



Utilization Report



November 2013



RE: Your Requested Utilization Report

Thank you for choosing us as your partner for innovative solutions to your modern healthcare needs.

I have attached your group's most recent utilization report for your review.

Please keep in mind that while this data is an important indication of employee engagement in the program, it is often confounded by the seasonal nature of acute illnesses and the typical adoption curve that accompanies any new process or change. In other words, the utilization better reflects the number of people who were sick over a period of time than whether or not your group members have adopted the program's use in advance of an "in person" care alternative.

We are committed to your group's success with Healthiest You.

If I can better support your efforts to engage group members or can provide further assistance to you in any way, please contact me at your convenience.

It is our pleasure to serve you "in sickness and in health".

Sincerely,

A handwritten signature in blue ink, appearing to read "Ken Colander".

Ken Colander
d | 480.779.4366
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Your Group's Statistics...

TIME PERIOD	CONSULTS	UTILIZATION %	Rx ISSUED
Q1 2013	386	16.94	354
Q 2 2013	205	9.00	191
Q3 2013	172	7.5	160
<i>October 2013</i>	<i>98</i>	<i>4.38%</i>	<i>90</i>
<i>November 2013</i>	<i>104</i>	<i>4.64%</i>	<i>101</i>
YTD Total	965	43.10 %	896 (92.85%)

Your group's top diagnoses:

October 2013:

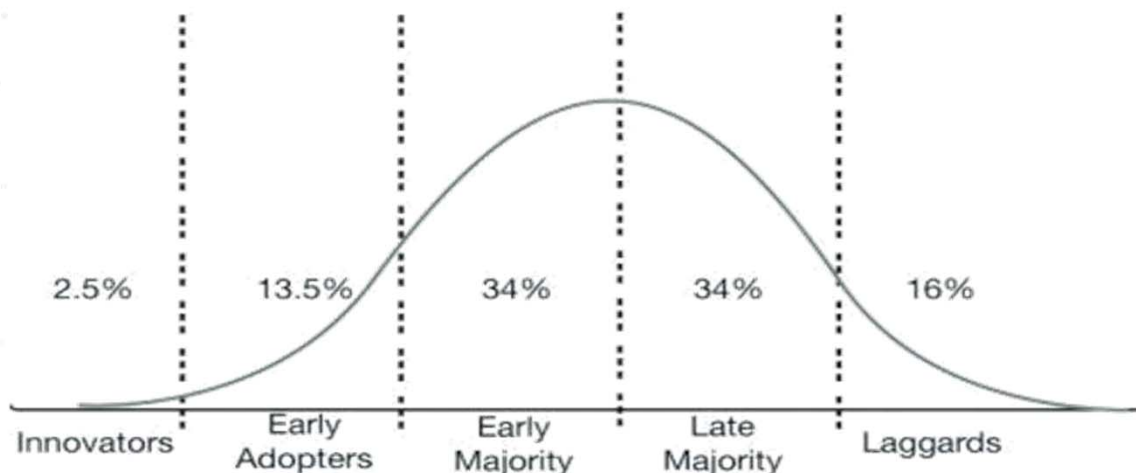
1. Upper Respiratory Infection
2. Bronchitis
3. Sinusitis

November 2013:

1. Sinusitis
2. Upper Respiratory Infection
3. Influenza

Most Common Diagnoses	
Quarter 1	ACUTE BRONCHITIS
Quarter 2	ACUTE SINUSITIS
Quarter 3	ACUTE UPPER RESPIRATORY INFECTIONS OF UNSPECIFIED SITE
Quarter 4	-----

Your group's adoption of telehealth can be described as being in the EARLY MAJORITY phase of the innovation adoption curve.



General Statistics

198 %

On average, utilization doubles from year 1 to year 2, and from year 2 to year 3, before leveling off.

97 %

Surveyed members who report that they "will use this service again".

93 %

Surveyed patients who report that the cause of their call was resolved by healthiestyou service alone

95 %

Surveyed patients who would recommend healthiestyou

62 %

Surveyed patients whose consultations resulted in employee not having to leaving work

31 %

Doctor callbacks in under two minutes

- The national satisfaction rating with in-person doctor visits is 68%
- average for all calls is 22 minutes

healthiestyou

Cost Comparison Statistics...



A family of 4 visits a doctor's office, urgent care or hospital emergency department 11.2 times per year on average. Healthiest You helps reduce health care costs by eliminating the need to visit a medical center in person, thereby reducing work absences and increase productivity. With the average cost of an ER visit being \$1,349, and an average office visit at \$199, eliminating one or two in person visits can easily pay for the annual cost of membership.

Reason for Consultation	Emergency Department	Doctor's office	HY Cost
Allergies	\$345	\$97	\$0
Acute Bronchitis	\$595	\$127	\$0
Earache	\$400	\$110	\$0
Sore Throat	\$525	\$94	\$0
Pink Eye	\$370	\$102	\$0
Sinusitis	\$617	\$112	\$0
Strep Throat	\$531	\$111	\$0
Upper Respiratory Infection	\$486	\$111	\$0
Urinary Tract Infection	\$665	\$110	\$0