

HEALTHSELECT PERFORMANCE MEASURES

Non-financial performance measures provided include assessments of network, how HealthSelect benefits compete in the marketplace, utilization, participant satisfaction and progress of goals identified for the Assess, Manage & Prevent (AMP) Wellness initiative.

HealthSelect Network Performance Measures – Current Period PY23 (unless otherwise noted)

Measure	Target	Current Period	Prior Period
1) Claims paid in network	≥ 90%	96.1%	95.2%
2) Participants who selected a PCP	≥ 85%	86.9%	87.8%
3) Participant to PCP ratio	≤ 19.5	17.9	19.0
4) Participants with access standard met	≥ 85%	95.9%	95.5%
5) PCPs accepting new patients	≥ 90%	94.1%	93.9%
6) Satisfaction with network	≥ 85%	89.0%	89.8%

1. Current period is PY23 (September 1, 2022 to August 31, 2023). The number of in-network provider claims divided by the total number of claims. This measure excludes Medicare primary claims. The target is defined as greater than or equal to 90% and is based on historical plan performance.
2. Current period is January 31, 2024. Percentage of participants who have designated a PCP on file with BCBSTX. This measure includes HealthSelect In-Area participants only. The target is defined as greater than or equal to 85% and is based on historical plan performance.
3. Current period is January 31, 2024. The total number of HealthSelect participants residing in Texas divided by the total number of available in-network PCPs. The target is defined as greater than or equal to the BCBS PPO network. This is also compared to CMS standards at the county level to ensure minimum access standards are met.
4. Current period is January 31, 2024. The percentage of HealthSelect participants who reside in Texas who meet the access standard. The access standard is defined as two PCPs in 15 miles and one hospital in 15 miles. The target is defined as greater than or equal to 85% and is based on historical plan performance.
5. Current period is January 31, 2024. Percentage of network PCPs who are accepting new patients. The target is defined as greater than or equal to 90% in order to ensure the network is open to new participants.
6. Current period is PY23. Percentage of participants who indicate they are satisfied with the HealthSelect network based on BCBSTX satisfaction survey results. The target is defined as greater than or equal to 85% responding that they are satisfied. This aligns with contractual performance guarantees.

The HealthSelect Network Performance measures exceeded all six performance measure targets with the exception of the participant-to-PCP ratio. While HealthSelect improved in this metric, there was a large drop in the BCBS target ratio, which is BCBS PPO network. ERS staff is working with BCBS to understand the large change in the PPO network relative to that of HealthSelect. The HealthSelect network still has a strong performance for this measure.

HealthSelect Competitiveness of Benefit Measures – Current Period PY23

ERS developed a set of criteria designed to gauge the competitiveness of the HealthSelect plan. Statutory guidance to ERS requires that the health benefit coverage be at least equal to coverage commonly provided in private industry.

Measure	Benchmark*	Current Period	Prior Period
1) Member Cost Share (MCS) as % of total cost	≤ 15%	12.0%	12.0%
2) Member contributions as a % of total cost	≤ 18%	13.0%	13.0%
3) MCS + member contributions as % of total cost	≤ 33%	25.0%	25.0%

*Benchmark - Willis Towers Watson 2023 Financial Benchmarks Survey, an annual survey of primarily large employers, comprised of 1,690 companies in 18 industry groups with fewer than 5% in public sector/education.

PY23 MCS, as a percentage of total cost, increased slightly most likely due to a change in the mix of services utilized. Typically, the MCS would likely go down since member copays remain static and total cost increases. Member contributions as a percentage of total cost reduced slightly.

Participant Satisfaction with the HealthSelect Plans - Current Period PY23

Measure	Target	Current Period	Prior Period
1) % Satisfied with the HealthSelect of Texas and Consumer Directed HealthSelect plans offered by ER	≥ 85%	87%	88%
2) % Satisfied with HealthSelect Medicare RX PBM services	≥ 85%	98%	97%

1. The percentage of HealthSelect participants responding as "satisfied with the HealthSelect of Texas® or Consumer Directed HealthSelectSM medical plans offered by ERS. Measured by BCBSTX as part of the quarterly participant satisfaction surveys. (This measure is satisfaction with the medical plans, not satisfaction with a specific TPA.)
2. The percent of HealthSelectSM Medicare RX participants responded as satisfied or very satisfied with the PBM plan administration.

Participants continue to be satisfied with HealthSelect, HealthSelect PDP and HealthSelect Medicare RX plan administration.

AMP Measures* – Current Period PY23

Measure	Target	Current Period	Prior Period
1) Health A ssessment completion	≥ 20%	3.37%	3.20%
2) Weight M anagement program enrollment	≥ 5%	1.54%	1.98%
3) P reventive visit completion	≥ 70%	45.2%	43.6%

*Includes active employees and their dependents, age 18 or older.

AMP measures were initially set high as aspirational targets. Health assessment completion and weight management program enrollment continues to increase; however, the program notes a slight drop in preventive visit completion which is currently under review.

State of Texas Dental Choice Measures

Measure	Target	Current Period	Prior Period
1) % of Participants with access standard met	≥ 95%	95.8%	97.3%
2) % of Participants with a preventive visit	≥ 50%	49.0%	48.6%

1. Current period is January 31, 2024. The measure indicates the percentage of State of Texas Dental Choice participants who reside in Texas and are able to access a provider according to the defined standard. The access standard is defined as one general dentist in 30 miles and one of each specialty (Orthodontist, Oral Surgeon, and Pediatric dentist) within 75 miles. Access standard is set at greater than or equal to 95% with the expectation that almost all participants should be able to find a dentist within the mileage parameters.
2. Current period is PY23. The measure reflects the percentage of participants with a preventive visit during the plan year. No target has been set for this measure.

The State of Texas Dental Choice plan continues to offer broad network access to participants. Preventive visit utilization continues to increase and nears the 50% target.