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December 14, 2020

The Honorable Ralph S. Northam, Governor, Commonwealth of Virginia
The Honorable Luke Torian, Chair, House Appropriations Committee
The Honorable Janet Howell, Chair, Senate Finance Committee

Subject: Mandated Benefits Report – Fiscal Year 2020

The attached report is pursuant to §2.2-2818 (R.) of the Code of Virginia.

Please contact me if there are any questions.

Sincerely,

A handwritten signature in cursive script that reads "Emily S. Elliott".

Emily S. Elliott
Director, Department of Human Resource Management

cc: The Honorable Keyanna Conner, Secretary of Administration



November 20, 2020

Mr. Gary Johnston
Director, Office of Health Benefits
Commonwealth of Virginia
Department of Human Resource Management
101 N. 14th Street
Richmond, VA 23219

Re: SFY2020 Mandated Benefits Report

Dear Mr. Johnston,

Aon was retained by the Commonwealth of Virginia's Department of Human Resource Management to review and evaluate the Mandated Benefits Reports as prepared by Anthem and Aetna for the Commonwealth's Health Benefits Plans. The Commonwealth specific reports for Anthem and Aetna for SFY2020 are attached.

The reports provide cost and utilization information for each of the mandated benefits and providers as required. We reviewed and compared the Anthem and Aetna data specific to the Commonwealth's plans alongside the reports submitted for SFY2017-SFY2020. As a reminder, Anthem's SFY2019 data was provided using a new reporting platform. All data prior to SFY2019 was revised to reflect the new reporting logic so that appropriate comparisons can be made. There are some concerns about the accuracy of the Aetna data for SFY2017 given that Virginia's State Corporation Commission (SCC) had not yet released updated instructions using ICD-10 diagnoses codes at the time of the reporting. Aetna compiled this data with assistance from HDMS utilizing the instructions for ICD-9 diagnosis codes and made some assumptions. We expect SFY2018, SFY2019, and SFY2020 data to be more accurate because instructions are now available.

We have a rolling 4 year period of Anthem data to compare, which allows us to draw some general conclusions on cost and utilization patterns related to the mandated benefit provisions. However, to itemize and fully comment on any material impact of the mandates and project future mandate related trends, Aon would need to incorporate data beyond the scope of the reporting requirements of the Mandated Benefits Reports. The Mandated Benefit Reports capture the total claims cost and visits for each mandate and do not contain any information on the cost and utilization patterns related to the specific populations covered by each of the mandated benefits and providers. An independent study would need to be developed to determine reporting metrics that would be appropriate to measure and report on cost, utilization, and health outcomes being driven by the mandates.

Aon did compare overall trends across **Part A: Claim Information - Benefits**, **Part B: Claim Information - Providers** and **Part D: Utilization and Expenditures for Selected Procedures by Provider Type** as per the Anthem reports for SFY2017 through SFY2020. We observed reasonable

trends in total claims paid, claim cost per contract, and visits per contract, a metric we calculated to measure change in utilization volume year over year.

Anthem covers approximately 90% of the contracts for the Commonwealth. Aetna trends are less credible due to the size of the population and the normal volatility of the claims. However, we can still make reasonable observations about trend from the Anthem data.

Anthem Part A total claims per contract increased at an annual rate of 1.8% and claims cost per visit increased at an annual rate of 2.6% from SFY2017 to SFY2020. Total utilization, measured by “visits per contract”, has decreased at an annual rate of 0.7% in the same time period.

Anthem and Aetna Part A total claims per contract decreased from SFY2019 to SFY2020 as a result of the decline in utilization related to the COVID-19 pandemic. In addition to direct COVID-19 expenditures due to testing and treatment of members with COVID-19, elective procedures and nonemergency visits were avoided or deferred, resulting in significant changes to the types and frequency of claims incurred by members. Anthem Part A total claims per contract decreased 3.1%, claims cost per visit increased 2.4%, and visits per contract decreased 5.5% from SFY2019 to SFY2020. Aetna Part A total claims per contract decreased 12.8%, claims cost per visit decreased 9.6%, and visits per contract decreased 3.5% from SFY2019 to SFY2020.

In addition, we compared the trends for some of the preventive mandated benefits. Specifically, we looked at the change in “visits per contract” to measure change in volume of these procedures year over year for SFY2017 through SFY2020. The “number of contracts” reported for each measure below represents the entire COVA population and “visits per contract” is defined over the entire COVA population. Generally, industry standard methodology used to report preventive procedure rates involves looking at only the subset of the enrolled population applicable for each measure. Please note that an independent analysis would need to be done to report preventative procedure rates for the measures we reviewed. The results are shown in the tables listed in Exhibit A accompanying this letter.

Anthem Part B total claims paid per contract decreased at an annual rate of 3.2% and claims cost per visit decreased at an annual rate of 0.9% from SFY2017 to SFY2020. Total utilization, measured by “visits per contract”, decreased at an annual rate of 2.3%. In line with Part A, Anthem Part B claims decreased from SFY2019 to SFY2020. Anthem Part B total claims paid per contract decreased 17.3%, claims cost per visit decreased 8.6%, and visits per contract decreased 9.6% from SFY2019 to SFY2020. Aetna Part B total claims paid per contract increased 4.2%, claims cost per visit increased 6.0%, and visits per contract decreased 1.7% from SFY2019 to SFY2020.

Anthem Part D total claims payments for the selected procedures decreased at an annual rate of 9.7% and claims cost per visit decreased at an annual rate of 3.8% over the four-year period. Anthem Part D total claims payments decreased 19.7% and claims cost per visit decreased 9.0% from SFY2019 to SFY2020. Aetna Part D total claims payments increased 13.8% and claims cost per visit increased 3.4% from SFY2019 to SFY2020. The increase in Aetna Part D total claims payments is primarily attributable to an increase in enrollment of approximately 12% from SFY2019 to SFY2020. The majority of cost and visits reported for Part B and Part D are for Physical Therapists and Chiropractors.

We will continue to monitor the reports and will continue to provide a general comparison of year over year results as additional results become available. However, it is important to note that our ability to analyze and isolate the impact of the mandated benefits will be limited using the current format of the Mandated Benefit Report, which does not identify the specific population covered by each mandate. We are available to discuss these limitations and what reporting requirements are necessary to accomplish this segmentation. Please let me know if you have any questions or concerns regarding these reports at this time. I can be reached at 804-560-2289.

Sincerely,



Karen Fischer
Vice President

Exhibit A

Anthem

	Number of Visits				Number of Contracts				Paid Claims			
	SFY2017	SFY2018	SFY2019	SFY2020	SFY2017	SFY2018	SFY2019	SFY2020	SFY2017	SFY2018	SFY2019	SFY2020
Childhood Immunizations	541,475	527,241	515,912	462,138	81,039	79,328	77,840	76,138	36,902,548	36,723,767	37,559,378	34,423,295
Mammograms	48,056	43,039	41,413	38,934	81,039	79,328	77,840	76,138	7,895,377	8,773,393	9,309,336	8,929,977
Pap Smears	26,161	23,545	22,832	18,549	81,039	79,328	77,840	76,138	1,054,197	956,790	920,730	740,344
Early Intervention Services	1,838	1,710	1,779	940	81,039	79,328	77,840	76,138	149,018	219,592	188,480	119,101
PSA Testing	16,596	16,700	16,288	12,796	81,039	79,328	77,840	76,138	357,356	355,000	351,700	279,587
Colorectal Cancer Screening	27,225	26,452	25,879	21,762	81,039	79,328	77,840	76,138	14,117,259	13,925,826	14,488,525	13,156,651

	Visits Per Contract				Paid Per Visit				Paid Per Contract			
	SFY2017	SFY2018	SFY2019	SFY2020	SFY2017	SFY2018	SFY2019	SFY2020	SFY2017	SFY2018	SFY2019	SFY2020
Childhood Immunizations	6.68	6.65	6.63	6.07	\$68	\$70	\$73	\$74	\$455	\$463	\$483	\$452
Mammograms	0.59	0.54	0.53	0.51	\$164	\$204	\$225	\$229	\$97	\$111	\$120	\$117
Pap Smears	0.32	0.30	0.29	0.24	\$40	\$41	\$40	\$40	\$13	\$12	\$12	\$10
Early Intervention Services	0.02	0.02	0.02	0.01	\$81	\$128	\$106	\$127	\$2	\$3	\$2	\$2
PSA Testing	0.20	0.21	0.21	0.17	\$22	\$21	\$22	\$22	\$4	\$4	\$5	\$4
Colorectal Cancer Screening	0.34	0.33	0.33	0.29	\$519	\$526	\$560	\$605	\$174	\$176	\$186	\$173

	Change in Visits Per Contract				Change in Paid Per Visit				Change in Paid Per Contract			
	'17 vs '16	18 vs '17	19 vs '18	20 vs '19	'17 vs '16	18 vs '17	19 vs '18	20 vs '19	'17 vs '16	18 vs '17	19 vs '18	20 vs '19
Childhood Immunizations		- 0.5%	- 0.3%	- 8.4%		+ 2.2%	+ 4.5%	+ 2.3%		+ 1.7%	+ 4.2%	- 6.3%
Mammograms		- 8.5%	- 1.9%	- 3.9%		+ 24.1%	+ 10.3%	+ 2.0%		+ 13.5%	+ 8.1%	- 1.9%
Pap Smears		- 8.1%	- 1.2%	- 16.9%		+ 0.8%	- 0.8%	- 1.0%		- 7.3%	- 1.9%	- 17.8%
Early Intervention Services		- 5.0%	+ 6.0%	- 46.0%		+ 58.4%	- 17.5%	+ 19.6%		+ 50.5%	- 12.5%	- 35.4%
PSA Testing		+ 2.8%	- 0.6%	- 19.7%		- 1.3%	+ 1.6%	+ 1.2%		+ 1.5%	+ 1.0%	- 18.7%
Colorectal Cancer Screening		- 0.7%	- 0.3%	- 14.0%		+ 1.5%	+ 6.3%	+ 8.0%		+ 0.8%	+ 6.0%	- 7.2%

Exhibit A

Aetna

	Number of Visits				Number of Contracts				Paid Claims			
	SFY2017	SFY2018	SFY2019	SFY2020	SFY2017	SFY2018 ¹	SFY2019 ²	SFY2020 ³	SFY2017	SFY2018	SFY2019	SFY2020
Childhood Immunizations	684	5,639	7,603	8,837	5,780	6,609	7,700	8,598	32,493	487,518	713,522	787,846
Mammograms	449	3,343	4,699	4,348	5,780	6,609	7,700	8,598	3,712	381,523	576,762	572,809
Pap Smears	1,393	1,841	2,066	1,947	5,780	6,609	7,700	8,598	48,709	59,402	68,419	63,164
Early Intervention Services	6,880	206	335	353	5,780	6,609	7,700	8,598	321,098	11,753	22,388	30,796
PSA Testing	411	504	686	630	5,780	6,609	7,700	8,598	7,698	16,242	22,902	18,264
Colorectal Cancer Screening	415	1,992	2,503	2,308	5,780	6,609	7,700	8,598	172,836	678,871	854,196	792,897

	Visits Per Contract				Paid Per Visit				Paid Per Contract			
	SFY2017	SFY2018	SFY2019	SFY2020	SFY2017	SFY2018	SFY2019	SFY2020	SFY2017	SFY2018	SFY2019	SFY2020
Childhood Immunizations	0.12	0.85	0.99	1.03	\$48	\$86	\$94	\$89	\$6	\$74	\$93	\$92
Mammograms	0.08	0.51	0.61	0.51	\$8	\$114	\$123	\$132	\$1	\$58	\$75	\$67
Pap Smears	0.24	0.28	0.27	0.23	\$35	\$32	\$33	\$32	\$8	\$9	\$9	\$7
Early Intervention Services	1.19	0.03	0.04	0.04	\$47	\$57	\$67	\$87	\$56	\$2	\$3	\$4
PSA Testing	0.07	0.08	0.09	0.07	\$19	\$32	\$33	\$29	\$1	\$2	\$3	\$2
Colorectal Cancer Screening	0.07	0.30	0.33	0.27	\$416	\$341	\$341	\$344	\$30	\$103	\$111	\$92

	Change in Visits Per Contract				Change in Paid Per Visit				Change in Paid Per Contract			
	'17 vs '16	'18 vs '17	'19 vs '18	'20 vs '19	'17 vs '16	'18 vs '17	'19 vs '18	'20 vs '19	'17 vs '16	'18 vs '17	'19 vs '18	'20 vs '19
Childhood Immunizations		+ 621.0%	+ 15.7%	+ 4.1%		+ 82.0%	+ 8.6%	- 5.0%		+ 1,212.1%	+ 25.6%	- 1.1%
Mammograms		+ 551.1%	+ 20.7%	- 17.1%		+ 1,280.5%	+ 7.5%	+ 7.3%		+ 8,888.3%	+ 29.8%	- 11.1%
Pap Smears		+ 15.6%	- 3.7%	- 15.6%		- 7.7%	+ 2.6%	- 2.0%		+ 6.6%	- 1.1%	- 17.3%
Early Intervention Services		- 97.4%	+ 39.6%	- 5.6%		+ 22.2%	+ 17.1%	+ 30.5%		- 96.8%	+ 63.5%	+ 23.2%
PSA Testing		+ 7.2%	+ 16.8%	- 17.8%		+ 72.1%	+ 3.6%	- 13.2%		+ 84.5%	+ 21.0%	- 28.6%
Colorectal Cancer Screening		+ 319.8%	+ 7.9%	- 17.4%		- 18.2%	+ 0.1%	+ 0.7%		+ 243.5%	+ 8.0%	- 16.9%

¹ SFY2018 contracts were estimated based on data Aetna provided for the June 2018 IBNR valuation. Aetna provided average member counts for SFY2018 of 13,614.

² SFY2019 contracts were estimated using subscriber enrollment from the June 2019 IBNR valuation. Aetna provided average member counts for SFY2019 of 16,043.

³ SFY2020 contracts were estimated using subscriber enrollment from the June 2020 IBNR valuation. Aetna provided average member counts for SFY2020 of 17,827.

Note: SFY2017 was compiled using instructions for ICD-9 diagnosis codes with some assumptions.



Empower Results®

Anthem - FY 2020

Form MB1 - Part A: Claim Information - Benefits

GROUP TOTAL CLAIMS PAID OR INCURRED

	Number of Visits	Number of Days	Total Claim Payments	Number of Contracts / Certificates	Claim Cost Per Contract / Certificate	Annual Admin Cost
Dependent Children (Handicapped)	4,448	143	3,067,251	76,138	40	70,547
Doctor to Include Dentist	no data available					
Newborn Children	3,887	340	3,274,482	76,138	43	75,313
Child Health Supervision Services	32,026	0	3,602,339	76,138	47	82,854
Childhood Immunizations	462,138	0	34,423,295	76,138	452	791,736
Infant Hearing Screening and Related Diagnostics	8,896	0	266,600	76,138	4	6,132
Mental Health Services						
Inpatient	1,947	1,946	2,966,572	76,138	39	68,231
Partial Hospitalization	45	0	3,202	76,138	0	74
Outpatient	81,993	0	5,720,158	76,138	75	131,564
Substance Abuse Services						
Inpatient	895	1,891	1,553,695	76,138	20	35,735
Partial Hospitalization	1	0	59	76,138	0	1
Outpatient	2,003	0	128,208	76,138	2	2,949
Biologically Based Mental Illness	142,934	4,339	20,234,611	76,138	266	465,396
Obstetrical Services						
Normal Pregnancy	7,249	173	2,700,495	76,138	35	62,111
Other	13,718	1,578	10,142,029	76,138	133	233,267
Other						
Postpartum Services	2,054	4	282,775	76,138	4	6,504
Pregnancy from Rape / Incest	3	0	381	76,138	0	9
Mammograms	38,934	0	8,929,977	76,138	117	205,389
Pap Smears	18,549	0	740,344	76,138	10	17,028
Bones and Joints	132	0	22,583	76,138	0	519
Hemophilia and Congenital Bleeding Disorders	2,303	16	1,450,188	76,138	19	33,354
Reconstructive Breast Surgery	799	3	2,574,683	76,138	34	59,218
Early Intervention Services	940	0	119,101	76,138	2	2,739
PSA Testing	12,796	0	279,587	76,138	4	6,430
Colorectal Cancer Screening	21,762	0	13,156,651	76,138	173	302,603
Clinical Trials for Treatment Studies on Cancer	23	0	2,834	76,138	0	65
Minimum Hospital Stay for Hysterectomy	185	0	661,977	76,138	9	15,225
Diabetes	110,071	0	13,304,807	76,138	175	306,011
Hospice Care	57	0	13,547	76,138	0	312
Hospitalization and Anesthesia for Dental Procedures	0	0	0	76,138	0	0
Treatment of Morbid Obesity	19	0	40,441	76,138	1	930
Lymphedema	772	0	103,059	76,138	1	2,370
Prosthetic Devices	no data available					
Telemedicine	2,518	0	188,960	76,138	2	4,346
Autism Spectrum Disorder	no data available					



Empower Results®

Anthem - FY 2020

Form MB1 - Part B: Providers

Group Values

	Number of Visits	Total Claim Payments	Number of Contracts / Certificates	Claim Cost Per Contract / Certificate	Annual Admin Cost
Chiropractor	75,533	3,277,630	76,138	43	75,385
Optometrist	12,879	1,242,335	76,138	16	28,574
Optician	1	23	76,138	0	1
Ophthalmologist	24,106	6,421,679	76,138	84	147,699
Psychologist	31,066	3,075,952	76,138	40	70,747
Clinical Social Worker	109,133	7,466,310	76,138	98	171,725
Podiatrist	13,932	1,664,281	76,138	22	38,278
Professional Counselor	997	74,321	76,138	1	1,709
Physical Therapist	104,084	7,873,987	76,138	103	181,102
Clinical Nurse Specialist	1,073	71,238	76,138	1	1,638
Audiologist	2,195	234,676	76,138	3	5,398
Speech Pathologist	147	15,391	76,138	0	354
Certified Nurse Midwife	1,126	244,330	76,138	3	5,620
Licensed Acupuncturist			no data available		
Psychiatrist	31,798	3,049,095	76,138	40	70,129
Marriage and Family Therapist			no data available		
Physician	491,320	68,381,907	76,138	898	1,572,784



Empower Results®

Anthem - FY 2020

Form MB1 - Part D: Utilization and Expenditures for Selected Procedures by Provider Type

	Number of Visits	Claim Payments	Cost Per Visit
1. 99203 - Office Visit, Intermediate Service to New Patient			
Chiropractor	1,691	85,556	51
Clinical Nurse Specialist	12	0	0
Clinical Social Worker		no data available	
Physical Therapist	11	826	75
Podiatrist	2,898	274,477	95
Professional Counselor		no data available	
Psychiatrist	24	1,423	59
Psychologist		no data available	
Physician	11,862	1,276,746	108
Certified Nurse Midwife	20	1,728	86
Marriage and Family Therapist		no data available	
Ophthalmologist	305	28,439	93
Optician		no data available	
Optometrist	278	21,677	78
2. 90806-90807, 90818-90819 - Individual/Medical Psychotherapy, 45 to 50 Minute Session			
Clinical Nurse Specialist		no data available	
Clinical Social Worker		no data available	
Professional Counselor		no data available	
Psychiatrist		no data available	
Psychologist		no data available	
Physician		no data available	
Marriage and Family Therapist		no data available	
3. 90853 - Group Psychotherapy			
Clinical Nurse Specialist		no data available	
Clinical Social Worker	1,834	48,812	27
Professional Counselor		no data available	
Psychiatrist	79	1,661	21
Psychologist	419	14,548	35
Physician	83	2,054	25
Marriage and Family Therapist		no data available	
4. 92507 - Speech, Language or Hearing Therapy, Individual			
Audiologist	56	2,345	42
Physical Therapist		no data available	
Speech Pathologist	135	6,497	48
Physician	39	2,518	65
5. 97110 - Physical Medicine Treatment, each 15 minutes, Therapeutic Exercise			
Chiropractor	17,443	536,556	31
Physical Therapist	81,644	3,299,341	40
Physician	900	40,504	45
Podiatrist	83	2,583	31
Speech Pathologist		no data available	
Clinical Nurse Specialist		no data available	
Clinical Social Worker		no data available	
6. 97124 - Physical Medicine Treatment, Massage			
Chiropractor	7,190	315,488	44
Physical Therapist	75	2,053	27
Physician	17	176	10
Podiatrist		no data available	
7. 97035 - Physical Medicine Treatment, Ultrasound, each 15 minutes			
Chiropractor	3,831	41,057	11
Physical Therapist	2,063	31,779	15
Physician	10	123	12
Clinical Nurse Specialist		no data available	
8. 92352 - Fitting of Spectacle Prosthesis for Aphakia, monofocal			
Ophthalmologist		no data available	
Optician		no data available	
Optometrist		no data available	
Physician		no data available	
9. 11750 - Excision of Nail and Nail Matrix, Partial or Complete, for Permanent Removal			
Physician	23	4,337	189
Podiatrist	439	102,012	232



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Aetna - FY 2020

Part A: Claim Information - Benefits

GROUP TOTAL CLAIMS PAID OR INCURRED

	Number of Visits	Number of Days	Total Claim Payments	Number of Contracts / Certificates ¹	Claim Cost Per Contract / Certificate	Annual Admin Cost ²
Dependent Children (Handicapped)	79	63	28,162	17,827	2	2,009
Doctor to Include Dentist	1,214	0	148,643	17,827	8	10,602
Newborn Children	675	634	676,941	17,827	38	48,283
Child Health Supervision Services	no data available					
Childhood Immunizations	8,837	205	787,846	17,827	44	56,193
Infant Hearing Screening and Related Diagnostics	43	0	5,572	17,827	0	397
Mental Health Services						
Inpatient	142	990	928,450	17,827	52	66,222
Partial Hospitalization	0	0	0	17,827	0	0
Outpatient	8,405	0	1,164,997	17,827	65	83,093
Substance Abuse Services						
Inpatient	45	249	229,225	17,827	13	16,349
Partial Hospitalization	no data available					
Outpatient	964	0	282,603	17,827	16	20,157
Biologically Based Mental Illness	5,155	481	1,462,380	17,827	82	104,304
Obstetrical Services						
Normal Pregnancy	1,236	1	261,424	17,827	15	18,646
Other	3,947	1,636	2,359,476	17,827	132	168,289
Other						
Postpartum Services	283	0	38,381	17,827	2	2,738
Pregnancy from Rape / Incest	no data available					
Mammograms	4,348	0	572,809	17,827	32	40,856
Pap Smears	1,947	0	63,164	17,827	4	4,505
Bones and Joints	2,233	8	244,276	17,827	14	17,423
Hemophilia and Congenital Bleeding Disorders	454	44	226,664	17,827	13	16,167
Reconstructive Breast Surgery	25	0	51,850	17,827	3	3,698
Early Intervention Services	353	0	30,796	17,827	2	2,196
PSA Testing	630	0	18,264	17,827	1	1,303
Colorectal Cancer Screening	2,308	0	792,897	17,827	44	56,553
Clinical Trials for Treatment Studies on Cancer	64	4	147,762	17,827	8	10,539
Minimum Hospital Stay for Hysterectomy	17	0	54,268	17,827	3	3,871
Diabetes	2,350	0	185,433	17,827	10	13,226
Hospice Care	16	84	32,545	17,827	2	2,321
Hospitalization and Anesthesia for Dental Procedures	32	0	6,640	17,827	0	474
Treatment of Morbid Obesity	0	0	0			
Lymphedema	100	0	11,071	17,827	1	790
Prosthetic Devices	no data available					
Telemedicine	1,820	0	162,383	17,827	9	11,582
Autism Spectrum Disorder	20,977	62	1,317,732	17,827	74	93,987

¹ Aetna provided average member count for FY 2020

² Aetna provided total administrative cost paid during FY 2020 of \$3,638,325. Administrative cost by benefit was estimated by allocating the total administrative fees paid during FY 2020 using the total claim payments by benefit and Aon's total incurred claims estimate for the plan from the June 2020 IBNR valuation.



Empower Results®

Aetna - FY 2020

Part B: Providers

Group Values

	Number of Visits	Total Claim Payments	Number of Contracts / Certificates ¹	Claim Cost Per Contract / Certificate	Annual Admin Cost ²
Chiropractor	13,987	242,521	17,827	14	17,298
Optometrist	2,053	115,629	17,827	6	8,247
Optician	14	718	17,827	0	51
Ophthalmologist			no data available		
Psychologist	1,785	132,178	17,827	7	9,428
Clinical Social Worker	2,738	166,701	17,827	9	11,890
Podiatrist	1,362	89,328	17,827	5	6,371
Professional Counselor	4,870	298,660	17,827	17	21,302
Physical Therapist	7,555	399,902	17,827	22	28,523
Clinical Nurse Specialist	2	187	17,827	0	13
Audiologist	235	8,116	17,827	0	579
Speech Pathologist	351	16,053	17,827	1	1,145
Certified Nurse Midwife	245	34,001	17,827	2	2,425
Licensed Acupuncturist	32	1,567	17,827	0	112
Marriage and Family Therapist	302	17,181	17,827	1	1,225
Physician			no data available		

¹ Aetna provided average member count for FY 2020

² Aetna provided total administrative cost paid during FY 2020 of \$3,638,325. Administrative cost by benefit was estimated by allocating the total administrative fees paid during FY 2020 using the total claim payments by benefit and Aon's total incurred claims estimate for the plan from the June 2020 IBNR valuation.



Empower Results®

Aetna - FY 2020

Part D: Utilization and Expenditures for Selected Procedures by Provider Type

	Number of Visits	Claim Payments	Cost Per Visit
1. 99203 - Office Visit, Intermediate Service to New Patient			
Chiropractor	211	17,359	82
Clinical Nurse Specialist		no data available	
Clinical Social Worker		no data available	
Physical Therapist		no data available	
Podiatrist	201	17,735	88
Professional Counselor	1	95	95
Psychiatrist		no data available	
Psychologist		no data available	
Physician	2,158	235,659	109
Certified Nurse Midwife	5	445	89
Marriage and Family Therapist		no data available	
Ophthalmologist		no data available	
Optician		no data available	
Optometrist		no data available	
2. 90806-90807, 90818-90819 - Individual/Medical Psychotherapy, 45 to 50 Minute Session			
Clinical Nurse Specialist		no data available	
Clinical Social Worker	755	39,303	52
Professional Counselor	1,003	51,335	51
Psychiatrist		no data available	
Psychologist	89	5,630	63
Physician	783	49,507	63
Marriage and Family Therapist	60	3,219	54
3. 90853 - Group Psychotherapy			
Clinical Nurse Specialist		no data available	
Clinical Social Worker	19	578	30
Professional Counselor	54	1,173	22
Psychiatrist		no data available	
Psychologist	25	2,200	88
Physician	6	220	37
Marriage and Family Therapist		no data available	
4. 92507 - Speech, Language or Hearing Therapy, Individual			
Audiologist		no data available	
Physical Therapist	138	7,348	53
Speech Pathologist	193	10,285	53
Physician	13	281	22
5. 97110 - Physical Medicine Treatment, each 15 minutes, Therapeutic Exercise			
Chiropractor	1,815	28,925	16
Physical Therapist	1,345	47,731	35
Physician	341	9,988	29
Podiatrist		no data available	
Speech Pathologist		no data available	
Clinical Nurse Specialist		no data available	
6. 97124 - Physical Medicine Treatment, Massage			
Chiropractor	332	4,187	13
Physical Therapist		no data available	
Physician	12	300	25
Podiatrist		no data available	
7. 97035 - Physical Medicine Treatment, Ultrasound, each 15 minutes			
Chiropractor	287	2,185	8
Physical Therapist	22	189	9
Physician	1	10	10
Podiatrist		no data available	
8. 92352 - Fitting of Spectacle Prosthesis for Aphakia, monofocal			
Ophthalmologist		no data available	
Optician		no data available	
Optometrist		no data available	
Physician		no data available	
9. 11750 - Excision of Nail and Nail Matrix, Partial or Complete, for Permanent Removal			
Physician	1	232	232
Podiatrist	36	4,912	136