



# 2023 Primary Care Investment: Results & Lessons Learned

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# AGENDA



- 2023 Final Primary Care Investment Results
- 2023 Key Findings from Year One
- Lessons Learned and Improving 2024



***Striking a balance with investing more dollars  
into our primary care system  
while improving the value of care provided***

# 2023 Final Primary Care Investment by Carrier



2023 Primary Care Investment (Delaware Attributed Members)						
		Aetna	Cigna	Highmark	UHC	TOTAL
<b>All Markets</b>	<b>Total Spend %</b>	9.6%	9.7%	8.0%	9.1%	<b>8.2%</b>
	<b>Total Payments</b>	<b>\$1,866,000</b>	<b>\$758,400</b>	<b>\$19,576,000</b>	<b>\$155,920</b>	<b>\$22,356,320</b>
	<b>Total DE Members</b>	2,660	1,000	26,700	225	<b>30,585</b>

**Key Findings for 2023:**

- Over \$22 million was invested in primary care during Year One
- All market segments combined for each carrier show that Aetna, Cigna, and United HealthCare were above the 8.5% requirement; Highmark fell short of the 8.5%
- Approximately 30,000 DE members were attributed, this represents only about 35% of patients that could be attributed to PCPs

# 2023 Final Primary Care Investment by Carrier (Delaware Attributed Members)



		Aetna	Cigna	Highmark	UHC
Individual	Spend %	9.9%		7.3%	
	Payment Amount	\$1,551,000		\$10,800,000	
	Shortfall	\$0		\$1,724,000	
	DE Members	2,100		14,800	
Large Group	Spend %	8.2%	9.7%	8.4%	8.9%
	Payment	\$315,000	\$758,400	\$3,955,000	\$71,600
	Shortfall	\$11,500	\$0	\$28,900	\$0
	DE Members	560	1,000	5,300	95
Small Group	Spend %			9.6%	9.3%
	Payment			\$4,821,000	\$84,320
	Shortfall			\$0	\$0
	DE Members			6,600	130
All Markets	Total Spend %	9.6%	9.7%	8.0%	9.1%
	Total Payments	\$1,866,000	\$758,400	\$19,576,000	\$155,920
	Total DE Members	2,660	1,000	26,700	225

# Highmark's Individual Market Data



Highmark Individual Market 2023		
	2023 Projections PMPM	2023 Final PMPM
Incentive Programs	\$0.63	<b>\$0.39</b>
Capitation	\$0	<b>\$0</b>
<b>Risk Settlements</b>	\$10.53	<b>\$0.19</b>
Care Management	\$23.41	<b>\$20.09</b>
Other	\$4.00	<b>\$5.11</b>
Primary Care: Claims	\$32.96	<b>\$34.85</b>
Primary Care: Non-Claims	\$38.57	<b>\$25.78</b>
% PC Spend	8.6%	<b>7.3%</b>

## Key Findings:

- Providers earned significantly less than projected on performance-based payments, creating over \$10 PMPM shortfall or Highmark over-projected in this category
- Highmark's prospective care management payment fell short of \$3 PMPM

# 2023 Key Findings from Year One



## Key Findings:

- Spending in Primary Care has increased in 2023
  - Total population (commercial, fully insured) was 6.3% or \$42 million, up from 4.7% in 2022
  - The “attributed” group resulting in \$22 million
- By the end of 2023, all carriers had developed a value-based care program
- Most carriers engaged in quality incentive programs; Highmark and Aetna also engaged in risk settlement arrangements
- Prospective payment (capitation and care management) amounts varied from \$0 (Cigna) to \$22 PMPM (Highmark)



# Lessons Learned and Improving 2024



- Portion of the primary care spend associated with risk settlements needs to be realistic, attainable, and closely monitored
- Evaluate the impact that high-cost claimants may have within certain market segments
- Understand provider readiness and carrier value-based program designs
- Actively work with carriers so any potential shortfalls are invested into the primary care system before the year ends
- Enforcement for non-compliance will be implemented in 2024 (additional monitoring, reporting, corrective action plan or market conduct exam)