

# Clinical Update: Focus on Chronic Disease and Behavioral Health

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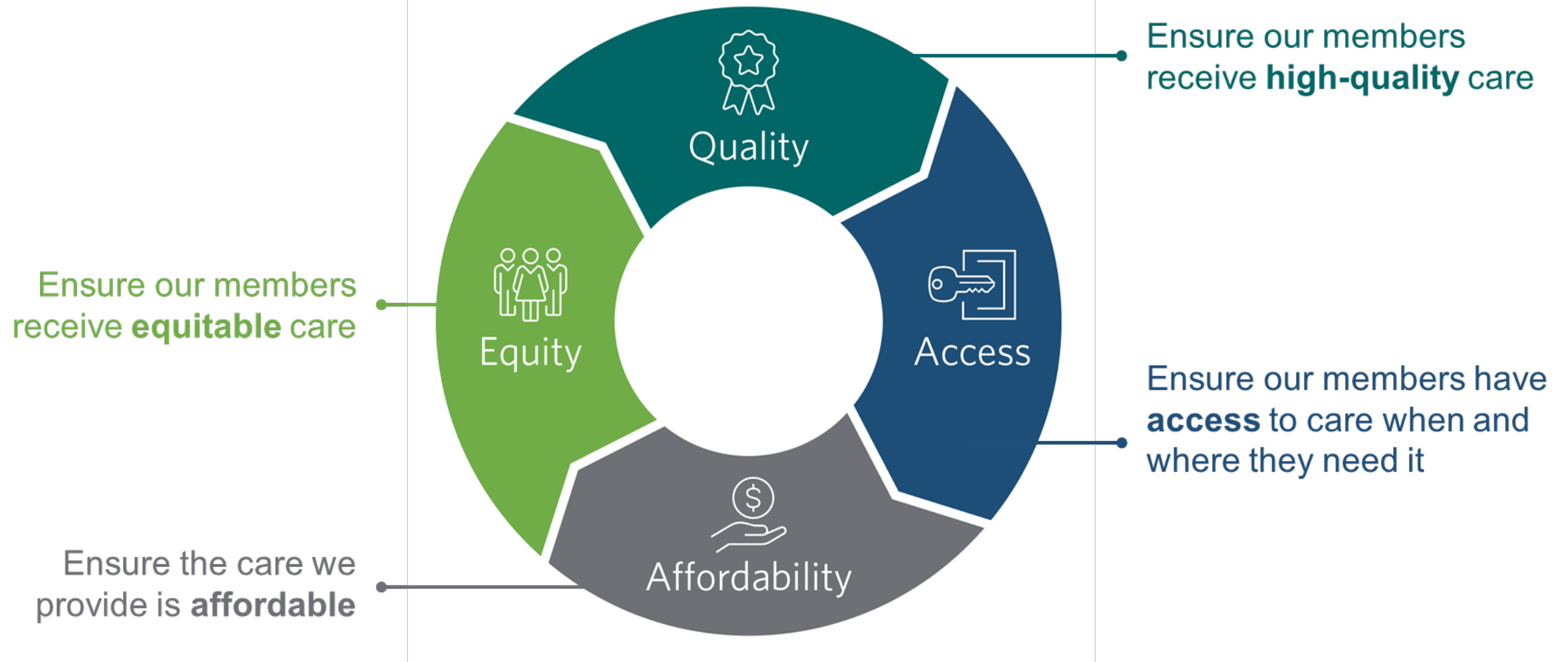
July 15, 2025

Board of Administration Offsite

# Agenda

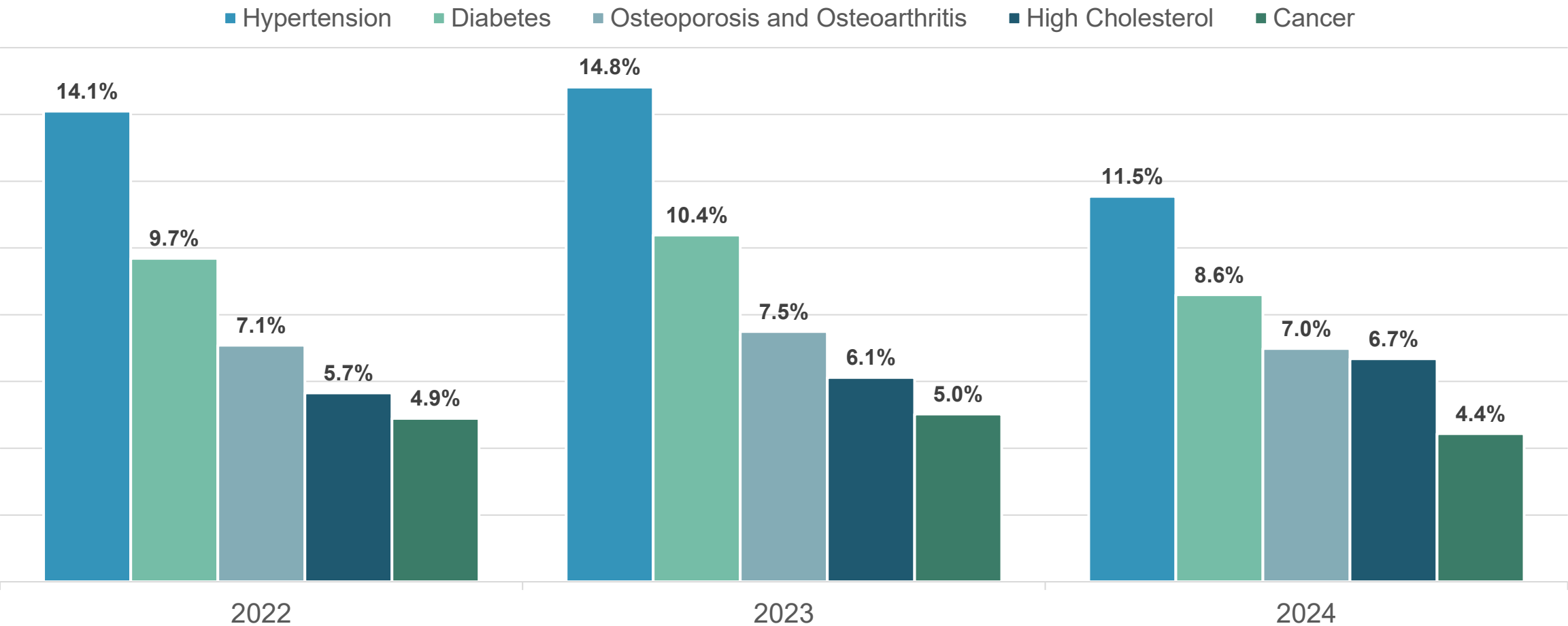
- Chronic Disease: Prevalence and Impact
- Update on Included Health Clinical Services
  - Engagement
  - Utilization
- Behavioral Health Updates
  - Building a Strong Behavioral Health Foundation
  - Data Updates
  - Timely Access Survey
  - Looking to the Future

# Exceptional Health Care



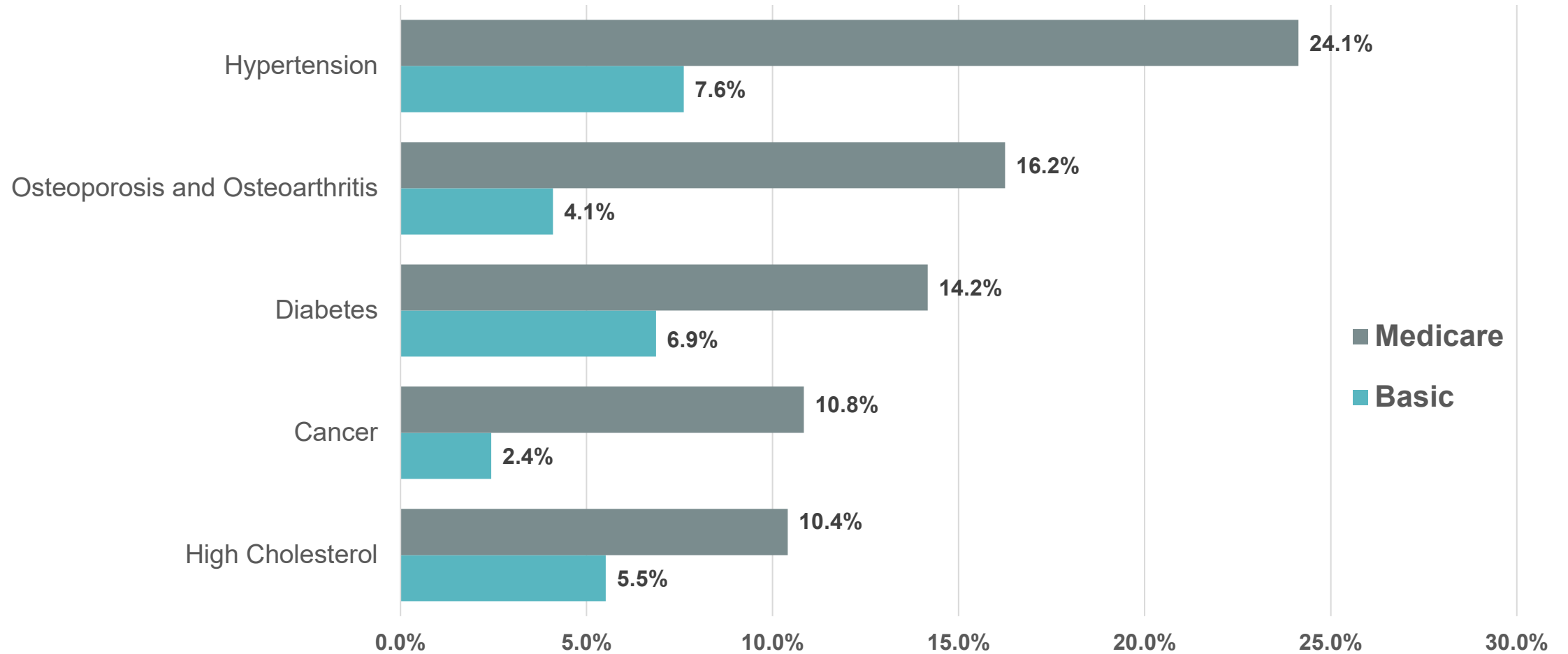
# Chronic Disease: Prevalence and Impact

# Chronic Disease Prevalence: CalPERS Total Population 2022-24

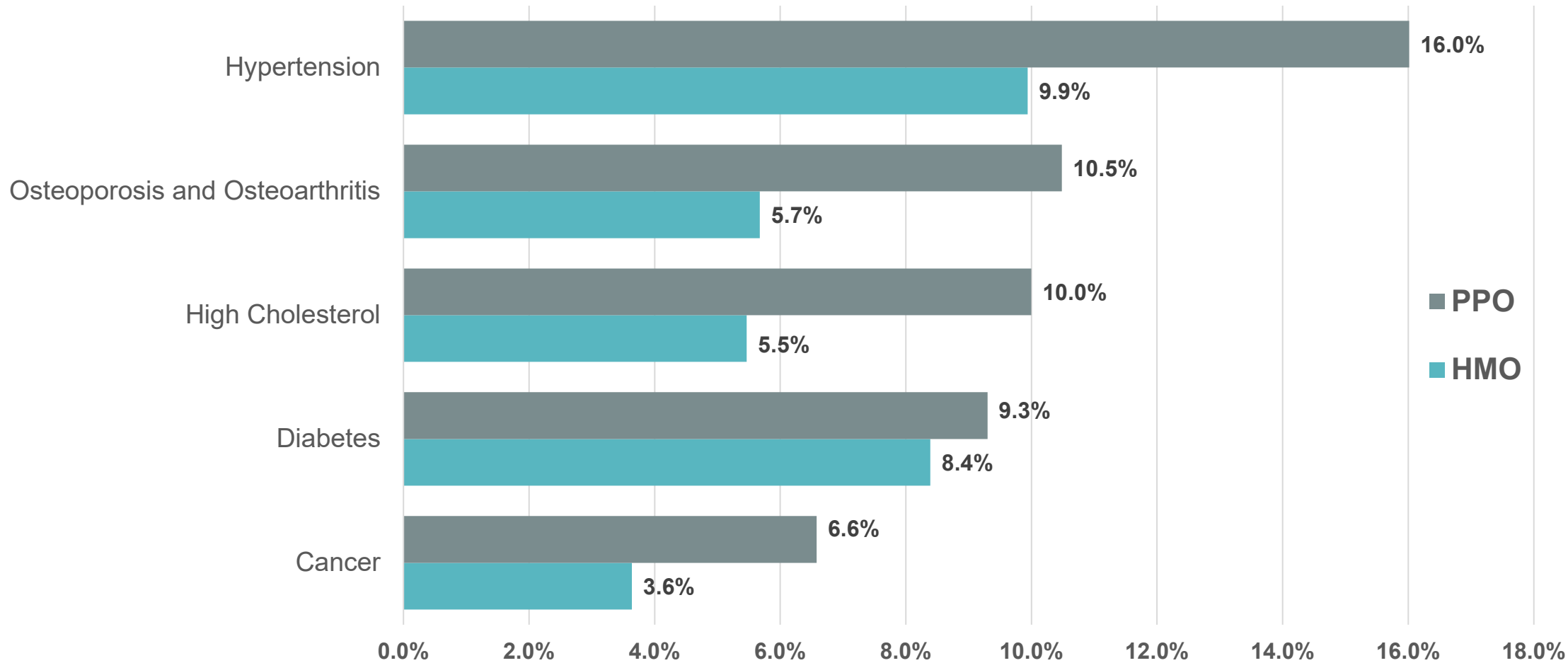


\*Basic and Medicare Members ages 5+, CalPERS Data Warehouse

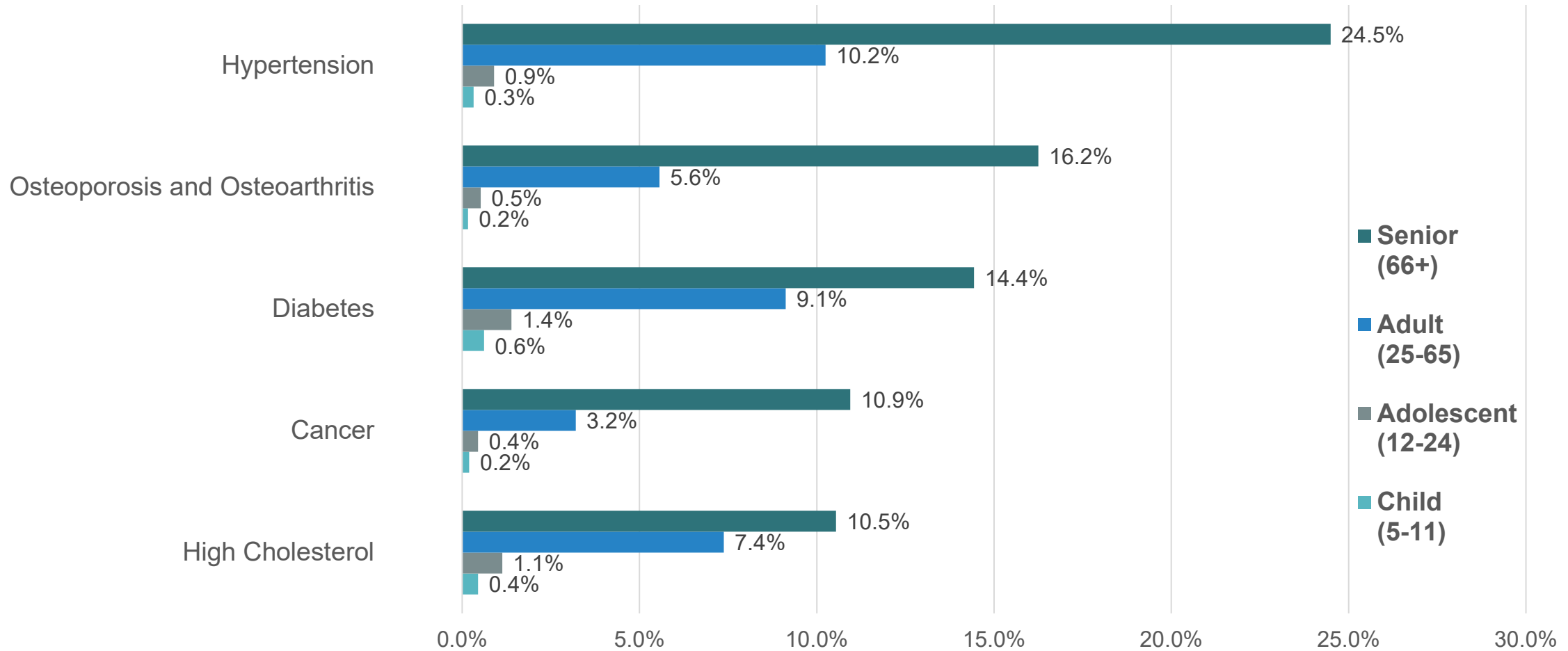
## Chronic Disease Prevalence: Basic & Medicare 2024



# Chronic Disease Prevalence: PPO & HMO 2024

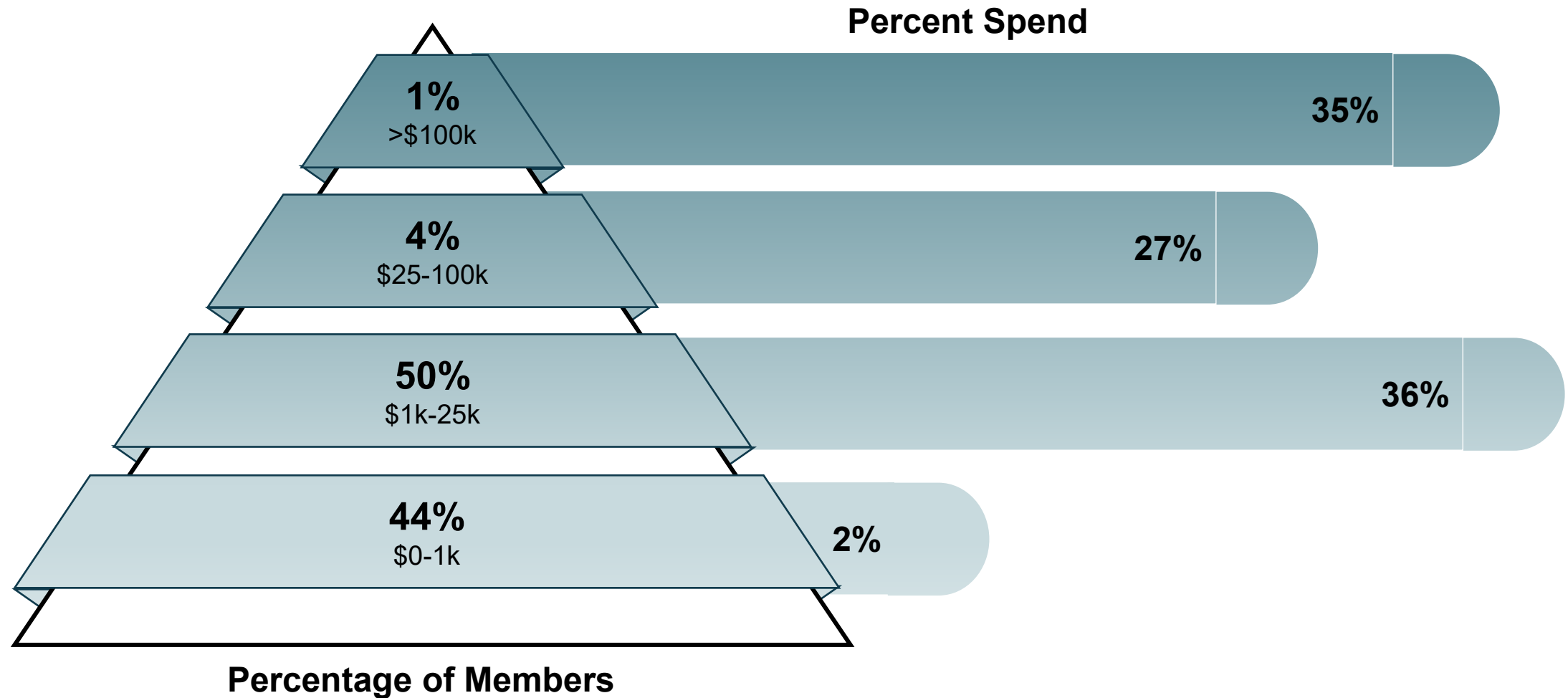


# Chronic Disease Prevalence by Age: 2024



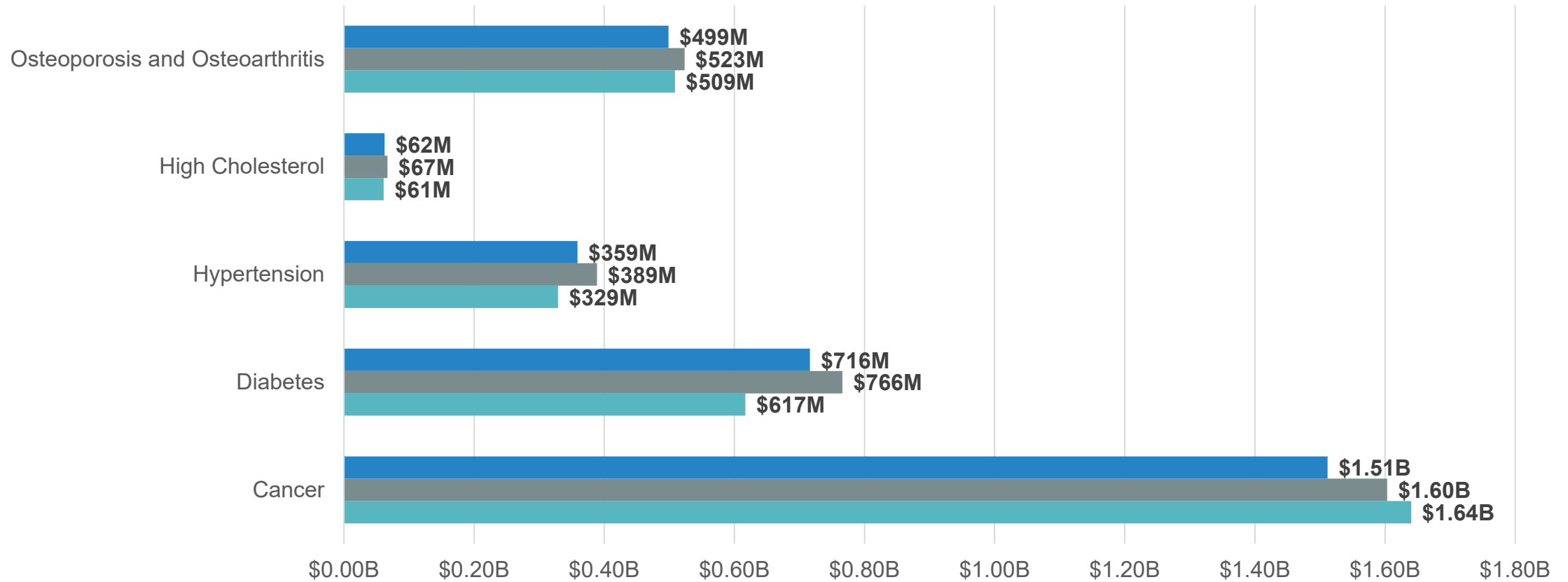


# Distribution of Members by Medical Spend, 2024



# Cost of Care for Prevalent Chronic Diseases: 2022-2024

■ 2022 ■ 2023 ■ 2024



\*Basic and Medicare Members ages 5+, CalPERS Data Warehouse

# Spotlight on Cost for Diabetes (2024)



Prevalence in  
CalPERS population:  
8.6%

Overall CalPERS cost  
for diabetes 2024:

- \$616,974,771
- One of 4 most expensive chronic conditions



## Medication Costs of Diabetes\*

- Basic: 18.9% of total pharmacy spend for Basic
- Medicare: 17.1% of total pharmacy spend for Medicare

Most expensive drug class is GLP-1s

- 65.5% of the total diabetes spend for Basic.
- 51% for of the total diabetes spend for Medicare
- Top drug spend is for Ozempic

\*Members covered under OptumRx pharmacy benefits.

# What is Population Health?



Population health is a patient-centered approach that aims to improve physical and behavioral health outcomes, promote wellbeing and reduce health inequalities across an entire population using data to drive decision making.

# HMO Population Health Programs

All HMOs have comprehensive care management and disease management programs



Transitions Care Management program for recently hospitalized members

Utilizes real time data to identify members recently discharged from the hospital or the emergency room

Ensures smooth transitions between levels of care (home or facility)

Care Managers conduct calls to review discharge plans and instructions, ensure appropriate medications, and that appropriate follow up has been established



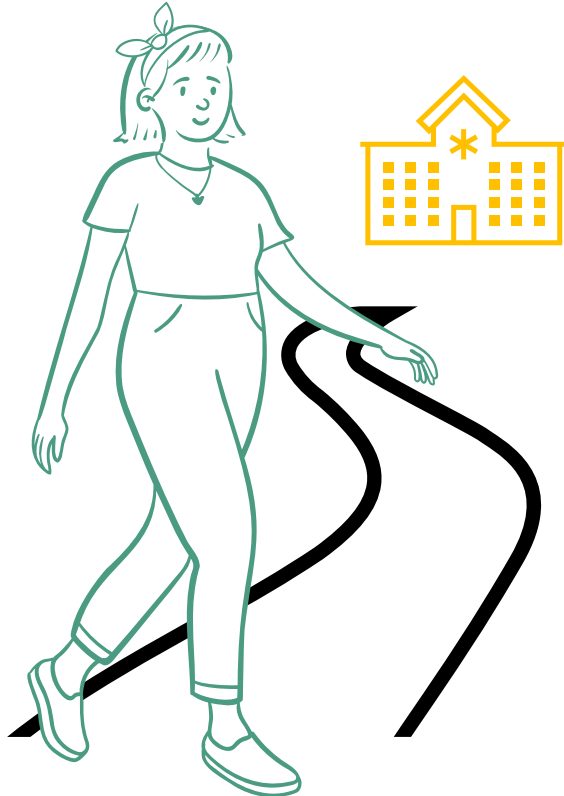
Integrated Care Management program

Addresses physical, behavioral and psychosocial needs for members with chronic conditions and/or advanced disease

Team of RN care managers, pharmacists, social workers and care coordinators work with members to navigate the health system and advocate on their behalf

# Reimagining Care Navigation in our PPOs

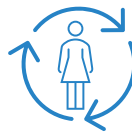
## Why we partnered with Included Health



### Enhancing Engagement



Care navigation



Care and case management services for our most complex and vulnerable members



Supplemental virtual health services to assist with expanding primary care and behavioral health access

# Included Health Clinical Services



## Clinical Services

## Services Delivered YTD



**Expert Medical Opinion**

106



**Live Clinical Support**

2,448



**Provider Referrals**

36,678



**Care and Case Management**

699



**Healthy Days Support**

118



**Maternity Program**

167

# Virtual Visit Utilization



**Clinical Services**

**Services  
Delivered YTD**



**Therapy**

1040



**Psychiatry**

453



**Scheduled Medical Visit**

551

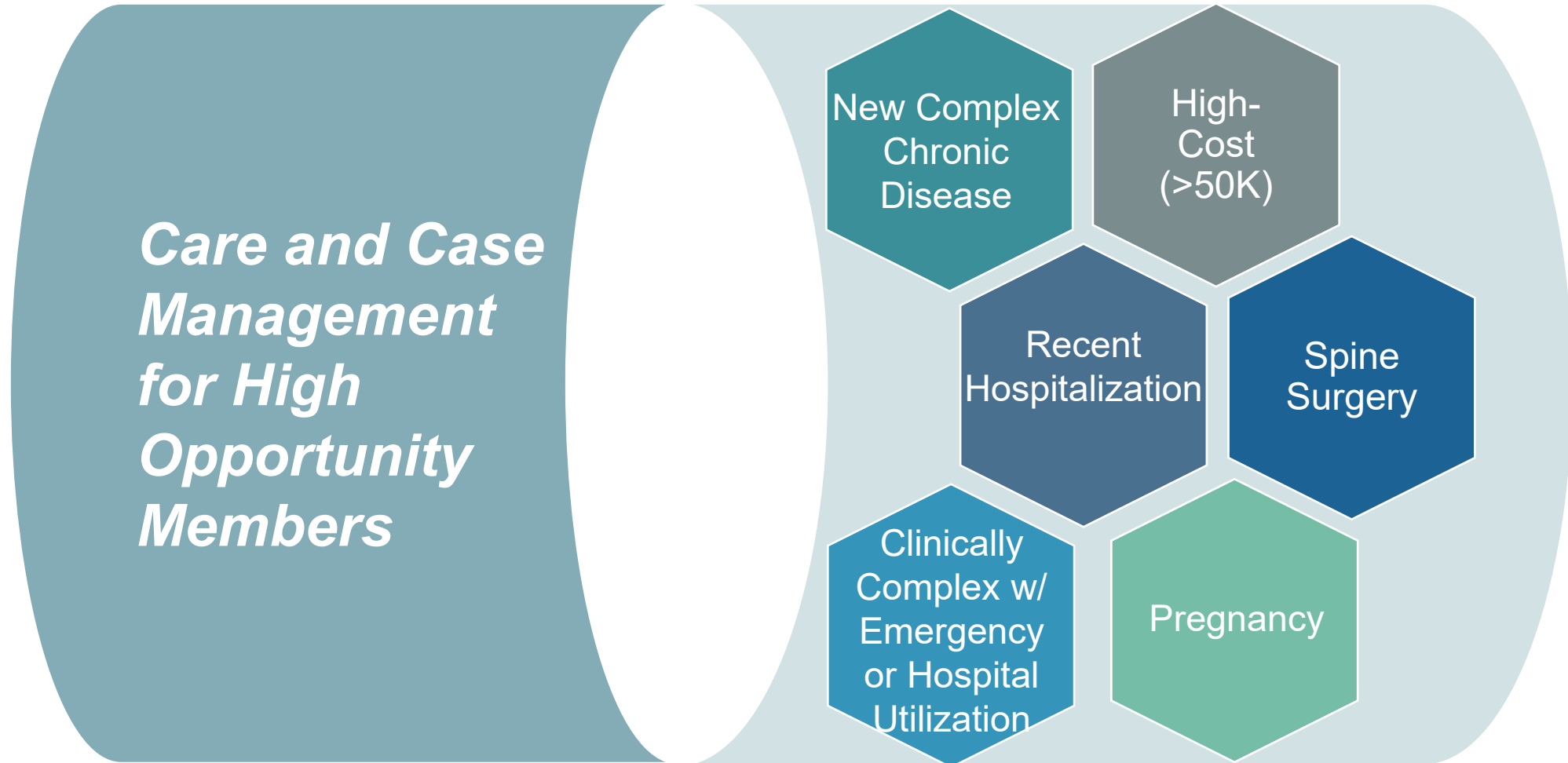


**On-Demand Medical Visit**

1795



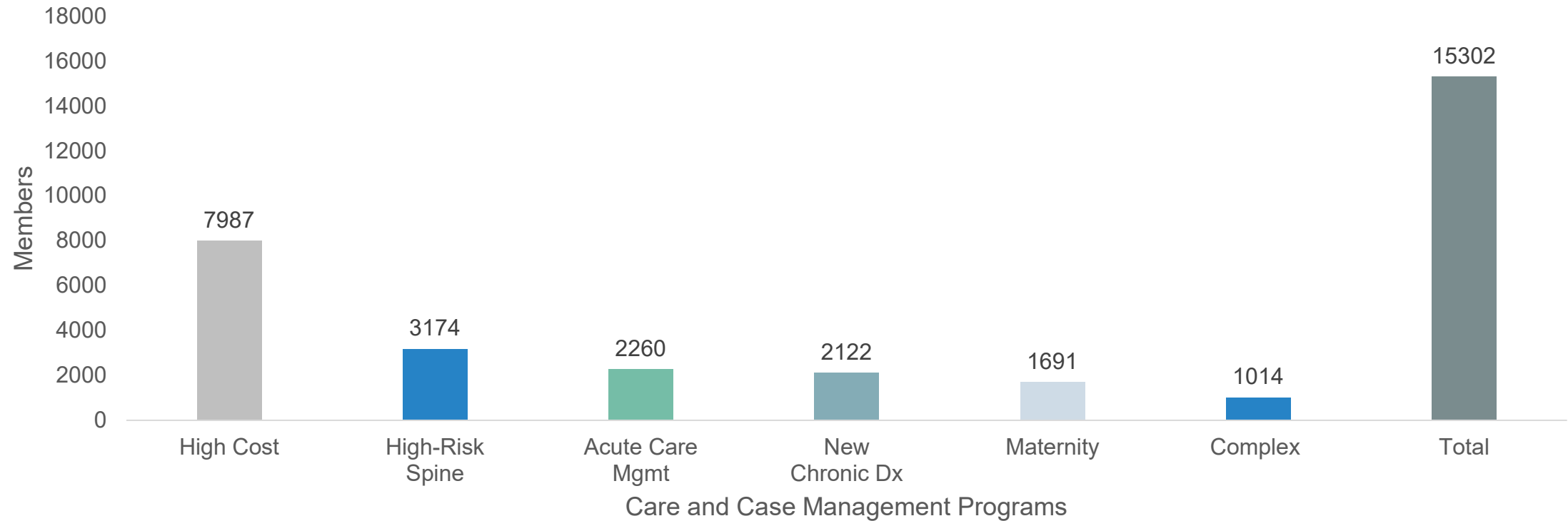
# High Opportunity Care Management



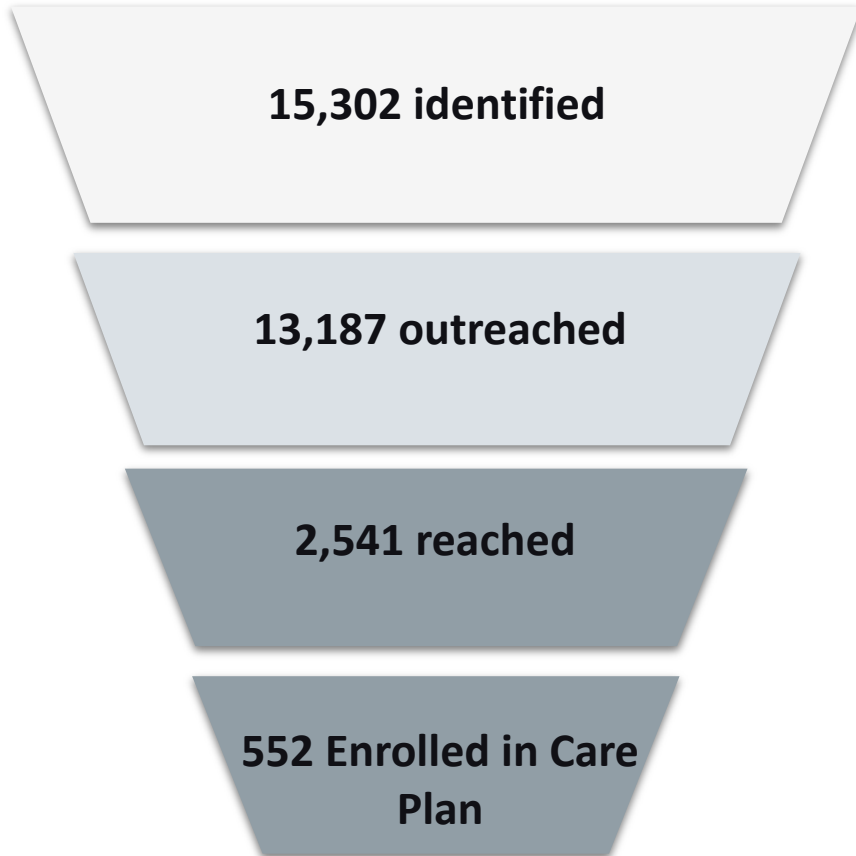
# Care and Case Management Program


## PPO Basic Member Population


High Opportunity Members Identified Jan1-April 30, 2025




# Enrollment in Care and Case Management

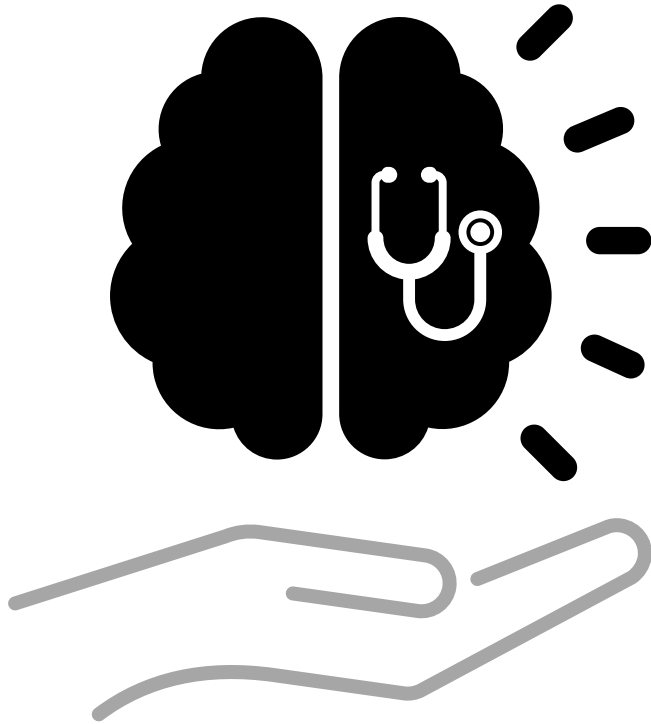


 → 86% were  
outreached

 → 19% have been  
reached

 → 22% enrolled in  
a care plan

# Behavioral Health Topics of Discussion



Data Review



Building a Strong Foundation



Timely Access Study Update and Member Experience



Looking to the Future

## Behavioral Health Prevalence Trends – Basic and Medicare (Ages 5+)

### Basic

Diagnosis	2020	2021	2022	2023	2024
Anxiety Disorder	5.0%	5.4%	5.6%	5.6%	6.2%
Depression	6.0%	6.4%	6.5%	6.6%	7.3%
Substance Use Disorder	1.1%	1.2%	1.1%	1.1%	1.1%

### Medicare

Diagnosis	2020	2021	2022	2023	2024
Anxiety Disorder	3.1%	3.1%	3.2%	3.4%	3.6%
Depression	4.8%	4.8%	4.9%	5.2%	5.4%
Substance Use Disorder	1.0%	1.1%	1.1%	1.2%	1.2%

# Trends in Behavioral Health



Higher prevalence of anxiety (6.5%) and depression (7.5%) in adolescents compared to total Basic and Medicare population



Higher prevalence of psychosis diagnoses in Medicare (2.7%) compared to Basic (1.9%) with 1.3-1.7 times higher prevalence of anxiety and depression in Basic



Low overall prevalence of substance use disorders, with the most frequent being alcohol use disorder – found in 0.47% Medicare and 0.52% Basic members

# Building a Strong Behavioral Health Foundation for our Members



# 2024 Health Plan Member Survey

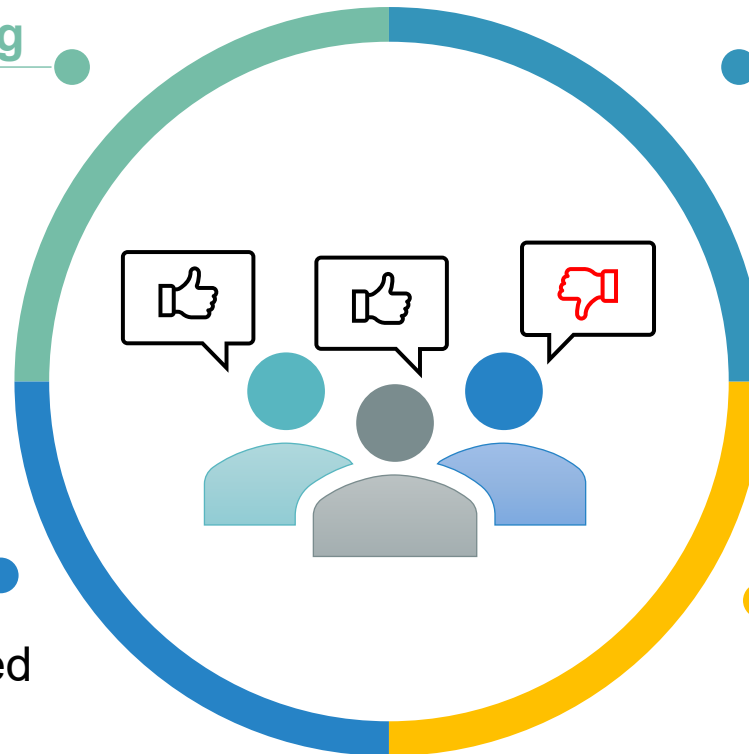
Our survey helps us assess Member Experience with our behavioral health benefits

## Mental Health Screening

Screening for mental health by care team increased

## Telehealth Utilization

Telehealth utilization for behavioral health increased somewhat



## Counseling & Treatment

Most members were helped by counseling and treatment

## Assessment and Treatment

Most members accessed counseling and treatment when needed



# Behavioral Health Secret Shopper Survey Update



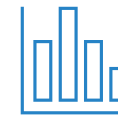
CalPERS has partnered with UC Researchers to study timely access to outpatient behavioral health appointments using a Secret Shopper approach.



1. The UC Research team has completed 100% of provider calls across all HMO plans including Kaiser.

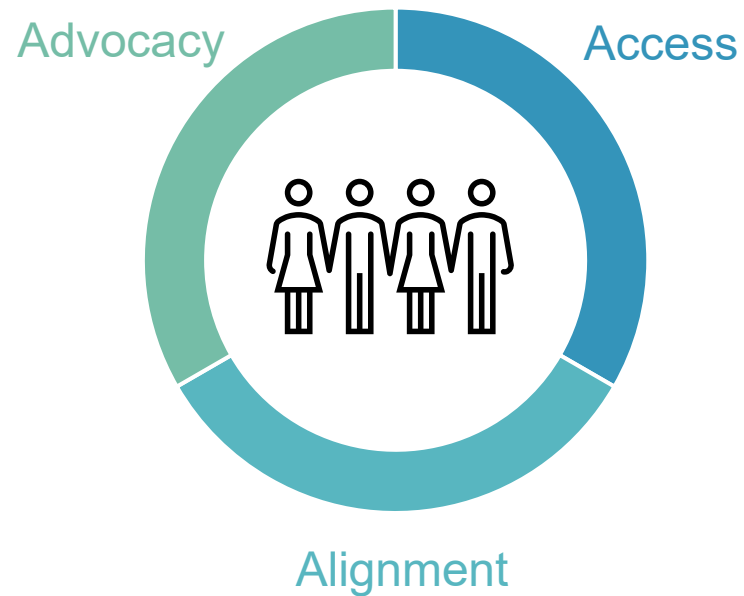


2. The UC Research team will begin making calls in July for the PPO plans utilizing the BSC provider directory.



3. Next Steps include an analysis of CalPERS Health Plans' provider directories for accuracy

# Looking to the Future: 2026 and Beyond



Behavioral Health Investment

Supporting Plan Efforts

Alignment Efforts around Quality and Access

Behavioral Health Integration and Advanced Primary Care

Ongoing Network Adequacy and Access

# Questions and Discussion