

Healthy@Harris Employee Wellness Program

Year-End Report

Program Year:
March 2024 – February 2025
(Rewards effective 10/1/25)



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Executive Summary

Executive Summary

- **Wellness Program Engagement:**

- Total Wellness Premium Reward Population includes regular, full-time, part-time and supplemental employees on the medical plan (9,146) and spouses (1,547) on the medical plan with a medical enrollment date from March 1, 2024 – November 30, 2024.
 - 71.22% of employees and covered spouses earned Premium Rewards; 69.22% earned full reward and 2.0% earned partial reward.
 - 70.79% of participants earned Bronze level Rewards, 11.95% earned Silver, 4.44% earned Gold and 12.83% earned Platinum Rewards
- The total eligible Wellness Reward Population includes all regular, full-time, part-time and supplemental employees, on and off of the medical plan, (10,692) and spouses on the medical plan (1,547) with medical enrollment date from March 1, 2024 – November 30, 2024. The program year ended on February 28, 2025.
 - 61.12% of all employees regardless of benefit status plus spouses on the medical plan completed the rewards program and earned a reward.
 - 70.75% of participants earned Bronze level Rewards, 11.96% earned Silver, 4.44% earned Gold and 12.85% earned Platinum Rewards
- Achieved 340,236 Wellness Program Units of Service (UOS)/Engagement
- 81.06% of all employees (regardless of medical plan status) and covered spouses completed ≥ 1 program or activity. This includes all full-time, part-time and temporary employees and Spouses
- 94.73% of all eligible medical plan participants completed ≥ 1 program or activity
- Provided 29,639 programs and activities for participants during the program year
- 46.80% of all Wellness Participants completed 9 or more activities during the current program year. This includes all employees and spouses regardless of medical plan status.
- Participants completed an average of 26 wellness activities per person
- 82.39% of Premium Reward eligible participants completed an annual physical; 73.13% of all eligible participants completed an annual physical
- 77.66% of Premium Reward eligible participants completed the annual health assessment; 68.35% of all eligible participants completed a Health Assessment

- **Preventive Care Utilization:**

- Overall preventive screenings utilization increased by 12% over the prior program year (some screenings do not need to be done yearly)
 - Overall preventive care utilization for employees and spouses was 84.72% in line with the prior program year
 - Mammograms increased overall by 3%
 - Colorectal Screenings increased by 6%
 - Annual physicals increased by 7%

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Executive Summary

- **Preventive Care Utilization Continued:**

- Cervical Cancer screenings stayed at the same rate as prior program year
- Prostate Screenings decreased by 3%
- 82.39% of Premium Reward eligible participants completed an annual physical; 73.13% of all eligible wellness participants completed an Annual Physical
- Achieved 38.2% compliance with annual Dental exam for active employees and spouses; a decrease of 0.9%
- Achieved 35.7% compliance with annual Vision exam for active employees and spouses; an decrease of 0.9%

- **Population Health:**

- Prospective Risk Scores increased by .03 for Employees and decreased by .02 for spouses
- Prevalence of Hypertension increased by 4.8% and the costs associated with people with Hypertension increased by 3.2% over the prior program year
- Prevalence of Diabetes decreased by 7.3% and the costs associated with people with Diabetes increased by 4.9% over the prior program year
- Prevalence of Hyperlipidemia increased by 12.3% but costs associated with people with Hyperlipidemia decreased by 1.0% over the prior program year
- 11.9% (454 people) of total population meet Metabolic Syndrome criteria (3 out of 5 risk factors); a 1.4% decrease from prior year
- The average cost of a member with Metabolic Syndrome (Med & Rx) is \$5,161 per year, versus \$4,397 per year for a member without Metabolic Syndrome.
- Potential cost avoidance = \$346,996 (454 * \$764)
- 85% of respondents remained in the same risk category year over year or decreased risk count, an increase of 1% over the prior program year
- The total population health risks in biometric and lifestyle measures (at risk and high risk across 12 metrics) had mixed results during the program year.
 - Decreased Waist Circumference by 0.7%
 - Decreased High Triglycerides by 0.8%
 - Improved prevalence of participants meeting HDL goals by 3.4%
 - Decreased high fasting glucose by 1.4%
 - Prevalence of Tobacco utilization remained the same

- **Medical Plan Costs:**

- Annualized medical trend 3.1%. Harris Health is beating Cigna's book of business 10-year average trend of 5.0%.

Executive Summary

- **Culture and Environment:**

- 87.46% of employees believe that Harris Health System cares about their health and well-being, a 0.15% increase from the prior year
- 86.22% of employees believe there is a culture of health and wellness within Harris Health System, a 0.37% decrease from the prior program year.
- 77.53% of employees report that their managers support their participation in the wellness program, a 0.64% increase from the prior program year.
- 79.31% of employees report that the managers in their department care about the health and well-being of employees, a 0.29% increase from the prior program year.

- **Wellness Program Satisfaction:**

- 88.46% of employees are satisfied with the Wellness Program, a 1.13% increase from the prior program year.
- 78.38% of employees reported that the wellness program has helped them improve their overall health, a decrease of 1.73%.
- 79.90% of employees reported that the wellness program has helped them feel more confident about making decisions about their health, a 0.65% decrease from the prior program year.
- 81.97% has helped me increase my readiness to make positive health behavior changes, a 0.84% decrease from the prior program year.
- 80.86% of employees reported that they have made at least one significant health behavior changes since participating in the wellness program, a 0.16% decrease from the prior program year.
- 71.05% of employees reported that the wellness program has helped them be more productive when they aren't at work, a 0.27% decrease from the prior program year.
- 65.50% of employees reported the wellness program has been of value to my spouse or others in my family, a 1.75% decrease from the prior program year.
- 75.98% of employees reported that the wellness program has led to improved quality of life for me and/or my family, a 0.60% decrease from the prior program year.
- 86.64% of employees reported that the wellness program is a valuable part of my employee benefits, a 0.63% increase over the prior program year.
- 82.18% of participants reported that they have gained knowledge and/or skills from the wellness program that they use in everyday life, a 0.46% decrease from the prior program year.

Executive Summary

- **Livongo Diabetes Management Program:**

- **Engagement:**

- Achieved 49.5% participation in Livongo Diabetes Management Program during the program year compared to Livongo's BOB of 36%
- 64% of Members engaged in multiple Livongo programs; a 7% increase over the prior program year

- **Costs:**

- Diabetics Participating in Livongo cost 24% more than non participants; a difference of 307 PPPM; a total difference of \$3,625,056 per year.
- Participants engaged in Livongo both years have increased their costs by 9.4% \$138 PPPM; totaling \$1,629,504

- **Decrease ER visits and complications associated with Diabetes:**

- On average, diabetics participating in Livongo are 1.3x less likely to have an ER visit.
- On average, Diabetics participating in Livongo are 1.3x less likely to have inpatient days compared to non-participants.

- **Clinical Results:**

- Prospective risk score is 0.36 greater in Livongo Participants versus non-participants; opportunity for impact
- Livongo participants are achieving clinical compliance. Greatest opportunity is with annual dilated eye exams (72%). Annual Exams: Foot exam (93%), HbA1c (98%), Lipid profile (97%), LDL-C (98%) and preventive visit (96%).
- Livongo participants are achieving higher clinical compliance with HEDIS measures and the Diabetes Standards of Care than non-participants
- 56.3% of Livongo participants are in good diabetic control (<7%); an 3.3% increase from the prior program year
- 31.4% of Livongo participants are in moderate diabetic control (7%-9%); a 2.3% decrease over the prior program year
- 12.3% of Livongo participants are in in poor diabetic control (≥9%); a 1.0% decrease over the prior program year
- The average HbA1c of all participants in Livongo decreased by .22.
- The average HbA1c for participants with an average HbA1c ≥ 9 increased by 0.42. Reductions are correlated to cost savings and reduced health risks
- Harris Health participants who were uncontrolled (>7%) experienced a **1.6% decrease in eHbA1c** from the self reported values at registration
- Livongo Participants had a net regression 21% in their biometric clinical risks

- **Medication Adherence:**

- Livongo participants have a higher PDC (120.9%) than non-participants (110.4%).

(Results continued on next page)

Executive Summary

- **Livongo Diabetes Management Program Continued:**
 - **Empowerment & Satisfaction:**
 - Livongo participants have a Net Promoter Score (NPS) of +78 compared to NPS of 68 for Livongo's BOB and a NPS of 12 for health plans. This demonstrates that HHS participants recommend Livongo and are satisfied with the program.
 - 87.7% of members feel more empowered in their diabetes management; a 0.2% increase
 - 72% of Livongo members feel less distress in their chronic disease management; a 7.3% improvement over the prior year
 - **Achieve ROI & VOI (Value on Investment):**
 - Pooled ROI for medical and Rx cost is:
 - 3.8x ROI; \$77 PPPM; a total savings of \$909,216
- **Livongo Hypertension Management Program:**
 - **Engagement:**
 - 44.7% participants with Hypertension engaged in Livongo during the program year; a 2.31% decrease from the prior program year
 - 9% of members engaged in two or more Livongo programs and 4% of members engaged in three or more Livongo programs
 - **Costs:**
 - Hypertensives participating in Livongo cost an average of 5% less than non participants; a difference of \$29 PMPM; a total difference of \$544,968 per year.
 - **ER visits and Inpatient Days:**
 - On average, Hypertension members not participating in Livongo had 23% more ER visits than hypertensive members participating in Livongo
 - On average, Hypertension members not participating in Livongo had 118% more inpatient days compared to hypertensive members participating in Livongo
 - **Empowerment & Satisfaction:**
 - Livongo participants have a Net Promoter Score (NPS) of +78 compared to NPS of 66 for Livongo's BOB and a NPS of 12 for health plans. Netflix NPS is 68. This demonstrates that HHS participants recommend Livongo and are satisfied with the program.
 - **Medication Adherence:**
 - Livongo participants have a lower PDC (49.7%) than non-participants (64.9%). Note some participants are utilizing multiple hypertension related medications.

(Results continued on next page)

Executive Summary

- **Livongo Hypertension Management Program Continued:**

- **Clinical Results:**

- Prospective risk score is .02 higher in Livongo Hypertension Management Participants versus non-participants.
 - Members saw an reduction of 6.4 mmHg reduction in systolic blood pressure and 5 mmHg in diastolic blood pressure, resulting in risk reduction of coronary heart disease events and stroke
 - 78% of members maintained or improved blood pressure control
 - Average of 11 blood pressure checks per month for participants who checked at least once per month
 - 26.3% of participants were uncontrolled at baseline and 34.1% were controlled
 - 97% completed the 'Drive-to-5' to establish checking patterns in the first 30-days to develop initial personalized interventions
 - Livongo HTN participants are meeting quality metrics 22% more than non-participants
 - Livongo Hypertension participants are achieving quality metrics. 86.2% are on an antihypertensive medication; 96.9% had a Lipid profile, 35.3% have a Hypertension diagnosis and prescribed statin and gaps in prescription refills, 98.1% had an annual serum creatinine test and 96.1% had a preventive visit.
 - Participants achieved the following clinical measures: LDL < 100 (46.5%); Total Cholesterol < 200 (64.3%); HDL < 50 for Females (27.7%); HDL < 40 for Males (26.7%); Triglycerides < 150 (77.6%); Glucose < 100 (39%); Blood Pressure < 120/80 (18.5%); Waist Circumference < 35 inches for women (27.8%) & Men (60.2%); Physical Activity < 150 min./week (66.8%) and 0 times/week (9.2%); Tobacco Use (3.2%); Nutrition At Risk 1-2 servings/day (50.3%) & High Risk (3.0%); and Stress At Risk (29.7%) & High Risk (8.0%).
 - Achieved positive risk shift in Livongo Hypertension program participants; Achieved 34.1% controlled versus 26.3% at baseline. Achieved 34.1% in Stage 1 HTN compared to 34% at baseline. Achieved 31.9% in Stage 2 HTN compared to 39.7% at baseline

- **ROI & VOI (Value on Investment):**

- Pooled ROI for medical and Rx cost:
 - 1.9x ROI; \$17 PMPM; a total savings of \$319,464

Executive Summary

- **Livongo Prediabetes Program:**

- **Engagement:**

- 34.33% engagement out of those eligible during the program year, a 1.3% increase over the prior program year.
 - 74% of participants utilized their connected scale
 - 72% completed self-guided activities
 - 13% completed digital coaching, 5-day challenges and action plans
 - 2% completed expert coaching sessions
 - Members engaged with the prediabetes management program an average of 13 times per month
 - 43% of prediabetes participants are also engaged in the Hypertension management program
 - 20% of prediabetes participants are also engaged in MyStrength mental health
 - Of all the Prediabetes enrolled participants, 46% of members are engaged in the prediabetes program only, 45% are engaged in the prediabetes program and one additional program and 9% are engaged in prediabetes and two additional Livongo programs
 - Net promoter score of +78; positive testimonials

- **Prediabetes Prevalence:**

- 32% of our population (with available glucose and/or HbA1c data and no diabetes diagnosis) has Pre-Diabetes, an increase of 1.5% over prior program year
 - 86.5% of participants with Pre-Diabetes have a BMI of ≥ 25 , a 1.5% increase over prior program year
 - 53.3% of participants with Pre-Diabetes have a high waist circumference, a 1.4% increase from prior program year

- **Decrease ER visits and complications associated with Pre-Diabetes:**

- The average number of ER visits/1,000 for Prediabetes participants is 272.47, an increase of 7.2% (18.38 visits/1,000 members)
 - The average number of Inpatient Days/1,000 for Prediabetes participants is 129.07, a decrease of 0.9% (1.19 days/1,000 members)

- **Claims Costs**

- The average medical claims cost per DPP participant is \$162.55 PMPM, an increase of 18.6% (\$25.52 PMPM)
- (Results continued on next page)

Executive Summary

- **Livongo Prediabetes Program continued:**

- **Clinical Results:**

- 63.7 % of members lost weight, a 1.8% increase over the prior program year
- 23.6% of Prediabetes participants have morbid obesity; a 2.3% increase from the prior program year
- 39% of Prediabetes participants have Hyperlipidemia; a 10.6% increase from the prior program year
- 38% of DPP participants have hypertension; a 2.1% increase from the prior program year
- The employee engaged in the Livongo Prediabetes program have a prospective risk score of 1.97; a 0.11 increase from the prior program year
- The spouses engaged in the Livongo Prediabetes program have a prospective risk score of 1.87; a 0.16 increase from the prior program year
- 32.4% of participants lost > 10% Weight loss; a 1.5% increase from the prior program year
- 11.8% lost 7-10% of their weight; a 1.3% decrease from the prior program year
- 9.4% loss 5-7% of their weight; a 0.5% increase from the prior program year
- 16.4% lost 3-5% of their weight; a 0.5% decrease from the prior program year
- 30.3% lost < 3% of their weight; a 0.3% decrease from the prior program year
- Achieved a risk shift increase of 10% into the healthy BMI <25 versus 1.8% at baseline
- Achieved 30.6% in Overweight (BMI 25-29.9) compared to 23.6% at baseline.
- Achieved 29.4% in Obese 1 (BMI 30 -34.9) compared to 28.5% at baseline.
- Achieved 18.2% in Obese 2 (BMI 35-39.9) compared to 21.5% at baseline.
- Achieved 11.8% in Obese 3 (BMI >=40) compared to 24.5% at baseline.
- 32.0% of our population (with available glucose and/or HbA1c data and no diabetes diagnosis) has Pre-Diabetes, an increase of 1.5% over prior program year
- Potentially undiagnosed diabetics decreased by 0.8% (12 people)
- 86.5% of participants with Prediabetes have a BMI of ≥25, a 1.5% increase over prior program year
- 53.3% of participants with Prediabetes have a high waist circumference, a 1.4% increase from prior program year

Executive Summary

- **Livong MyStrength Digital Mental and Behavioral Health**

- Implemented MyStrength in January 2025 to provide enhanced mental and behavioral resources for employees and spouses on the medical plan
- 302 people enrolled and 20% utilized the resources
- Average of 4 activities completed per participant
- Top 5 recommendations were improving sleep, mending your relationship, moving through grief, managing chronic pain and mindfulness and meditation

- **Wondr Health™ Weight Management Program:**

- 61% of enrolled completed 2+ sessions
- 41% of enrolled completed 8+ sessions
- Participants who completed WondrSkills™ lost more than 574 pounds
- 31% of participants who completed 2+ lessons lost \geq 3% weight loss
- 66% of participants who completed 8+ lessons lost \geq 3% weight loss
- 42% of participants who completed 8+ sessions lost 3% of their weight
- 24% of participants who completed 8+ sessions lost 5% of their weight

- **Employee Wellness Goal Completion**

- Out of 18 total Employee Wellness Goals set for the 2023-2024 Program Year:
 - 11 goals were achieved at the “superior level”; 61.11% of goals
 - 6 goals were achieved at the “target level”; 33.33% of goals
 - 1 goal was achieved at the “threshold level”; 5.6% of goals

Executive Summary

- **WebMD ONE**

- Implemented WebMD ONE to reward participants for achieving $\geq 10,000$ steps/day after the program year ended. Data will be included at the end of the next program year.
- 3,374 registered participants during the 2024-2025 rewards program year
- 2,548 unique individuals achieved $\geq 10,000$ steps/day at least once during the program year
- A total of 180,661 achievements of $\geq 10,000$ steps/day; averaging 71 days of achievement per participant. Each participant has a max earning ability of 260 days of reward
- One year into implementation, the WebMD steps program had 28% more unique participants achieving 10,000 steps/day than the 2021-2022 Fitbit steps program.
- 217 participants (8.52% of those who achieved 10,000 steps/day at least once), achieved 10,000 steps/day at least 208 days during the 2024-2025 rewards program year (averaging 4 days/week)

- **Wellness Challenges:**

- Provided 4 wellness challenges during the program year; 1 physical activity invitational step challenge, one stressless, one sleep and one weight loss challenge.
- 774 total participants
- Achieved a 57.5% completion average among all challenges

- **Special Events:**

- 5 total event Types (does not include multiple offerings of the same event at different locations)
- 6,271 total participants

- **Employee Assistance Program**

- 18.52% Annualized impact rate of total serviced including member portal visits
- 5.09% total Annualized rate for Count of all EAP files
- 1,212 total participants in live EAP webinars during the 2024-2025 program year; an average of 101 people per webinar
- 7,369 total participants in EAP eLearning webinars during the 2024-2025 program year; an average of 238 people per webinar
- Counseling, was the top service type followed by work life services including Legal and financial services as the top two prevalent.

Executive Summary

- **Medal Level Analysis**

- 71.22% of employees and covered spouses earned Premium Rewards; 69.22% earned full reward and 2.0% earned partial reward.
 - 70.79% of participants achieved Bronze Level; a decrease of 13.39% from the prior program year (partially due to adding back Silver Level)
 - 11.95% of participants achieved Silver Level
 - 4.44% of participants achieved Gold Level, an decrease of 0.03% from the prior program year
 - 12.83% of participants achieved Platinum Level, an increase of 1.48% over the prior program year
- 61.12% of all Program-Eligible participants earned Wellness Rewards (Regular, full-time, part-time and supplemental employees (on and off of the medical plan) and spouses on the medical plan)
 - 70.75% of participants achieved Bronze Level
 - 11.96% of participants earned Silver Level
 - 4.44% of participants achieved Gold Level
 - 12.85% of participants achieved Platinum Level
- For the 2023-2024 program year, a total of 4,586 gift cards were awarded totaling \$221,950
- Gold Level had the lowest average PMPM spend followed by Platinum, Bronze and then Silver level. All were lower than non-award earners.
- Award earners had significantly higher health engagement rates and better Gaps in Care Compliance compared to non-earners.
- Plan Year 2024 saw significant enrollment shift from the Bronze Plan to the Platinum Plan.
- ACS (77.92%) had the largest percentage of Premium Rewards Program /Medal Level Status completions followed by Telecommute (69.94%), Administration (66.63%), Ben Taub (56.72%), LBJ (56.19%), CHC (55.83%), and Harris County Sheriff's Office (41.21%).

- **Behavioral Health (Cigna)**

- 20.3% of adults were diagnosed with a behavioral health condition
- 59% of claimants were employees, 7% spouses and 33% dependents
- There were 1,233 interactions for access to crisis support
- Top Conditions were stress (26%), Anxiety (26%) and Depression (24%)

Executive Summary

- **Plan Costs:**

- Medical plan spend is 2.9% or \$560 PMPM
- Medical catastrophic claim spend increased 5.7% or \$136 PMPM
- Medical non-catastrophic spend increased 2.0% or \$424 PMPM
- Cancer drove all three areas of trend pressure
- The Average annual trend increase over the last 10 years is 4.2%, which is well below the national average of 8%* for 2025 and an average national trend increase of 6.5%* for the same 10 year time period.

- **Awards & Accolades:**

- Achieved the Platinum Well Workplace Award from WELCOA in 2023 and 2020
- Achieved the Platinum Workplace Health Achievement Award from the American Heart Association in 2025, 2024 and 2023.
 - Achieved the Gold Level Workplace Health Achievement Award from the American Heart Association in 2017, 2018, 2019, 2020 and 2021.
- #1 Healthiest Employer Award in Texas in the 10,000+ category in 2024; #1 in the 5,000-9,999 company Category in 2022 and 2023, #6 in 2021
 - #1 in Houston in 2019 and #4 in 2018.
- Top 100 Healthiest Workplaces in America #1 in 2025, #4 in 2024, #3 in 2023; #1 in 2022, #45 in 2021, #6 in 2020, #2 in 2019 and #64 in 2018
- Inducted into Healthiest Employers Hall of Fame in 2022 for innovation, prioritizing employee health and well-being and achieving outcomes.
- Cigna Healthy Workforce Designation Gold Level in 2024, 2023, and 2022; Received the Cigna Well-Being Award for Outstanding Culture of Well-Being in 2017-2021
- Achieved re-accreditation of the CEO Cancer Gold Standard 2012-2024
- Certificate of Excellence from Go Healthy Houston; Healthy At Work in 2017



#1 in America



#1 in Texas



Executive Summary

- **Program Enhancements For 2024-2025 Wellness Program Year (March 1, 2024 – February 28, 2025)**
 - Continued driving engagement of non-medical plan participants to the Wellness Rewards Program
 - Added WebMD ONE for participants to achieve $\geq 10,000$ steps per day. WebMD ONE allows for the connection of more than 400 different devices and has both an web portal and app allowing for easier utilization and achievement of physical activity. It also allowed us to provide new wellness challenges integrated in one place.
 - Added Livongo Weight Management Program and Livongo MyStrength digital mental health program
 - Expanded virtual programs, workshops, classes and healthy knowledge seminars to make programs and services more accessible.
 - Created 3 new wellness class series: No Hard Feelings, Emotional Freedom and Thanks for the Feedback: The Science and Art of Receiving Feedback Well
 - Implemented 3 WebMD One Challenges and the Healthy Wage Challenge
 - Continued with the Rx copay and deductible waiver for diabetes medications and supplies including insulin for individuals actively engaged in Livongo Diabetes Management Program. Brand medications are covered for medications in which no generic equivalents are available.
 - Continued with Rx copay and deductible waiver for generic Rx, brand Rx in which there are no generic equivalents are available, and supplies for individuals actively engaged in Livongo Hypertension Management Program
 - Expanded eLearning opportunities to enhance access to education for employees and spouses. The Learning Hub allows for an enhanced and aligned experience for both employees and spouses to participate in a mobile friendly, internet based application available from anywhere. Added all workshops, classes, healthy knowledge seminars and webinars to the Learning Hub for easy accessibility.
 - Continued with tiered status rewards via Amazon eGift Cards to drive enhanced engagement in wellness and prevention beyond achievement of Wellness Rewards. Added Silver level back. Medical participants can earn \$1,200 in premium rewards and up to \$175 in Amazon eGift cards and Non-Medical participants can earn up to \$200 in Amazon eGift cards.
 - Drive engagement in EAP to assist in mental and emotional well-being; provide monthly EAP webinars
 - Expanded onsite wellness presence at clinics and offsite locations

Vision, Mission and Goal

Our Vision, Mission & Goal

Vision	Mission	Goal
To empower a corporate culture of health that inspires individuals to live with high energy, good health and passion for life.	To maximize business performance by helping employees and their families live healthier, more fulfilling lives and empowering them with knowledge, skills and opportunities to achieve their personal health and wellness goals.	To be recognized as an industry leader among community-owned health care systems in population health and productivity management.

2024-2025 Wellness Program Goals & Results

2024-2025 Wellness Goals

2024-2025 Wellness Program Goals (Program Year March 2024-February 2024)

Indicators	Goal	Baseline Metric	Target Metric	Outcome	Trend
		2023-2024	2024-2025	2024-2025	
Leading indicator	Achieve 75% completion of the Health Assessment.	80.12%	Threshold: $\geq 70\%$	77.66%	↓ 2.46%
			Target: $\geq 75\%$		
			Superior: $\geq 80\%$		
Leading indicator	Achieve 75% EE and Spouse completion of a Annual Physical with Lab Values.	84.29%	Threshold: $\geq 70\%$	82.39%	↓ 1.9%
			Target: $\geq 75\%$		
			Superior: $\geq 80\%$		
Lagging Indicator	Maintain or Improve the Risk Stratification of the Cohort population.	84.00%	Threshold: $\leq 65\%$	85.00%	↑ 1%
			Target: $\geq 70\%$		
			Superior: $\geq 71\%$		
Leading indicator	Improve the average preventive care utilization of employees and spouses by 1%	84.32%	Threshold: $\geq 70\%$	84.72%	↑ 0.40%
			Target: $\geq 80\%$		
			Superior: $\geq 85\%$		
Leading indicator	Decrease the prevalence & distribution of pre-diabetes by 1%	30.50%	Threshold: $\geq 28\%$	32.00%	↑ 1.5%
			Target: $\leq 32\%$		
			Superior: $\leq 30\%$		
Treatment & Intervention Indicators	Have 75% of participants earn the Wellness Premium Reward	75.47%	Threshold: $\geq 70\%$	71.22%	↓ 4.25%
			Target: $\geq 75\%$		
			Superior: $\geq 80\%$		
Treatment & Intervention Indicators	Achieve 83% employee satisfaction with wellness program.	87.33%	Threshold: $\geq 70\%$	88.46%	↑ 1.13%
			Target: $\geq 83\%$		
			Superior: $\geq 85\%$		
Treatment & Intervention Indicators	Have 85% of employees agree that Harris Health cares about its employees.	87.31%	Threshold: $\geq 80\%$	87.46%	↑ 0.15%
			Target: $\geq 85\%$		
			Superior: $\geq 86\%$		
Treatment & Intervention Indicators	Have 84% of employees agree that there is a culture of health at Harris Health.	86.59%	Threshold: $\geq 75\%$	86.22%	↓ 0.37%
			Target: $\geq 84\%$		
			Superior: $\geq 86\%$		

Key:

Below Threshold

Threshold

Target

Superior

2024-2025 Wellness Goals

2024-2025 Wellness Program Goals (Program Year March 2024-February 2025)

Indicators	Goal	Baseline Metric	Target Metric	Outcome	Trend
		2023-2024	2024-2025	2024-2025	
Treatment & Intervention Indicators	Have 45% of Diabetics engaged in Livongo.	55.00%	Threshold: $\geq 40\%$	49.50%	↓ 5.5%
			Target: $> 45\%$		
			Superior: $> 48\%$		
Treatment & Intervention Indicators	Have 45% of people with Hypertension enrolled in the Livongo Hypertension Management Program.	47.00%	Threshold: $\geq 40\%$	44.69%	↓ 2.31%
			Target: $\geq 45\%$		
			Superior: $\geq 47\%$		
Treatment & Intervention Indicators	Have 30% of pre-diabetics enrolled in the Livongo Preiabetes Program.	33.00%	Threshold: $\geq 25\%$	34.33%	↑ 1.33%
			Target: $\geq 30\%$		
			Superior: $\geq 32\%$		
Treatment & Intervention Indicators	Increase participation in Employee Wellness Programs by 2%	340,236	Threshold: $> 300,000$ UOS	377,113	↑ 36,877
			Target: $\geq 347,040$ UOS		
			Superior: $\geq 353,845$ UOS		
Lagging Indicator	Achieve a 1% reduction in the percentage of people who have an undesirable waist circumference.	47.00%	Threshold: $\leq 48\%$	46.40%	↓ 0.60%
			Target: $\leq 46\%$		
			Superior: $\leq 44\%$		
Lagging Indicator	Achieve a 1% reduction in the percentage of people have "at risk" or "high" blood pressure.	44.00%	Threshold: $\leq 45\%$	44.20%	↑ 0.20%
			Target: $\leq 43\%$		
			Superior: $\leq 42\%$		
Lagging Indicator	Achieve a 1% reduction in the percentage of people that are "at risk" or "high" risk for physical activity.	74.30%	Threshold: $\leq 75\%$	75.20%	↑ 0.90%
			Target: $\leq 73\%$		
			Superior: $\leq 72\%$		
Lagging Indicator	Achieve a 1% reduction in the percentage of people that are "at risk" or "high" risk for glucose.	39.00%	Threshold: $\leq 28\%$	37.30%	↓ 1.7%
			Target: $\leq 38\%$		
			Superior: $\leq 37\%$		
Lagging Indicator	Achieve 4 Industry award(s) for a quality health promotion program.	7 Recognitions/Awards	Threshold: Achieve 3 Awards	7 Recognitions/Awards	→
			Target: Achieve 6 Awards		
			Superior: Achieve ≥ 6 Awards		

Key:

Below Threshold

Threshold

Target

Superior

Employee Wellness Team

Employee Wellness Team

Team Member	Credentials	Years of Experience	Department	Job Title	Office	Roles/ Responsibilities	Email
Michele Hunnicutt	MSHP, CHES, CWWPC, CWCC	29	Employee Wellness; HR	Administrative Director, Employee Wellness & EAP	346-426-0437	Director, strategic & Operational Planning, implementation, Evaluation	Michele.Hunnicutt@harrishealth.org
Ellen Ogedegbe	M.Ed., CHES, CWC, CBES	13	Employee Wellness; HR	Employee Wellness Coordinator	346-426-0235	Health Educator, Wellness Coordinator, Health Coach, Communications, Fitbit Lactation Room, Program & Event & Choose Healthier program Coordinator	Ellen.Ogedegbe@harrishealth.org
Alexis Williams	MS, CHES	5	Employee Wellness; HR	Employee Wellness Coordinator	346-426-1181	Health Educator, Wellness Coordinator, Group Exercise & Recreational Sports Coordinator, Program & Event Coordinator	Alexis.Williams6@harrishealth.org
Courtney Karam	MPH, CHES	10	Employee Wellness; HR	Senior Employee Wellness Coordinator	346-426-0238	Health Educator, Wellness Coordinator, Wellness Champ Coordinator, Communications & Database administrator	Courtney.Karam@harrishealth.org
Leah Campbell	MA	18	Employee Wellness; HR-Cigna Dedicated Employee	Client Engagement Manager	713-566-6320	Health Educator, Wellness Program & Event Coordinator, Cigna team and service coordinator	Leah.Campbell@cigna.com
Latecia Murphy	MEd, RN, BSN, CHES	25	Employee Wellness; HR-Cigna Onsite Employee	Cigna Onsite RN Health Coach	713-873-6407	Onsite and telephonic health coaching, biometric screenings, health education, Wellness Program & Event Coordinator	Latecia.Murphy@harrishealth.org ;
Crystal Cunningham		15	Employee Wellness; HR-Cigna Dedicated Employee	Cigna Client Service Partner	713-566-4391	Customer Service, Claims and Wellness Assistance, Benefit & Wellness Advocate, Wellness Data entry	harrishealth@cigna.com

Our Strategy

Our Strategy

Keep healthy people healthy	Stop people from getting worse	Improve organizational and individual well-being
<ul style="list-style-type: none">- Caring for ourselves so we can care for others- Help people live their best life	<ul style="list-style-type: none">- Reduce risks and manage chronic conditions	<ul style="list-style-type: none">- Reduce medical trend- Attract and retain talent- Increase productivity and performance

A Look At Harris Health

A Look At Harris Health

- **Demographics:**

– Employees:	10,888	
• Full time:	9,618	88.3%
• Part time:	170	1.56%
• Supplemental:	1,100	10.10%

- **Gender:**

– Female	8,058	74.01%
– Male	2,830	26.00%
– Average Age:	43.12	

- **Ethnicity:**

– Black or African American	4,665	42.85%
– Hispanic/Latino	3,101	28.48%
– Asian/Asian American	1,924	17.67%
– White	1,168	10.73%
– American Indian/Alaska Native	30	0.28%

- Average Tenure: 7.29 Years

- **Medical Plan Status:**

• All Employees Enrolled:	9,783
• Employees Only Enrolled:	5,415
• Employee + Spouse:	550
• Employee + Child:	2,628
• Employee + Family:	1,190

- **Average Hourly Rate (Salaried and Hourly Combined):**

• FT/PT: \$41.58
• Supplemental: \$37.58
• All Active (FT/PT/Sup): \$41.17

- **Turnover (Regular HHS Employees Only):**

• 2020: 14.08%
• 2021: 18.39%
• 2022: 19.40%
• 2023: 14.72%
• 2024: 13.77%

Employee Wellness Programs & Resources Overview

Programs & Resources

❑ Get Fit

- Group Fitness Classes
- Recreational Sports & Events
- Gym Discounts
- Cigna online, telephonic and in-person wellness coaching
- Wellness Challenges
- Cigna Active & Fit Direct-fitness, gym, class & program discounts
- WebMD One
- Body Composition Scan
- Special Events: American Heart Walk, HESS Houston Corporate 5k, Field Day, Texas Med Center Run, Poker Walks, Get Your Rear in Gear, March For Babies and many more

❑ Eat Well

- Wondr Health™
- Choose Healthier
- Healthy Cooking Classes
- Cigna Nutrition coaching
- Eat Better Online Coaching Program

❑ Staying Healthy

- Wellness Challenges
- Healthy Knowledge Seminars
- Employee Wellness Workshops
- Healthy cooking classes
- Online health assessments
- Cigna online, telephonic and in-person wellness coaching
- Newsletters and outreach
- Special events
- “Explore and Learn” Activities
- MyCigna.com
- Well Powered Living Class Series (1.0, 2.0, 3.0, 4.0, 5.0)
- Livongo Prediabetes Program
- Livongo MyStrength Digital
- Ergonomics 101 Class Series, Posture analysis and ergonomic assessments

❑ Growing Your Family

- Healthy Living: Pregnancy & Beyond
- Cigna “Healthy Pregnancy, Healthy Baby”
- Onsite Lactation Rooms

❑ Quitting Tobacco

- Smoking Cessation Challenge
- Cigna Tobacco Cessation Coaching (online & telephonic)

❑ Losing Weight

- Livongo Weight Management Program
- Wondr Health™
- HealthyWage Team Challenge
- Cigna weight management coaching
- Healthy Body for Every Body
- Body Composition Scan

❑ Relieving Stress & Building Resiliency

- Livongo MyStrength Digital
- Cigna online, telephonic and in-person wellness coaching
- EAP
- Healthy Knowledge Seminars and Workshops
- Relaxathons
- Relaxation Rooms

❑ Managing Health Conditions

- Cigna online, telephonic and in-person chronic condition coaching
 - Diabetes, Asthma, COPD, Heart Disease, Heart Failure
- Livongo Diabetes Management Program
- Livongo Hypertension Management Program
- Wondr Health™ (Pre-Diabetes and Metabolic Syndrome)
- Special events
- Nutrition Counseling for participants with Diabetes and/or Hypertension
- HbA1c testing for Diabetics
- Body Composition Scan
- Free medications for participants in the Livongo Diabetes Management Program & Livongo Hypertension Management Program who meet monthly testing requirements

❑ Rewards

- Premium Rewards Program
- Amazon eGiftcards for status level achievement
- Harris Health Rewards for Wellness Champions

Employee Wellness Engagement

Wellness Program Summary

77.66%

Of Premium Reward-eligible participants
completed a Health Assessment

68.35% of all eligible participants completed a Health
Assessment

82.39%

Of Premium Reward-eligible participants
completed an Annual Physical

73.13% of all eligible participants completed an Annual
Physical

71.22% *

Of Employees & Spouses Earned
Premium Rewards

(69.22% earned full reward; 2.00% earned partial
reward.)

85%

Of eligible participants reduced
risks or remained in the same risk
category

Wellness Rewards Program

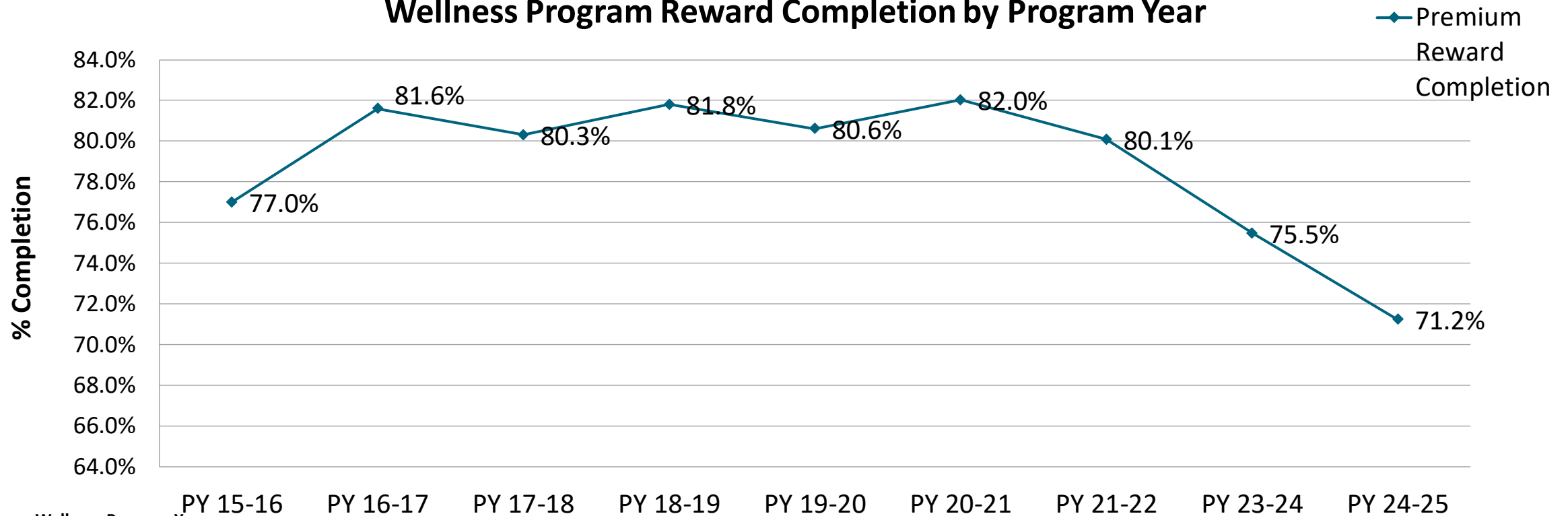
Level of Engagement	March 2024-February 2025 Wellness Rewards Program	
	Premium Reward-Eligible Participants Employees & Covered spouses 3/1/24-2/28/25	All Wellness Program-Full-time and part-time employees (on and off of the medical plan) and spouses on the medical plan with medical enrollment date from March 1 – November 30, 2024
Full Engagement -For Premium Rewards-Both Employee and covered spouse completed the Annual Physical with Lab Work, Health Assessment, & earned 1,000 points -For All Wellness Program Participants-Meet completion requirements including Annual Physical with Lab Work, Health Assessment, & earned 1,000 points	69.22%*	61.12%
Partial Engagement (Only one person completed the Annual Physical with Lab Work, Health Assessment, & earned 1,000 points)	2.00%*	
No Wellness (Employee and/or Employee and covered spouse did not complete all requirements)	28.78%	38.88%

- The total Wellness Premium Reward Population includes regular, full-time, part-time and supplemental employees on the medical plan (9,146) and spouses (1,547) on the medical plan with medical enrollment date from March 1, 2024 – November 30, 2024. The program year ends on February 28, 2025.
 - 71.22% of employees and covered spouses earned Premium Rewards; 69.22% earned full reward and 2.00% earned partial reward
 - 70.79% of participants earned Bronze level Rewards, 11.95% earned Silver, 4.44% earned Gold and 12.83% earned Platinum Rewards
- The total eligible Wellness Reward Population includes all regular, full-time, part-time and supplemental employees, on and off of the medical plan, (10,692) and spouses on the medical plan (1,547) with medical enrollment date from March 1, 2024 – November 30, 2024. The program year ends on February 28, 2025.
 - 61.12% of all employees regardless of benefit status plus spouses on the medical plan completed the rewards program and earned a reward.
 - 70.75% of participants earned Bronze level Rewards, 11.96% earned Silver, 4.44% earned Gold and 12.85% earned Platinum Rewards

Data source: PY 2023-2024 and 2024-2025 Final Premium Reward Report; PY 2024-2025 Wellness Scorecard

Wellness Rewards Program

Wellness Program Reward Completion by Program Year



Wellness Program Year:

- PY 2015-2016 Premium Rewards Program: Ended 8/31/16 (Employee Only): Health Assessment, Biometrics, one wellness activity
- PY 2016-2017 Premium Rewards Program: 9/1/16 – 8/31/17 (Employee Only): Annual Physical with Lab Work, Health Assessment, & 1,000 points)
- PY 2017-2018 Premium Rewards Program: 9/1/17 – 8/31/18 (Employee & Covered Spouse): Annual Physical with Lab Work, Health Assessment, & 1,000 points
- PY 2018-2019 Premium Rewards Program: 9/1/18 – 8/31/19 (Employee & Covered Spouse): Annual Physical with Lab Work, Health Assessment, & 1,000 points
- PY 2019-2020 Premium Rewards Program: 9/1/19 – 8/31/2020 (Employee & Covered Spouse): Annual Physical with Lab Work (or 250 points through other programs & activities), Health Assessment, & a total of 1,000 points (Covid-19 pandemic)
- PY 2020-2021 Premium Rewards Program: : 9/1/20 – 8/31/21 (Employee & Covered Spouse): Annual Physical with Lab Work, Health Assessment, & 1,000 points
- PY 2021-2022 Wellness Rewards Program: : 9/1/21 – 8/31/22 (Employee & Covered Spouse): Annual Physical with Lab Work, Health Assessment, & 1,000 points
- PY 2023-2024 Wellness Rewards Program: : 3/1/23 – 2/29/24 (Employee & Covered Spouse): Annual Physical with Lab Work, Health Assessment, & 1,000 points
- PY 2024-2025 Wellness Rewards Program: : 3/1/24 – 2/28/25 (Employee & Covered Spouse): Annual Physical with Lab Work, Health Assessment, & 1,000 points

System-Level Engagement

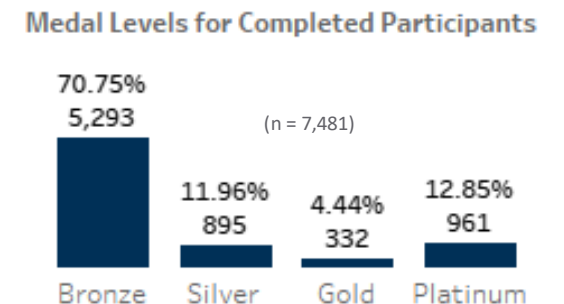
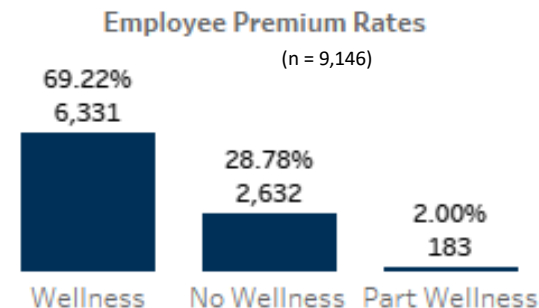
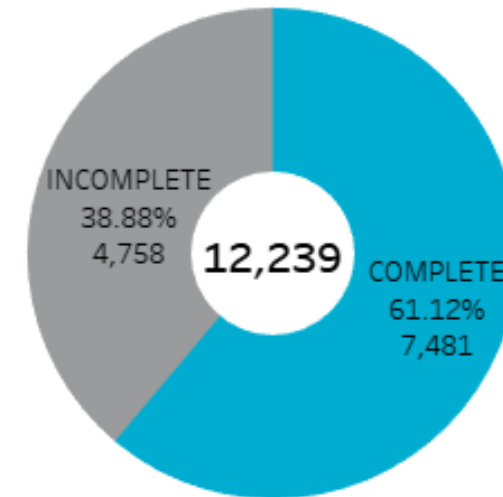
System-Level Program Completion Summary

Program-Eligible Population

Program-Eligible Population = All full-time and part-time employees (on and off the medical plan) and spouses on the medical plan with a medical plan enrollment date from March 1 – November 30, 2024

Completion status and medal level are individual designations for eligible employees and spouses. Since premium rates consider employees and spouses combined, the Employee Premium Rates graph only includes employees (n = 9,146).

614 employees automatically received the wellness rate and were exempt from participating in the program due to their medical enrollment date after November 30, 2024. These employees are not included in the completion information.



System-Level Program Completion Summary

Program-Eligible Population (n = 12,239)

Program-Eligible Population	
EE	10,692
SP	1,547
Total	12,239

2024 – 2025 Completion Status for Program-Eligible Population				
	EE	SP	Total #	Total %
Incomplete	4,173	585	4,758	38.88%
Complete	6,519	962	7,481	61.12%
Bronze	4,505	788	5,293	70.75%
Silver	828	67	895	11.96%
Gold	308	24	332	4.44%
Platinum	878	83	961	12.85%
TOTAL	10,692	1,547	12,239	100.00%

HRA Breakdown for Program-Eligible Population				
	EE	SP	Total #	Total %
Complete	7,285	1,080	8,365	68.35%
Incomplete	3,407	467	3,874	31.65%
TOTAL	10,692	1,547	12,239	100.00%

Physicals Breakdown for Program-Eligible Population				
	EE	SP	Total #	Total %
Complete	7,705	1,245	8,950	73.13%
Incomplete	2,987	302	3,289	26.87%
TOTAL	10,692	1,547	12,239	100.00%

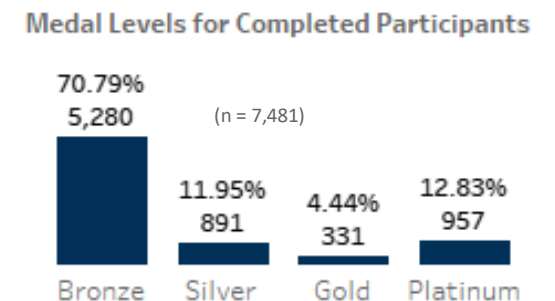
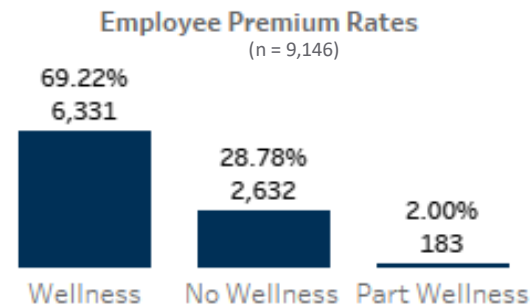
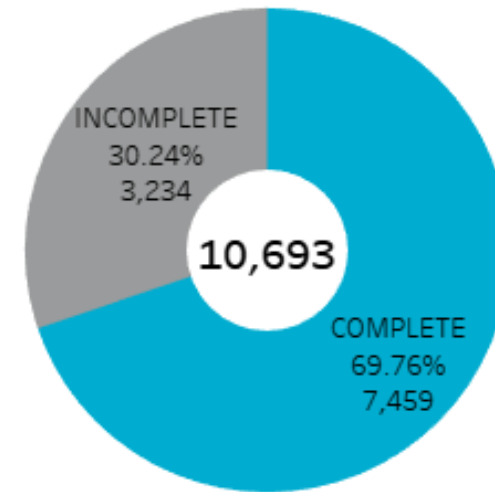
System-Level Program Completion Summary

Premium Reward-Eligible Population

Program-Eligible Population = All full-time and part-time employees (on and off the medical plan) and spouses on the medical plan with a medical plan enrollment date from March 1 – November 30, 2024

Completion status and medal level are individual designations for eligible employees and spouses. Since premium rates consider employees and spouses combined, the Employee Premium Rates graph only includes employees (n = 9,146).

614 employees automatically received the wellness rate and were exempt from participating in the program due to their medical enrollment date after November 30, 2024. These employees are not included in the completion information.



System-Level Program Completion Summary

Premium Reward-Eligible Population (n = 10,158)

Premium Reward-Eligible Population	
EE	9,146
SP	1,547
Total	10,693

2024 – 2025 Completion Status for Premium Reward-Eligible Population				
	EE	SP	Total #	Total %
Incomplete	2,649	585	3,234	30.24%
Complete	6,497	962	7,459	69.76%
Bronze	4,492	788	5,280	70.79%
Silver	824	67	891	11.95%
Gold	307	24	331	4.44%
Platinum	874	83	957	12.83%
TOTAL	9,146	1,547	10,693	100.00%

HRA Breakdown for Premium Reward-Eligible Population				
	EE	SP	Total #	Total %
Complete	7,224	1,080	8,304	77.66%
Incomplete	1,922	467	2,389	22.34%
TOTAL	9,146	1,547	10,693	100.00%

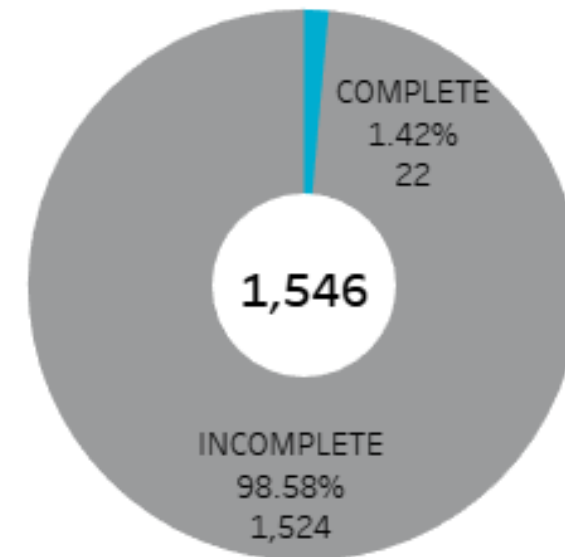
Physicals Breakdown for Premium Reward-Eligible Population				
	EE	SP	Total #	Total %
Complete	7,565	1,245	8,810	82.39%
Incomplete	1,581	302	1,883	17.61%
TOTAL	9,146	1,547	10,693	100.00%

System-Level Program Completion Summary

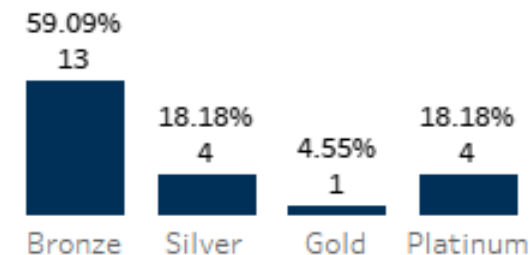
Program-Eligible Population (Non-Medical Plan)

Program-Eligible Population = Full-time and part-time employees (on and off of the medical plan) and spouses on the medical plan with medical enrollment date from March 1 – November 30, 2024

This was the third year including employees not enrolled in the medical plan and the second year including supplemental employees in the Healthy@Harris Rewards Program. Non-medical plan participants are eligible for gift cards instead of the premium reward.



Medal Levels for Completed Participants



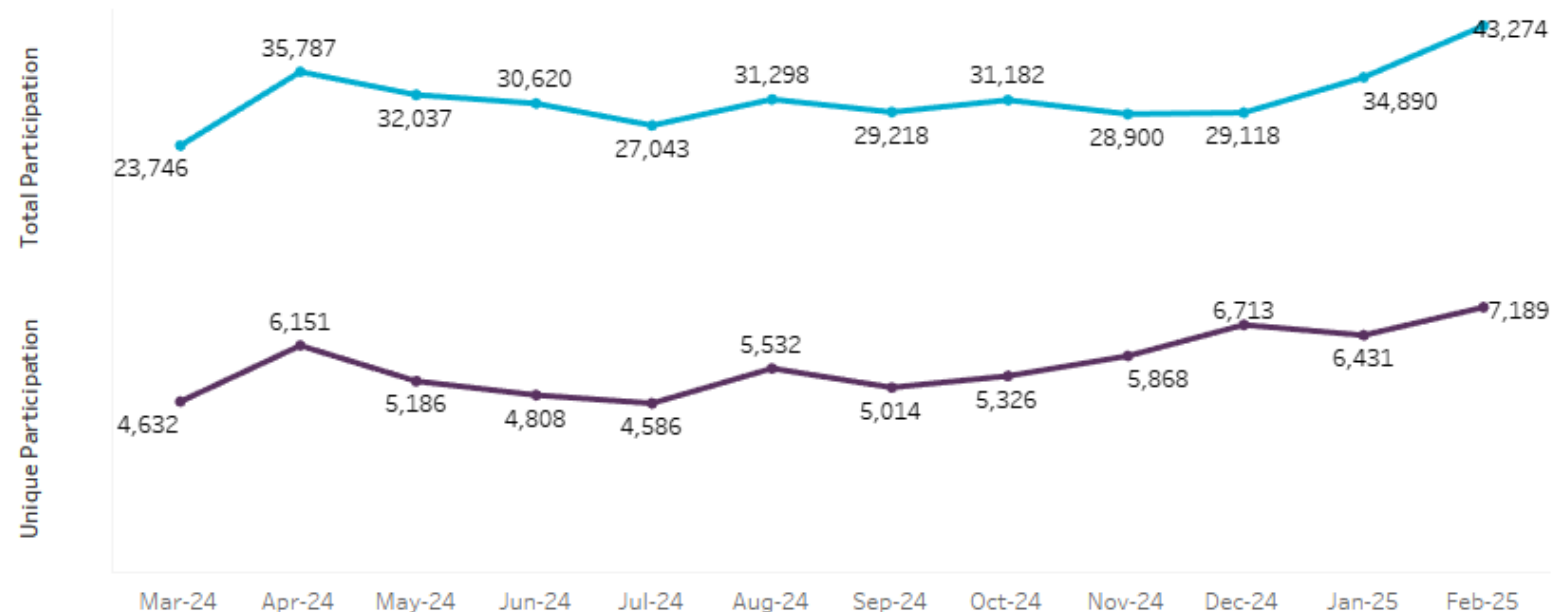
System-Level Program Participation Summary

Total Units of Service

Total Activities	33,310
Total Participation	377,113
Total Unique Participation	13,474
% Engaged	79.37%

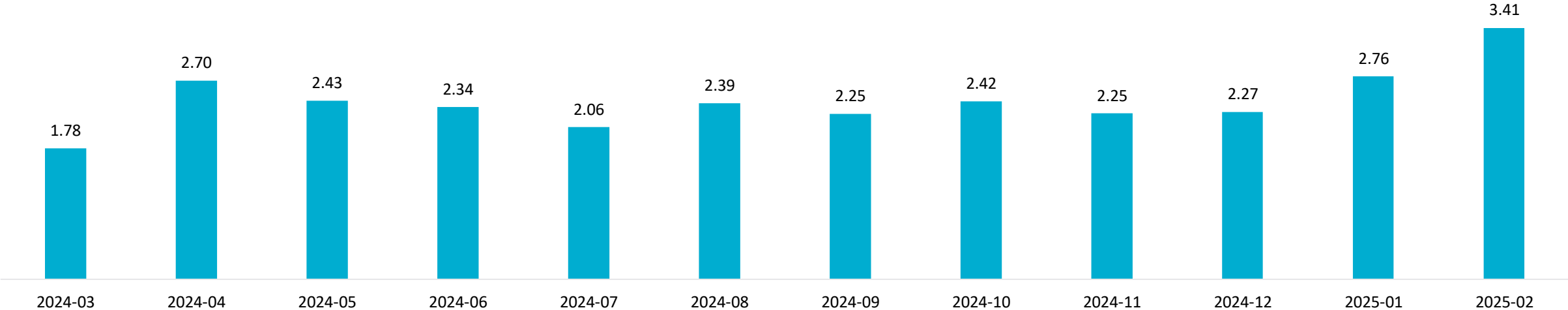
*Total Activities is calculated by counting the number of dates for completed activities. It is higher for on-demand activities that can be completed on any date (ex. eLearning). It is lower for activities where there are multiple times offered within each date (ex. In-Person Employee Wellness Classes).

Total Participation includes all participants, including participants who participated multiple times in the same activity.



System-Level Program Participation Summary

Average Activities per Month per Program-Eligible Participant (n = 12,239)



System-Level Program Participation Summary

Engaged Participants

13,474 79.37%

Highly Engaged Participants

7,944 46.80%

Average Number of Activities per Engaged Participant

27.99

*Engaged participants completed at least 1 wellness activity. Highly engaged participants completed 9 or more wellness activities. The percentage is out of the total population.

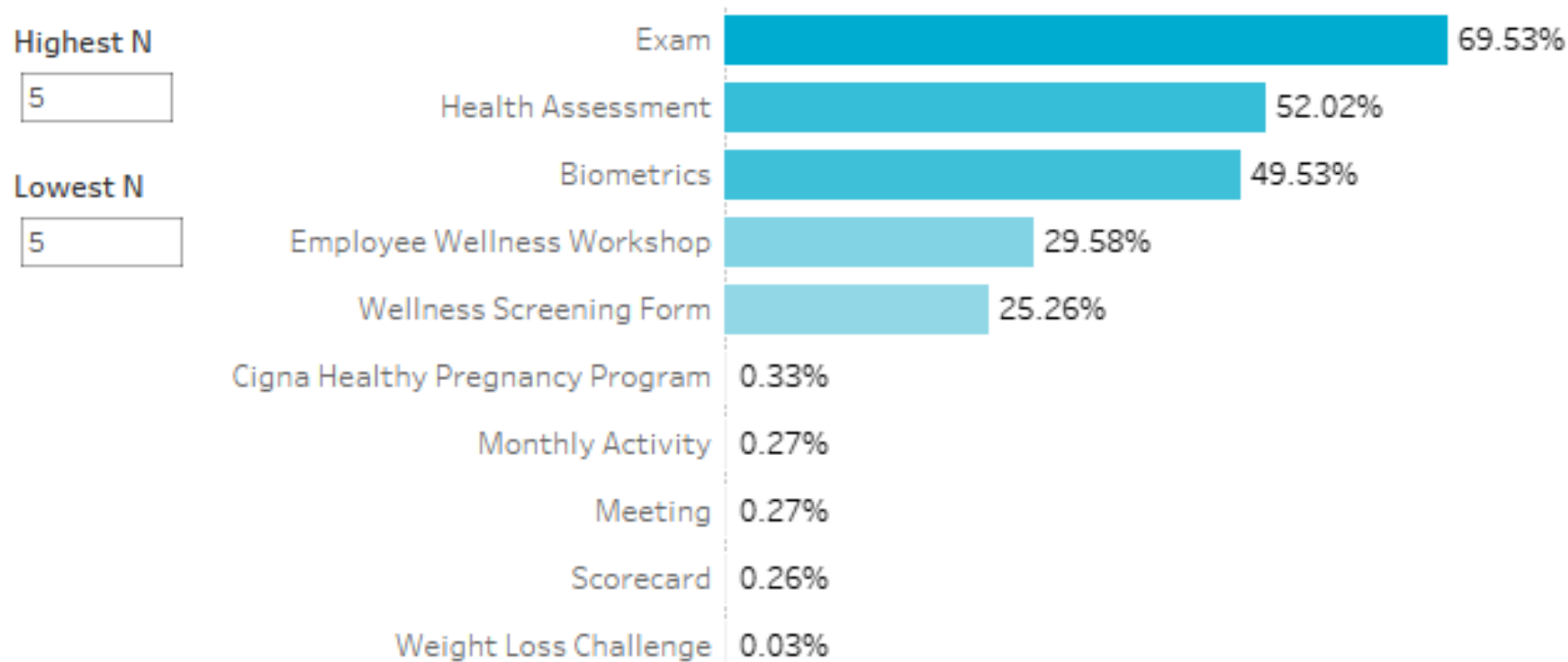
Participation by Activity Category

Wellness Category	Total Activities	Total Participation	Total Unique Participation	% Engaged
Education	24,554	79,123	6,623	39.01%
Evaluation	32	3,641	3,640	21.44%
Health Coaching	530	1,199	794	4.68%
Healthy Living Program	1,505	20,515	2,885	16.99%
Healthy Measures	1,217	16,734	8,409	49.53%
Maternity Support	54	56	56	0.33%
One-on-One Sessions with an Expert	141	2,400	1,745	10.28%
Physical Activity	2,152	203,089	4,161	24.51%
Preventive Health	3,031	42,243	12,105	71.31%
Special Event	47	6,329	4,926	29.02%
Wellness Challenge	7	771	656	3.86%
Wellness Champions	40	1,013	45	0.27%
Grand Total	33,310	377,113	13,474	79.37%

System-Level Program Participation Summary

Activity Types with Highest and Lowest Engagement (YTD % Engaged)

Change the numbers in the Highest N and Lowest N fields below to adjust the rankings shown in the chart.



Note

There are 487 participants with no location assigned as it was unavailable in reporting. These participants are included in the system-wide reporting.

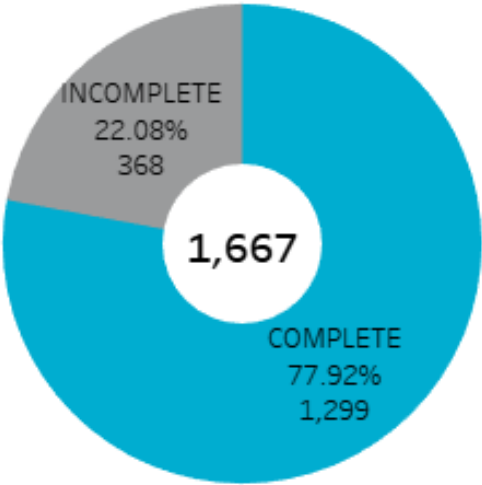
ACS Engagement

ACS Program Completion Summary

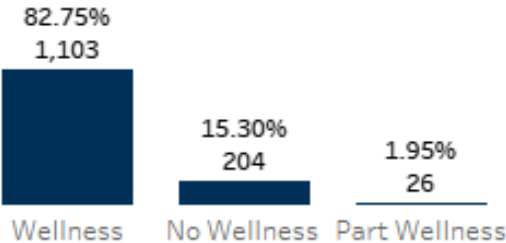
Program-Eligible Population

Program-Eligible Population = All full-time and part-time employees (on and off the medical plan) and spouses on the medical plan with medical enrollment date from March 1 – November 30, 2024

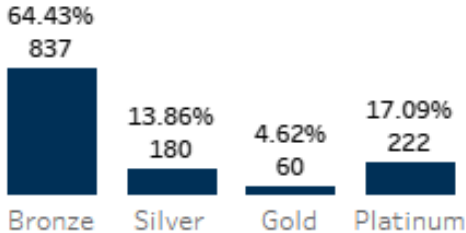
Completion status and medal level are individual designations for eligible employees and spouses. Since premium rates consider employees and spouses combined, the Employee Premium Rates graph only includes employees.



Employee Premium Rates



Medal Levels for Completed Participants

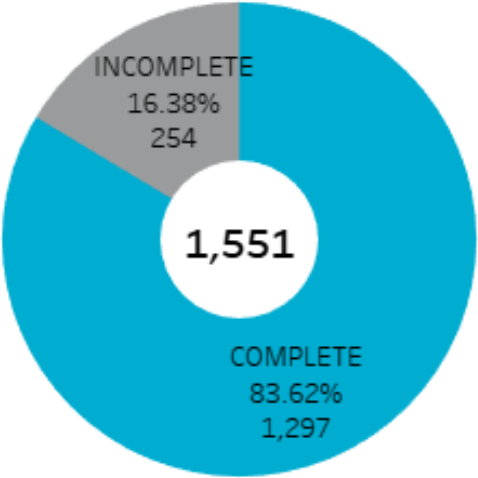


ACS Program Completion Summary

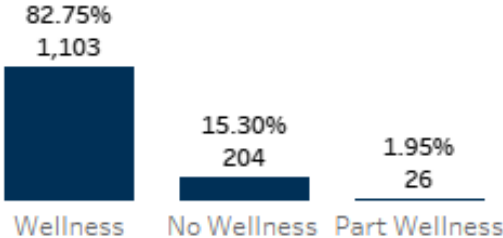
Premium Reward-Eligible Population

Premium Reward-Eligible Population = All full-time and part-time employees on the medical plan and spouses on the medical plan with medical enrollment date from March 1 – November 30, 2024

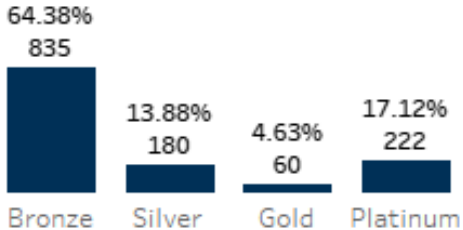
Completion status and medal level are individual designations for eligible employees and spouses. Since premium rates consider employees and spouses combined, the Employee Premium Rates graph only includes employees.



Employee Premium Rates



Medal Levels for Completed Participants



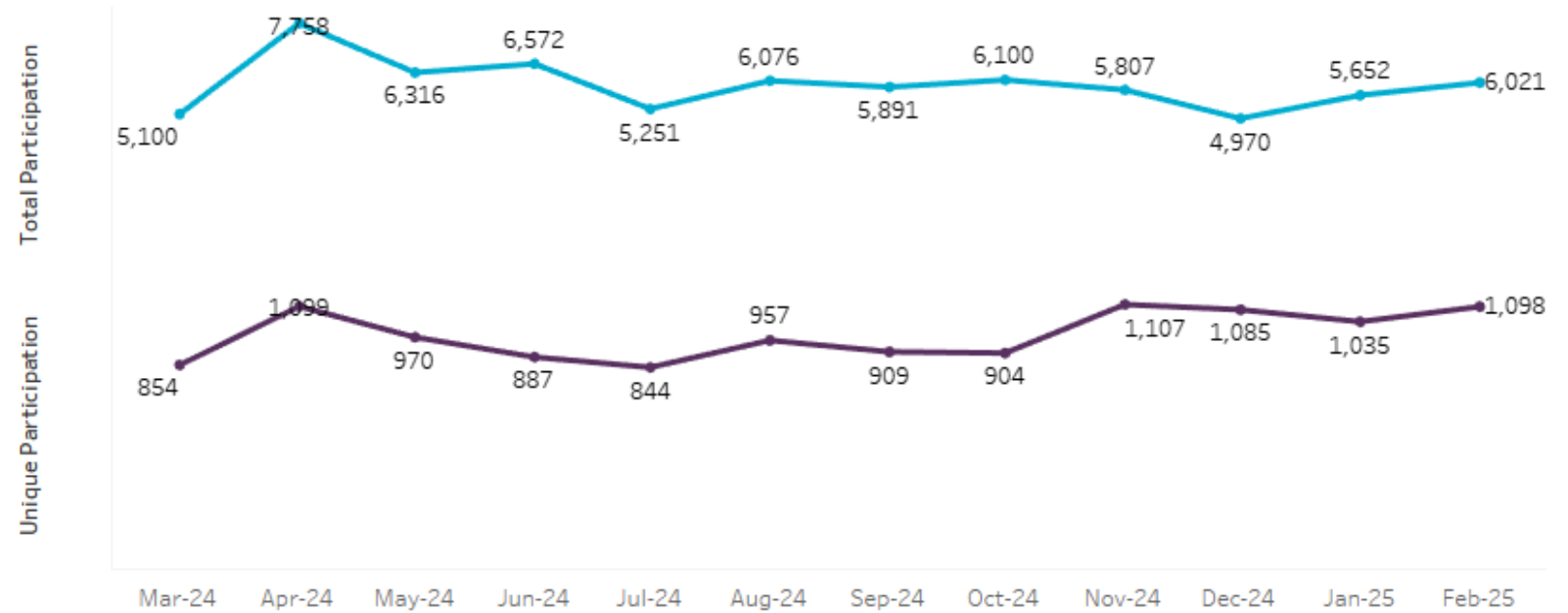
ACS Program Participation Summary

Total Units of Service

Total Activities	11,549
Total Participation	71,514
Total Unique Participation	1,828
% Engaged	10.77%

*Total Activities is calculated by counting the number of dates for completed activities. It is higher for on-demand activities that can be completed on any date (ex. eLearning). It is lower for activities where there are multiple times offered within each date (ex. In-Person Employee Wellness Classes).

Total Participation includes all participants, including participants who participated multiple times in the same activity.



ACS Program Participation Summary

Engaged Participants

1,828 10.77%

Highly Engaged Participants

1,374 8.09%

Average Number of Activities per Engaged Participant

39.12

*Engaged participants completed at least 1 wellness activity. Highly engaged participants completed 9 or more wellness activities. The percentage is out of the total population.

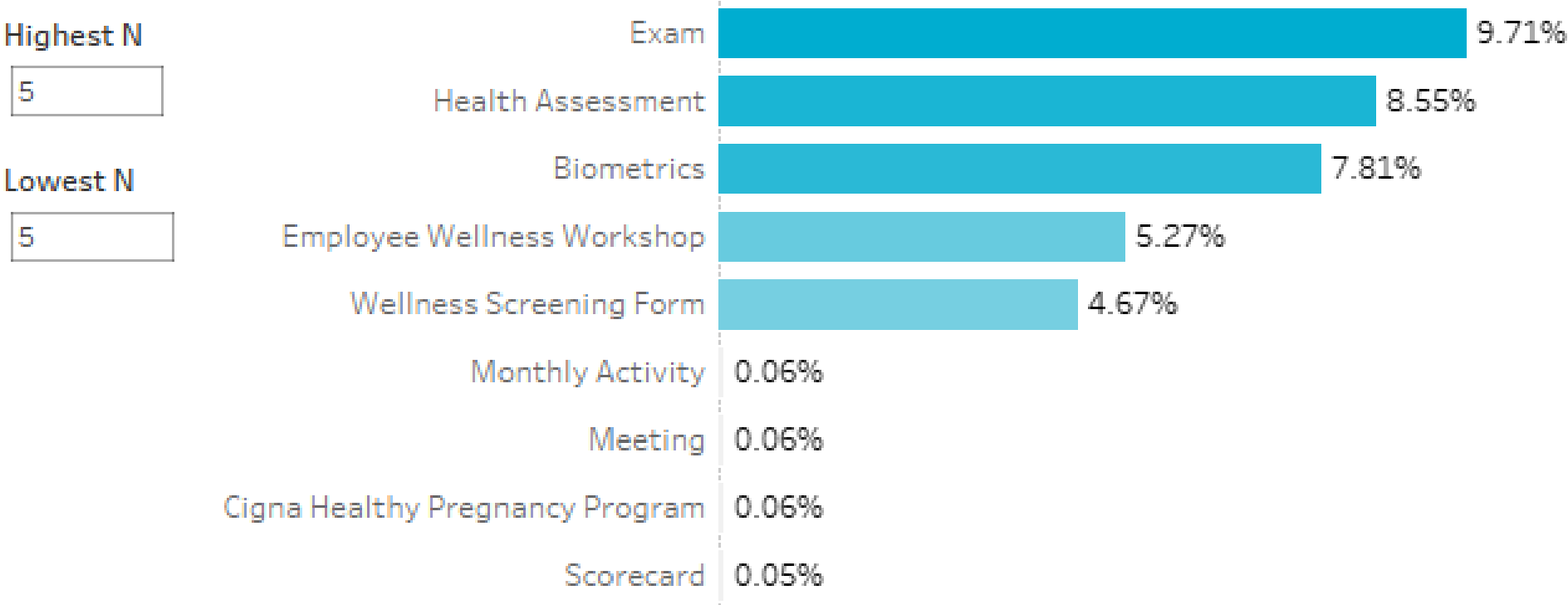
Participation by Activity Category

Wellness Category	Total Activities	Total Participation	Total Unique Participation	% Engaged
Education	6,750	15,481	1,143	6.73%
Evaluation	24	768	768	4.52%
Health Coaching	172	203	124	0.73%
Healthy Living Program	427	3,693	493	2.90%
Healthy Measures	906	2,728	1,326	7.81%
Maternity Support	10	10	10	0.06%
One-on-One Sessions with an Expert	67	861	591	3.48%
Physical Activity	1,007	39,102	830	4.89%
Preventive Health	2,101	6,625	1,670	9.84%
Special Event	40	1,634	1,142	6.73%
Wellness Challenge	5	158	131	0.77%
Wellness Champions	40	251	10	0.06%
Grand Total	11,549	71,514	1,828	10.77%

ACS Program Participation Summary

Activity Types with Highest and Lowest Engagement (YTD % Engaged)

Change the numbers in the Highest N and Lowest N fields below to adjust the rankings shown in the chart.



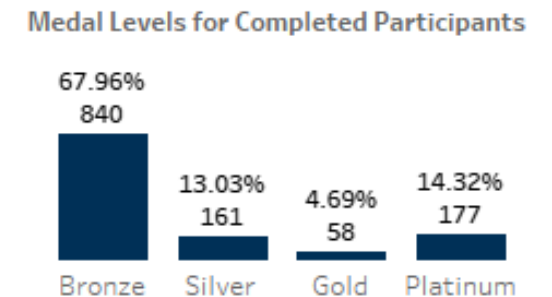
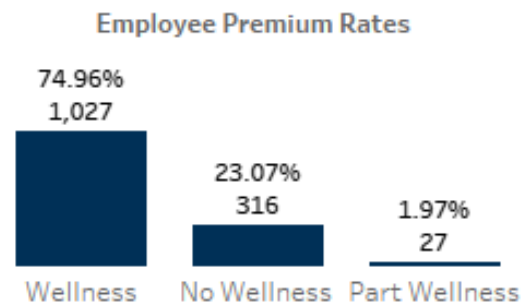
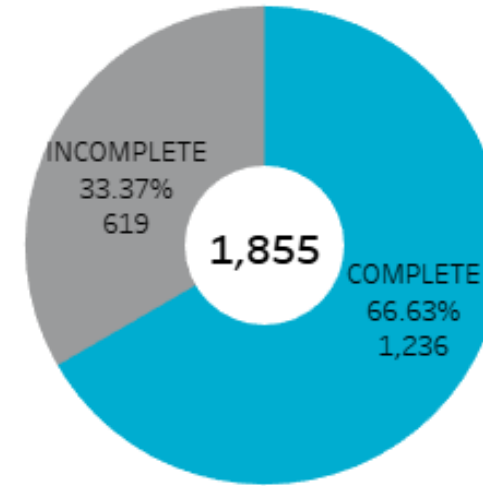
Administration Engagement

Administration Program Completion Summary

Program-Eligible Population

Program-Eligible Population = All full-time and part-time employees (on and off the medical plan) and spouses on the medical plan with medical enrollment date from March 1 – November 30, 2024

Completion status and medal level are individual designations for eligible employees and spouses. Since premium rates consider employees and spouses combined, the Employee Premium Rates graph only includes employees.

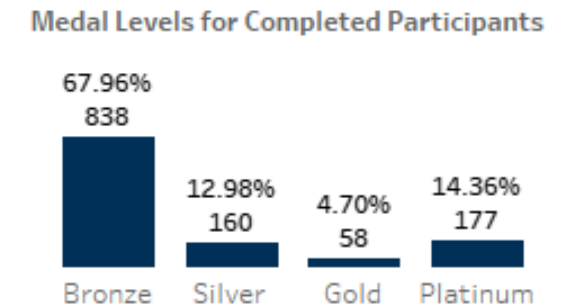
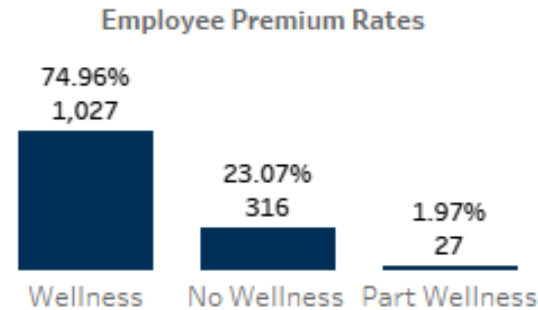
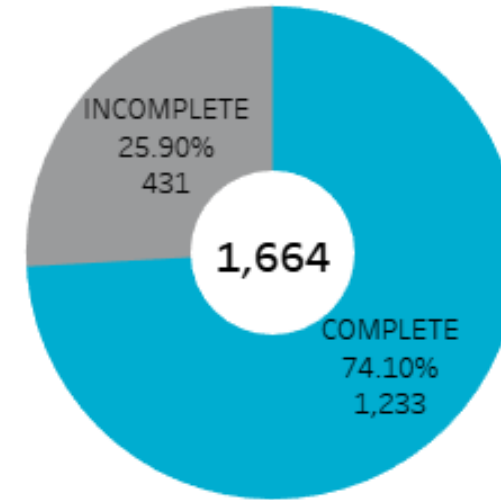


Administration Program Completion Summary

Premium Reward-Eligible Population

Premium Reward-Eligible Population = All full-time and part-time employees on the medical plan and spouses on the medical plan with medical enrollment date from March 1 – November 30, 2024

Completion status and medal level are individual designations for eligible employees and spouses. Since premium rates consider employees and spouses combined, the Employee Premium Rates graph only includes employees.



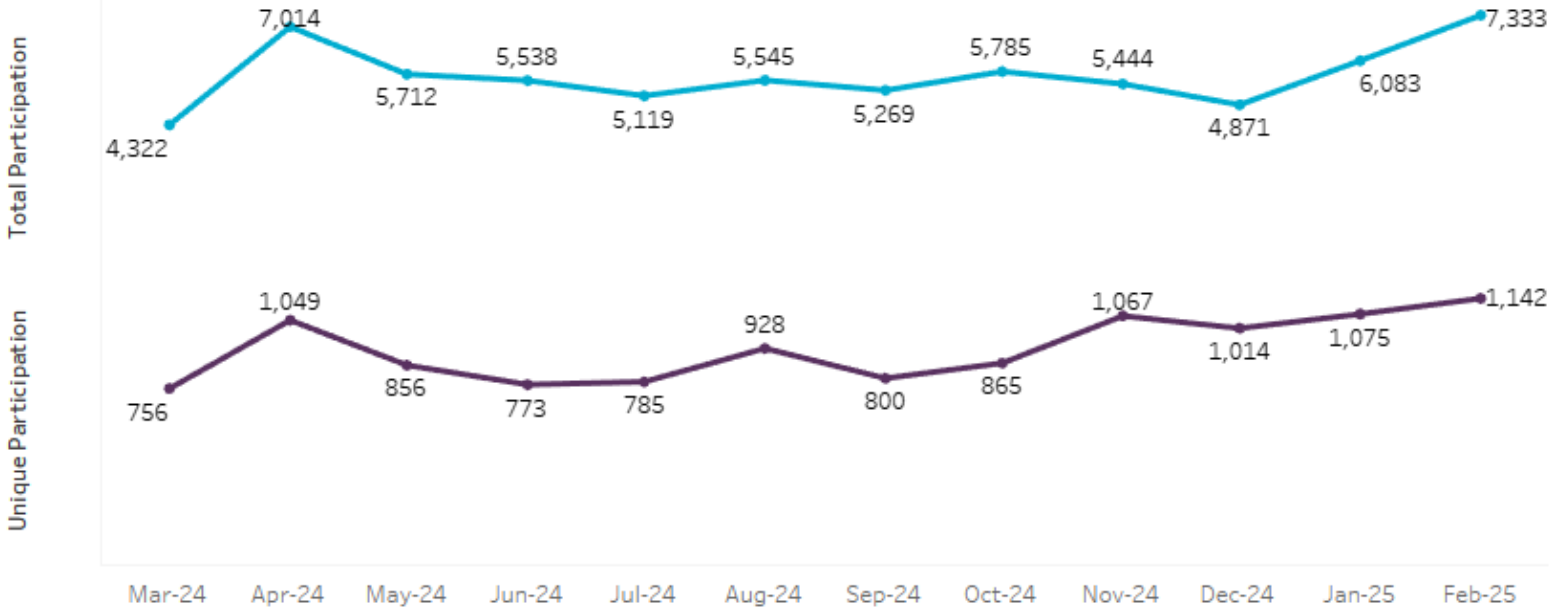
Administration Program Participation Summary

Total Units of Service

Total Activities	10,233
Total Participation	68,035
Total Unique Participation	1,966
% Engaged	11.58%

*Total Activities is calculated by counting the number of dates for completed activities. It is higher for on-demand activities that can be completed on any date (ex. eLearning). It is lower for activities where there are multiple times offered within each date (ex. In-Person Employee Wellness Classes).

Total Participation includes all participants, including participants who participated multiple times in the same activity.



Administration Program Participation Summary

Engaged Participants

1,966 11.58%

Highly Engaged Participants

1,270 7.48%

Average Number of Activities per Engaged Participant

34.61

*Engaged participants completed at least 1 wellness activity. Highly engaged participants completed 9 or more wellness activities. The percentage is out of the total population.

Participation by Activity Category

Wellness Category	Total Activities	Total Participation	Total Unique Participation	% Engaged
Education	5,319	11,353	969	5.71%
Evaluation	24	702	702	4.14%
Health Coaching	143	176	112	0.66%
Healthy Living Program	486	3,535	450	2.65%
Healthy Measures	846	2,577	1,274	7.50%
Maternity Support	6	6	6	0.04%
One-on-One Sessions with an Expert	78	687	443	2.61%
Physical Activity	1,070	40,598	781	4.60%
Preventive Health	2,175	6,596	1,750	10.31%
Special Event	39	1,273	845	4.98%
Wellness Challenge	7	200	159	0.94%
Wellness Champions	40	332	16	0.09%
Grand Total	10,233	68,035	1,966	11.58%

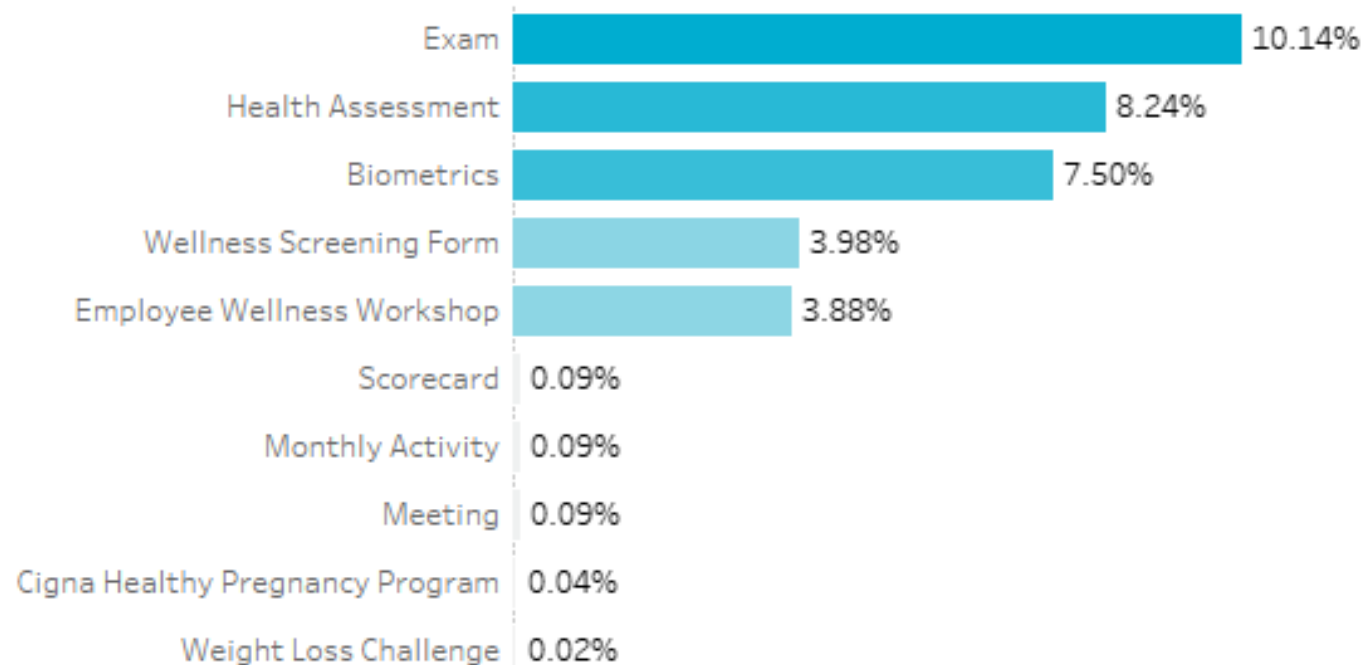
Administration Program Participation Summary

Activity Types with Highest and Lowest Engagement (YTD % Engaged)

Change the numbers in the Highest N and Lowest N fields below to adjust the rankings shown in the chart.

Highest N

Lowest N



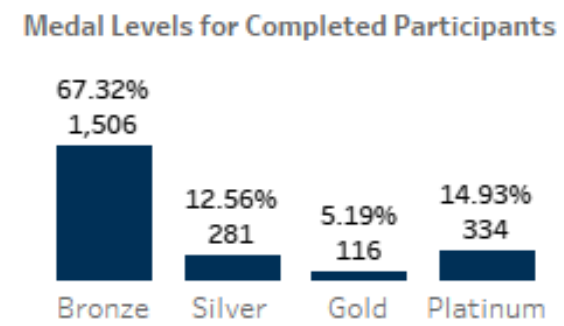
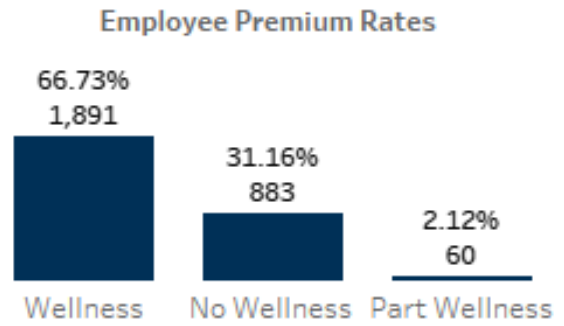
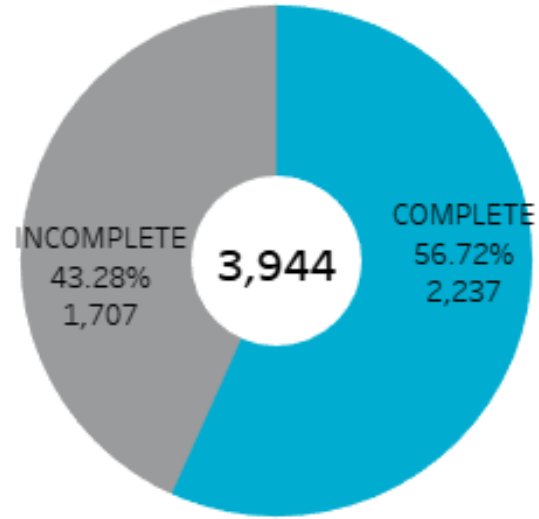
Ben Taub Engagement

Ben Taub Program Completion Summary

Program-Eligible Population

Program-Eligible Population = All full-time and part-time employees (on and off the medical plan) and spouses on the medical plan with medical enrollment date from March 1 – November 30, 2024

Completion status and medal level are individual designations for eligible employees and spouses. Since premium rates consider employees and spouses combined, the Employee Premium Rates graph only includes employees.

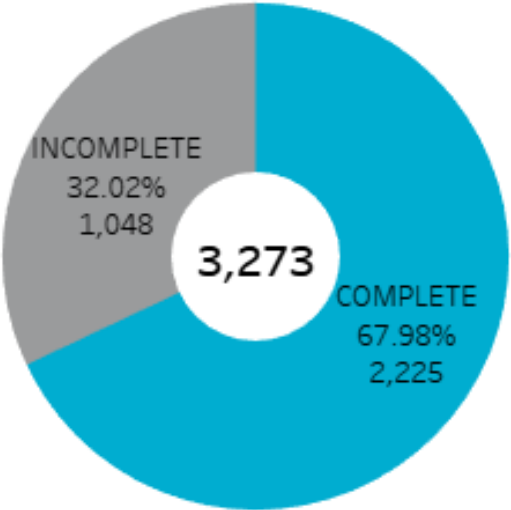


Ben Taub Program Completion Summary

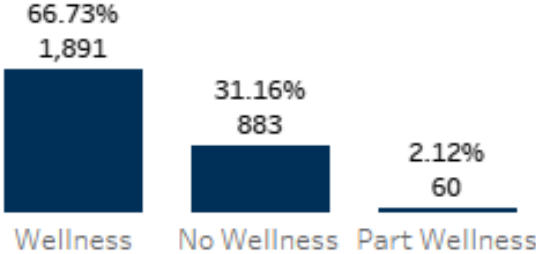
Premium Reward-Eligible Population

Premium Reward-Eligible Population = All full-time and part-time employees on the medical plan and spouses on the medical plan with medical enrollment date from March 1 – November 30, 2024

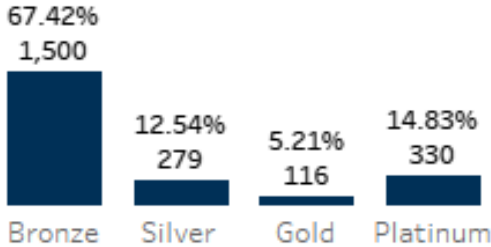
Completion status and medal level are individual designations for eligible employees and spouses. Since premium rates consider employees and spouses combined, the Employee Premium Rates graph only includes employees.



Employee Premium Rates



Medal Levels for Completed Participants



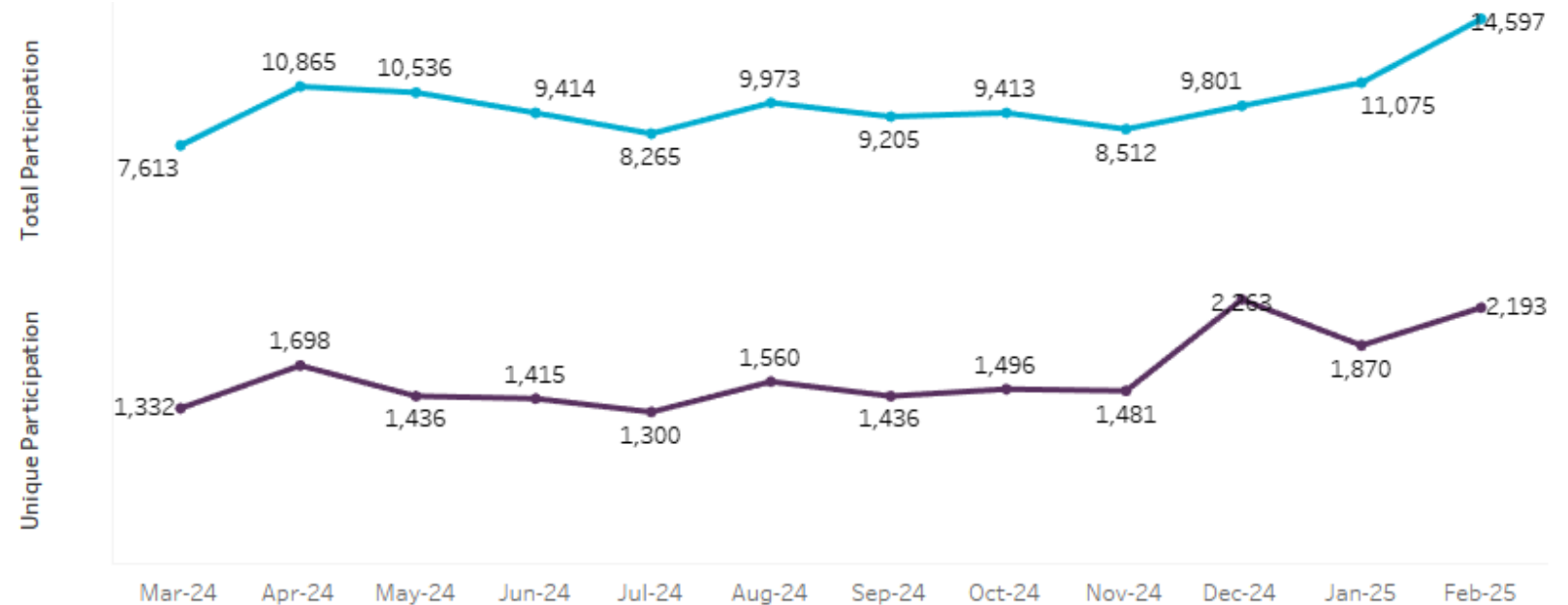
Ben Taub Program Participation Summary

Total Units of Service

Total Activities	21,942
Total Participation	119,269
Total Unique Participation	3,936
% Engaged	23.19%

*Total Activities is calculated by counting the number of dates for completed activities. It is higher for on-demand activities that can be completed on any date (ex. eLearning). It is lower for activities where there are multiple times offered within each date (ex. In-Person Employee Wellness Classes).

Total Participation includes all participants, including participants who participated multiple times in the same activity.



Ben Taub Program Participation Summary

Participation by Activity Category

Engaged Participants

3,936 23.19%

Highly Engaged Participants

2,373 13.98%

Average Number of Activities per Engaged Participant

30.30

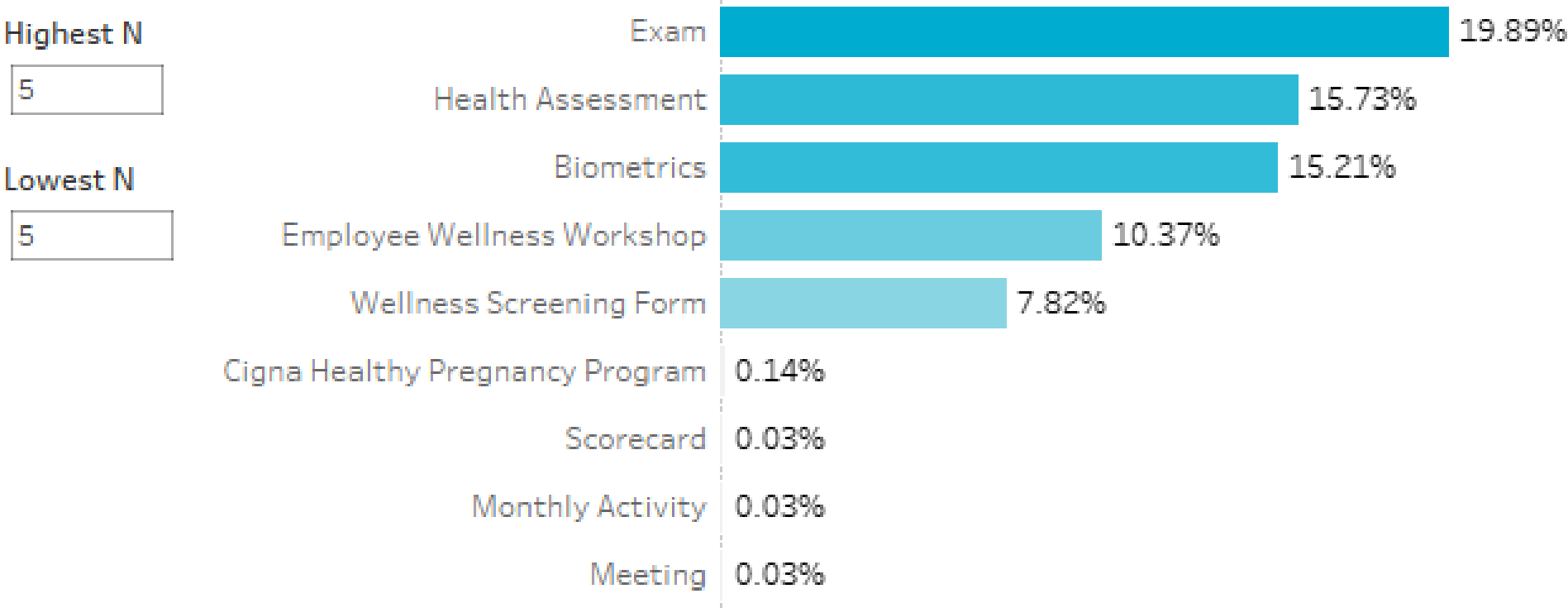
*Engaged participants completed at least 1 wellness activity. Highly engaged participants completed 9 or more wellness activities. The percentage is out of the total population.

Wellness Category	Total Activities	Total Participation	Total Unique Participation	% Engaged
Education	15,906	29,058	2,097	12.35%
Evaluation	30	827	827	4.87%
Health Coaching	241	332	223	1.31%
Healthy Living Program	539	5,030	735	4.33%
Healthy Measures	1,035	5,302	2,582	15.21%
Maternity Support	22	23	23	0.14%
One-on-One Sessions with an Expert	34	293	249	1.47%
Physical Activity	1,542	64,212	1,192	7.02%
Preventive Health	2,534	12,216	3,485	20.53%
Special Event	19	1,745	1,546	9.11%
Wellness Challenge	5	149	133	0.78%
Wellness Champions	35	82	5	0.03%
Grand Total	21,942	119,269	3,936	23.19%

Ben Taub Program Participation Summary

Activity Types with Highest and Lowest Engagement (YTD % Engaged)

Change the numbers in the Highest N and Lowest N fields below to adjust the rankings shown in the chart.



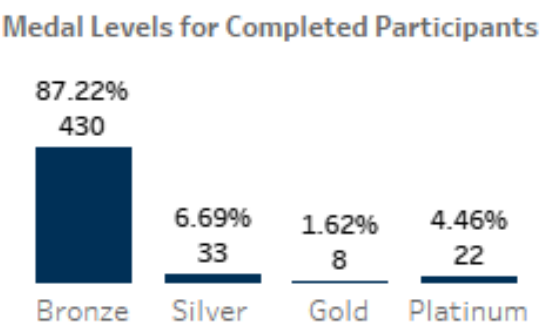
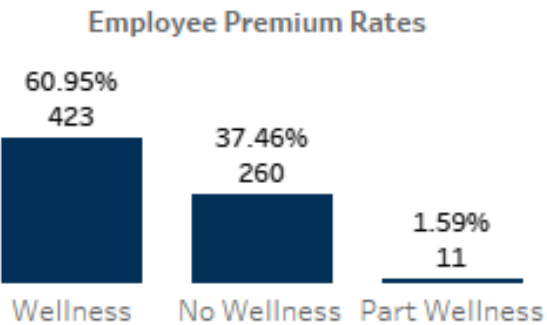
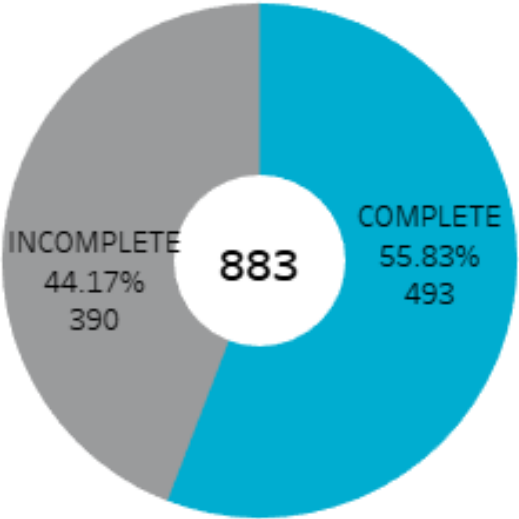
Community Health Choice Engagement

Community Health Choice Program Completion Summary

Program-Eligible Population

Program-Eligible Population = All full-time and part-time employees (on and off the medical plan) and spouses on the medical plan with medical enrollment date from March 1 – November 30, 2024

Completion status and medal level are individual designations for eligible employees and spouses. Since premium rates consider employees and spouses combined, the Employee Premium Rates graph only includes employees.

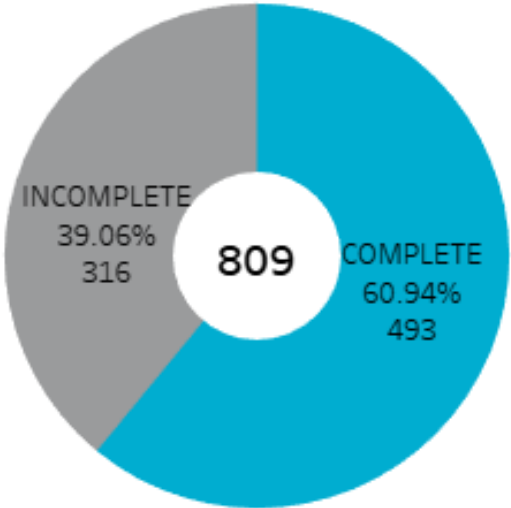


Community Health Choice Program Completion Summary

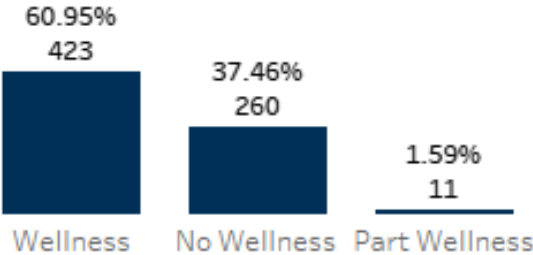
Premium Reward-Eligible Population

Premium Reward-Eligible Population = All full-time and part-time employees on the medical plan and spouses on the medical plan with medical enrollment date from March 1 – November 30, 2024

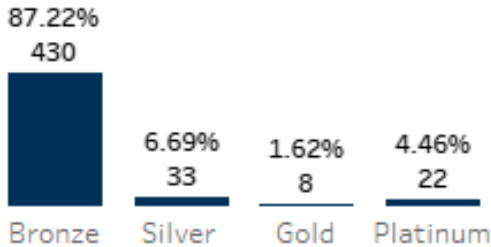
Completion status and medal level are individual designations for eligible employees and spouses. Since premium rates consider employees and spouses combined, the Employee Premium Rates graph only includes employees.



Employee Premium Rates



Medal Levels for Completed Participants



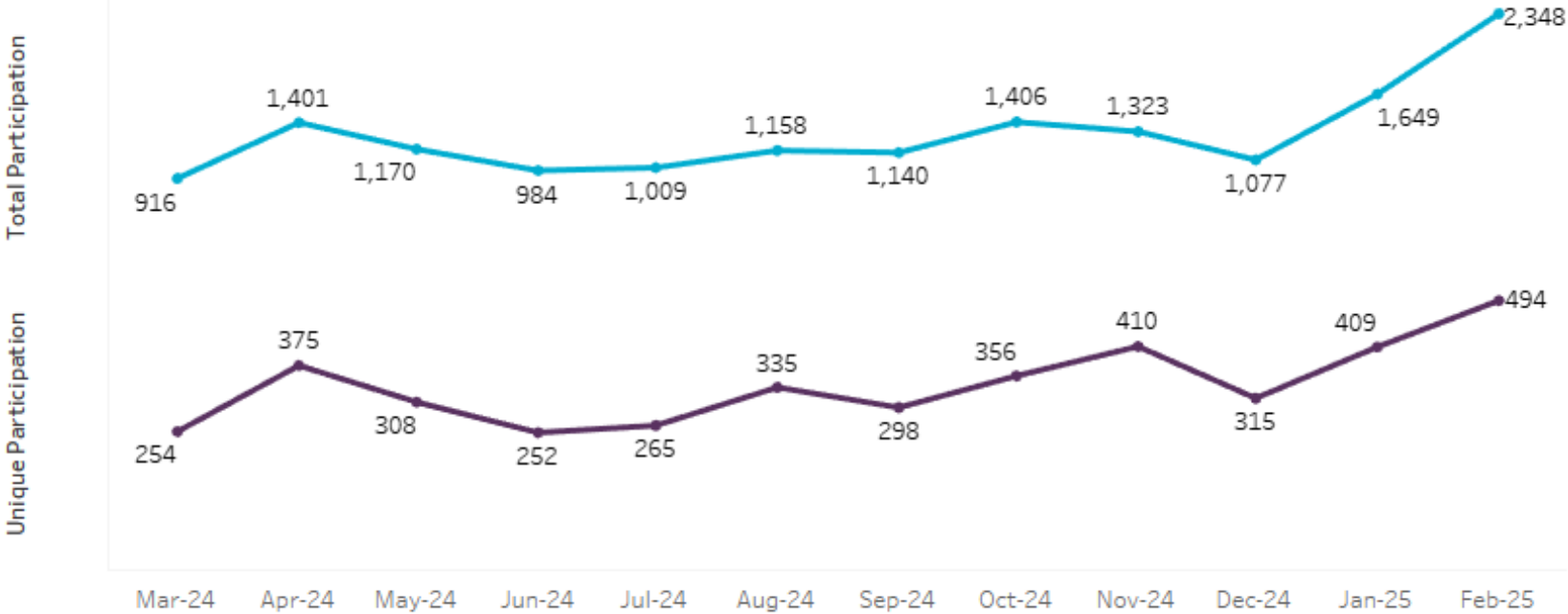
Community Health Choice Program Participation Summary

Total Units of Service

Total Activities	4,343
Total Participation	15,581
Total Unique Participation	952
% Engaged	5.61%

*Total Activities is calculated by counting the number of dates for completed activities. It is higher for on-demand activities that can be completed on any date (ex. eLearning). It is lower for activities where there are multiple times offered within each date (ex. In-Person Employee Wellness Classes).

Total Participation includes all participants, including participants who participated multiple times in the same activity.



Community Health Choice Program Participation Summary

Participation by Activity Category

Engaged Participants

952.0 5.61%

Highly Engaged Participants

502.0 2.96%

Average Number of Activities per Engaged Participant

16.37

*Engaged participants completed at least 1 wellness activity. Highly engaged participants completed 9 or more wellness activities. The percentage is out of the total population.

Wellness Category	Total Activities	Total Participation	Total Unique Participation	% Engaged
Education	1,238	2,449	431	2.54%
Evaluation	23	289	289	1.70%
Health Coaching	74	86	59	0.35%
Healthy Living Program	252	1,327	203	1.20%
Healthy Measures	526	1,033	547	3.22%
Maternity Support	4	4	4	0.02%
One-on-One Sessions with an Expert	23	100	85	0.50%
Physical Activity	685	6,853	253	1.49%
Preventive Health	1,485	3,071	846	4.98%
Special Event	7	297	226	1.33%
Wellness Challenge	5	51	43	0.25%
Wellness Champions	21	21	1	0.01%
Grand Total	4,343	15,581	952	5.61%

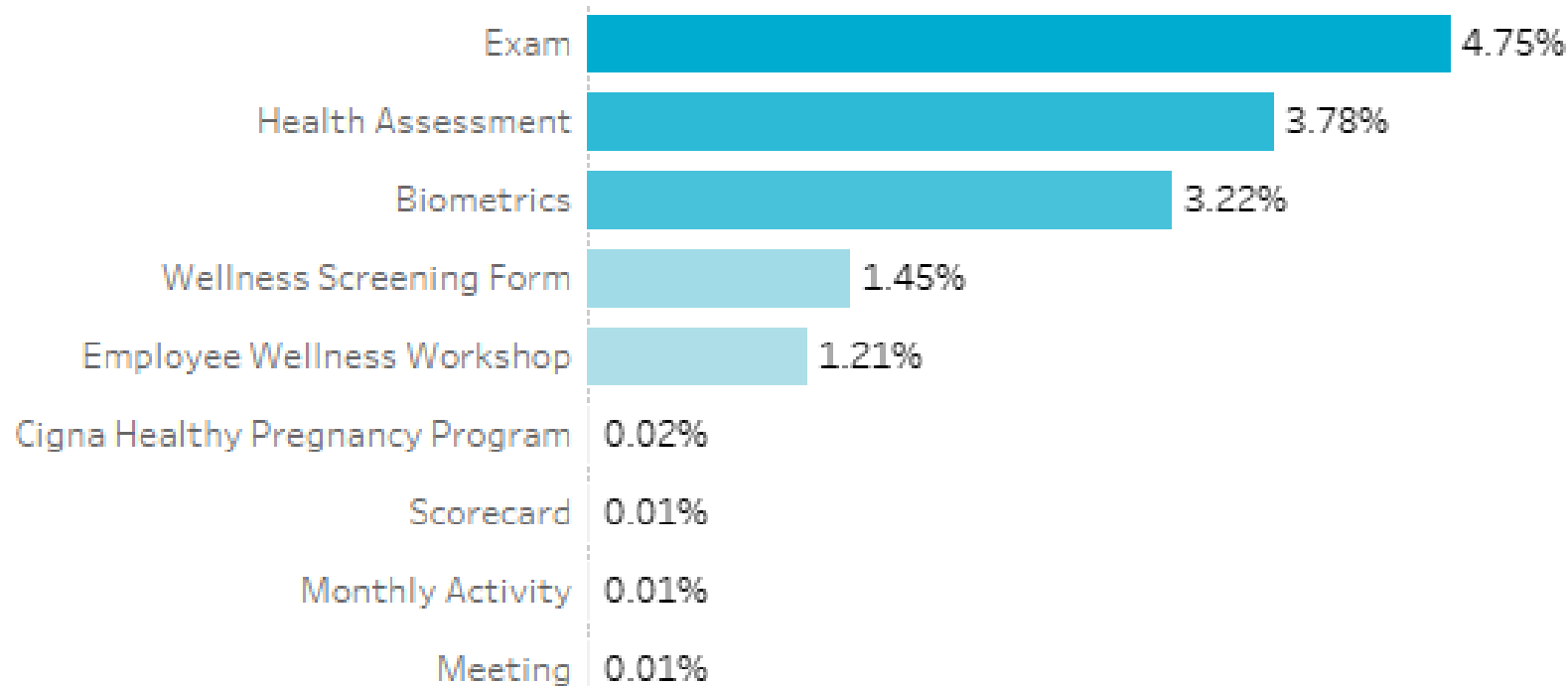
Community Health Choice Program Participation Summary

Activity Types with Highest and Lowest Engagement (YTD % Engaged)

Change the numbers in the Highest N and Lowest N fields below to adjust the rankings shown in the chart.

Highest N

Lowest N



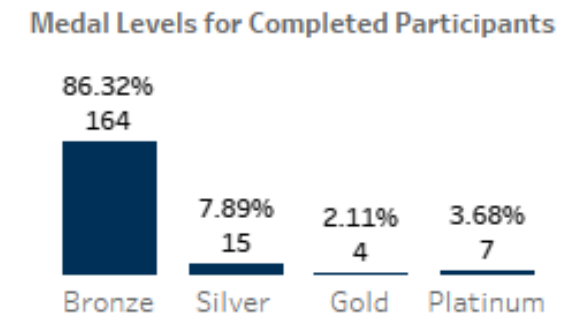
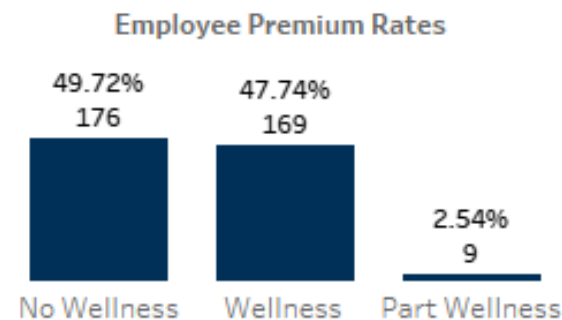
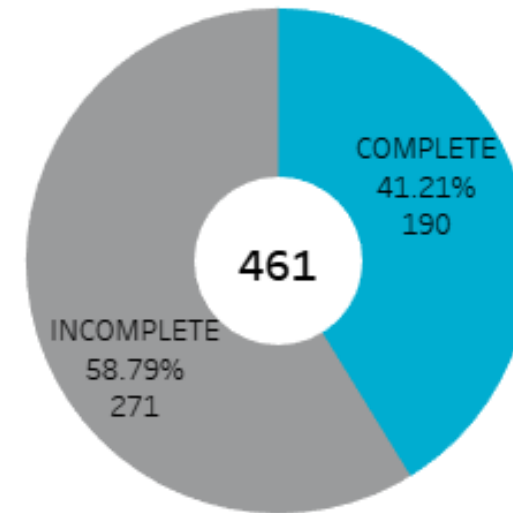
Harris County Sheriff's Office (Correctional Health) Engagement

Correctional Health Program Completion Summary

Program-Eligible Population

Program-Eligible Population = All full-time and part-time employees (on and off the medical plan) and spouses on the medical plan with medical enrollment date from March 1 – November 30, 2024

Completion status and medal level are individual designations for eligible employees and spouses. Since premium rates consider employees and spouses combined, the Employee Premium Rates graph only includes employees.

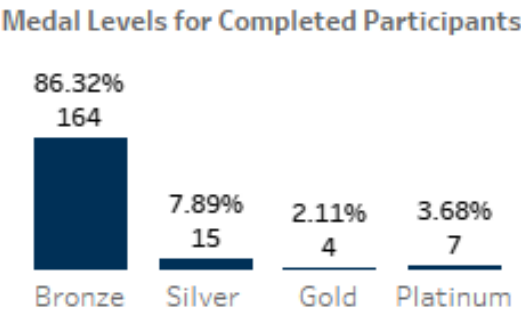
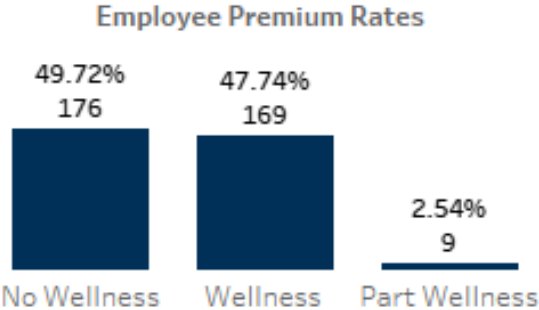
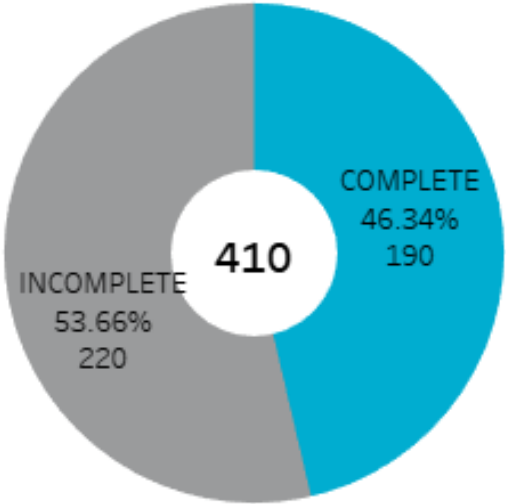


Correctional Health Program Completion Summary

Premium Reward-Eligible Population

Premium Reward-Eligible Population = All full-time and part-time employees on the medical plan and spouses on the medical plan with medical enrollment date from March 1 – November 30, 2024

Completion status and medal level are individual designations for eligible employees and spouses. Since premium rates consider employees and spouses combined, the Employee Premium Rates graph only includes employees.



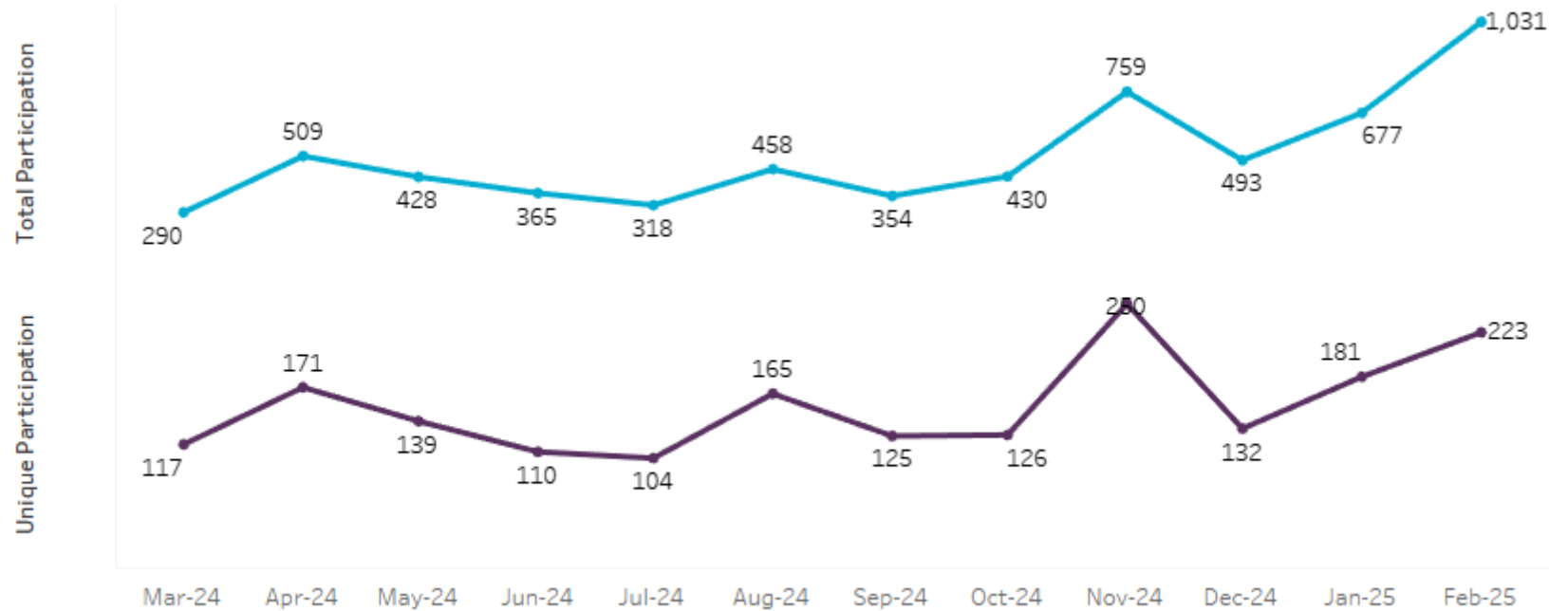
Correctional Health Program Participation Summary

Total Units of Service

Total Activities	3,617
Total Participation	6,112
Total Unique Participation	465
% Engaged	2.74%

*Total Activities is calculated by counting the number of dates for completed activities. It is higher for on-demand activities that can be completed on any date (ex. eLearning). It is lower for activities where there are multiple times offered within each date (ex. In-Person Employee Wellness Classes).

Total Participation includes all participants, including participants who participated multiple times in the same activity.



Correctional Health Program Participation Summary

Engaged Participants

465.0 2.74%

Highly Engaged Participants

201.0 1.18%

Average Number of Activities per Engaged Participant

13.14

*Engaged participants completed at least 1 wellness activity. Highly engaged participants completed 9 or more wellness activities. The percentage is out of the total population.

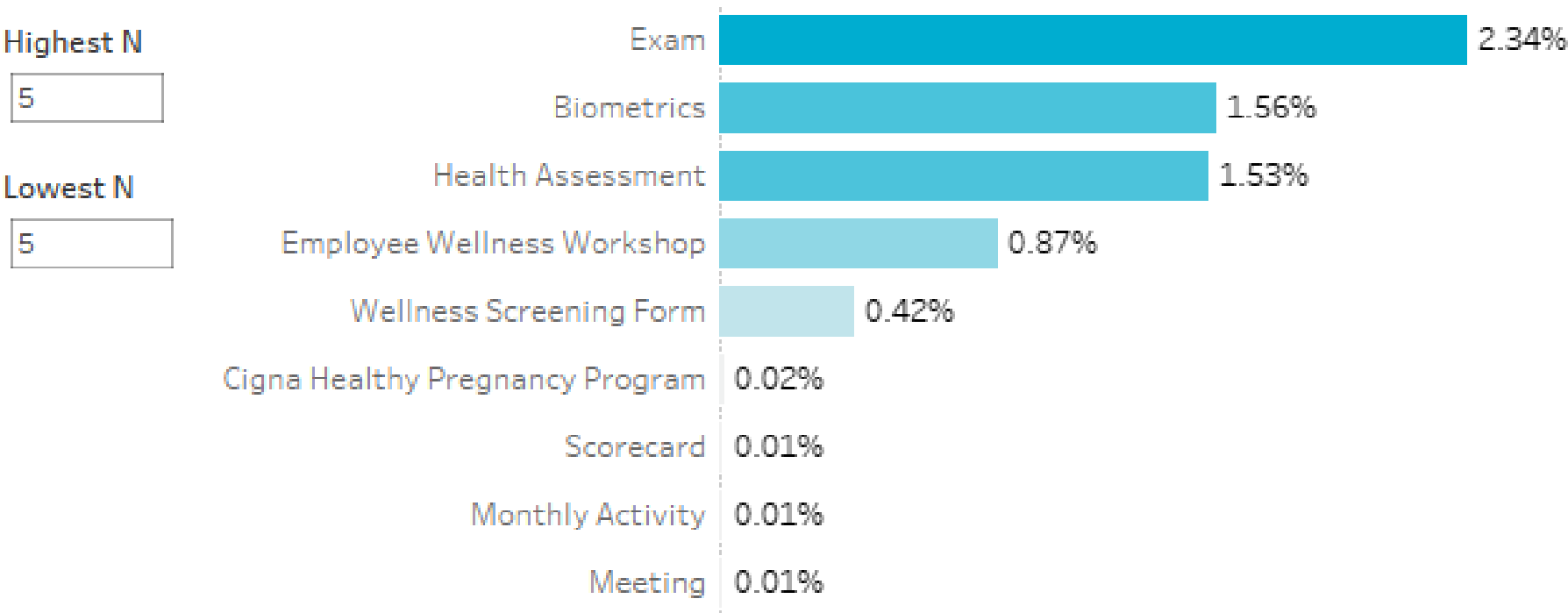
Participation by Activity Category

Wellness Category	Total Activities	Total Participation	Total Unique Participation	% Engaged
Education	1,808	2,024	208	1.23%
Evaluation	18	110	109	0.64%
Health Coaching	30	30	23	0.14%
Healthy Living Program	123	536	70	0.41%
Healthy Measures	285	387	264	1.56%
Maternity Support	3	3	3	0.02%
One-on-One Sessions with an Expert	7	73	65	0.38%
Physical Activity	424	1,413	55	0.32%
Preventive Health	880	1,280	417	2.46%
Special Event	7	213	184	1.08%
Wellness Challenge	4	9	7	0.04%
Wellness Champions	28	34	1	0.01%
Grand Total	3,617	6,112	465	2.74%

Correctional Health Program Participation Summary

Activity Types with Highest and Lowest Engagement (YTD % Engaged)

Change the numbers in the Highest N and Lowest N fields below to adjust the rankings shown in the chart.



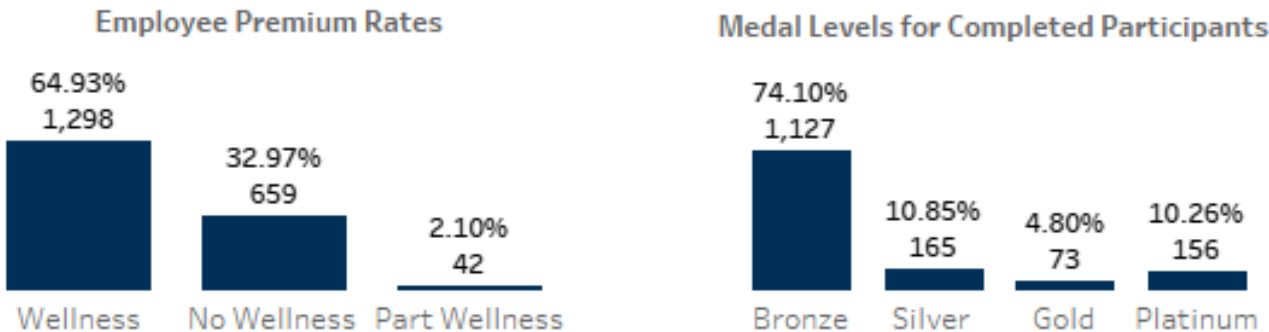
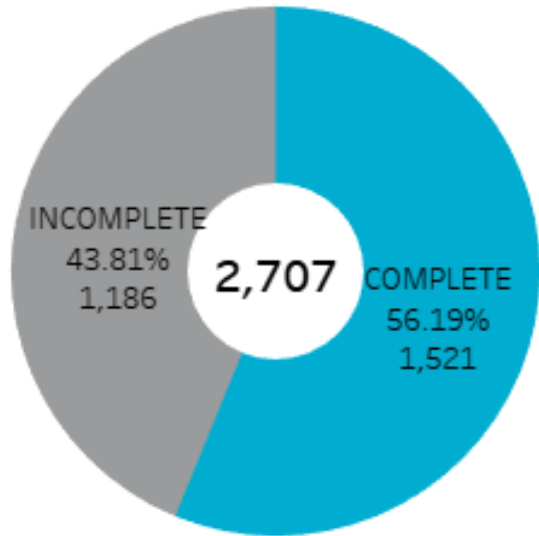
LBJ Engagement

LBJ Program Completion Summary

Program-Eligible Population

Program-Eligible Population = All full-time and part-time employees (on and off the medical plan) and spouses on the medical plan with medical enrollment date from March 1 – November 30, 2024

Completion status and medal level are individual designations for eligible employees and spouses. Since premium rates consider employees and spouses combined, the Employee Premium Rates graph only includes employees.

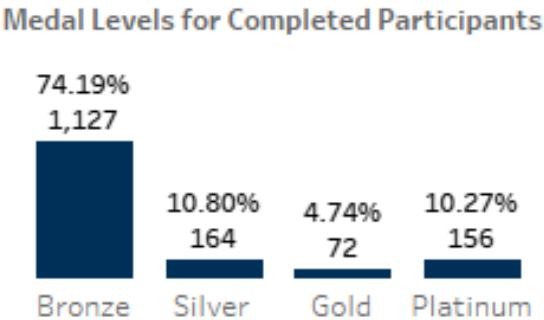
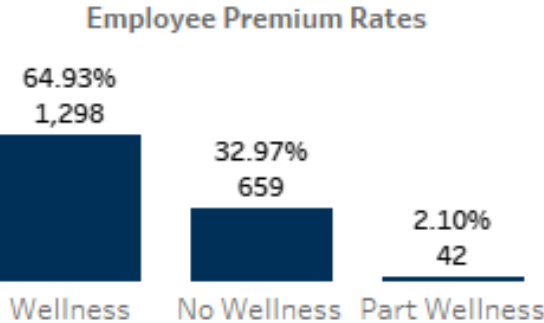
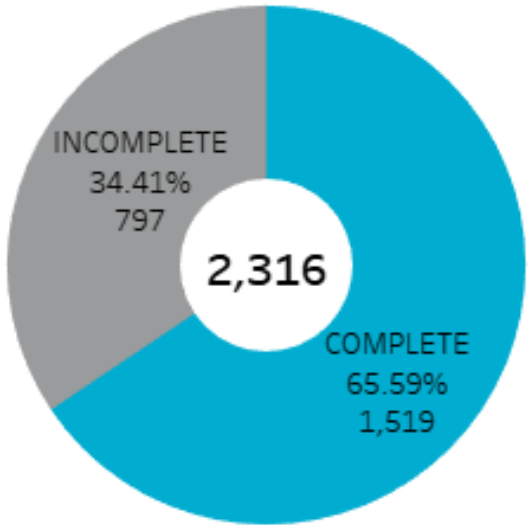


LBJ Program Completion Summary

Premium Reward-Eligible Population

Premium Reward-Eligible Population = All full-time and part-time employees on the medical plan and spouses on the medical plan with medical enrollment date from March 1 – November 30, 2024

Completion status and medal level are individual designations for eligible employees and spouses. Since premium rates consider employees and spouses combined, the Employee Premium Rates graph only includes employees.



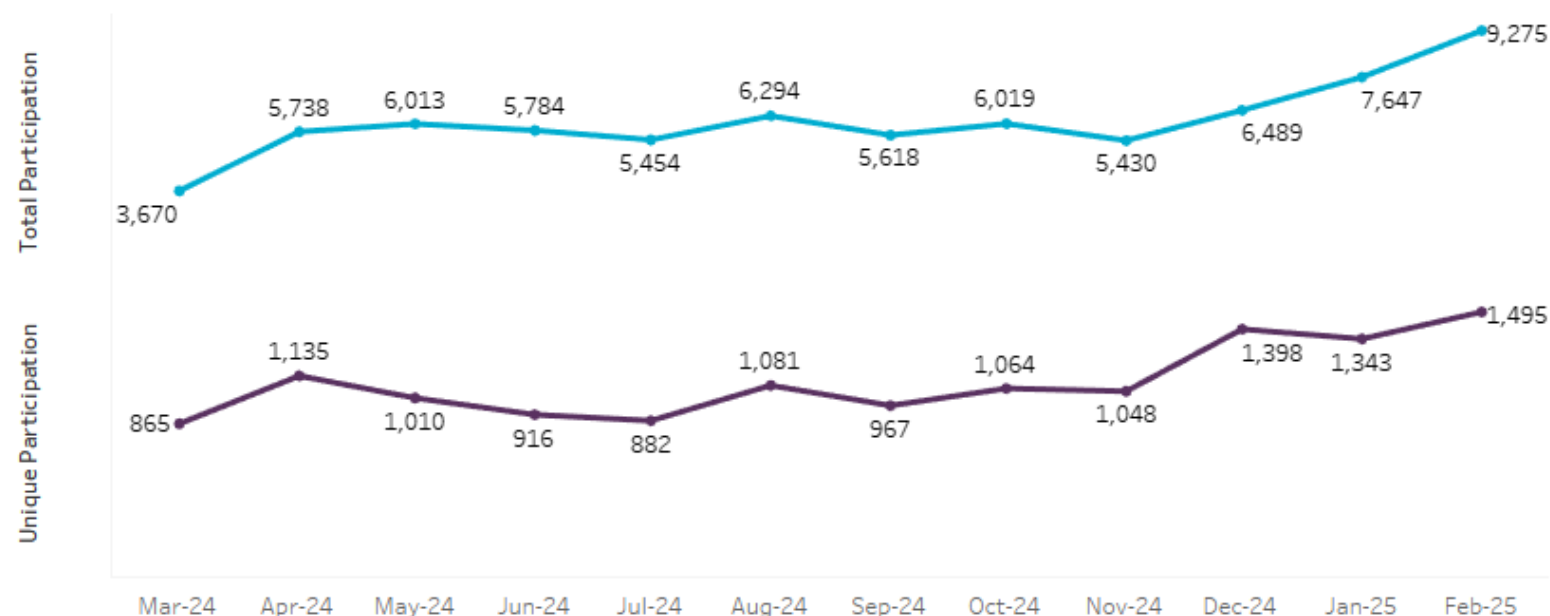
LBJ Program Participation Summary

Total Units of Service

Total Activities	14,262
Total Participation	73,431
Total Unique Participation	2,686
% Engaged	15.82%

*Total Activities is calculated by counting the number of dates for completed activities. It is higher for on-demand activities that can be completed on any date (ex. eLearning). It is lower for activities where there are multiple times offered within each date (ex. In-Person Employee Wellness Classes).

Total Participation includes all participants, including participants who participated multiple times in the same activity.



LBJ Program Participation Summary

Engaged Participants

2,686 15.82%

Highly Engaged Participants

1,633 9.62%

Average Number of Activities per Engaged Participant

27.34

*Engaged participants completed at least 1 wellness activity. Highly engaged participants completed 9 or more wellness activities. The percentage is out of the total population.

Participation by Activity Category

Wellness Category	Total Activities	Total Participation	Total Unique Participation	% Engaged
Education	9,134	14,200	1,340	7.89%
Evaluation	29	607	607	3.58%
Health Coaching	201	268	185	1.09%
Healthy Living Program	485	3,892	594	3.50%
Healthy Measures	947	3,519	1,748	10.30%
Maternity Support	8	8	8	0.05%
One-on-One Sessions with an Expert	33	317	266	1.57%
Physical Activity	1,063	40,770	761	4.48%
Preventive Health	2,298	8,584	2,415	14.23%
Special Event	18	958	804	4.74%
Wellness Challenge	6	147	132	0.78%
Wellness Champions	40	161	7	0.04%
Grand Total	14,262	73,431	2,686	15.82%

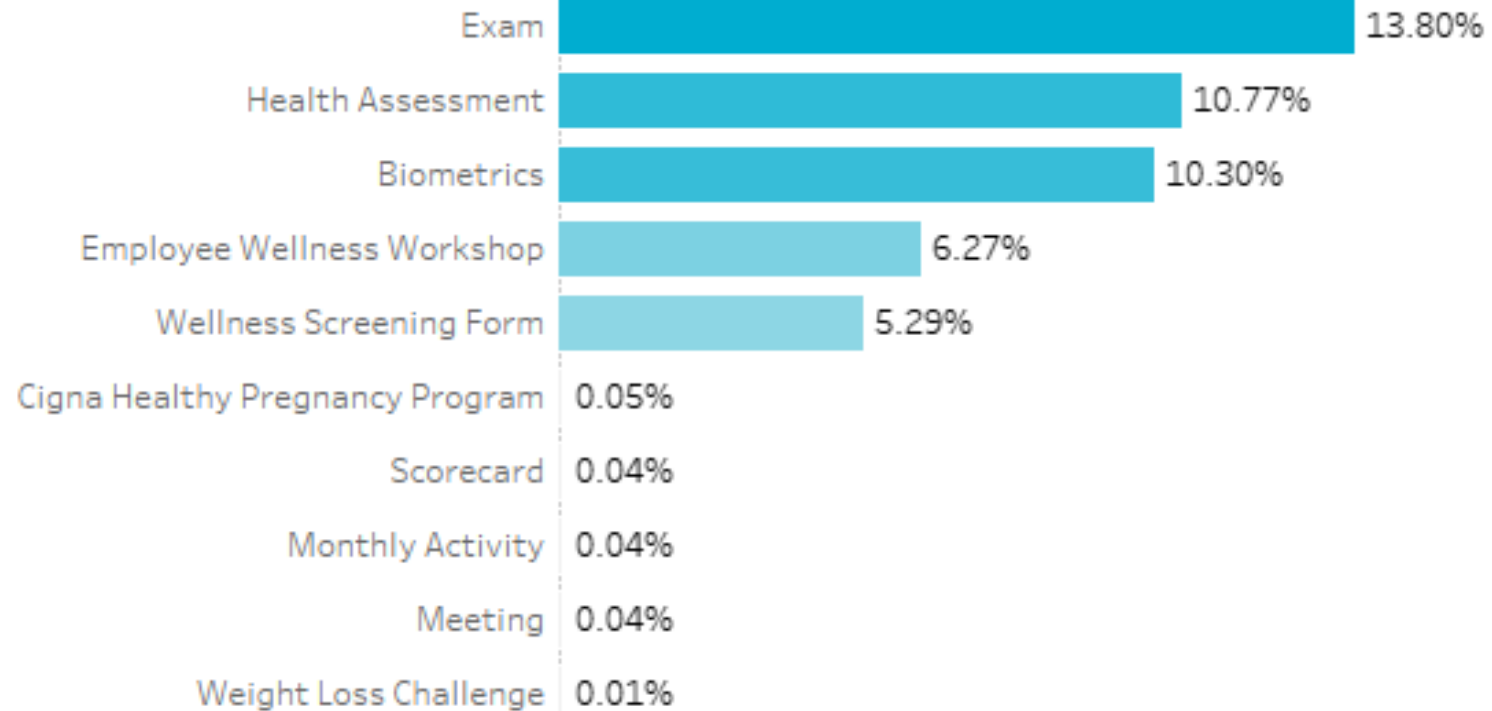
LBJ Program Participation Summary

Activity Types with Highest and Lowest Engagement (YTD % Engaged)

Change the numbers in the Highest N and Lowest N fields below to adjust the rankings shown in the chart.

Highest N

Lowest N



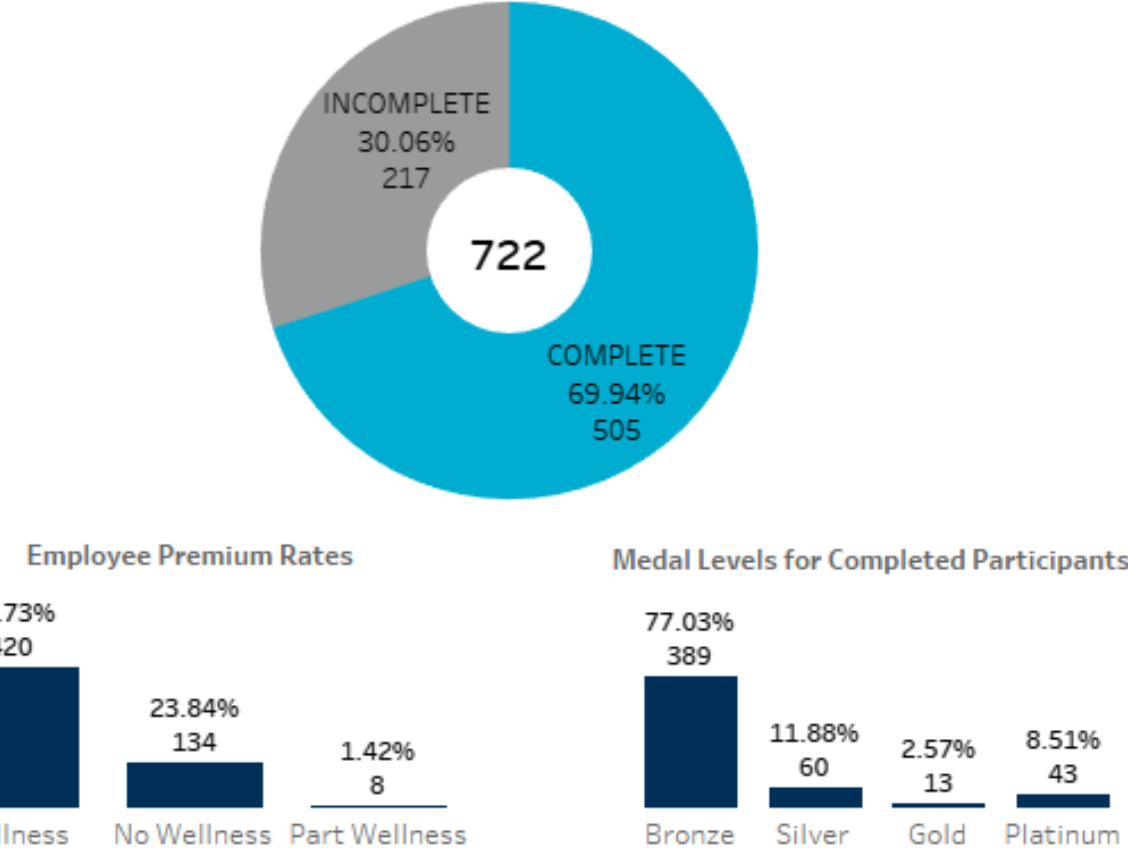
Telecommute Engagement

Telecommute Program Completion Summary

Program-Eligible Population

Program-Eligible Population = All full-time and part-time employees (on and off the medical plan) and spouses on the medical plan with medical enrollment date from March 1 – November 30, 2024

Completion status and medal level are individual designations for eligible employees and spouses. Since premium rates consider employees and spouses combined, the Employee Premium Rates graph only includes employees.

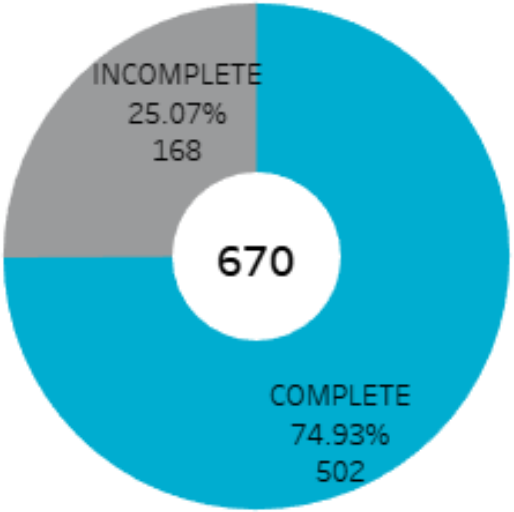


Telecommute Program Completion Summary

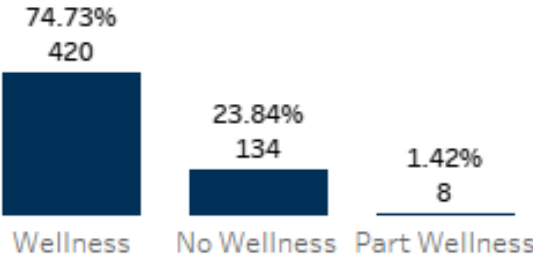
Premium Reward-Eligible Population

Premium Reward-Eligible Population = All full-time and part-time employees on the medical plan and spouses on the medical plan with medical enrollment date from March 1 – November 30, 2024

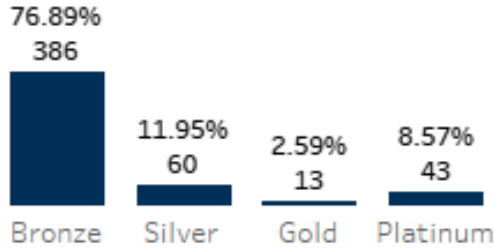
Completion status and medal level are individual designations for eligible employees and spouses. Since premium rates consider employees and spouses combined, the Employee Premium Rates graph only includes employees.



Employee Premium Rates



Medal Levels for Completed Participants



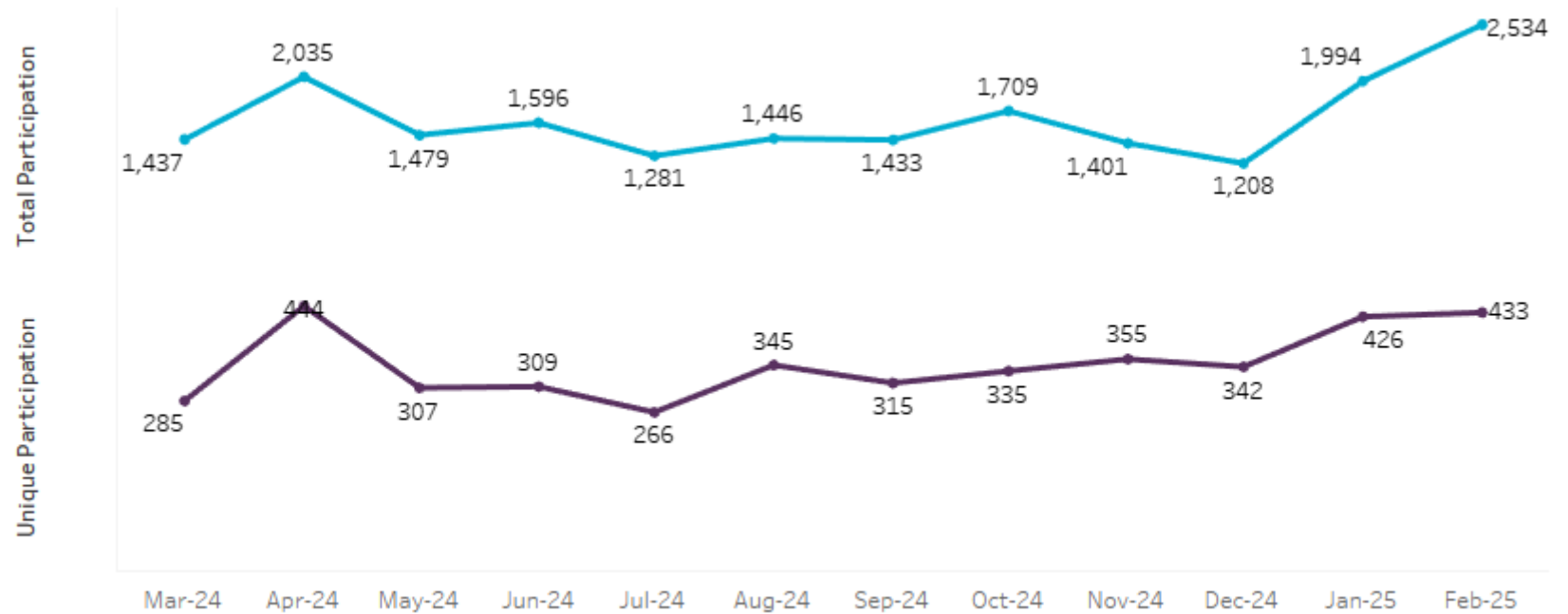
Telecommute Program Participation Summary

Total Units of Service

Total Activities	5,176
Total Participation	19,553
Total Unique Participation	774
% Engaged	4.56%

*Total Activities is calculated by counting the number of dates for completed activities. It is higher for on-demand activities that can be completed on any date (ex. eLearning). It is lower for activities where there are multiple times offered within each date (ex. In-Person Employee Wellness Classes).

Total Participation includes all participants, including participants who participated multiple times in the same activity.



Telecommute Program Participation Summary

Engaged Participants

774.0 4.56%

Highly Engaged Participants

509.0 3.00%

Average Number of Activities per Engaged Participant

25.26

*Engaged participants completed at least 1 wellness activity. Highly engaged participants completed 9 or more wellness activities. The percentage is out of the total population.

Participation by Activity Category

Wellness Category	Total Activities	Total Participation	Total Unique Participation	% Engaged
Education	2,069	4,403	413	2.43%
Evaluation	20	316	316	1.86%
Health Coaching	84	94	60	0.35%
Healthy Living Program	225	1,514	200	1.18%
Healthy Measures	576	1,014	517	3.05%
Maternity Support	2	2	2	0.01%
One-on-One Sessions with an Expert	24	56	35	0.21%
Physical Activity	706	9,030	269	1.58%
Preventive Health	1,411	2,753	711	4.19%
Special Event	14	184	155	0.91%
Wellness Challenge	6	55	49	0.29%
Wellness Champions	39	132	5	0.03%
Grand Total	5,176	19,553	774	4.56%

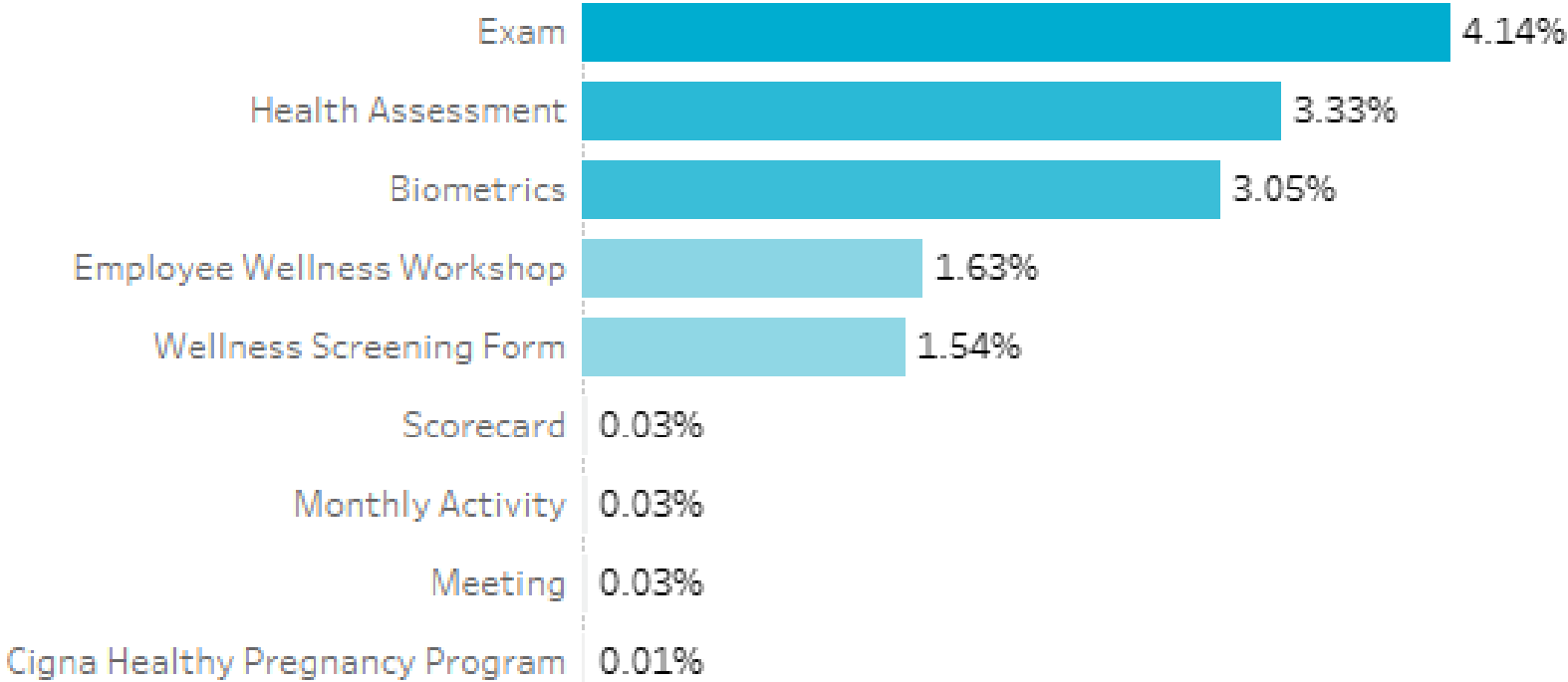
Telecommute Program Participation Summary

Activity Types with Highest and Lowest Engagement (YTD % Engaged)

Change the numbers in the Highest N and Lowest N fields below to adjust the rankings shown in the chart.

Highest N

Lowest N



Population Health Results

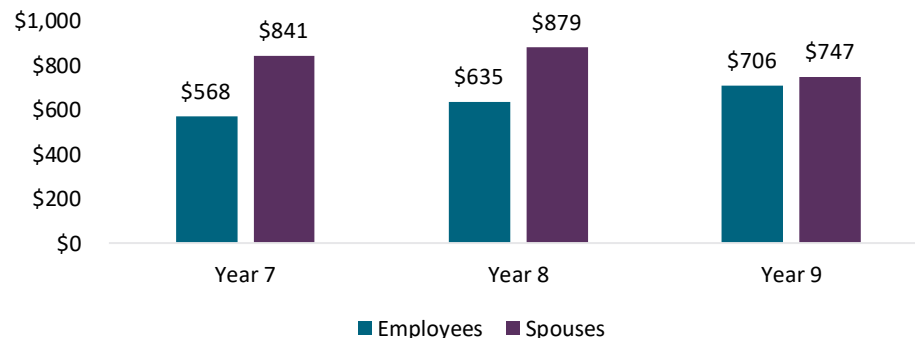
Population Health & Wellness - Active Employees

Population Health Status

Prospective Risk Score	Incurred 9/2021 – 8/2022, Paid through 10/2022	Incurred 3/2023 – 2/2024, Paid through 4/2024	Incurred 3/2024 – 2/2025, Paid through 4/2025	Trend
Employees	1.70	1.80	1.83	↑ .03
Spouses	2.05	2.16	2.14	↓ .02

Average Per Member Per Month (PMPM) Medical & Rx Claims	Incurred 9/2021 – 8/2022, Paid through 10/2022	Incurred 3/2023 – 2/2024, Paid through 4/2024	Incurred 3/2024 – 2/2025, Paid through 4/2025	% Trend	\$ Trend
Employees	\$568	\$635	\$706	↑ 11.1%	↑ \$70.25 PMPM
Spouses	\$841	\$879	\$747	↓ 15.0%	↓ \$131.74 PMPM

Average Per Member Per Month (PMPM)
Medical & Rx Claims



- Prospective risk score averages remained relatively consistent with prior year (employee risk increased by 0.03 while spouse risk decreased by 0.02), but HH is continuing to see consistently elevated risk levels due to higher prevalence of chronic conditions, worsening biometric risks, and more members with severe risk scores (>30).
- Spouses continue to cost the organization more than employees, making it important to engage them in plan programs as well.

Population Health Statistics

Chronic Conditions

	September 2021 – August 2022			March 2023 – February 2024			March 2024 – February 2025				
Top 3 Chronic Conditions	% Prevalence	#	Average Paid Per Claimant	% Prevalence	#	Average Paid Per Claimant	% Prevalence	#	Average Paid Per Claimant	Trends in Prevalence	Trends in Cost
Hypertension	18.1%	3,202	\$14,731	18.6%	3,462	\$14,834	19.5%	2,980	\$15,309	↑ 4.8%	↑ 3.2%
Diabetes	10.7%	1,887	\$16,082	10.4%	1,940	\$17,379	11.2%	1,711	\$18,226	↑ 7.3%	↑ 4.9%
Hyperlipidemia	15.3%	2,695	\$14,083	19.2%	3,573	\$12,700	21.5%	3,296	\$12,573	↑ 12.3%	↓ 1.0%

Actions:

- Programs to improve or eliminate chronic conditions;
 - Livongo Diabetes Management Program: 49.5% engaged; a 5.5% decrease from the prior program year (984 members enrolled out of 1,988 people identified with Diabetes)
 - Livongo Hypertension Management Program: 44.7% engaged; a 2.31% decrease from the prior program year (1,566 members enrolled out of 3,504 people identified with Hypertension)
 - Livongo Prediabetes Program: 34.33%; a 1.3% increase from the prior program year (641 members enrolled out of 1,867 people identified with Pre-Diabetes)
 - On-site classes, workshops etc.
- Continue to promote relationship with PCP to increase annual physical rate and physician involvement in Chronic Condition Management

Data source: Alliant Analytics; incurred September 2021 – August 2022, paid through October 2022; incurred March 2023 – February 2024, paid through April 2024; incurred March 2024 – February 2025, paid through April 2025. Excluding post-65 retirees, Grandfathered disabled & COBRA. Does not include capitated costs.

Population Health Statistics

Preventive Care Statistics

	September 2021 – August 2022				March 2023 – February 2024				March 2024 – February 2025					
Preventive Screenings	Compliance Rate – EE	Eligible EE	Compliance Rate - SP	Eligible SP	Compliance Rate – EE	Eligible EE	Compliance Rate - SP	Eligible SP	Compliance Rate – EE	Eligible EE	Compliance Rate - SP	Eligible SP	EE Trend	SP Trend
Annual Physical	76.00%	9,299	81.47%	1,873	78.05%	9,932	85.71%	1,791	76.56%	8,147	93.04%	1,436	-2%	9%
Mammogram	81.98%	4,179	71.74%	414	82.12%	4,351	74.75%	396	82.14%	3,690	77.08%	336	0%	3%
Cervical Cancer Screening	86.94%	6,020	80.86%	533	87.38%	6,393	82.58%	528	87.19%	5,308	82.88%	438	0%	0%
Colorectal Screening	70.79%	4,485	65.68%	1,119	74.38%	4,618	69.31%	1,072	75.99%	3,869	72.37%	865	2%	4%
Prostate Screening*	77.31%	864	80.65%	620	77.05%	880	82.44%	581	76.30%	713	79.65%	457	-1%	-3%

*2020 Prostate Screening criteria updated: Males age greater than 49 with PSA test in last 24 months

** Preventive screenings likely impacted by COVID Pandemic

Preventive care utilization for employees and spouses was 84.72%, in line with both FY24 and FY25

Notes:

Employee compliance includes participants that were not eligible for premium rewards. 82.39% of eligible employees and spouses completed a physical

Data source: Alliant Analytics; incurred September 2021 – August 2022, paid through October 2022; incurred March 2023 – February 2024, paid through April 2024; incurred March 2024 – February 2025, paid through April 2025. Excluding post-65 retirees, Grandfathered disabled & COBRA. Mammogram within last 24 months.

Population Health Statistics

Preventive Care Statistics

	March 2023 – February 2024					March 2024 – February 2025					
Preventive Screenings	Compliance Rate - EE	Eligible EE	Compliance Rate – SP	Eligible SP	Total Compliance Rate (EE & SP)	Compliance Rate - EE	Eligible EE	Compliance Rate - SP	Eligible SP	Total Compliance Rate (EE & SP)	Trend
Annual Dental Exam	42%	11,555	29%	3,522	39.1%	42%	11,949	28%	3,729	38.2%	↓ 0.9%
Annual Vision Exam	40%	11,278	26%	3,529	36.6%	39%	11,597	25%	3,666	35.7%	↓ 0.9%

Data source: MetLife and Davis Vision/Versant Health

Population Health Statistics

Metabolic Syndrome

Risk Factors	<u>Prospective Risk Score: 2.38</u>	FY26 Prevalence
Fasting glucose ≥ 100 mg/dL or on medicine to treat high glucose		37.3%
Blood Pressure $\geq 130/85$ mmHg or on medicine to treat high blood pressure		16.3%
HDL (men < 40 mg/dL and women < 50 mg/dL) or on medicine to treat low HDL		28.6%
Triglycerides ≥ 150 mg/dL or on medicine to treat high triglycerides		19.9%
Large Waist (males > 40 ", females > 35 ")		39.1%

- 454 members (11.9% of total population with sufficient biometric data in last 12 months) meet Metabolic Syndrome criteria (3 out of 5 risk factors).
- The average cost* of a member with Metabolic Syndrome (Med & Rx) is \$5,161 per year, versus \$4,397 per year for a member without Metabolic Syndrome.
- Potential cost avoidance = \$346,996 (454 * \$764)

Actions:

- Livongo Prediabetes Program
- Wondr Health™ engagement
- Nurse outreach
- PCP visits and clinical management
- Well Powered Living Program
- Wellness Workshops
- Employee Wellness Classes
- Healthy cooking classes

Data source: Alliant Analytics; incurred March 2024 – February 2025, paid through April 2025. Excluding post-65 retirees, Grandfathered disabled & COBRA. Includes dependents. 3,820 members with sufficient biometric data for this analysis. *Average cost calculated over the entire duration of the member's data in Alliant Analytics, not just for the most recent wellness year, then converted to a per year claims amount.

Population Health Statistics – Biometrics Risks

Biometric	Biometric Description	March 2023 – February 2024			March 2024 – February 2025			Trends
		% At risk	% High Risk	%Total (At Risk + High Risk)	% At risk	% High Risk	%Total (At Risk + High Risk)	
BMI	At Risk: 25-29 High Risk: ≥ 30	30.5%	47.7%	78.1%	30.8%	49.1%	79.9%	↑ 1.8%
Waist Circumference	Women: ≥ 35 inches Men: ≥ 40 inches	53.6% F 31.6% M	--	47.1%	53.5% M 29.0% F	--	46.4%	↓ 0.7%
Cholesterol	At Risk: 200-239 mg/dL High Risk: ≥ 240 mg/dL	22.1%	9.9%	32.0%	28.1%	10.2%	38.2%	↑ 6.2%
HDL	Women: < 50 mg/dL Men: < 40 mg/dL	31.5% F 27.9% M	--	30.4%	27.7% F 25.5% M	--	27.0%	↓ 3.4%
LDL	At Risk: 100-159 mg/dL High Risk: ≥ 160 mg/dL	49.9%	7.5%	57.3%	52.1%	8.9%	61.0%	↑ 3.6%
Triglycerides	At Risk: 150-199 mg/dL High Risk: ≥ 200 mg/dL	11.7%	8.1%	19.9%	10.2%	8.9%	19.1%	↓ 0.8%
Glucose [Fasting]	At-Risk: 100-125 mg/dL High-Risk: ≥ 126 mg/dL	24.5%	14.2%	38.7%	24.4%	12.9%	37.3%	↓ 1.4%
Blood Pressure	At-Risk: $\geq 120/80$, but not $\geq 140/90$ High-Risk: $\geq 140/90$	36.6%	7.4%	44.0%	37.9%	6.3%	44.2%	↑ 0.2%

Data sources: Alliant Analytics; HRA/Biometrics Report; incurred March 2023 – February 2024, paid through April 2024; incurred March 2024 – February 2025, paid through April 2025. Excluding post-65 retirees, grandfathered disabled & COBRA. Biometric data not available for all enrolled members during the wellness year (percentages above are based on the number of members meeting the at risk or high risk criteria out of all members with reported biometric data).

Population Health Statistics-Lifestyle Risks

Biometric	Biometric Description	March 2023 – February 2024			March 2024 – February 2025			Trends
		% At risk	% High Risk	% Total (At Risk + High Risk)	% At risk	% High Risk	% Total (At Risk + High Risk)	
Physical Activity*	At Risk: 1-4 times (<150 min.) /week High Risk: 0 times/week	66.7%	7.6%	74.3%	67.1%	8.1%	75.2%	↑ 0.9%
Tobacco Use*	High Risk: Current Tobacco user	--	3.1%	3.1%	--	3.1%	3.1%	→ 0.0%
Nutrition*	At Risk: 1-2 servings of fruit, vegetables & high fiber foods/day High Risk: Rarely or never eats fruit, vegetables & high fiber foods/day	50.9%	2.9%	53.8%	52.5%	3.1%	55.6%	↑ 1.8%
Stress*	At Risk: Sometimes stressed High Risk: High Stress	32.2%	8.7%	40.9%	32.8%	8.7%	41.5%	↑ 0.6%

*Although the data collected above is self-reported, it still gives insight into the habits of the population.

- Key Insights:
 - Increasing physical activity is effective in lowering the prevalence of cardiovascular disease, certain cancers, diabetes and certain mental and nervous disorders.
 - Poor Nutrition is one of the primary unhealthy lifestyle behaviors contributing to hypertension in working age adults

Data source: Alliant Analytics, HRA Report; incurred March 2023 – February 2024, paid through April 2024; incurred March 2024 – February 2025, paid through April 2025. Excluding post-65 retirees & COBRA. *Self-reported questionnaire.*

Employee/Retiree versus Spouse Cost & Risk Analysis

Demographics

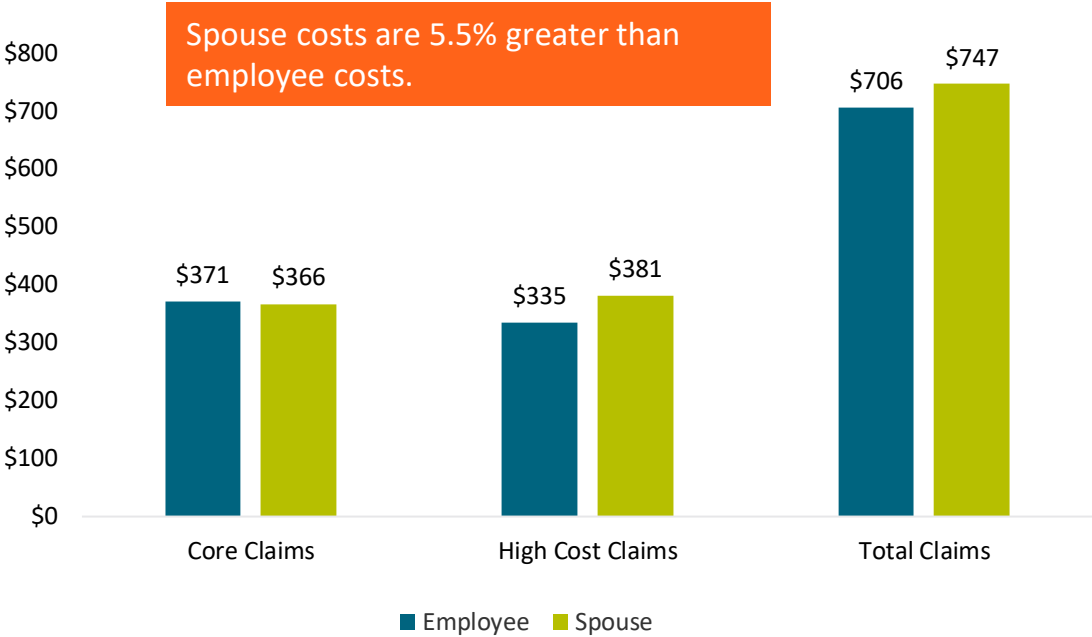
	Age	% Female	Prospective Risk Score
Employee	44.5	75.6%	1.83
Spouse	49.5	33.4%	2.14

Average risk score is 1.88

Chronic Conditions (Program Year)

Top 3 Chronic Conditions	Spouses Prevalence	Number of Spouses	Employees Prevalence	Number of Employees
Hypertension	35%	505	30%	2,419
Diabetes	22%	311	17%	1,355
Hyperlipidemia	41%	591	32%	2,588

Cost Per Member Per Month PMPM



Actions:

- Livongo Diabetes Management Program
- Livongo Hypertension Management Program
- Livongo Prediabetes Program
- Wondr Health™ Weight Management Program
- Required spouse engagement for Premium Rewards Program

Data source: Alliant Analytics, incurred February 2024 – March 2025, paid through April 2025. Excluding post-65 retirees, Grandfathered disabled & COBRA. Cost includes medical and pharmacy. Does not include capitated costs.

Chronic Conditions Prevalence – Employee Population

	FY25: Mar 2023 through Feb 2024		FY26: Mar 2024 through Feb 2025		
Chronic Condition	# With Condition	% of Members	# With Condition	% of Members	Trend FY26 vs FY25
Hyperlipidemia	2,853	28.73%	2,588	31.77%	3.04%
Hypertension	2,826	28.45%	2,419	29.69%	1.24%
Diabetes	1,529	15.39%	1,355	16.63%	1.24%
Blood Disorders	1,213	12.21%	1,144	14.04%	1.83%
Morbid Obesity	1,081	10.88%	996	12.23%	1.34%
Lower Back Pain	758	7.63%	734	9.01%	1.38%
Metabolic Disorders	735	7.40%	708	8.69%	1.29%
Chronic Pain	519	5.23%	549	6.74%	1.51%
Depression	541	5.45%	516	6.33%	0.89%
Asthma	530	5.34%	478	5.87%	0.53%
Osteoarthritis	491	4.94%	464	5.70%	0.75%
Liver Diseases	366	3.69%	375	4.60%	0.92%
Cancer	311	3.13%	272	3.34%	0.21%
CAD	202	2.03%	202	2.48%	0.45%
Immune Disorders	152	1.53%	162	1.99%	0.46%
CKD	162	1.63%	150	1.84%	0.21%
ADHD	148	1.49%	146	1.79%	0.30%
Rheumatoid Arthritis	103	1.04%	81	0.99%	-0.04%
Congestive Heart Failure	101	1.02%	76	0.93%	-0.08%
HIV/AIDS	101	1.02%	72	0.88%	-0.13%
Peripheral Vascular Disease	77	0.78%	69	0.85%	0.07%
Atrial Fibrillation	76	0.77%	69	0.85%	0.08%
Inflammatory Bowel Disease	51	0.51%	42	0.52%	0.00%
Metabolic Syndrome	54	0.54%	33	0.41%	-0.14%
Eating Disorders	30	0.30%	31	0.38%	0.08%
COPD	29	0.29%	31	0.38%	0.09%
Sickle Cell Disease	32	0.32%	30	0.37%	0.05%
Affective Psychosis	39	0.39%	28	0.34%	-0.05%
Paralysis Other	21	0.21%	16	0.20%	-0.02%
Demyelinating Diseases	17	0.17%	11	0.14%	-0.04%

Chronic condition prevalence within the Harris Health EE population grew as a percentage of the overall population, with increases in prevalence for several of the most common chronic conditions (including hyperlipidemia, hypertension, and diabetes).

Environment & Culture

Environment and Culture

- 87.46% of employees believe that Harris Health cares about their health and well-being, a 0.15% increase from the prior year.
- 86.22% of employees believe there is a culture of health and wellness within Harris Health, a 0.37% decrease from the prior program year.

Harris Health Employee Wellness Survey 2025

TOPIC	2017	2018	2019	2020	2021	2022	2023	2024	2025	Trend
Harris Health cares about the health and well-being of employees.	80.32%	88.54%	89.87%	86.29%	89.72%	87.57%	89.19%	87.31%	87.46%	↑ 0.15%
There is a culture of health and wellness within Harris Health.	75.54%	86.30%	87.38%	86.58%	88.75%	84.67%	88.11%	86.59%	86.22%	↓ -0.37%
The managers in my department support employees' participation in the wellness program.	N/A	74.42%	77.36%	76.16%	74.07%	73.02%	77.53%	76.89%	77.53%	↑ 0.64%
The managers in my department care about the health and well-being of employees.	N/A	77.50%	78.18%	78.60%	79.20%	76.02%	79.76%	79.02%	79.31%	↑ 0.29%

Survey Data

2017 total survey responses: 2,206	Survey conducted 5/5/17-6/7/17 (with Benefits)
2018 total survey responses: 3,562	Survey conducted 3/30/18-4/30/18
2019 total survey responses: 4,670	Survey conducted 3/30/19-4/30/19
2020 total survey responses: 4,324	Survey conducted: 3/30/2020 - 4/30/2020
2021 Total Survey Responses: 1,829	Survey conducted: 3/30/21-4/30/21
2022 Total Survey Responses: 1,162	Survey conducted: 3/30/2022 - 4/30/2022
2023 Total Survey Responses: 2,334	Survey conducted: 3/30/2023 - 4/30/2023
2024 Total Survey Responses: 4,682	Survey conducted: 3/30/2024 - 4/30/2024
2025 Total Survey Responses: 4,279	Survey conducted: 3/30/2025 - 4/30/2025

Data sources: Employee Wellness Survey via Survey Monkey 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024 and 2025.

Employee Wellness Program Satisfaction

Wellness Program Satisfaction

- 88.66% of employees are satisfied with the Wellness Program, a 1.13% increase from the prior program year.

Harris Health Employee Wellness Survey 2025

TOPIC	2017	2018	2019	2020	2021	2022	2023	2024	2025	Trend
Satisfaction with the overall wellness program (good or excellent)	55.58%	82.19%	89.03%	85.90%	89.16%	85.77%	89.61%	87.33%	88.46%	↑ 1.13%
The wellness program has helped me improve my overall health.	57.04%	76.38%	80.21%	79.38%	80.07%	79.09%	81.64%	80.11%	78.38%	↓ -1.73%
The wellness program has helped me feel more confident about making decisions about my health.	56.77%	77.59%	82.12%	79.99%	82.07%	81.01%	83.28%	80.55%	79.90%	↓ -0.65%
The wellness program has helped me increase my readiness to make positive health behavior changes.	58.53%	79.80%	84.13%	82.41%	84.30%	82.12%	85.59%	82.81%	81.97%	↓ -0.84%
I have made at least one significant health behavior change since participating in the wellness program.	57.94%	81.00%	84.13%	81.14%	82.09%	81.28%	84.03%	81.02%	80.86%	↓ -0.16%
The wellness program has helped me be more productive when I'm NOT at work.	52.15%	70.89%	74.95%	73.69%	72.60%	72.54%	73.05%	71.32%	71.05%	↓ -0.27%
The wellness program has been of value to my spouse or others in my family.	42.26%	64.05%	72.56%	65.83%	65.52%	63.74%	69.21%	67.25%	65.50%	↓ -1.75%
The wellness program has led to improved quality of life for me and/or my family.	52.97%	73.23%	79.24%	76.90%	77.91%	77.88%	79.39%	76.58%	75.98%	↓ -0.60%
The wellness program is a valuable part of my employee benefits.	59.77%	82.19%	87.23%	85.71%	87.09%	85.64%	89.57%	86.01%	86.64%	↑ 0.63%
I have gained knowledge and/or skills from the wellness program that I use in my everyday life.	N/A	79.46%	84.56%	82.52%	83.81%	82.89%	86.30%	82.64%	82.18%	↓ -0.46%

Survey Data

2017 total survey responses: 2,206	Survey conducted 5/5/17-6/7/17 (with Benefits)
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Data sources: Employee Wellness Survey via Survey Monkey 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024 and 2025.

Wellness Program Satisfaction

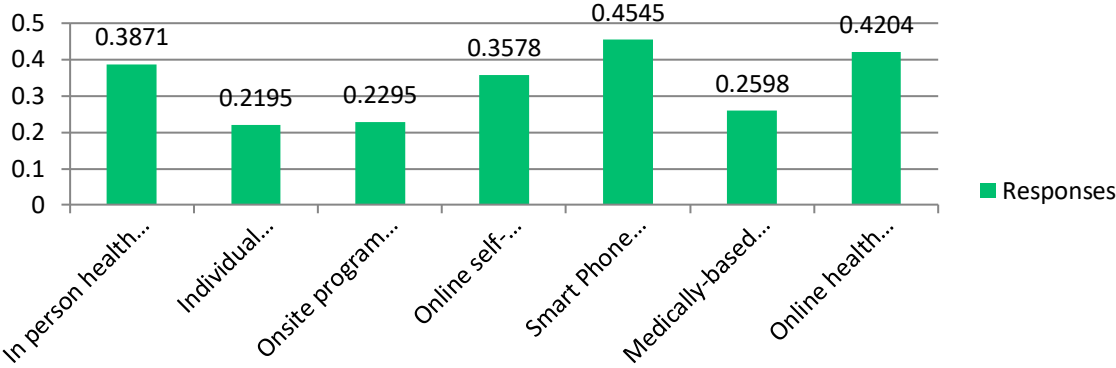
Harris Health Employee Wellness Survey 2025										
Satisfaction with Specific Programs and Resources	2017	2018	2019	2020	2021	2022	2023	2024	2025	Trend
Premium Rewards Program	N/A	77.70%	79.41%	84.56%	86.64%	86.36%	88.21%	83.91%	84.17%	↑ 0.26%
Telephonic Health Coaching	N/A	68.17%	74.38%	78.10%	79.58%	76.28%	83.11%	78.36%	77.40%	↓ -0.96%
In-person Health Coaching	N/A	67.63%	73.80%	75.30%	72.08%	68.81%	83.46%	73.57%	73.01%	↓ -0.56%
Cigna Online Chronic Condition Coaching	N/A	71.08%	75.28%	78.13%	79.07%	76.18%	84.69%	76.45%	75.43%	↓ -1.02%
Livongo Diabetes Management Program	N/A	73.10%	79.98%	80.90%	82.72%	75.00%	89.06%	79.44%	78.14%	↓ -1.30%
Livongo Free Diabetes Medication Program	N/A	N/A	78.29%	80.90%	77.43%	72.87%	86.92%	76.28%	75.04%	↓ -1.24%
Livongo Hypertension Management Program	N/A	N/A	80.04%	80.74%	82.96%	77.41%	87.66%	81.01%	79.92%	↓ -1.09%
Livongo Free Hypertension Medication Program	N/A	N/A	N/A	N/A	73.82%	73.06%	85.56%	77.07%	74.44%	↓ -2.63%
Livongo Prediabetes Program	N/A	N/A	N/A	79.78%	79.11%	77.55%	85.71%	77.40%	76.20%	↓ -1.20%
Wondr Weight Management Program	N/A	75.64%	77.82%	78.51%	77.06%	70.36%	84.45%	73.82%	73.78%	↓ -0.04%
Well Powered Living Program	N/A	74.31%	80.76%	84.22%	86.18%	83.68%	91.08%	N/A	N/A	
Online Wellness Challenges	N/A	81.25%	85.43%	85.87%	87.47%	87.21%	90.55%	85.58%	85.34%	↓ -0.24%
EAP Webinars	N/A	73.96%	83.02%	86.25%	87.05%	84.70%	88.71%	84.15%	83.34%	↓ -0.81%
Healthy Knowledge Seminars	N/A	82.85%	84.94%	88.91%	90.56%	87.46%	91.33%	86.13%	86.35%	↑ 0.22%
Employee Wellness Workshops	N/A	N/A	N/A	85.63%	89.54%	88.65%	92.17%	88.39%		↓ -88.39%
Relaxathons	N/A	79.44%	85.09%	85.13%	85.85%	86.57%	91.64%	86.14%	87.07%	↑ 0.93%
Other Special Events-Med Center Run, AHA Walk	N/A	79.44%	85.09%	80.60%	84.13%	82.73%	89.58%	83.66%	83.44%	↓ -0.22%
Explore & Learn Booths	N/A	77.45%	83.23%	83.67%	83.43%	80.32%	89.24%	82.53%	83.37%	↑ 0.84%
Group Exercise Classes	N/A	78.34%	79.91%	81.68%	84.76%	79.11%	91.19%	84.32%	83.19%	↓ -1.13%
Recreational Sports	N/A	77.27%	79.14%	79.24%	79.68%	77.46%	88.54%	78.99%	78.12%	↓ -0.87%
15 Minute Virtual Stretches	N/A	N/A	N/A	N/A	89.25%	84.89%	93.25%	87.25%	86.29%	↓ -0.96%
15 minutes virtual meditations	N/A	N/A	N/A	N/A	N/A	N/A	N/A	86.97%	86.12%	↓ -0.85%
30 Minute Virtual Walks	N/A	N/A	N/A	N/A	86.91%	83.02%	84.86%	84.32%	N/A	
WebMD One	N/A	N/A	N/A	86.65%	87.90%	84.86%	89.77%	83.04%	82.60%	↓ -0.44%
Healthy Cooking Classes	N/A	80.96%	83.28%	83.30%	84.94%	82.16%	91.90%	81.98%	80.79%	↓ -1.19%
Healthy Wage Weight Loss Contest	N/A	75.86%	N/A	77.19%	74.93%	72.08%	88.13%	76.18%	75.36%	↓ -0.82%
Cigna Healthy Pregnancy, Healthy Baby Program	N/A	70.50%	74.56%	76.07%	75.52%	67.63%	88.71%	73.71%	72.80%	↓ -0.91%
Employee Assistance Program through FEI	N/A	75.31%	79.54%	78.22%	80.22%	75.73%	87.62%	77.19%	76.64%	↓ -0.55%
Gardening at LBJ or Fournace	N/A	N/A	N/A	N/A	76.57%	64.71%	84.91%	71.18%	69.82%	↓ -1.36%
eLearning Wellness Classes and Workshops (Saba)	N/A	N/A	N/A	N/A	88.84%	87.75%	92.89%	88.39%	87.62%	↓ -0.77%
Lactation Rooms	N/A	N/A	N/A	N/A	71.13%	62.69%	86.34%	70.09%	71.00%	↑ 0.91%

Data sources: Employee Wellness Survey via Survey Monkey 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024 and 2025.

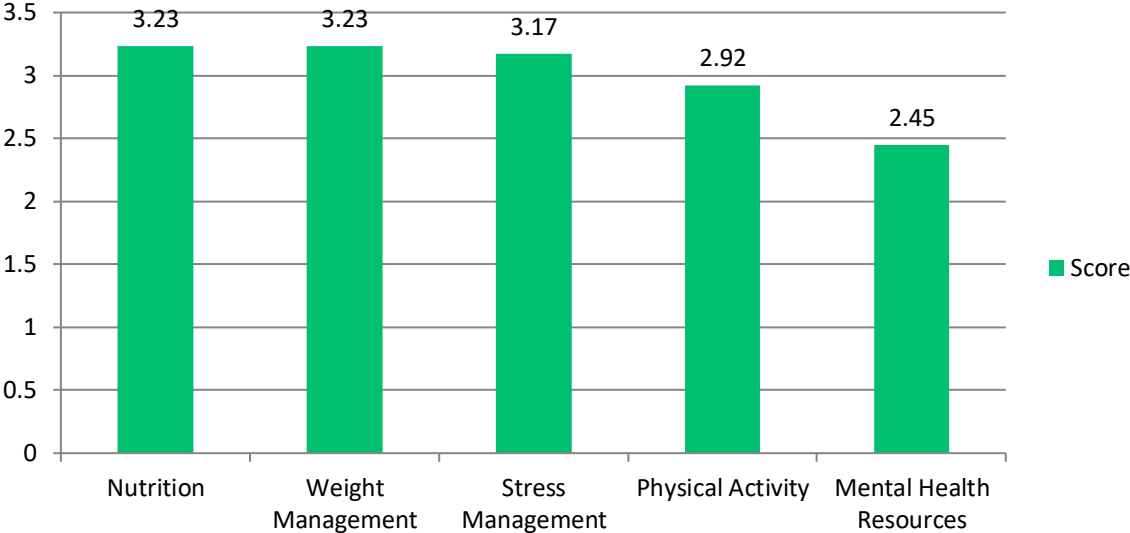
Wellness Program Needs & Interests

Harris Health Employee Wellness Survey 2025										
Needs & Interests	2017	2018	2019	2020	2021	2022	2023	2024	2025	Trend
Please rate your level of interest in having more healthy food options at work	N/A	N/A	N/A	79.26%	79.32%	80.79%	84.88%	79.60%	78.27%	↓ -1.33%

If you were interested in making a lifestyle change such as losing weight, starting an exercise program, eating better, etc. Which of the following program styles would you be most likely to participate? Please check all...



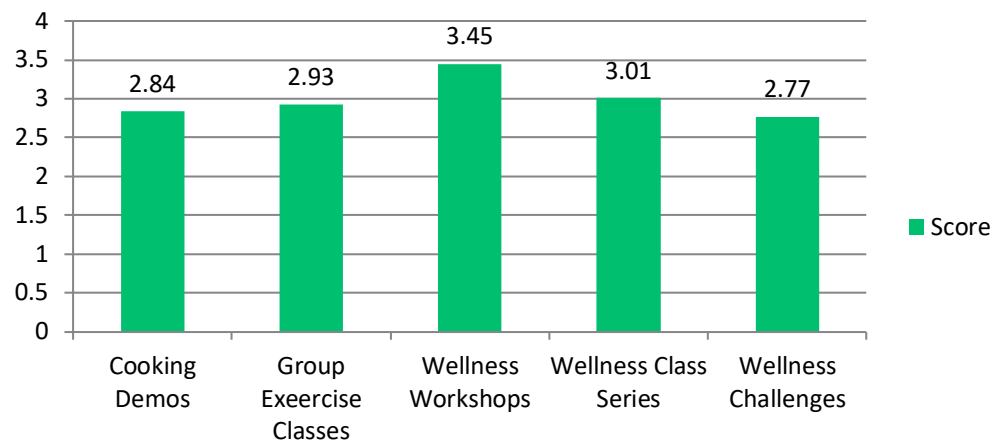
Rank the following in order of importance to you:



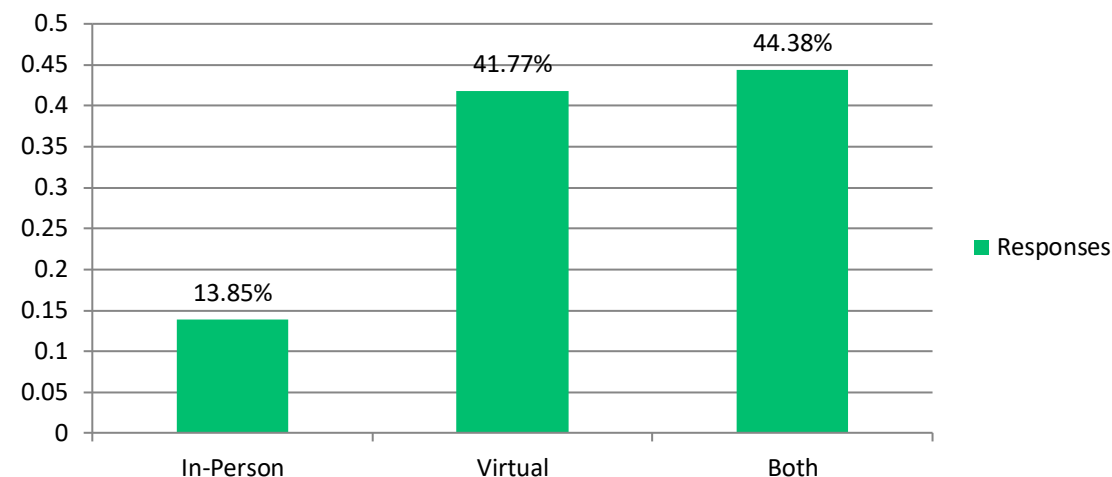
Data sources: Employee Wellness Survey via Survey Monkey 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024 and 2025.

Wellness Program Needs & Interests

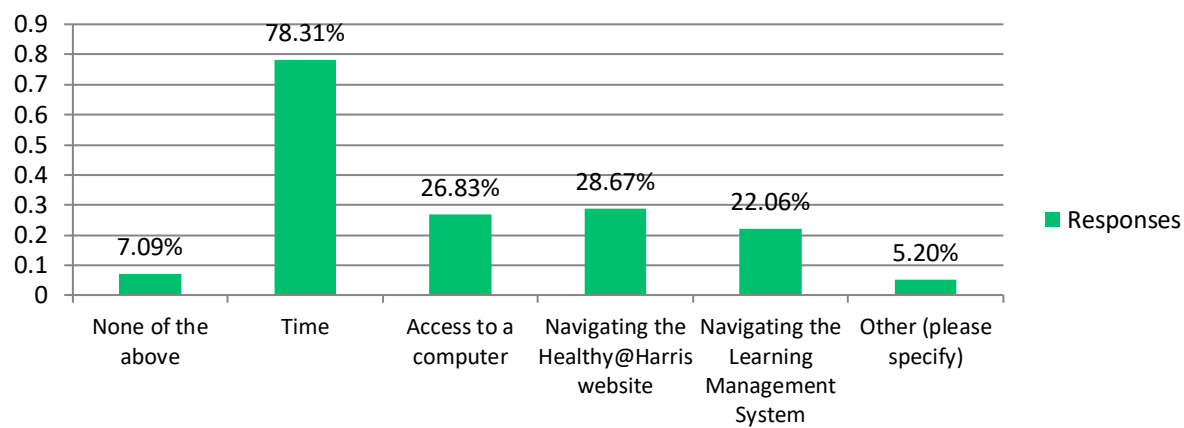
Rank the following in order of importance to you:



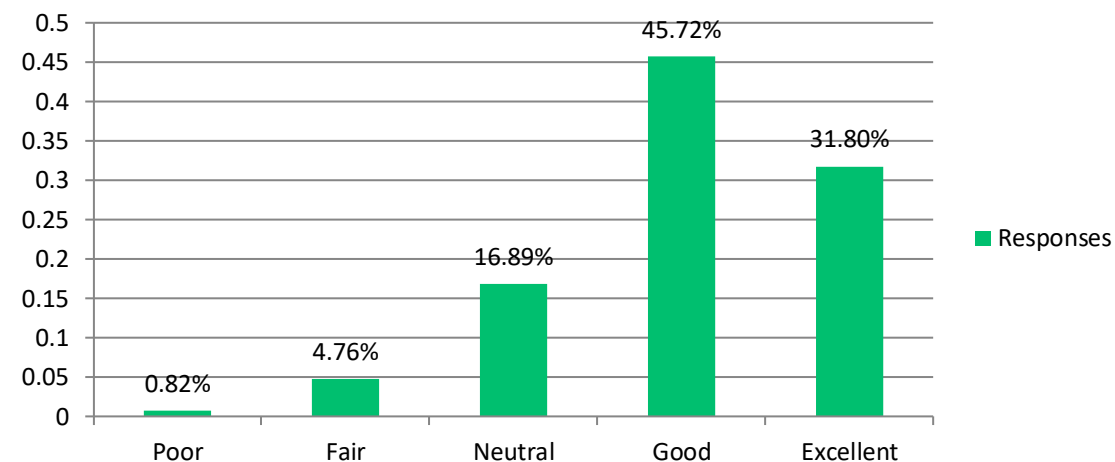
Do you prefer in-person or virtual learning?



What would enhance your ability to participate in the Healthy@Harris Wellness Program? Check all that apply.



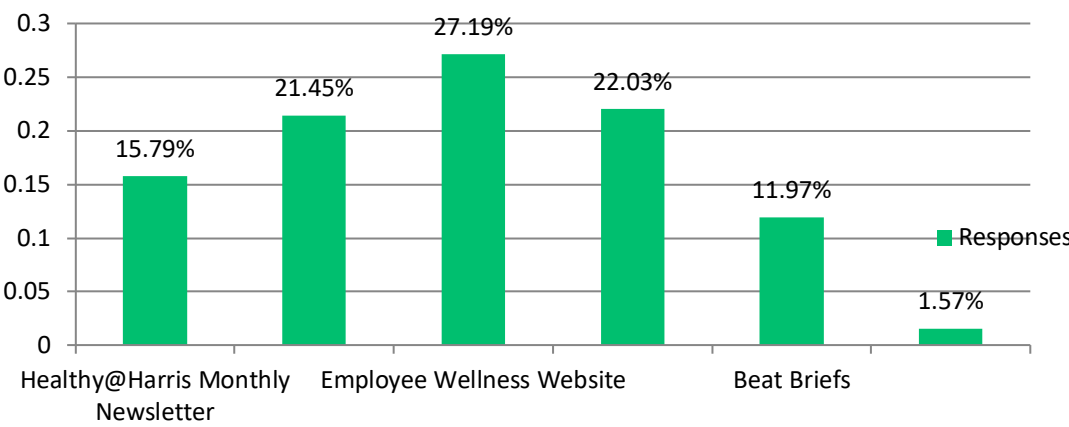
How would you rate communications from Employee Wellness?



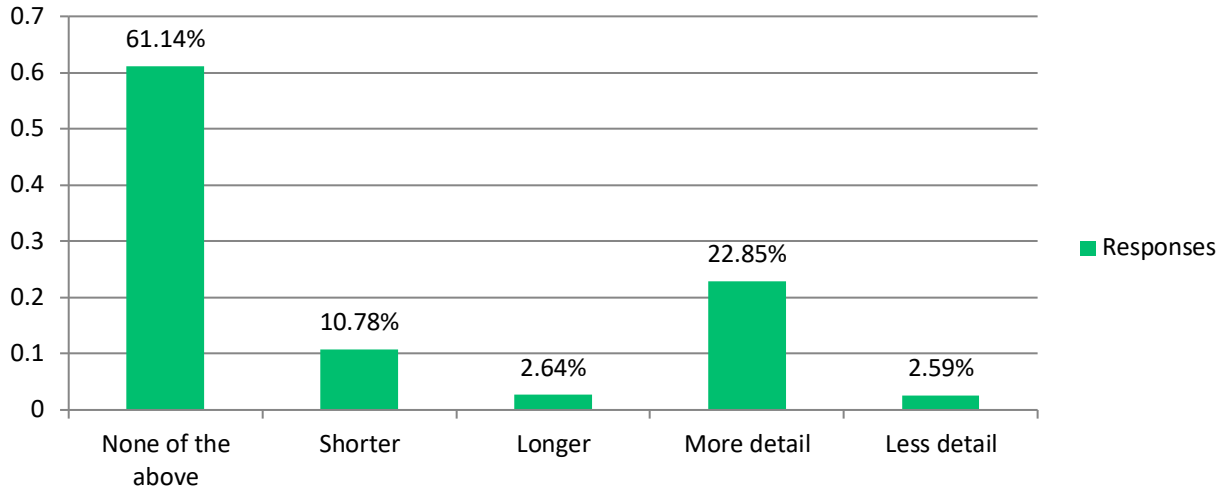
Data sources: Employee Wellness Survey via Survey Monkey 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024 and 2025.

Wellness Program Needs & Interests

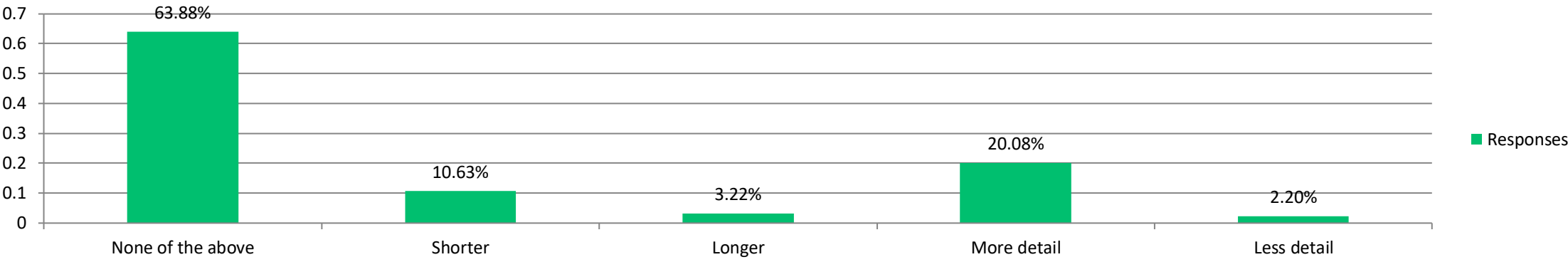
Where are you most likely to search for information regarding the Healthy@Harris Employee Wellness Program?



What is one thing you would change about the Healthy@Harris Monthly Newsletter?



What is one thing you would change about the This Week in Wellness Weekly Newsletter?



Data sources: Employee Wellness Survey via Survey Monkey 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024 and 2025.

Teladoc Health Livongo Diabetes Management Program

Teladoc Livongo Diabetes Management Program

- Program designed to empower participants with the latest technology, information and coaching to more effectively manage their diabetes.
- Livongo is FREE program provided to Harris Health System employees, spouses and pre-65 retirees who have Diabetes and are enrolled in the Harris Health System Medical Plan. The program empowers people with Diabetes to live a better life.
- Our Goals:
 - Achieve $\geq 40\%$ enrollment and engagement in the Livongo Diabetes Management Program.
 - Program year enrollment =49.5%
 - Decrease ER visits and complications associated with Diabetes
 - On average, diabetics not participating in Livongo are 1.3x more likely to have an ER visit compared to participants
 - On average, diabetics not participating in Livongo are 1.3x more likely to have inpatient days compared to participants
 - Improve number of glucose checks as well as number of time glucose readings are in range
 - Members engage with the Diabetes program on average 16x per month
 - 310 Alerts in last 90-days; average of 3 alerts per member; 36.1% low glucose alerts and 63.9% are high alerts
 - Achieve HbA1c reductions of $\geq 1\%$
 - The average HbA1c of all participants in Livongo decreased by .22. The average HbA1c for participants with an average HbA1c ≥ 9 increased by 0.42. Reductions are correlated to cost savings and reduced health risks
 - Average eHbA1c of Livongo participants enrolled at least 6-months and were uncontrolled (HbA1c $\geq 7\%$) at enrollment had a decrease of 1.6% participant
 - Improve clinical compliance with HEDIS measures and the Diabetes Increase the percentage of the diabetic population that has an HbA1c in the well-managed range ($< 7\%$)
 - 62% of all diabetics are in good diabetic control $<7\%$; 56.3% of Diabetics participating in Livongo are in good diabetic control $< 7\%$
 - Standards of Care
 - Improved
 - Achieve positive participant feedback that Livongo is easy to use and is a valuable resource in better self management.
 - Net promoter score of 78+; positive testimonials
 - Achieve ROI & VOI (Value on Investment)
 - Pooled ROI for medical and Rx cost is:
 - 3.8x ROI; \$77 PPPM; a total savings of \$909,216

Teladoc Livongo Diabetes Management Program



The Livongo Diabetes Management Program includes:

- A two-way, smart blood glucose meter
- Instant, personalized tips with each blood glucose check
- Real-time support when participants are out of range
 - Within 3 minutes of high or low glucose reading a Livongo member has electronically been given immediate action to treat and they receive a call from a Certified Diabetes Educator who can assist 24/7/365.
- Free test strips and supplies mailed directly to member's home
- Test strip reordering, right from the meter
- Optional Family alerts keep everyone in the loop
- Data Sharing with Family and Health Providers directly from the meter, app or portal
- Automatic uploads for better reporting and management
- Unlimited, personalized coaching
- Informative resources and learning tools help participants improve their lifestyle, manage their Diabetes and improve their health
- Available via desktop, laptop or mobile device including apps for both iPhone and Android devices

Livongo Diabetes Management Executive Summary

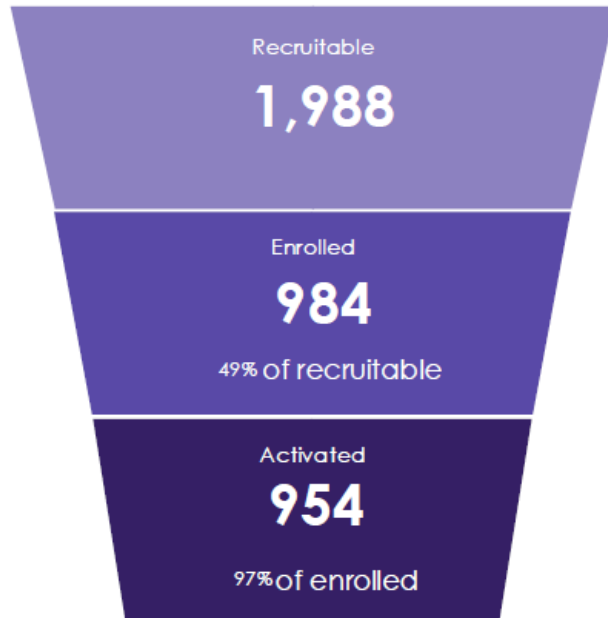
- **Engagement:**
 - Achieved 49.5% participation in Livongo Diabetes Management Program during the program year compared to Livongo's BOB of 36%
 - 64% of Members engaged in multiple Livongo Programs
- **Cost Savings:**
 - Diabetics Participating in Livongo cost 24% more than non participants; a difference of 307 PPPM; a total difference of \$3,625,056 per year.
 - Participants engaged in Livongo both years have increased their costs by 9.4% \$138 PPPM; totaling \$1,629,504
- **Decreased ER visits and inpatient days:**
 - On average, diabetics participating in Livongo are 1.3x less likely to have an ER visit.
 - On average, Diabetics participating in Livongo are 1.3x less likely to have inpatient days compared to non-participants.
- **Clinical Results:**
 - Prospective risk score is 0.36 greater in Livongo Participants versus non-participants; opportunity for impact
 - Livongo participants are achieving clinical compliance. Greatest opportunity is with annual dilated eye exams (72%). Annual Exams: Foot exam (93%), HbA1c (98%), Lipid profile (97%), LDL-C (98%) and preventive visit (96%).
 - Livongo participants are achieving higher clinical compliance with HEDIS measures and the Diabetes Standards of Care than non-participants
 - 56.3% of Livongo participants are in good diabetic control (<7%); an 3.3% increase from the prior program year
 - 31.4% of Livongo participants are in moderate diabetic control (7%-9%); a 2.3% decrease over the prior program year
 - 12.3% of Livongo participants are in in poor diabetic control (≥9%); a 1.0% decrease over the prior program year
 - The average HbA1c of all participants in Livongo decreased by .22.
 - The average HbA1c for participants with an average HbA1c ≥ 9 increased by 0.42. Reductions are correlated to cost savings and reduced health risks
 - Harris Health participants who were uncontrolled (>7%) experienced a **1.6% decrease in eHbA1c** from the self reported values at registration
 - Livongo Participants had a net regression 21% in their biometric clinical risks
- **Empowerment & Satisfaction:**
 - Livongo participants have a Net Promoter Score (NPS) of +78 compared to NPS of 68 for Livongo's BOB and a NPS of 12 for health plans. This demonstrates that HHS participants recommend Livongo and are satisfied with the program.
 - 87.7% of members feel more empowered in their diabetes management
 - 72% of Livongo members feel less distress in their chronic disease management; a 7.3% improvement over the prior year
 - Livongo Diabetes participants have a significantly higher PDC (120.9%) than non-participants (110.4%).
- **ROI and VOI:**
 - Pooled ROI for medical and Rx cost is:
 - 3.8x ROI; \$77 PPPM; a total savings of \$909,216
 - Clinical health improvements, high participant satisfaction

Data source: Alliant Analytics, incurred March 2023 – February 2024, paid through April 2024. Excluding post-65 retirees, Grandfathered disabled & COBRA. Does not include capitated costs. Employee and Spouse only. Harris Health Livongo Teladoc ROI and Business Review Report May 202

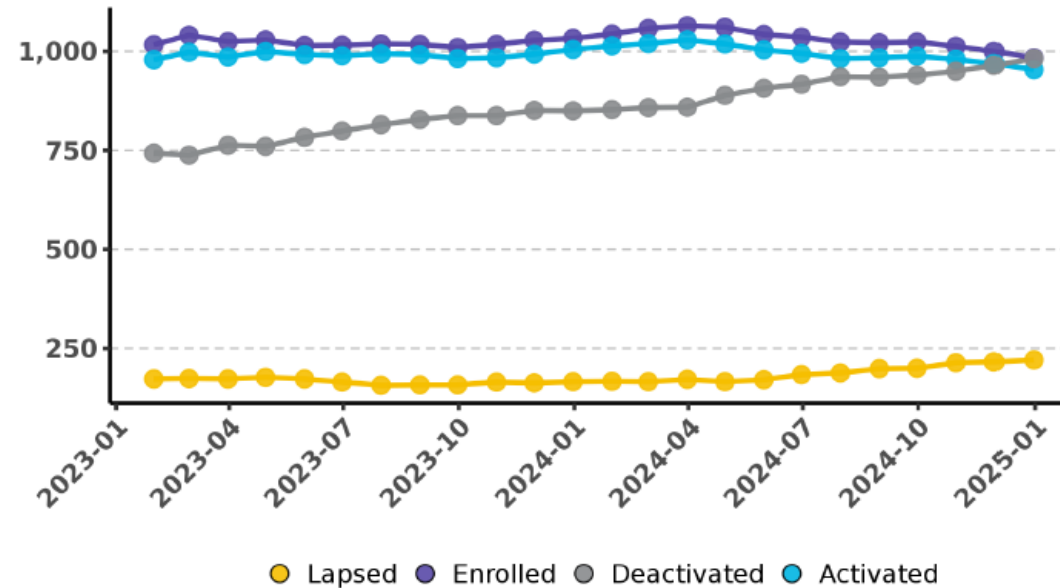
Livongo Diabetes Management Program Enrollment

Diabetes management

Enrollment and activation dashboard



Diabetes enrollment and activation trends



Recruitable: Number of people who are eligible for the program
Enrolled: Number of members who registered and successfully enrolled
Activated: Number of members who used the device for a first blood glucose reading
Lapsed: Number of members who have not used BG device in 6 months (Lapsed User Clause). Members are not removed or deactivated, and client will no longer need to pay for members until they re-engage.
Deactivated: Number of members who are no longer eligible for the benefit

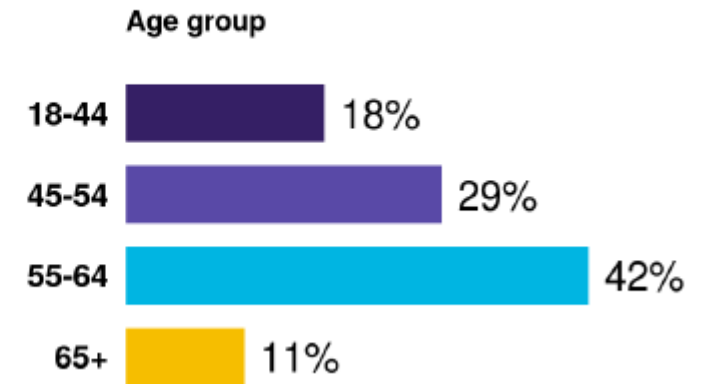
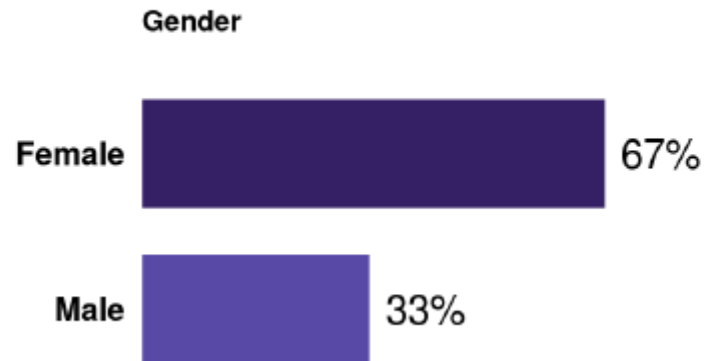
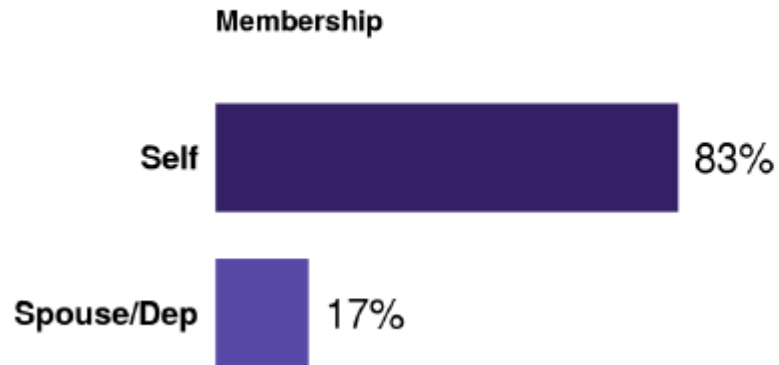
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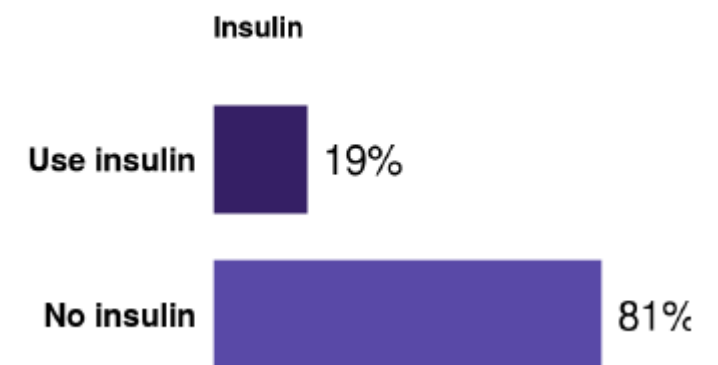
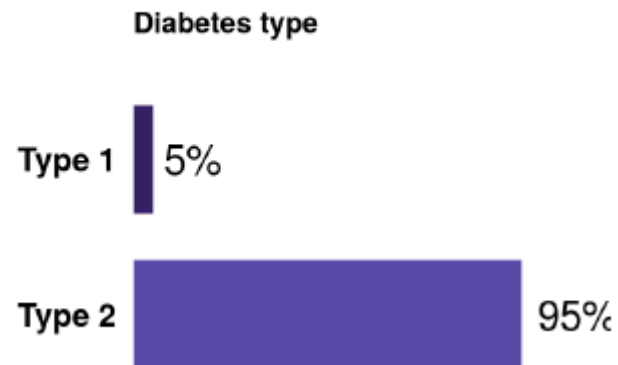
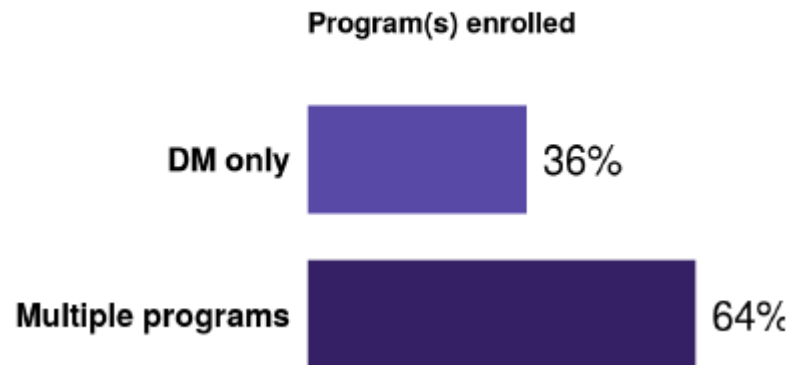
Data sources: Harris Health Livongo Teladoc Performance Summary Report April 2025

Livongo Diabetes Demographics

Diabetes management



Diabetes management



Note: The only program that participants in the Livongo Diabetes program can participate in besides the Livongo Diabetes program is the Livongo Hypertension program

Data sources: Harris Health Livongo Teladoc Performance Summary Report April 2025

Diabetic versus Non Diabetic Cost & Risk Analysis

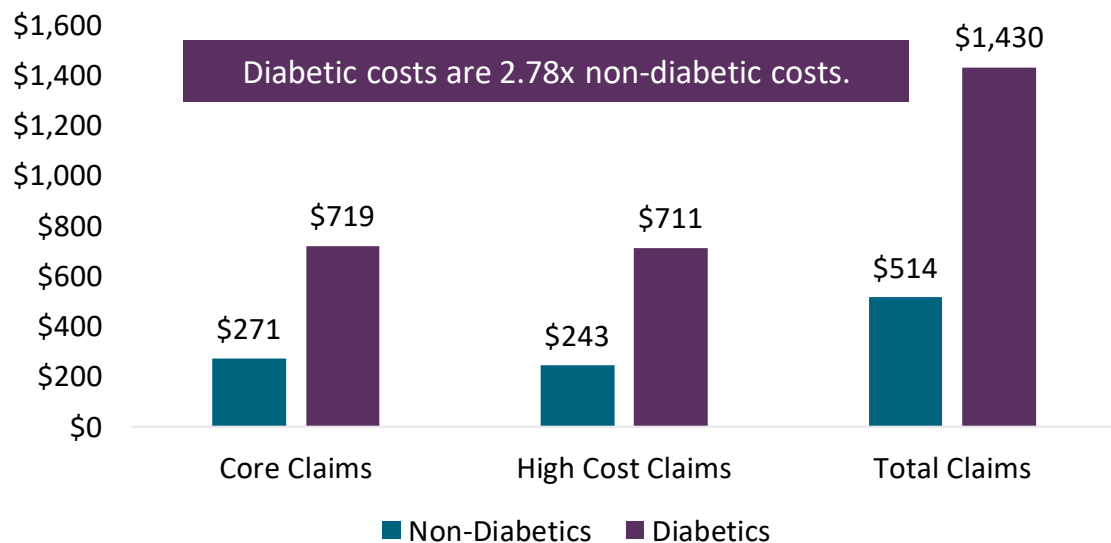
Top 3 Chronic Conditions	Spouses Prevalence	Number of Spouses	Employees Prevalence	Number of Employees
Hypertension	35%	505	30%	2,419
Diabetes	22%	311	17%	1,355
Hyperlipidemia	41%	591	32%	2,588

* Prevalence includes employee and spouse populations only

	# of ER Visits	ER Spend	Average Plan Paid per ER Visit
Diabetic	1,018	\$2,983,662	\$2,931
Non-Diabetic	2,680	\$7,237,174	\$2,700

Note: the number of visits and costs are for people with/without a diabetes diagnosis but the visit may not necessarily be related to diabetes.

Cost Comparison (PMPM)



Top Diabetic Comorbidities	Diabetic Prevalence FY26*	Non-Diabetic Prevalence FY26*
Hypertension	65.7%	23.4%
Hyperlipidemia	75.7%	24.2%

* Prevalence includes employee and spouse populations only

Prevalence of hypertension and hyperlipidemia is on average 3.0x higher, respectively, for diabetics versus non-diabetics. This has remained consistent with FY25.

Solutions Implemented:

- Livongo Diabetes Management Program
- Livongo Hypertension Management Program
- Livongo Prediabetes Program
- Wondr Health™ (Pre-Diabetes, MetS, Overweight)

Chronic Condition Population

Diabetes HEDIS Measures:

	LDL < 100 mg/dl	LDL Test in last 24 months	HbA1c in last 6 months	Poor Diabetic Control: HbA1c > 9%	Moderate Diabetic Control: HbA1c 7%-9%	Good Diabetic Control: HbA1c < 7%
% of Diabetic Members 18-75	58.6%	99.1%	74.1%	11.7%	26.4%	62.0%

Medication Adherence

	Diabetes-Livongo Participants	Diabetes-Non-Livongo Participants
Members/Utilizers	794	776
Average Proportion of Days Covered Total Utilizers	120.9%	110.4%

Livongo participants have a higher PDC (120.9%) than non-participants (110.4%).

Diabetic Drug Utilization & Cost (All Medications**):

	Claimants	Total RXs	Average Drug Cost per RX	Average Member Paid Per RX	Total Plan Paid
Mar 2024 – Feb 2025	2,557	75,255	\$255.78	\$21.82	\$19,248,543

**Note: Includes all medications Diabetics are taking for inclusive of medications for other conditions such as hypertension as well as medications such as antibiotics, etc. EE & SP Only.

Data sources: Cigna Diabetes HEDIS Measurement Report March 2024 – February 2025, includes EE & SP population, based off 12-month Engagement results. Alliant Rx Adherence Reporting March 2024 – February 2025, Livongo Participants and Non-Participants

Livongo Diabetes Program – Medication Adherence

Diabetes Medications:

	Diabetes-Livongo Participants	Diabetes-Non-Livongo Participants
Members/Utilizers	794	776
Average Proportion of Days Covered Total Utilizers	120.9%	110.4%

Drug	LIVONGO DIABETES PROGRAM			
	Participants	PDC Rate	Non-Participants	PDC Rate
Farxiga	78	53.7%	102	50.4%
Glimepiride	85	63.0%	88	55.4%
Glipizide	60	43.6%	53	51.8%
Glipizide ER	89	51.7%	68	47.7%
Humalog Kwikpen	39	37.0%	30	33.9%
Januvia	50	48.5%	36	42.0%
Jardiance	195	56.8%	178	48.3%
Lantus Solostar	113	45.2%	114	31.5%
Metformin Hydrochloride	336	63.0%	445	48.9%
Metformin Hydrochloride ER	226	63.1%	321	46.5%
Ozempic	415	42.2%	290	48.9%
Pioglitazone	64	55.0%	61	42.0%
Trulicity	91	30.8%	47	32.2%
Combined	794	120.9%	776	110.4%

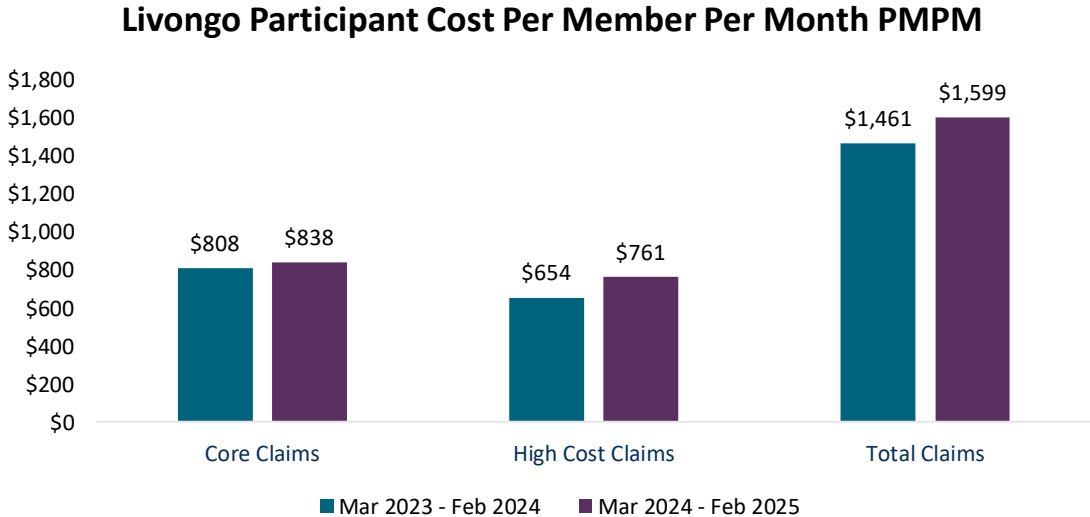
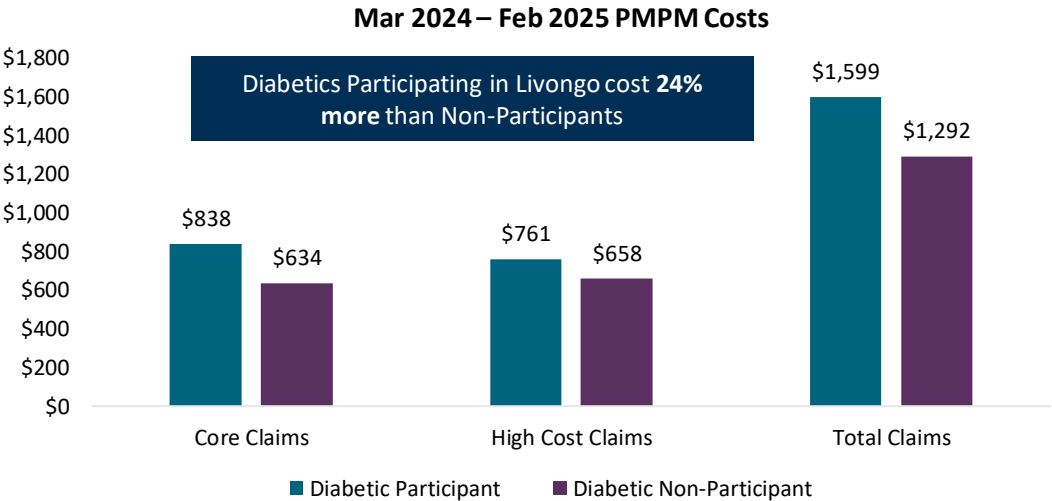
Livongo participants have a higher PDC (120.9%) than non-participants (110.4%). Note some participants are utilizing multiple diabetes related medications.

Adherence is measured at the drug level based on Proportion of Days Covered (PDC), which is calculated as the sum of Days of Supply divided by total days in the one-year study period (n = 365).

Diabetic Population – Livongo Participants

Participating in Livongo Diabetes	Count	% Engaged
Participating	984	49.5%
Not Participating	1,004	50.5%
Total	1,988	100%

49.5% Diabetics Engaged in Livongo during program year

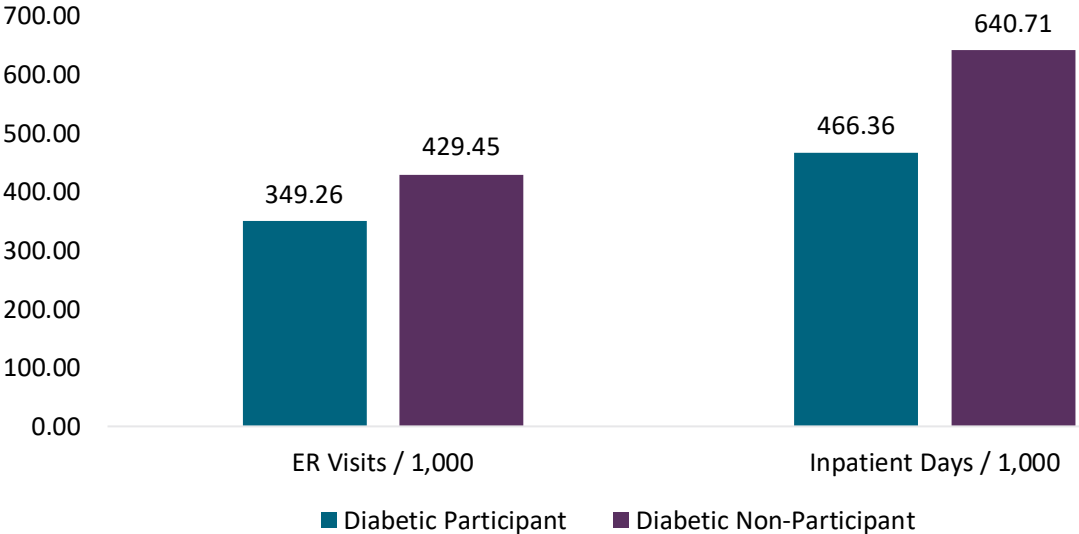


Prospective Risk Scores

Participating in Livongo	Count	Prospective Risk Score
Participating	984	3.80
Not Participating	1,004	3.44
Total	1,988	

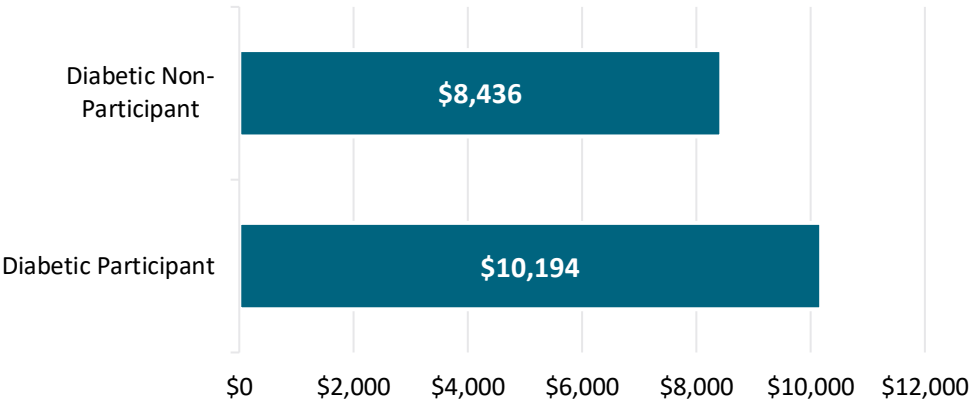
Diabetic Population – Livongo Participants

Livongo Diabetics: Participants vs. Non-Participants ER & In-Patient Days



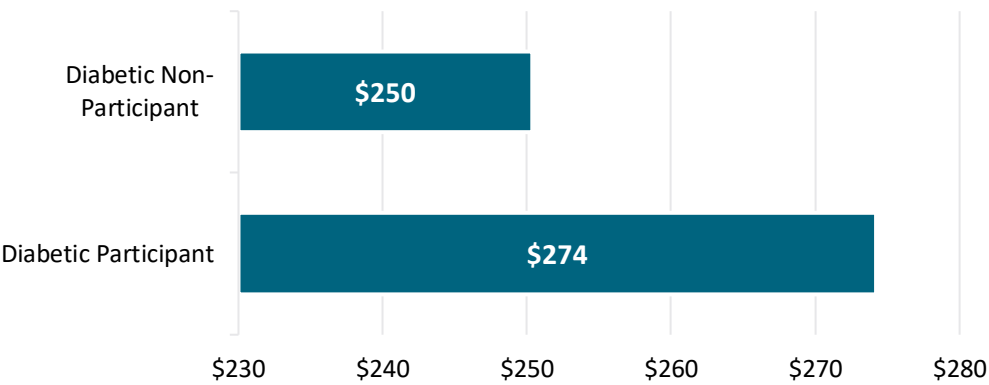
On average, diabetics not participating in Livongo had 1.3x more ER visits and inpatient days than diabetics participating in Livongo

Average Medical Cost / Claimant



The average medical cost for diabetics not participating in Livongo is about 17% less than that of participating diabetics.

Average Medical Claim Cost



The average medical claim cost for diabetics not participating in Livongo is 9% less than that of participating diabetics.

Diabetic Population – Livongo Participants

Livongo Participants Clinical Compliance

Clinical Measure	Percent Compliant – Livongo Participants Total	Percent Compliant – Employee	Percent Compliant – Spouse
Annual dilated eye exam	72%	73%	69%
Annual foot exam	93%	94%	91%
Annual HbA1c exam	98%	98%	98%
Annual lipid profile	97%	97%	96%
Annual LDL-C screening	98%	98%	98%
Pneumonia vaccine*	N/A	N/A	N/A
Flu vaccine	N/A	72%	N/A
Preventive visit	96%	97%	93%

*Pneumonia vaccine administered once per lifetime, and is generally recommended to high risk diabetics, and diabetics over 65 . Post-65 retirees do not participate in Livongo program

Greatest opportunity for improvement continues to be annual dilated eye exams.

Data source: Alliant Analytics, incurred March 2024 – February 2025, paid through April 2025; Diabetic Participants; flu compliance data for employees only provided by HHS for test completions from September 1, 2024 – March 31, 2025

Diabetic Population – Livongo Participants

Livongo Participants Clinical Compliance

Clinical Measure	March 2023 – February 2024	March 2024 – February 2025	Risk Shift
LDL < 100 mg/dL	59.9%	64.7%	↑ 4.7%
Total Cholesterol < 200 mg/dL	84.9%	63.0%	↓ 21.9%
HDL < 50 mg/dL for Females / < 40 mg/dL for Males	38.9%	29.1%	↓ 9.8%
Triglycerides < 150 mg/dL	70.8%	71.5%	↑ 0.7%
Glucose < 100 mg/dL	17.8%	21.0%	↑ 3.3%
Blood Pressure < 120/80 mm Hg	24.6%	23.9%	↓ 0.7%
HbA1c < 9%	84.8%	88.3%	↑ 3.4%

Clinical compliance for Livongo diabetic participants improved for most metrics (**cholesterol, HDL, and blood pressure statistics** all regressed).

*Specifically for the LDL, cholesterol, and HDL data, insufficient sample size was the primary cause for the variance observed, with fewer than 300 members reporting biometric data for each data field)

Data source: Alliant Analytics, incurred March 2023 – February 2024, paid through April 2024; incurred March 2024 – February 2025, paid through April 2025; Diabetic Participants. Biometric data not available for all diabetic participants during the wellness year (percentages above are based on the number of diabetic participants meeting the criteria out of all diabetic participants with reported biometric data).

Diabetic Population – Livongo Participants

Diabetes HEDIS Measures for Livongo Participants:

	LDL < 100 mg/dl	LDL Test in last 24 months	HbA1c in last 6 months	Poor Diabetic Control: HbA1c > 9%	Moderate Diabetic Control: HbA1c 7%-9%	Good Diabetic Control: HbA1c < 7%
Diabetics participating in Livongo	63.9%	99.4%	78.6%	12.3%	31.4%	56.3%
Diabetics not participating in Livongo	53.1%	98.8%	69.8%	11.1%	21.4%	67.6%

Livongo Participants:

- The average HbA1c of all participants in Livongo decreased by 0.22
- The average HbA1c for participants with an average HbA1c ≥ 9 increased by 0.42. Reductions are correlated to cost savings and reduced health risks
- Compliance with HEDIS measures are generally higher for Livongo participants than non-participants except for HbA1c indicating participants need assistance managing their condition
- Livongo participants experienced a net regression of 20.2% in their biometric clinical risks (insufficient biometric data to appropriately draw conclusions)
- The program is engaging diabetics who need assistance with self-management

All Diabetics:

- 62% of all diabetics are in good diabetic control <7%
- 66% of Diabetics also have hypertension
- 76% of Diabetics also have hyperlipidemia
- Prevalence of hypertension and hyperlipidemia is on average 3 times higher, respectively, for diabetics versus non-diabetics
- Diabetic costs are on average 2.78x non-diabetic costs

Solutions:

- Livongo Diabetes Management Program, Livongo Hypertension Management Program, Livongo Diabetes Prevention Program, Wondr Health™ (Weight Management) and Nutrition Counseling

Chronic Condition Population

Diabetic Drug Utilization & Cost by Livongo Engagement:

Mar 24 – Feb 25	Claimants	Total RXs	Average Drug Cost per RX	Average Member Paid Per RX	Total Plan Paid
Diabetics participating in Livongo	856	10,087	\$584.71	\$19.90	\$5,897,981
Diabetics not participating in Livongo	1,197	9,218	\$542.02	\$50.75	\$4,996,300

Note: Diabetic medication specifically; excludes other non-diabetic medications participants may be taking

Diabetic Drug Utilization & Cost (All Medications):

Total Drug Utilization	Claimants	Total RXs	Average Drug Cost per RX	Average Member Paid Per RX	Total Plan Paid
Mar 24 – Feb 25	2,557	75,255	\$255.78	\$21.82	\$19,248,543

Note: Includes all medications Diabetics are taking for inclusive of medications for other conditions such as hypertension as well as medications such as antibiotics, etc. EE & SP Only.

Data source: Alliant Analytics, incurred March 2024 – February 2025, paid through April 2025; Diabetic Participants and Non-Participants

Livongo Diabetes Management

Diabetes management

Program engagement overview

Average 90 day member engagement rates (% of activated)



82%

Device monitoring

Connected blood glucose meter usage



72%

Self-guided activity

Email opens, log-ins, health summary report sharing, food logs



61%

Digital coaching

Health nudges, 5-day challenges, action plans



7%

Expert coaching

Alert-based, on-demand, and scheduled coaching

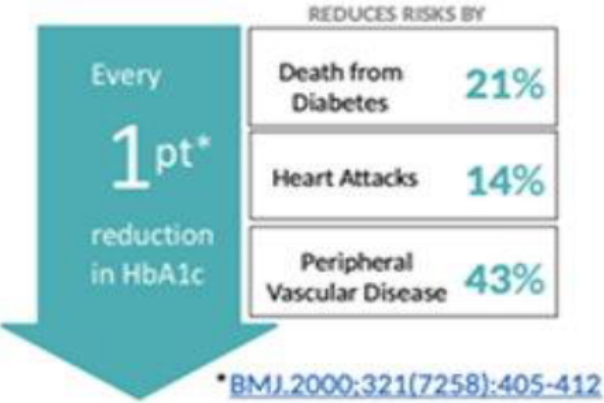
Members engage with the diabetes management program on average 16 times per month



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Livongo Diabetes Clinical Results: eHbA1c

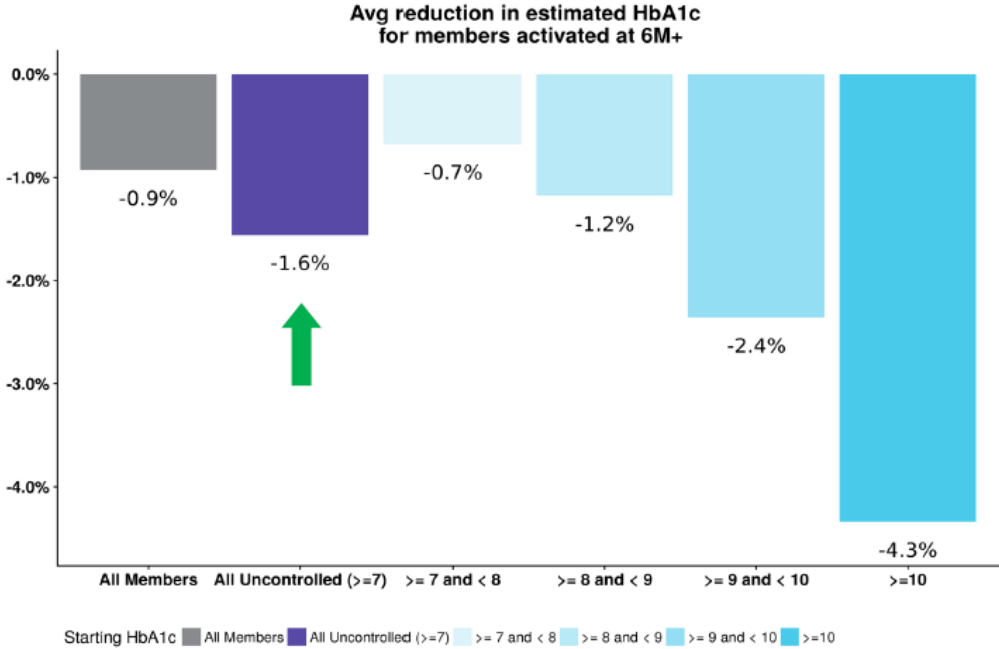
Members enrolled at least 6M who started uncontrolled (HbA1c $\geq 7\%$) have achieved a **1.6% decrease in estimated HbA1c** from their self-reported values at registration.



* Asterisk indicates a cohort smaller than five members.



Clinical outcomes: eHbA1c reduction



All Members N	All Uncontrolled (≥ 7)	≥ 7 and < 8	≥ 8 and < 9	≥ 9 and < 10	≥ 10
478	251	123	61	27	40

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Harris Health members who started uncontrolled (HbA1c $\geq 7\%$) have experienced a **1.6% decrease in eHbA1c** from the self reported values at registration

Diabetic Population – Livongo Participants

Livongo Diabetes Management Participants Clinical Outcomes:

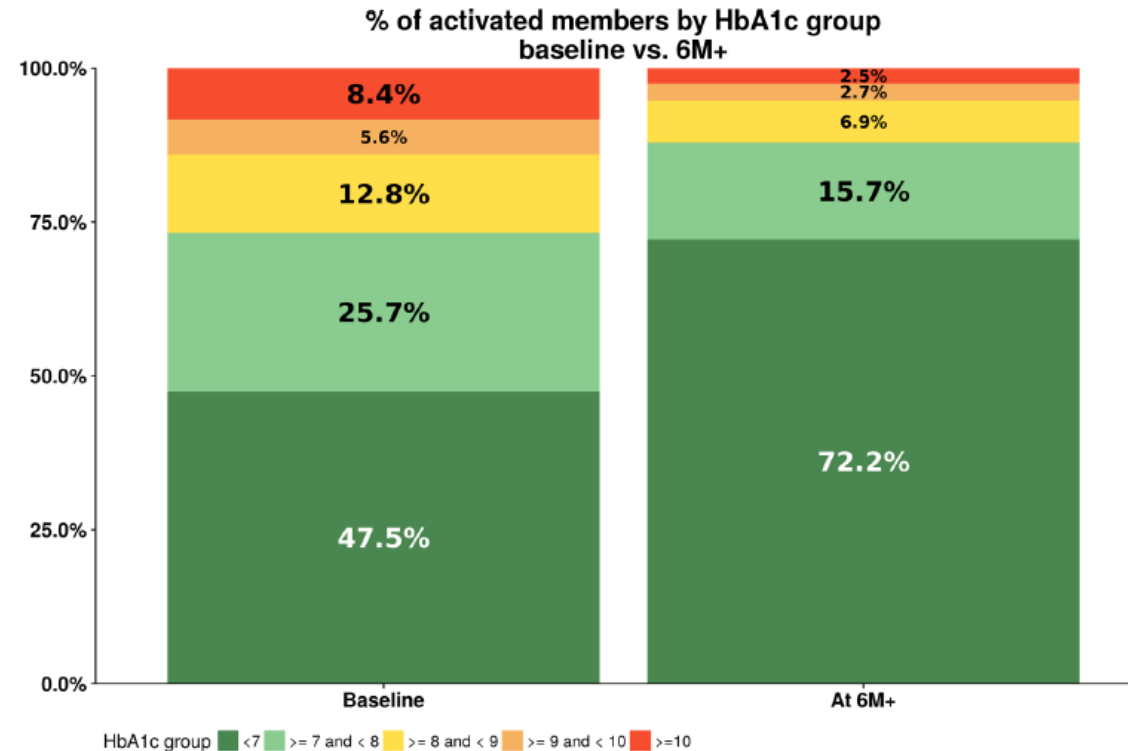
For members enrolled at least 6M, the share of members with controlled diabetes (HbA1c < 7%) has increased from 47.5% at baseline to 72.2%.

The share of members with HbA1c > 8, which indicates an above normal BG, has decreased from 26.8% at baseline to 12.1%.

Members in red section are twice as likely to be hospitalized during the calendar year than the members in green section.

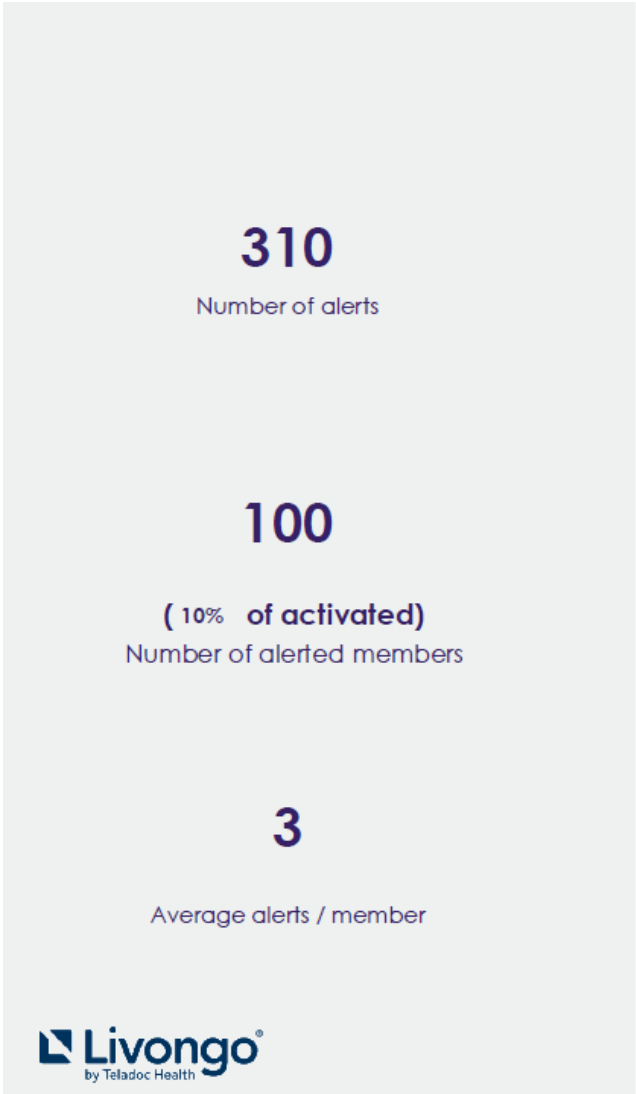


Clinical outcomes: diabetes movement



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Diabetic Population – Livongo Participants

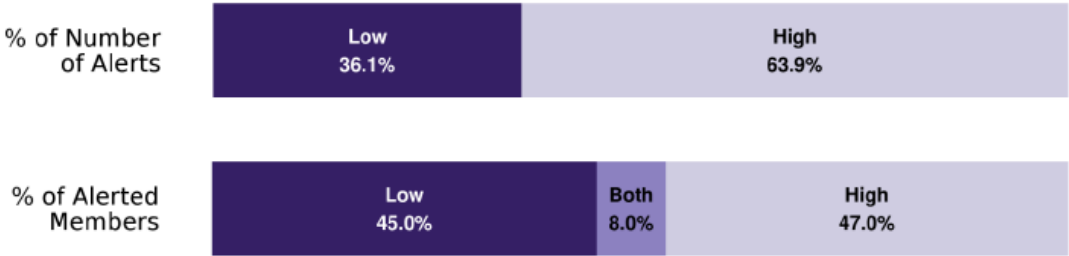


Device monitoring: alerts details

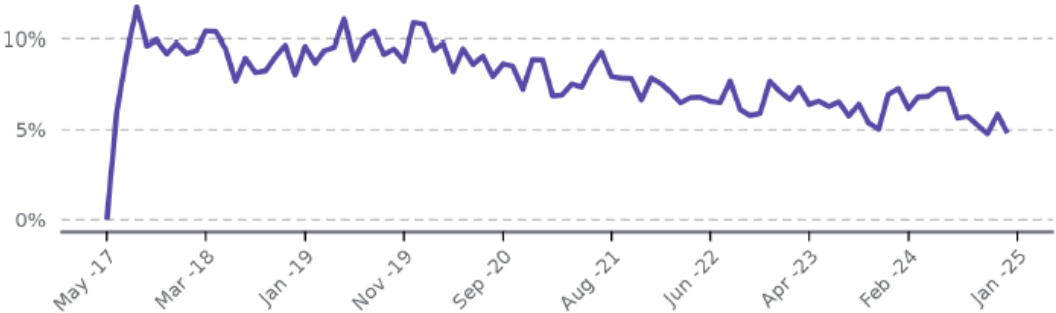
Diabetes management

(Last 90 days)

Alert type distribution



% of activated members who received alerts since launch (by month)



Low = Below self-defined lower limit or <50 mg/dL
High = Above self-defined upper limit or >=400 mg/dL
Both = Members who received low and high alerts
Note: Each member can fall in only one "Alerted Members" group

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Livongo Diabetes Empowerment & Distress Scale

Diabetes management

Clinical outcomes: diabetes empowerment and distress scales

Diabetes empowerment scale	Pre-program	Last survey	Change
I am able to turn my diabetes goals into a workable plan.	4.01	4.41	0.40
I can ask for support for having and caring for my diabetes when I need it.	4.15	4.54	0.39
I can find ways to feel better about having diabetes.	3.85	4.28	0.43
I can try out different ways of overcoming barriers to my diabetes goals.	4.08	4.41	0.33
I know enough about myself as a person to make diabetes care choices that are right for me.	4.01	4.49	0.48
I know the positive ways I cope with diabetes-related stress.	3.79	4.32	0.53
I know what helps me stay motivated to care for my diabetes.	3.99	4.46	0.47
I know what part(s) of my diabetes I am dissatisfied with.	3.92	4.17	0.25

Diabetes distress scale	Pre-program	Last survey	Change
Feeling overwhelmed by the demands of living with diabetes.	2.23	1.96	-0.27
Feeling that I am often failing with my diabetes routine.	2.37	1.92	-0.45

DES is measured on a scale of 1 - 5, with 5 being the most empowered

DDS is measured on a scale of 1 - 6, with 1 being the least distressed

Our mission is to empower people with chronic conditions to live a better life.

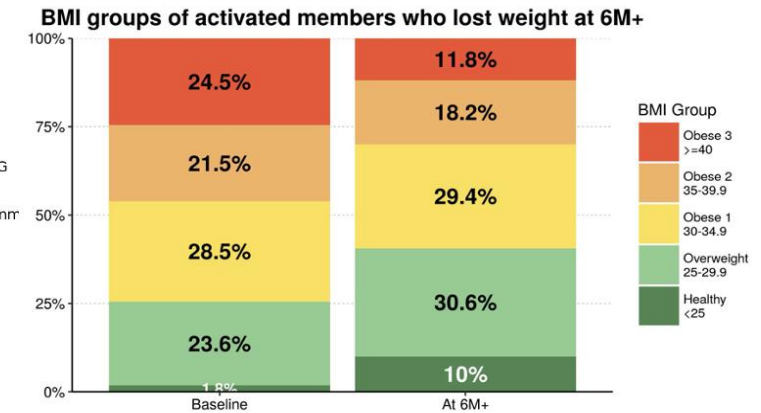
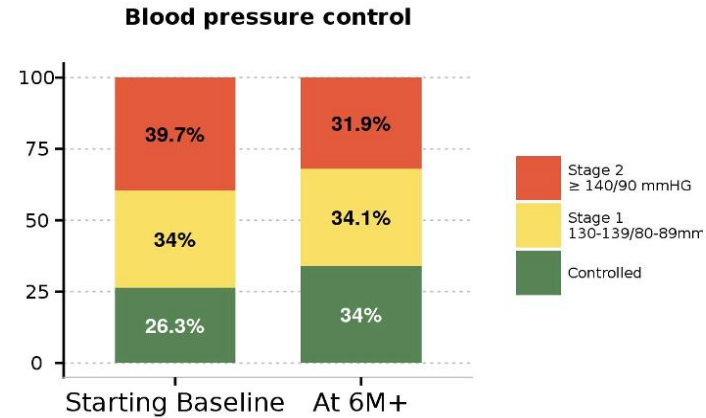
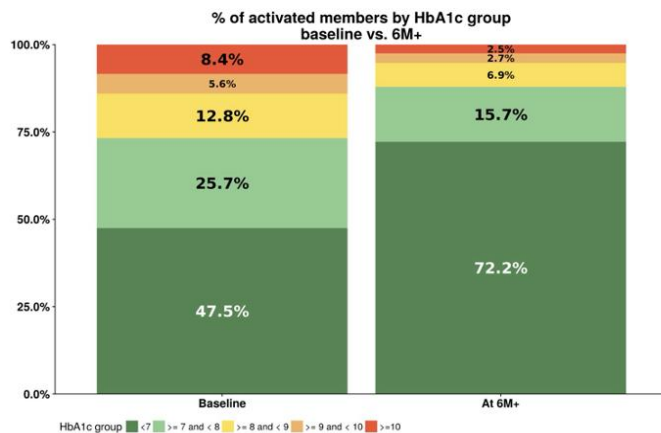
Improvements in the diabetes empowerment scale indicate people are increasingly confident in their ability to successfully manage their diabetes and improve their blood glucose control.

Diabetes distress scale measures the unique, often hidden emotional burdens and worries with chronic disease management.

High levels of diabetes distress have been significantly associated with poor glycemic control.

Livongo Diabetes Program ROI Analysis

Executive Summary



Medical & Pharmacy Savings

Diabetes YoY:
\$93-\$145 PPPM
2.4 - 3.8 x ROI

Hypertension YoY:
\$37-\$88 PPPM
1.9 - 4.4x ROI

Prediabetes YoY:
\$86 PPPM
2.7 x ROI



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Livongo Diabetes Program ROI Analysis

Medical Spending

- Positive ROI seen in all years (year 1 – year 6)
- Medical cost reduction was driven by decreases in condition related expenses
- ROI for medical cost:
 - Year 1: Decrease 23%; \$54 PPPM
 - Year 2: Decrease 32%; \$80 PPPM
 - Year 3: Decrease 33%; \$84 PPPM
 - Year 4: Decrease 70%; 188 PPPM
 - Year 5: Decrease 13%; \$62 PPPM (from prior program year)
 - Year 6: Decrease of 47%; \$109 PPPM
 - **Year 7: Decrease of 58.72%; \$45 PPPM**

Pharmacy Spending

- -Decreased total pharmacy costs by 12% over prior program year; even with increased medication adherence due to free DM Rx for engaged participants
 - Year 1: Increase 5%; \$16 PPPM
 - Year 2: Increase 7%; \$22 PPPM
 - Year 3: Decrease 7%; \$19 PPPM
 - Year 4: increase 1%; 54 PPPM
 - Year 5: Decrease 12%; \$7 PPPM (from prior program year)
 - Year 6: Decrease 4.1%; \$9 PPPM
 - **Year 7: Increase 10.11%; \$100 PPPM**

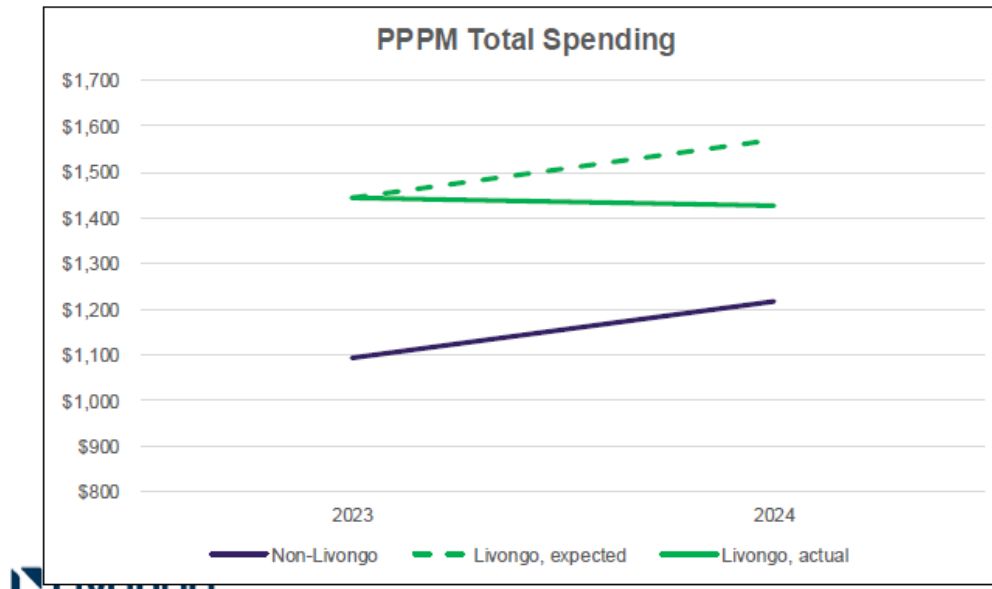
Overall ROI

- Pooled ROI for medical and Rx cost:
 - Year 1: 1.2x ROI; \$38 PPPM
 - Year 2: 1.9x ROI; \$58 PPPM
 - Year 3: 2.1x ROI; \$65 PPPM
 - Year 4: 4.3x ROI; \$135 PPPM
 - Year 5: 1.4x ROI; \$69 PPPM
 - Year 6: 3.1x ROI; \$118 PPPM
 - **Year 7: 3.8x ROI; \$77 PPPM; a total savings of \$909,216**

Livongo Diabetes Program ROI Analysis

Total Spending - YOY Diabetes ROI-6Y

	Non-member			Member			DID
Total allowed costs	Y0	Y1	Difference	Y0	Y1	Difference	Savings
Medical	\$695	\$731	\$36	\$680	\$671	-\$9	\$45
Pharmacy	\$396	\$486	\$90	\$764	\$754	\$10	\$100



Total claims ROI :
 $\$145 \div (\$68 - \$30) =$

3.8x

\$68: Livongo PPM fee
\$30: Diabetes Supply Cost

Livongo Diabetes Program ROI Analysis

Pooled Spending Summary – Diabetes-6Y

	Non-member			Member			
PPPM Costs	2023	2024	% Diff	2023	2024	% Diff	DID %
Total costs	\$695	\$731	5%	\$680	\$671	-1%	-7%
Diabetes-related	\$34	\$44	29%	\$74	\$77	4%	-25%
Cholesterol-related	\$2	\$2	0%	\$1	\$13	1200%	1200%
Hypertension-related	\$31	\$14	-55%	\$28	\$8	-71%	-17%
Infection-related	\$47	\$76	62%	\$21	\$49	133%	72%
MSK-related	\$43	\$44	2%	\$51	\$42	-18%	-20%
ER visits	\$14	\$14	0%	\$12	\$10	-17%	-17%
Inpatient hospital, non-ER visits	\$162	\$132	-19%	\$134	\$141	5%	24%
Outpatient hospital, non-ER visits	\$306	\$335	9%	\$272	\$241	-11%	-21%
Office visits	\$131	\$152	16%	\$144	\$155	8%	-8%
Total pharmaceutical costs	\$396	\$486	23%	\$764	\$754	-1%	-24%
Diabetes-related pharmaceutical costs	\$267	\$371	39%	\$642	\$641	0%	-39%

Disease-related costs are identified by ICD-10 codes and one claim can have multiple ICD-10 codes associated to it, therefore, they are not mutually exclusive groups and will not sum to the Total Medical Costs (PPPM).

Place of Service costs are mutually exclusive groups and will have a sum close to the Total Medical Costs (PPPM). Not all categories are represented in the table.

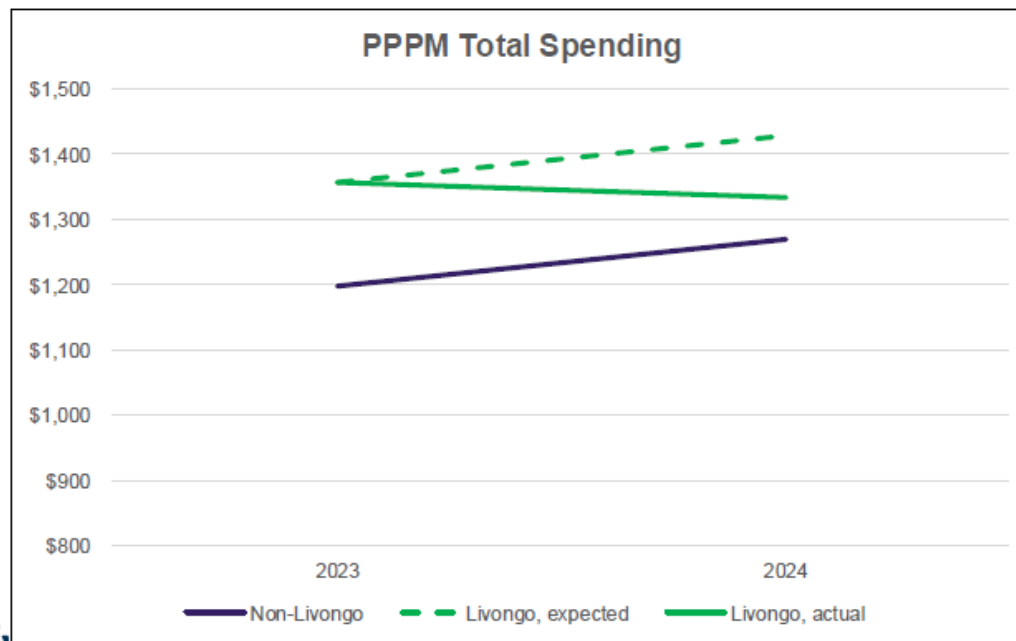


Data sources: Harris Health Livongo Teladoc Performance Summary Report April 2025

Livongo Diabetes Program ROI Analysis

Total Spending - YOY Diabetes ROI-not 6Y

	Non-member			Member			DID
Total allowed costs	2023	2024	Difference	2023	2024	Difference	Savings
Medical	\$741	\$697	-\$44	\$722	\$555	-\$167	\$123
Pharmacy	\$458	\$572	\$114	\$636	\$780	\$144	-\$30



Total claims ROI :
 $\$93 \div (\$68 - \$30) =$
2.4x

\$68: Livongo PPPM fee
 \$30: Diabetes Supply Cost

Data sources: Harris Health Livongo Teladoc Performance Summary Report April 2025

Livongo Diabetes Program ROI Analysis

Pooled Spending Summary – Diabetes-not 6Y

	Non-member			Member			
PPPM Costs	2023	2024	% Diff	2023	2024	% Diff	DID %
Total costs	\$741	\$697	-6%	\$722	\$555	-23%	-17%
Diabetes-related	\$37	\$43	16%	\$46	\$45	-2%	-18%
Cholesterol-related	\$2	\$2	0%	\$1	\$1	0%	0%
Hypertension-related	\$35	\$22	-37%	\$44	\$13	-70%	-33%
Infection-related	\$47	\$79	68%	\$31	\$28	-10%	-78%
MSK-related	\$67	\$43	-36%	\$45	\$30	-33%	2%
ER visits	\$13	\$15	15%	\$16	\$10	-38%	-53%
Inpatient hospital, non-ER visits	\$198	\$144	-27%	\$168	\$69	-59%	-32%
Outpatient hospital, non-ER visits	\$317	\$305	-4%	\$331	\$290	-12%	-9%
Office visits	\$124	\$139	12%	\$123	\$100	-19%	-31%
Total pharmaceutical costs	\$458	\$572	25%	\$636	\$780	23%	-2%
Diabetes-related pharmaceutical costs	\$278	\$387	39%	\$454	\$587	29%	-10%

Disease-related costs are identified by ICD-10 codes and one claim can have multiple ICD-10 codes associated to it, therefore, they are not mutually exclusive groups and will not sum to the Total Medical Costs (PPPM).

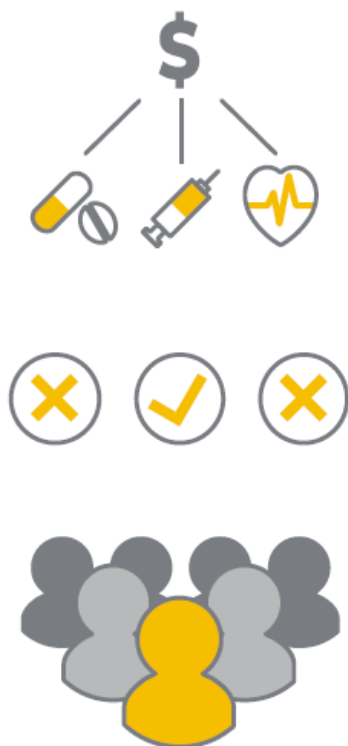
Place of Service costs are mutually exclusive groups and will have a sum close to the Total Medical Costs (PMPM). Not all categories are represented in the table.



Data sources: Harris Health Livongo Teladoc Performance Summary Report April 2025

Livongo Diabetes Program ROI Analysis

ROI Methodology Overview



Approach

Difference-in-difference (DID) comparison of total allowed amount of medical spending (PPPM) one year prior to index date (Year 0) compared to year(s) following index date (Year 1) for members vs. non-members.

Inclusion Criteria (Members & Non-Members):

Eligible for health benefits for entire study period

Age < 65

Members activated in Livongo \geq 3 months

Annual medical costs capped at \$100K or the 95th percentile

Matching

Members propensity score matched 1:1 with non-members using age, gender, Charlson Comorbidity Score and pre-period total medical costs.

Exact match on cost bands.

Study Time Periods

Study Index Date: 2024/01/01

Pre-Period, Year 0: 2023/01/01 - 2023/12/31

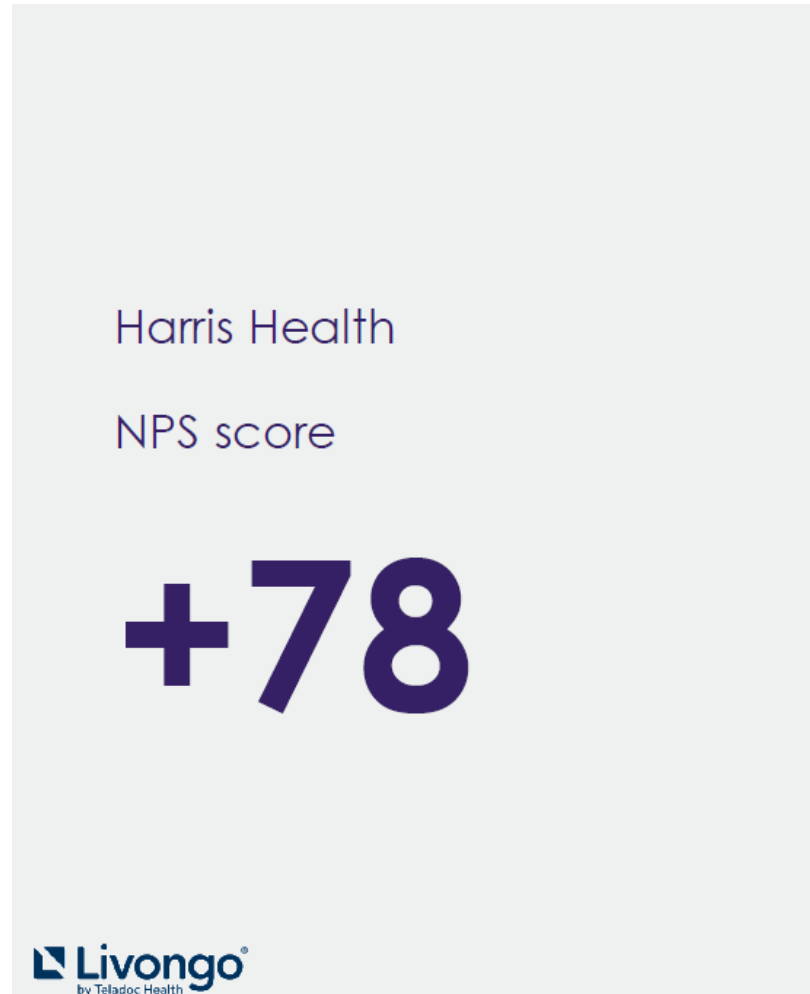
Post-Period, Year 1: 2024/01/01 - 2024/12/31

Milliman
reviewed
difference-in-
difference
methodology



Member Satisfaction Survey & NPS

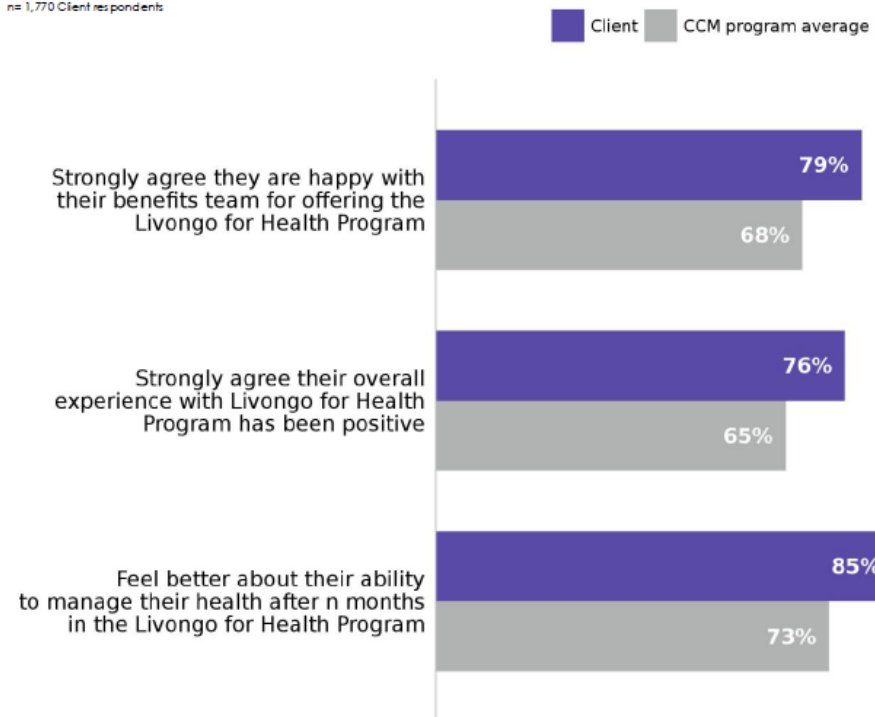
Net Promoter Score (NPS): The overall Livongo Net Promoter Score among Harris Health Members is +78



Harris Health members love programs

Member satisfaction & NPS

n= 1,770 Client respondents



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Data sources: Harris Health Livongo Teladoc Performance Summary Report April 2025

Livongo Program Testimonial

Member story

Here's just one example of the many Harris Health System participants who have used Teladoc Health to improve both their health measures and their lifestyles.



Shawn DeCosta

Mom + executive assistant + cook

Programs: Teladoc Health Diabetes Management and Hypertension Management

Hobbies: Spending time with her daughter and cooking

Motivation: The easy-to-use meter and the 24/7 coaching assistance piqued Shawn's interest in getting healthier

Highlights: Shawn incorporates tips from the meter into her lifestyle to better manage her diabetes and blood pressure

“

I now start and end my day with the information I need to successfully approach my diabetes.

- Shawn DeCosta



Teladoc Health Livongo Hypertension Management Program

Teladoc Health Livongo Hypertension Management Program

- Program designed to empower participants with the latest technology, information and coaching to more effectively manage their Hypertension.
- Livongo is FREE program provided to Harris Health System employees, spouses and pre-65 retirees who have Hypertension and are enrolled in the Harris Health System Medical Plan.
- Our Goals:
 - Achieve $\geq 40\%$ enrollment and engagement in the Livongo Hypertension Management Program.
 - Program-year enrollment =44.7% engaged; a 2.31% decrease from the prior program year (1,566 members enrolled out of 3,504 people identified with Hypertension)
 - Decrease ER visits and complications associated with Hypertension
 - On average, Hypertension members not participating in Livongo had 23% more ER visits than hypertensive members participating in Livongo
 - On average, Hypertension members not participating in Livongo had 118% more inpatient days compared to hypertensive members participating in Livongo
 - Livongo HTN participants cost an average of 5% less than non participants; a difference of \$29 PMPM; a total difference of \$544,968 per year.
 - Improve % of participants that have a controlled blood pressure
 - 78% of members maintained or improved blood pressure control
 - Livongo participants have a lower PDC (49.7%) than non-participants (64.9%). Note some participants are utilizing multiple hypertension related medications.
 - Achieve Blood pressure reductions of 10 mmHg and reducing risk of coronary heart disease and stroke*
 - Members saw an reduction of 6.4 mmHg reduction in systolic blood pressure and 5 mmHg in diastolic blood pressure, resulting in risk reduction of coronary heart disease events and stroke
 - Improve clinical compliance with HEDIS measures and Quality metrics
 - Livongo HTN participants are meeting quality metrics more than non-participants
 - Achieve positive participant feedback that Livongo is easy to use and is a valuable resource in better self management.
 - Net promoter score of +78; positive testimonials
 - Achieve ROI & VOI (Value on Investment)
 - Pooled ROI for medical and Rx cost:
 - 1.9x ROI; \$17 PMPM; a total savings of \$319,464

*[BMJ](#). 209; 338: b1665.

Data source: Alliant Analytics; incurred September 2021 – August 2022, paid through October 2022. Excluding post-65 retirees, Grandfathered disabled & COBRA. Does not include capitated costs. Employee and Spouse only. Costs include medical and pharmacy; Livongo Business Review Report March 2023; Cobalt Medication Adherence Report September 2021 – August 2022, Harris Health ROI report May 2023

Livongo Hypertension Management Program

The Livongo Hypertension Management Program includes:

- A free connected blood pressure monitor
- Instant, personalized tips with each blood pressure check
- Real-time support when participants are out of range
- Data Sharing with Family and Health Providers directly from the meter, app or portal
- Automatic uploads for better reporting and management
- Unlimited, personalized coaching
- Informative resources and learning tools help participants improve their lifestyle, manage their Hypertension and improve their health
- Available via desktop, laptop or mobile device including apps for both iPhone and Android devices



Livongo Hypertension Management Executive Summary

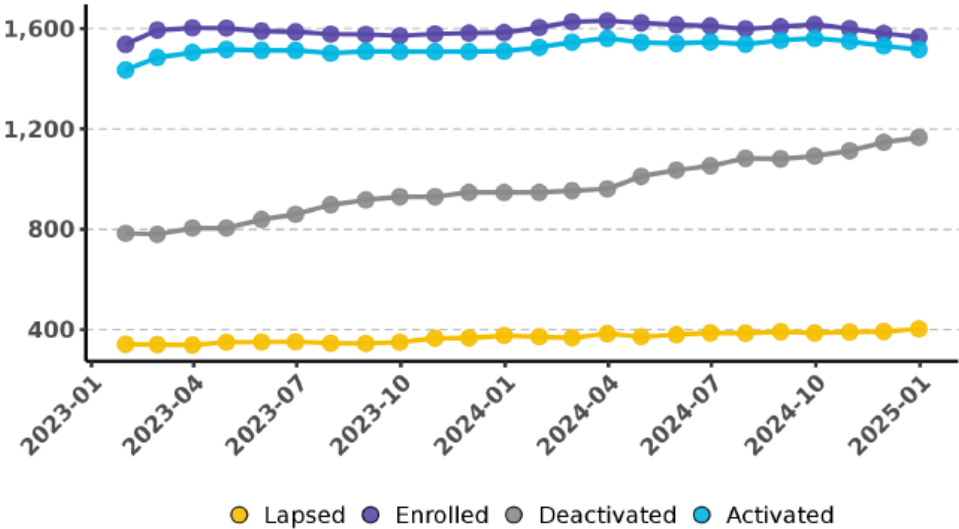
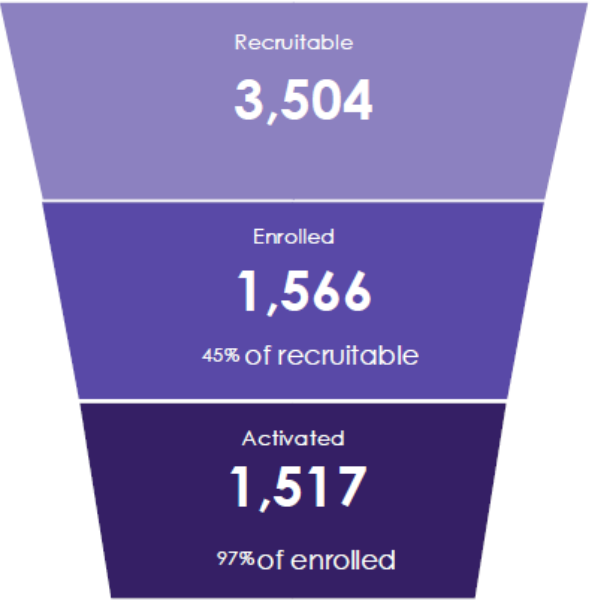
- **Hypertensives participating in Livongo** cost an average of 5% less than non participants; a difference of \$29 PMPM; a total difference of \$544,968 per year.
- **High member satisfaction** – Based on survey feedback, the overall Livongo Net Promotor Score (NPS) among Harris Health members is +78.
- **Strong engagement results** –44.7% engaged; a 2.31% decrease from the prior program year (1,566 members enrolled out of 3,504 people identified with Hypertension)
- **Reduced blood pressure readings** – Members saw an reduction of 6.4 mmHg reduction in systolic blood pressure and 5 mmHg in diastolic blood pressure, resulting in risk reduction of coronary heart disease events and stroke
 - 78% of Livongo participants maintained or improved blood pressure control, a 1% decrease from the prior program year
 - 97% completed the ‘Drive-to-5’ to establish checking patterns in the first 30-days to develop initial personalized interventions
 - Average of 11 blood pressure checks per month for participants who checked at least once per month
- **Improve clinical compliance with HEDIS measures and Quality metrics** —
 - On average, Hypertension members not participating in Livongo had 23% more ER visits than hypertensive members participating in Livongo
 - On average, Hypertension members not participating in Livongo had 118% more inpatient days compared to hypertensive members participating in Livongo
 - Livongo HTN participants are meeting quality metrics more than non-participants
 - Members saw an reduction of 6.4 mmHg reduction in systolic blood pressure and 5 mmHg in diastolic blood pressure, resulting in risk reduction of coronary heart disease events and stroke
 - Achieved positive risk shift in Livongo Hypertension program participants; Achieved 34.1% controlled versus 26.3% at baseline Achieved 34.1% in Stage 1 HTN compared to 34% at baseline. Achieved 31.9% in Stage 2 HTN compared to 39.7% at baseline
- **Medication Adherence:**
 - Livongo participants have a higher PDC (120.9%) than non-participants (110.4%). Note some participants are utilizing multiple hypertension related medications.
- **Achieve ROI & VOI (Value on Investment)**
 - Pooled ROI for medical and Rx cost:
 - 1.9x ROI; \$17 PMPM; a total savings of \$319,464
 - Clinical improvements
 - Net promoter score of +78 positive testimonials

Livongo Hypertension Management Program Enrollment

Hypertension management

Enrollment and activation dashboard

Hypertension enrollment and activation trends



Recruitable: Number of people who are eligible for the program
Enrolled: Number of members who registered and successfully enrolled
Activated: Number of members who used the device for a first blood pressure reading
Lapsed: Number of members who as not used BP device in 6 months (Lapsed User Clause)
Deactivated: Number of members who are no longer eligible for the benefit

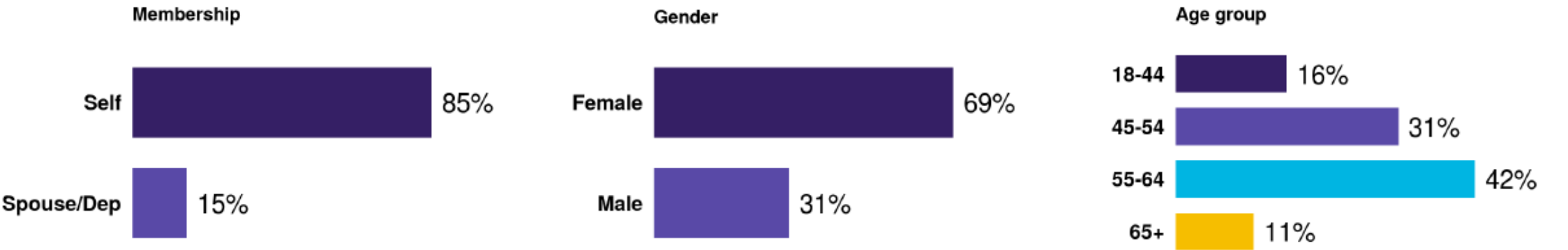


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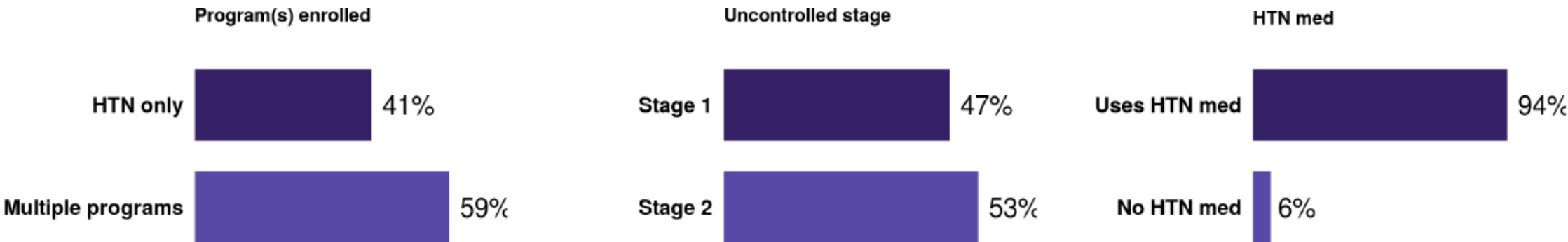
Data sources: Harris Health Livongo Teladoc Performance Summary Report April 2025

Livongo Hypertension Management Program Enrollment

Hypertension management



Hypertension management



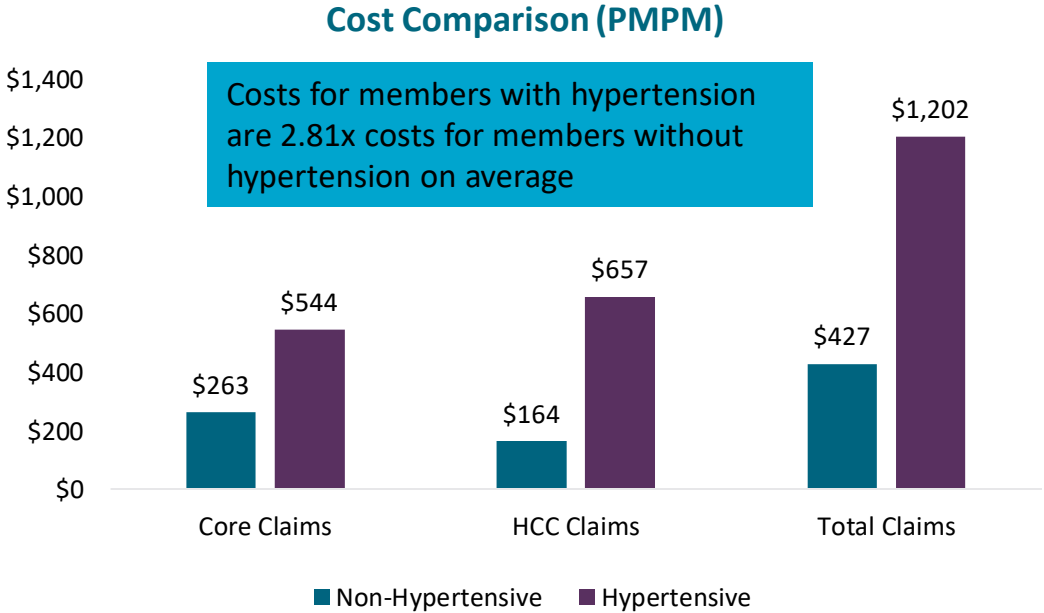
Data sources: Harris Health Livongo Teladoc Performance Summary Report April 2025

Hypertensive versus Non-Hypertensive Cost & Risk Analysis

Top 3 Chronic Conditions	Spouses Prevalence	Number of Spouses	Employees Prevalence	Number of Employees
Diabetes	43%	323	37%	1,335
Hyperlipidemia	67%	506	60%	2,176
Morbid Obesity	16%	124	21%	759

Hypertension Population	Hypertension ER Visits per 1000	Hypertension ER Plan Paid Avg.
Hypertension Members	398.49	\$2,803
Non-Hypertension Members	240.65	\$2,729

Hypertensive population



Top Hypertension (HTN) Comorbidities	HTN Prevalence FY23	Non-HTN Prevalence FY23
Diabetes	37.8%	8.1%
Hyperlipidemia	61.2%	20.2%

Prevalence of diabetes and hyperlipidemia is on average 3.5x higher, respectively, for hypertensives versus non-hypertensives.

- Solutions Implemented:
- Livongo Diabetes Management Program
 - Livongo Hypertension Management Program
 - Livongo Diabetes Prevention Program
 - Wondr Health™ Pre-Diabetes & Weight Management Program
 - Onsite HbA1c Screenings

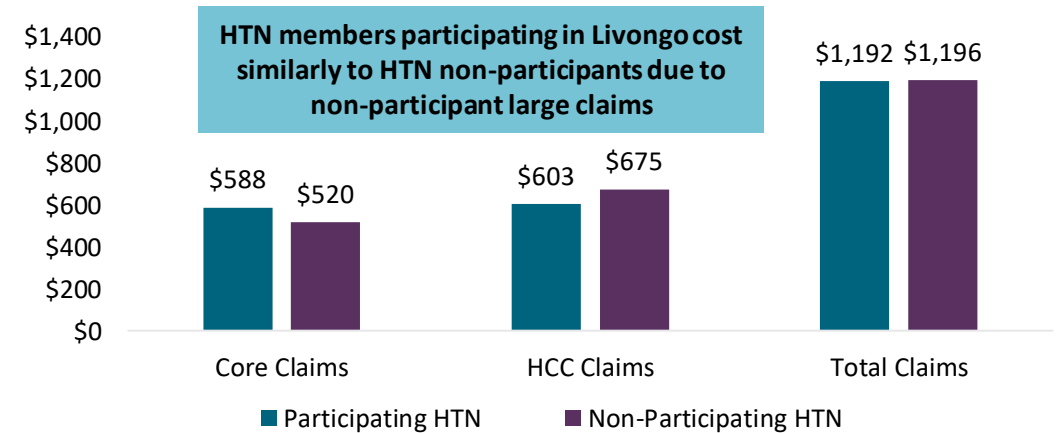
Hypertension Population – Livongo Participants

Livongo Hypertension Participation	Count	% Engaged	Prospective Risk Score
Participating	1,566	44.69%	3.09
Not Participating	1,938	55.31%	3.07
Total	3,504	100%	

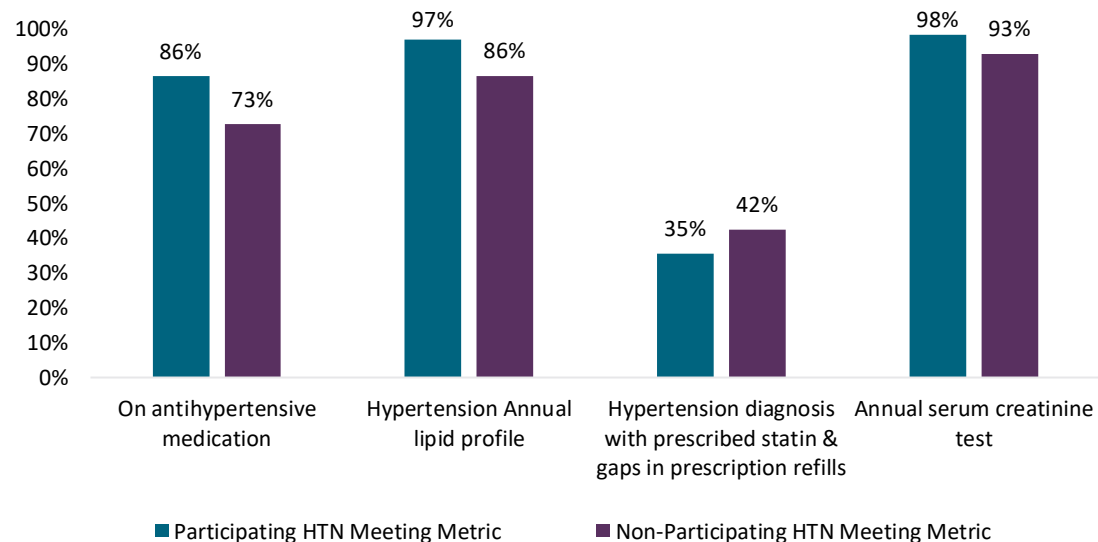
44.69% participants with Hypertension engaged in Livongo during the program year, a 2.31% reduction from prior program year

Hypertension member risk scores drew much closer together from 3.09 and 2.67 in FY25 for participating and non-participating members to 3.09 and 3.07 in FY26

Cost Comparison PMPM FY26



Quality Metrics - Hypertension



20.5% of the HHS non-HTN population have Pre-Hypertension & 37.4% have Hyperlipidemia

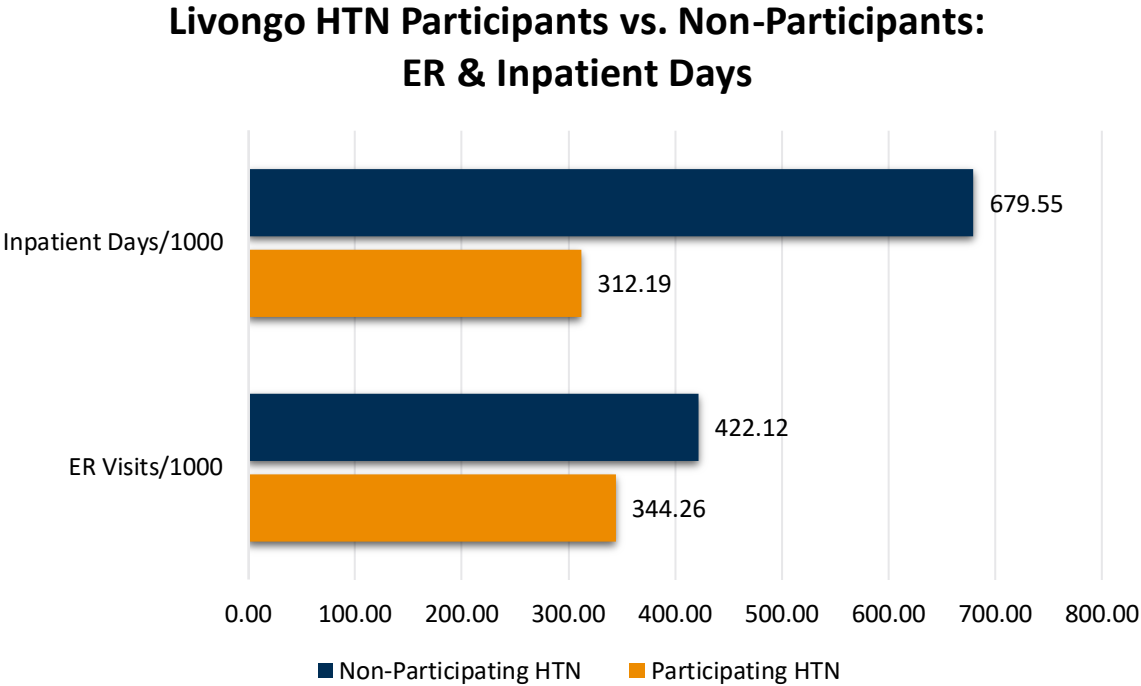
- **542** Pre-Hypertension: Systolic ≥ 120 & ≤ 139 , Diastolic ≥ 80 & ≤ 89 , and no diagnosis of Hypertension.
- **4,595** have a diagnosis of Hyperlipidemia

Solutions:

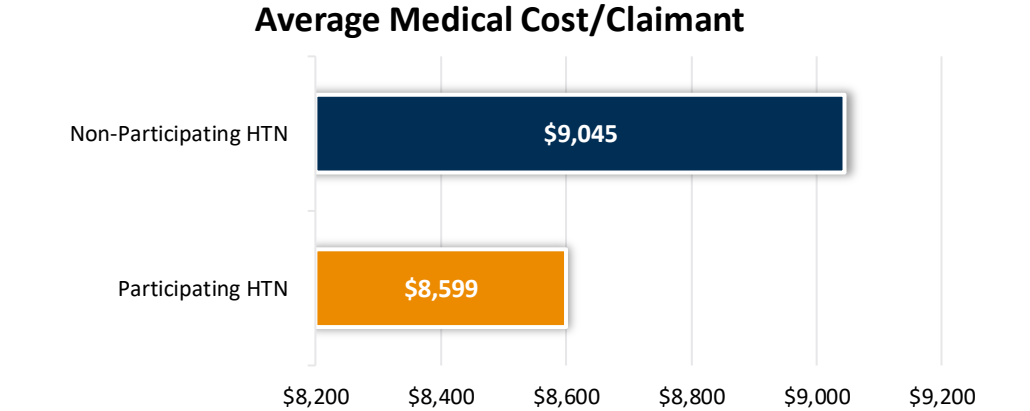
- Livongo Diabetes Prevention Program
- Wondr Health™ Pre-Diabetes & Weight Management Program

*Pre-Hypertension range $>120/80$ & $<139/89$ with no HTN diagnosis; Active Members with reported biometric data

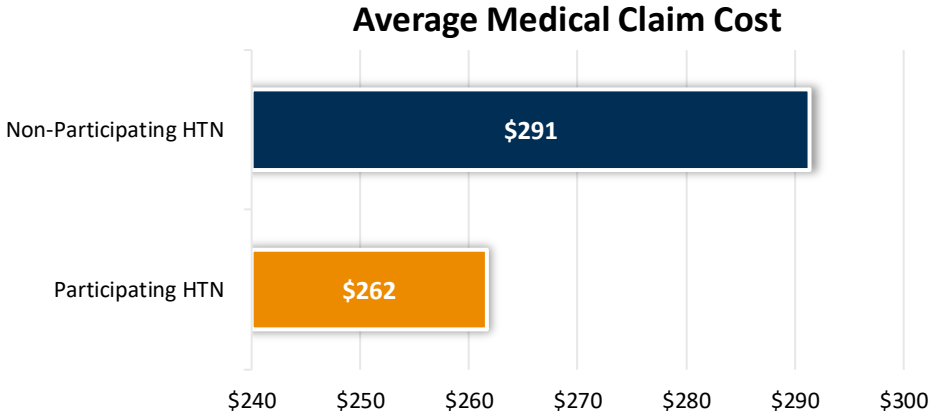
Hypertension Population – Livongo Participants



On average, hypertensive members not participating in Livongo had 23% more ER visits and 118% more inpatient days than hypertensive members participating in Livongo.



In FY26, the average medical cost for a hypertensive member participating in Livongo was on average 5% less than a non-participating hypertensive member.



The average medical claim cost for hypertensives not participating in Livongo was 1.11x the average medical claim cost for participating hypertensives.

Hypertension Population – Livongo Participants

Livongo Participants Clinical Compliance

Clinical Measure	% Compliant – All Livongo Hypertension Participants	% Compliant – Employee	% Compliant – Spouse
On antihypertensive medication	86.2%	86.0%	87.1%
Hypertension annual lipid profile	96.9%	97.0%	96.3%
Hypertension diagnosis and prescribed statin and gaps in prescription refills	35.3%	35.4%	35.2%
Annual serum creatinine test	98.1%	98.0%	98.7%
Preventive visit	96.1%	96.3%	94.7%

Data source: Alliant Analytics, incurred March 2024 – February 2025, paid through April 2025. Excluding post-65 retirees, Grandfathered disabled & COBRA. Does not include capitated costs. Livongo hypertension participants - Employee and Spouse only

Livongo Hypertension Program – Medication Adherence

Hypertension Medications:

Drug	LIVONGO HYPERTENSION PROGRAM			
	Participants	PDC Rate	Non-Participants	PDC Rate
Amlodipine Besylate/ Benazepril HCL	89	73.4%	71	59.2%
Clonidine HCL	24	42.1%	51	39.3%
Enalapril Maleate	13	63.3%	14	47.8%
Hydralazine HCL	27	55.1%	53	44.1%
Irbesartan	15	83.1%	18	64.4%
Lisinopril	208	70.0%	373	57.3%
Lisinopril HCL	97	79.6%	153	61.3%
Losartan Potassium	265	69.6%	514	56.0%
Losartan Potassium HCL	116	70.5%	175	62.6%
Olmesartan Medoxomil	60	66.6%	122	58.8%
Olmesartan Medoxomil HCL	105	65.2%	68	55.3%
Ramipril	6	79.5%	12	63.7%
Valsartan	56	69.7%	79	58.0%
Valsartan HCL	50	69.9%	59	68.9%
Combined	929	49.7%	1,533	64.9%

Livongo participants have a lower PDC (49.7%) than non-participants (64.9%). Note some participants are utilizing multiple hypertension related medications.

Adherence is measured at the drug level based on Proportion of Days Covered (PDC), which is calculated as the sum of Days of Supply divided by total days in the one-year study period (n = 365).

Data source: Alliant Analytics, incurred March 2024 – February 2025, paid through April 2025. Excluding post-65 retirees, Grandfathered disabled & COBRA. Does not include capitated costs. Livongo hypertension participants - Employee and Spouse only

Hypertension Population – Livongo Participants

Livongo Participants Clinical Compliance

Clinical Measure	% Compliant – All Livongo Hypertension Participants	% Compliant – Employee	% Compliant – Spouse
LDL < 100 mg/dL	46.5%	45.9%	52.8%
Total Cholesterol < 200 mg/dL	64.3%	66.7%	37.5%
HDL: < 50 mg/dL for Females < 40 mg/dL for Males	27.7% F / 26.7% M	27.8% F / 26.2% M	25.0% F / 28.1% M
Triglycerides < 150 mg/dL	77.6%	78.6%	67.6%
Glucose < 100 mg/dL	39.0%	41.7%	24.1%
Blood Pressure < 120/80 mm Hg	18.5%	19.0%	16.1%
Waist Circumference: Women: < 35 inches Men: <40 inches	27.8% F / 60.2% M	28.0% F / 62.7% M	0.0% F / 53.8% M
Physical Activity: At Risk: 1-4 times (<150 min.) /week High Risk: 0 times/week	66.8% / 9.2%	68.2% / 9.3%	58.9% / 8.6%
Tobacco Use: Current Tobacco user	3.2%	3.2%	3.0%
Nutrition: At Risk: 1-2 servings of fruit, vegetables & high fiber foods/day High Risk: Rarely or never eats fruit, vegetables & high fiber foods/day	50.3% / 3.0%	50.8% / 2.8%	47.7% / 3.6%
Stress: At Risk: Sometimes stressed High Risk: High Stress	29.7% / 8.0%	30.6% / 8.9%	24.4% / 3.0%

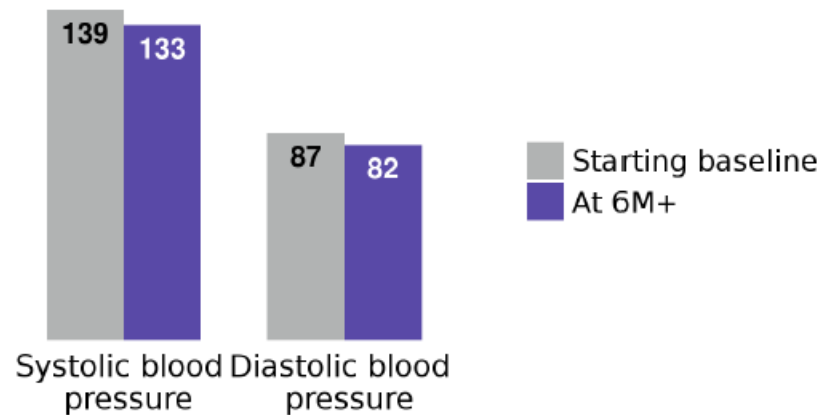
Data source: Alliant Analytics, incurred March 2024 – February 2025, paid through April 2025. Excluding post-65 retirees, grandfathered disabled & COBRA. Employee and Spouse only. Biometric and HRA data not available for all Livongo hypertension participants during the wellness year (percentages above are based on the number of Livongo HTN participants meeting the at risk or high risk criteria out of all Livongo HTN participants with reportable biometric and HRA data).

Livongo Hypertension Management Device Monitoring

Hypertension management

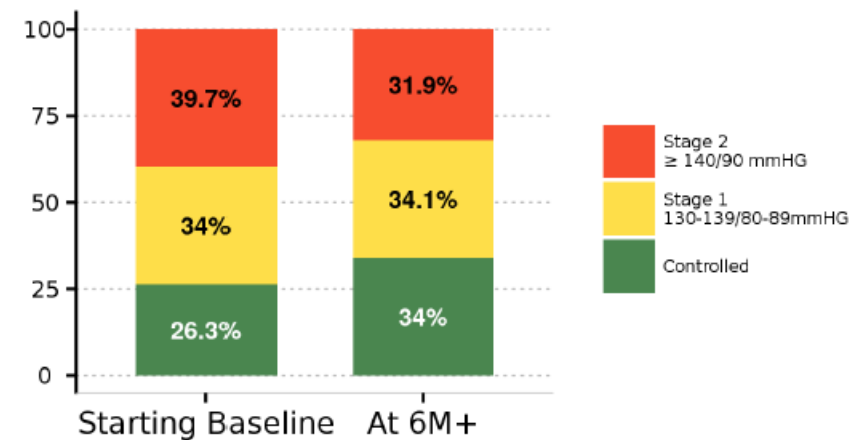
Clinical outcomes: blood pressure reduction

Blood pressure change for members starting uncontrolled (>130/80 mmHG)



For members who started uncontrolled at baseline (74% of enrolled), on average **-6.4 mmHg** reduction in systolic blood pressure was observed and a **-5 mmHg** reduction in diastolic blood pressure was observed at 6M+ onwards

Blood pressure control



78%

Members maintained or improved blood pressure control

Livongo Hypertension Management Device Monitoring

Hypertension management

Program engagement overview

Average 90 day member engagement rates (% of activated)



70%

Device monitoring

Connected blood pressure monitor



77%

Self-guided activity

Email opens, log-ins, health summary
report sharing, food logs



35%

Digital coaching

Health nudges, 5-day challenges,
action plans



1%

Expert coaching

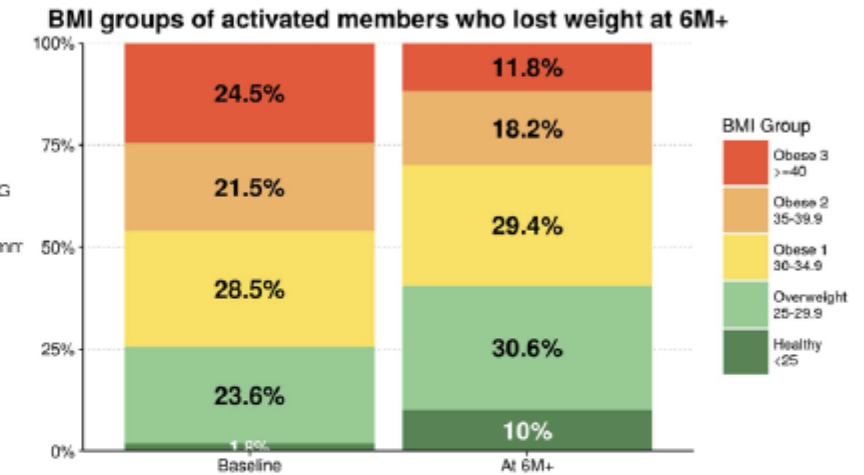
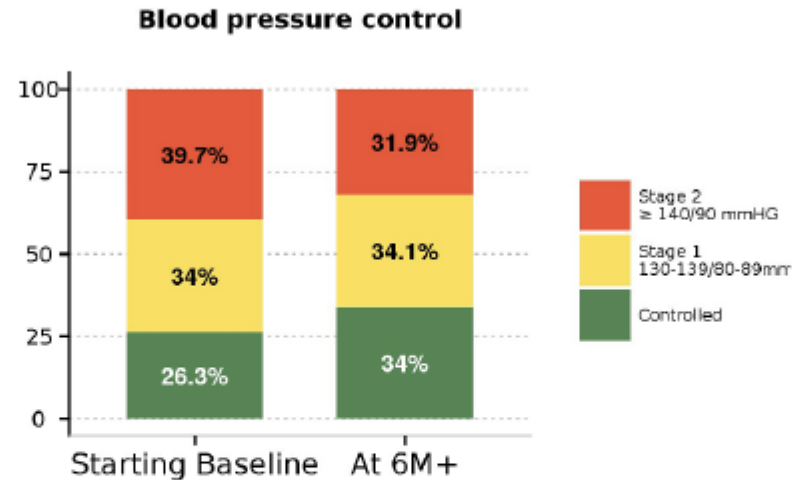
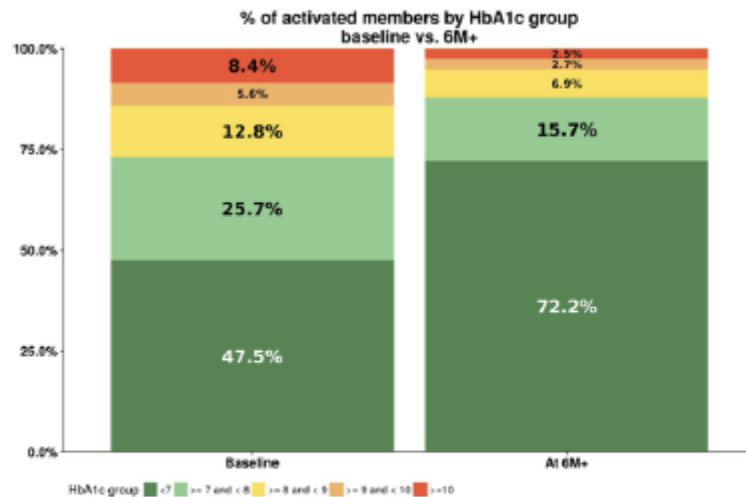
On-demand and scheduled coaching

Members engage with the hypertension management program on average 11 times per month

Data sources: Harris Health Livongo Teladoc Performance Summary Report April 2025

Livongo Hypertension Program ROI Analysis

Executive Summary



Medical & Pharmacy Savings

Diabetes YoY:
\$93-\$145 PPPM
2.4 - 3.8 x ROI

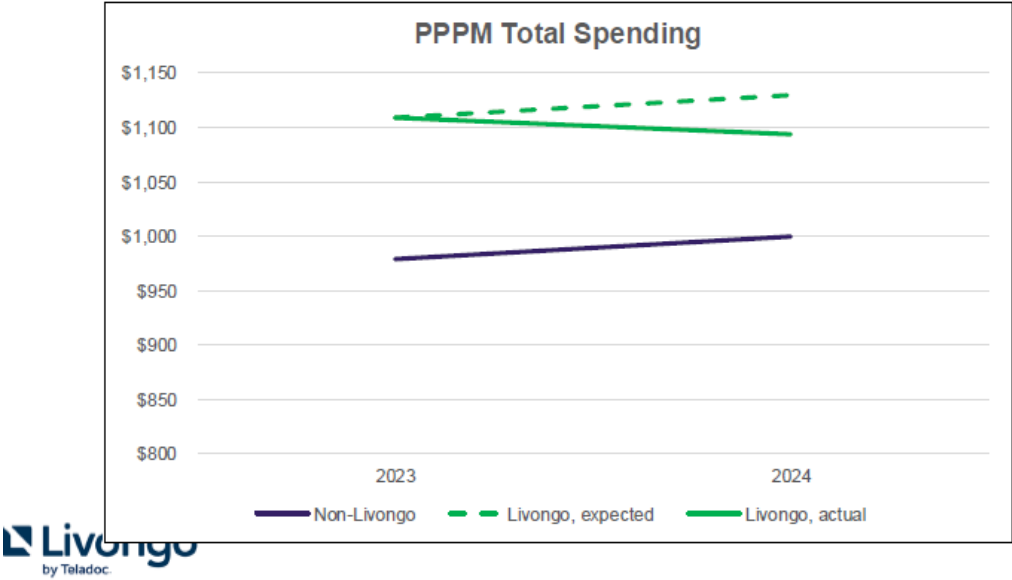
Hypertension YoY:
\$37-\$88 PPPM
1.9 - 4.4x ROI

Prediabetes YoY:
\$86 PPPM
2.7 x ROI

Livongo Hypertension Program ROI Analysis

Total Spending - YOY Hypertension ROI-5Y

	Non-member			Member			DID
Total allowed costs	2023	2024	Difference	2023	2024	Difference	Savings
Medical	\$689	\$640	-\$49	\$689	\$609	-\$80	\$31
Pharmacy	\$290	\$360	\$70	\$420	\$484	\$64	\$6



Total claims ROI :
 $\$37 \div \$20 =$
1.9x

\$20: Livongo PPM fee

Data sources: Harris Health Livongo Teladoc Performance Summary Report April 2025

Hypertension Population – Livongo Participants

Pooled Spending Summary – Hypertension-5Y

	Non-member			Member			
PPPM Costs	2023	2024	% Diff	2023	2024	% Diff	DID %
Total costs	\$689	\$640	-7%	\$689	\$609	-12%	-4%
Hypertension-related	\$36	\$25	-31%	\$45	\$33	-27%	4%
Diabetes-related	\$17	\$19	12%	\$16	\$13	-19%	-31%
Cholesterol-related	\$2	\$2	0%	\$1	\$1	0%	0%
CVD-related	\$37	\$35	-5%	\$46	\$41	-11%	-5%
ER visits	\$15	\$14	-7%	\$12	\$11	-8%	-2%
Inpatient hospital, non-ER visits	\$195	\$147	-25%	\$158	\$106	-33%	-8%
Outpatient hospital, non-ER visits	\$277	\$286	3%	\$302	\$268	-11%	-15%
Office visits	\$122	\$122	0%	\$119	\$131	10%	10%
Total pharmaceutical costs	\$290	\$360	24%	\$420	\$484	15%	-9%
Hypertension-related pharmaceutical costs	\$10	\$7	-30%	\$17	\$11	-35%	-5%

Disease-related costs are identified by ICD-10 codes and one claim can have multiple ICD-10 codes associated to it, therefore, they are not mutually exclusive groups and will not sum to the Total Medical Costs (PPPM).

Place of Service costs are mutually exclusive groups and will have a sum close to the Total Medical Costs (PMPM). Not all categories are represented in the table.

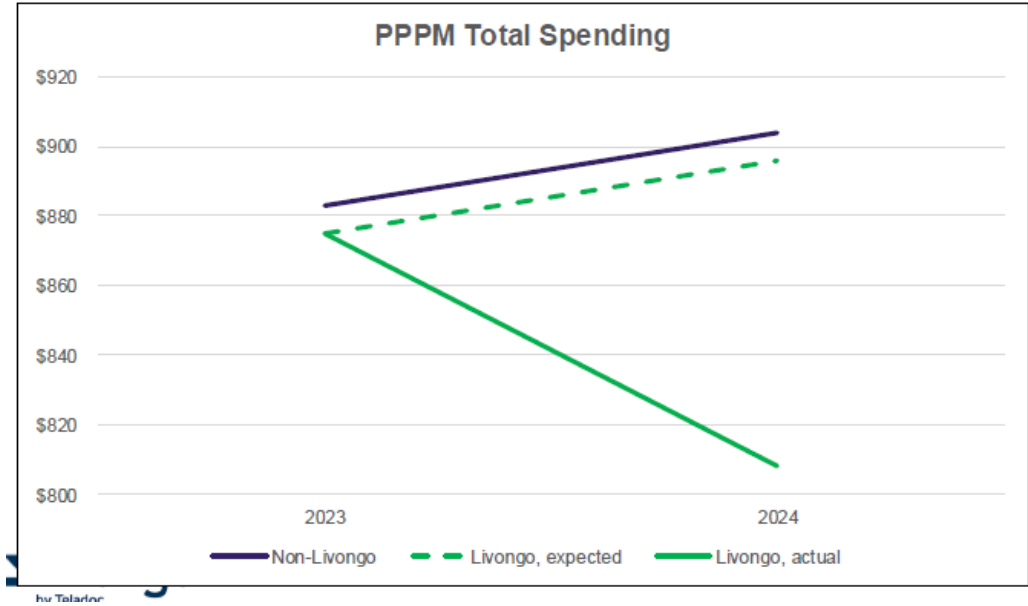


Data sources: Harris Health Livongo Teladoc Performance Summary Report April 2025

Livongo Hypertension Program ROI Analysis

Total Spending - YOY Hypertension ROI-not 5Y

	Non-member			Member			DID
Total allowed costs	2023	2024	Difference	2023	2024	Difference	Savings
Medical	\$654	\$618	-\$36	\$645	\$536	-\$109	\$73
Pharmacy	\$229	\$286	\$57	\$230	\$272	\$42	\$15



Total claims ROI :

$$\$88 \div \$20 =$$

4.4x

\$20: Livongo PPM fee

Data sources: Harris Health Livongo Teladoc Performance Summary Report April 2025

Hypertension Population – Livongo Participants

Pooled Spending Summary – Hypertension-not 5Y

	Non-member			Member			
PPPM Costs	2023	2024	% Diff	2023	2024	% Diff	DID %
Total costs	\$654	\$618	-6%	\$645	\$536	-17%	-11%
Hypertension-related	\$39	\$18	-54%	\$44	\$20	-55%	-1%
Diabetes-related	\$13	\$15	15%	\$4	\$6	50%	35%
Cholesterol-related	\$2	\$2	0%	\$1	\$1	0%	0%
CVD-related	\$32	\$40	25%	\$67	\$24	-64%	-89%
ER visits	\$12	\$12	0%	\$9	\$7	-22%	-22%
Inpatient hospital, non-ER visits	\$165	\$128	-22%	\$140	\$109	-22%	0%
Outpatient hospital, non-ER visits	\$286	\$295	3%	\$301	\$252	-16%	-19%
Office visits	\$107	\$101	-6%	\$120	\$105	-13%	-7%
Total pharmaceutical costs	\$229	\$286	25%	\$230	\$272	18%	-7%
Hypertension-related pharmaceutical costs	\$9	\$5	-44%	\$10	\$6	-40%	4%

Disease-related costs are identified by ICD-10 codes and one claim can have multiple ICD-10 codes associated to it, therefore, they are not mutually exclusive groups and will not sum to the Total Medical Costs (PPPM).

Place of Service costs are mutually exclusive groups and will have a sum close to the Total Medical Costs (PMPM). Not all categories are represented in the table.



Data sources: Harris Health Livongo Teladoc Performance Summary Report April 2025

Livongo Hypertension Program ROI Analysis

Medical Spending

- Positive ROI seen in all years (year 1 – year 5)
- 13% decrease in total medical spending for Livongo members compared to prior program year
- ROI for medical cost:
 - Year 1: Decrease 20%; \$52 PMPM
 - Year 2: Decrease 20%; \$48 PMPM
 - Year 3: Decrease 30%; \$73 PMPM
 - Year 4: Decrease 13%; \$63 PMPM
 - Year 5: Decrease 64.8%; \$68 PMPM
 - **Year 6: Decrease 54.41%; \$31 PMPM**

Pharmacy Spending

- 8% increase in total pharmacy spending for Livongo Members; partly driven by increased medication adherence
 - Year 1: Increase 8%; \$27 PMPM
 - Year 2: Increase 4%; \$8 PMPM
 - Year 3: Decrease 8%; \$13 PMPM
 - Year 4: Increase 8%; \$18 PMPM
 - Year 5: Increase 16%; \$14 PMPM
 - **Year 6: Decrease 57.14%; \$6 PMPM**

Overall ROI

- Pooled ROI for medical and Rx cost:
 - Year 1: 1.3x ROI \$25 PMPM
 - Year 2: 2.0x ROI \$40 PMPM
 - Year 3: 3.0 x ROI \$60 PMPM
 - Year 4: 2.2x ROI; \$45 PMPM
 - Year 5: 2.7x ROI; \$54 PMPM
 - **Year 6: 1.9x ROI; \$17 PMPM; a total savings of \$319,464**

Data sources: Harris Health Livongo Teladoc ROI and Business Review Report May 2025

Teladoc Health Livongo Prediabetes Program

Teladoc Health Livongo Prediabetes Program

- Program designed to empower participants with the latest technology, information and coaching to more effectively prevent the development of Diabetes through weight management and lifestyle enhancement
- Livongo Pre-Diabetes is FREE program provided to Harris Health System employees, spouses and pre-65 retirees who meet the DPP health criteria and are enrolled in the Harris Health System Medical Plan.
- Our Goals:
 - Achieve $\geq 30\%$ enrollment and engagement in the Livongo Pre-Diabetes Program.
 - Program-year enrollment =34.33%; a 1.3% increase from the prior program year
 - Decrease the prevalence of pre-diabetes at Harris Health System by $\geq 1\%$
 - 32% of our population (with available glucose and/or HbA1c data and no diabetes diagnosis) has Pre-Diabetes, an increase of 1.5% over prior program year
 - Decrease the prevalence of overweight and obesity at Harris Health System by $\geq 1\%$
 - 86.5% of participants with Pre-Diabetes have a BMI of ≥ 25 , a 1.5% increase over prior program year
 - 53.3% of participants with Pre-Diabetes have a high waist circumference, a 1.4% increase from prior program year
 - Decrease medical claims cost per Pre-Diabetes Participant
 - The average medical claims cost per Prediabetes participant is \$162.55 PMPM, an increase of 18.6% (\$25.52 PMPM)
 - Decrease the utilization and costs of ER and inpatient visits
 - The average number of ER visits/1,000 for Prediabetes participants is 272.47, an increase of 7.2% (18.38 visits/1,000 members)
 - The average number of Inpatient Days/1,000 for DPP participants is 129.07, a decrease of 0.9% (1.19 days/1,000 members)
 - Improve % of participants who lost weight
 - 63.7% of members lost weight
 - Achieve $\geq 5\%$ and 10% Weight loss to improve health and decrease risks
 - 32.4% of participants lost $> 10\%$ Weight loss; 11.8% lost 7-10%; 9.4% loss 5-7% weight loss; 16.4% lost 3-5% and 30% lost $< 3\%$ weight loss.
 - Achieved positive risk shift in Livongo Prediabetes program participants; Achieved 10% healthy (BMI < 25) versus 1.8% at baseline. Achieved 30.6% in Overweight (BMI 25-29.9) compared to 23.6% at baseline. Achieved 29.4% in Obese 1 (BMI 30 -34.9) compared to 28.5% at baseline. Achieved 18.2% in Obese 2 (BMI 35-39.9) compared to 21.5% at baseline. Achieved 11.8% in Obese 3 (BMI ≥ 40) compared to 24.5% at baseline.
 - Achieve positive participant feedback that Livongo is easy to use and is a valuable resource to improve health and decrease risk
 - Net promoter score of +78; positive testimonials
 - Achieve ROI & VOI (Value on Investment)
 - Pooled ROI for medical and Rx cost:
 - 2.7x ROI; \$24PPPM; a total savings of \$184,608

Teladoc Health Livongo Prediabetes Program



The Livongo Pre-Diabetes Program includes:

- A free digital scale and activity tracker
- Weekly diabetes prevention lessons
- Self guided activities, reports and food logs
- Digital Coaching, health nudges, 5-day challenges and action plans
- Expert coaching, on-demand and scheduled
- Real-time support
- Data Sharing with Family and Health Providers directly from the app or portal
- Informative resources and learning tools help participants improve their lifestyle, manage their weight and improve their health
- Available via desktop, laptop or mobile device including apps for both iPhone and Android devices

Population Health Statistics – Prediabetes

Pre-Diabetes		Mar 2024 – Feb 2025		TRENDS	
Biometric	Biometric Description	#	%	#	%
Population with Prediabetes	Glucose ≥ 100 and < 126 or an HbA1c $> 5.7\%$ and $< 6.4\%$, and no diagnosis of diabetes	2,064	32.0%	+408	+1.5%
Potentially undiagnosed diabetics	Glucose ≥ 126 or an HbA1c $\geq 6.4\%$, and no diagnosis of diabetes	212	3.3%	-12	-0.8%
% of Pre-Diabetic Population Overweight (BMI)	At Risk: 25-29 High Risk: ≥ 30	984	86.5%	+162	+1.5%
% of Pre-Diabetic Population Overweight (Waist Circumference)	Women: ≥ 35 inches Men: ≥ 40 inches	426	53.3%	+36	+1.4%

Livongo Pre-Diabetes Program:

- New Program launched in January 2020
- Achieved 34.33% engagement out of those eligible during the program year
- Participants gain the knowledge and skills to make effective healthy lifestyle changes. Lessons include nutrition, exercise, weight-loss, stress management and more.
- This is a year-long program with weekly and bi-weekly lessons following the CDC curriculum

Key Findings:

- 32.0% of our population (with available glucose and/or HbA1c data and no diabetes diagnosis) has Pre-Diabetes, an increase of 1.5% over prior program year
- Potentially undiagnosed diabetics decreased by 0.8% (12 people)
- 86.5% of participants with Pre-Diabetes have a BMI of ≥ 25 , a 1.5% increase over prior program year
- 53.3% of participants with Pre-Diabetes have a high waist circumference, a 1.4% increase from prior program year

Data source: Alliant Analytics, incurred March 2024 – February 2025, paid through April 2025; Employee and Spouse only. Biometric data not available for all pre-diabetic members during the wellness year (percentages above are based on the number of pre-diabetic members meeting the at risk or high risk criteria out of all pre-diabetic members with reported biometric data).

Prediabetes Participants Cost & Risk Analysis (baseline)

Participating in Livongo Pre-Diabetes Program	Count	Prospective Risk Score
Participating (Total)	641	1.96
Employees	590	1.97
Spouses	51	1.87

641 Pre-Diabetics engaged in Livongo Prediabetes Program during program year

Pre-Diabetes Population	Avg. Medical Claim Cost	ER Visits/1000	Inpatient Days/1000
Pre-Diabetes Members	\$162.55	272.47	129.07

- The average medical claims cost per DPP participant is \$162.55 PMPM, an increase of 18.6% (\$25.52 PMPM)
- The average number of ER visits/1,000 for DPP participants is 272.47, an increase of 7.2% (18.38 visits/1,000 members)
- The average number of Inpatient Days/1,000 for DPP participants is 129.07, a decrease of 0.9% (1.19 days/1,000 members)

Top 3 Chronic Conditions	Prevalence within Pre-Diabetes Participants	% of Total Pre-Diabetes Participants
Hypertension	240	38.0%
Hyperlipidemia	246	39.0%
Morbid Obesity	149	23.6%

Solutions Implemented:

- Livongo Diabetes Management Program
- Livongo Hypertension Management Program
- Livongo Pre-Diabetes Program
- Wondr Health™ Pre-Diabetes & Weight Management Program
- Onsite HbA1c Screenings

Pre-Diabetes Eligibility Criteria

	Must meet criteria 1-3 and 1 additional factor below
1	At least 18 years old and
2	Overweight (BMI ≥ 25 or WC ≥ 35 (f) or ≥ 40 (m))
3	No previous diagnosis of T1 or T2 Diabetes

Additional Factor(s): *must meet at least 1*

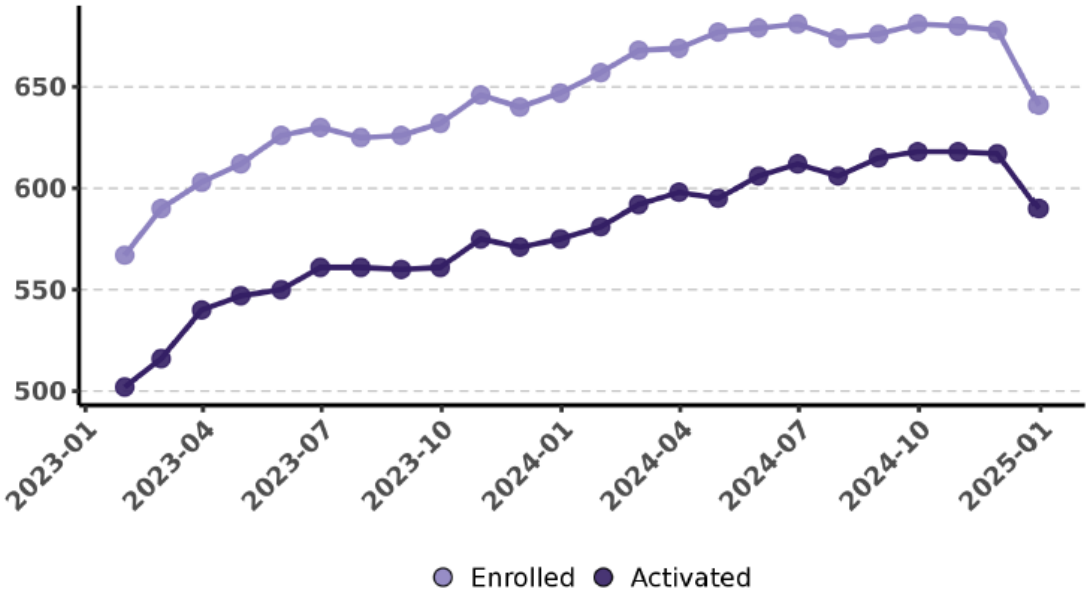
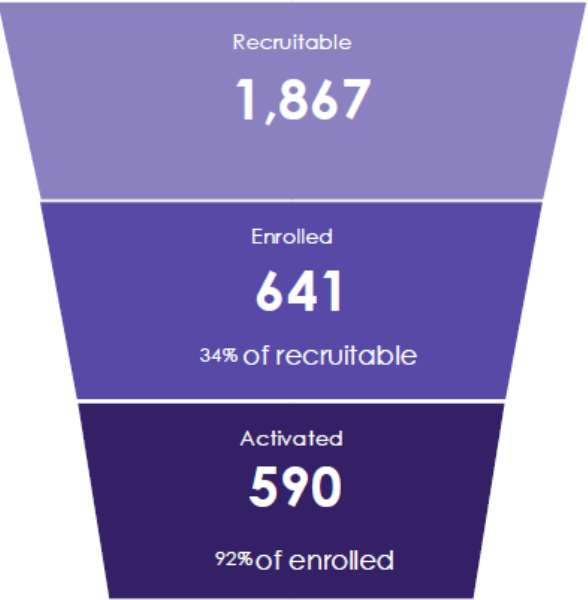
- Diagnosis of Pre-Diabetes
- Overweight (BMI ≥ 25 or WC ≥ 35 (f) or ≥ 40 (m) or Body fat $\geq 25\%$ (m) or $\geq 32\%$ (f) and No previous diagnosis of T1 or T2 Diabetes
- HbA1c of 5.7% - 6.4%
- Glucose ≥ 100 and < 126 mg/dL
- Previously diagnosed with gestational diabetes
- No or low physical activity
- Hypertension diagnosis

Livongo Prediabetes Program

Prediabetes management

Enrollment and activation dashboard

Prediabetes enrollment and activation trends



Recrutable: Number of people who are eligible for the program
Enrolled: Number of members who registered and successfully enrolled
Activated: Number of members who used the device for a first weight reading

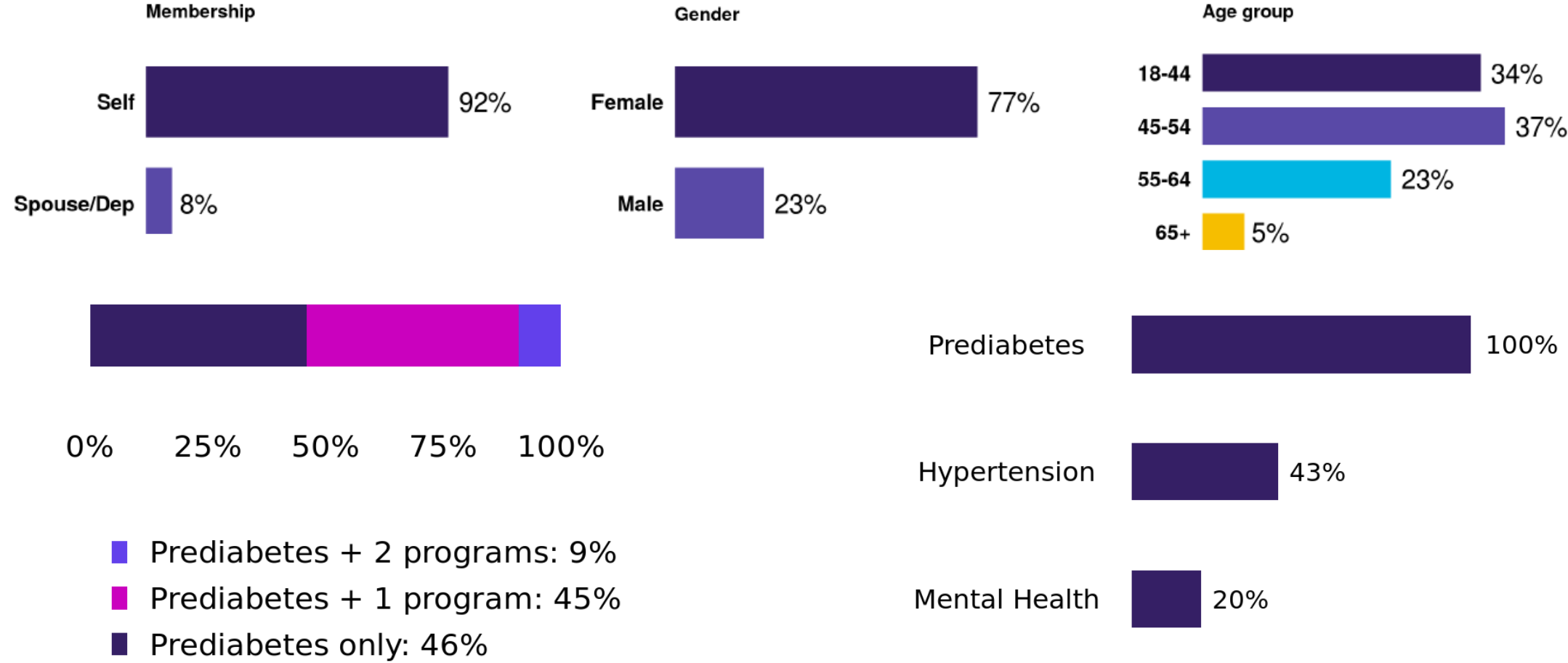


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Data sources: Harris Health Livongo Teladoc Performance Summary Report April 2025

Livongo Prediabetes Program

Prediabetes management



Data sources: Harris Health Livongo Teladoc Performance Summary Report April 2025

Livongo Prediabetes Program

Prediabetes management

Program engagement overview

Average 90 day member engagement rates (% of activated)



74%

Device monitoring

Connected scale



72%

Self-guided activity

Email opens, log-ins, lessons, health
summary report sharing, food logs



13%

Digital coaching

Health nudges, 5-day challenges,
action plans



2%

Expert coaching

On-demand and scheduled coaching

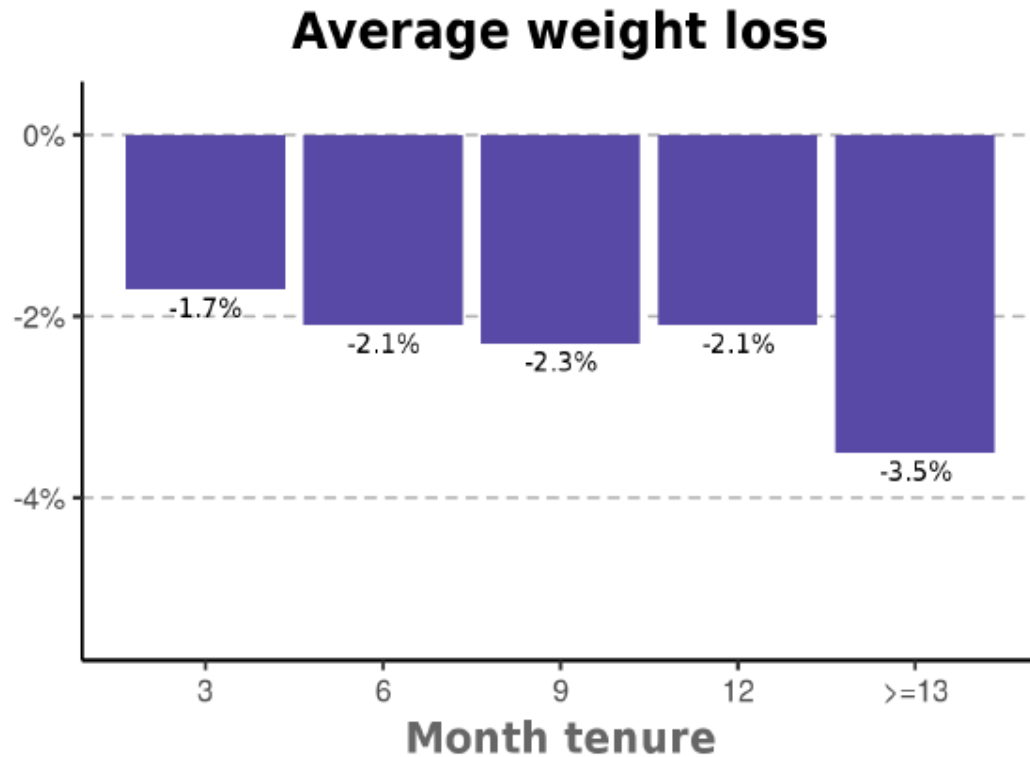
Members engage with the prediabetes management program on average 13 times per month

Data sources: Harris Health Livongo Teladoc Performance Summary Report April 2025

Livongo Prediabetes Program

Prediabetes management

Clinical outcomes: average weight loss



Members enrolled in the prediabetes management program start their journey in a weight loss program. Members interact with the program by using connected device, participating in CDC guided curriculum, logging meals, connecting with coaches, participating in action plan activities and tasks, and using many other features in the program.

After the first 12 months, the goal of the program is to help members maintain the weight loss they have achieved. These efforts are imperative, because with the adaptive mechanisms of the body's metabolism, as many as 8 out of 10 who try to lose weight will regain it beyond year 1. The prediabetes management program experiments and iterates on ways to encourage positive engagement and longstanding behavior change with members to help them keep the weight off.

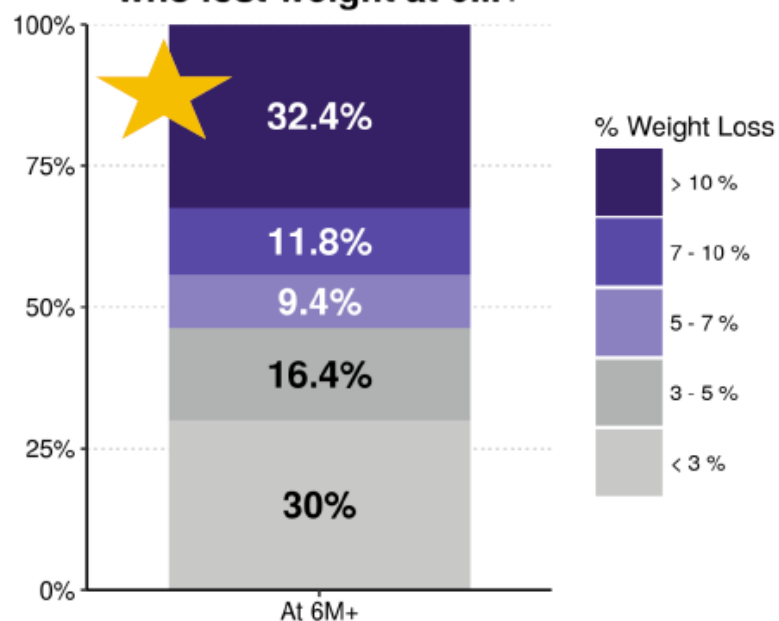
Data sources: Harris Health Livongo Teladoc Performance Summary Report April 2025

Livongo Prediabetes Program

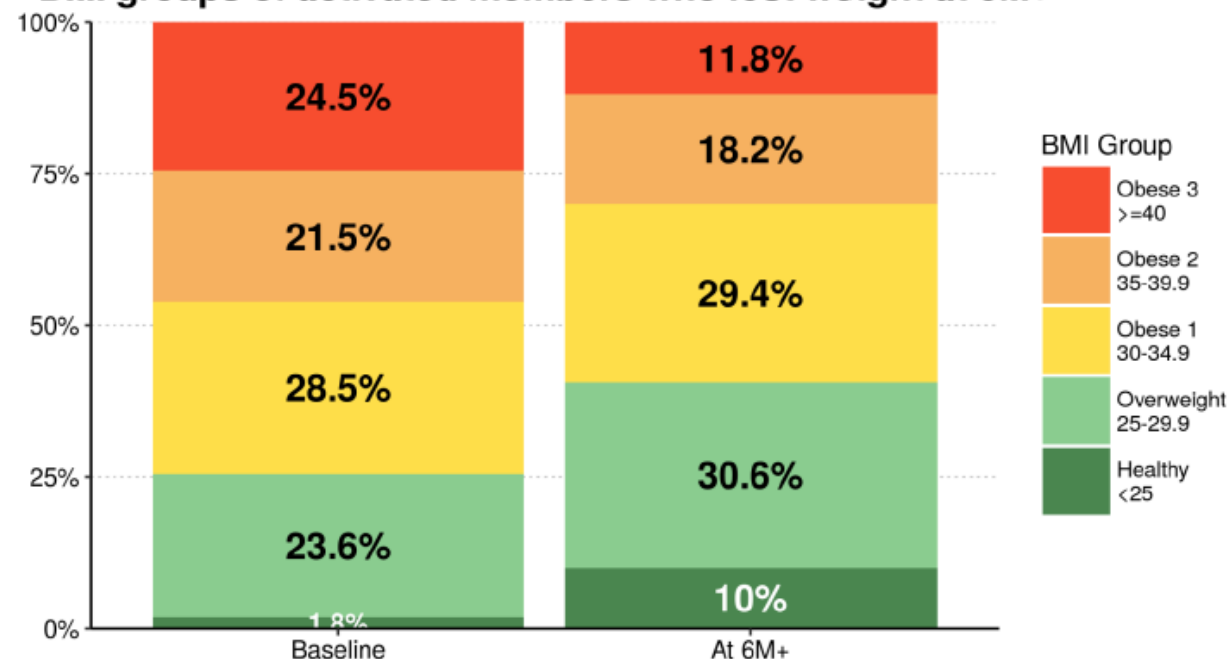
Prediabetes management

Clinical outcomes: BMI movement

Distribution of activated members who lost weight at 6M+



BMI groups of activated members who lost weight at 6M+



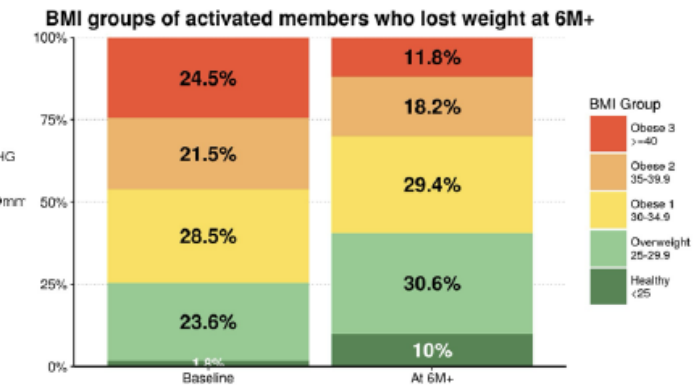
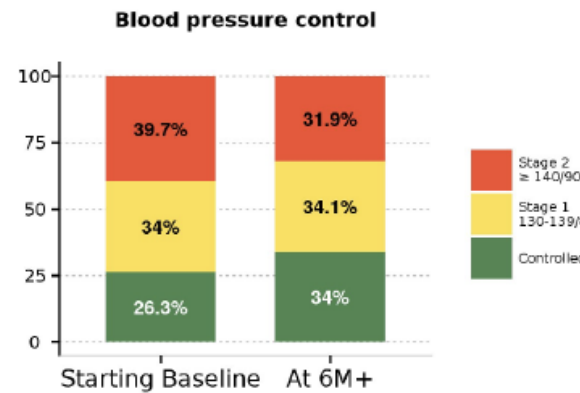
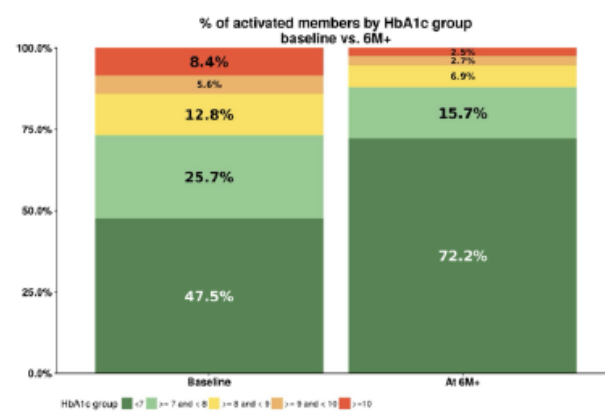
63.7%

Activated members lost weight

Data sources: Harris Health Livongo Teladoc Performance Summary Report April 2025

Livongo Prediabetes Program ROI Analysis

Executive Summary



Medical & Pharmacy Savings

Diabetes YoY:
\$93-\$145 PPM
2.4 - 3.8 x ROI

Hypertension YoY:
\$37-\$88 PPM
1.9 – 4.4x ROI

Prediabetes YoY:
\$86 PPM
2.7 x ROI



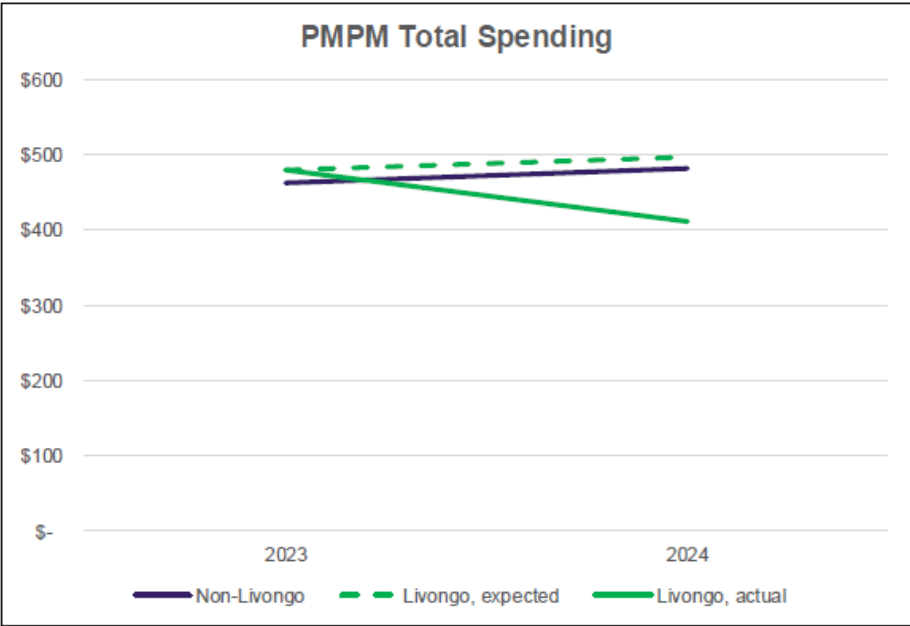
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Data sources: Harris Health Livongo Teladoc Performance Summary Report April 2025

Livongo Prediabetes Program ROI Analysis

Total Spending - YOY Prediabetes ROI

	Non-member			Member			DID
Total allowed costs	2023	2024	Difference	2023	2024	Difference	Savings
Medical	\$371	\$377	\$6	\$374	\$293	-\$81	\$86
Pharmacy	\$91	\$104	-\$1	\$105	\$119	-\$1	\$0



Total claims ROI :
 $\$86 \div \$62 =$
2.7x

\$62: Livongo PPM fee



Data sources: Harris Health Livongo Teladoc Performance Summary Report April 2025

Livongo Prediabetes Population – Livongo Participants

Pooled Spending Summary – Prediabetes

	Non-member			Member			
PPPM Costs	2023	2024	% Diff	2023	2024	% Diff	DID %
Total costs	\$ 371	\$ 377	2%	\$ 374	\$ 293	-22%	-23%
Prediabetes costs	\$ 1	\$ 1	-34%	\$ 1	\$ 1	-3%	31%
Overweight costs	\$ 0	\$ 0	63%	\$ 0	\$ 0	-22%	-85%
Obese costs	\$ 2	\$ 0	-88%	\$ 2	\$ 0	-99%	-11%
Extreme obese costs	\$ 0	\$ 0	-14%	\$ 21	\$ 5	-76%	-62%
Cholesterol-related	\$ 1	\$ 1	-5%	\$ 1	\$ 1	-33%	-27%
Hypertension costs	\$ 3	\$ 7	121%	\$ 5	\$ 6	2%	-119%
Infection costs	\$ 18	\$ 15	-17%	\$ 8	\$ 14	90%	108%
MSK costs	\$ 42	\$ 42	2%	\$ 33	\$ 22	-33%	-35%
ER costs	\$ 9	\$ 7	-25%	\$ 3	\$ 4	9%	34%
Inpatient non-ER costs	\$ 55	\$ 41	-26%	\$ 50	\$ 29	-42%	-17%
Outpatient non-ER costs	\$ 176	\$ 203	15%	\$ 175	\$ 160	-9%	-24%
Office costs	\$ 80	\$ 73	-9%	\$ 71	\$ 62	-12%	-3%
Total pharmaceutical costs	\$ 91	\$ 104	15%	\$ 105	\$ 119	13%	-2%

Disease-related costs are identified by ICD-10 codes and one claim can have multiple ICD-10 codes associated to it, therefore, they are not mutually exclusive groups and will not sum to the Total Medical Costs (PPPM).

Place of Service costs are mutually exclusive groups and will have a sum close to the Total Medical Costs (PMPM). Not all categories are represented in the table.



by Teladoc

Data sources: Harris Health Livongo Teladoc Performance Summary Report April 2025

Livongo Prediabetes Program ROI Analysis

Medical Spending

- ROI for medical cost:
 - Year 2: \$86 PPPM

Pharmacy Spending

- Year 2: \$0 PPPM

Overall ROI

- Pooled ROI for medical and Rx cost:
 - Year 2: 2.7x ROI; \$24PPPM; a total savings of \$184,608

Data sources: Harris Health Livongo Teladoc ROI and Business Review Report May 2025

Teladoc Health Livongo MyStrength Program

Livongo MyStrength Program

Mental Health scorecard

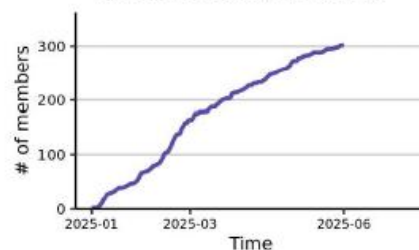
Harris Health

Program launch: 2025-01-01 Data thru: 2025-05-31

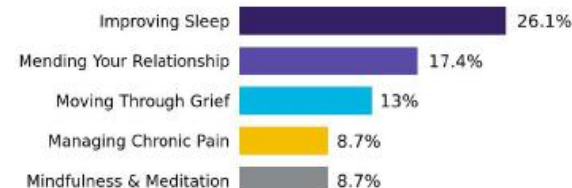
Members enrolled



Enrollment trends



Top 5 digital recommendations

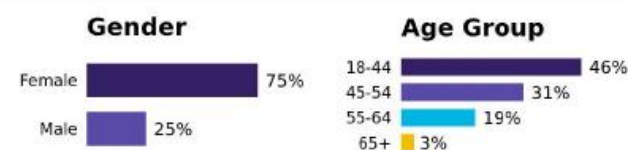


Program engagement

Average 90 day member engagement rates (% of returning)



Member demographics (% of enrolled)



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Wondr Health™ Weight Management Program

Wondr Health™

- Weight Management program designed to decrease risks for lifestyle diseases and reduce health care expenditures related to being overweight and/or obese. Wondr is year long program, 100% digital, on-the-go experience broken up into three simple stages that build on each other for lasting results.
- Our Goals:
 - Achieve measurable weight loss
 - Participants who completed WondrSkills™ lost more than 574 pounds
 - 31% of participants who completed 2+ lessons lost \geq 3% weight loss
 - 66% of participants who completed 8+ lessons lost \geq 3% weight loss
 - 42% of participants who completed 8+ sessions lost 3% of their weight
 - 24% of participants who completed 8+ sessions lost 5% of their weight
 - Achieve 70% program completion
 - Achieved 61% program completion (2+ sessions)
 - 41% completed 8+ sessions
- Wondr Health™ is FREE weight-loss program provided to Harris Health System employees and spouses enrolled in the medical plan that meet eligibility requirements. It teaches participants to change when and how they eat instead of what they eat.
- The Wondr Health™ program includes:
 - 3 Stages over the course of 1 year:
 - WondrSkills™ – Learn simple, repeatable skills through weekly lessons personalized to your eating and activity behaviors.
 - WondrUp™ – Reinforce current skills and build new ones for weight maintenance and lifelong resilience.
 - WondrLast™ – Keep building on maintenance with Wondr coach tips to manage travel, holidays, and seasonal challenges.
 - Mobile App-102 users
 - Behavioral tools (Weights logged, meals tracked, skills checked, activities completed, goals set): 2,543
 - Tailored Lessons Taken: 835

Data sources: Wondr Health Program Report 2025

Wondr Health™

Participation

62%
Completion
of 2+ classes

- 140 people started the program
- 87 people did at least 2 or more sessions
- 62% Completed at least 2+ sessions
- Participants can join anytime

Average BMI

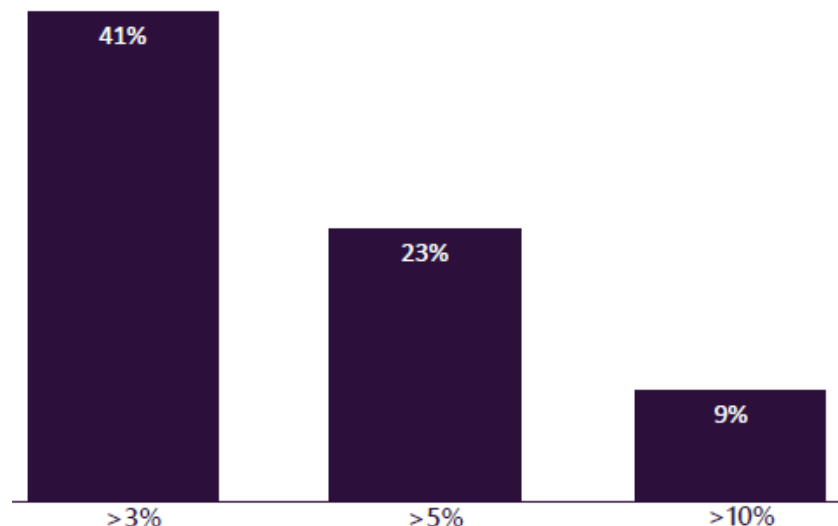
31.8

AVERAGE BMI	
Normal:	BMI 18.5 to < 25.0
Overweight:	BMI 25.0 to < 30.0
Obese:	BMI \geq 30.0

Established Participants

Age (Average)	43
Starting Weight (Average)	155
Starting BMI (Average)	31.8

Total Weight Loss more than 574 pounds



Data sources: Wondr Health Program Report 2024 updated

Wondr Health™ Participant Overview

Participant Breakdown



Activation



140
Enrolled



87
Activated
Participants
(2+ sessions)



62%
% Activated
Participants
(2+ sessions)
(Benchmark: 57% - 74%)

Demographics



43
Age
[average]



155
Starting Weight
[average]



31.8
Starting BMI
[average]



Risk Factors

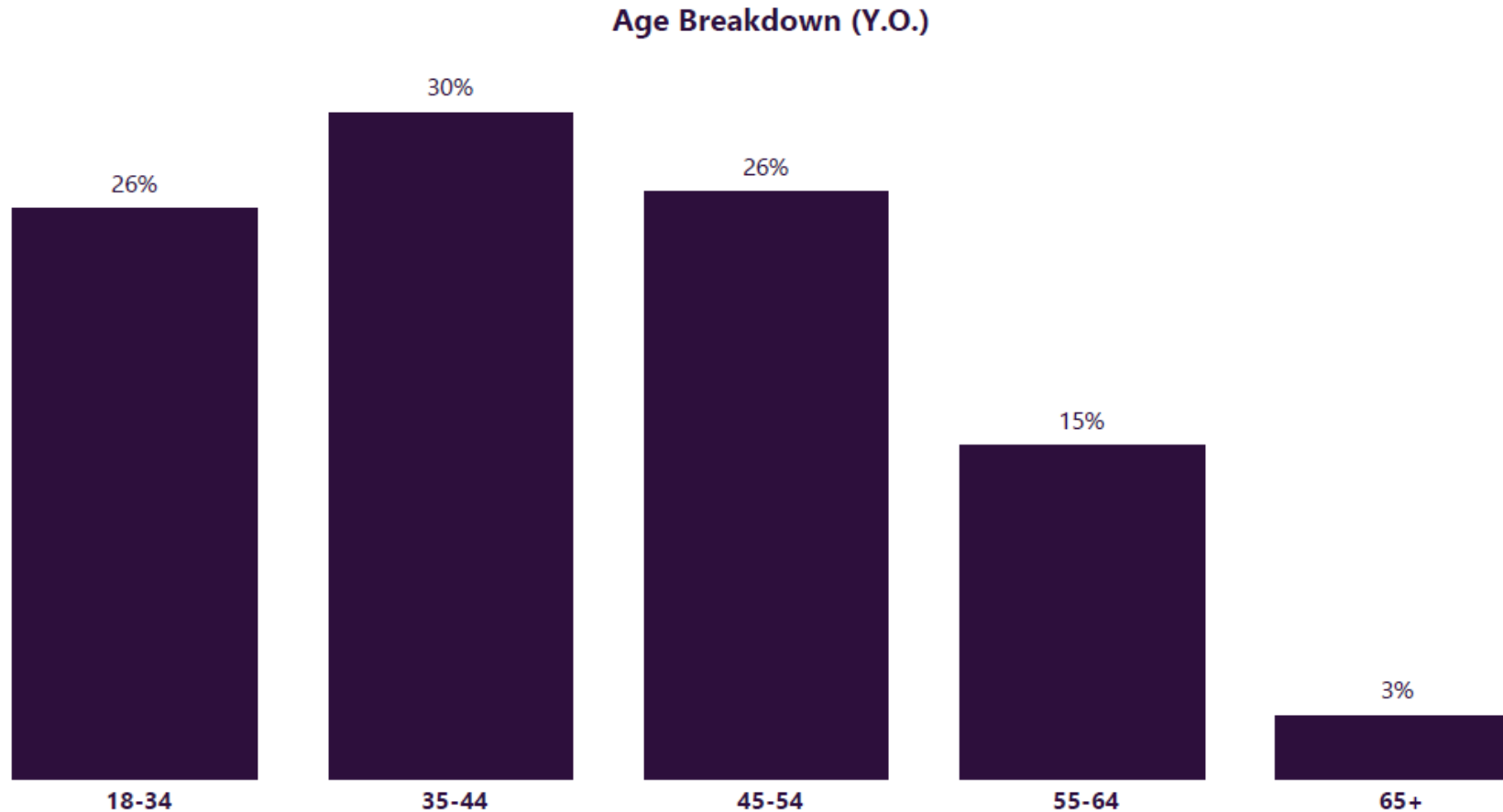
% Of Users

⊕ Obesity	56%
⊕ Hypertension	20%
⊕ Musculoskeletal	27%
⊕ Sleep Apnea	0%
⊕ Prediabetes	25%
⊕ Diabetes	14%
⊕ One or more risk factor	56%

Data sources: Wondr Health Program Report 2024 updated

Wondr Health™ Participant Age Demographics

Participant Breakdown



Data sources: Wondr Health Program Report 2024 updated

Wondr Health™ Engagement

Program Engagement

% of participants engaging in behavioral tools



Participant Engagement

% 2+ sessions	62%
% Downloaded the Mobile App	73%
% Interacted with Community	13%



Tracking

% Logged Weight	82%
% Tracked Meals	38%
% Completed Skill Check	51%
% Logged Physical Activity	36%



Goal Setting And Tools Usage

% Set Goals	82%
% Used Behavior Tools	82%

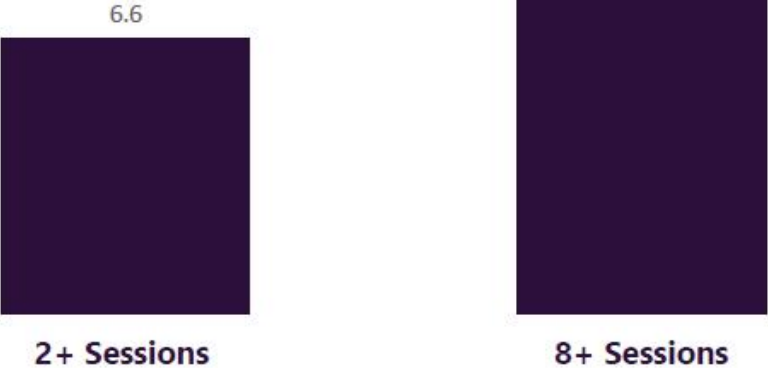
Data sources: Wondr Health Program Report 2024 updated

Wondr Health™ Clinical Results

Clinical Results - Weight Loss



WEIGHT LOSS (LBS)



Participants

8+ completed sessions



Data sources: Wondr Health Program Report 2024 updated

Wondr Health™ Clinical Results

Clinical Results - Weight Loss Benefits



>3%

Prevent Diabetes,
High Triglycerides, Glycemic
Improvement



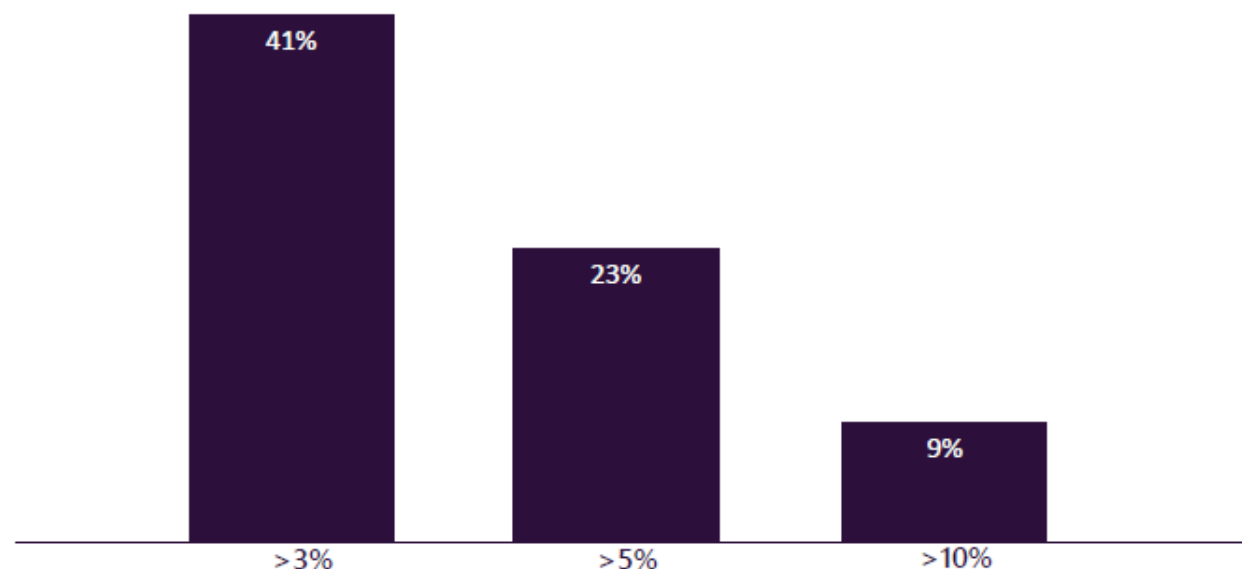
>5%

High Blood Pressure,
Osteoarthritis, Depression



>10%

Cancer,
Obstructive Sleep Apnea,
Fatty Liver



The Federal Obesity Treatment Guidelines highlight that weight loss of as little as 3% body weight produces clinically meaningful health benefits and greater weight loss produces greater benefits

Data sources: Wondr Health Program Report 2024 updated

Wondr Health™ Quality of Life Measures

Quality of Life Measures - BoB



61%

Experienced a boost in confidence

Who does not want more confidence (self-worth)?
Weight loss and increases in physical activity are both associated with increases in confidence.



82%

Felt more in control of their weight

Your perceived ability to control your weight is a predictor of maintenance of weight loss.



65%

Reported an increase in energy level

Energy is one of the most important qualities of life measures that we know of. More energy can equate to more productivity and a more fulfilling life.



65%

Report being more physically active

Movement is powerful medicine. Better sleep, improved mood, lower heart attack and stroke risk, etc, etc, etc, there is almost no health-related outcome that regular movement does not positively impact



47%

Reported improved sleep

Better sleep improves both quality of life and many health-related risk factors. While weight loss can contribute to better sleep, physical activity is particularly important for good sleep.

Data sources: Wondr Health Program Report 2024 updated


WebMD ONE

WebMD ONE Physical Activity


- Implemented WebMD ONE to reward participants for achieving $\geq 10,000$ steps/day after the program year ended. Data will be included at the end of the next program year.
- 3,374 registered participants during the 2024-2025 rewards program year
- 2,548 unique individuals achieved $\geq 10,000$ steps/day at least once during the program year
- A total of 180,661 achievements of $\geq 10,000$ steps/day; averaging 71 days of achievement per participant. Each participant has a max earning ability of 260 days of reward
- One year into implementation, the WebMD steps program had 28% more unique participants achieving 10,000 steps/day than the 2021-2022* Fitbit steps program.
- 217 participants (8.52% of those who achieved 10,000 steps/day at least once), achieved 10,000 steps/day at least 208 days during the 2024-2025 rewards program year (averaging 4 days/week)

TAKE ACTION


These important well-being activities help you maintain your healthiest you



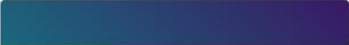
10,000 Steps a Day
View your progress toward achieving 10,000 steps a day. Device data only.
20 WELLNESS POINTS **CHECK HERE**




Wellness At Your Side App
Download the easy to use mobile app to access WebMD ONE portal anytime.
VIEW INSTRUCTIONS




Sync a Fitness Device or App
Instantly upload your activity - just connect a fitness device or app!
GET CONNECTED




Healthy@Harris Employee Wellness
Find programs and resources to help you meet your personal health and well-being goals.
WELLNESS WEBSITE




MyCigna Account
Log in to your account to review wellness points and reward status.
MYCIGNA.COM




Manage a Health Condition
Programs to manage pre-diabetes, diabetes, high blood pressure and more.
ACCESS HERE



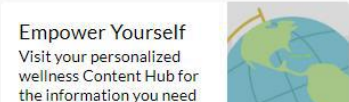
Employee Wellness Calendar
Join us for classes, workshops, special events and much more!
VIEW UPCOMING SCHEDULE



Need Help? Contact Us
Have questions about the WebMD ONE portal?
CALL 800-721-2696



Employee Assistance Program
Connect and access counseling resources to help guide challenging times.
TAKE ADVANTAGE OF 24/7 SUPPORT



Empower Yourself
Visit your personalized wellness Content Hub for the information you need

Data source: WebMD ONE Reporting

Challenges

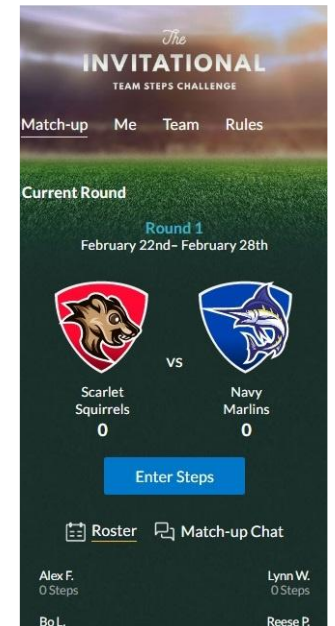
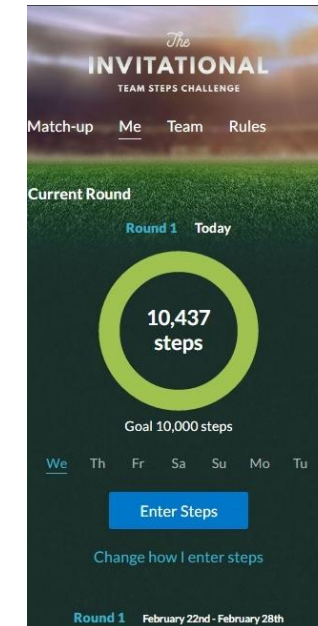
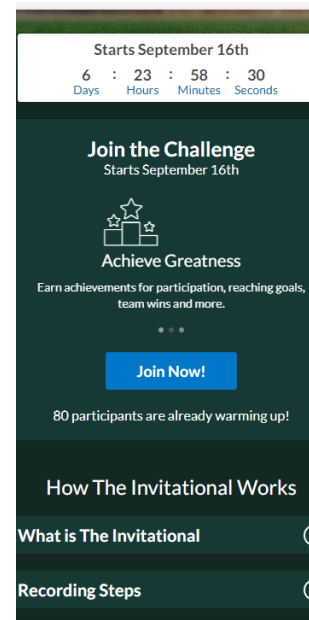
The Invitational – WebMD One Challenge

June 19, 2024 – July 23, 2024

- 457 participants
- 92 Teams
- Goal is to be the team that walks the most steps each week
- 50% Achievement Rate
- Teams with the highest cumulative wins
 - Blue Akitas
 - Gold Hornets
 - Jade Stallions
 - Teal Baboons
- Cumulative Steps: 121,181,547
- Top 3 Steppers
 - Esmaeil Porsa – 1065534
 - Matthew Cohen – 1017103
 - Angela Morriesette - 966279

Data source: The Invitational Reporting August 2024

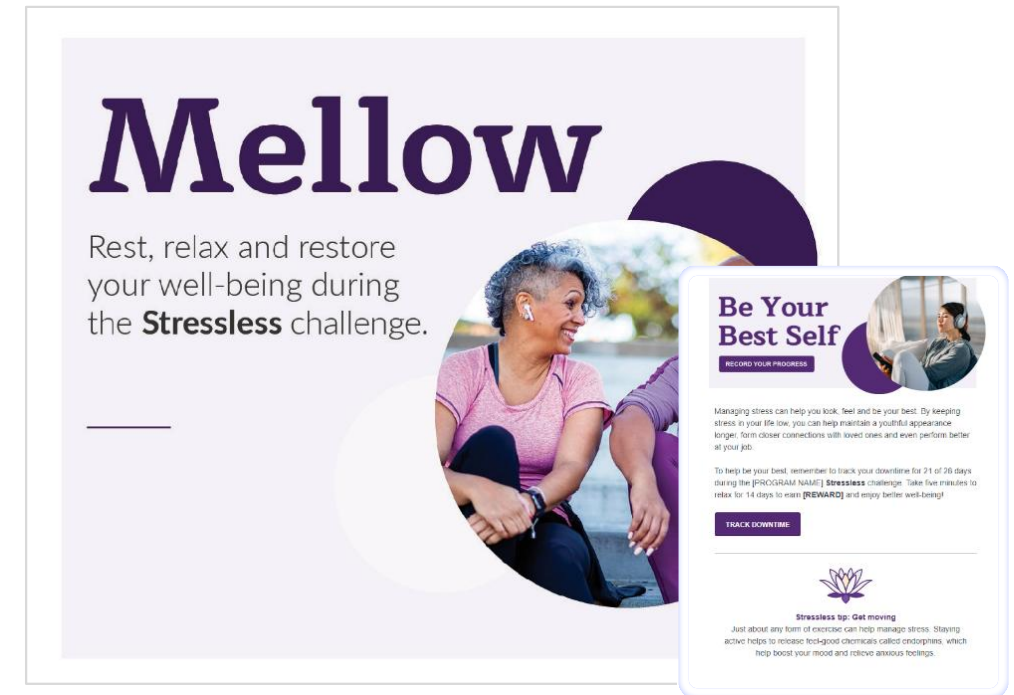
The Invitation Team Steps Challenge



Stressless Challenge – WebMD One Challenge

September 30, 2024 – October 27, 2024

- 199 participants
- To successfully complete the challenge for managing stress, participants need to track for at least 21 of the 28 days. Of those tracked days, 14 of them must indicate “Yes” for taking 5 minutes a day for a stress relief activity.
- 72 people met the goal
- 36% completion rate

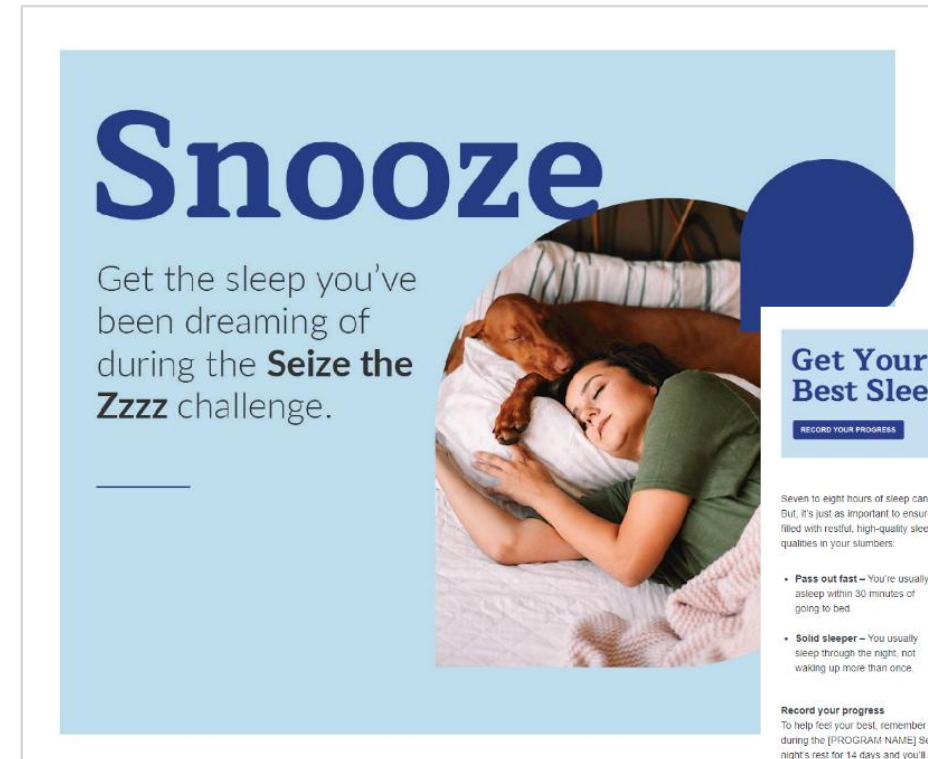


Data source: Stressless Reporting November 2024

Seize the Zzzz – WebMD One Challenge

January 20, 2025 – February 16, 2025

- 110 participants
- Goal is to track participation for at least 21 days within the challenge and answer “Yes” to getting a good night’s sleep for at least 14 of those days.
- 49 people completed the goal
- 44% Achievement Rate

A promotional graphic for the 'Seize the Zzzz' challenge. The main title 'Snooze' is in large blue font. Below it, text reads 'Get the sleep you've been dreaming of during the Seize the Zzzz challenge.' A woman is shown sleeping peacefully with a dog on her chest. To the right, a smaller section titled 'Get Your Best Sleep' includes a 'RECORD YOUR PROGRESS' button and a list of sleep goals. At the bottom, it says 'Record your progress' and provides instructions for the 21-day challenge.

Snooze

Get the sleep you've been dreaming of during the **Seize the Zzzz** challenge.

Get Your Best Sleep

RECORD YOUR PROGRESS

Seven to eight hours of sleep can help you wake up feeling your best. But, it's just as important to ensure every minute you spend in bed is filled with restful, high-quality sleep. You should strive for these qualities in your slumbers:

- **Pass out fast** – You're usually asleep within 30 minutes of going to bed.
- **Drift off quickly** – If you wake up, you fall back asleep within 20 minutes.
- **Solid sleeper** – You usually sleep through the night, not waking up more than once.
- **Feel refreshed** – You wake up feeling rested, restored and energized.

Record your progress
To help feel your best, remember to track your sleep for 21 of 28 days during the [PROGRAM NAME] Seize the Zzzz challenge. Get a good night's rest for 14 days and you'll earn [REWARD] and enjoy better well-being!

Data source: Seize the Zzzz Reporting 2025

Healthy Wage Challenge

January 2024 – April 2024

- 8 Participants
- 1.2% Average Weight Loss
- 2.5 Average Pounds Lost
- 20 Total # of Pounds Lost



Data source: Healthy Wage Report January 2024 through April 2024

Special Events

Special Events

- January 2023 – February 2024
 - 5 event types
(does not include multiple offerings of the same event at different locations)
 - 6,271 total participants

Activity	# of Participants
Celebrate You and Field Day	922
March of Dimes Walk	52
Poker Walk	1,020
Relaxathon	3,846
Texas Med Run	431
Total	6,271

Special Events - Relaxathons

Location	2024 Participation	2023 Participation	% Change
Acres Home Health Center	49	38	29%
Aldine Health Center	48	34	41%
Baytown Health Center	38	31	23%
Ben Taub Hospital	1408	540	161%
Casa de Amigos Health Center	46	45	2%
Cleveland E. Odom Health Center	12	N/A	N/A
Community Health Choice	90	94	-4%
Correctional Health	152	80	90%
Cypress Health Center	16	N/A	N/A
Danny Jackson Clinic	25	N/A	N/A
El Franco Lee Health Center	86	75	15%
Fournace Place	313	181	73%
Gulfgate Health Center	43	35	23%
Kirby - Central Fill	52	42	24%
Loop Central	76	64	19%
Lyndon B. Johnson Hospital	675	339	98%
Martin Luther King Health Center	94	62	52%
Monroe Clinic	9	N/A	N/A
Northwest Health Center	34	25	36%
Pasadena Health Center	21	N/A	N/A
Quentin Mease Hospital	111	51	118%
Sareen Clinic	10	N/A	N/A
Settegast Health Center	35	31	13%
Smith Clinic	210	130	62%
Squatty Lyons Health Center	26	24	8%
Strawberry Health Center	52	30	73%
Sunset Heights Clinic	7	N/A	N/A
Vallbona Health Center	64	52	23%
Warehouse - IT & Logistics	44	35	26%
TOTAL	3,846	2,038	89%

Special Events – Poker Walks

Location	2024 Participation	2023 Participation	% Change
Acres Home Health Center	29	24	21%
Aldine Health Center	23	21	10%
Baytown Health Center	24	17	41%
Ben Taub Hospital	87	146	-40%
Casa de Amigos Health Center	N/A	41	N/A
Community Health Choice	60	110	-45%
Correctional Health	39	N/A	N/A
Danny Jackson Clinic	10	23	-57%
El Franco Lee Health Center	29	36	-19%
Fournace Place	126	109	16%
Gulfgate Health Center	24	25	-4%
Kirby - Central Fill	60	54	11%
Loop Central	48	63	-24%
Lyndon B. Johnson Hospital	148	120	23%
Martin Luther King Health Center	65	43	51%
Northwest Health Center	15	N/A	N/A
Quentin Mease Hospital	36	N/A	N/A
Settegast Health Center	30	N/A	N/A
Smith Clinic	63	77	-18%
Strawberry Health Center	42	44	-5%
Vallbona Health Center	62	60	3%
TOTAL	1,020	1,013	1%



Celebrate You



Field Day



Relaxathon



Field Day



Poker Walk



Medical Center Run & Walk

Medal Level Analysis

Wellness Rewards Program

HEALTHY@HARRIS, GO PLATINUM: REWARDS PROGRAM 3/1/24 – 2/28/25

When you get a good momentum going toward your health goals, it's rewarding to go the extra mile! In addition to the Healthy@Harris Rewards program listed on the previous pages, you can earn additional gift cards for being actively engaged in your health and well-being. See the chart below for details on how to earn extra rewards.



Gift cards are distributed at the end of each month, and all requirements must be listed as completed in your MyCigna account at the time of distribution. Once you become eligible for a gift card, you will receive an email notification from Employee Wellness. eGift cards are sent from no-reply@hawkmartplace.com.

*Applicable federal, state, and local tax withholding will occur. A minimum tax rate of 32.65% is to be anticipated and may be adjusted accordingly as the law demands.

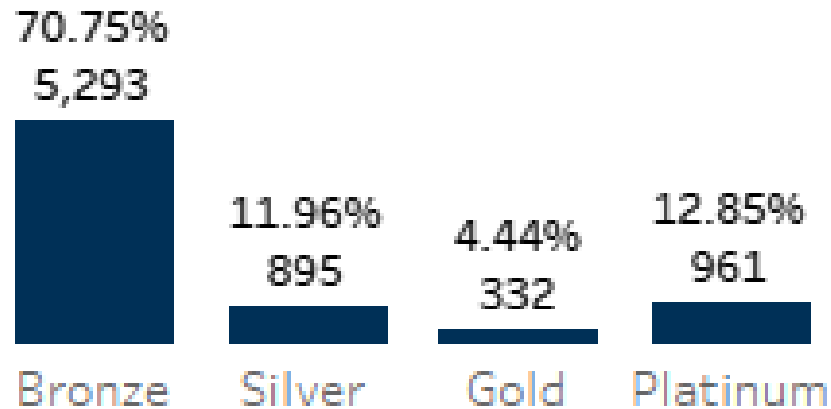
For the 2024-2025 program year, a total of 4,586 gift cards were awarded totaling \$221,950 were awarded

Medal Level Analysis

Wellness Rewards Program

3/1/24-2/28/25

Medal Levels for Completed Participants



Program-Eligible Population = Regular, full-time, part-time and supplemental employees (on and off of the medical plan) and spouses on the medical plan with medical enrollment date from March 1, 2024 – November 30, 2024

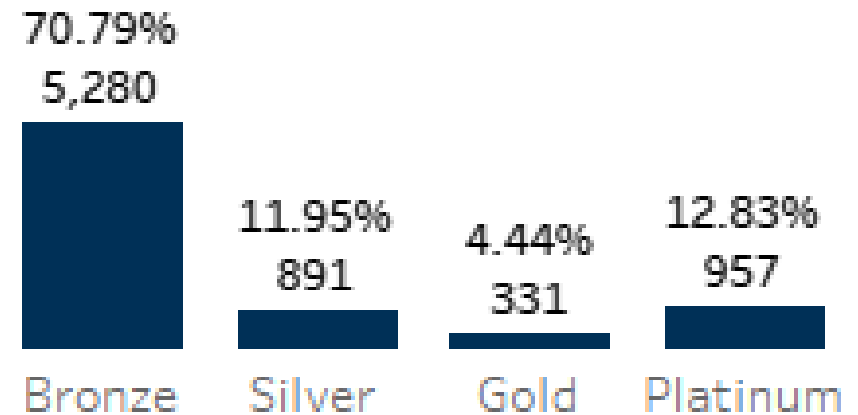
Completion status and medal level are individual designations for eligible employees and spouses. Since premium rates consider employees and spouses combined, the Employee Premium Rates graph only includes employees.

61.12% of all Employees and Spouses (on and off the medical plan) Earned Wellness Rewards

Premium Rewards Program

3/1/24-2/28/25

Medal Levels for Completed Participants



Premium Reward-Eligible Population = Regular, full-time, part-time and supplemental employees on the medical plan and spouses on the medical plan with medical enrollment date from March 1, 2024 – November 30, 2024

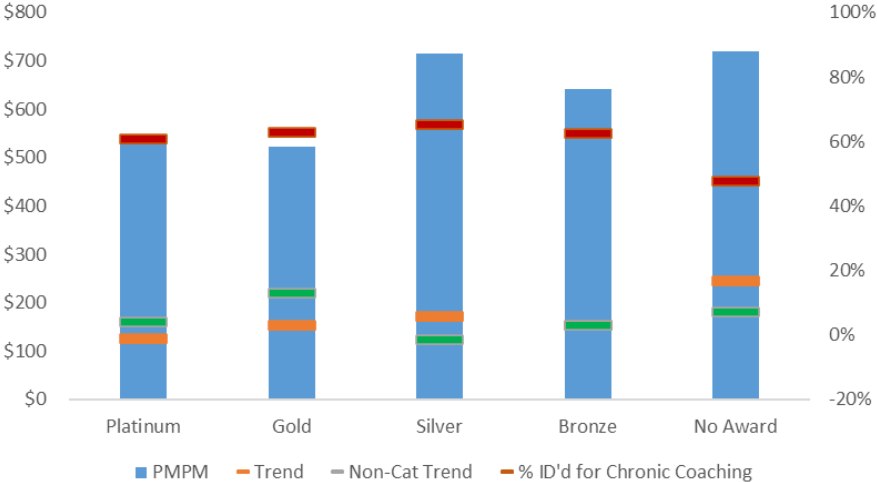
Completion status and medal level are individual designations for eligible employees and spouses. Since premium rates consider employees and spouses combined, the Employee Premium Rates graph only includes employees.

75.47% of Employees & Spouses Earned Premium Rewards; 73.04% earned full reward; 2.43% earned partial reward.)

MEDAL LEVEL ANALYSIS - Plan Year March 2024-February 2025

Incentive Eligible Population

RESULTS BY REWARD TIER

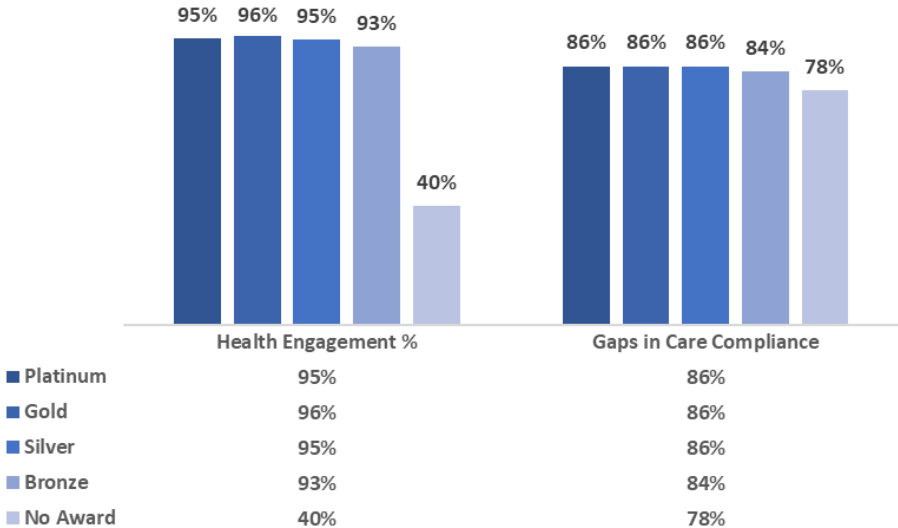


Metric	Platinum	Gold	Silver	Bronze	No Award
Unique Mbr. Count	938	323	864	4,984	3,022
Medical PMPM	\$547	\$522	\$714	\$643	\$719
PMPM Trend	-1%	3%	6%	3%	17%
Non-Cat PMPM Trend	4%	13%	-2%	3%	7%
% ID for Chronic Coaching	61%	63%	65%	62%	48%

OBSERVATIONS

- 7,109 members earned a reward tier.
- Award earners had significantly higher health engagement rates and better Gaps in Care Compliance compared to non-earners.**
- Plan Year 2024 saw significant enrollment shift from the Bronze Plan to the Platinum Plan.

ENGAGEMENT BY REWARD TIER



GAPS IN CARE COMPLIANCE BY REWARD TIER

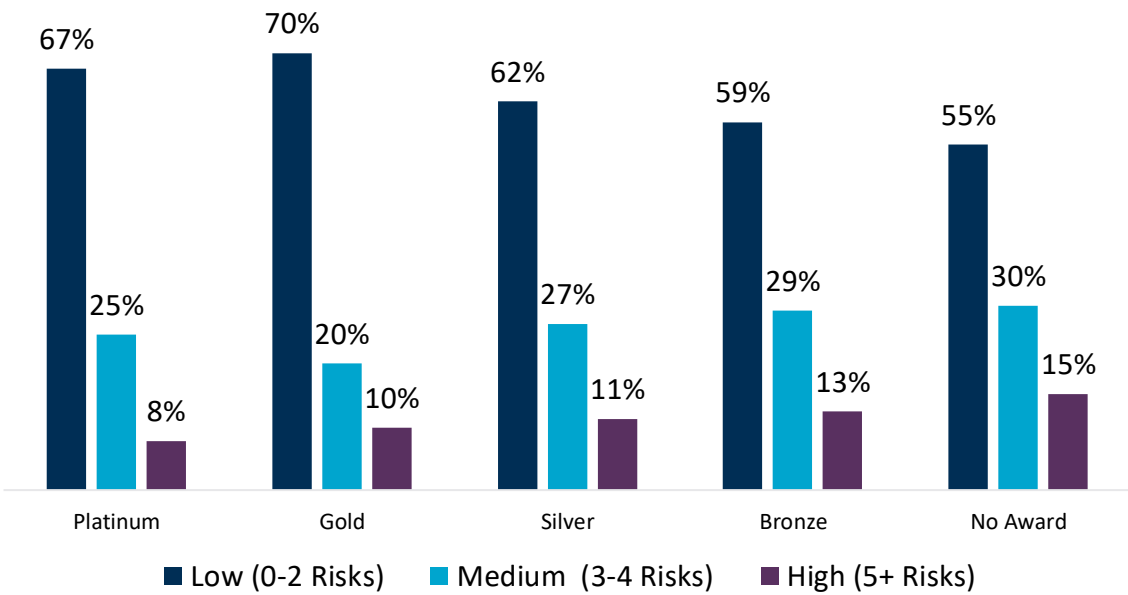
Condition Compliance	Platinum	Gold	Silver	Bronze	No Award
Hypertension	91%	91%	91%	89%	86%
Hyperlipidimia	96%	96%	96%	96%	94%
Obesity	98%	99%	99%	99%	98%
Diabetes	89%	89%	90%	88%	86%
Asthma	98%	96%	100%	95%	91%
Category Compliance	Platinum	Gold	Silver	Bronze	No Award
Achieve Targets	89%	88%	89%	88%	85%
Appropriate Monitoring	94%	93%	93%	92%	90%
Medication Adherence	92%	93%	95%	93%	92%

Medal Level Analysis

CURRENT HRA COMPLETIONS & AVERAGE SPEND PER RISK LEVEL

Risk Level	Platinum	Gold	Silver	Bronze	No Award
# Completions	923	321	856	5,018	876
Low	\$5,644	\$5,168	\$5,571	\$6,087	\$7,290
Medium	\$8,123	\$8,501	\$15,426	\$7,556	\$6,462
High	\$10,714	\$8,270	\$8,687	\$13,435	\$20,324

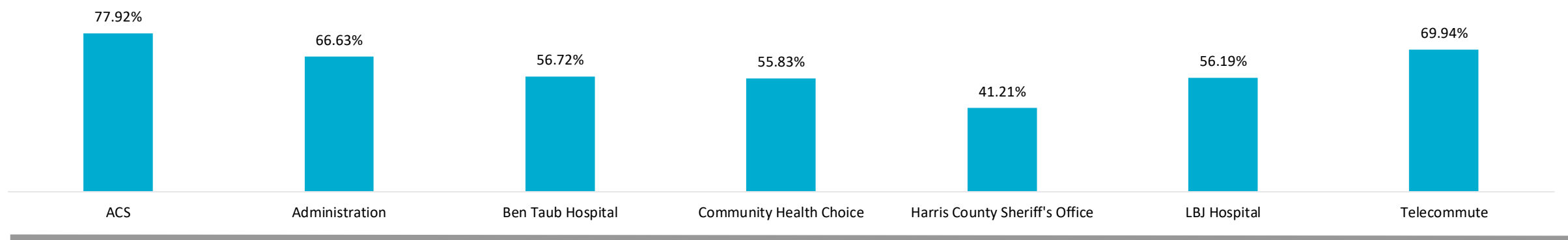
CURRENT RISK LEVEL BY REWARD TIER



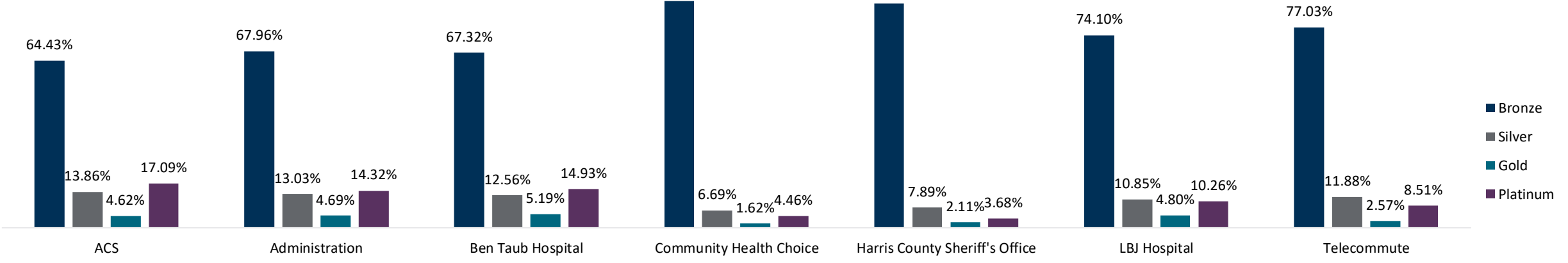
Data source: Harris Health Wellness Scorecard, Harris Health Medal Level Report 2024-2025

Medal Level Analysis

2024-2025 Healthy@Harris Rewards Program Completion Rate by Division



2024-2025 Healthy@Harris Rewards Program Medal Levels by Division



- ACS (77.92%) had the largest percentage of Premium Rewards Program /Medal Level Status completions followed by Telecommute (69.94%), Administration (66.63%), Ben Taub (56.72%), LBJ (56.19%), CHC (55.83%), and Harris County Sheriff's Office (41.21%).
- For the 2024-2025 program year, a total of 4,586 gift cards were awarded totaling \$221,950 were awarded

Employee Assistance Program

Employee Assistance Program

UTILIZATION REPORT

Harris Health System

March 01, 2024 - February 28, 2025 on New Files

UTILIZATION RATE SUMMARY

Type	Count	%	Serviced	%	Activities	%
EAP Files	365	65.9%	365	16.5%	1596	68.3%
Information Calls	24	04.3%	24	01.1%	24	01.0%
Work/Life Files	142	25.6%	142	06.4%	228	09.8%
Organizational Service/CISD	22	04.0%	1366	61.7%	102	04.4%
Member Portal Web Traffic	0	00.0%	316	14.3%	384	16.4%
Supervisor Referral	0	00.0%	0	00.0%	0	00.0%
Organization Consultation	1	00.2%	1	00.0%	2	00.1%
Total	554	100%	2214	100%	2336	100%

Count	Serviced	Activities
The total number of files: EAP, Organizational Services, Information Calls, etc. that fall within the reporting period.	The total number of service users within files along with Member Portal unique user visits that fall within the reporting period.	The total number of activities from files along with the total Member Portal visits that fall within the reporting period.

Population / Utilization Rate	10805
Annualized Rate for Count of all Files.	5.09%
Annualized Impact Rate of Total Serviced including Member Portal visits.	18.52%

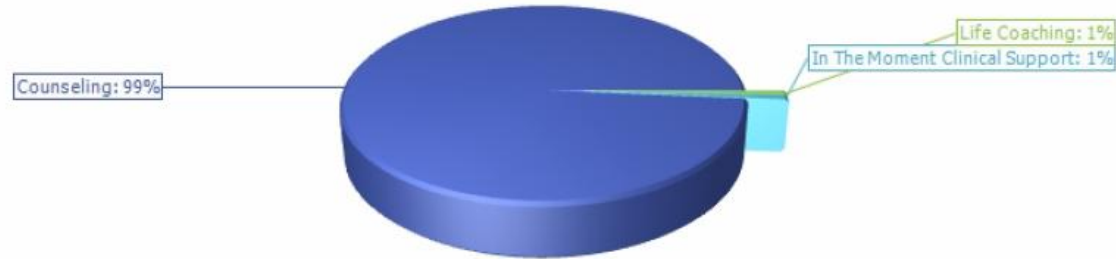
18.52%

Annualized Impact Rate of Total Services including the Member Portal Visits.

- **Subscribers (Monthly Average): 10,805**
- 5.09% total Annualized utilization rate of all EAP files.
- 1,212 total participants in live or recorded webinars; an average of 101 people per webinar
- 7,369 total participants in EAP eLearning webinars; an average of 238 people per webinar

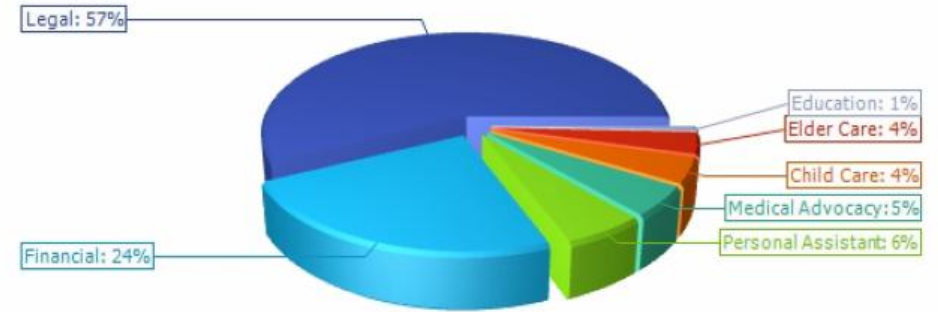
Employee Assistance Program

Service Type



Service Type	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2024 - 2/2025		3/2023 - 2/2024	
	#	%	#	%	#	%	#	%	#	%	#	%
Counseling	93	98.94%	84	100.00%	101	99.02%	84	96.55%	362	98.64%	376	99.21%
In The Moment Clinical Support	0	0.00%	0	0.00%	0	0.00%	3	3.45%	3	0.82%	0	0.00%
Life Coaching	1	1.06%	0	0.00%	1	0.98%	0	0.00%	2	0.54%	3	0.79%
Total	94	100%	84	100%	102	100%	87	100%	367	100%	379	100%

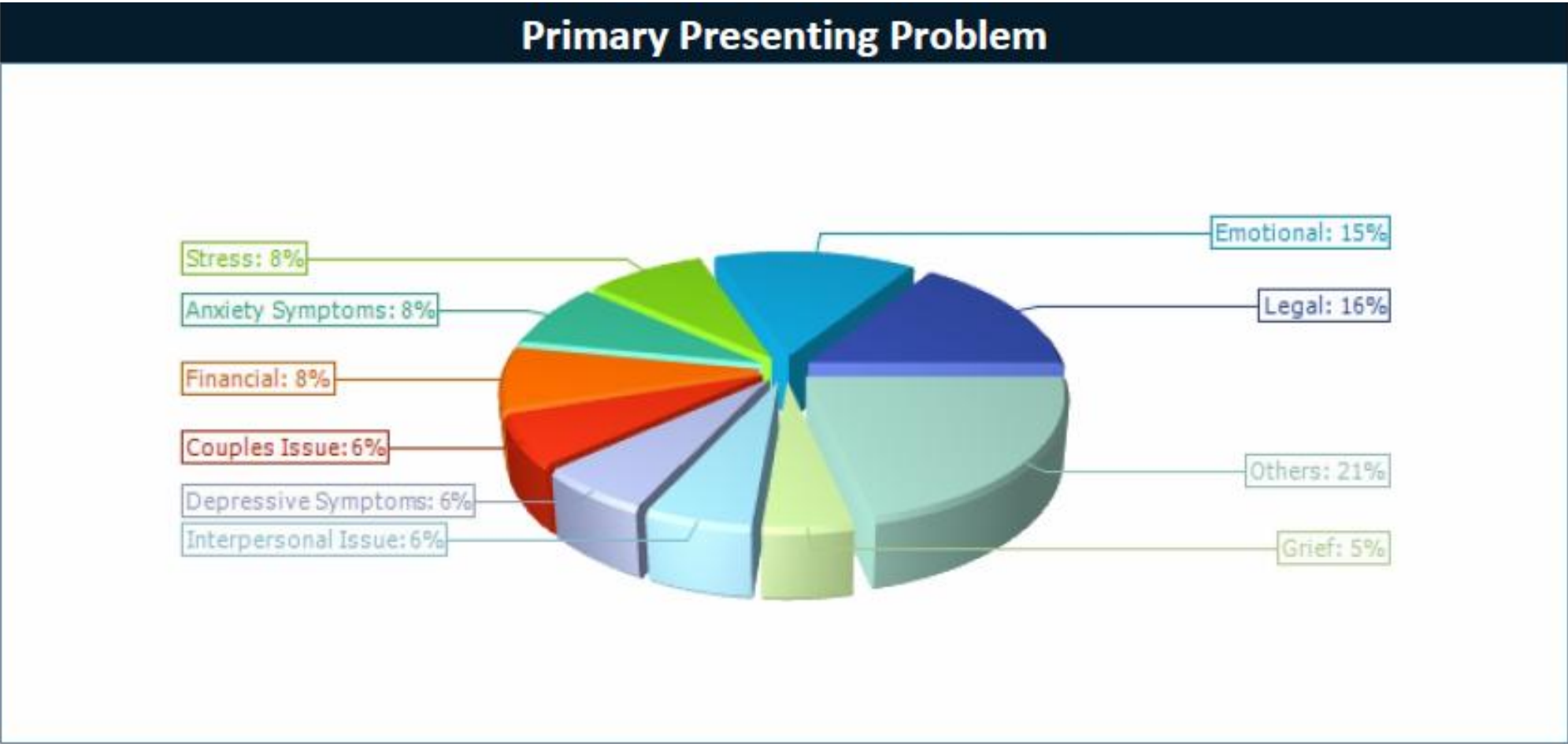
Work/Life Service



Work/Life Service	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2024 - 2/2025		3/2023 - 2/2024	
	#	%	#	%	#	%	#	%	#	%	#	%
Child Care	1	2.78%	1	2.50%	3	9.68%	1	2.86%	6	4.23%	9	5.96%
Education	0	0.00%	0	0.00%	1	3.23%	0	0.00%	1	0.70%	0	0.00%
Elder Care	2	5.56%	1	2.50%	0	0.00%	2	5.71%	5	3.52%	5	3.31%
Financial	7	19.44%	10	25.00%	10	32.26%	7	20.00%	34	23.94%	36	23.84%
Legal	23	63.89%	23	57.50%	14	45.16%	21	60.00%	81	57.04%	75	49.67%
Medical Advocacy	1	2.78%	3	7.50%	2	6.45%	1	2.86%	7	4.93%	6	3.97%
Personal Assistant	2	5.56%	2	5.00%	1	3.23%	3	8.57%	8	5.63%	20	13.25%
Total	36	100%	40	100%	31	100%	35	100%	142	100%	151	100%

Data source: Harris Health System March 1, 2024 through February 28, 2025 Utilization Report

Employee Assistance Program



Data source: Harris Health System March 1, 2024 through February 28, 2025 Utilization Report

Employee Assistance Program

Primary Presenting Problem	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2024 - 2/2025		3/2023 - 2/2024	
	#	%	#	%	#	%	#	%	#	%	#	%
Alcohol	1	0.77%	1	0.80%	0	0.00%	0	0.00%	2	0.39%	6	1.12%
Anger Related Issues	1	0.77%	0	0.00%	2	1.50%	0	0.00%	3	0.59%	6	1.12%
Anxiety Symptoms	10	7.69%	13	10.40%	15	11.28%	4	3.33%	42	8.27%	32	5.98%
Child Care	1	0.77%	1	0.80%	3	2.26%	1	0.83%	6	1.18%	9	1.68%
Claims	0	0.00%	0	0.00%	1	0.75%	1	0.83%	2	0.39%	0	0.00%
Conflict With Coworker	0	0.00%	0	0.00%	3	2.26%	1	0.83%	4	0.79%	3	0.56%
Conflict With Supervisor	1	0.77%	2	1.60%	1	0.75%	2	1.67%	6	1.18%	3	0.56%
Couples Issue	10	7.69%	7	5.60%	5	3.76%	11	9.17%	33	6.50%	32	5.98%
Depressive Symptoms	5	3.85%	6	4.80%	11	8.27%	10	8.33%	32	6.30%	42	7.85%
Drug	0	0.00%	0	0.00%	1	0.75%	0	0.00%	1	0.20%	2	0.37%
Education	0	0.00%	0	0.00%	1	0.75%	0	0.00%	1	0.20%	0	0.00%
Elder Care	2	1.54%	1	0.80%	0	0.00%	2	1.67%	5	0.98%	5	0.93%
Emotional	14	10.77%	15	12.00%	26	19.55%	19	15.83%	74	14.57%	35	6.54%
Family Issue	3	2.31%	7	5.60%	6	4.51%	5	4.17%	21	4.13%	21	3.93%
Family Member Misuse Concern	1	0.77%	0	0.00%	0	0.00%	1	0.83%	2	0.39%	0	0.00%
Financial	8	6.15%	12	9.60%	12	9.02%	8	6.67%	40	7.87%	38	7.10%
Gambling	0	0.00%	1	0.80%	0	0.00%	0	0.00%	1	0.20%	0	0.00%
Grief	10	7.69%	5	4.00%	6	4.51%	4	3.33%	25	4.92%	28	5.23%
Health	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	0.19%
High Risk Concern	4	3.08%	3	2.40%	1	0.75%	2	1.67%	10	1.97%	12	2.24%
Interpersonal Issue	14	10.77%	6	4.80%	2	1.50%	8	6.67%	30	5.91%	80	14.95%

	Primary Presenting Problem											
	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2024 - 2/2025		3/2023 - 2/2024	
	#	%	#	%	#	%	#	%	#	%	#	%
Legal	23	17.69%	22	17.60%	14	10.53%	21	17.50%	80	15.75%	74	13.83%
Life Coaching	1	0.77%	0	0.00%	1	0.75%	0	0.00%	2	0.39%	2	0.37%
Medical Advocacy	1	0.77%	1	0.80%	1	0.75%	0	0.00%	3	0.59%	2	0.37%
OC - Mental Health	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	0.19%
OC - Organizational Issue	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	0.19%
OC - Performance Issue	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	0.19%
OC - Training Request	0	0.00%	1	0.80%	0	0.00%	0	0.00%	1	0.20%	1	0.19%
Other Addiction Related Concern	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	0.19%
Parenting Issue	0	0.00%	0	0.00%	2	1.50%	0	0.00%	2	0.39%	4	0.75%
Performance Issue(s)	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	6	1.12%
Personal Assistant	2	1.54%	4	3.20%	1	0.75%	3	2.50%	10	1.97%	20	3.74%
Physician/Health Provider	0	0.00%	2	1.60%	0	0.00%	0	0.00%	2	0.39%	3	0.56%
Porn/Internet	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	0.19%
Stress	12	9.23%	10	8.00%	11	8.27%	10	8.33%	43	8.46%	36	6.73%
Unknown	0	0.00%	0	0.00%	0	0.00%	2	1.67%	2	0.39%	0	0.00%
Work Related Anger/Emotional/Behavioral C	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	0.37%
Work Related Stress	6	4.62%	3	2.40%	7	5.26%	3	2.50%	19	3.74%	21	3.93%
Workplace Related Traumatic Event	0	0.00%	2	1.60%	0	0.00%	2	1.67%	4	0.79%	4	0.75%
Total	130	100%	125	100%	133	100%	120	100%	508	100%	535	100%

Data source: Harris Health System March 1, 2024 through February 28, 2025 Utilization Report

Employee Assistance Program

Member Portal Traffic Types



Member Portal Traffic Types	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2024 - 2/2025		3/2023 - 2/2024	
	#	%	#	%	#	%	#	%	#	%	#	%
article	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	193	37.12%
Article	25	18.66%	44	23.91%	19	20.43%	17	14.91%	105	20.00%	64	12.31%
assessment	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	20	3.85%
Assessment	7	5.22%	1	0.54%	5	5.38%	9	7.89%	22	4.19%	23	4.42%
calculator	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	13	2.50%
Calculators	2	1.49%	4	2.17%	0	0.00%	2	1.75%	8	1.52%	6	1.15%
checklist	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3	0.58%
Company	34	25.37%	40	21.74%	13	13.98%	29	25.44%	116	22.10%	61	11.73%
course	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	6	1.15%
event	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	0.19%
Events	1	0.75%	4	2.17%	1	1.08%	0	0.00%	6	1.14%	3	0.58%
Form	8	5.97%	28	15.22%	10	10.75%	5	4.39%	51	9.71%	18	3.46%
iCBT	1	0.75%	0	0.00%	0	0.00%	0	0.00%	1	0.19%	0	0.00%
Journal	5	3.73%	0	0.00%	1	1.08%	3	2.63%	9	1.71%	0	0.00%
Locator	8	5.97%	17	9.24%	8	8.60%	7	6.14%	40	7.62%	17	3.27%
Podcast	1	0.75%	0	0.00%	0	0.00%	0	0.00%	1	0.19%	0	0.00%
Profile	27	20.15%	17	9.24%	26	27.96%	29	25.44%	99	18.86%	35	6.73%
Search	7	5.22%	20	10.87%	8	8.60%	9	7.89%	44	8.38%	19	3.65%
Soft Skill	3	2.24%	5	2.72%	0	0.00%	1	0.88%	9	1.71%	25	4.81%
video	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	11	2.12%
Video	4	2.99%	3	1.63%	0	0.00%	3	2.63%	10	1.90%	2	0.38%

Data source: Harris Health System March 1, 2024 through February 28, 2025 Utilization Report

Employee Assistance Program-Healthy Knowledge Seminars

Summary of March 2024– February 2025:

- Total live webinars: 12
 - Total participants for live webinars: 1,212
 - Average attendance per webinar: 101
- Total recorded eLearning webinars: 31
 - Total participants for recorded webinars + quiz: 7,369
 - Average attendance per recorded webinar: 238

Data source: Harris Health March 1, 2024 through February 28, 2025 Utilization Report and Employee Wellness Participation Report

Rewards & Recognition

Employee Wellness Awards

WELCOA Well Workplace Award	<ul style="list-style-type: none"> Platinum 2020, 2023
American Heart Association Workplace Health Achievement Award	<ul style="list-style-type: none"> Platinum 2023, 2024, 2025 Gold 2017-2021
Healthiest Employers	<p>Healthiest Employers in Texas</p> <ul style="list-style-type: none"> #1 2024 (10,000+ category) #1 2022-2023, #6 2021 (5,000-9,999 category) #1 in Houston 2019, #4 2018 <p>Healthiest 100 Workplaces in America</p> <ul style="list-style-type: none"> #1 2025 #4 2024, #3 2023, #1 2022, #45 2021, #6 2020, #2 2019, #64 2018 <p>Inducted into Healthiest Employers Hall of Fame in 2022 for innovation, prioritizing employee health and well-being and achieving outcomes.</p>
Cigna Healthy Workforce Designation	<ul style="list-style-type: none"> Gold 2022-2024 Cigna Well-Being Award for Outstanding Culture of Well-Being 2017-2021
CEO Cancer Gold Standard	<ul style="list-style-type: none"> 2012-2024
Go Healthy Houston	<ul style="list-style-type: none"> Healthy at Work Certificate of Excellence 2017



Current and Future Strategies

Summary of Program Year Strategies

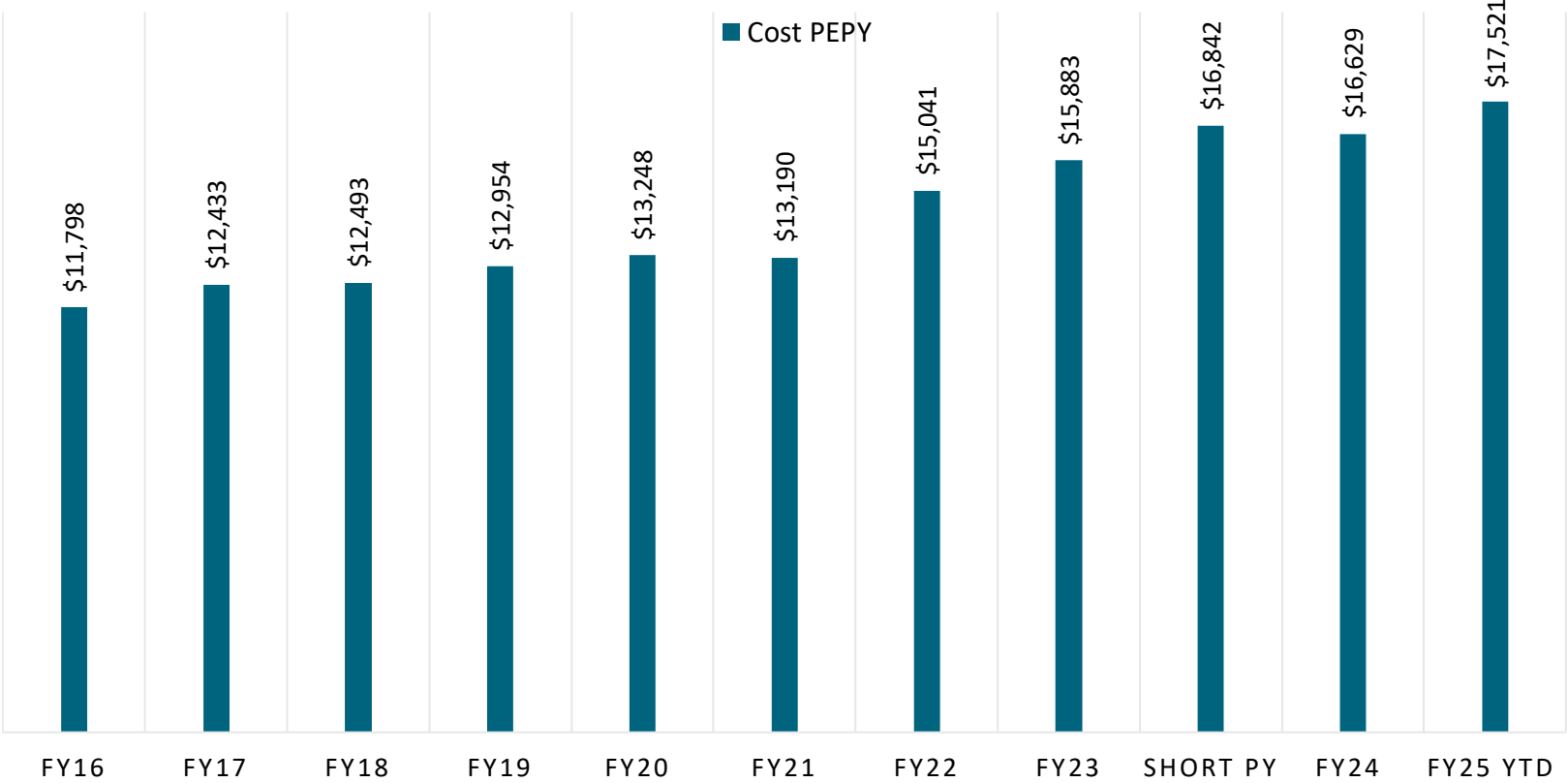
- Provided both in-person and virtual employee wellness classes, workshops and special events to make programs and services more accessible.
- Created over 24 custom employee wellness workshops, implementing a minimum of two per month
- Created 3 new wellness class series
- Implemented 3 Wellness Challenges
- Implemented a variety of special events including the annual Relaxathon and an all-new Playground Games.
- Continued to focus on pre-diabetic, diabetic, hypertension, weight management, metabolic syndrome population and mental and behavioral health.
- Continue to engage and reward spouses to drive participation in Wellness programs
- Expanded the Wellness Rewards Program to supplemental employees . Supplemental employees can complete the program requirements and earn the premium reward and Amazon eGift cards.
- Continued with the Rx copay and deductible waiver for diabetes medications and supplies including insulin for individuals actively engaged in Livongo Diabetes Management Program. Brand medications are covered for medications in which no generic equivalents are available.
- Continued with Rx copay and deductible waiver for generic Rx, brand Rx in which there are no generic equivalents are available, and supplies for individuals actively engaged in Livongo Hypertension Management Program.
- Expanded eLearning opportunities to enhance access to education for employees and spouses. The Learning Hub allows for an enhanced and aligned experience for both employees and spouses to participate in a mobile friendly, internet based application available from anywhere. Added all workshops, classes, healthy knowledge seminars and webinars to eLearning for easy accessibility.
- Continued with tiered status rewards via Amazon eGift Cards to drive enhanced engagement in wellness and prevention beyond achievement of Wellness Rewards. Added Silver Level back in after it had to be removed a few years ago due to budget constraints.
- Implemented WEBMD ONE to track and reward physical activity, provide well-being along with a variety of additional resources
- Promoted discounted Gym memberships to encourage physical activity through participation at local gyms, fitness facilities etc.
- Continued to promote Livongo Prediabetes Program to provide a multi-modal resource and reduce risk of Diabetes in our workforce and reduce weight.
- Drive engagement in EAP to assist in mental and emotional well-being
- Added Livongo MyStrength Digital to provide enhanced mental and behavioral resources for all employees on the medical plan
- Expanded onsite presence at clinics and offsite locations
- Increased onsite opportunities

General Trends and Plan Migration

Historical Financial Snapshot – Self Funded Medical / Rx Cost Per Employee/Retiree Per Year

Healthcare Inflation

The Average annual trend increase over the last 10 years is 4.2%, which is well below the national average of 8%* for 2025 and an average national trend increase of 6.5%* for the same 10 year time period.



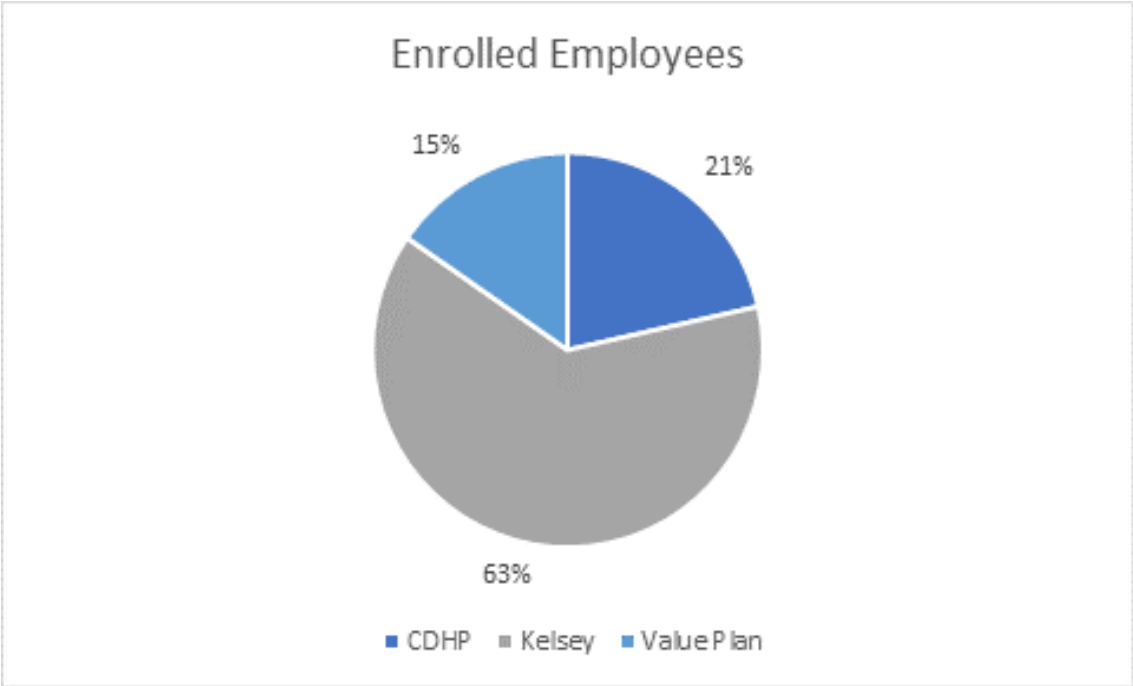
YOY PEPPY

- FY16: 4.5%
- FY17: 5.4%
- FY18: 0.5%
- FY19: 3.7%
- FY20: 2.3%
- FY21: -0.4%
- FY22: 14%
- FY23: 5.6%
- Short PY: 6%
- FY24: -1.3%
- FY25 YTD: 5.4%

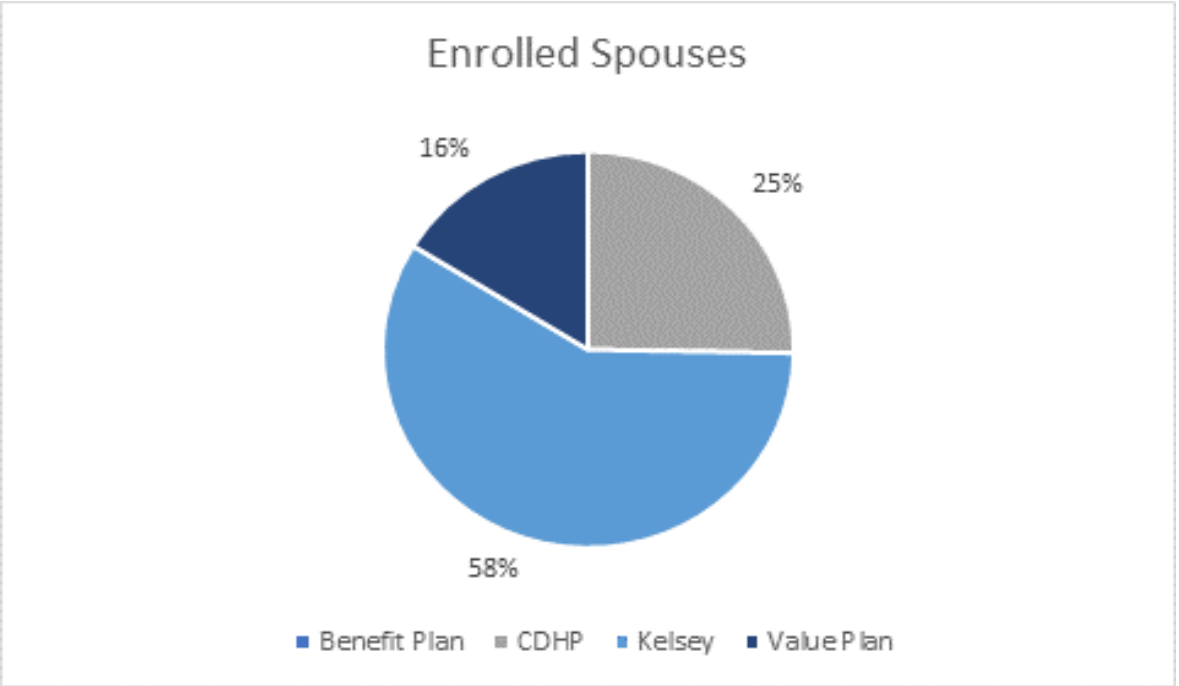
*Data Source: PWC Medical cost trend: Behind the Numbers 2025

Annual Enrollment

2024 Enrollment Employees



2024 Enrollment Spouses



Data source: Harris Health Financial Monitoring Report

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#1 in America



#1 in Texas

