

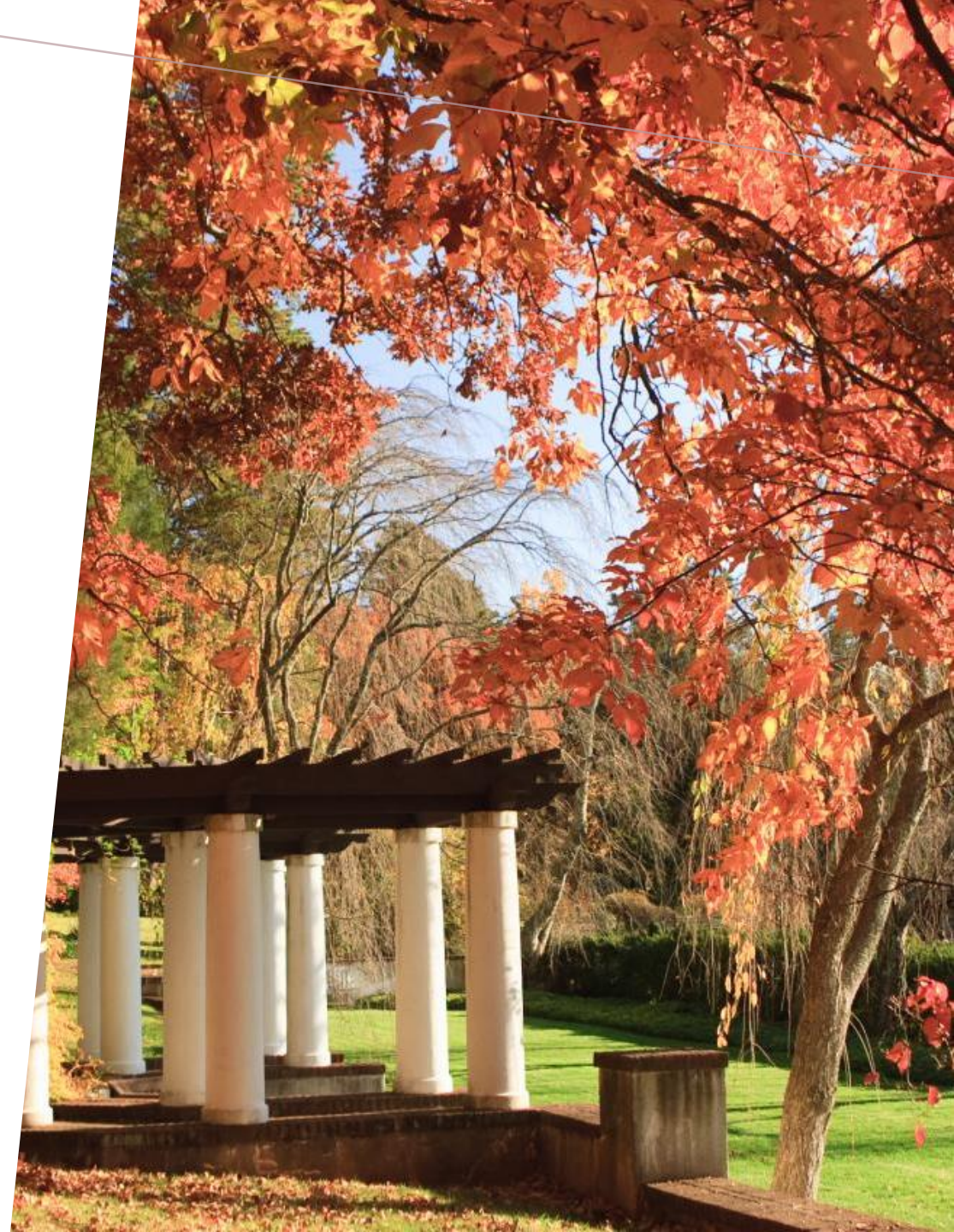
An aerial night view of a city, likely Raleigh, North Carolina, featuring the State Capitol building with its prominent dome on the left and the large, illuminated building on the right. The city lights and streetlights create a warm glow against the dark blue twilight sky.

*EMPLOYEE  
BENEFIT  
PLANS  
UPDATE*

*JUNE 2024*

# *OUR DISCUSSION*

- Overview
- Plan Design
- The Numbers
- Emerging Trends
- Future State



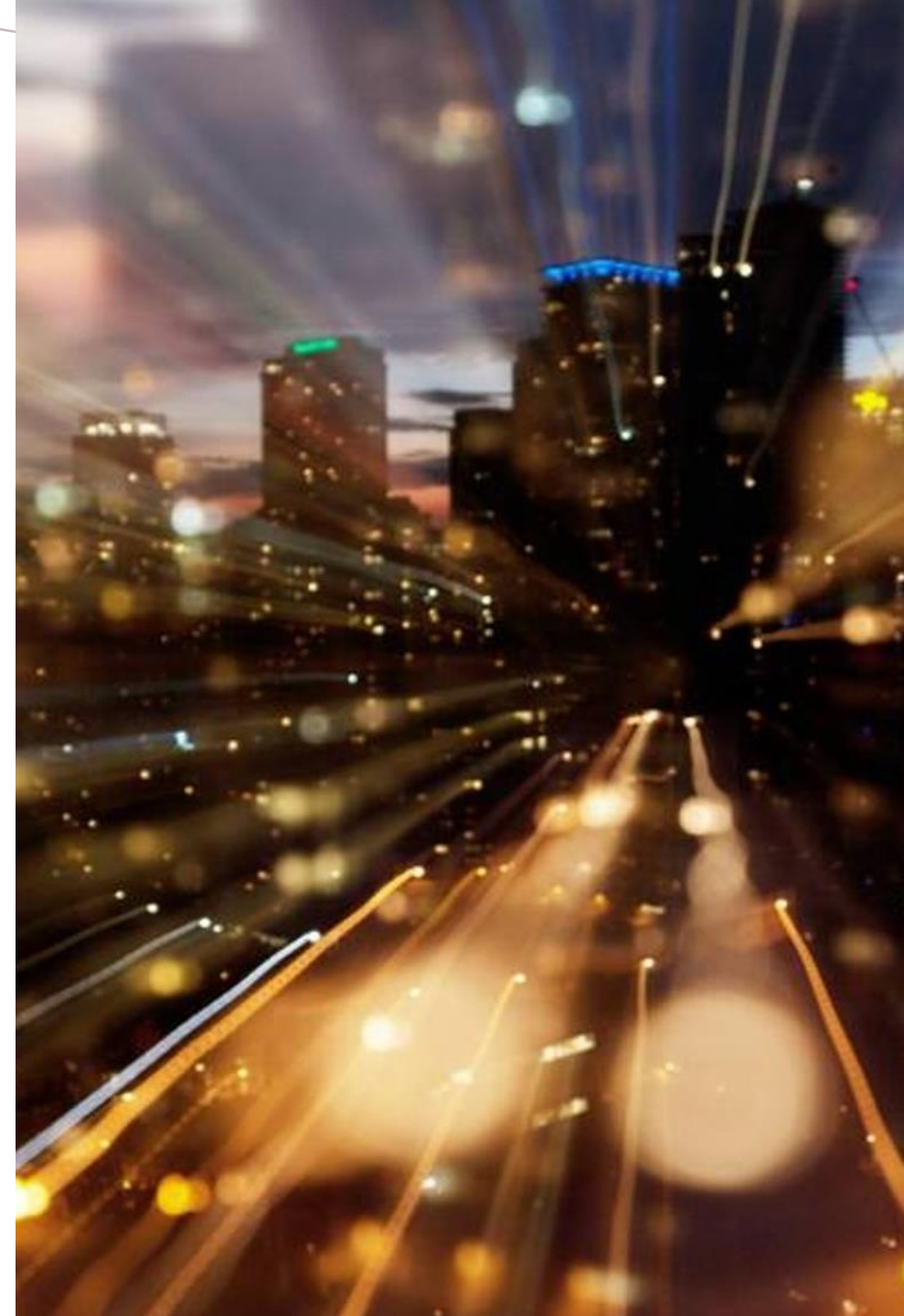


## *WHAT IT MEANS...*

- Denotes the impact of wellness and wellbeing programs in employer-sponsored health plans
- 84% of covered participants saw a Primary Care Provider during the plan year
- 22 eligible participants completed the Cancer Care Support Program – including 12 catastrophic claimants
- Medication adherence is above the national average

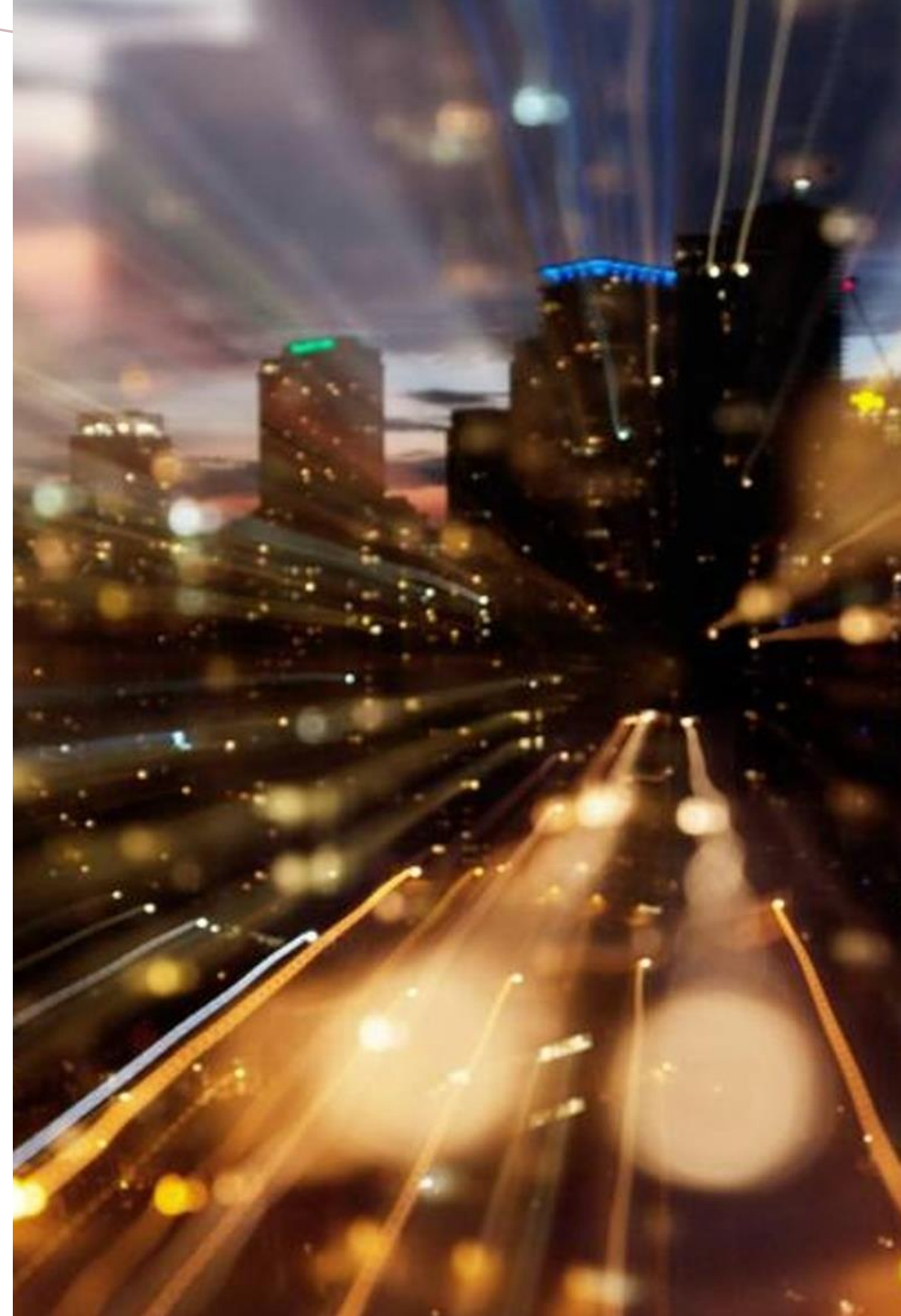
# *MEDICAL PLAN DESIGN*

- Two Plans (Core and Enhanced)
  - Core Individual
    - \$1,000 deductible | 80% plan / 20% employee | Out of Pocket Max - \$4,000
  - Core w/ Dependents
    - \$2,000 deductible | 80% plan / 20% employee | Out of Pocket Max - \$8,000
  - Enhanced Individual
    - \$500 deductible | 90% plan / 10% employee | Out of Pocket Max - \$2,000
  - Enhanced w/ Dependents
    - \$1,000 deductible | 90% plan / 10% employee | Out of Pocket Max - \$4,000



# *DENTAL PLAN DESIGN*

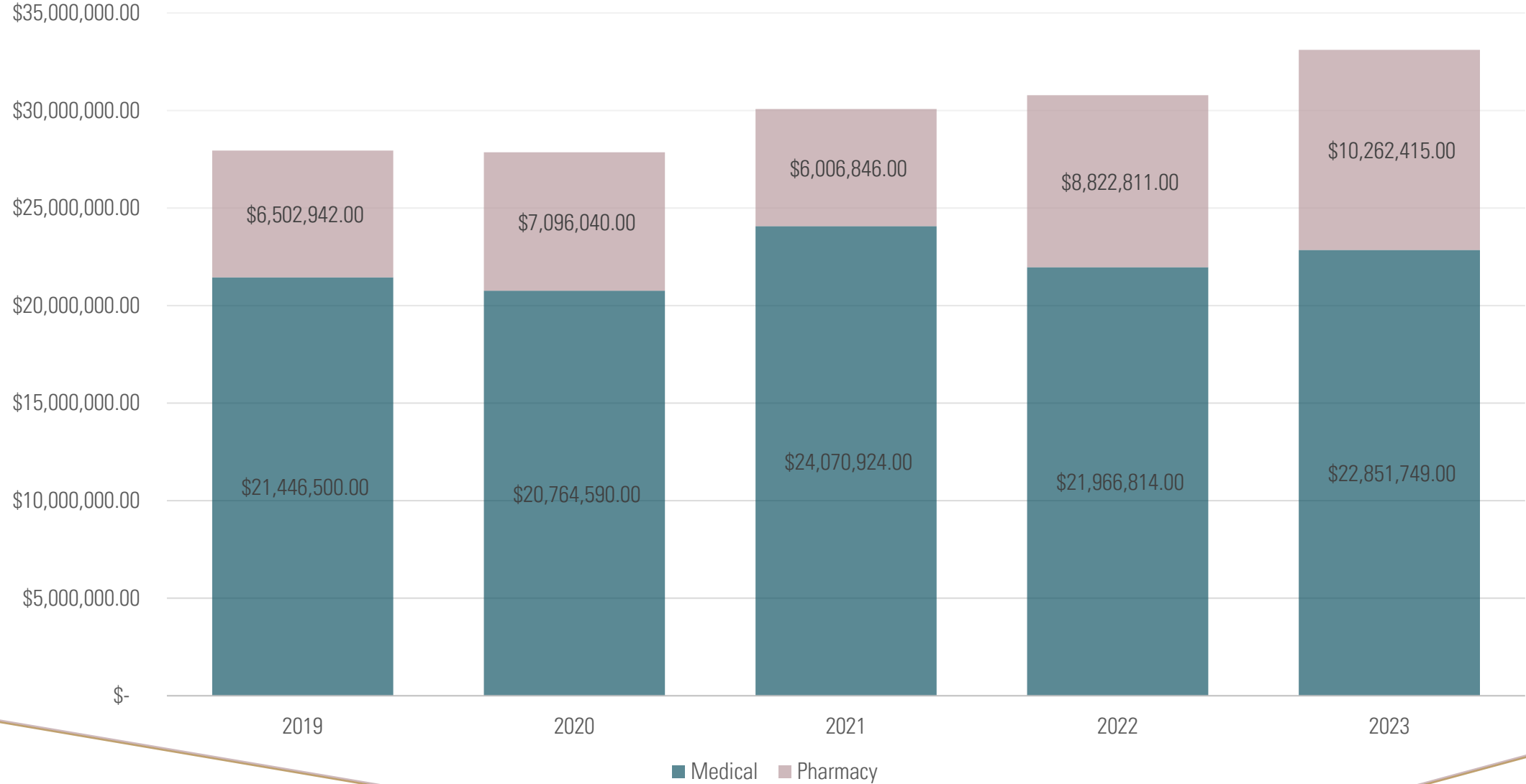
- Two Plans (Core and Enhanced)
  - Core Individual
    - \$50 deductible | 50% plan / 50% employee | Annual Max - \$750
  - Core w/ Dependents
    - \$150 deductible | 50% plan / 50% employee | Annual Max - \$750
  - Enhanced Individual
    - \$25 deductible | 80% plan / 20% employee | Annual Max - \$1,500
  - Enhanced w/ Dependents
    - \$75 deductible | 80% plan / 20% employee | Annual Max - \$1,500



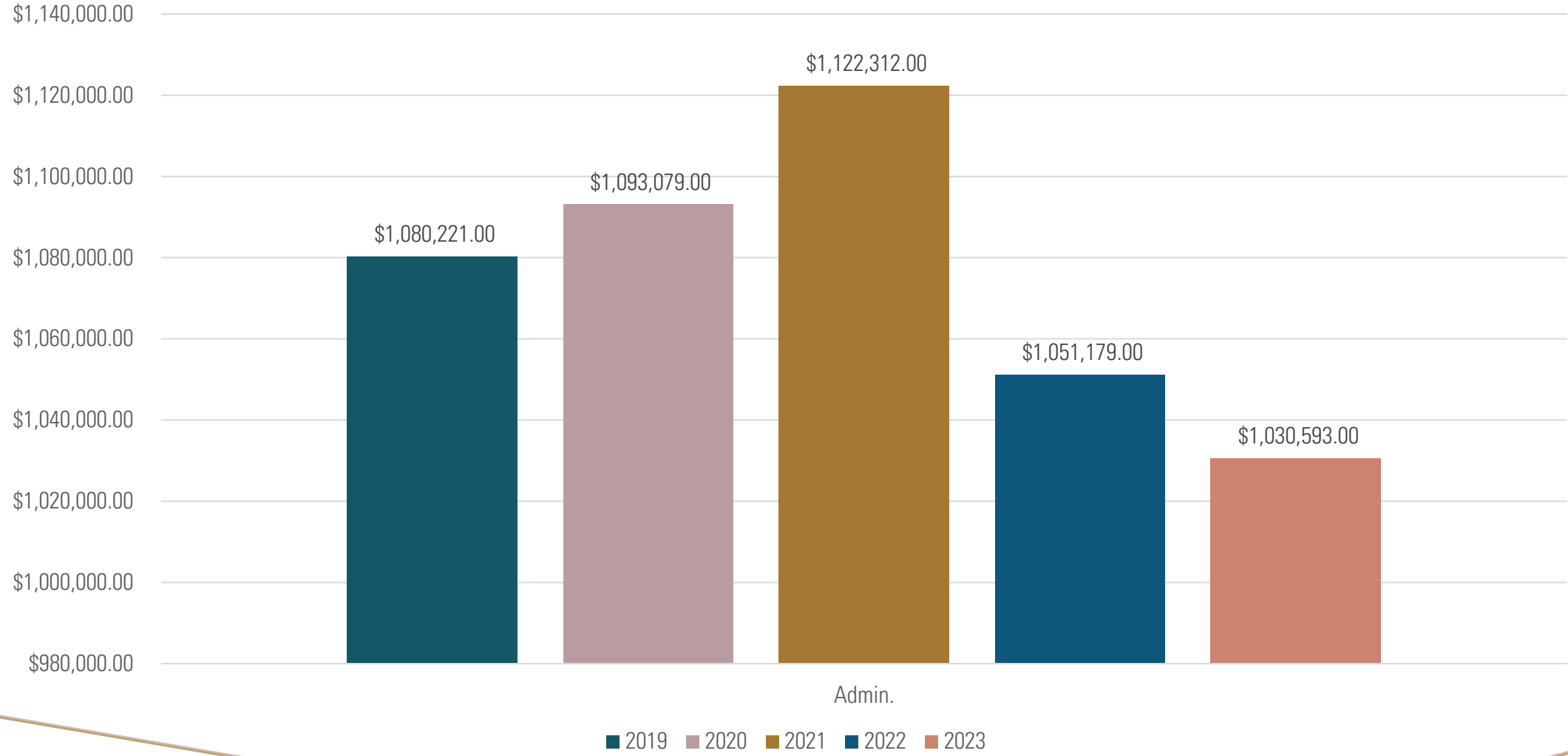
# *OVERALL SPENDING*



# 5 YEAR SPEND – MEDICAL & PHARMACY

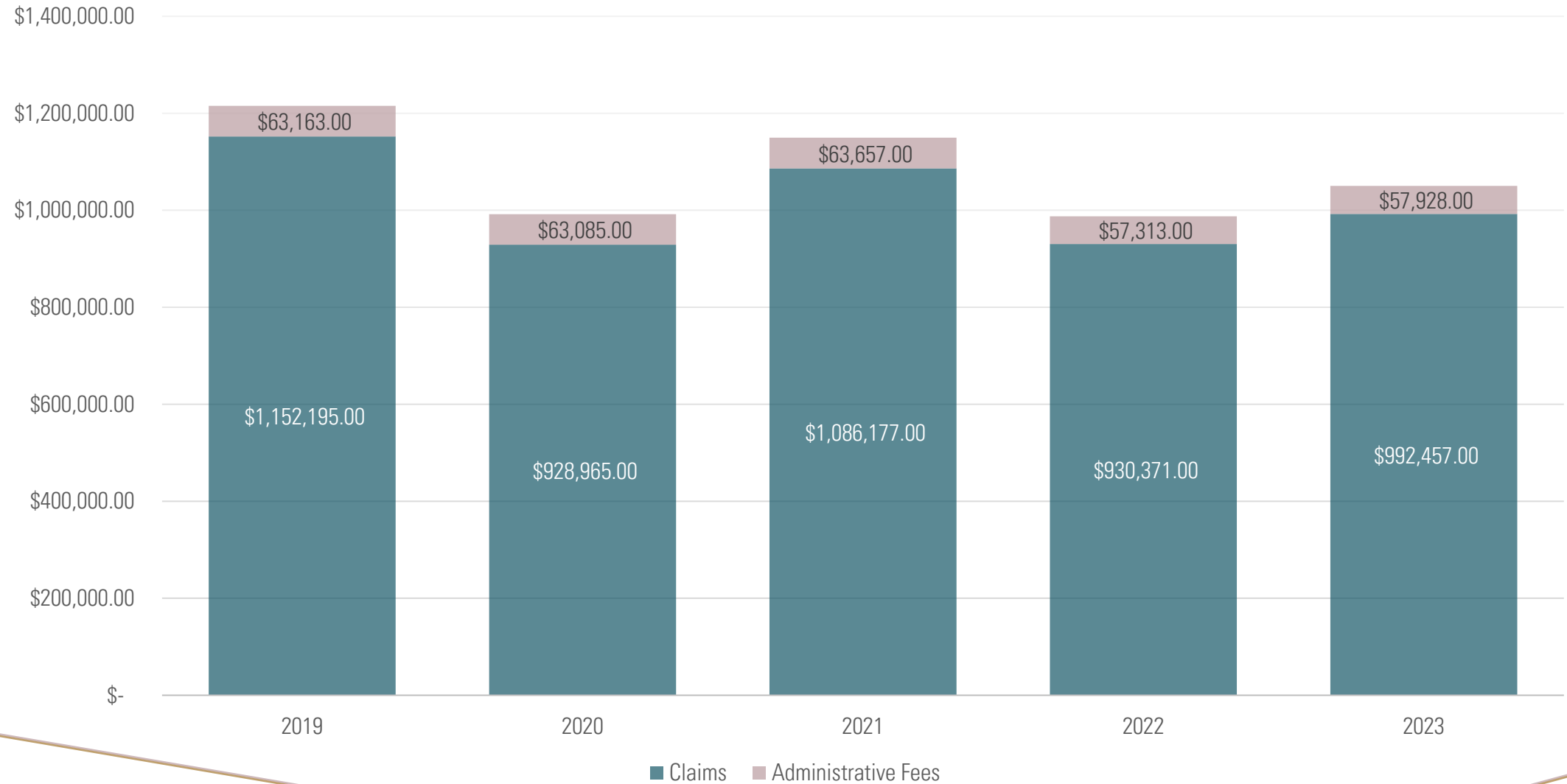


# 5 YEAR SPEND – ADMINISTRATIVE FEES





# 5 YEAR SPEND – DENTAL

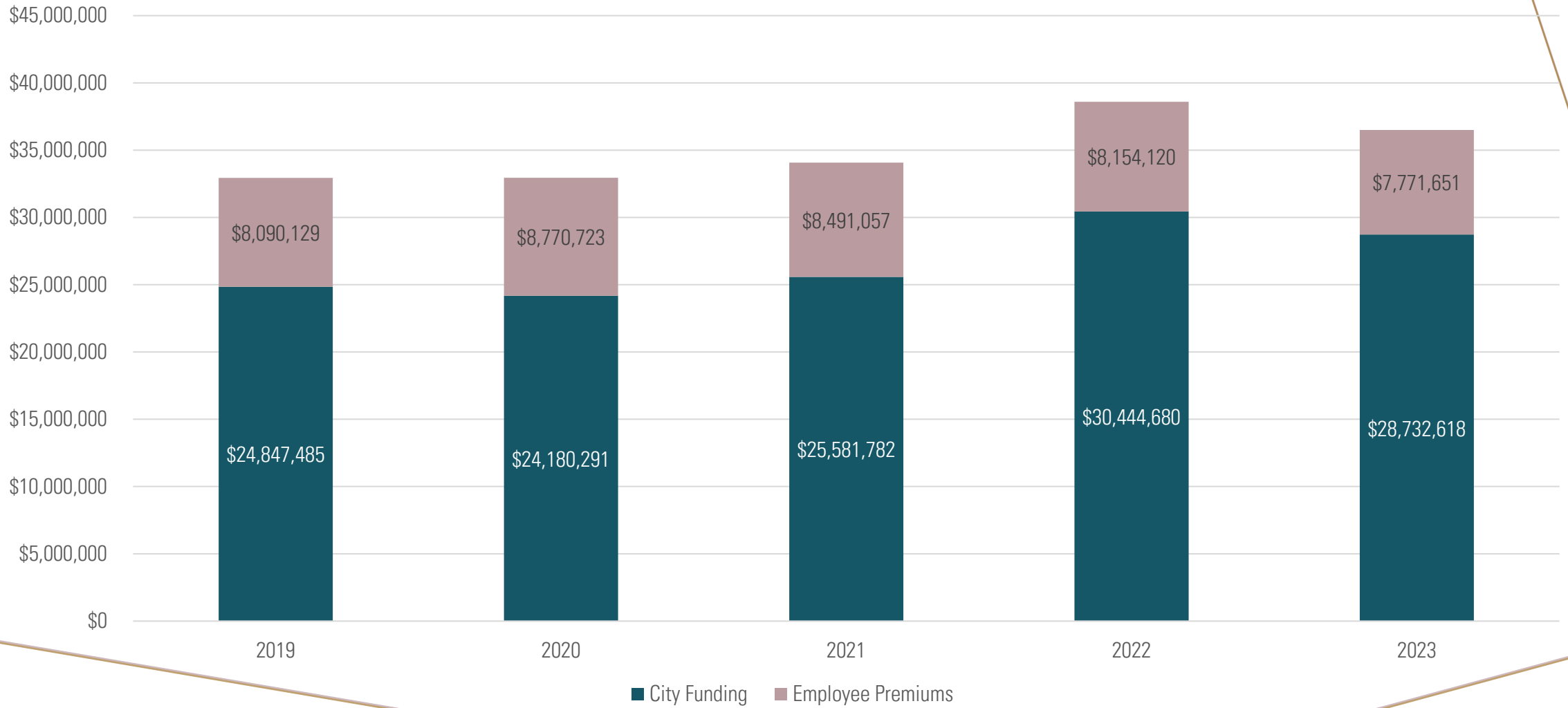


# *PLAN FUNDING*

- Self-Funded fully insured medical and dental insurance
- Subsidized by employee premiums
- Last employee premium increase was in 2017
- City funding premium equivalent establishes an average 78% funding split with the employee

# PLAN FUNDING

## 5-Year Funding by Type





# *EMERGING TRENDS*

- Chronic condition population increased from 46% to 51%
- Specialty medication spend increased, (medication adherence remains high)
- More participants are utilizing preventive care
- Growing demand for GLP-1 drugs for weight loss
- Catastrophic claims (review on next slide)



# *CATASTROPHIC CLAIMS*

\$7.9 m of overall spend

- 35 Claimants (up 7 from plan year 2022)
  - 11 repeat catastrophic claimants
  - 22 employees | 9 spouses | 4 dependents
- 85% of catastrophic claimants have 2+ chronic conditions
- Spend
  - 66% medical
  - 34% pharmacy

# *RECENT PLAN ENHANCEMENTS*

- Omada
- Case Management and Condition Care
- MyCigna / Motivate Me Platforms
- Nutrition Plus Partnership
- SaveOn SP
- Accredo Therapeutic Resource Centers
- Pathwell Specialty





# *PREVENTIVE CARE*

3% of overall spend vs. 2% national average

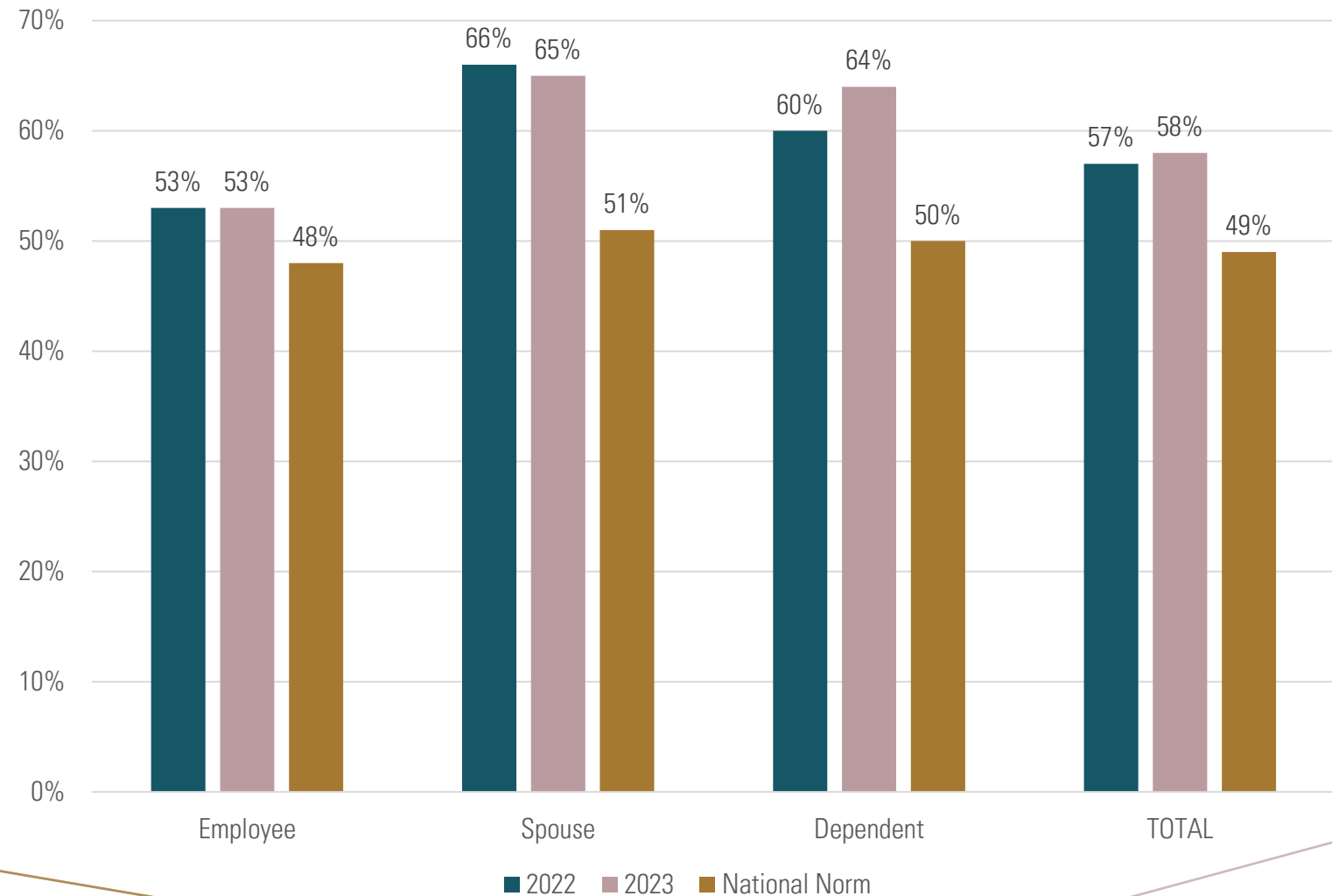
- Annual physical examinations for adults 46% (up 2% from plan year 2022)
  - National norm is 36%
- Annual physical examinations for children – 74% (up 2% from plan year 2022)
  - National norm is 62%
- Breast Cancer screening rate = 85%
- Cervical Cancer screening rate = 43%
- Colon Cancer screening rate = 35%



# *PREVENTIVE CARE*

3% of overall spend vs. 2% national average

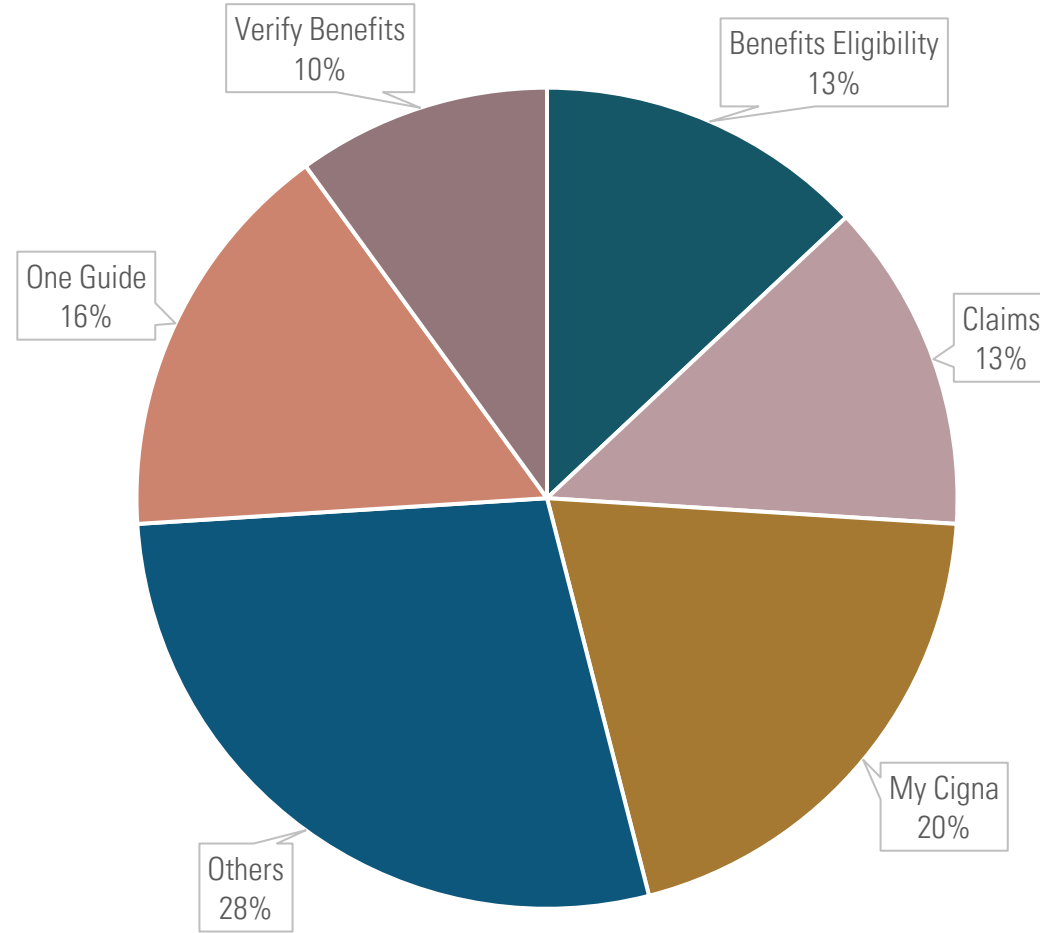
A look at who is using preventive care





# EMPLOYEE EXPERIENCE

## Call Types by Category



■ Benefits Eligibility ■ Claims ■ My Cigna ■ Others ■ One Guide ■ Verify Benefits

# *CALL RESOLUTION*

- Call types with escalated resolution
  - Claim adjustment –  
34% handled first point  
66% escalated
  - Claim disagreement –  
19% handled first point  
81% escalated



# *CIGNA PERFORMANCE*

Metric	Guarantee	Actual
Financial Accuracy	At least 99%	99.8
Payment Accuracy	At least 98%	99.8
Processing Accuracy	At least 98%	99.4
Coding/Procedural Accuracy	At least 97%	99.6
Call Answer Time	45 Seconds or less	15.6 Seconds
Call Abandonment Rate	3% or less	0.8%
Claims processed in 14 days	At least 90%	99.5%
Claims processed in 30 days	At least 98%	99.9%
First Call Resolution	At least 90%	96.2%

# *FUTURE STATE*

- Increased virtual care options
- Reduced improper emergency room usage
- Plan design changes
  - Stop Loss Limits
  - Spousal Surcharge
- Increase to employee premiums
- Improved employee education





*THANK YOU!*