiser Senior Underwriting Consultant
Ky Thai, Kaiser Dental Account Executive

LMBC Members absent

Jamie Doscher
Mark Gipson
Leslie Goodlow

1. Meeting Called to Order

Co-chair Rachel Whiteside called the meeting to order at 1:32 pm. After the roll call, committee members introduced themselves to new attendees.

2. Meeting Minutes Discussion

Rachel asked committee members whether they wanted to accept the October 17th meeting minutes as written or whether there were any changes or modifications needed. There were no suggested changes or objections made, and Claire Houston made the motion to accept the minutes as is and Rob Hutchens seconded it with rest of the members in agreement.

3. 2022-2023 Kaiser Annual Report and Plan Performance Review (Kaiser)

Account executive Lilian Belaen began the presentation by introducing the Kaiser team and discussing their agenda on slide 2. She described the latest Kaiser news and updates, listed on slide 4, to committee members. Striving to increase provider access, Kaiser has increased the hiring of providers to record levels in 2023. Patients have also been able to schedule 53,000 primary care physician and 3,000 specialty care appointments. For members who need medical certifications completed, there is a new online platform where they can both request medical records or FMLA forms and track their form request progress: www.KP.org/requestrecords. As a result, these forms can be disbursed for medical review and to a clinician within one business day, while medical records can be transmitted within one business day without the addition of signatures or additional forms.

Lilian moved on to slide 6 and emphasized healthcare costs have increased by 10.4% in 2022 due to inflation for goods/services and supply chain disruptions, labor shortages (retirements, additional need to backfill positions), and increased demand for care as members have delayed care (conditions not caught early). As Lilian pointed out on slide 7, Kaiser is still committed to providing high quality care and she added they have developed a Patient Passport feature giving members a “to do” list or check list of preventive exams and services to complete based on their age and history. She mentioned Kaiser recently received an “A” hospital safety grade by the Leapfrog group (<https://ratings.leapfroggroup.org/>).

Physician Ambassador Dr. Carrie Davino began the next portion of Kaiser’s presentation by focusing on their goals of improving equity, inclusion and diversity within the Kaiser provider pool, and member experience as shown on slides 9 and 10. Kaiser’s provider search browser has been significantly improved and includes information on provider biographies, languages spoken, gender and other culturally specific care.

To boost the hiring of providers of color, Dr. Davino highlighted Kaiser’s outreach via community programs and their recruitment pipeline, including the OHSU mentoring program and their own Bernard J. Tyson School of Medicine. In 2024, Kaiser will open their Black Center of Excellence at their East Interstate Medical Center in North Portland. The aim is for Black members to have opportunities to receive care from Black and/or culturally responsive staff and clinicians (www.kpcenterforblackhealth.org). This center will focus on primary care services with plans to expand to specialty care over time.

Dr. Davino moved on to slide 14 and the City’s member demographics data. There are currently 1,923 employees and 4,721 dependents enrolled in the Kaiser plan. The average subscriber age is 45.6 years old while the average dependent age is 33.8 years old. Currently, the City has a high stability index rate of 94.6%, indicating there is little movement to other City plans once members become established with Kaiser facilities/providers.

Slide 15 listed the lifestyle risks overview of the City’s members and Dr. Davino highlighted the improvements from the second quarter of 2023 as compared to 2021. There was a decrease in the percentages of overweight adults and overweight children. During this same period, there was a 2% improvement in adults meeting the exercise minimum. Undesirable blood pressure systolic/diastolic rates have decreased from 15.6% to 13.8% and Dr. Davino attributes this due to member involvement in the Workforce Wellness program (reduces stress, promotes increase in steps and healthy eating). There have been slight increases in positive prediabetes (2.6%) and high total cholesterol (1.8%) test results. Dr. Davino praised members’ preventive services rates since 2021, calling them “outstanding”. In most cases, the members’ percentages were better than the regional and industry averages:

Preventative Services Overview

Measure	Your results, Q1 2021	Your results, Q1 2023
Childhood immunization rate	71.9%	74.4%
Breast cancer screening rate	76.9%	82.9%
Cervical cancer screening rate	83.6%	84.0%
Colorectal cancer screening rate	72.3%	74.1%

Dr. Davino emphasized on slide 17 that member engagement is a critical component in health outcomes and for members who have been with Kaiser for longer than a year, their percentages are higher than the regional and industry averages. Categories include the following:

- 91.5%: Registering and signing on the kp.org
- 91.3%: Knowing body mass index and blood pressure numbers.
- 86%: Staying up to date on preventive screenings
- 94.3%: Seeking care through outpatient visits, nurse advice lines, filling prescriptions.
- 1.5%: Improving health through healthy lifestyle programs, coaching by phone.

Dr. Davino discussed the “prevalence by chronic condition” statistics on slide 18 and noted both member rates of depression and hypertension slightly increased in quarter 1 of 2023. She also noted 322 members diagnosed with depression and 176 members diagnosed with hypertension are currently enrolled in disease management programs. Kaiser has implemented a chronic condition review team who verify/monitor these conditions and help members manage them throughout the year. This reduces the need for members to access care at the end of the year. Kaiser’s Workforce Wellness program has also positively influenced members with depression. Rachel Whiteside asked whether this increase was due to the focus on mental health issues during these last few years and Dr. Davino confirmed. There is less stigma for members to seek help. Lilian added there are also fewer barriers to mental health treatment access for Kaiser members.

Lilian moved on to 2023 Kaiser-City of Portland partnership event highlights on slide 20. These include the following:

- Monthly participation in the new hire resource fair
- On demand one-on-one meetings with employees via SignUpGenius
- Sponsorship of Sunday Parkways
- Participation in Citystrong’s Mental Health Benefit Fair
- COVID-19/Flu shot clinic event (November)

Lilian noted 162 vaccinations were given to City members at the recent Interstate Clinic event. She introduced Ofelia McMenemy as the City’s engagement specialist. A bilingual Spanish speaker, Ofelia is the main contact for one-on-one meetings with employees. Kaiser developed a customized benefits resource guide (microsite) to promote during the City’s open enrollment: [Kaiser Permanente - English OE DIGIDECK](#).

Lilian introduced Workforce Health Consultant Lauren O’Dell who highlighted the benefits of the Workforce Wellness program on slide 23. Wellness coaching by phone is available to members and Kaiser’s certified health coaches can help members with eating healthy, losing weight, moving more, sleeping better, reducing stress, and quitting tobacco/vaping.

As highlighted on slide 24, Kaiser has now made 24/7 virtual care permanently available to members on both their mobile device or computer. These virtual visits are free, and clinicians can answer questions about symptoms while updating the member’s health record to help coordinate follow-up care. In June of 2022, Kaiser launched their mobile app called Headspace (formerly Ginger). It offers

text-based emotional support coaching to participants. Coaches are available anytime, 24 hours a day.

Kaiser has also made several different wellness apps available at no cost to members and downloadable on most devices. These include Classpass (gyms/fitness classes and beauty salons/spas locator), Calm (guided meditation tool, soothing sounds to improve sleep and reduce anxiety) and MyStrength (features tailored resources to support first responders).

Sr. Underwriting Consultant Chika Yagi began discussing and comparing the City's medical claims history for the past four plan years. For plan year 2022-2023, claims costs in every category increased except for inpatient claims. The "other" category covers ambulance and home health claims. Overall, the per member per month (PMPM) cost increased from \$466.70 in plan year 2021-2022 to \$493.11 or an addition of \$1,157,533 in total paid claims in 2022-2023. In particular, outpatient claims costs increased by 12%. Rob Hutchens asked whether contracted mental health visits fall within the outpatient category and Chika confirmed.

Chika moved on to slide 27, which compared total claims between the City of Portland and their Book of Business/industry average. For all Kaiser clients, the cost trajectory was similar and mirrored each other. Rob commented about the reduction in the number of average monthly members and Chika added there has been a 5% reduction from 4,925 in plan year 2019-2020 to 4,664 in plan year 2022-2023.

Slide 28 shows though inpatient claims utilization in the 2019-2020 plan year was driven by higher inpatient admissions and inpatient claims, inpatient claims utilization and costs appeared to be stabilizing in the proceeding plan years with the City's utilization levels dropping lower than Kaiser's Book of Business/industry average. Paul Cone questioned whether inpatient claims in plan year 2020-2021 increased and then decreased due to COVID-19 cases and Chika confirmed.

Chika discussed slide 29, which captures the plan year 2021-2022 spike in outpatient visits by both City members and Kaiser's Book of Business/industry average as a result of pent-up utilization activities after the COVID-19 pandemic shutdown. There was a marked increase in the volume of claims. Slide 30 illustrates the City's pharmacy utilization history as compared to Kaiser's Book of Business/Industry clients and are generally in alignment:

- 92.5% Generic utilization
- 6.9% brand name utilization
- 0.6% specialty utilization
- 59% mail order pharmacy (higher than the regional average of 54%)
- 70% of prescriptions are refilled on kp.org

Chika moved on to slide 30, which compared the outpatient mental health and substance abuse utilization claims between the City of Portland and their Book of Business/industry average. Though utilization is higher, the City's claims are in alignment with Kaiser's other clients. Plan year 2019-2020 was an outlier year as a small number of inpatient mental health/substance abuse admits bumped up the City's number (6 per 1000 members).

The presentation switched from medical to dental services and Chika briefly discussed the City's dental claims history for plan year 2022-2023. The dental cost per member per month (PMPM)

average was \$50.76 and the average dental benefit ratio was 80% (benefits paid out versus premiums taken in) compared to 76% in the prior plan year.

Dental Account Executive Ky Thai began describing the dental access and innovations Kaiser has implemented on slide 34. Kaiser hired 156 hygienists and 252 dental assistants and provided 185,000 hygiene visits as of November of 2023. The wait time for 60% of hygiene and 52% of general dentist appointments is 10 business days while 99% of emergency services is provided within the same or next day. Recently implemented, the new Dental Passport tool is helping members manage and coordinate their care among other departments and services. Kaiser is also partnering with Portland Community College and Pacific University to train and recruit students to become dental assistants and hygienists. The Fast Pass system, which is available as a smartphone app or online tool, texts or emails members notifying them about upcoming appointments or wait list updates. Fast Pass now includes online dental scheduling and supplementary teledentistry (no copay). Rachel and other committee members thanked the Kaiser team for their presentation.

4. Public Comment: None

5. Other Business: None

6. Next Meeting: December 12, 2023. The meeting will begin at 1:30 PM and will be scheduled to go until 3:00 PM. This meeting will be held via Zoom; details included upon request or via the meeting invite.

7. The meeting was adjourned at 3:02 pm.