

Membership and Population Profile
Reporting Period: January 1, 2010 - December 31, 2010

	All Other Groups Employees and Dependents			Community College System Employees and Dependents			Department of Correction Employees and Dependents			Department of Health and Human Services Employees and Dependents			Department of Transportation Employees and Dependents		
Total members qualifying for analysis*	50,055			22,991			26,373			24,189			17,603		
Mean age	36.7			39.0			37.2			38.9			38.0		
Male %	45%			41%			55%			35%			68%		
Female %	55%			59%			45%			65%			32%		
Total Medical Costs	Total Cost PMPY	Total Cost		Total Cost PMPY	Total Cost		Total Cost PMPY	Total Cost		Total Cost PMPY	Total Cost		Total Cost PMPY	Total Cost	
Medical Costs	\$3,222	\$161,260,021		\$3,275	\$75,284,749		\$3,296	\$86,913,930		\$3,470	\$83,944,371		\$2,978	\$52,429,621	
Total Pharmacy Costs	Total Cost PMPY	Total Cost		Total Cost PMPY	Total Cost		Total Cost PMPY	Total Cost		Total Cost PMPY	Total Cost		Total Cost PMPY	Total Cost	
Pharmacy Costs	\$785	\$39,280,241		\$770	\$17,701,246		\$637	\$16,802,918		\$780	\$18,869,666		\$713	\$12,543,668	
Prescription Summary	Scripts/1000	Generic Percent	Generic Script Rate	Scripts/1000	Generic Percent	Generic Script Rate	Scripts/1000	Generic Percent	Generic Script Rate	Scripts/1000	Generic Percent	Generic Script Rate	Scripts/1000	Generic Percent	Generic Script Rate
Prescriptions	12640.7	65.7%	657.0	13190.5	64.9%	648.9	12202.4	71.6%	715.6	14136.6	68.6%	685.6	12633.8	69.4%	693.9
Utilization Rates and Costs	Rate/1000	Number of Admits/ER Visits	Total Cost/Admit or ER Visit	Rate/1000	Number of Admits/ER Visits	Total Cost/Admit or ER Visit	Rate/1000	Number of Admits/ER Visits	Total Cost/Admit or ER Visit	Rate/1000	Number of Admits/ER Visits	Total Cost/Admit or ER Visit	Rate/1000	Number of Admits/ER Visits	Total Cost/Admit or ER Visit
Admits per 1000	50.4	2,522	\$12,831	49.8	1,144	\$12,473	56.5	1,490	\$12,958	57.6	1,394	\$11,999	41.6	733	\$15,010
ER visits per 1000	133.1	6,663	\$802	116.2	2,672	\$757	290.9	7,672	\$605	209.3	5,063	\$756	145.2	2,556	\$839
Chronic Condition Summary	Prevalence	Number of Members Identified	Total Cost PMPY	Prevalence	Number of Members Identified	Total Cost PMPY	Prevalence	Number of Members Identified	Total Cost PMPY	Prevalence	Number of Members Identified	Total Cost PMPY	Prevalence	Number of Members Identified	Total Cost PMPY
Any Chronic Condition	26.8%	13,415	\$6,238	29.5%	6,792	\$6,093	35.1%	9,251	\$6,089	35.4%	8,552	\$5,920	33.7%	5,924	\$5,611
High Predicted Medical Cost	1.2%	616	\$34,125	1.4%	322	\$32,362	1.5%	392	\$33,728	1.6%	389	\$34,043	1.5%	266	\$34,866
Asthma	5.1%	2,545	\$6,173	5.4%	1,233	\$5,963	5.0%	1,325	\$6,587	5.9%	1,438	\$6,702	4.5%	797	\$5,657
Adults	3.5%	1,749	\$7,802	3.9%	891	\$7,375	3.7%	963	\$8,392	4.4%	1,067	\$8,336	3.1%	537	\$7,440
Children	1.6%	796	\$2,594	1.5%	342	\$2,282	1.4%	362	\$1,783	1.5%	371	\$2,001	1.5%	260	\$1,974
Chronic Obstructive Pulmonary Disease (COPD)	0.6%	277	\$16,585	0.8%	192	\$13,204	1.1%	277	\$15,369	0.8%	203	\$16,453	1.0%	176	\$15,700
Congestive Heart Failure (CHF)	0.3%	145	\$25,326	0.4%	92	\$23,007	0.5%	125	\$20,893	0.6%	134	\$23,973	0.4%	63	\$25,121
Coronary Artery Disease (CAD)	2.0%	986	\$14,580	2.3%	525	\$14,137	3.0%	801	\$13,800	2.2%	528	\$15,841	3.2%	555	\$13,439
Diabetes	6.5%	3,234	\$8,798	7.6%	1,737	\$8,263	10.5%	2,775	\$8,189	9.8%	2,365	\$8,343	9.3%	1,638	\$8,264
Hypertension	21.2%	10,634	\$6,550	23.9%	5,504	\$6,356	29.7%	7,831	\$6,354	29.4%	7,119	\$6,085	28.2%	4,970	\$5,701
Other Chronic Conditions	Prevalence	Number of Members Identified	Total Cost PMPY	Prevalence	Number of Members Identified	Total Cost PMPY	Prevalence	Number of Members Identified	Total Cost PMPY	Prevalence	Number of Members Identified	Total Cost PMPY	Prevalence	Number of Members Identified	Total Cost PMPY
Mental Health	5.7%	2,834	\$8,224	5.9%	1,354	\$7,488	5.5%	1,462	\$7,985	6.6%	1,598	\$8,178	4.1%	714	\$7,662
Migraine	2.4%	1,183	\$7,029	2.4%	556	\$6,556	2.4%	635	\$7,698	2.7%	646	\$6,792	1.9%	340	\$6,652

*Eligible members for NC HealthSmart services include active employees and dependents who have the State Health Plan as their primary insurer. Members who have Medicare as their primary insurer are not eligible. Non-Medicare retirees are eligible for the NC HealthSmart program, but are not included in this report.

**PMPY = Per Member Per Year

Membership and Population Profile
Reporting Period: January 1, 2010 - December 31, 2010

	NC Public Schools Employees and Dependents			UNC Healthcare Employees and Dependents			UNC System Employees and Dependents			All Eligible Employees and Dependents		
Total members qualifying for analysis*	263,211			10,422			69,347			484,191		
Mean age	35.7			33.2			37.0			36.4		
Male %	32%			36%			46%			39%		
Female %	68%			64%			54%			61%		
Total Medical Costs	Total Cost PMPY	Total Cost		Total Cost PMPY	Total Cost		Total Cost PMPY	Total Cost		Total Cost PMPY	Total Cost	
Medical Costs	\$2,941	\$774,025,476		\$2,693	\$28,066,542		\$2,899	\$201,026,132		\$3,021	\$1,462,950,841	
Total Pharmacy Costs	Total Cost PMPY	Total Cost		Total Cost PMPY	Total Cost		Total Cost PMPY	Total Cost		Total Cost PMPY	Total Cost	
Pharmacy Costs	\$645	\$169,724,405		\$639	\$6,662,368		\$708	\$49,112,560		\$683	\$330,697,072	
Prescription Summary	Scripts/1000	Generic Percent	Generic Script Rate	Scripts/1000	Generic Percent	Generic Script Rate	Scripts/1000	Generic Percent	Generic Script Rate	Scripts/1000	Generic Percent	Generic Script Rate
Prescriptions	12042.0	65.3%	652.9	9821.9	66.6%	666.2	10588.7	64.1%	641.4	12037.4	65.9%	658.9
Utilization Rates and Costs	Rate/1000	Number of Admits/ER Visits	Total Cost/Admit or ER Visit	Rate/1000	Number of Admits/ER Visits	Total Cost/Admit or ER Visit	Rate/1000	Number of Admits/ER Visits	Total Cost/Admit or ER Visit	Rate/1000	Number of Admits/ER Visits	Total Cost/Admit or ER Visit
Admits per 1000	52.4	13,787	\$10,694	50.8	529	\$8,530	44.8	3,104	\$11,929	51.0	24,703	\$11,442
ER visits per 1000	135.0	35,544	\$751	152.0	1,584	\$759	104.6	7,254	\$783	142.5	69,008	\$747
Chronic Condition Summary	Prevalence	Number of Members Identified	Total Cost PMPY	Prevalence	Number of Members Identified	Total Cost PMPY	Prevalence	Number of Members Identified	Total Cost PMPY	Prevalence	Number of Members Identified	Total Cost PMPY**
Any Chronic Condition	26.3%	69,214	\$5,584	21.9%	2,286	\$5,670	23.5%	16,263	\$5,829	27.2%	131,697	\$5,767
High Predicted Medical Cost	1.0%	2,614	\$32,405	0.7%	76	\$31,306	1.0%	664	\$33,177	1.1%	5,339	\$33,020
Asthma	5.6%	14,740	\$5,170	5.1%	535	\$6,373	5.3%	3,644	\$5,321	5.4%	26,257	\$5,520
Adults	3.8%	10,050	\$6,513	3.6%	376	\$8,356	3.7%	2,565	\$6,641	3.8%	18,198	\$6,969
Children	1.8%	4,690	\$2,292	1.5%	159	\$1,684	1.6%	1,079	\$2,183	1.7%	8,059	\$2,248
Chronic Obstructive Pulmonary Disease (COPD)	0.5%	1,310	\$11,901	0.3%	33	\$16,352	0.4%	248	\$13,716	0.6%	2,716	\$13,631
Congestive Heart Failure (CHF)	0.3%	712	\$20,661	0.2%	18	\$14,592	0.3%	193	\$22,681	0.3%	1,482	\$21,961
Coronary Artery Disease (CAD)	1.4%	3,768	\$13,547	1.0%	105	\$14,008	1.5%	1,018	\$14,163	1.7%	8,286	\$13,952
Diabetes	6.2%	16,333	\$7,943	4.9%	514	\$7,144	5.1%	3,503	\$8,569	6.6%	32,099	\$8,169
Hypertension	20.5%	53,956	\$5,890	16.6%	1,735	\$5,801	17.9%	12,393	\$6,182	21.5%	104,142	\$6,054
Other Chronic Conditions	Prevalence	Number of Members Identified	Total Cost PMPY	Prevalence	Number of Members Identified	Total Cost PMPY	Prevalence	Number of Members Identified	Total Cost PMPY	Prevalence	Number of Members Identified	Total Cost PMPY**
Mental Health	5.5%	14,505	\$6,952	6.7%	697	\$6,695	5.5%	3,839	\$7,055	5.6%	27,003	\$7,268
Migraine	2.5%	6,576	\$6,379	2.9%	303	\$7,173	2.0%	1,419	\$6,496	2.4%	11,658	\$6,591

*Eligible members for NC HealthSmart services include active employees and dependents who have the State Health Plan as their primary insurer. Members who have Medicare as their primary insurer are not eligible. Non-Medicare retirees are eligible for the NC HealthSmart program, but are not included in this report.

**PMPY = Per Member Per Year

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	All Other Groups Employees and Dependents		Community College System Employees and Dependents		Department of Correction Employees and Dependents		Department of Health and Human Services Employees and Dependents		Department of Transportation Employees and Dependents	
	Prevalence	Number of Members Identified	Prevalence	Number of Members Identified	Prevalence	Number of Members Identified	Prevalence	Number of Members Identified	Prevalence	Number of Members Identified
Opportunities for Shared Decision Making										
Back (Disc Surgery)	9.9%	4,963	9.8%	2,244	12.4%	3,262	11.2%	2,712	10.4%	1,839
Hip (Replacement Surgery)	3.2%	1,621	3.9%	896	4.0%	1,064	4.5%	1,098	3.6%	629
Knee (Replacement Surgery)	3.9%	1,951	3.9%	908	4.9%	1,292	4.7%	1,146	3.8%	676
Benign Uterine Conditions (Hysterectomy Surgery)	1.5%	764	1.5%	337	1.4%	380	1.8%	436	0.8%	141
Benign Prostatic Hyperplasia (Prostate Surgery)	2.1%	1,036	2.2%	507	2.4%	632	1.7%	416	2.9%	518
Coronary Artery Disease (Stents, "Bypass" Surgery)	8.7%	4,332	10.9%	2,514	11.5%	3,039	9.5%	2,294	12.7%	2,228
Breast Cancer Treatment	0.5%	271	0.7%	165	0.3%	92	0.6%	153	0.3%	48
Prostate Cancer Treatment	0.3%	144	0.3%	66	0.3%	88	0.2%	53	0.4%	62
	% of Eligible Population Screened	Number of Members Screened	% of Eligible Population Screened	Number of Members Screened	% of Eligible Population Screened	Number of Members Screened	% of Eligible Population Screened	Number of Members Screened	% of Eligible Population Screened	Number of Members Screened
Preventive Services (Screenings)										
Breast Cancer Screening	48.4%	6,914	48.6%	3,880	39.2%	2,332	45.7%	4,285	46.2%	1,294
Cervical Cancer Screening	69.0%	13,382	68.6%	6,762	61.3%	5,046	64.9%	7,698	68.6%	2,356
Colorectal Cancer Screening	56.6%	8,191	56.4%	4,676	48.8%	3,505	55.9%	4,519	53.8%	2,858
	Tobacco Use and Associated Costs		Tobacco Use and Associated Costs		Tobacco Use and Associated Costs		Tobacco Use and Associated Costs		Tobacco Use and Associated Costs	
Tobacco										
Estimated Number of Tobacco Users*	6,156		2,827		3,243		2,975		2,165	
Estimated Medical Costs to SHP (PMPY = \$2,054)**	\$12,644,424		\$5,806,658		\$6,661,122		\$6,110,650		\$4,446,910	
Estimated Absenteeism and Loss of Productivity Costs (PMPY = \$1,760)***	\$8,713,760		\$4,040,960		\$5,082,880		\$4,660,480		\$3,220,800	
Total potential cost/year	\$21,358,184		\$9,847,618		\$11,744,002		\$10,771,130		\$7,667,710	
	% of the Population	Number of Members	% of the Population	Number of Members	% of the Population	Number of Members	% of the Population	Number of Members	% of the Population	Number of Members
Reach and Engage										
Attempted	10.2%	5,086	10.8%	2,490	11.8%	3,103	12.8%	3,089	11.0%	1,931
Reached by a Health Coach	6.6%	3,315	6.8%	1,570	6.6%	1,745	7.4%	1,778	6.6%	1,169
Engaged	4.3%	2,176	4.7%	1,073	4.6%	1,214	5.1%	1,244	4.6%	804

*An estimated 15% of the NC HealthSmart adult population smoke. Eligible employees and dependents 18 years and older were used to determine the estimated number of tobacco users.

**Direct costs to the SHP include tobacco-related medical and pharmacy claims.

***Indirect costs to state agencies include increased absenteeism and lost productivity. Absenteeism and lost productivity costs are calculated for SHP adult employees only.

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	NC Public Schools Employees and Dependents		UNC Healthcare Employees and Dependents		UNC System Employees and Dependents		All Eligible Employees and Dependents	
	Prevalence	Number of Members Identified	Prevalence	Number of Members Identified	Prevalence	Number of Members Identified	Prevalence	Number of Members Identified
Opportunities for Shared Decision Making								
Back (Disc Surgery)	9.3%	24,416	7.8%	817	8.2%	5,688	9.5%	45,941
Hip (Replacement Surgery)	3.3%	8,692	2.5%	261	3.1%	2,156	3.4%	16,417
Knee (Replacement Surgery)	3.8%	10,062	3.3%	349	3.6%	2,490	3.9%	18,874
Benign Uterine Conditions (Hysterectomy Surgery)	1.9%	5,083	2.1%	214	1.5%	1,024	1.7%	8,379
Benign Prostatic Hyperplasia (Prostate Surgery)	1.1%	2,872	0.8%	88	2.2%	1,505	1.6%	7,574
Coronary Artery Disease (Stents, "Bypass" Surgery)	6.4%	16,778	3.6%	378	7.5%	5,187	7.6%	36,750
Breast Cancer Treatment	0.6%	1,676	0.6%	62	0.7%	451	0.6%	2,918
Prostate Cancer Treatment	0.2%	499	0.1%	11	0.3%	229	0.2%	1,152
	% of Eligible Population Screened	Number of Members Screened	% of Eligible Population Screened	Number of Members Screened	% of Eligible Population Screened	Number of Members Screened	% of Eligible Population Screened	Number of Members Screened
Preventive Services (Screenings)								
Breast Cancer Screening	46.3%	42,243	43.2%	1,197	48.2%	9,332	46.5%	71,477
Cervical Cancer Screening	70.4%	95,034	54.5%	2,776	65.7%	17,731	68.6%	150,785
Colorectal Cancer Screening	54.9%	38,569	48.2%	1,059	58.3%	12,477	55.3%	75,854
	Tobacco Use and Associated Costs		Tobacco Use and Associated Costs		Tobacco Use and Associated Costs		Tobacco Use and Associated Costs	
Tobacco								
Estimated Number of Tobacco Users*	32,374		1,281		8,529		59,550	
Estimated Medical Costs to SHP (PMPY = \$2,054)**	\$66,496,196		\$2,631,174		\$17,518,566		\$122,315,700	
Estimated Absenteeism and Loss of Productivity Costs (PMPY = \$1,760)***	\$47,139,840		\$1,749,440		\$11,535,040		\$86,143,200	
Total potential cost/year	\$113,636,036		\$4,380,614		\$29,053,606		\$208,458,920	
	% of the Population	Number of Members	% of the Population	Number of Members	% of the Population	Number of Members	% of the Population	Number of Members
Reach and Engage								
Attempted	9.3%	24,408	6.6%	689	8.3%	5,784	9.6%	46,580
Reached by a Health Coach	5.7%	14,898	3.9%	407	5.1%	3,553	5.9%	28,435
Engaged	3.7%	9,822	2.3%	239	3.2%	2,235	3.9%	18,807

*An estimated 15% of the NC HealthSmart adult population smoke. Eligible employees and dependents 18 years and older were used to determine the estimated number of tobacco users.

**Direct costs to the SHP include tobacco-related medical and pharmacy claims.

***Indirect costs to state agencies include increased absenteeism and lost productivity. Absenteeism and lost productivity costs are calculated for SHP adult employees only.

Glossary & Definitions

Reporting period	The reporting period represents a 12-month time cycle on which the report metrics are calculated, and uses member eligibility, medical claims, and other data sources.
Eligible member	An eligible member for NC HealthSmart services includes any active employee or dependent who has the State Health Plan as their primary insurer. Members who have Medicare as their primary insurer are not eligible. Non-Medicare retirees are eligible for the NC HealthSmart program, but are not included in the aggregate "All Eligible SHP Members" section of this report.
Total medical cost	Total medical costs incurred for the reporting period. Includes costs related to facility (inpatient and outpatient), professional, and pharmacy services, and is reported as aggregate medical costs and on a per member per year basis (PMPY). Medical and pharmacy costs PMPY are capped at \$100,000 to account for large cases. Costs for admissions and ER visits are not capped.
Pharmacy and Prescription Information	Total Pharmacy Costs includes the total pharmacy costs incurred for the reporting period. Average Pharmacy Costs PMPY represents the average pharmacy cost per member per year. Scripts/1000 - Average scripts written per 1000 members per year. Generic Script Rate - Rate at which generic scripts are dispensed per 1000 members. Generic Percent - Percent at which generic scripts are dispensed.
Chronic condition ("Any Chronic Condition")	Eligible members who are identified with one or more of the following chronic conditions: asthma, chronic obstructive pulmonary disease (COPD), congestive heart failure (CHF), coronary artery disease (CAD), diabetes, or hypertension.
High predicted medical cost	Eligible members who are identified with one or more of the following chronic conditions: asthma, chronic obstructive pulmonary disease (COPD), congestive heart failure (CHF), coronary artery disease (CAD), or diabetes; AND who have the highest predicted risk of future health care costs based on Health Dialog's claims-based predictive models. Note that hypertension alone is not considered as a chronic condition to predict high financial medical costs, but may be comorbid with another chronic condition to identify high predicted medical cost members.
Opportunities for Shared Decision Making	"Shared decision making" is one of the principles under which NC HealthSmart Health Coaches "coach" NCSHP members; that is, the focus is on involving the member in decisions about their health and making them aware of the importance in working in partnership with their physician to understand care and treatment options, and to make appropriate decisions driven by their own preferences. The conditions that appear in this section -- back, hip, benign uterine conditions, etc. -- are those Health Dialog considers "preference sensitive conditions." Preference sensitive care is care for which there are multiple treatment options that carry significant trade-offs in terms of risks and benefits for the member, and that the choice of care should be driven by the member's own preferences. Thus, this section identifies members who have some risk of a future surgical intervention or treatment in one or more of the areas listed.
Preventive services (screenings)	Preventive data presented in this section include members who received one or more of the screenings listed below: Screening for Breast Cancer - Women 40 years and older with evidence of a mammogram in the past 12 months. Screening for Cervical Cancer - Women ages 21-69 identified with a cervical cancer screening test within the past three years. Screening for Colorectal Cancer - Men and women age 50 and older identified with one or more of the screening tests used to detect colorectal cancer (each test has its own "look back" period; i.e., colonoscopy within the last 10 years, sigmoidoscopy within the last 5 years, barium enema within the last 5 years, and/or fecal occult blood test within the last 12 months).
Tobacco use and associated costs	Per member per year estimated medical cost and absenteeism/loss of productivity figures were taken from the following source: <i>Morbidity and Mortality Weekly Report</i> , 2002; 51(14); 300-03; annual smoking-attributable mortality, years of potential life lost, and economic costs - United States, 1995-1999, Centers for Disease Control and Prevention. The estimated number of tobacco users includes 15% of the SHP adult population. Eligible employees and dependents 18 years and older were used to determine the estimated number of tobacco users. <u>Total potential costs related to tobacco use</u> = estimated medical costs to SHP + estimated absenteeism & productivity loss costs <u>Estimated medical cost/year</u> = number of employees and dependent adults X estimated smokers (15%) X estimated medical cost PMPY (\$2054) <u>Estimated absenteeism & productivity loss cost/year</u> = number of employees X estimated smokers (15%) X estimated absenteeism & productivity loss cost PMPY (\$1760)