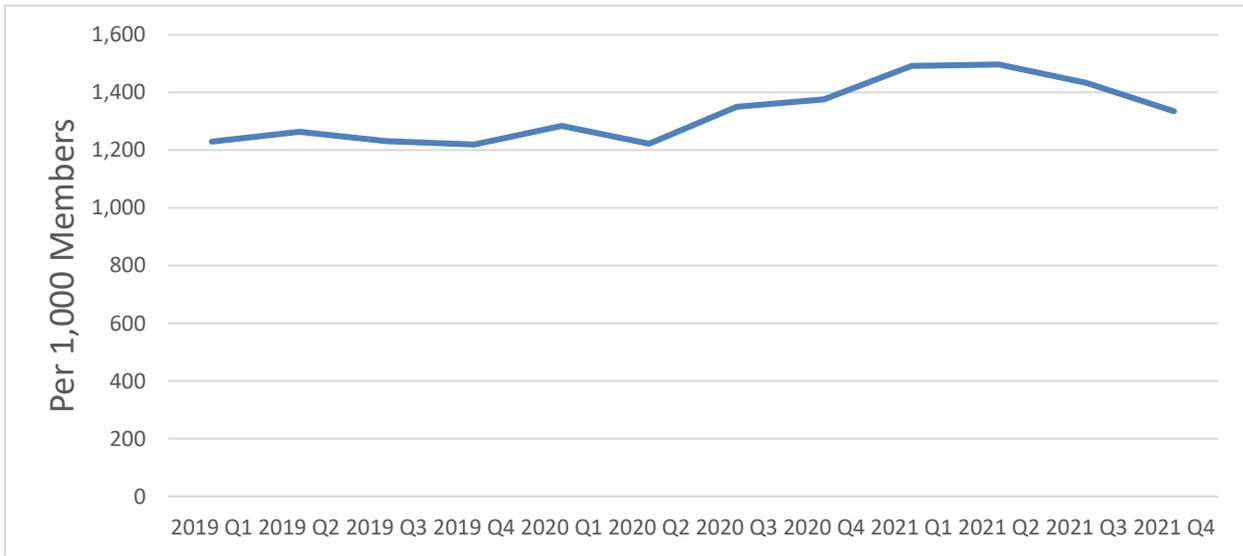
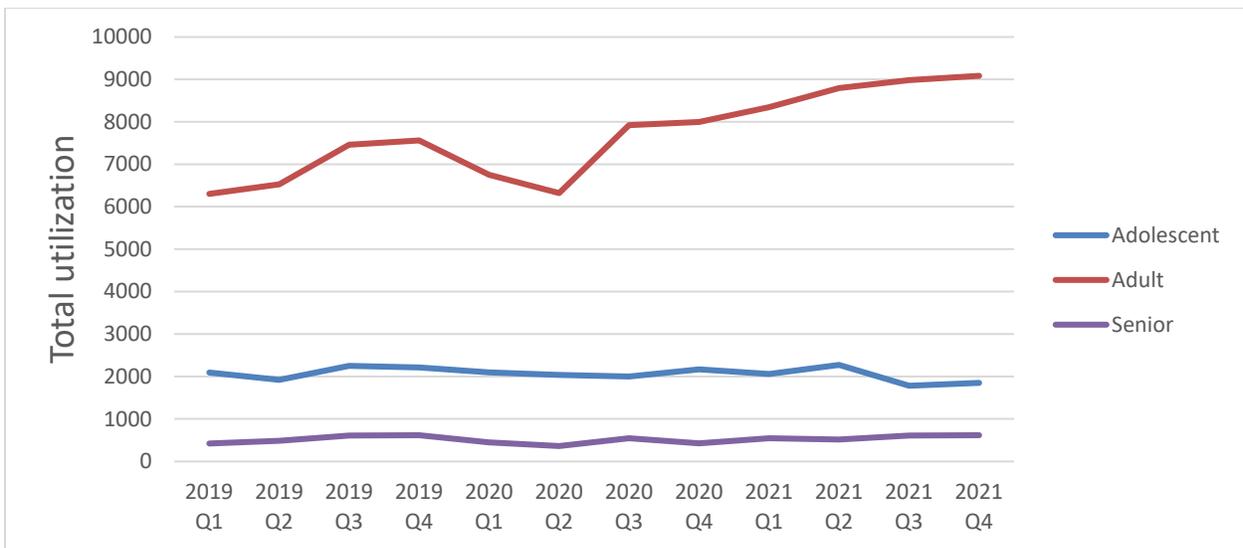


Behavioral Health Outpatient Utilization per 1,000 Members



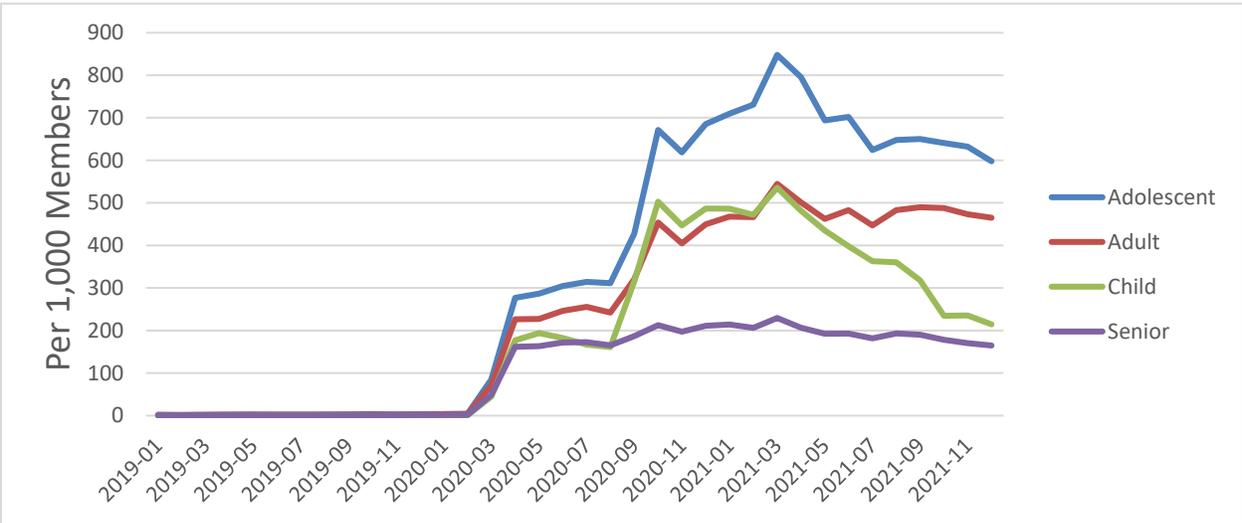
- Line graph shows behavioral outpatient utilization per 1,000 members. Utilization is around ~1,200 per 1,000 members in 2019 and peaked to ~1,500 per 1,000 members in 2021. Members can have multiple visits in a month and complex visits are assigned multiple utilization codes.

Substance Use Outpatient Total Utilization by Age



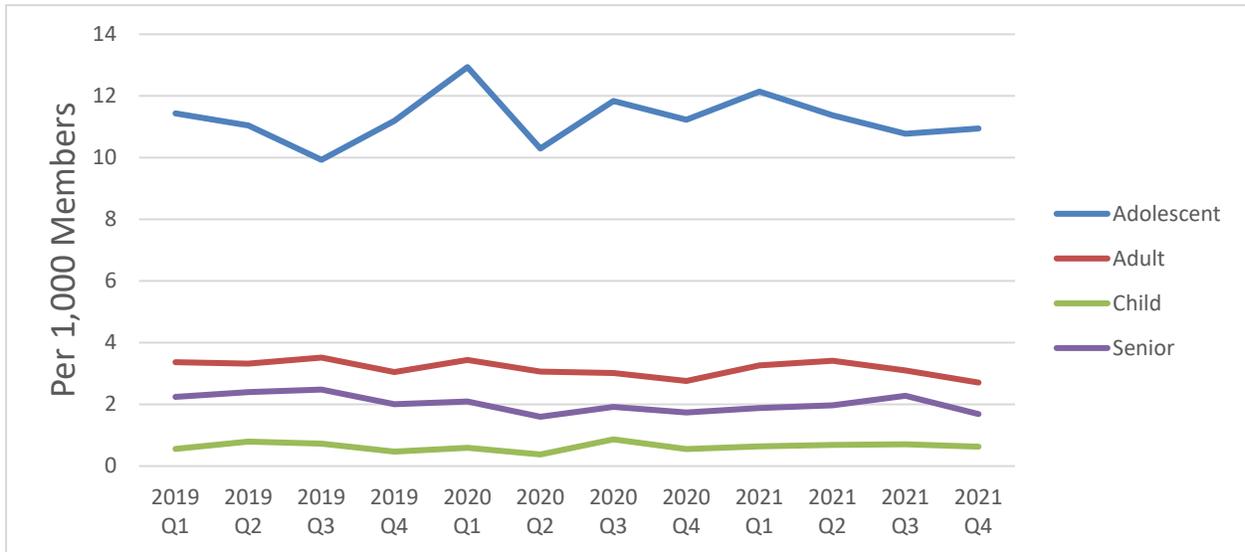
- Line graph for substance use outpatient total utilization with three categories: adolescent, adult, and senior. Adult utilization has a steady rise from ~6,300 in 2020Q2 to ~9,000 at end of 2021 Q4. Adolescent has a flat line and stays around 2,000 utilization from 2019 to 2021. Senior utilization has a flat line and stays around 500 utilization from 2019 to 2021.

Behavioral Health Telehealth Visits by Age: 2019-2021 per 1,000 Members



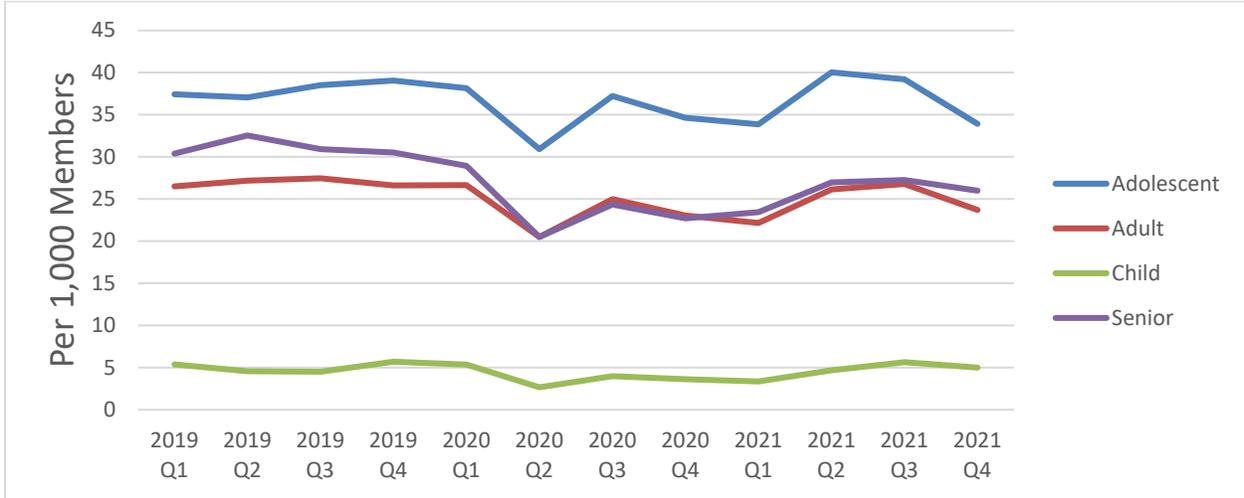
- Line graph for behavioral health telehealth visits per 1,000 members with categories: adolescent, adult, child, and senior. All categories had 0 utilization before March 2020. Adolescent utilization peaked to ~800 per 1,000 members in March 2021. Adolescent utilization has stabilized to ~600 per 1,000 members by end of 2021. Adult utilization stayed around 400 – 500 utilization per 1,000 members throughout 2021. Child utilization peaked to ~500 utilization in March 2021 but dropped precipitously to around 200 utilization per 1,000 members by end of 2021. Senior utilization was stable around 200 utilization per 1,000 members throughout 2020 and 2021.

Behavioral Health Hospitalizations by Age: 2019-2021 per 1,000 members



- Line graph for behavioral health hospital utilization per 1,000 members with categories: adolescent, adult, child, and senior. Adolescent utilization stays around 11 utilization per 1,000 members from 2019 to 2021. Adult utilization stays around 3 utilization per 1,000 members from 2019 to 2021. Child utilization stays around 1 utilization per 1,000 members from 2019 to 2021. Senior utilization stays around 2 utilization per 1,000 members from 2019 to 2021.

Emergency Department Behavioral Health Visits by Age: 2019-2021 per 1,000 Members



- Line graph for emergency department behavioral health visits per 1,000 members with categories: adolescent, adult, child, and senior. Visits dropped across all categories in 2020Q2 but soon recovered. Adolescent visits are around 36 per 1,000 members from 2019 to 2021, with a drop to 31 in 2020Q2. Adult and senior have very similar visit of around 27 per 1,000 members from 2019 to 2021 with a drop to 20 during 2020Q2. Child visits are around 5 per 1,000 members from 2019 to 2021, with a drop to 3 in 2020Q2.