

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

	All Other Groups Employees Only			Community College System Employees Only			Department of Correction Employees Only			Department of Health and Human Services Employees Only			Department of Transportation Employees Only		
Total members qualifying for analysis*	32,811			14,843			18,913			18,632			12,116		
Mean age	45.2			48.0			44.3			45.9			45.9		
Male %	44%			36%			58%			29%			78%		
Female %	56%			64%			42%			71%			22%		
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	\$3,800	\$124,697,227		\$3,889	\$57,717,745		\$3,796	\$71,790,460		\$3,933	\$73,273,193		\$3,481	\$42,180,268	
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	\$869	\$28,520,201		\$864	\$12,820,708		\$660	\$12,477,248		853	\$15,893,862		\$739	\$8,950,911	
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	15125.7	63.8%	638.2	16316.6	63.2%	632.5	14389.3	70.7%	706.9	16,524.6	67.0%	669.8	14633.0	68.3%	683.5
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	55.8	1,830	\$14,129	54.0	801	\$12,118	62.7	1,186	\$12,885	62.0	1,155	\$12,297	47.5	576	\$15,788
ER visits per 1000	138.0	4,528	\$921	124.4	1,847	\$850	336.4	6,362	\$656	230.2	4,290	\$770	147.7	1,790	\$849
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	33.1%	10,867	\$6,417	37.1%	5,501	\$6,100	43.3%	8,192	\$6,079	42.4%	7,900	\$5,810	41.6%	5,039	\$5,574
High Predicted Medical Cost	1.6%	517	\$35,213	1.7%	252	\$31,119	1.8%	335	\$33,979	1.6%	299	\$35,747	1.7%	200	\$36,782
Asthma	4.4%	1,460	\$7,501	4.9%	723	\$7,849	4.3%	815	\$7,817	5.2%	975	\$7,449	3.4%	410	\$7,173
Adults	4.4%	1,460	\$7,501	4.9%	723	\$7,849	4.3%	815	\$7,817	5.2%	975	\$7,449	3.4%	410	\$7,173
Children	0.0%	0	\$0	0.0%	0	\$0	0.0%	0	\$0	0.0%	0	\$0	0.0%	0	\$0
Chronic Obstructive Pulmonary Disease (COPD)	0.7%	226	\$14,913	1.0%	143	\$12,272	1.3%	237	\$12,746	0.9%	172	\$12,241	1.2%	151	\$11,570
Congestive Heart Failure (CHF)	0.3%	109	\$26,997	0.5%	70	\$18,633	0.5%	102	\$18,188	0.7%	122	\$22,177	0.4%	53	\$22,131
Coronary Artery Disease (CAD)	2.5%	828	\$14,417	2.7%	404	\$14,087	3.9%	746	\$13,081	2.5%	462	\$14,888	4.3%	515	\$12,589
Diabetes	8.2%	2,684	\$9,115	9.6%	1,424	\$7,583	13.4%	2,536	\$7,690	12.0%	2,230	\$7,794	11.8%	1,434	\$7,694
Hypertension	28.2%	9,260	\$6,492	32.0%	4,743	\$6,066	38.5%	7,274	\$6,148	37.4%	6,960	\$5,885	37.0%	4,486	\$5,568
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	6.9%	2,258	\$8,157	7.2%	1,075	\$7,831	6.6%	1,241	\$7,973	8.0%	1,485	\$7,788	4.6%	553	\$7,720
Migraine	2.8%	922	\$7,854	2.8%	418	\$6,630	2.9%	544	\$6,873	3.4%	633	\$6,336	1.8%	213	\$7,122

*This report includes active employee data only. However, members eligible for NC HealthSmart services are members whose primary health insurance is through the State Health Plan for Teachers and State Employees.

**PMPY = Per Member Per Year

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

	NC Public Schools Employees Only			UNC Healthcare Employees Only			UNC System Employees Only			All Eligible Employees		
Total members qualifying for analysis*	178,484			6,465			43,438			325,702		
Mean age	44.0			41.4			46.2			44.8		
Male %	21%			25%			46%			32%		
Female %	79%			75%			54%			68%		
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	\$3,482	\$621,518,783		\$3,278	\$21,195,116		\$3,336	\$144,916,784		\$3,553	\$1,157,289,576	
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	\$715	\$127,605,583		\$718	\$4,642,833		\$786	\$34,160,043		\$752	\$245,071,390	
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	14918.4	63.3%	633.4	12224.3	64.9%	648.6	13040.3	62.4%	623.7	14,749.6	64.1%	641.3
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	59.6	10,643	\$10,884	63.3	409	\$9,515	46.4	2,017	\$12,417	57.2	18,617	\$11,759
ER visits per 1000	147.6	26,344	\$817	173.4	1,121	\$776	109.1	4,740	\$847	156.7	51,022	\$807
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	32.2%	57,555	\$5,636	27.2%	1,759	\$5,755	29.7%	12,885	\$5,806	33.7%	109,698	\$5,801
High Predicted Medical Cost	1.2%	2,091	\$31,542	0.9%	59	\$34,278	1.2%	510	\$33,746	1.3%	4,263	\$32,996
Asthma	4.9%	8,679	\$6,698	4.8%	313	\$7,943	4.6%	1,985	\$6,977	4.7%	15,360	\$7,010
Adults	4.9%	8,679	\$6,698	4.8%	313	\$7,943	4.6%	1,985	\$6,977	4.7%	15,360	\$7,010
Children	0.0%	0	\$0	0.0%	0	\$0	0.0%	0	\$0	0.0%	0	\$0
Chronic Obstructive Pulmonary Disease (COPD)	0.6%	1,103	\$12,144	0.3%	20	\$6,676	0.5%	204	\$15,330	0.7%	2,256	\$12,687
Congestive Heart Failure (CHF)	0.3%	591	\$19,642	0.2%	14	\$24,263	0.4%	156	\$21,160	0.4%	1,217	\$20,644
Coronary Artery Disease (CAD)	1.6%	2,931	\$12,843	1.2%	78	\$13,502	2.0%	849	\$13,563	2.1%	6,813	\$13,351
Diabetes	7.8%	13,901	\$7,838	6.1%	394	\$7,168	6.7%	2,927	\$8,020	8.5%	27,530	\$7,935
Hypertension	27.4%	48,944	\$5,652	22.6%	1,461	\$5,652	24.8%	10,788	\$5,768	28.8%	93,916	\$5,821
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	6.9%	12,362	\$6,799	8.4%	540	\$6,531	6.8%	2,938	\$6,936	6.9%	22,452	\$7,149
Migraine	3.2%	5,743	\$6,461	3.7%	240	\$7,117	2.5%	1,086	\$6,218	3.0%	9,799	\$6,618

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	All Other Groups Employees Only		Community College System Employees Only		Department of Correction Employees Only		Department of Health and Human Services Employees Only		Department of Transportation Employees Only	
	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)	12.1%	3,956	11.9%	1,767	15.3%	2,898	13.5%	2,519	12.7%	1,543
Hip (Replacement Surgery)	4.2%	1,366	5.1%	764	5.4%	1,027	5.5%	1,027	4.6%	552
Knee (Replacement Surgery)	4.5%	1,480	4.7%	694	5.9%	1,111	5.3%	996	4.3%	515
Benign Uterine Conditions (Hysterectomy Surgery)	1.9%	627	2.2%	328	1.9%	356	2.8%	515	0.8%	94
Benign Prostatic Hyperplasia (Prostate Surgery)	2.6%	857	2.8%	423	3.2%	598	1.8%	342	4.3%	520
Coronary Artery Disease (Stents, "Bypass" Surgery)	11.2%	3,682	13.8%	2,053	15.1%	2,863	11.0%	2,053	16.8%	2,036
Breast Cancer Treatment	0.7%	226	1.0%	148	0.4%	80	0.8%	148	0.2%	30
Prostate Cancer Treatment	0.3%	114	0.4%	56	0.4%	85	0.3%	57	0.5%	65
Preventive Services (Screenings)										
	% 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
Breast Cancer Screening	48.0%	5,936	48.9%	3,493	39.1%	2,029	44.2%	4,181	46.1%	923
Cervical Cancer Screening	70.2%	11,576	72.0%	6,053	63.6%	4,502	65.6%	7,746	70.6%	1,631
Colorectal Cancer Screening	57.4%	7,123	57.1%	4,108	48.4%	3,174	56.0%	4,306	54.1%	2,559
Tobacco										
	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	
Estimated Number of Tobacco Users*	4,921		2,226		2,836		2,794		1,817	
Estimated Medical Costs to SHP (PMPY = \$2,054)**	\$10,107,734		\$4,572,204		\$5,825,144		\$5,738,876		\$3,732,118	
Estimated Absenteeism and Loss of Productivity Costs (PMPY = \$1,760)***	\$8,660,960		\$3,917,760		\$4,991,360		\$4,917,440		\$3,197,920	
Total potential cost/year	\$18,768,694		\$8,489,964		\$10,816,504		\$10,656,316		\$6,930,038	
Reach and Engage										
	% 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
Attempted	16.1%	5,269	17.8%	2,638	17.0%	3,213	18.5%	3,443	16.5%	1,994
Reached by a Health Coach	10.4%	3,410	10.8%	1,603	9.8%	1,853	10.7%	1,992	9.9%	1,194
Engaged	7.8%	2,548	8.2%	1,210	7.5%	1,421	8.1%	1,509	7.4%	895

*An estimated 15% of the NC HealthSmart adult population smoke. Eligible employees 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.

Employee Membership and Population Profile
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	NC Public Schools Employees Only		UNC Healthcare Employees Only		UNC System Employees Only		All Eligible Employees	
	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)	11.9%	21,245	10.0%	644	10.4%	4,532	12.0%	39,104
Hip (Replacement Surgery)	4.4%	7,911	3.7%	241	4.1%	1,777	4.5%	14,665
Knee (Replacement Surgery)	4.6%	8,172	4.3%	276	4.3%	1,847	4.6%	15,091
Benign Uterine Conditions (Hysterectomy Surgery)	2.8%	4,979	2.7%	174	2.0%	873	2.4%	7,946
Benign Prostatic Hyperplasia (Prostate Surgery)	1.1%	1,956	0.7%	46	3.0%	1,324	1.9%	6,066
Coronary Artery Disease (Stents, "Bypass" Surgery)	7.6%	13,547	4.1%	267	10.1%	4,406	9.5%	30,907
Breast Cancer Treatment	0.9%	1,633	0.8%	54	0.8%	364	0.8%	2,683
Prostate Cancer Treatment	0.2%	356	0.1%	7	0.5%	216	0.3%	956
Preventive Services (Screenings)								
	% 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
Breast Cancer Screening	45.7%	40,750	41.7%	1,065	47.9%	7,624	45.9%	66,001
Cervical Cancer Screening	72.6%	93,180	55.9%	2,573	68.1%	14,646	70.8%	141,907
Colorectal Cancer Screening	55.5%	35,300	48.9%	899	59.0%	10,657	55.8%	68,126
Tobacco								
	Tobacco Use and Associated Costs		Tobacco Use and Associated Costs		Tobacco Use and Associated Costs		Tobacco Use and Associated Costs	
Estimated Number of Tobacco Users*	26,772		969		6,515		49,794	
Estimated Medical Costs to SHP (PMPY = \$2,054)**	\$54,989,688		\$1,990,326		\$13,381,810		\$102,276,876	
Estimated Absenteeism and Loss of Productivity Costs (PMPY = \$1,760)***	\$47,118,720		\$1,705,440		\$11,466,400		\$87,637,440	
Total potential cost/year	\$102,108,408		\$3,695,766		\$24,848,210		\$189,914,316	
Reach and Engage								
	% of the Population	Number of Members	% of the Population	Number of Members	% of the Population	Number of Members	% of the Population	Number of Members
Attempted	14.8%	26,349	10.9%	702	13.9%	6,016	15.2%	49,624
Reached by a Health Coach	9.1%	16,245	6.0%	386	8.5%	3,688	9.3%	30,371
Engaged	6.7%	12,009	4.1%	267	6.1%	2,644	6.9%	22,503

*An estimated 15% of the NC HealthSmart adult population smoke. Eligible employees 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.

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)