

Clackamas County BRC **Annual Review**

May 15, 2025

Presenters:

Tammy Rivas, Executive Account Manager

Reva Ricketts-Loriaux, Medical Director of External Affairs

Melanie Hall, Underwriting Consultant

Ky Thai, Dental Account Manager

Cyrus Lee, Executive Dental Director & CEO

Agenda

1. Access Updates

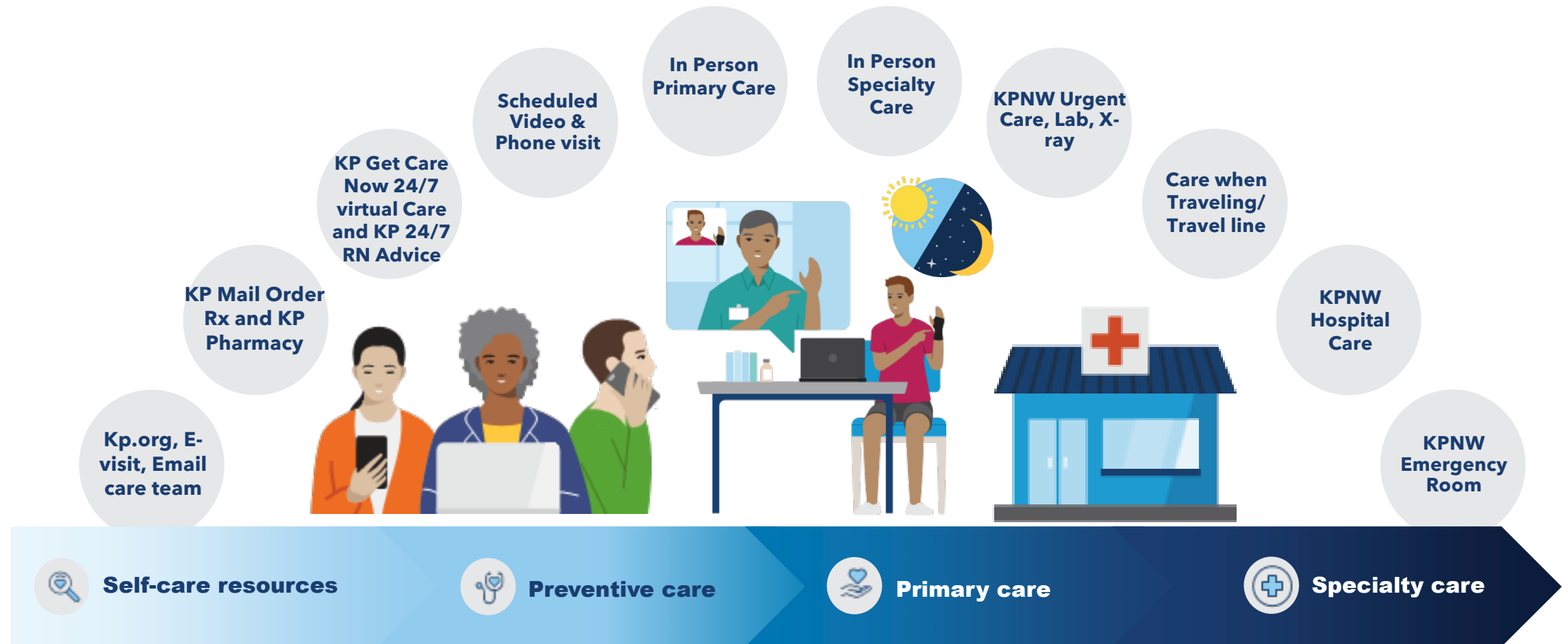
2. Clinical Analytic Reports

3. Medical Plan

4. Dental Plan

Access to Coordinated Care

Integrated care- powered by the member's Electronic Health Record



Access Updates

Average wait time for Urgent Care
decreased by 12.74% in 2024

Provided **65,000** more Primary Care appointments in 2024 than in 2023

Patient-reported “ease of scheduling” is higher in 2024 than 2023 (nearly 3.5% increase), based on Press Ganey survey results

As of March 2025, more than **70% of members** were able to access primary care within 2 business days

60.4% of all Specialty Care new referrals are seen within **16 days**

Clinical Analytic Reports

Preventive Care
Member Engagement
Chronic Condition

Your Group Demographics

Measure	Your Group	Kaiser Permanente regional average ¹	Comparison to regional average	Kaiser Permanente industry average ²
Subscribers	818	--	--	--
Members	2,029	--	--	--
Average subscriber age	45.2	40.6	4.6 years older	47.9
Average member age	34.0	35.3	1.3 years younger	36.9
Gender (% female)	51.7%	51.4%		52.2%
Average family size	2.5	1.6		2.1
Enrollment stability index ³	95.4%	89.1%	--	95.0%

¹The Kaiser Permanente regional averages are based on the weighted average of the group's distribution of members across the Kaiser Permanente regions for the time period being measured.

²The industry average reflects results for Kaiser Permanente members in a specific industry sector, as defined by the North American Industry Classification System. ³Percentage of members enrolled at the end of the measurement period who were "continuously enrolled" (enrolled for at least 11 months of the 12-month reporting period).

Lifestyle Risks Overview

Measure	Your results, Q4 2022 ¹	Your results, Q4 2024 ¹	Regional average	Industry average	National comparative data
Adult weight - overweight or obese	78.0%	79.5%	75.5%	77.1%	71.6% ²
Childhood weight - overweight or obese	29.8%	32.5%	32.3%	32.0%	35.1% ³
Adult exercise - not meeting minimum	65.7%	61.3%	64.3%	67.1%	46.7% ⁴
Prediabetes test result ²	22.6%	29.2%	32.5%	35.0%	34.5% ⁵
Total cholesterol - borderline high or high	36.9%	37.1%	36.0%	35.6%	38.2% ⁶
Blood pressure - undesirable BP systolic/diastolic \geq 140/90	14.2%	14.3%	14.2%	12.1%	33.2% ⁷
Smoking rates	8.9%	8.2%	10.5%	5.6%	13.7% ⁸

¹ISS will be displayed if eligible member population for the metric is insufficient.

²We advise using current prediabetes rates only. See speakers notes for details.

³CDC, December 2020. ⁴CDC, December 2020. ⁵CDC, June 2021. ⁶CDC, 2021. ⁷*Circulation*, February 23, 2021. ⁸Ostchega et al., *American Journal of Hypertension*, April 28, 2021. ⁹CDC, March 2022.

Regional and industry averages are based on Kaiser Permanente membership. For the Washington region, metrics displayed on this slide will depend on the use of Kaiser Permanente providers.

CLACKAMAS County Annual Review
JAN-01-2024 through DEC-31-2024

Preventative Services

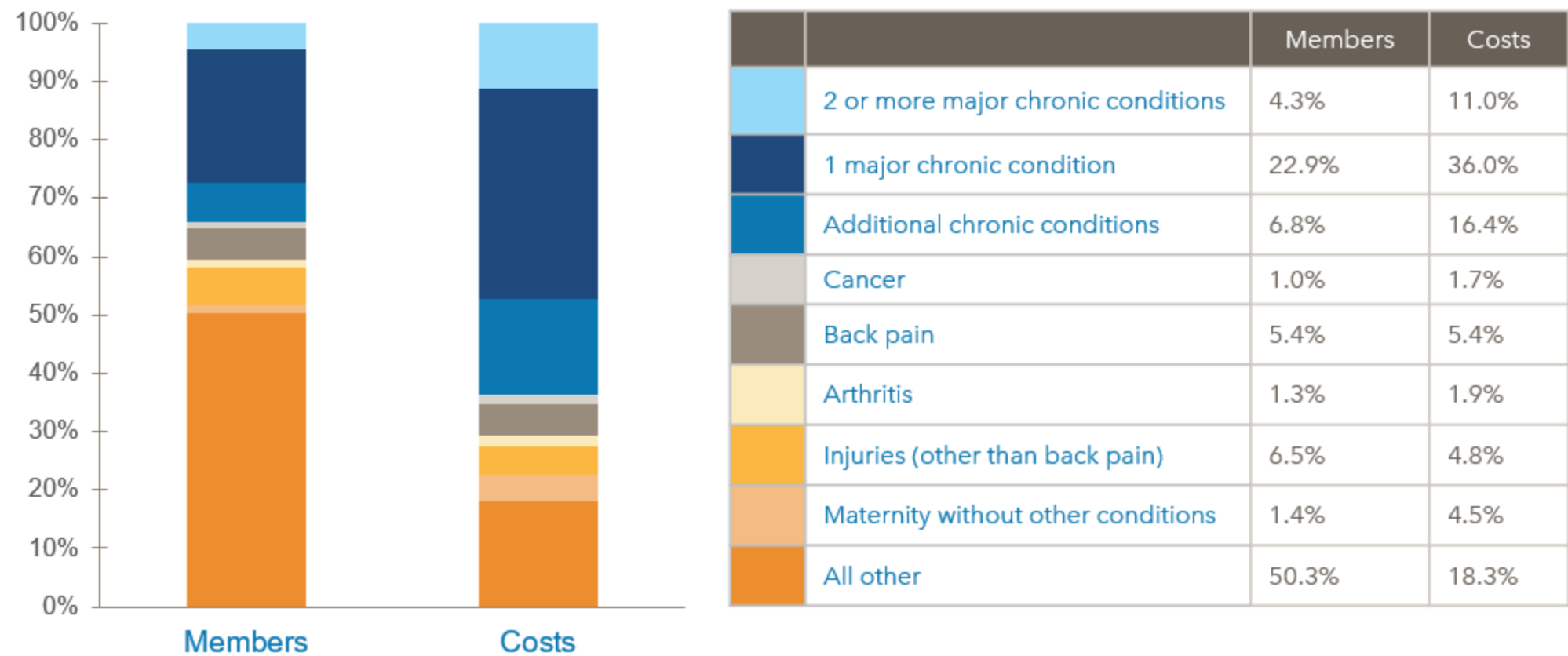
Measure	Your results, Q3 2022	Your results, Q3 2024	Regional average	Industry average	HEDIS 90 th Percentile
Breast cancer screening rate	75.2%	83.2%	78.9%	84.0%	80.0%
Cervical cancer screening rate	78.4%	86.7%	80.0%	83.7%	80.8%
Colorectal cancer screening rate	70.4%	70.3%	67.3%	73.3%	66.9%
Measure ¹	Your results, Q4 2022 ²	Your results, Q4 2024 ²	Regional average	Industry average	
Flu immunization rate ³	37.4%	33.3%	31.4%	33.3%	

¹Continuously enrolled members during measurement period.

²ISS will be displayed if eligible member population for the metric is insufficient.
Regional and industry averages are based on Kaiser Permanente membership.
Kaiser Permanente's reported results captured in members' medical records.

Percentage of your Costs Driven by Conditions - segmented

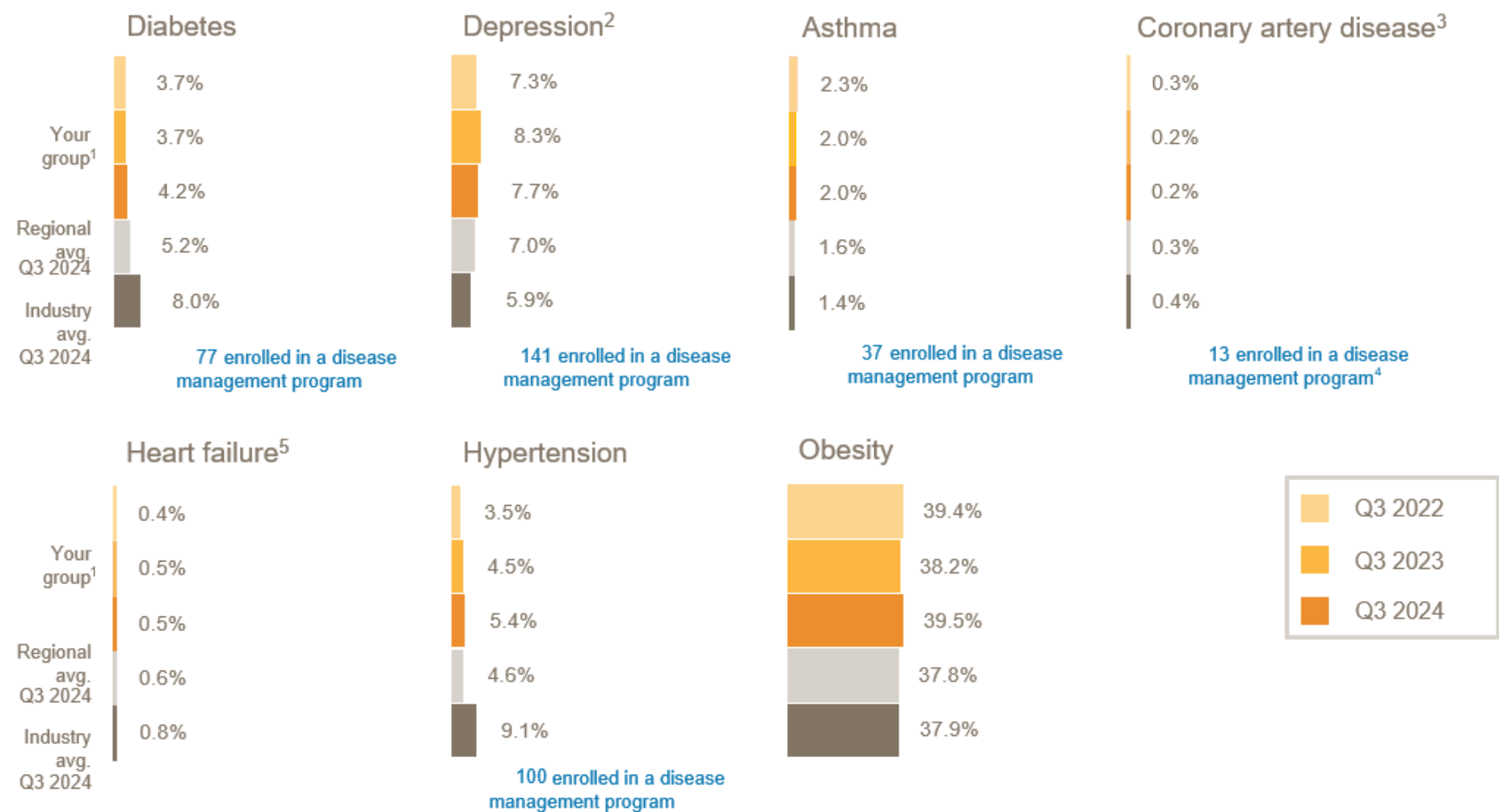
Percentage of members compared to percentage of cost by condition¹



63% of your costs are driven by 34% of your members²

¹Continuously enrolled members during measurement period. ²See note 1.
Note: Major chronic conditions = diabetes, asthma, coronary artery disease, heart failure, chronic obstructive pulmonary disease, chronic kidney disease, and depression. Calculations for this graph use DxCG methodology.

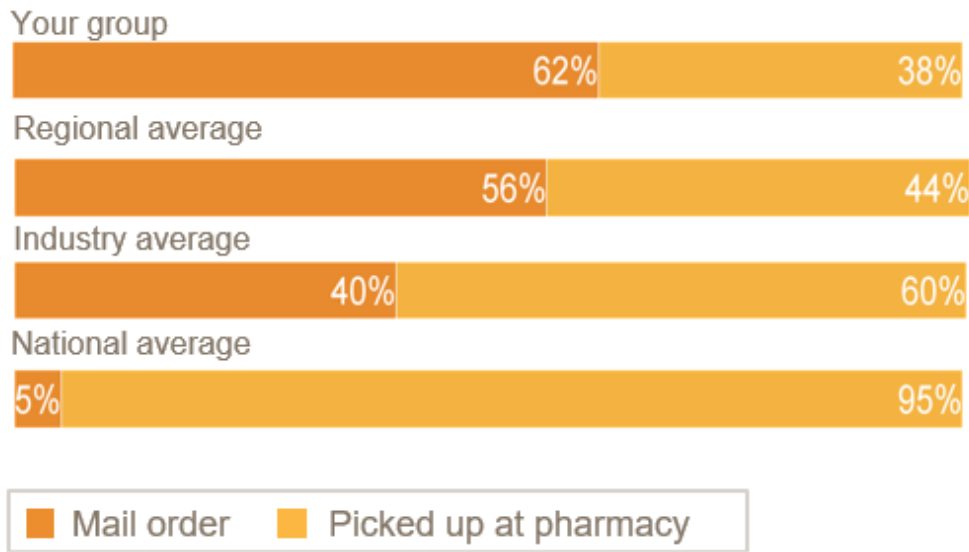
Prevalence by Chronic Conditions



¹Continuously enrolled members during measurement period. ²Starting with Q4 2016 data, we're using an industry-standard disease cohort definition for heart failure and depression prevalence that more accurately reflects the latest coding. ³HEDIS definitional change to coronary artery disease prevalence beginning with Q1 2018 data release, which may result in a minor reduction in CAD result. ⁴Includes members with heart failure. ⁵See note 2. Note: Results will not be displayed if the eligible population for the metric is insufficient. Regional and industry averages are based on Kaiser Permanente membership.

Pharmacy

Prescription delivery method



¹Unadjusted; 30-day and 90-day supplies count the same. Percentage of prescriptions shipped at no cost to members. Note: Regional and industry averages are based on Kaiser Permanente membership.

Good adherence comparison

Proportion of days covered is greater than or equal to 80%¹

Medication prescribed for	Your group's average adherence	Regional average	Industry average
Diabetes	79.0%	76.7%	76.2%
High blood pressure	82.7%	84.0%	81.8%
High cholesterol	87.0%	81.9%	80.4%

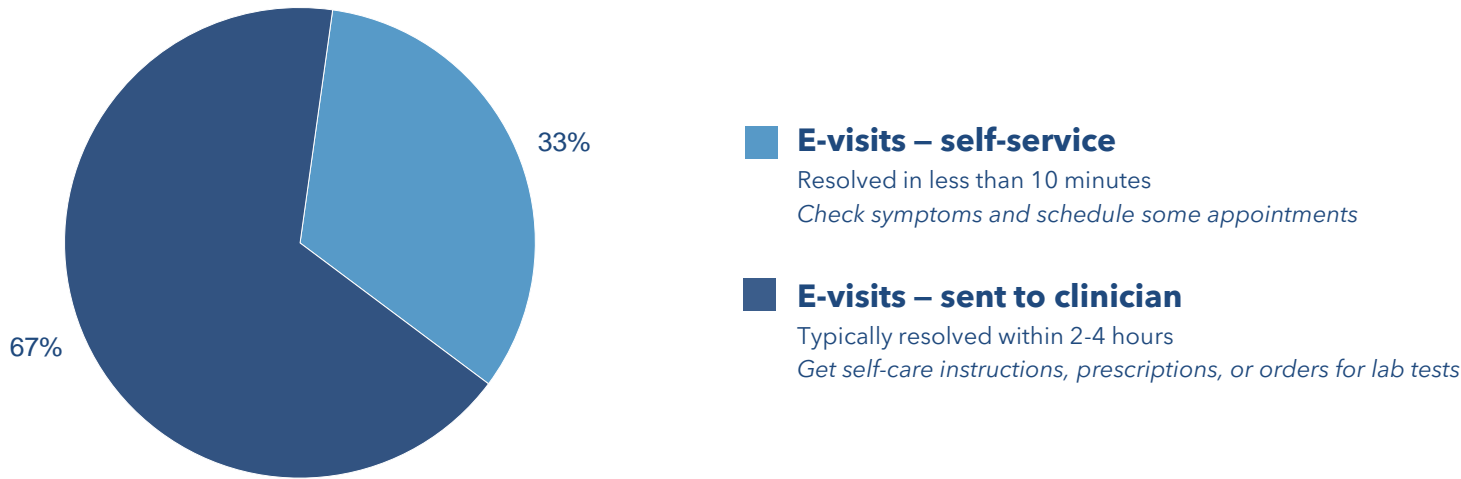
¹Proportion of days covered is the adherence metric used by Centers for Medicare and Medicaid Services (CMS). It is more conservative than, and not comparable to, the medication possession ratio measure used by many pharmacy benefit managers. Note: Regional and industry averages are based on Kaiser Permanente membership.

Member Engagement Overview

	Member for 1 year or less			Member for longer than 1 year		
Member engagement category	Your group	Regional average	Industry average	Your group	Regional average	Industry average
Getting connected Registering and signing on to kp.org	73.0%	55.2%	65.1%	91.3%	83.1%	86.8%
Knowing your numbers Body mass index, blood pressure, exercise as a vital sign	68.9%	62.2%	62.3%	93.4%	87.0%	87.3%
Staying up to date Cancer screenings, flu shots, cholesterol, glucose	73.0%	61.0%	61.8%	88.1%	85.0%	87.3%
Seeking care Outpatient visits, nurse advice, secure messaging, filling prescriptions	44.6%	37.2%	45.6%	92.0%	87.7%	91.0%
Improving health Total Health Assessment, healthy lifestyle programs, Wellness Coaching by Phone	2.7%	1.5%	3.6%	2.4%	2.4%	3.6%

Your Group's e-visit Interactions

E-visits are a way for your employees and their family members to access high-quality care without having to go to the doctor's office. They can quickly resolve common concerns like sinus problems, respiratory infections, skin rashes, bladder infections, and more.



no cost to members

Your group:

562 total e-visits

63% of e-visits resolve a member's health issue without an in-person appointment¹

Note: In some regions, certain e-visits may result in a claim. ¹. Kaiser Permanente National Market Research, June 2020. ². Kaiser Permanente Telehealth Insights Dashboard.

Annual Claim Utilization

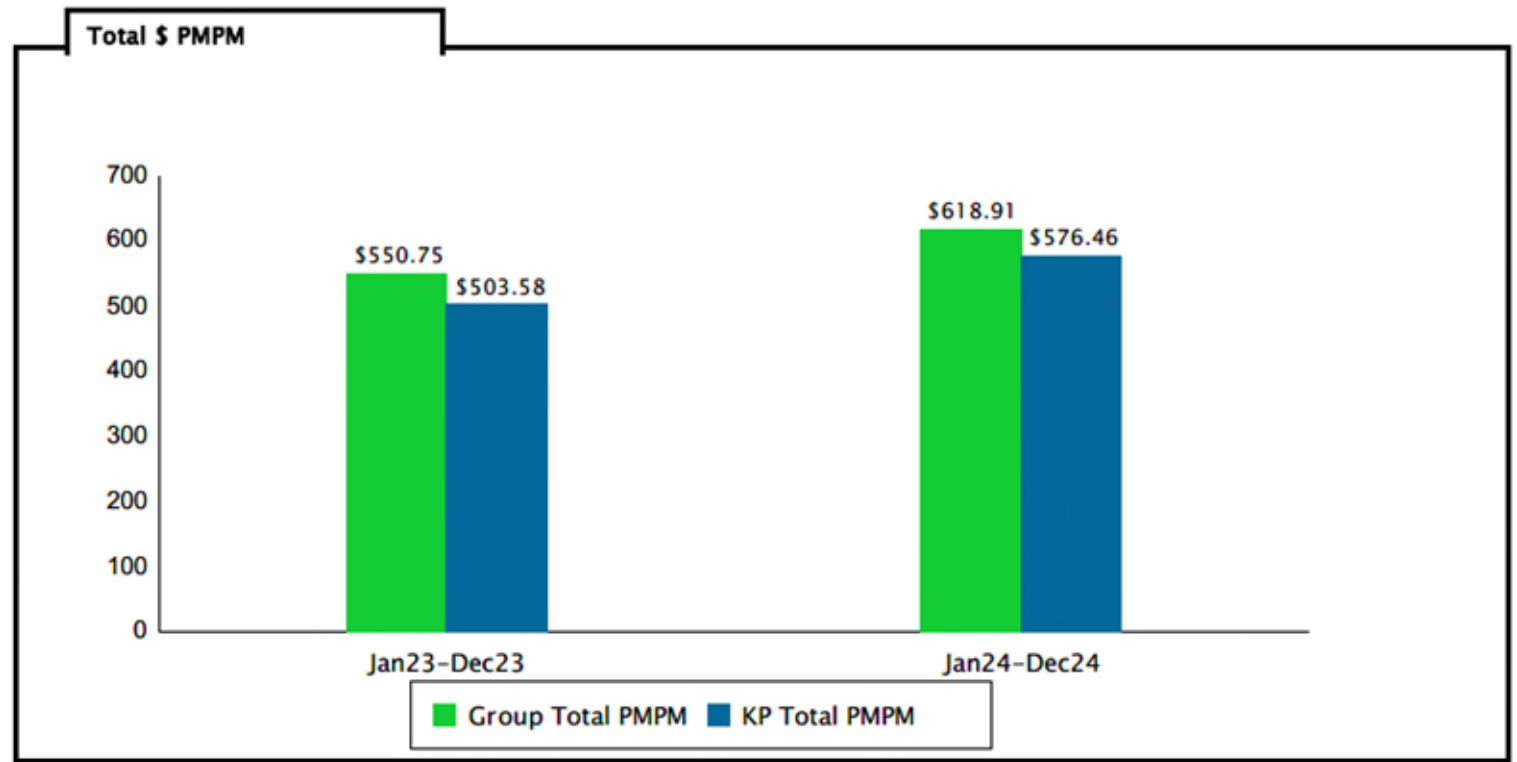
Membership Data

CLACKAMAS COUNTY ENROLLMENT DATA - GENERAL COUNTY ONLY

<u>Medical Total</u>	<u>PY5</u> Jan19 – Dec19	<u>PY4</u> Jan20 – Dec20	<u>PY3</u> Jan21 – Dec21	<u>PY2</u> Jan22 – Dec22	<u>PY1</u> Jan23 – Dec23	<u>CY</u> Jan24 – Dec24
Member Count	1,876	1,903	1,935	1,911	1,947	2,001
Subscriber Count	715	730	753	762	777	795

<u>Dental Total</u>	<u>PY5</u> Jan19 – Dec19	<u>PY4</u> Jan20 – Dec20	<u>PY3</u> Jan21 – Dec21	<u>PY2</u> Jan22 – Dec22	<u>PY1</u> Jan23 – Dec23	<u>CY</u> Jan24 – Dec24
Member Count	1,825	1,844	1,834	1,862	1,952	2,012
Subscriber Count	691	697	720	735	772	800

Medical Claims Overview



Total \$ PMPM *			
Service Category	Jan23 – Dec23	Change	Jan24 – Dec24
Inpatient	\$81.82	0.1%	\$81.89
Outpatient	325.47	17.0%	380.96
Pharmacy	43.62	8.8%	47.48
Other	99.84	8.8%	108.58
Total \$ PMPM	\$550.75	12.4%	\$618.91
Group to Health Plan Ratio	109.4%	(1.8)%	107.4%

* Includes Actives and/or pre 65 Retirees only.

Outpatient Utilization Visits/1000

Outpatient Visits per 1,000

	General County 2023	General County 2024	KPNW Regional 2024	Industry benchmark 2024
Outpatient Visits	5,295	5,579	4,852	5,731
Outpatient Mental Health	2,162	2,478	1,599	1,920
Outpatient Substance abuse	71	89	111	100
Emergency Room	171	177	155	175
Surgeries and Hospital Outpatient	315	340	240	280
Lab	2,765	2,870	2,629	2,955
Radiology	991	1,043	947	1,070

Average cost per Emergency room visit was \$2,382


Medical Benefit Ratio
Non-Medicare
Region: Northwest

Group Name: CLACKAMAS COUNTY
Group Numbers: 1183
Subgroups: 001 ,002 ,003 ,004 ,012 ,013 ,014 ,
 015 ,016 ,017 ,019 ,020 ,021 ,022

Prior Period: Jan 2023 – Dec 2023
Current Period: Jan 2024 – Dec 2024

Average Members : **Jan23 – Dec23** 1,947 **Jan24 – Dec24** 2,001

		Premium	Medical Claims			Total		Total	Total Paid	Medical		
	Premium*	PMPM	Inpatient	Outpatient	Other	Medical Claims	Rx Claims	Paid Claims	Claims PMPM	Benefit Ratio**	Subscribers	Members
Current Year												
Jan 24	\$1,256,524	\$631.42	\$209,693	\$625,671	\$216,873	\$1,052,237	\$85,073	\$1,137,310	\$571.51	91%	790	1,990
Feb 24	1,255,640	630.97	157,213	736,157	220,629	1,113,999	100,380	1,214,379	610.24	97%	790	1,990
Mar 24	1,256,524	633.01	57,097	818,649	216,627	1,092,372	100,949	1,193,322	601.17	95%	790	1,985
Apr 24	1,256,009	630.84	252,894	761,283	215,214	1,229,390	66,259	1,295,650	650.75	103%	789	1,991
May 24	1,254,461	632.61	145,389	767,537	237,708	1,150,634	78,794	1,229,428	619.98	98%	789	1,983
Jun 24	1,262,930	632.10	120,215	732,324	198,421	1,050,960	93,420	1,144,379	572.76	91%	793	1,998
Jul 24	1,263,703	631.22	168,116	635,610	206,232	1,009,957	85,674	1,095,632	547.27	87%	792	2,002
Aug 24	1,264,632	632.00	110,148	773,750	205,170	1,089,068	92,078	1,181,146	590.28	93%	791	2,001
Sep 24	1,264,213	632.42	371,668	802,158	236,365	1,410,191	122,094	1,532,284	766.53	121%	793	1,999
Oct 24	1,274,025	633.84	138,702	918,555	225,930	1,283,187	93,697	1,376,884	685.02	108%	800	2,010
Nov 24	1,284,243	634.82	195,739	791,852	221,037	1,208,628	94,809	1,303,438	644.31	101%	808	2,023
Dec 24	1,295,395	635.93	39,289	782,827	206,689	1,028,805	126,762	1,155,567	567.29	89%	819	2,037
Total	\$15,188,298	\$632.61	\$1,966,162	\$9,146,371	\$2,606,895	\$13,719,429	\$1,139,990	\$14,859,418	\$618.91	98%	9,544	24,009
Prior Year												
Jan 23	\$1,111,904	\$583.37	\$83,837	\$515,654	\$179,472	\$778,964	\$89,549	\$868,513	\$455.67	78%	758	1,906
Feb 23	1,115,478	583.41	169,626	599,109	177,802	946,537	114,404	1,060,940	554.88	95%	761	1,912
Mar 23	1,117,623	583.31	158,641	634,326	197,534	990,500	71,201	1,061,701	554.12	95%	764	1,916
Apr 23	1,120,625	583.66	199,088	500,454	180,223	879,765	79,270	959,035	499.50	86%	765	1,920
May 23	1,128,680	585.11	147,381	621,542	187,358	956,281	90,059	1,046,340	542.43	93%	772	1,929
Jun 23	1,130,438	584.81	222,559	690,079	211,082	1,123,721	72,232	1,195,953	618.70	106%	774	1,933
Jul 23	1,129,810	584.49	132,420	575,397	185,057	892,875	84,139	977,014	505.44	86%	772	1,933
Aug 23	1,142,404	584.35	226,478	677,265	203,360	1,107,103	100,587	1,207,690	617.74	106%	782	1,955
Sep 23	1,145,779	583.98	118,778	637,047	193,236	949,061	61,341	1,010,402	514.99	88%	784	1,962
Oct 23	1,151,640	584.00	126,202	790,992	219,477	1,136,671	98,177	1,234,848	626.19	107%	786	1,972
Nov 23	1,179,401	583.28	184,038	602,624	196,467	983,129	81,879	1,065,007	526.71	90%	808	2,022
Dec 23	1,171,854	583.30	143,007	761,387	202,196	1,106,590	76,543	1,183,134	588.92	101%	803	2,009
Total	\$13,645,637	\$583.92	\$1,912,055	\$7,605,877	\$2,333,265	\$11,851,197	\$1,019,380	\$12,870,577	\$550.75	94%	9,329	23,369

* Monthly Subscribers by tier multiplied by rates in effect for each month. Subscriber counts may include retroactive adjustments.

** Medical and Pharmacy paid claims divided by Premium.

Medical Benefit Ratio

The medical benefit ratio is up from 2023.

Dental Plan

Dental Access & Service Updates

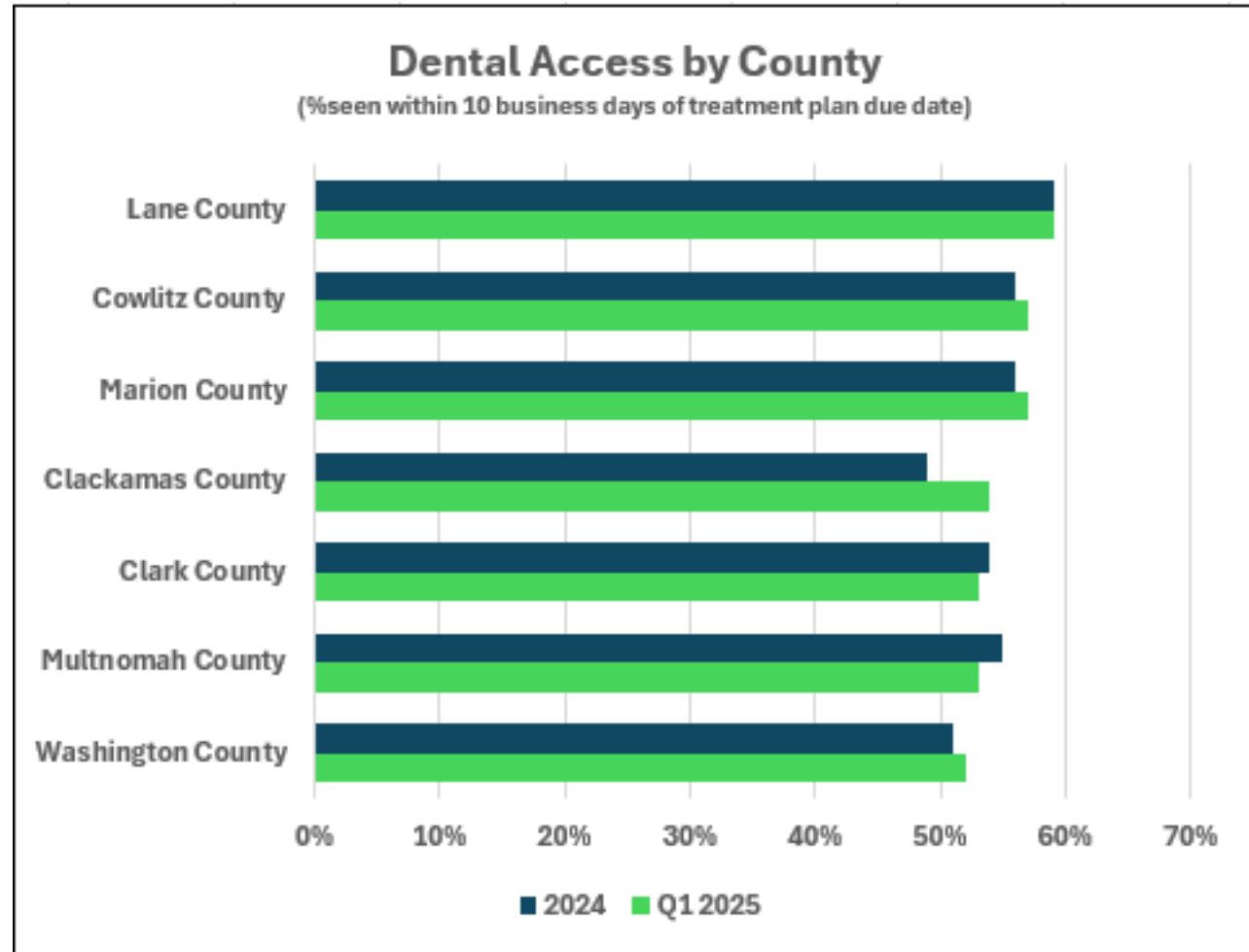
- 54% of members are seen within 10 business days of their due date compared to 48% the same time last year.
- 99% emergency visits are seen same-day or next day
- In 2024, we strengthened our dental care team by hiring 37 dental hygienists and 47 dental assistants
- Beginning January 2025, KP Dental is opening 22k more dental hygiene appointments.
- We achieved an average 4.8 Google Star rating YTD 2025



Dental Access by County

+5% Q1 2025
vs. 2024

Clackamas County: 54%
Multnomah County: 53%
Washington County: 52%



Dental Cleaning Appointments for Clackamas County

KP Dental tactics to improve the member service
and experience for Clackamas County
employees and their dependents



Effective February 10, 2025
Short Notice Hygiene list reserved for
Clackamas County Employees at:

- Clackamas Dental
- Oregon City Dental
- Johnson Creek Dental

Appointment Report as of May 7, 2025:
370 scheduled
604 not due, with future due date (6 - 18 months)

DENTAL CARE MADE EASY

95% of our members would
recommend us to family and friends*

*According to the Press Ganey survey for January 2023–December 2023.



FAST PASS

Text or email messages to notify members who have a scheduled appointment and on a wait list when a sooner appointment is available including same-day appointment.



KIOSKS, EXPRESS CHECK-IN AND eARRIVAL

Use of Kiosks for Dental at all co-located offices; expansion of 24- hour advanced check-in and **contactless check-in through smartphones using interactive text messaging.**



DENTAL ONLY ACCESS ON KP.ORG

Dental only members able to register on kp.org and enjoy a customized digital experience.



ONLINE DENTAL APPOINTING

Scheduling Tickets initiated by existing members treatment plan, make most dental appointments available online and on the mobile app. This includes **Hygiene, General Dentist, Endodontic, Pediatric and Orthodontic services.** Patient-initiated New Member and Emergency appointments are available to book online via kp.org.



TELEDENTISTRY

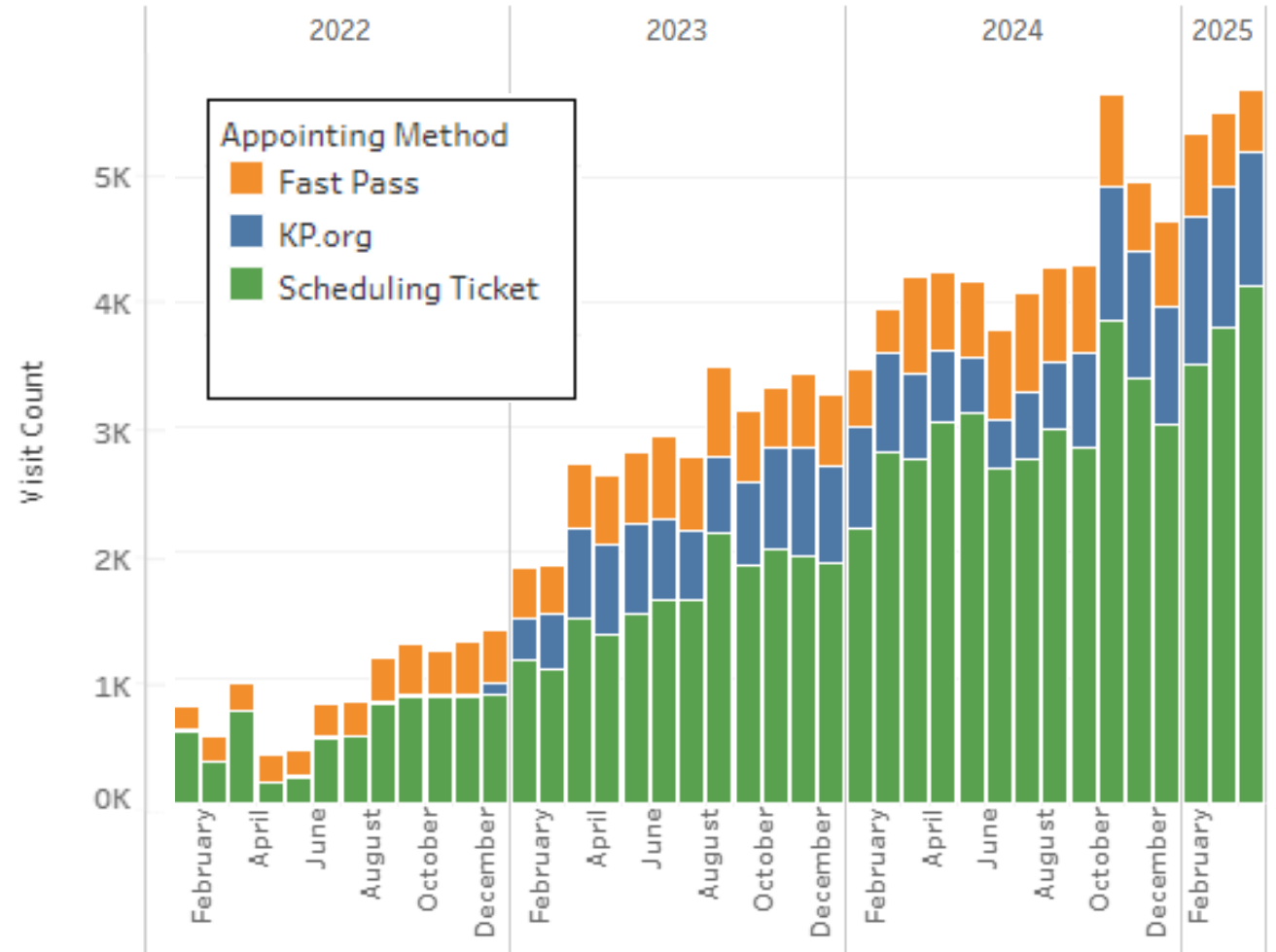
Connect to dental care, anytime, anywhere at **no additional member copay.** Available 24/7 telephone advice, emails through kp.org for nonurgent issues.

Self-Service Tools Enhancements

Our online tools offer members an integrated digital experience to manage dental care anytime, anywhere.

4,600 of
all monthly dental
visits or 14% are
initiated online in
2024

KP Dental Online Appointing



YOUR MOUTH IS PART OF YOUR BODY



88 million

Americans are prediabetic.
3x risk of severe
periodontal disease.



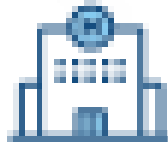
85%

of flu-related deaths and 50% to
70% of hospitalizations occur in
adults aged 65 and older.



1 in 8

women have breast cancer.
Women with gum disease or
missing teeth are 11x more
likely to diagnosed with breast
cancer.



2 million

dental-related emergency
department (ED) visits every year in
the U.S. accounted for \$1.7 billion
in health care costs.

2024
PROGRAM PERFORMANCE

OUR DENTAL VISITS COME WITH SOMETHING EXTRA



2,084

flu vaccines, **792**
COVID vaccines
provided



65,000

care gaps closed
1,438 Tobacco Counseling



7,500

diabetic care gaps
closed

CLACKAMAS COUNTY 2024 MDI PERFORMANCE

44%

Members utilizing dental services at
co-located offices (671 of 1,512)

57%

Members with diabetes received dental
touch points (50 of 87)

72%

Members had a teeth cleaning

8%

Tobacco users received counseling

21

Members utilizing dental services with
MDI Nurse touch point*

27%

Members with 1 or more medical care
gap closures (458 total care gaps closed)

*DENTAL FACILITIES WITH LICENSED PRACTICAL NURSE (LPN)
GLISAN, BEAVERTON, CEDAR HILLS, TANASBOURNE, GRAND DENTAL OFFICE

Dental Benefit Ratio



Dental Benefit Ratio

Group Name: CLACKAMAS COUNTY
Group Number(s): 1183

Region: Northwest
Report Period: Jan 2024 through Dec 2024

Product Type: Traditional

Average Members: 1,978

The dental benefit ratio is up from 2023 which was 84.5%.

Month	Subscribers	Members	Premium ¹	Premium PMPM	Dental Paid Amount	Ortho Cost (Capitated)	Dental Cost ²	Dental Cost PMPM	Benefit Ratio
Jan 24	772	1,965	\$139,949	\$71.22	\$104,739	\$9,825	\$114,564	\$58.30	81.9%
Feb 24	771	1,963	\$139,585	\$71.11	\$105,682	\$9,815	\$115,497	\$58.84	82.7%
Mar 24	772	1,962	\$140,110	\$71.41	\$142,265	\$9,810	\$152,075	\$77.51	108.5%
Apr 24	772	1,967	\$140,272	\$71.31	\$115,936	\$9,835	\$125,771	\$63.94	89.7%
May 24	774	1,972	\$140,577	\$71.29	\$146,991	\$9,860	\$156,851	\$79.54	111.6%
Jun 24	774	1,983	\$141,158	\$71.18	\$115,108	\$9,915	\$125,023	\$63.05	88.6%
Jul 24	779	1,987	\$141,707	\$71.32	\$113,639	\$9,935	\$123,574	\$62.19	87.2%
Aug 24	777	1,981	\$141,504	\$71.43	\$114,969	\$9,905	\$124,874	\$63.04	88.2%
Sep 24	779	1,977	\$141,308	\$71.48	\$137,969	\$9,885	\$147,854	\$74.79	104.6%
Oct 24	783	1,981	\$142,017	\$71.69	\$115,362	\$9,905	\$125,267	\$63.23	88.2%
Nov 24	790	1,991	\$142,988	\$71.82	\$123,626	\$9,955	\$133,581	\$67.09	93.4%
Dec 24	800	2,012	\$144,526	\$71.83	\$122,280	\$10,060	\$132,340	\$65.78	91.6%
Total	9,343	23,741	\$1,695,701	\$71.42	\$1,458,566	\$118,705	\$1,577,271	\$66.44	93.0%

¹ Monthly Subscribers by tier multiplied by rates in effect for each month. Subscriber counts include two months of retroactive adjustments.

² Dental Cost includes dental claims and cost of Orthodontics coverage (fee based). It does not reflect other costs such as dental plan administration.

Recommendations

- KPNW Wellness Coaching- promotion
- Parter to promote E-visits, Get Care Now
- Calm and Headspace Care apps available on kp.org, Mental Health information on kp.org
- Care Gap Clinics
 - Onsite and virtual options with a medical assistant, 1:1 appointments
- Benefits 101 Education Seminar
 - New Employees or Existing Employees
- Annual Wellness Benefits Fair - Another great turnout!

The background of the slide is a photograph of several glowing paper lanterns floating in a twilight sky. The lanterns are rectangular and made of a translucent material, with a warm orange light emanating from within. The sky is a mix of deep blue and purple hues, with some wispy clouds. In the foreground, the dark silhouettes of evergreen trees are visible against the lower part of the sky.

Thank you!

Any questions?