



The School District of Osceola County Employee Benefits Committee Meeting

Agenda

January 22, 2025

- I. **Welcome (2 minutes)**
 - a. Speaking order volunteer
 - b. Timekeeper volunteer
- II. **Monthly Reports (5 mins)**
- III. **Green Imaging presentation (35 mins)**
- IV. **Member concerns, tracking, and brainstorming solutions (20 minutes)**
- V. **Other concerns and updates (5 minutes)**

The next meeting will be held on **February 19, 2025** at **4:30 pm** in the **Multipurpose Room** located at The Center for Employee Health 831 Simpson Road, in Kissimmee.

Employee Benefits Committee Meeting

2023-2024 Membership

OCEA

Vacant
Ann Glover – OSVS (v)
Janet Moody -- OCEA/ESP Pres (v)
Vacant (v)
Kim Castro-Stevens – Hickory Tree ES (v)
Dylan Reinsel – St Cloud HS (Alternate)

Teamsters

Vacant (v)
Carlos Martinez – Teamsters (v)

Provider Representatives

Kelly Johnson – Lincoln Financial Group
Mark Tafuri- VSP
Candice Knaps – Humana (Dental)
Tom Remus - MetLife Life Ins.
Cindy McCormick -- EBMS
Jessica Rivera -- EBMS
Jay Weingart – Trustmark
Mike Vasquez – Opioid Clinic Management

Risk & Benefits Management/SDOC

LaToyia Edwards – Benefits Education Specialist
Lauren M. Haddox – Director
LaTasha Aponte – Employee Benefits Supervisor
Megan Austin – Wellness Specialist
Iris Hernandez - Secretary
Sarah Graber – Chief Business & Finance Officer
John Boyd – Chief Negotiator
Scott Knoebel – Chief Negotiator

Prof. Support Council

Daina Gooden (v)

ESP

LaShanna Ward – Denn John MS (v)
Susan Compton – Custodial Servs. (v)

Retirees

Ray Lackey – Retired Teacher
Judi Crowell – Retired Counselor

Benefits Consultant

Ashley Bacot - RosenSure
Carolyn Grant - RosenSure
Barry Murphy – RosenSure
Mystery Slimick -- RosenSure

Center for Employee Health

Kenneth Aldridge -- RosenCare
Nicole Cius -- PeopleOne
Sherry Edwards -- PeopleOne
Dean Hatcher -- PeopleOne
Jordan Tardash -- PeopleOne
Lisa Torres -- PeopleOne

Health Plan Analysis 01/01/2025 (24-25)

Summary

Plan	ENROLLMENT		
	TALLIES	Total	%
Healthy Advantage Plus	500	8081	6.19%
Healthy Advantage Plus Wellness	844	8081	10.44%
Health Center	319	8081	3.95%
Health Center Wellness	1057	8081	13.08%
Healthy Essentials	1489	8081	18.43%
Healthy Essentials Wellness	2745	8081	33.97%
Opt Out Credit Plan	1125	8081	13.92%

PROJECTED REVENUE BASED ON CURRENT ENROLLMENT MINUS ADMIN FEES

Board Paid	\$59,969,004.00
Employee Premium	\$6,274,820.00
Retiree Premium	\$887,764.32
SubTotal	\$67,131,588.32
Administration Fees	(5,764,410.36)
Total	61,367,177.96

DESCRIPTION	OPTION	TALLIES	Board Share		Employee Premium			Retiree Premium		
			Per Pay	Per Year	Per Pay	Per Year	Per Month	Per Year		
Healthy Advantage Plus	1	429	374.9	160,832.10	3,216,642.00	75.00	32,175.00	643,500.00		
Healthy Advantage Plus	2	4	374.9	1,499.60	29,992.00	500.00	2,000.00	40,000.00		
Healthy Advantage Plus	3	35	374.9	13,121.50	262,430.00	325.00	11,375.00	227,500.00		
Healthy Advantage Plus	4	14	374.9	5,248.60	104,972.00	625.00	8,750.00	175,000.00		
Healthy Advantage Plus	5	9	374.9	3,374.10	67,482.00	350.00	3,150.00	63,000.00		
Healthy Advantage Plus	6	9	374.9	3,374.10	67,482.00	0.00	0.00	0.00		
Healthy Advantage Plus Wellness	1	668	374.9	250,433.20	5,008,664.00	50.00	33,400.00	668,000.00		
Healthy Advantage Plus Wellness	2	18	374.9	6,748.20	134,964.00	450.00	8,100.00	162,000.00		
Healthy Advantage Plus Wellness	3	70	374.9	26,243.00	524,860.00	275.00	19,250.00	385,000.00		
Healthy Advantage Plus Wellness	4	21	374.9	7,872.90	157,458.00	575.00	12,075.00	241,500.00		
Healthy Advantage Plus Wellness	5	13	374.9	4,873.70	97,474.00	300.00	3,900.00	78,000.00		
Healthy Advantage Plus Wellness	6	13	374.9	4,873.70	97,474.00	0.00	0.00	0.00		
Healthy Advantage Plus Wellness	7	1	374.9	374.90	7,498.00	450.00	450.00	9,000.00		
Healthy Advantage Plus Wellness	8	0	374.9	0.00	0.00	575.00	0.00	0.00		
Healthy Advantage Plus Wellness (JS)	1	0	187.45	0.00	0.00	237.45	0.00	0.00		
Healthy Advantage Plus Wellness Retiree	1	33						821.47	27,108.51	325,302.12
Healthy Advantage Plus Wellness Retiree	2	7						1,725.22	12,076.54	144,918.48
Healthy Advantage Plus Wellness Retiree	3	0						1,273.27	0.00	0.00
Healthy Advantage Plus Wellness Retiree	4	0						2,218.14	0.00	0.00
Health Center Wellness	1	489	374.9	183,326.10	3,666,522.00	0.00	0.00	0.00		
Health Center Wellness	2	52	374.9	19,494.80	389,896.00	175.00	9,100.00	182,000.00		
Health Center Wellness	3	295	374.9	110,595.50	2,211,910.00	25.00	7,375.00	147,500.00		
Health Center Wellness	4	112	374.9	41,988.80	839,776.00	200.00	22,400.00	448,000.00		
Health Center Wellness	5	43	374.9	16,120.70	322,414.00	0.00	0.00	0.00		
Health Center Wellness	6	43	374.9	16,120.70	322,414.00	0.00	0.00	0.00		
Health Center Wellness	7	5	374.9	1,874.50	37,490.00	175.00	875.00	17,500.00		
Health Center Wellness	8	2	374.9	749.80	14,996.00	200.00	400.00	8,000.00		
Health Center	1	188	374.9	70,481.20	1,409,624.00	25.00	4,700.00	94,000.00		
Health Center	2	13	374.9	4,873.70	97,474.00	225.00	2,925.00	58,500.00		
Health Center	3	87	374.9	32,616.30	652,326.00	75.00	6,525.00	130,500.00		
Health Center	4	20	374.9	7,498.00	149,960.00	250.00	5,000.00	100,000.00		
Health Center	5	2	374.9	749.80	14,996.00	50.00	100.00	2,000.00		
Health Center	6	2	374.9	749.80	14,996.00	0.00	0.00	0.00		
Health Center	7	5	374.9	1,874.50	37,490.00	225.00	1,125.00	22,500.00		
Health Center	8	2	374.9	749.80	14,996.00	250.00	500.00	10,000.00		
Health Center Wellness Retiree	1	15						568.54	8,528.10	102,337.20
Health Center Wellness Retiree	2	3						1,193.95	3,581.85	42,982.20
Health Center Wellness Retiree	3	0						881.23	0.00	0.00
Healthy Essentials Wellness	1	2255	374.9	845,399.50	16,907,990.00	0.00	0.00	0.00		
Healthy Essentials Wellness	2	30	374.9	11,247.00	224,940.00	325.00	9,750.00	195,000.00		
Healthy Essentials Wellness	3	180	374.9	67,482.00	1,349,640.00	152.00	27,360.00	547,200.00		
Healthy Essentials Wellness	4	31	374.9	11,621.90	232,438.00	452.00	14,012.00	280,240.00		
Healthy Essentials Wellness	5	112	374.9	41,988.80	839,776.00	20.00	2,240.00	44,800.00		
Healthy Essentials Wellness	6	112	374.9	41,988.80	839,776.00	0.00	0.00	0.00		
Healthy Essentials Wellness	7	0	374.9	0.00	0.00	325.00	0.00	0.00		
Healthy Essentials	1	1316	374.9	493,368.40	9,867,368.00	25.00	32,900.00	658,000.00		
Healthy Essentials	2	15	374.9	5,623.50	112,470.00	375.00	5,625.00	112,500.00		
Healthy Essentials	3	88	374.9	32,991.20	659,824.00	202.00	17,776.00	355,520.00		
Healthy Essentials	4	14	374.9	5,248.60	104,972.00	502.00	7,028.00	140,560.00		
Healthy Essentials	5	28	374.9	10,497.20	209,944.00	50.00	1,400.00	28,000.00		
Healthy Essentials	6	28	374.9	10,497.20	209,944.00	0.00	0.00	0.00		
Healthy Essentials Wellness Retiree	1	18						705.80	12,704.40	152,452.80
Healthy Essentials Wellness Retiree	2	6						1,482.18	8,893.08	106,716.96
Healthy Essentials Wellness Retiree	3	1						1,087.88	1,087.88	13,054.56
Opt Out Credit Plan	1	1125	374.9	421,762.50	8,435,250.00	0.00	0.00	0.00		
Job Share Declined Benefits (IS PT)	0	0	187.45	0.00	0.00					
FSA Extra \$250	1	1248	250.00		312,000.00					
Total Employees and Retirees		8081		2,998,450.20	59,969,004.00		313,741.00	6,274,820.00	73,980.36	887,764.32

Option Legend	
Single	1
Spouse	2
Child(ren)	3
Family	4
Half Family Primary	5
Half Family Secondary	6
Domestic Partner	7
Child(ren) + DP	8
DP + DP Child(ren)	9
Child(ren) + DP + DP Child(ren)	10

Revenue Totals Per Year

Board Paid	\$59,969,004.00
Employee Premium	\$6,274,820.00
Retiree Premium	\$887,764.32
Total	\$67,131,588.32



Center for Employee Health & Advisor Monthly Health Service Plan Benefits Committee Meeting JANUARY 2025

Presentation to the
School District of Osceola County Leadership Team
January 15, 2025



"People Helping People"





ADVISOR FINANCIAL UPDATE



Medical Plan PAID Expenses vs Budget/Revenue – Plan Year to Date

Historical Health Plan Costs / Plan Year School District of Osceola County							Oct 24 - Dec 24 (3 Months)
DATE RANGE	10/1/18 to 9/30/19	10/1/19 to 9/30/20	10/1/20 to 9/30/21	10/1/21 to 9/30/22	10/1/22 to 9/30/23	10/1/23 to 9/30/24	10/1/24 to 12/31/24
COST COMPONENT	2018/19 Plan Year	2019/20 Plan Year	2020/21 Plan Year	2021/22 Plan Year	2022/23 Plan Year	2023/24 Plan Year	2024/25 Plan Year
Medical Claims	\$45,967,272	\$41,566,112	\$33,140,969	\$41,500,297	\$44,902,814	\$44,997,845	\$12,052,985
Rx Claims	\$12,307,935	\$11,049,021	\$9,844,133	\$8,966,174	\$8,593,164	\$10,560,692	\$2,822,805
Health Center	\$3,000,000	\$4,835,823	\$4,916,176	\$5,507,701	\$5,895,433	\$6,925,071	\$1,792,557
Fixed Costs	\$2,906,857	\$2,860,047	\$5,347,984	\$4,321,131	\$4,839,058	\$4,256,153	\$1,069,423
Claims over Specific Stop Loss	(\$328,850)	(\$1,418,812)	(\$212)	(\$62,006)	\$0	\$0	\$0
TOTAL EXPENSES	\$63,853,214	\$58,992,191	\$53,249,050	\$60,233,297	\$64,230,469	\$66,739,761	\$17,737,770
TOTAL REVENUE/ FUNDING	\$56,092,962	\$60,116,719	\$58,205,032	\$58,041,431	\$60,163,606	\$66,940,185	\$16,544,311
\$ Difference Revenue/Expenses	-\$7,760,252	\$1,124,528	\$4,955,982	-\$2,191,866	-\$4,066,863	\$200,424	-\$1,193,459
Ratio - Expenses to Revenue	113.83%	98.13%	91.49%	103.78%	106.76%	99.70%	107.21%
Additional Funded - COVID Relief	N/A	N/A	\$2,765,331	\$2,497,405	N/A	N/A	N/A
Additional Funding Needed	\$10,000,000	\$0	\$0	\$3,000,000	\$0	\$0	\$0
Average Medical Enrollment	6,563	6,464	6,330	6,182	6,328	6,562	6,597
PEPM TOTAL EXPENSES	\$811	\$761	\$665	\$778	\$846	\$848	\$896
PEPM Claims vs Previous Year	105%	94%	87%	117%	109%	100.2%	106%
Medical Claims PEPM	\$584	\$536	\$436	\$559	\$591	\$571	\$609
Rx Claims PEPM	\$156	\$142	\$130	\$121	\$113	\$134	\$143
Health Center PEPM	\$38	\$62	\$65	\$74	\$78	\$88	\$91
Fixed Costs PEPM	\$37	\$37	\$70	\$58	\$64	\$54	\$54

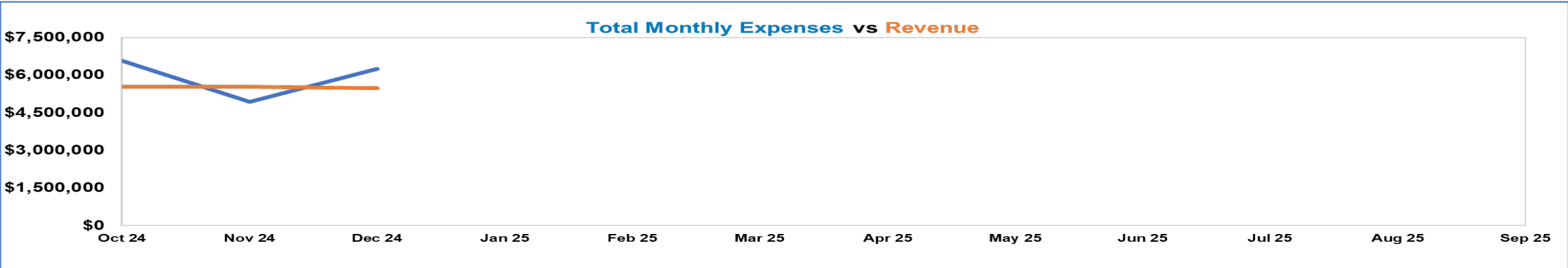
Medical Plan PAID Expenses vs Budget/Revenue – 10/1/24 to 12/31/24



School District of Osceola County

Medical Plan - Expenses to Revenue 2024-2025 Plan Year to Date

Month	Enrolled Employees and Retirees	Medical Claims	Rx Claims	Health Center	Paid Claims	Fixed Costs	Total Costs / Expenses	Monthly Revenue to the Plan	Board Contribution	Opt out Subsidy	Employee and Retiree Contribution	Budget Ratio
Oct-24	6,539	\$4,467,074	\$1,123,622	\$620,701	\$6,211,397	\$352,079	\$6,563,476	\$5,532,966	\$4,246,367	\$694,814	\$591,785	119%
Nov-24	6,534	\$3,310,175	\$683,791	\$585,928	\$4,579,894	\$358,674	\$4,938,568	\$5,536,967	\$4,246,367	\$698,815	\$591,785	89%
Dec-24	6,597	\$4,275,736	\$1,015,392	\$585,928	\$5,877,056	\$358,670	\$6,235,726	\$5,474,378	\$4,175,736	\$702,938	\$595,704	114%
Jan-25												
Feb-25												
Mar-25												
Apr-25												
May-25												
Jun-25												
Jul-24												
Aug-25												
Sep-25												
YTD	19,670	\$12,052,985	\$2,822,805	\$1,792,557	\$16,668,347	\$1,069,423	\$17,737,770	\$16,544,311	\$12,668,470	\$2,096,567	\$1,779,274	107.21%
AVERAGE	6,557	\$4,017,662	\$940,935	\$597,519	\$5,556,116	\$356,474	\$5,912,590	\$5,514,770	\$4,222,823	\$698,856	\$593,091	



Rolling 12 months: Expenses vs Revenue

Plan Years: 10/1/2023 – 9/30/2024 and 10/1/2024 – 12/31/2024



School District of Osceola County

Health Plan - Expenses to Revenue Rolling 12 Months

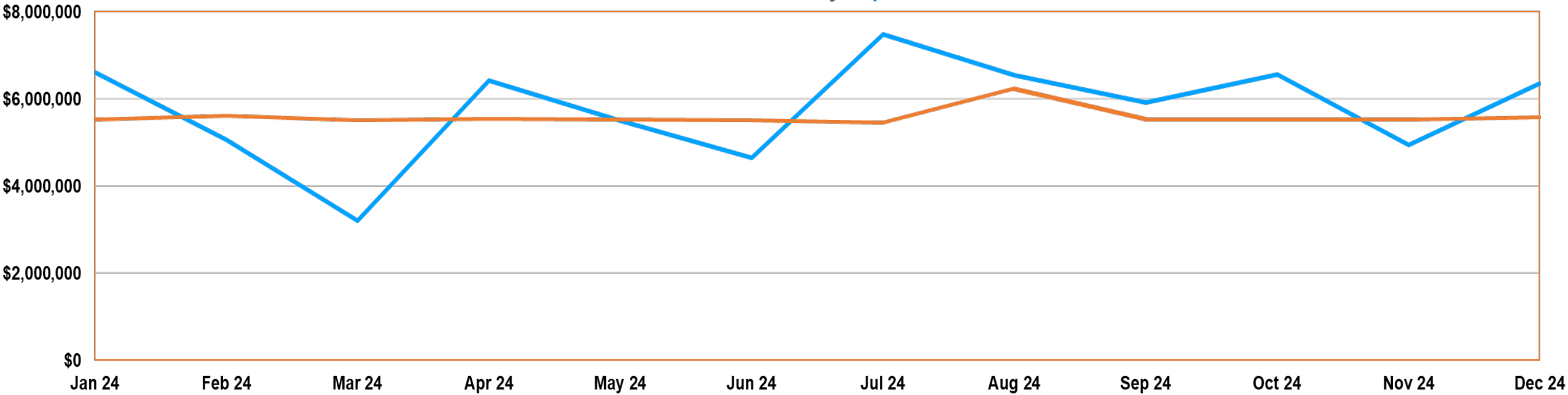
	Month	Enrolled Employees and Retirees	Medical Claims	Rx Claims	Health Center	Paid Claims	Fixed Costs	Total Expenses	Monthly Revenue to the Plan (G: Sum H-J)	Board Contribution (H)	Opt out Subsidy (I)	Employee and Retiree Contribution (J)	Budget Ratio F / G
'23-'24 Plan Year	Dec-23	6544	\$2,928,159	\$857,565	\$499,992	\$4,285,716	\$354,853	\$4,640,569	\$5,518,065	\$4,177,012	\$700,438	\$640,615	84%
	Jan-24	6551	\$4,792,560	\$955,427	\$499,553	\$6,247,540	\$360,161	\$6,607,701	\$5,526,597	\$4,177,011	\$704,802	\$644,784	120%
	Feb-24	6649	\$3,258,802	\$868,655	\$579,420	\$4,706,877	\$365,549	\$5,072,426	\$5,612,597	\$4,213,251	\$703,562	\$695,784	90%
	Mar-24	6552	\$1,569,654	\$723,694	\$557,796	\$2,851,144	\$360,216	\$3,211,360	\$5,511,871	\$4,186,383	\$701,688	\$623,800	58%
	Apr-24	6593	\$4,732,364	\$773,971	\$567,705	\$6,074,040	\$350,479	\$6,424,519	\$5,539,579	\$4,198,880	\$704,187	\$636,512	116%
	May-24	6593	\$3,602,505	\$947,107	\$606,484	\$5,156,096	\$350,995	\$5,507,091	\$5,528,975	\$4,193,881	\$704,187	\$630,907	100%
	Jun-24	6598	\$2,863,812	\$780,586	\$650,418	\$4,294,816	\$347,921	\$4,642,737	\$5,502,842	\$4,180,780	\$696,064	\$625,998	84%
	Jul-24	6406	\$5,414,354	\$1,082,830	\$650,091	\$7,147,275	\$342,112	\$7,489,387	\$5,460,890	\$4,110,778	\$667,302	\$682,810	137%
	Aug-24	6643	\$4,784,652	\$756,622	\$668,964	\$6,210,238	\$341,612	\$6,551,850	\$6,233,074	\$4,924,312	\$696,064	\$612,698	105%
	Sep-24	6643	\$3,780,909	\$1,096,977	\$666,737	\$5,544,623	\$371,792	\$5,916,415	\$5,537,010	\$4,228,247	\$696,064	\$612,699	107%
24-25 Plan Year	Oct-24	6,539	\$4,467,074	\$1,123,622	\$620,701	\$6,211,397	\$352,079	\$6,563,476	\$5,532,966	\$4,246,367	\$694,814	\$591,785	119%
	Nov-24	6,534	\$3,310,175	\$683,791	\$585,928	\$4,579,894	\$358,674	\$4,938,568	\$5,536,967	\$4,246,367	\$698,815	\$591,785	89%
	Dec-24	6,597	\$4,386,860	\$1,015,392	\$585,928	\$5,988,180	\$358,670	\$6,346,850	\$5,574,378	\$4,275,736	\$702,938	\$595,704	114%
	YTD	78,898	\$46,963,721	\$10,808,674	\$7,239,725	\$65,012,120	\$4,260,260	\$69,272,380	\$67,097,746	\$51,181,993	\$8,370,487	\$7,545,266	
AVERAGE	6,581	\$3,877,338	\$861,112	\$597,554	\$5,336,003	\$352,381	\$5,688,384	\$5,614,553	\$4,273,160	\$697,232	\$644,162	103.24%	

- December 2024 Medical Claims are 16% (\$595k) higher than the prior 12 Month Rolling Average of \$3.87 Million.
- December 2024 Rx Claim Cost/ Utilization is 14% (\$128k) higher than than prior 12 Month Average of \$887,571.

Rolling 12 months: Expenses vs Revenue Trendline

Plan Years: 10/1/2023 – 9/30/2024 and 10/1/2024 – 12/31/2024

Total Monthly Expenses vs Revenue



Large Claims \$200,000 – 10/1/2024 thru 12/31/2024

Plan Year: 2024-2025

School District of Osceola County

Plan Year 10/1/2024 to 9/30/2025

Large Claimants Plan Year to Date

Specific Deductible \$1,500,000 + \$135,000 aggregating deductible

Medical / Rx Claims > \$200,000

#	Relationship	Diagnosis	Medical Claims Paid	Rx Claims Paid	Total Paid
1	Former Employee	Congestive Heart Failure	\$486,767	\$0	\$486,767
2	Dependent	Throat Cancer	\$336,966	\$11,087	\$348,053
3	Employee	Lymphoma	\$328,405	\$76	\$328,481
4	Employee	Liver Cancer	\$243,217	\$149	\$243,366
					\$1,406,667

New to List

\$1,078,186

**Large claimant's Individual Specific Deductible resets at \$0 each new plan year.*

New Claims
monitored, and
case management
actively involved

SDOC – Ventegra Rx Paid Rebates

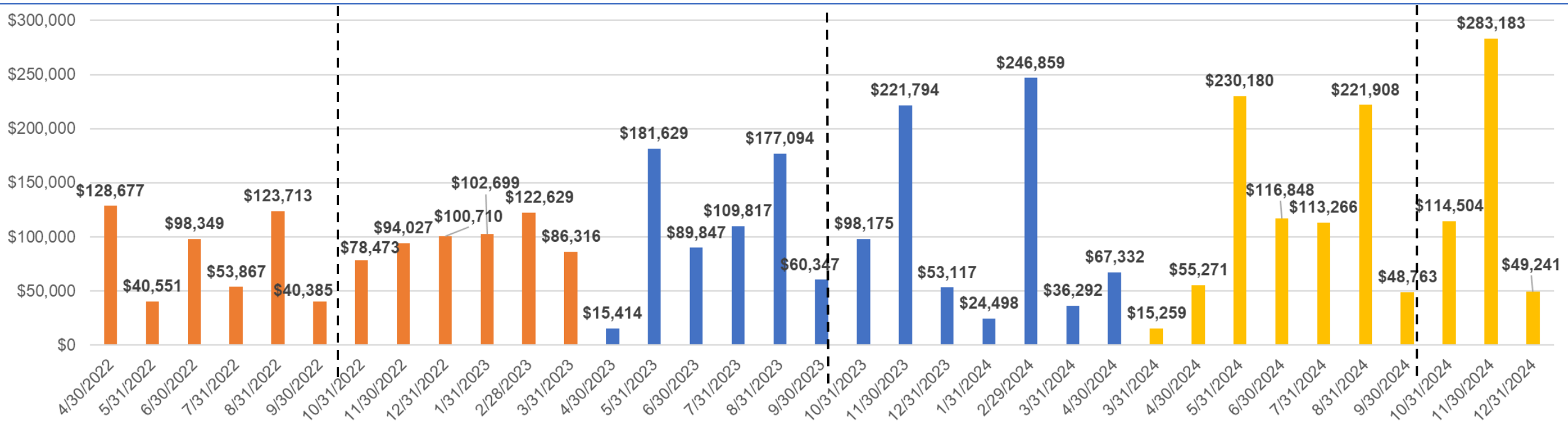
Calendar Years: 2022, 2023 and 2024 (thru 12/31/24)

Rx Rebates are paid monthly, at approximately 3 to 6-month lag from date of service

2021-22 Plan Year
Rx Paid Rebates
Estimated \$1,070,396

2022-23 Plan Year
Rx Paid Rebates
Estimated \$1,382,216

2023-24 Plan Year to Date
Rx Paid Rebates
Estimated \$1,248,422



- - - Dashed line identifies start and end of health plan year.

*SDOC receives 100% of Rx Rebates under the Ventegra contract.

**Graph bars are color coded by when health plan year Rx dates of service were actually paid to SDOC..

ElectRx – International Pharmacy Program

Claim Spend & Cost Avoidance by Calendar Year & Plan Year

CALENDAR YEAR COMPARISON

PLAN YEAR COMPARISON

SDOC Calendar Year 2023			
Month	Shipped Script Count	Rx Claim Spend with Shipping	Cost Avoidance Amount
January	122	\$144,749	\$167,172
February	99	\$96,142	\$126,088
March	97	\$107,390	\$134,191
April	103	\$89,445	\$111,416
May	95	\$96,693	\$128,315
June	102	\$93,368	\$125,019
July	89	\$102,896	\$125,174
August	109	\$103,140	\$140,045
September	82	\$82,316	\$96,052
October	70	\$51,490	\$78,145
November	66	\$66,631	\$88,957
December	45	\$41,399	\$57,908
Total	1,079	\$1,075,658	\$1,378,482

SDOC Calendar Year 2024			
Month	Shipped Script Count	Rx Claim Spend with Shipping	Cost Avoidance Amount
January	87	\$90,558	\$131,417
February	62	\$63,206	\$91,562
March	54	\$58,423	\$84,234
April	72	\$61,914	\$95,863
May	46	\$52,135	\$69,868
June	65	\$67,658	\$97,721
July	54	\$50,061	\$79,495
August	63	\$72,033	\$99,280
September	51	\$39,533	\$65,334
October	67	\$76,534	\$106,336
November	14	\$11,883	\$17,429
December	45	\$31,460	\$57,908
Total	680	\$675,400	\$996,447

SDOC PLAN YEAR 2023- 2024			
Month	Shipped Script Count	Rx Claim Spend with Shipping	Cost Avoidance Amount
October	70	\$51,490	\$78,145
November	66	\$66,631	\$88,957
December	45	\$41,399	\$57,908
January	87	\$90,558	\$131,417
February	62	\$63,206	\$91,562
March	54	\$58,423	\$84,234
April	72	\$61,914	\$95,863
May	46	\$52,135	\$69,868
June	65	\$67,658	\$97,721
July	54	\$50,061	\$79,495
August	63	\$72,033	\$99,280
September	51	\$39,533	\$65,334
Total	735	\$715,041	\$1,039,784

SDOC PLAN YEAR 2024- 2025			
Month	Shipped Script Count	Rx Claim Spend with Shipping	Cost Avoidance Amount
October	67	\$76,534	\$106,336
November	14	\$11,883	\$17,429
December	45	\$31,460	\$57,908
January			
February			
March			
April			
May			
June			
July			
August			
September			
Total	126	\$119,877	\$181,674

*Member savings

*Member savings

*Member savings

*SDOC Members pay \$0 Copay for International Pharmacy

SDOC Health Plan Cost Avoidance/Sum of Savings is based on difference between ElectRx Invoice Amount and 20% Discounted AWP Cost of Medications.

*The 2024 decrease in utilization in October thru December was due to the Canadian Postal Strike.



HEALTH CENTER UPDATE



"People Helping People"

Medical, Chiropractic, Physical Therapy Care Services

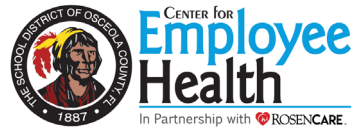


Appointments				
Metric	Category	2023 Full Year	2024 Full Year	Variance
New Patient Visits	Medical	1,653	1,842	189
	Chiropractic	296	133	-163
	Physical Therapy	729	492	-237
Established Patient Visits	Medical	10,409	14,720	4,311
	Chiropractic	2,946	3,415	469
	Physical Therapy	5,918	7,045	1,127
Total Number Visits	Medical	12,062	16,562	4,500
	Chiropractic	3,242	3,548	306
	Physical Therapy	6,647	7,537	890

Unique Patients				
Metric	Category	2023 Full Year	2024 Full Year	Variance
New Patient Visits	Medical	931	1,057	126
	Chiropractic	109	70	-39
	Physical Therapy	109	74	-35
Established Patient Visits	Medical	3,361	4,416	1,055
	Chiropractic	501	567	66
	Physical Therapy	657	738	81
Total Number Visits	Medical	4,091	5,126	1,035
	Chiropractic	590	604	14
	Physical Therapy	748	780	32

Monthly Report: Data thru December 31, 2024

Medical, Chiropractic, Physical Therapy Care Services



Days to New Patient Appointment
3
Days to Annual Physical Appointment
4
Days to Established Patient Appointment
0

Percent of No shows, Rescheduled, and Canceled Appointments			
Visit Type	2023 Full Year	2024 Full Year	Variance
Canceled	14.09%	14.44%	0.35%
No-Show	3.70%	4.15%	0.45%
Rescheduled	5.48%	7.72%	2.24%

**excludes W/C and Urgent/Acute appointments

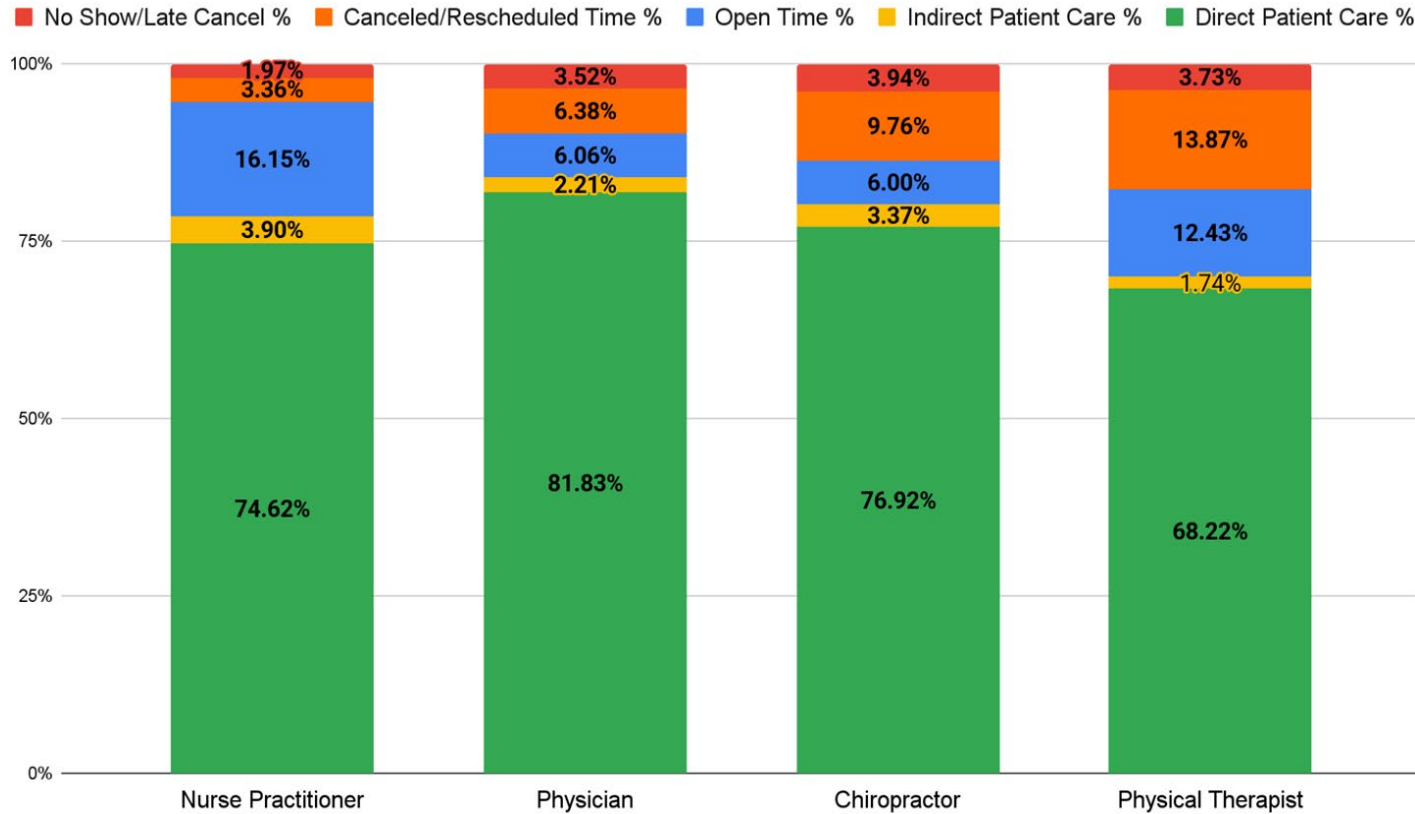
** Data as of 10/31/24

Monthly Report: Data thru December 31, 2024

Medical, Chiropractic, Physical Therapy Care Services



Provider Schedule Rate - Average Percentage by Specialty



Scheduling Enhancements for PT:

- Increase in double booking
- Back-to-Back Booking
- Evaluated to optimize patient access
- Decreased Admin time

Definitions

- **Direct Patient Care** - Time spent actively attending to patients during appointments or procedures.
- **Indirect Patient Care** - Scheduled time for tasks related to patient care but not involving direct interaction with patients, such as administrative duties or charting.
- **Open Time** - Unscheduled time where no appointments or activities are booked, leaving the provider available for additional tasks or appointments.
- **Canceled/Rescheduled Time** - Time allocated for appointments that were canceled or rescheduled before their start time, resulting in unused slots.
- **No Show/Late Cancel** - Unplanned idle time caused by patients who did not show up for their appointments or canceled at the last minute, leaving the provider unable to fill the slot.

When multiple appointment blocks overlap, the report assigns priority in the following order: No Show/Late Cancel (Unplanned Idle Time), Canceled/Rescheduled Time (Idle Time), Open Time, Indirect Patient Care (Planned Idle Time), and finally, Direct Patient Care (Productive Time). This ensures that more specific categories, such as unplanned idle time, take precedence over general categories like open time or productive time.

Ancillary Services



Metric	Category	2023 Calendar Year	2024 Calendar Year	Variance
New Patient Visits	Mental Health	243	159	-84
	Nurse Visit Lab	2,454	2,676	222
	Registered Dietician	193	123	-70
	Workers Compensation	2,688	2,137	-551
	Workers Compensation Chiropractic	9	1	-8
	Workers Compensation Chiropractic Physical Therapy	8	5	-3
	Workers Compensation Physical Therapy	495	242	-253
	Workers Compensation X-Ray	12	4	-8
	X-Ray	349	277	-72
Established Patient Visits	Mental Health	1,467	1,643	176
	Nurse Visit Lab	21,033	31,034	10,001
	Registered Dietician	2,027	1,866	-161
	Workers Compensation	1,416	1,950	534
	Workers Compensation Chiropractic	3	0	-3
	Workers Compensation Chiropractic Physical Therapy	4	2	-2
	Workers Compensation Physical Therapy	1,219	1,642	423
	Workers Compensation X-Ray	12	6	-6
	X-Ray	1,566	1,707	141

Monthly Report: Data thru December 31, 2024

Ancillary Services



Metric	Category	2023 Calendar Year	2024 Calendar Year	Variance
Total Number Visits	Mental Health	1,710	1,802	92
	Nurse Visit Lab	23,487	33,710	10,223
	Registered Dietician	2,220	1,989	-231
	Workers Compensation	4,104	4,087	-17
	Workers Compensation Chiropractic	12	1	-11
	Workers Compensation Chiropractic Physical Therapy	12	7	-5
	Workers Compensation Physical Therapy	1,714	1,884	170
	Workers Compensation X-Ray	24	10	-14
	X-Ray	1,915	1,984	69

Monthly Report: Data thru December 31, 2024

Ancillary Services

Referrals			
	2023 Calendar Year	2024 Calendar Year	Variance
Behavioral Health	329	283	-46
Breast Specialist	47	55	8
Cardiology	337	441	104
Dermatology	165	335	170
Endocrinology	252	252	0
Ear, nose and throat surgeon	145	140	-5
Gastroenterology	642	918	276
Gynecology	150	204	54
Mobile Dermatology	425	604	179
Neurology	233	246	13
Nutrition	639	674	35
Obstetrics & Gynecology	118	212	94
Ophthalmology	241	287	46
Orthopedic Surgery	316	496	180
Pain Medicine	17	38	21
Pediatrics	25	95	70
Physical Therapy	698	749	51
Pulmonary	156	161	5
Sleep Medicine	198	248	50

Monthly Report: Data thru December 31, 2024

Operations and Quality



Category	Measurement	2024 Florida	2024 Calendar Year	
		Average	National*	Performance
Prevention/Screening	Breast Cancer Screening	74.50%	76%	83.01%
Prevention/Screening	Cervical Cancer Screening	73.70%	76%	65.94%
Prevention/Screening	Colorectal Cancer Screening	62.60%	64%	64.94%
Musculoskeletal	Use of Imaging Studies for Low Back Pain (Inverse Measure)	73.04%	73%	75.93%
Chronic Disease Mgmt	Cardiometabolic Care: Cholesterol Management for Cardiac Patients: Screening	-	88%	100.00%
Chronic Disease Mgmt	Cardiometabolic Care: Cholesterol Management for Cardiac Patients: Control	-	62%	53.70%
Chronic Disease Mgmt	Diabetes Care: BP Control (less than 140/90)	66.20%	74%	77.88%
Chronic Disease Mgmt	Diabetes Care: A1c Screening	-	93%	98.20%
Chronic Disease Mgmt	Diabetes Care: A1c Control (less than 8.0)	65.90%	68%	81.09%
Chronic Disease Mgmt	Diabetes Care: Statin Therapy for Patients With Diabetes	62.10%	67%	72.07%
Chronic Disease Mgmt	Diabetes Care: Foot Exam	-	99%	30.08%
Chronic Disease Mgmt	Diabetes Care: LDL Control	-	50%	46.79%
Chronic Disease Mgmt	Diabetes Care: Kidney Health Evaluation for Patient with Diabetes	51.50%	53%	74.60%
Chronic Disease Mgmt	Asthma Care: Use of Appropriate Medications for People with Asthma	-	92%	94.34%
Prevention/Screening	Tobacco Status: Cessation Intervention	-	79%	83.67%
Prevention/Screening	Screening for Clinical Depression and Follow-up Plan	60.60%	81%	81.63%

*Current HEDIS, legacy HEDIS, AND MIPS when current year did not have the measure. 2024 uses 2023 numbers if 2024 numbers aren't available yet.

SDOC CEH Usage Report Cologuard



Time Frame: 1/1/2024 - 12/3/2024

Total Patients Eligible

228

Remaining Patients Eligible

171

Rescreens Ordered

57

Patients Rescreened

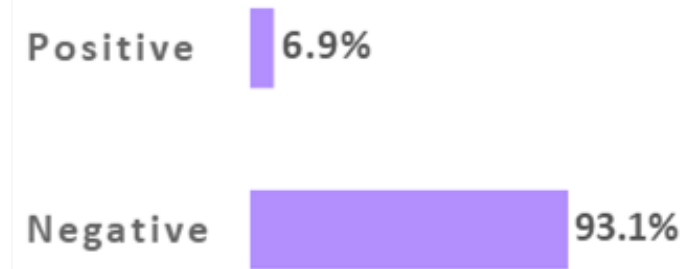
30

Completion Rate

52.6%

Result Distribution

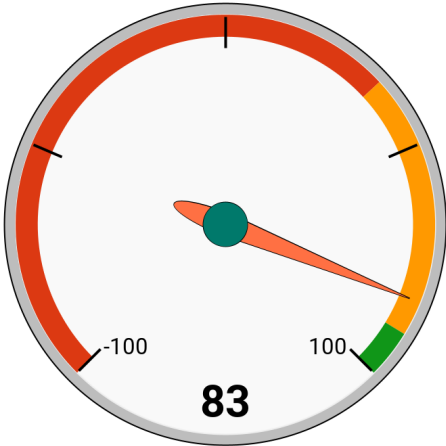
for valid results in report timeframe



Patient Experience

Net Promoter Score Rolling 12 Months

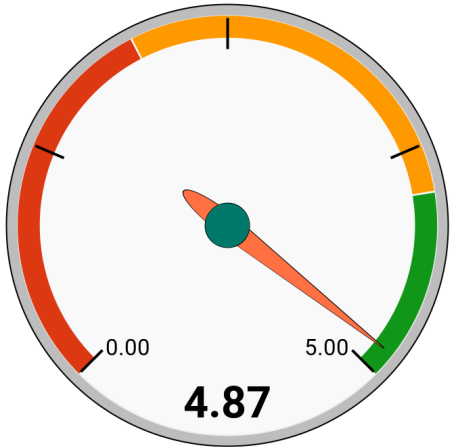
	Dec 2023	Dec 2024	Variance
NPS	81	83	2.47%
Responses	1,270	2,214	54.19%



A Net Promoter Score is a whole number that ranges from -100 to 100, and it indicates customer happiness. The healthcare industry is at 35. NPS is cumulative, this shows the most recent NPS compared to the NPS from the same month a year prior.

NexHealth

	Previous YTD Dec 2023	Current YTD Dec 2024	Variance
Average Score	4.86	4.87	0.18%
Responses	14,471	11,923	-19.31%



NexHealth collects patient satisfaction with a scale of 0 to 5. This compares the current year-to-date to the same time period last year.

Monthly Report: Data thru December 31, 2024



QUESTIONS?
COMMENTS?
DISCUSSION.

