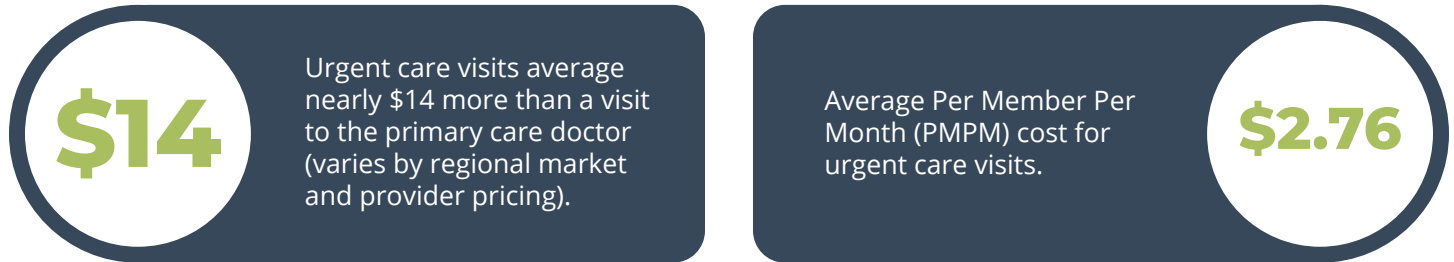


AREA TO IMPACT: Urgent Care Utilization

Explore data on the CSI Dashboard to find opportunities to reduce costs and optimize your plan.

Key Industry Benchmarks

You can better understand your data when compared to these key national benchmarks. Did you know...



If your employees and their family members are utilizing urgent care more often than the national average, your costs can rise significantly. Higher utilization is being driven by aging population, rising number of people with multiple chronic conditions, and behavioral changes relating to how people choose to access health services.

What You Can Do: The CSI Solution

Consider offering a telehealth solution. 42% of consumers and counting have had some sort of interaction with telehealth services. Telehealth advantages are time-sensitive treatment, convenience, healthcare savings for non-emergencies, less absenteeism, and competitive benefits for recruitment and retention.

Other possible solutions to reduce the frequency (and overall cost) of Urgent Care visits are...

- **Employee education and incentives**
- **Direct primary care**
- **Plan design changes**

Areas to Impact Report Tips: Urgent Care Utilization

The Urgent Care Cost PMPM widget tells you your average per member per month cost for urgent care visits. (Compare that to the national average benchmark of \$2.76 PMPM.)

The ATI-Percent Utilization for Urgent Care table displays your anonymized data for the reporting period compared to national benchmark data, sorted by utilization type.

Compare your Urgent Care data to the national benchmark on Your Reporting % of Total Record Count and Reporting Allowed Amount PMPM to get a good picture of your utilization in context.

Contact your assigned Relationship Manager to review your cost containment options.