

A COUNTY GOVERNMENT AGENCY



Onsite Health Centers can prove to be an effective, integral part of a comprehensive health plan, as demonstrated by this large county government agency. Employee health improved and a 12.9% medical trend was eliminated.

Since Cigna began its relationship with this County Agency, it has experienced extensive growth. Medical expenses climbed steadily, often dramatically. Agency employees were not seeing their doctors for preventive care, leading to preventable illnesses and costly emergency room visits.

Collaboration provided a solution

This County employer is very supportive of employee wellness and, with help from the Cigna team and its very capable and interested broker, was able to recognize why employees were not actively engaging in their health care. Due to the nature of the work some Agency employees performed, their privacy, safety and accessibility needs were not conducive to obtaining health care in traditional settings. If it is not a convenient and private experience, they do not take care of their health. Their broker provided the solution – an onsite health center – and was the driving force behind the Agency's decision to build one.

The Cigna Onsite Health Center provides the Agency with the ability to diagnose and treat illnesses and injuries with a dedicated staff of highly skilled health care professionals located conveniently nearby their main facility. Cigna has implemented care models ranging from low-level acuity care to primary care, and the Cigna onsite health center has the capability of meeting customized needs such as pharmacy and radiology.

Population facts

- 9,000 employees and dependents
- Average employee age: 46.7
- Multiple locations within the county
- Primary health risk: lack of preventive care

Actions

- Constructed private, custom-designed onsite health center
- Implemented flexible hours to accommodate all shifts
- Eliminated copays for Health Center clinical services and dispensing of generic pharmacy prescriptions
- Established comprehensive service offerings and visit times

Outcomes

- Dramatic slowing of total medical spend
- Eliminated former 12.9% trend
- 13.7% increase in preventive/well visits over two years
- 8.7% decrease in inpatient admissions over two years
- Over \$1 million saved – \$558,000 on Rx and \$620,800 on medical spending

Planning and implementing a health center

Cigna provided the expertise necessary to plan and implement the facility. More than just a building, it had to be custom-designed to become an integral part of a comprehensive health plan.

GO YOU.



Physical design/service hours

Space requirements had to accommodate appropriate medical staff and amenities, including lockers for firearms and a gym for physical therapy and regular exercise. The Cigna team took all daily job duties and work scenarios into consideration. The Health Center was designed to meet the following requirements.

- Flexible hours to accommodate all shifts
- Privacy – no need to sit in public waiting rooms for doctor visits
- Centrally located on private road with no Agency signage; back door parking and entrance
- Centrally located near largest population of employees

Integration into plan design

The Health Center had to work with the Cigna benefits plan in use by the County Agency.

- Health Center doctors and other health care professionals were integrated into the Cigna network so employees could designate any of the doctors as their primary care physician (PCP) to coordinate their care.
- Copays were eliminated for Health Center clinical services and dispensing of generic pharmacy prescriptions was implemented – a successful incentive to encourage use of the center.

Data integration with non-center network

Health care professionals at the center’s clinic have access to the patients’ claim history, both for visits inside and outside the Health Center, as well as a record of the Health Advocacy programs they are or have been involved in. This holistic knowledge enables the doctors to treat all of the patient’s issues, not just the one being presented, and helps improve medication adherence.

Comprehensive service offering

The wide range of care provided by the specially trained health care professionals at the Health Center eliminates many referrals to outside facilities and the ensuing costs to patients.

- Wellness exams, minor surgical services and nutritional counseling are examples of Health Center services
- Doctors are not limited to the short time allocations typical in standard practices. Patients are given all the time they need.

Increase in health engagement

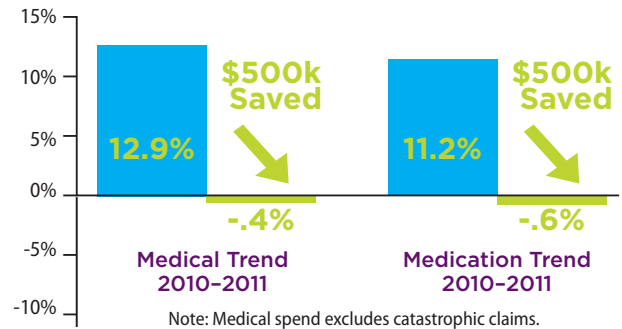
As expected, the Health Center increased the number of PCP visits by 9.2% over two years. This was a “trade-out” as the Agency took visits out of the network and put them into the Health Center. By offering easy access to all levels of care, the more costly standard “specialist” visits, ER visits and urgent care center visits all decreased.

Cigna’s proactive approach identifies risks early and motivates employees to become active in and accountable for their current and future health and health care decisions. Agency employees now receive care earlier, reducing the burden of illness throughout its population.

PCP Visits Up: Specialist, Urgent Care, ER Visits Down

Total PCP Visits	▲	1.0%
Specialist Preventive Visits	▼	-2.6%
Specialist Standard Visits	▼	-4.8%
Emergency Room Visits	▼	-11.8%
Urgent Care Visits	▼	-25.7%

Annual Medical and Medication Spend



Positive Medication Results

Total number of scripts filled	▼	-7.8%
Generic utilization	▲	5.1%
Formulary compliance	▲	0.9%
Mail order usage	▲	2.1%

Next steps

This large regional government agency has demonstrated the value of an onsite health center, and how it can be an integral part of a comprehensive health plan. It has been so successful that a second clinic is being considered to accommodate the employee population on the other side of the county.



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