



HEALTHY@HARRIS
Caring for ourselves so we can care for others

Healthy@Harris Employee Wellness Program

Year-End Report

Program Year:
March 2023 – February 2024
(Rewards effective 10/1/24)

HARRISHEALTH
SYSTEM

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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 (8,667) and spouses (1,491) on the medical plan with a hire or coverage date from March 1, 2023 – November 30, 2023.
 - 75.47% of employees and covered spouses earned Premium Rewards; 73.04% earned full reward and 2.43% earned partial reward.
 - 84.18% of participants earned Bronze level Rewards, 4.47% earned Gold and 11.35% 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, (10,234) and spouses on the medical plan (1,491) with a hire or coverage date from March 1, 2023 – November 30, 2023. The program year ends on February 29, 2024.
 - 64.23% of all employees regardless of benefit status plus spouses on the medical plan completed the rewards program and earned a reward.
 - 84.16% of participants earned Bronze level Rewards, 4.46% earned Gold and 11.38% 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
- 94.96% of all eligible medical plan participants completed ≥ 1 program or activity
- Provided 29,639 programs and activities for participants during the program year
- 47.53% 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 25.77 wellness activities per person
- 84.29% of Premium Reward eligible participants completed an annual physical; 74.43% of all eligible participants completed an annual physical
- 80.12% of Premium Reward eligible participants completed the annual health assessment; 69.89% of all eligible participants completed a Health Assessment

- **Preventive Care Utilization:**

- Overall preventive screenings utilization increased by 47% over the prior program year (some screenings do not need to be done yearly)
 - Increased overall employee compliance by 14% and spouse preventive care utilization by 33%
 - Mammograms increased overall by 2%
 - Colorectal Screenings increased by 23%
 - Prostate Screenings increased by 1%

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Executive Summary

- **Preventive Care Utilization Continued:**

- Annual physicals increased by 4%
- Cervical Cancer screenings increased by 1%
- Mammogram screenings increased by 2%
- Colorectal screenings increased by 5.5%
- Prostate screenings increased by 1%
- Overall, preventive care utilization for employees and spouses was 84.32%, an decrease of 0.21% over the prior program year
- 80.12% of Premium Reward eligible participants completed an annual physical; 69.89% of all eligible wellness participants completed an Annual Physical
- Achieved 39.1% compliance with annual Dental exam for active employees and spouses; an increase of 8.4%
- Achieved 36.6% compliance with annual Vision exam for active employees and spouses; an decrease of 1.2%

- **Population Health:**

- Prospective Risk Scores increased by .10 for Employees and by .11 for spouses
- Prevalence of Hypertension increased by 2.4% and the costs associated with people with Hypertension increased by 0.7% over the prior program year
- Prevalence of Diabetes decreased by 2.6% but the costs associated with people with Diabetes increased by 8.1% over the prior program year
- Prevalence of Hyperlipidemia increased by 25.5% but costs associated with people with Hyperlipidemia decreased by 9.8% over the prior program year
- 13.3% (508 people) of total population meet Metabolic Syndrome criteria (3 out of 5 risk factors); a 2.3% increase from prior year
- The average cost of a member with Metabolic Syndrome (Med & Rx) is \$5,748 per year, versus \$4,389 per year for a member without Metabolic Syndrome.
- Potential cost avoidance = \$690,272 (508 * \$1,359)
- 84% of respondents remained in the same risk category year over year or decreased risk count, an increase of 13% over the prior program year
- The majority of total population health risks in biometric and lifestyle measures (at risk and high risk across 12 metrics) increased during the program year.
 - Decreased high Cholesterol by 4%
 - Decreased high LDL by 6%
 - Improved prevalence of participants meeting HDL goals by 1%
 - Decreased prevalence of Tobacco by 0.7%

Executive Summary

- **Culture and Environment:**

- 87.31% of employees believe that Harris Health System cares about their health and well-being, a 1.88% decrease from the prior year
- 86.59% of employees believe there is a culture of health and wellness within Harris Health System, a 1.52% decrease from the prior program year.
- 76.89% of employees report that their managers support their participation in the wellness program, a 0.64% decrease from the prior program year.
- 79.02% of employees report that the managers in their department care about the health and well-being of employees, a 0.74% decrease from the prior program year.

- **Wellness Program Satisfaction:**

- 87.33% of employees are satisfied with the Wellness Program, a 2.28% decrease from the prior program year.
- 80.11% of employees reported that the wellness program has helped them improve their overall health, an decrease of 1.53%.
- 80.55% of employees reported that the wellness program has helped them feel more confident about making decisions about their health, a 2.73% decrease from the prior program year.
- 82.81% has helped me increase my readiness to make positive health behavior changes, a 2.78% decrease from the prior program year.
- 81.02% of employees reported that they have made at least one significant health behavior changes since participating in the wellness program, a 3.01% decrease from the prior program year.
- 71.32% of employees reported that the wellness program has helped them be more productive when they aren't at work, a 1.73% decrease from the prior program year.
- 67.25% of employees reported the wellness program has been of value to my spouse or others in my family, 1.96% decrease from the prior program year.
- 76.58% of employees reported that the wellness program has led to improved quality of life for me and/or my family, a 2.81% decrease from the prior program year.
- 86.01% of employees reported that the wellness program is a valuable part of my employee benefits, a 3.56% decrease from the prior program year.
- 82.64% of participants reported that they have gained knowledge and/or skills from the wellness program that they use in everyday life, a 3.66% decrease from the prior program year.

Executive Summary

- **Livongo Diabetes Management Program:**
 - **Engagement:**
 - Achieved 55% participation in Livongo Diabetes Management Program during the program year compared to Livongo's BOB of 36%
 - 57% of Members engaged in both the Livongo Diabetes Management Program and Hypertension Management Program; a 1% increase over the prior program year
 - **Costs:**
 - Diabetics Participating in Livongo cost 39% more than non participants; a difference of \$443 PPPM; a total difference of \$5,539,272 per year
 - Participants engaged in Livongo both years have increased their costs by 34% (\$406 PPPM); \$406 PPPM; totaling \$5,076,624. This includes all costs
 - **Decrease ER visits and complications associated with Diabetes:**
 - On average, diabetics participating in Livongo are 1.1x less likely to have an ER visit.
 - On average, Diabetics participating in Livongo are 1.1x less likely to have inpatient days compared to non-participants.
 - **Clinical Results:**
 - Prospective risk score is .72 greater in Livongo Participants versus non-participants; opportunity for impact
 - Livongo participants are achieving clinical compliance. Greatest opportunity is with annual dilated eye exams (63%). Annual Exams: Foot exam (93%), HbA1c (98%), Lipid profile (79%), LDL-C (97%) and preventive visit (96%).
 - Livongo participants are achieving higher clinical compliance with HEDIS measures and the Diabetes Standards of Care than non-participants
 - 53% of Livongo participants are in good diabetic control (<7%); an 11.4% increase from the prior program year
 - 33.7% of Livongo participants are in moderate diabetic control (7%-9%); a 6.2% decrease over the prior program year
 - 13.3% of Livongo participants are in in poor diabetic control (≥9%); a 5.2% decrease over the prior program year
 - The average HbA1c of all participants in Livongo decreased by .10.
 - The average HbA1c for participants with an average HbA1c ≥ 9 increased by .06. Reductions are correlated to cost savings and reduced health risks
 - Harris Health members experienced a **1.6% decrease in eHbA1c** from the self reported values at registration
 - Livongo participants experienced a net regression of 1.1% in their biometric clinical risks
 - **Medication Adherence:**
 - Livongo Diabetes participants have a significantly higher PDC (122.5%) than non-participants (78.8%).
- (Results continued on next page)

Executive Summary

- **Livongo Diabetes Management Program Continued:**
 - **Empowerment & Satisfaction:**
 - Livongo participants have a Net Promoter Score (NPS) of +77 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.
 - 87.5% of members feel more empowered in their diabetes management
 - 64.7% of Livongo members feel less distress in their chronic disease management; a 9.7% improvement over the prior year
 - **Achieve ROI & VOI (Value on Investment):**
 - Pooled ROI for medical and Rx cost is:
 - Year 1: 1.2x ROI \$38 PMPM
 - Year 2: 1.9x ROI \$58 PMPM
 - Year 3: 2.1x ROI \$65 PMPM
 - Year 4: 4.3x ROI \$135 PMPM
 - Year 5: 1.4x ROI; \$69 PMPM; a total savings of \$862,776
 - Year 6: 3.1x ROI; \$118 PMPM; a total savings of \$1,475,472
 - **Livongo Hypertension Management Program:**
 - **Engagement:**
 - 47% participants with Hypertension engaged in Livongo during the program year; a 2% decrease from the prior program year
 - 57% of Members engaged in both the Livongo Diabetes Management Program and Hypertension Management Program; a 1% increase over the prior program year
 - **Costs:**
 - **Hypertensives participating in Livongo** cost an average of 17% more than non participants due to large claims; a difference of \$209 PMPM; a total difference of \$4,050,420 per year.
 - **Decrease ER visits and complications associated with Hypertension:**
 - On average, Hypertension members not participating in Livongo had 29% more ER visits than hypertensive members participating in Livongo
 - On average, Hypertension members not participating in Livongo had 40% more inpatient days compared to hypertensive members participating in Livongo
- (Results continued on next page)

Executive Summary

- **Livongo Hypertension Management Program Continued:**
 - **Clinical Results:**
 - Prospective risk score is .42 higher in Livongo Hypertension Management Participants versus non-participants.
 - Members saw an reduction of 7.1 mmHg reduction in systolic blood pressure and 5.2 mmHg in diastolic blood pressure, resulting in risk reduction of coronary heart disease events and stroke
 - 79% of Livongo participants maintained or improved blood pressure control
 - Participants averaged 13 blood pressure checks per month
 - 74% of participants are uncontrolled at baseline and 26% were controlled
 - 85% 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 11% more than non-participants
 - Livongo Hypertension participants are achieving quality metrics. 84.2% are on an antihypertensive medication; 79% had a Lipid profile, 42.4% have a Hypertension diagnosis and prescribed statin and gaps in prescription refills, 97.4% had an annual serum creatinine test and 96.6% had a preventive visit.
 - Participants achieved the following clinical measures: LDL< 100 (48.9%); Total Cholesterol < 200 (71.7%); HDL < 50 for Females (34%); HDL < 40 for Males (26.7%); Triglycerides < 150 (78.2%); Glucose < 100 (36.7%); Blood Pressure< 120/80 (18.4%); Waist Circumference < 35 inches for women (29%) & Men (53.8%); Physical Activity < 150 min./week (66.3%) and 0 times/week (9.0%); Tobacco Use (3.1%); Nutrition At Risk 1-2 servings/day (47.8%) & High Risk (3.1%); and Stress At Risk (31.3%) & High Risk (8.3%).
 - Achieved positive risk shift in participants; Achieved 34.1% controlled versus 25.8% at baseline. Achieved 35.5% in Stage 1 HTN compared to 33.7% at baseline. Achieved 30.4% in Stage 2 HTN compared to 40.4% at baseline
 - **Empowerment & Satisfaction:**
 - Livongo participants have a Net Promoter Score (NPS) of +77 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 Hypertension participants have a significantly higher PDC (86.9%) than non-participants (77.9%).

Executive Summary

- **Livongo Hypertension Management Program Continued:**
 - **ROI & VOI (Value on Investment):**
 - 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; a total savings of \$1,046,520
- **Livongo Diabetes Prevention Program (DPP):**
 - **Engagement:**
 - 33% engagement out of those eligible during the program year, a 2% increase over the prior program year.
 - 76% of participants utilized their connected scale
 - 76% completed self-guided activities
 - 16% completed digital coaching, 5-day challenges and action plans
 - 4% completed expert coaching sessions
 - Members engaged with the prediabetes management program an average of 18 times per month
 - 50% of Members engaged in both the Livongo Diabetes Prevention Program and the Hypertension Management Program
 - Net promoter score of +77; positive testimonials
 - **Pre-Diabetes Prevalence:**
 - 30.5% of our population (with available glucose and/or HbA1c data and no diabetes diagnosis) has Pre-Diabetes, a decrease of 1.7% over prior program year
 - 85.1% of participants with Pre-Diabetes have a BMI of ≥ 25 , no change from the prior program year
 - 51.9% of participants with Pre-Diabetes have a high waist circumference, a 2.7% decrease from prior program year

Executive Summary

- **Livongo Diabetes Prevention Program (DPP) continued:**
 - **Clinical Results:**
 - 61.9% of members lost weight, a 1.1% increase over the prior program year
 - 57% of Members engaged in both the Livongo Diabetes Management Program and Hypertension Management Program; a 1% increase over the prior program year
 - 21.3% of DPP participants have morbid obesity, no change from the prior program year
 - 28.4% of DPP participants have Hyperlipidemia, no change from the prior program year
 - 35.9% of DPP participants have hypertension
 - The employee engaged in the Livongo DPP program have a prospective risk score of 1.86
 - The spouses engaged in the Livongo DPP program have a prospective risk score of 1.71
 - 30.9% of participants lost > 10% of their weight
 - 13.1% lost 7-10% of their weight
 - 8.9% loss 5-7% of their weight
 - 16.9% lost 3-5% of their weight
 - 30.3% lost < 3% of their weight
 - Achieved a risk shift increase of 9.6% into the healthy BMI <25
 - Achieved a risk shift of 7% into the overweight BMI 25-29.9
 - Achieved a risk shift of 7% into the overweight BMI 25-29.9
 - Had a increase of 2.3% risk shift into the Obese 1 BMI 30-34.9
 - Achieved a risk shift of 7.3% into the Obese 2 BMI 35-39.9
 - Achieved a risk shift decrease of 10.5% from the Obese 3 BMI ≥40
 - Potentially undiagnosed diabetics decreased by 0.2% (24 people)
 - 85.1% of participants with Pre-Diabetes have a BMI of ≥25, consistent with prior program year
 - 51.9% of participants with Pre-Diabetes have a high waist circumference, a 2.7% decrease from prior program year
 - 85.1% of participants with Pre-Diabetes have a BMI of ≥25

Executive Summary

- **Livongo Diabetes Prevention Program (DPP) continued:**
 - **Claims Costs**
 - The average medical claims cost per Pre-Diabetes participant is \$159.57 PMPM, an increase of 11.6% (\$16.56 PMPM)
 - **Decrease ER visits and complications associated with Pre-Diabetes:**
 - The average number of ER visits/1,000 for Pre-Diabetes participants is 330.99, an increase of 6.3% (19.64 visits/1,000 members)
 - The average number of Inpatient Days/1,000 for DPP participants is 205.14, a decrease of 8.2% (18.27 days/1,000 members).
- **Wondr Health™ Weight Management Program:**
 - 61% of enrolled completed 2+ sessions
 - 41% of enrolled completed 8+ sessions
 - 66% of engaged completed 8 or more sessions in the program
 - Participants who completed WondrSkills™ lost more than 364 pounds
 - 42% of participants who completed 8+ sessions lost 3% of their weight
 - 24% of participants who completed 8+ sessions lost 5% of their weight
 - 31% of participants who completed 2+ lessons lost \geq 3% weight loss
 - 66% of participants who completed 8+ lessons lost \geq 3% weight loss
- **Employee Wellness Goal Completion**
 - Out of 18 total Employee Wellness Goals set for the 2023-2024 Program Year:
 - 9 goals were achieved at the “superior level”; 50% of goals
 - 7 goals were achieved at the “target level”; 38.9% of goals
 - 2 goals were achieved at the “threshold level”; 11.1% 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.
 - 1,702 unique individuals achieved $\geq 10,000$ steps/day at least once during the program year
 - A total of 145,384 achievements of $\geq 10,000$ steps/day; averaging 85 days of achievement per participant. Each participant has a max earning ability of 260 days of reward.
- **Wellness Challenges:**
 - Provided 4 wellness challenges during the program year; 3 physical activity challenges inclusive of other well-being activities and one weight loss challenge.
 - 331 total participants
 - Achieved a 49% completion average among all challenges
- **Special Events:**
 - 9 total event Types (does not include multiple offerings of the same event at different locations)
 - 4,440 total participants
- **Employee Assistance Program**
 - 90.48 % Annualized impact rate of total serviced including member portal visits
 - 5.96% total Annualized rate for Count of all EAP files
 - 988 total participants in live EAP webinars during the 2023-2024 program year; an average of 90 people per webinar
 - 6,498 total participants in EAP eLearning webinars during the 2023-2024 program year; an average of 309 people per webinar
 - Counseling, was the top service type followed by Legal, financial, Work/Life services and Life Coaching.

Executive Summary

- **Medal Level Analysis**

- 75.47% of Premium Reward-Eligible participants earned premium rewards; 73.04% earned full reward; 2.43% earned partial reward.
 - 84.18% of participants achieved Bronze Level; an increase of 4.98% increase from the prior program year
 - 4.47% of participants achieved Gold Level, an decrease of 0.95% over the prior program year
 - 11.35% of participants achieved Platinum Level, an decrease of 4.03% over the prior program year
- 64.23% 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)
 - 84.16% of participants achieved Bronze Level
 - 4.46% of participants achieved Gold Level
 - 11.38% of participants achieved Platinum Level
- For the 2023-2024 program year, a total of 2,150 gift cards were awarded totaling \$150,775
- Platinum Level had the lowest average PMPM spend followed by Bronze level. Gold level had a Gold Plan catastrophic claimants per thousand doubled from 6 to 12, including a top million-dollar cancer claimant.
- Medal level Award earners had significantly higher health engagement rates, preventive care utilization and better Gaps in Care compliance than non-earners
- 84% of respondents remained in the same risk category year over year or decreased risk count, an increase of 13% over the prior program year
- ACS (80.58%) had the largest percentage of Premium Rewards Program /Medal Level Status completions followed by Telecommute (71.39%), Administration (67.26%), CHC (61.32%), Ben Taub (60.75%), LBJ (58.74%) and Harris County Sheriff's Office (48.18%).

- **Behavioral Health (Cigna)**

- 17% of the population has a behavioral health diagnosis (including that which is managed by non-BH providers); these members drive 34% of plan spend
- There were 1,045 access and crisis support member interactions
- 9% of total membership had a behavioral health claim
- 75% of members with depression have ≥ 1 other comorbidity

Executive Summary

- Plan Costs:**

- Active population medical trend plan spend is 3.1% or \$544 PMPM
- Non-catastrophic spend creased 5.7% PMPM or from \$433 PMPM
- Catastrophic claim spend decreased 4.6% PMPM or \$126 PMPM

- Awards & Accolades:**

- Achieved the Platinum Well Workplace Award from WELCOA in 2020 and again in 2023
- Achieved the Platinum Workplace Health Achievement Award from the American Heart Association. 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 #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 2022 and 2023; Received the Cigna Well-Being Award for Outstanding Culture of Well-Being in 2017-2021
- Achieved re-accreditation of the CEO Cancer Gold Standard 2012-2023
- Certificate of Excellence from Go Healthy Houston; Healthy At Work in 2017



Executive Summary

- **Program Enhancements For 2023-2024 Wellness Program Year (March 1, 2023 – February 29, 2024)**
 - Added supplemental employees to the Premium Reward Program. They were already eligible for the Wellness Reward Program
 - 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 a 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.
 - Expanded virtual programs, workshops, classes and healthy knowledge seminars to make programs and services more accessible.
 - Created 4 new wellness class series
 - Implemented 3 HES 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. Saba 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. Medical participants can earn \$1,200 in premium rewards and up to \$150 in Amazon eGift cards and Non-Medical participants can earn up to \$175 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

Mission, Vision and Goal

- **Vision Statement:**

To Empower a corporate culture of health that inspires individuals to live with high energy, good health and passion for life.

- **Mission Statement:**

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.

- **Goal:**

To be an industry leader in population health and productivity management among public academic healthcare systems.

2023-2024 Wellness Program Goals & Results

2023-2024 Wellness Goals

2023-2024 Wellness Program Goals (Program Year March 2023-February 2024)					
Indicators	Goal	Baseline Metric	Target Metric	Outcome	Trend
		2022-2023	2023-2024	2023-2024	
Leading indicator	Achieve 84% completion of the Health Assessment.	84.00%	Threshold: > 80%	80.12%	↓ 3.9%
			Target: >84%		
			Superior: > 86%		
Leading indicator	Achieve 80% EE and Spouse completion of a Annual Physical with Lab Values.	87.20%	Threshold: > 70%	84.29%	↓ 2.9%
			Target: >80%		
			Superior: > 82%		
Lagging Indicator	Maintain or Improve the Risk Stratification of the Cohort population.	71.00%	Threshold: < 65%	84.00%	↑ 13%
			Target: > 70%		
			Superior: > 71%		
Leading indicator	Improve the average preventive care utilization of employees and spouses by 1%	84.53%	Threshold: > 70%	84.32%	↓ 0.21%
			Target: > 80%		
			Superior: > 85%		
Leading indicator	Decrease the prevalence & distribution of pre-diabetes by 1%	32.20%	Threshold: > 28%	30.50%	↓ 1.7%
			Target: < 32%		
			Superior: < 30%		
Treatment & Intervention Indicators	Have 80% of participants earn the Wellness Premium Reward	80.08%	Threshold: > 70%	75.47%	↓ 4.6%
			Target: > 75%		
			Superior: > 80%		
Treatment & Intervention Indicators	Achieve 83% employee satisfaction with wellness program.	89.61%	Threshold: > 70%	87.33%	↓ 2.28%
			Target: > 83%		
			Superior: > 85%		
Treatment & Intervention Indicators	Have 85% of employees agree that Harris Health cares about its employees.	89.19%	Threshold: > 80%	87.31%	↓ 1.9%
			Target: > 85%		
			Superior: > 86%		
Treatment & Intervention Indicators	Have 84% of employees agree that there is a culture of health at Harris Health.	88.11%	Threshold: > 75%	86.59%	↓ 1.52%
			Target: > 84%		
			Superior: > 86%		

Key:

Below Threshold

Threshold

Target

Superior

2023-2024 Wellness Goals

2023-2024 Wellness Program Goals (Program Year March 2023-February 2024)

Indicators	Goal	Baseline Metric	Target Metric	Outcome	Trend
		2022-2023	2023-2024	2023-2024	
Treatment & Intervention Indicators	Have 55% of Diabetics engaged in Livongo.	55.00%	Threshold: $\geq 44\%$	55.00%	→
			Target: $\geq 55\%$		
			Superior: $\geq 56\%$		
Treatment & Intervention Indicators	Have 48% of people with Hypertension enrolled in the Livongo Hypertension Management Program.	49.00%	Threshold: $\geq 40\%$	47.00%	↓ 2%
			Target: $\geq 46\%$		
			Superior: $\geq 50\%$		
Treatment & Intervention Indicators	Have 30% of pre-diabetics enrolled in the Livongo Diabetes Prevention Program.	31.00%	Threshold: $\geq 25\%$	33.00%	↑ 2%
			Target: $\geq 30\%$		
			Superior: $\geq 32\%$		
Treatment & Intervention Indicators	Increase participation in Employee Wellness Programs by 2%	395,502	Threshold: $\geq 300,000$ UOS	340,236	↓ 55,266
			Target: $\geq 403,412$ UOS		
			Superior: $\geq 407,367$ UOS		
Lagging Indicator	Achieve a 1% reduction in the percentage of people who have an undesirable waist circumference.	46.00%	Threshold: $\leq 48\%$	47.00%	↑ 1%
			Target: $\leq 46\%$		
			Superior: $\leq 44\%$		
Lagging Indicator	Achieve a 1% reduction in the percentage of people have "at risk" or "high" blood pressure.	33.00%	Threshold: $\leq 45\%$	44.00%	↑ 11%
			Target: $\leq 32\%$		
			Superior: $\leq 31\%$		
Lagging Indicator	Achieve a 1% reduction in the percentage of people that are "at risk" or "high" risk for physical activity.	73.20%	Threshold: $< 75\%$	74.30%	↑ 1.1%
			Target: $\leq 72\%$		
			Superior: $\leq 71\%$		
Lagging Indicator	Achieve a 1% reduction in the percentage of people that are "at risk" or "high" risk for glucose.	27.00%	Threshold: $\leq 28\%$	39.00%	↑ 12%
			Target: $\leq 26\%$		
			Superior: $\leq 25\%$		
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	28	Employee Wellness; HR	Director, Employee Wellness & EAP	346-426-0437	Director, strategic & Operational Planning, implementation, Evaluation	Michele.Hunnicutt@harrishealth.org
Ellen Ogedegbe	M.Ed., CHES, CWC, CBES	12	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	4	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	9	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	17	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	24	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		14	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
 - Reduce risks and manage chronic conditions
- Improve organizational and individual health and well-being
 - Reduce medical trend
 - Attract and retain talent
 - Increase productivity and performance

A Look At Harris Health System

A Look At Harris Health System

• Demographics:

– Employees:	10,632	
• Full time:	9,403	88.4%
• Part time:	179	1.68%
• Supplemental:	1,050	9.88%

• Gender:

– Female	7,880	74.12%
– Male	2,750	25.87%
– Unanswered	2	<1%
– Average Age:	43	

• Ethnicity:

– Black or African American	4,531	42.62%
– Hispanic/Latino	2,993	28.15%
– Asian/Asian American	1,890	17.78%
– White	1,187	11.16%
– American Indian/Alaska Native	31	0.29%

• Medical Plan Status:

• All Employees Enrolled:	9,413
• Employees Only Enrolled:	5,254
• Employee + Spouse:	555
• Employee + Child:	2,449
• Employee + Family:	1,155

• Average Hourly Rate (Salaried and Hourly Combined):

- FT/PT: \$39.64
- Supplemental: \$37.90
- All Active (FT/PT/Sup): \$39.47

• Turnover (Regular HHS Employees Only):

- 2020: 14.08%
- 2021: 18.39%
- 2022: 19.40%
- 2023: 14.72%

• Average Tenure: 3.71 Years

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
- InBody Analysis
- Special Events: Texas MS 150, 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” booths
- MyCigna.com
- Well Powered Living Class Series (1.0, 2.0, 3.0, 4.0, 5.0)
- Livongo Diabetes Prevention Program
- Ergonomics 101 Class Series, Posture analysis and ergonomic assessments

❑ Growing Your Family

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

❑ Losing Weight

- Wondr Health™
- HealthyWage Team Challenge
- Cigna weight management coaching
- Healthy Body for Every Body
- InBody Body Composition Analysis

❑ Quitting Tobacco

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

❑ Relieving Stress & Building Resiliency

- 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
- InBody Body Composition Analysis
- 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

80.12%

Of Premium Reward-eligible participants
completed a Health Assessment

69.89% of all eligible participants completed a Health
Assessment

84.29%

Of Premium Reward-eligible participants
completed an Annual Physical

69.89% of all eligible participants completed an Annual
Physical

75.47% *

Of Employees & Spouses Earned
Premium Rewards

(73.04% earned full reward; 2.43% earned partial
reward.)

84%

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

*Includes full program-year participants March 2023 – February 2024.

Wellness Rewards Program

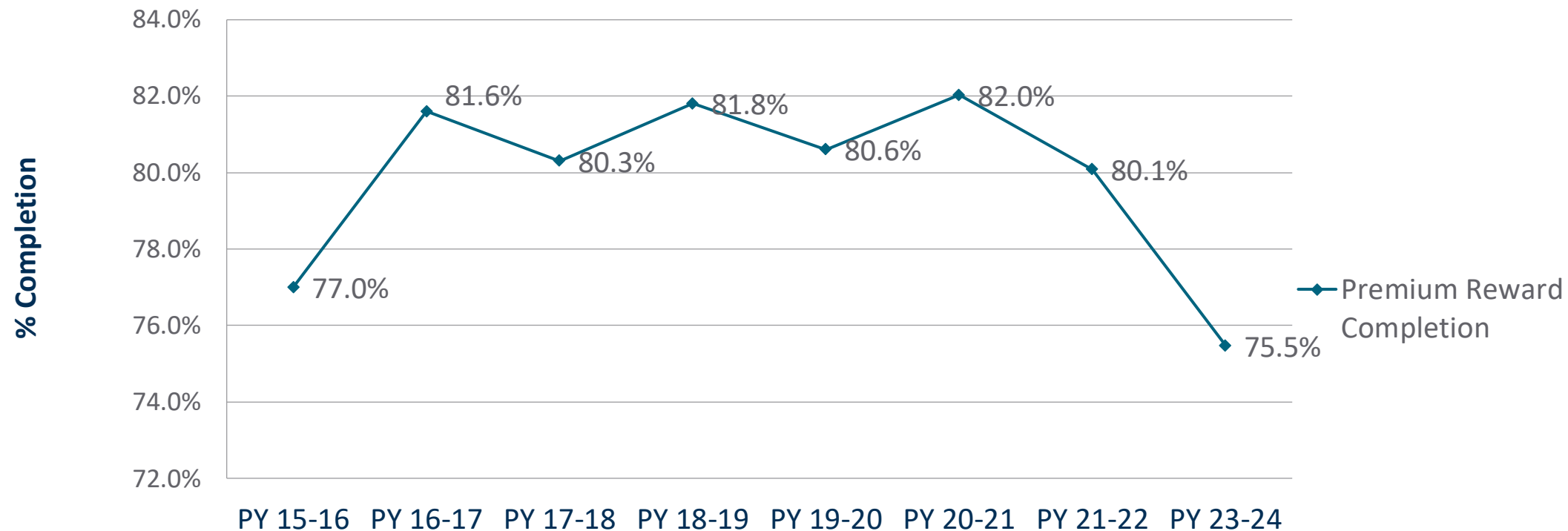
March 2023 – February 2024 Wellness Rewards Program

Level of Engagement	March 2023-February 2024 Wellness Rewards Program	
	Premium Reward-Eligible Participants Employees & Covered spouses 3/1/23-2/29/24	All Wellness Program-Eligible Participants All FT & PT employees on and off of the medical plan and spouses on the medical plan 3/1/23-2/29/24
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	73.04%*	73.04%
Partial Engagement (Only one person completed the Annual Physical with Lab Work, Health Assessment, & earned 1,000 points)	2.43%*	2.43%
No Wellness (Employee and/or Employee and covered spouse did not complete all requirements)	24.53%	24.53%

- The total Wellness Premium Reward Population includes regular, full-time, part-time and supplemental employees on the medical plan (8,667) and spouses (1,491) on the medical plan with a hire or coverage date from March 1, 2023 – November 30, 2023. The program year ends on February 29, 2024.
 - 75.47% of employees and covered spouses earned Premium Rewards; 73.04% earned full reward and 2.43% earned partial reward.
 - 84.18% of participants earned Bronze level Rewards, 4.47% earned Gold and 11.35% 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, (10,234) and spouses on the medical plan (1,491) with a hire or coverage date from March 1, 2023 – November 30, 2023. The program year ends on February 29, 2024.
 - 73.04% of all employees and spouses met full completion requirements, 2.43% met partial rewards and 24.53% were incomplete
 - 84.16% of participants earned Bronze level Rewards, 4.46% earned Gold and 11.38% earned Platinum Rewards

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 – 8/31/20 (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

System-Level Engagement

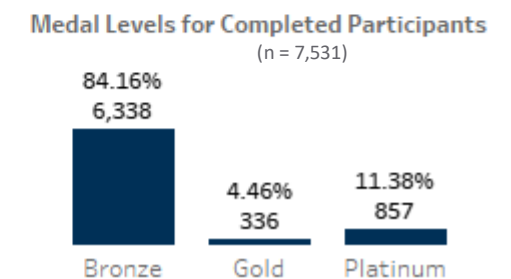
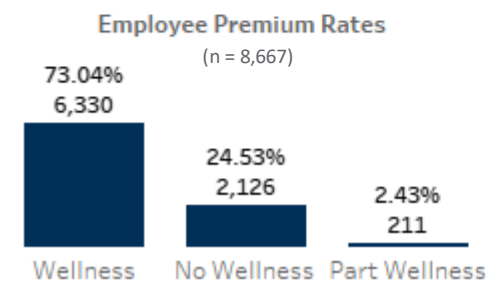
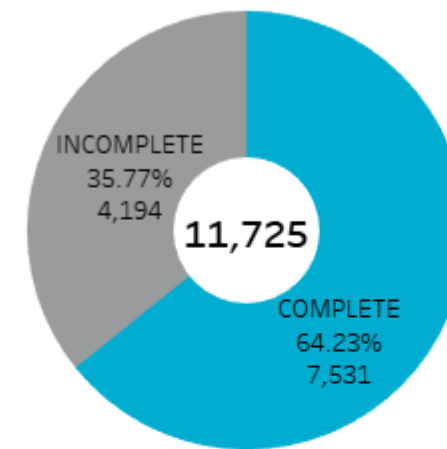
System-Level Program Completion Summary

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 hire or coverage date from March 1 – November 30, 2023

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 = 8,667).

827 employees automatically received the wellness rate and were exempt from participating in the program due to their coverage or hire date after November 30, 2023. These employees are not included in the completion information.



System-Level Program Completion Summary

Program-Eligible Population (n = 11,725)

Program-Eligible Population	
EE	10,234
SP	1,491
Total	11,725

2023 – 2024 Completion Status for Program-Eligible Population				
	EE	SP	Total #	Total %
Incomplete	3,677	517	4,194	35.77%
Complete	6,557	974	7,531	64.23%
Bronze	5,480	858	6,338	84.16%
Gold	309	27	336	4.46%
Platinum	768	89	857	11.38%
TOTAL	10,234	1,491	11,725	100.00%

HRA Breakdown for Program-Eligible Population				
	EE	SP	Total #	Total %
Complete	7,132	1,063	8,195	69.89%
Incomplete	3,102	428	3,530	30.11%
TOTAL	10,234	1,491	11,725	100.00%

Physicals Breakdown for Program-Eligible Population				
	EE	SP	Total #	Total %
Complete	7,501	1,226	8,727	74.43%
Incomplete	2,733	265	2,998	25.57%
TOTAL	10,234	1,491	11,725	100.00%

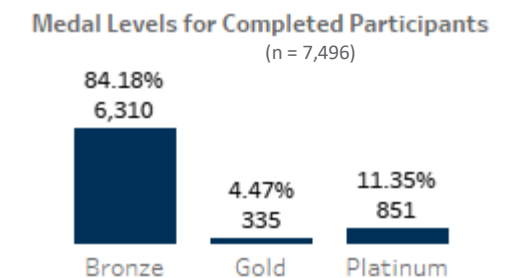
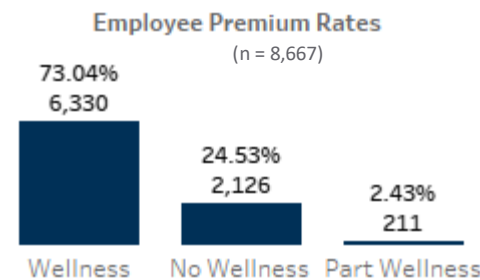
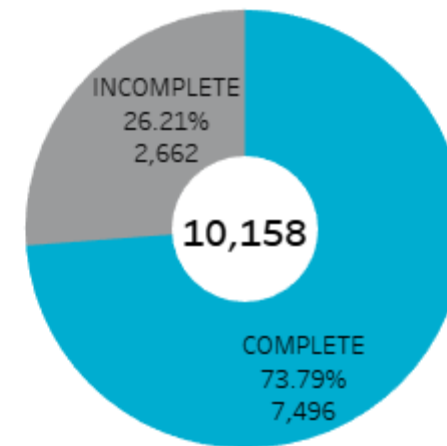
System-Level Program Completion Summary

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 a hire or coverage date from March 1 – November 30, 2023

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 = 8,667).

827 employees automatically received the wellness rate and were exempt from participating in the program due to their coverage or hire date after November 30, 2023. 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	8,667
SP	1,491
Total	10,158

2023 – 2024 Completion Status for Premium Reward-Eligible Population				
	EE	SP	Total #	Total %
Incomplete	2,145	517	2,662	26.21%
Complete	6,522	974	7,496	73.79%
Bronze	5,452	858	6,310	84.18%
Gold	308	27	335	4.47%
Platinum	762	89	851	11.35%
TOTAL	8,667	1,491	10,158	100.00%

HRA Breakdown for Premium Reward-Eligible Population				
	EE	SP	Total #	Total %
Complete	7,076	1,063	8,139	80.12%
Incomplete	1,591	428	2,019	19.88%
TOTAL	8,667	1,491	10,158	100.00%

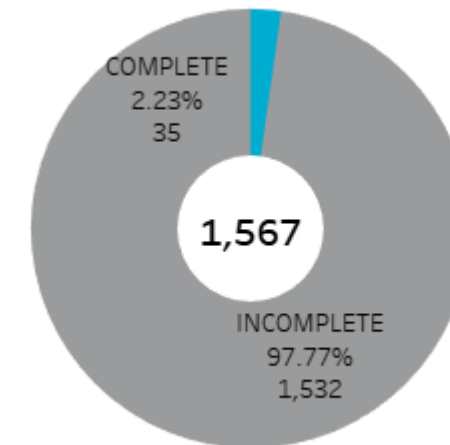
Physicals Breakdown for Premium Reward-Eligible Population				
	EE	SP	Total #	Total %
Complete	7,336	1,226	8,562	84.29%
Incomplete	1,331	265	1,596	15.71%
TOTAL	8,667	1,491	10,158	100.00%

System-Level Program Completion Summary

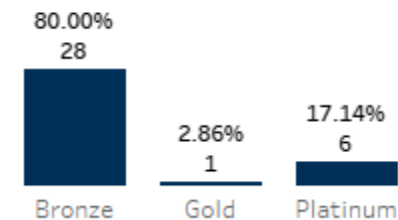
Program-Eligible Population (Non-Medical Plan)

Program-Eligible Population = Full-time and part-time employees (on and off of the medical plan) and spouses on the medical plan with a hire or coverage date from March 1 – November 30, 2023

This was the second year including employees not enrolled in the medical plan and the first 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



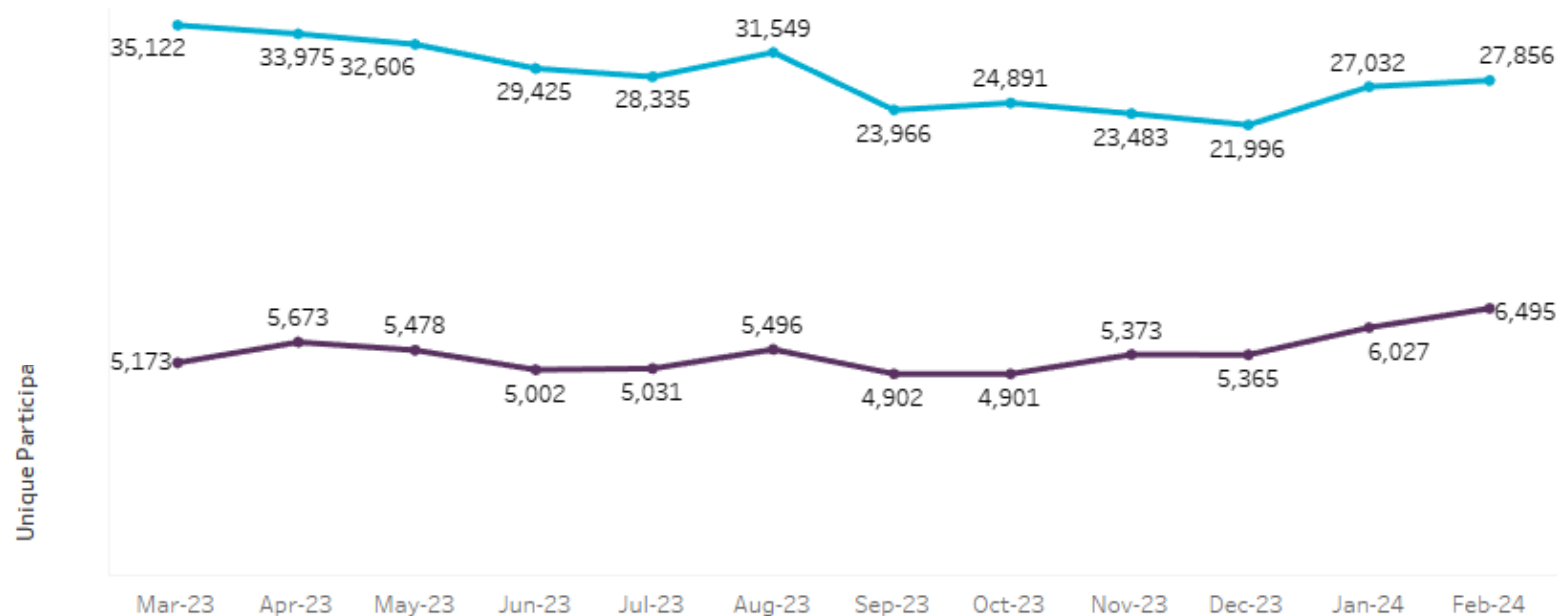
System-Level Program Participation Summary

Total Units of Service

Total Activities	29,639
Total Participation	340,236
Total Unique Participation	13,204
% Engaged	81.60%

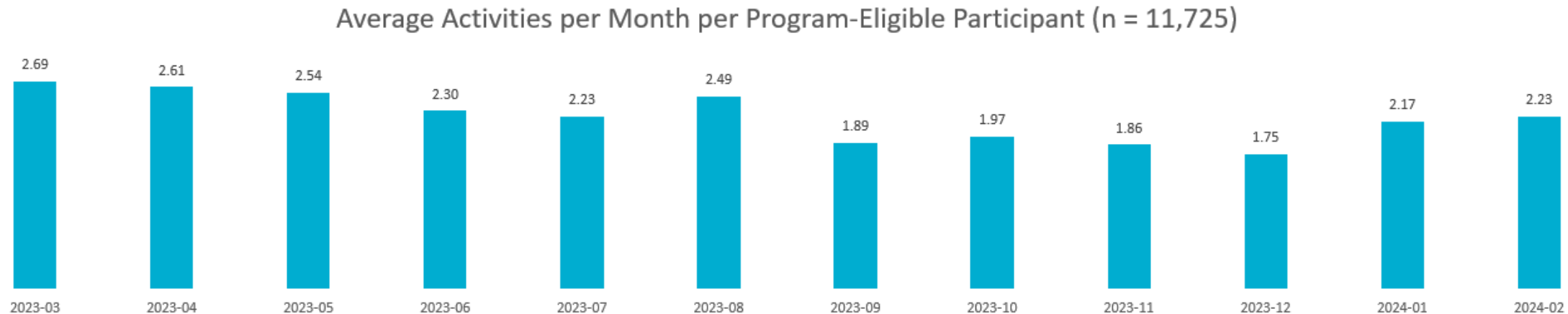
*Total Activities is calculated by counting the number of dates for completed activities. It is higher for on-demand activities that can be completed on any date (ex. eLearning). It is lower for activities where there are multiple times offered within each date (ex. In-Person Employee Wellness Classes).

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



System-Level Program Participation Summary

Average Number of Activities per Program-Eligible Participant per Month
(n = 11,725)



System-Level Program Participation Summary

Engaged Participants

13,204 81.60%

Highly Engaged Participants

7,691 47.53%

Average Number of Activities
per Engaged Participant

25.77

Participation by Activity Category

Wellness Category	Total Activities	Total Participation	Total Unique Participation	% Engaged
Education	21,346	76,394	6,952	42.96%
Evaluation	31	2,135	2,135	13.19%
Health Coaching	553	1,312	875	5.41%
Healthy Living Program	813	18,547	2,725	16.84%
Healthy Measures	1,249	17,104	8,403	51.93%
Maternity Support	78	85	84	0.52%
One-on-One Sessions with an Expert	145	2,301	1,811	11.19%
Physical Activity	2,249	173,722	3,899	24.10%
Preventive Health	3,065	42,347	12,156	75.13%
Special Event	60	4,924	3,526	21.79%
Wellness Challenge	10	693	584	3.61%
Wellness Champions	40	672	36	0.22%
Grand Total	29,639	340,236	13,204	81.60%

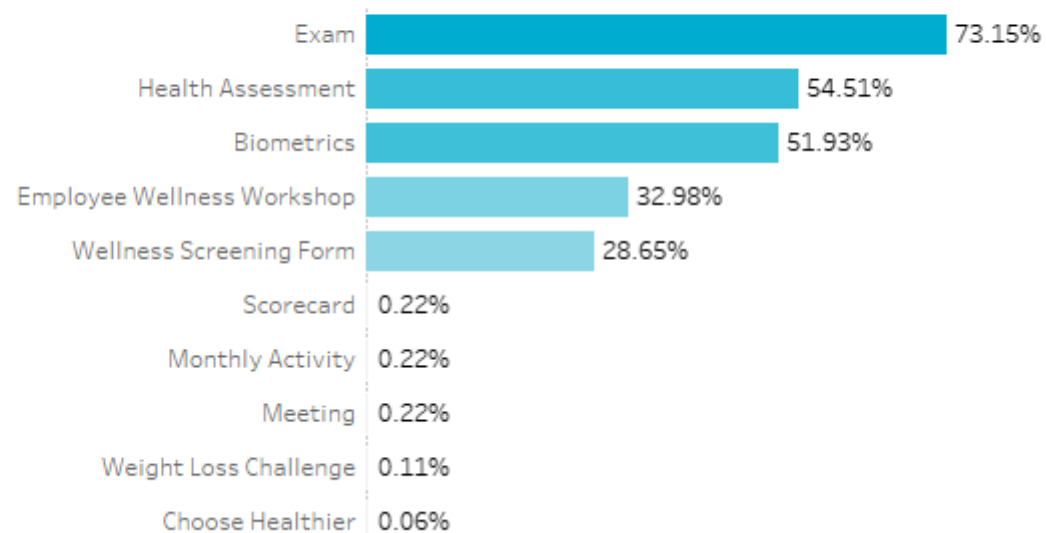
System-Level Program Participation Summary

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.

Highest N

Lowest N



Note

There are 612 participants with no location assigned as it was unavailable in reporting. These participants are included in the system-wide reporting.

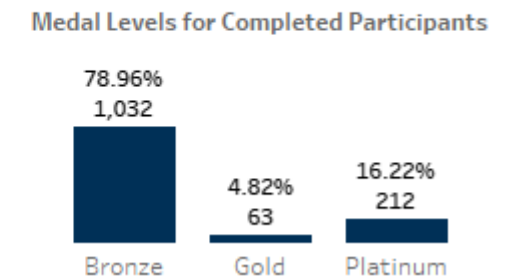
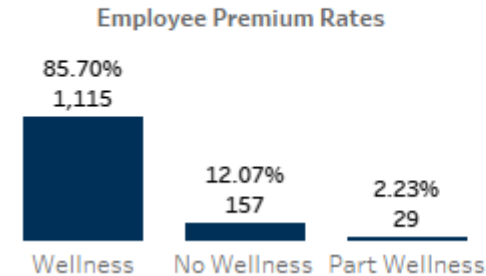
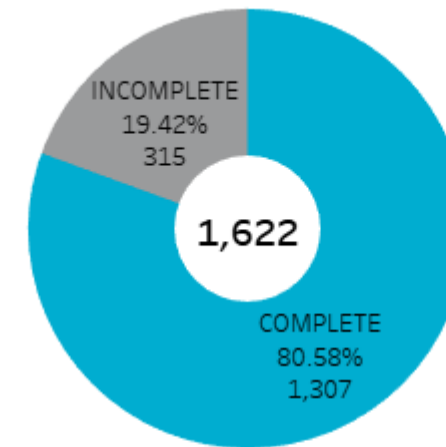
ACS Engagement

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 a hire or coverage date from March 1 – November 30, 2023

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.

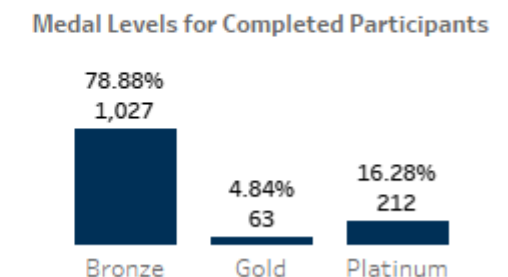
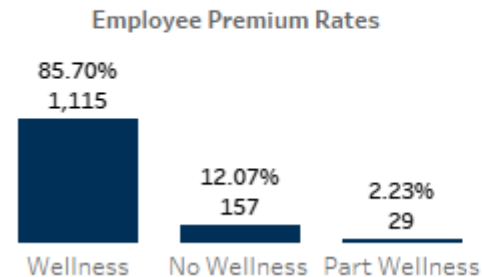
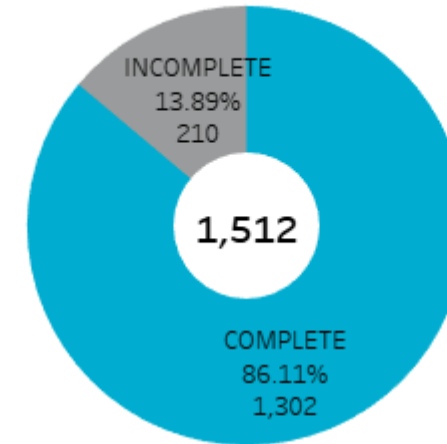


ACS Program Completion Summary

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 a hire or coverage date from March 1 – November 30, 2023

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.



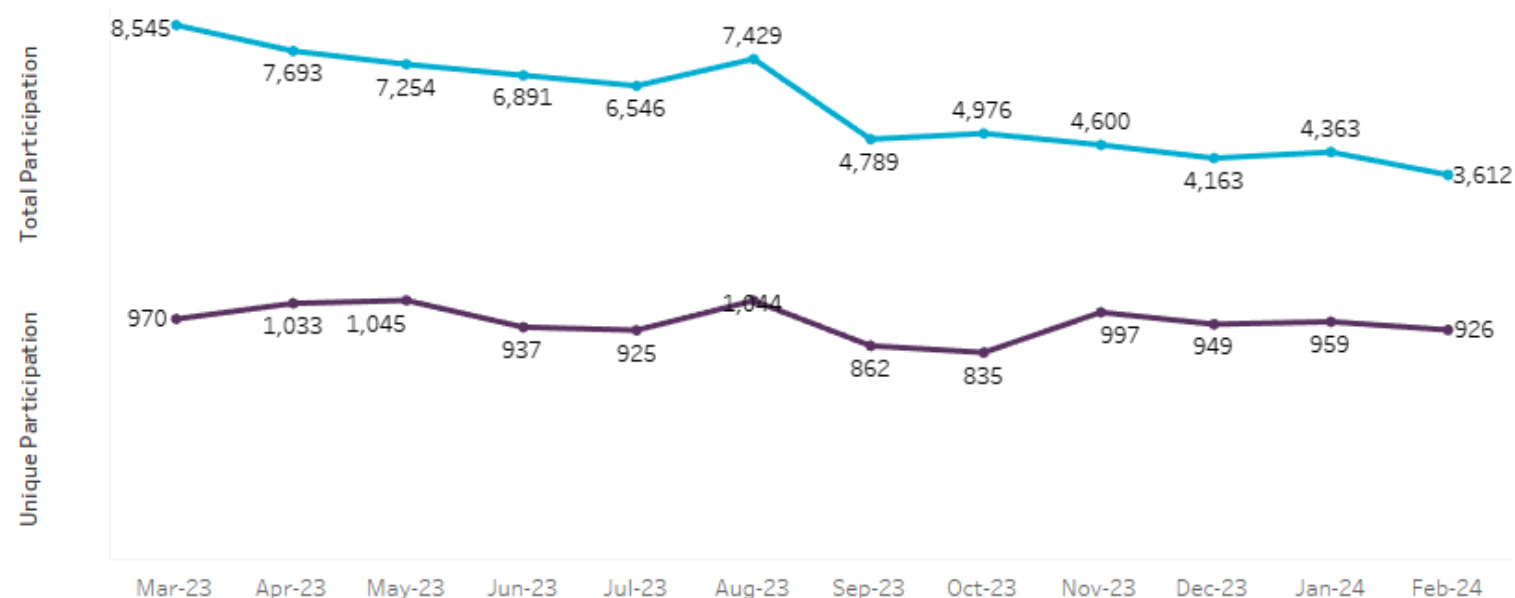
ACS Program Participation Summary

Total Units of Service

Total Activities	11,263
Total Participation	70,861
Total Unique Participation	1,833
% Engaged	11.33%

*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

1,833 11.33%

Highly Engaged Participants

1,376 8.50%

Average Number of Activities per Engaged Participant

38.66

*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	6,532	15,622	1,260	7.79%
Evaluation	21	472	472	2.92%
Health Coaching	188	243	155	0.96%
Healthy Living Program	263	3,342	466	2.88%
Healthy Measures	930	2,771	1,328	8.21%
Maternity Support	11	11	11	0.07%
One-on-One Sessions with an Expert	59	719	545	3.37%
Physical Activity	1,021	39,462	841	5.20%
Preventive Health	2,142	6,561	1,689	10.44%
Special Event	46	1,332	910	5.62%
Wellness Challenge	10	152	130	0.80%
Wellness Champions	40	174	8	0.05%
Grand Total	11,263	70,861	1,833	11.33%

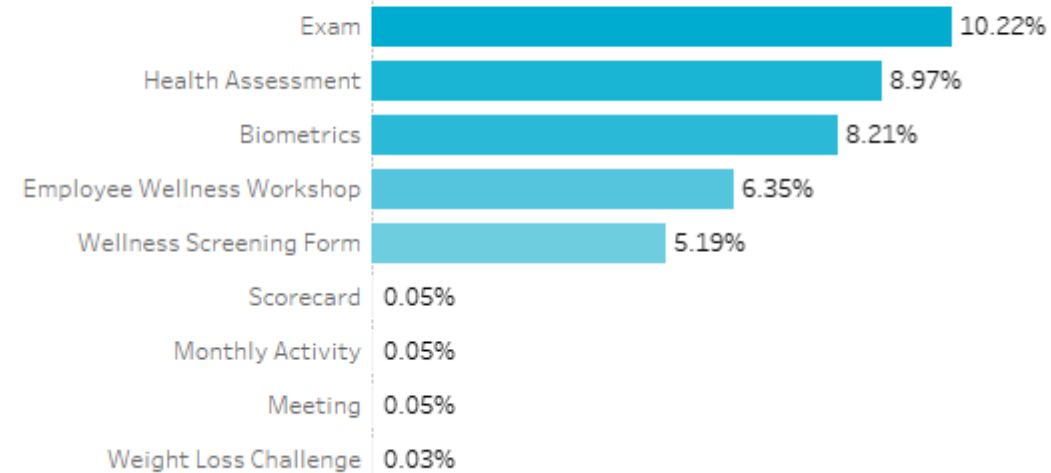
ACS Program Participation Summary

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.

Highest N

Lowest N



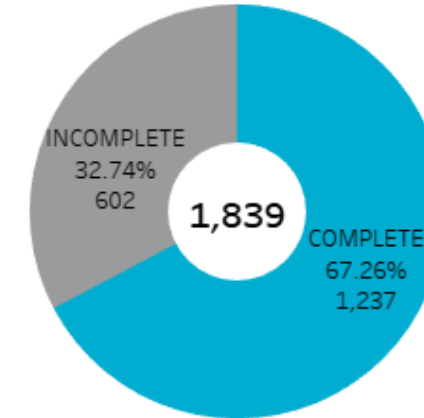
Administration Engagement

Administration Program Completion Summary

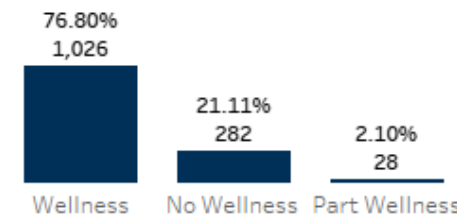
Program-Eligible Population

Program-Eligible Population = All full-time and part-time employees (on and off the medical plan) and spouses on the medical plan with a hire or coverage date from March 1 – November 30, 2023

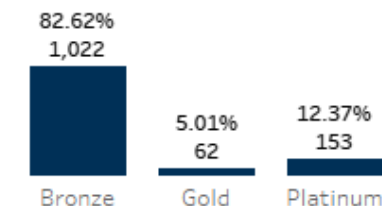
Completion status and medal level are individual designations for eligible employees and spouses. Since premium rates consider employees and spouses combined, the Employee Premium Rates graph only includes employees.



Employee Premium Rates



Medal Levels for Completed Participants

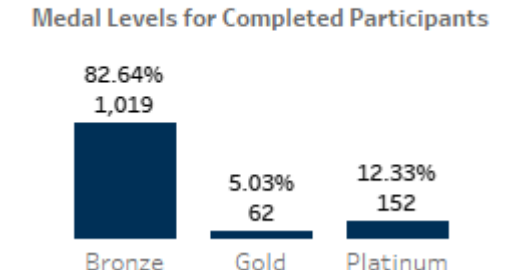
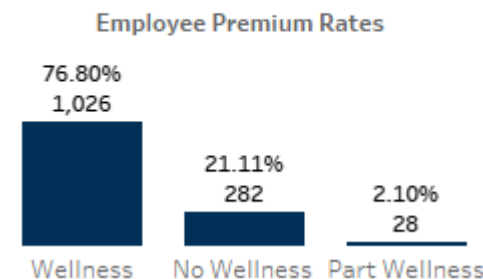
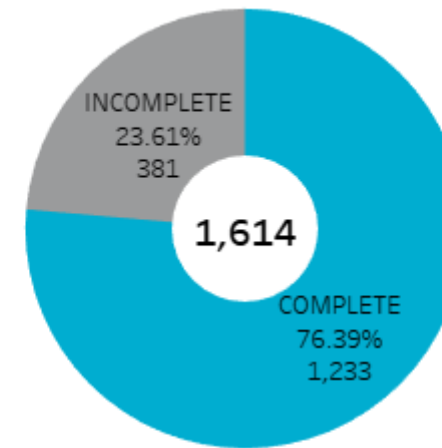


Administration Program Completion Summary

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 a hire or coverage date from March 1 – November 30, 2023

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.



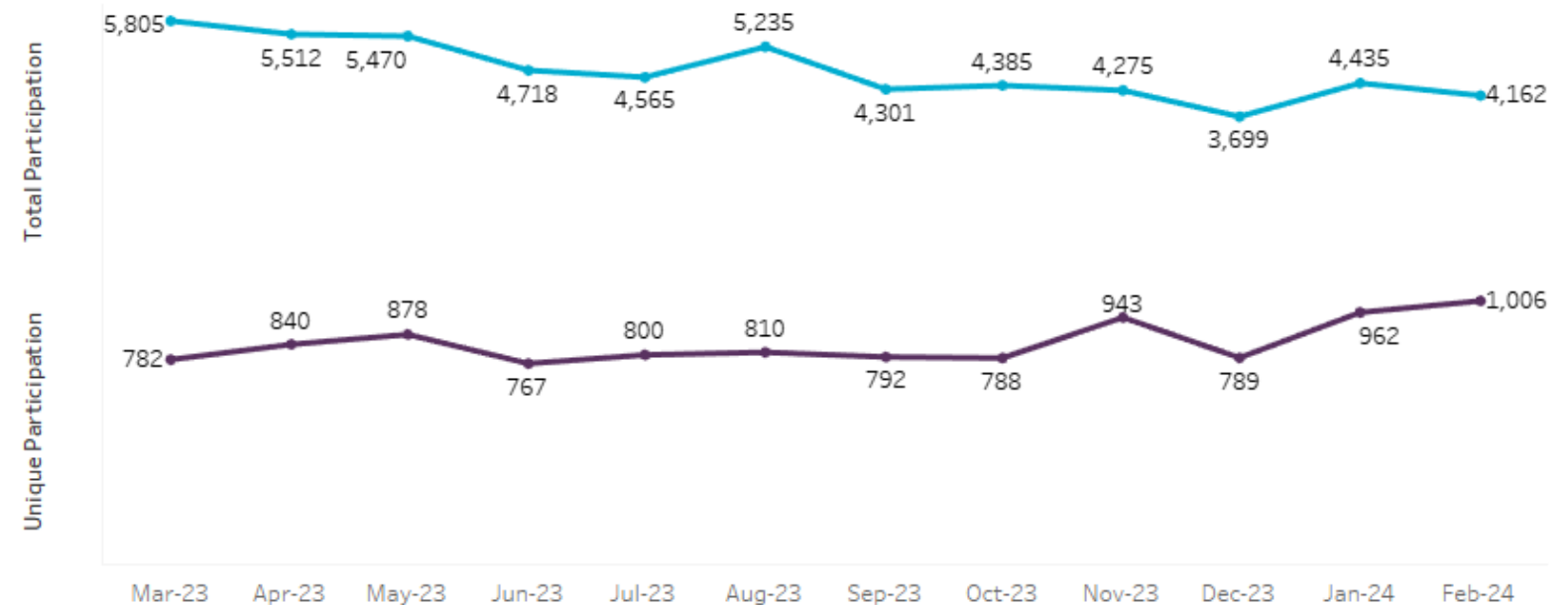
Administration Program Participation Summary

Total Units of Service

Total Activities	9,085
Total Participation	56,562
Total Unique Participation	1,606
% Engaged	9.93%

*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

1,606 9.93%

Highly Engaged Participants

1,192 7.37%

Average Number of Activities per Engaged Participant

35.22

*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.

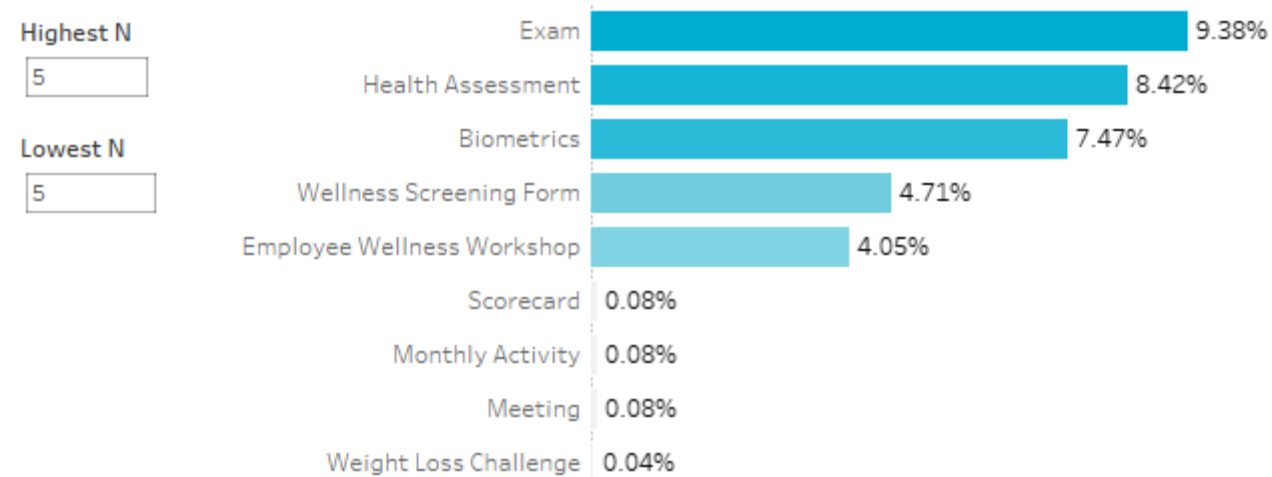
Participation by Activity Category

Wellness Category	Total Activities	Total Participation	Total Unique Participation	% Engaged
Education	4,463	10,606	954	5.90%
Evaluation	22	393	393	2.43%
Health Coaching	147	177	126	0.78%
Healthy Living Program	219	2,825	393	2.43%
Healthy Measures	877	2,619	1,209	7.47%
Maternity Support	10	10	10	0.06%
One-on-One Sessions with an Expert	67	587	418	2.58%
Physical Activity	1,033	31,498	720	4.45%
Preventive Health	2,149	6,284	1,552	9.59%
Special Event	48	1,169	702	4.34%
Wellness Challenge	10	163	127	0.78%
Wellness Champions	40	231	13	0.08%
Grand Total	9,085	56,562	1,606	9.93%

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.



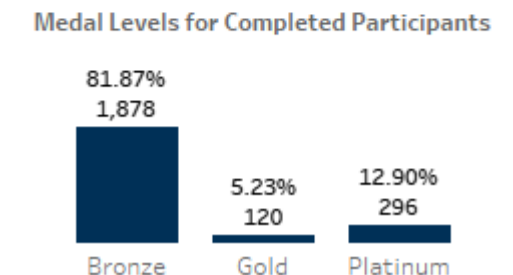
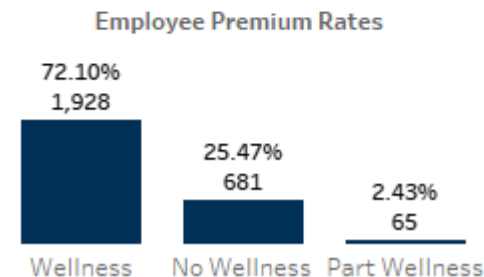
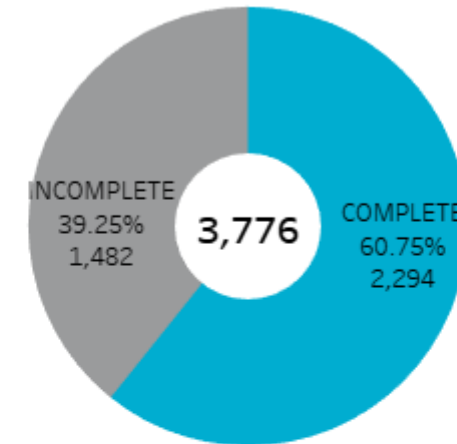
Ben Taub Engagement

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 a hire or coverage date from March 1 – November 30, 2023

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.

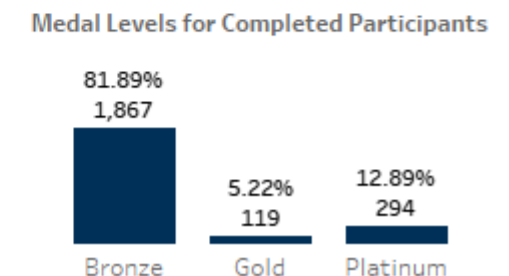
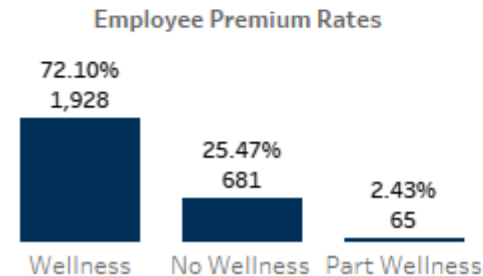
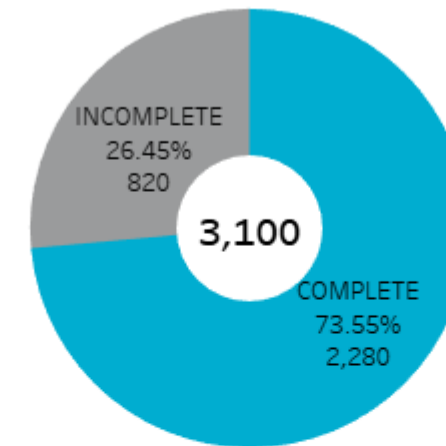


Ben Taub Program Completion Summary

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 a hire or coverage date from March 1 – November 30, 2023

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.



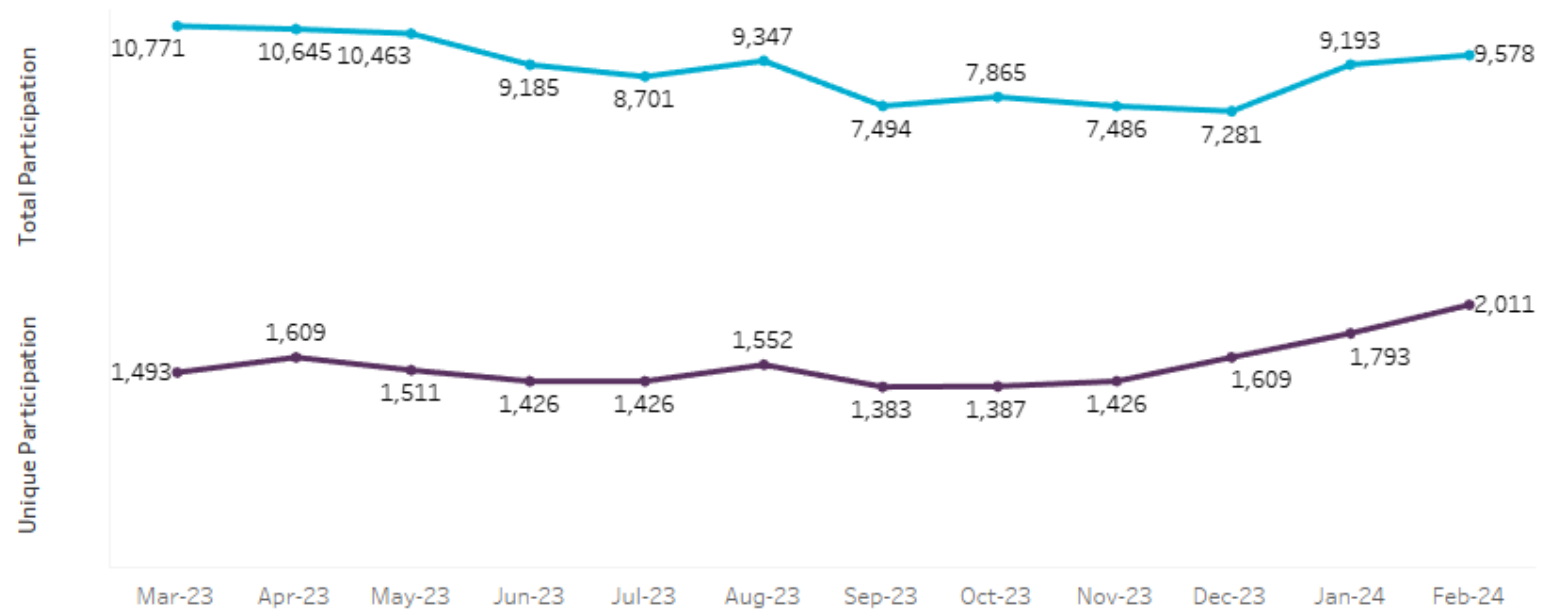
Ben Taub Program Participation Summary

Total Units of Service

Total Activities	20,143
Total Participation	108,009
Total Unique Participation	3,793
% Engaged	23.44%

*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

Engaged Participants

3,793 23.44%

Highly Engaged Participants

2,345 14.49%

Average Number of Activities per Engaged Participant

28.48

*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.

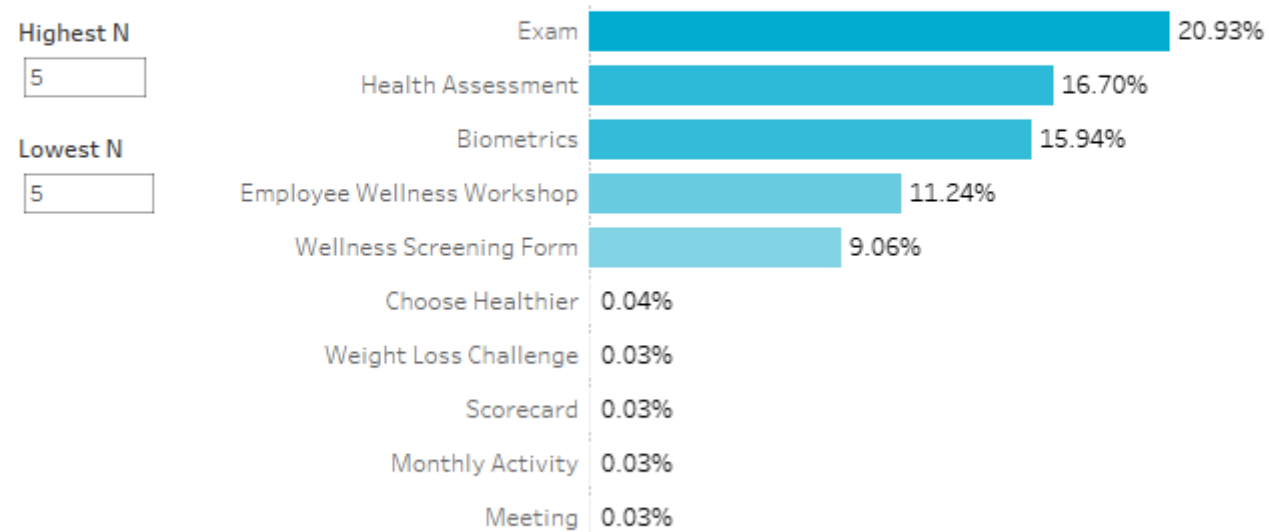
Participation by Activity Category

Wellness Category	Total Activities	Total Participation	Total Unique Participation	% Engaged
Education	14,092	26,933	2,195	13.57%
Evaluation	27	499	499	3.08%
Health Coaching	250	329	225	1.39%
Healthy Living Program	355	4,805	701	4.33%
Healthy Measures	1,065	5,461	2,580	15.94%
Maternity Support	29	30	29	0.18%
One-on-One Sessions with an Expert	52	399	345	2.13%
Physical Activity	1,566	55,893	1,145	7.08%
Preventive Health	2,638	12,473	3,490	21.57%
Special Event	28	960	770	4.76%
Wellness Challenge	9	167	153	0.95%
Wellness Champions	32	60	5	0.03%
Grand Total	20,143	108,009	3,793	23.44%

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.



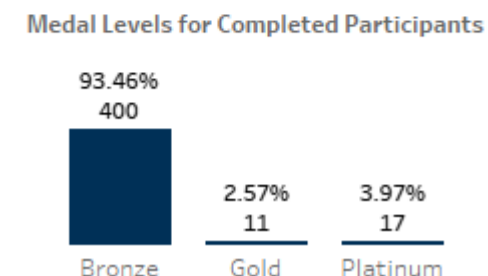
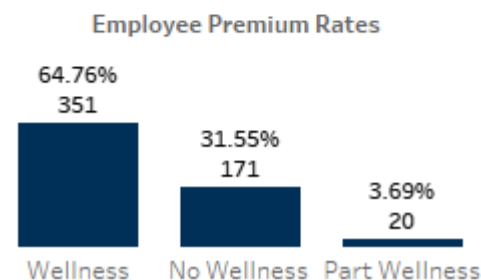
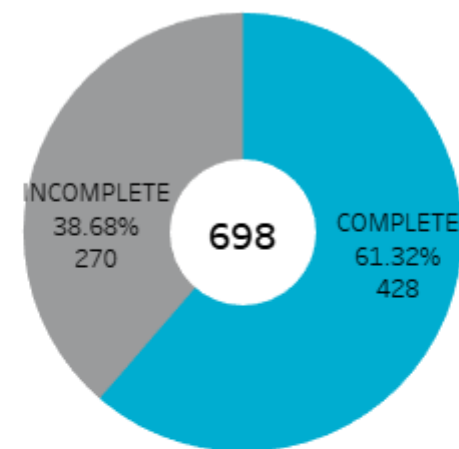
Community Health Choice Engagement

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 a hire or coverage date from March 1 – November 30, 2023

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.

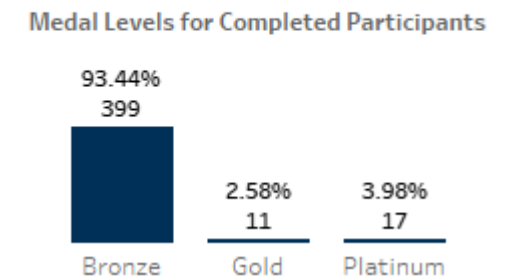
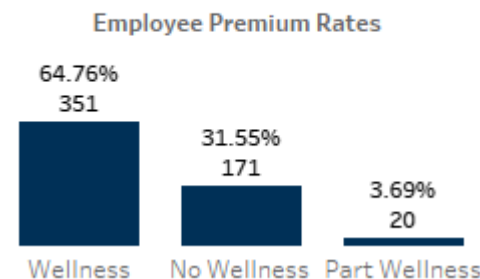
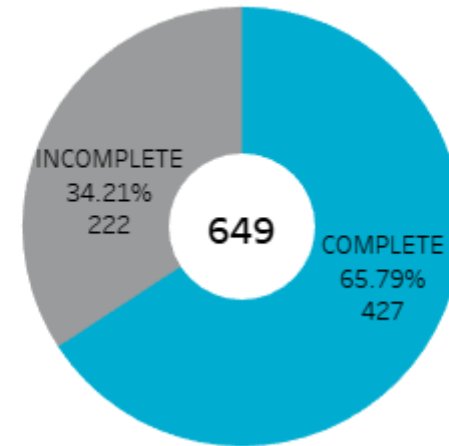


Community Health Choice Program Completion Summary

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 a hire or coverage date from March 1 – November 30, 2023

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.



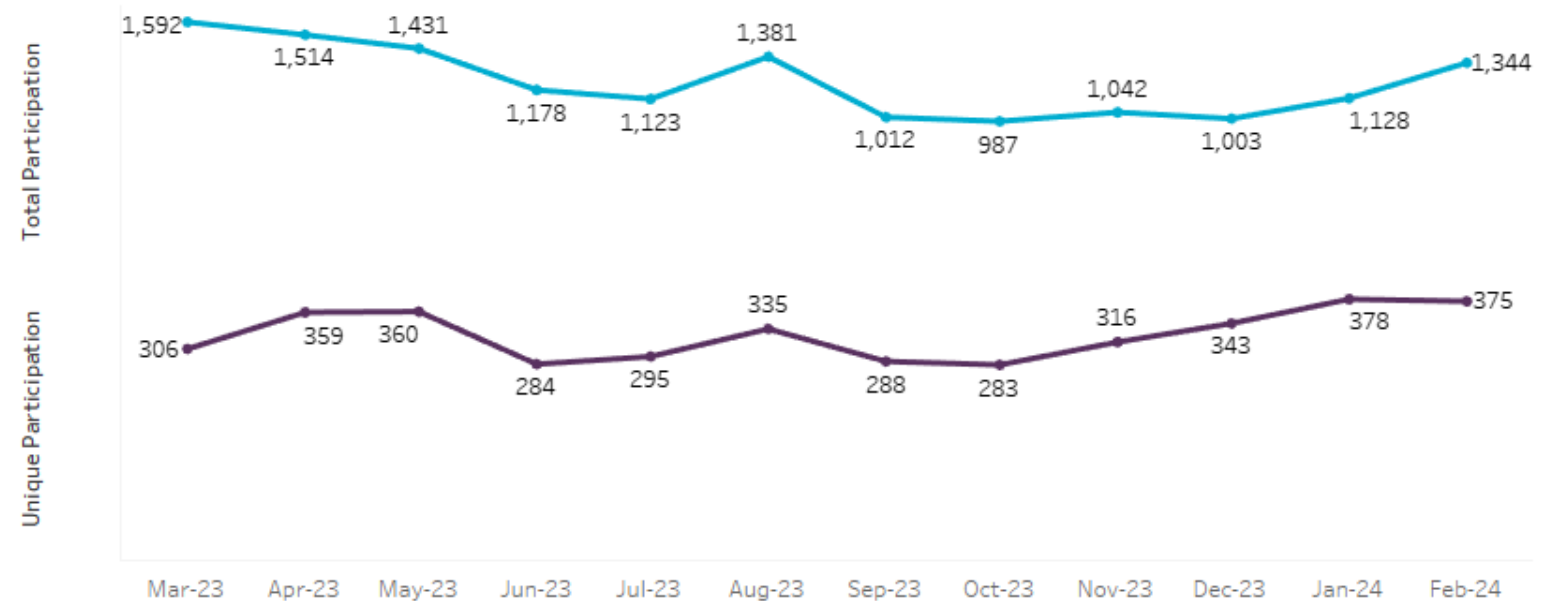
Community Health Choice Program Participation Summary

Total Units of Service

Total Activities	4,345
Total Participation	14,735
Total Unique Participation	862
% Engaged	5.33%

*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

Engaged Participants

862.0 5.33%

Highly Engaged Participants

429.0 2.65%

Average Number of Activities per Engaged Participant

17.09

*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	1,108	2,292	378	2.34%
Evaluation	20	169	169	1.04%
Health Coaching	88	106	65	0.40%
Healthy Living Program	164	1,265	190	1.17%
Healthy Measures	533	935	520	3.21%
Maternity Support	5	5	5	0.03%
One-on-One Sessions with an Expert	23	121	93	0.57%
Physical Activity	843	6,694	216	1.33%
Preventive Health	1,513	2,797	794	4.91%
Special Event	13	296	219	1.35%
Wellness Challenge	7	27	21	0.13%
Wellness Champions	28	28	1	0.01%
Grand Total	4,345	14,735	862	5.33%

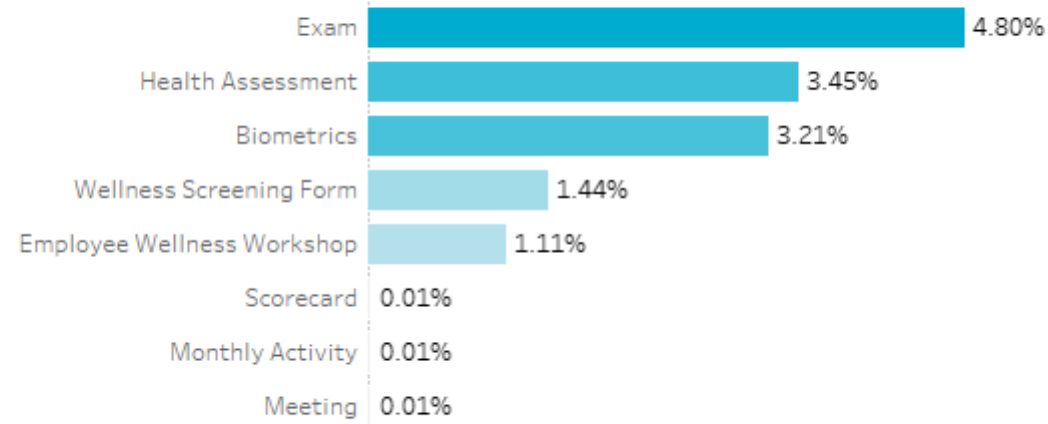
Community Health Choice Program Participation Summary

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



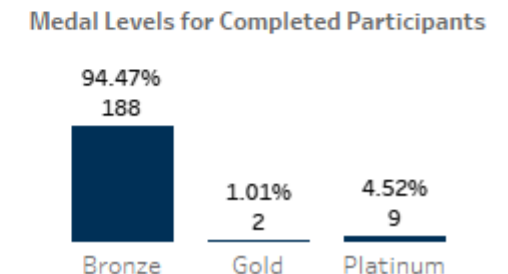
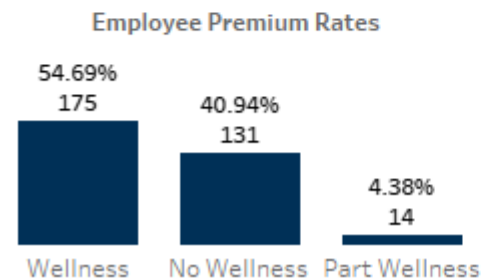
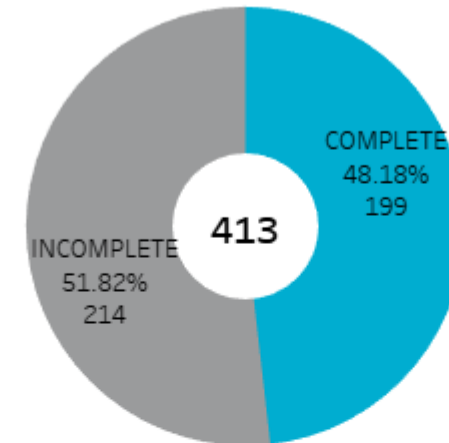
Harris County Sheriff's Office (Correctional Health) Engagement

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 a hire or coverage date from March 1 – November 30, 2023

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.

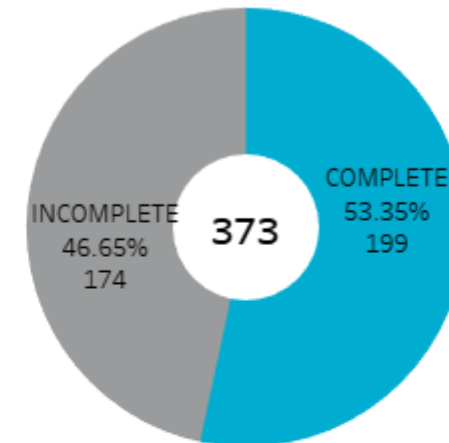


Correctional Health Program Completion Summary

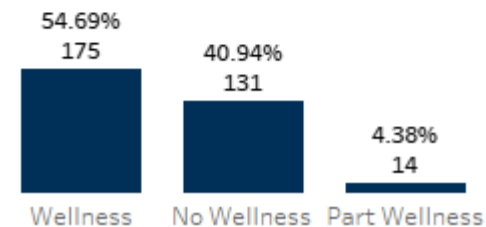
Premium Reward-Eligible Population

Premium Reward-Eligible Population = All full-time and part-time employees on the medical plan and spouses on the medical plan with a hire or coverage date from March 1 – November 30, 2023

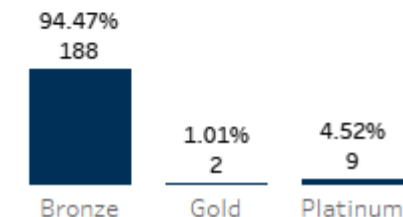
Completion status and medal level are individual designations for eligible employees and spouses. Since premium rates consider employees and spouses combined, the Employee Premium Rates graph only includes employees.



Employee Premium Rates



Medal Levels for Completed Participants



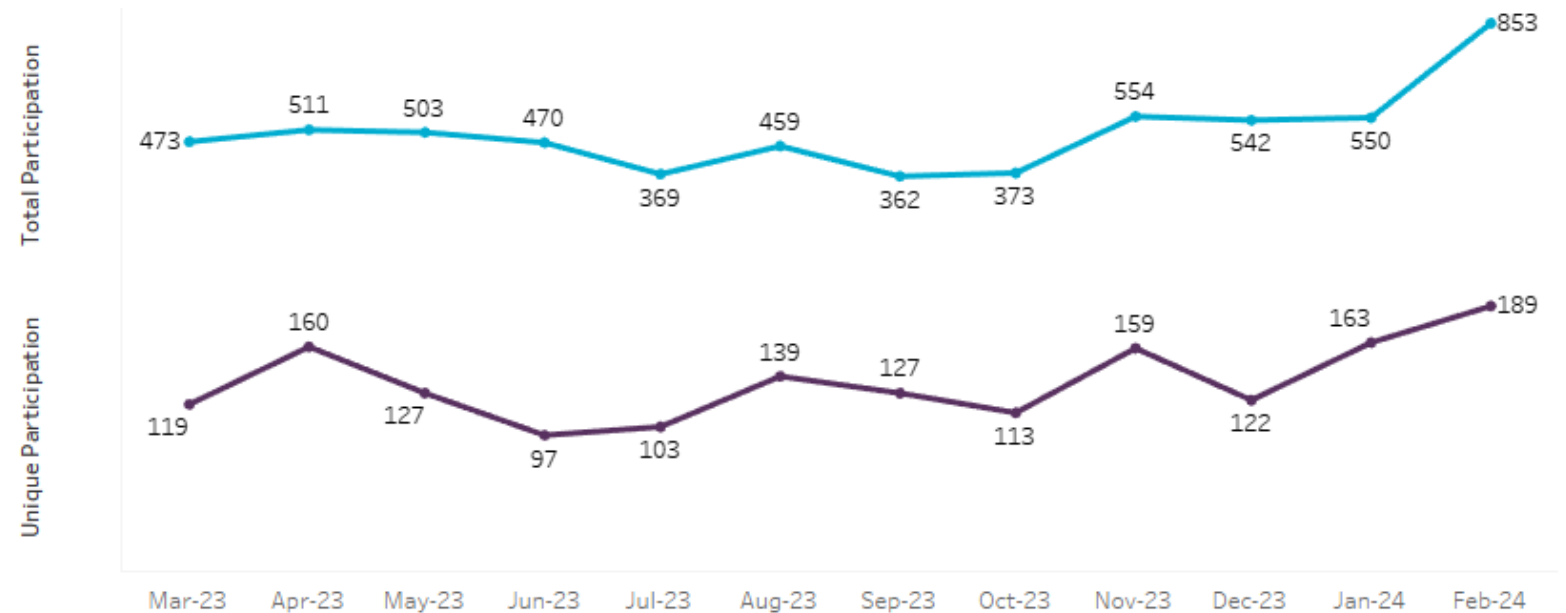
Correctional Health Program Participation Summary

Total Units of Service

Total Activities	3,282
Total Participation	6,019
Total Unique Participation	419
% Engaged	2.59%

*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

419.0 2.59%

Highly Engaged Participants

181.0 1.12%

Average Number of Activities per Engaged Participant

14.37

*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.

Participation by Activity Category

Wellness Category	Total Activities	Total Participation	Total Unique Participation	% Engaged
Education	1,551	1,803	206	1.27%
Evaluation	20	96	96	0.59%
Health Coaching	24	25	21	0.13%
Healthy Living Program	94	394	65	0.40%
Healthy Measures	281	384	244	1.51%
Maternity Support	3	3	3	0.02%
One-on-One Sessions with an Expert	6	23	22	0.14%
Physical Activity	421	1,954	46	0.28%
Preventive Health	868	1,216	386	2.39%
Special Event	9	110	94	0.58%
Wellness Challenge	5	11	9	0.06%
Grand Total	3,282	6,019	419	2.59%

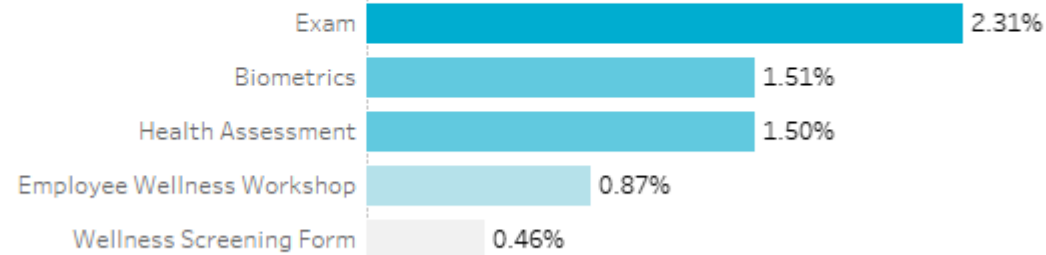
Correctional Health Program Participation Summary

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.

Highest N

Lowest N



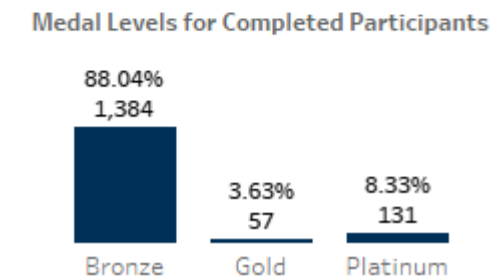
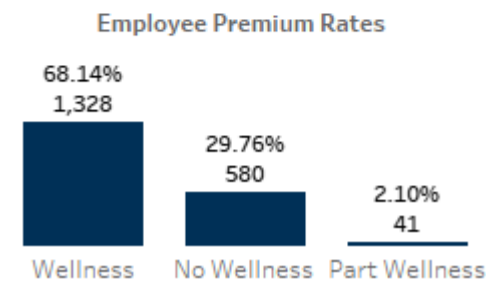
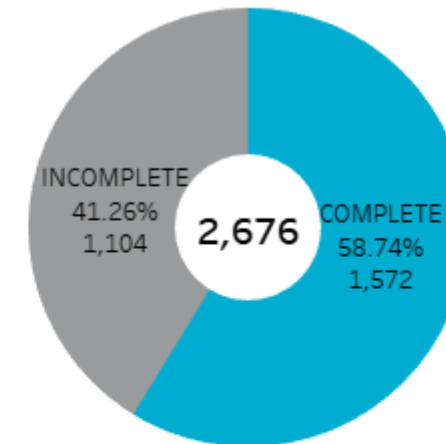
LBJ Engagement

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 a hire or coverage date from March 1 – November 30, 2023

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.

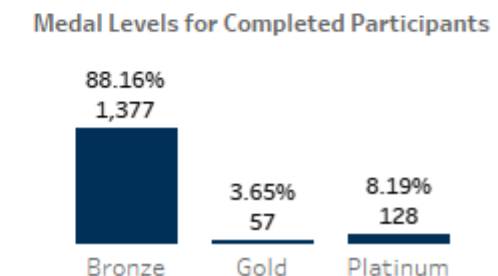
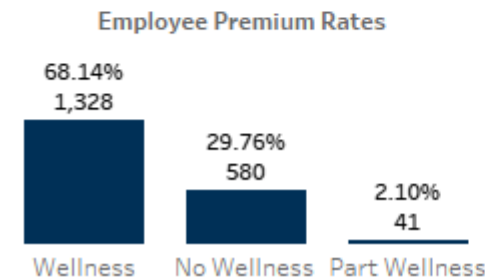
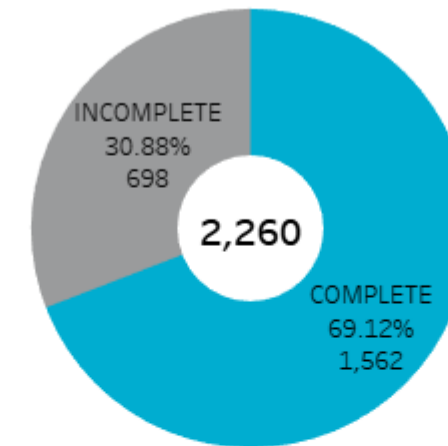


LBJ Program Completion Summary

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 a hire or coverage date from March 1 – November 30, 2023

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.



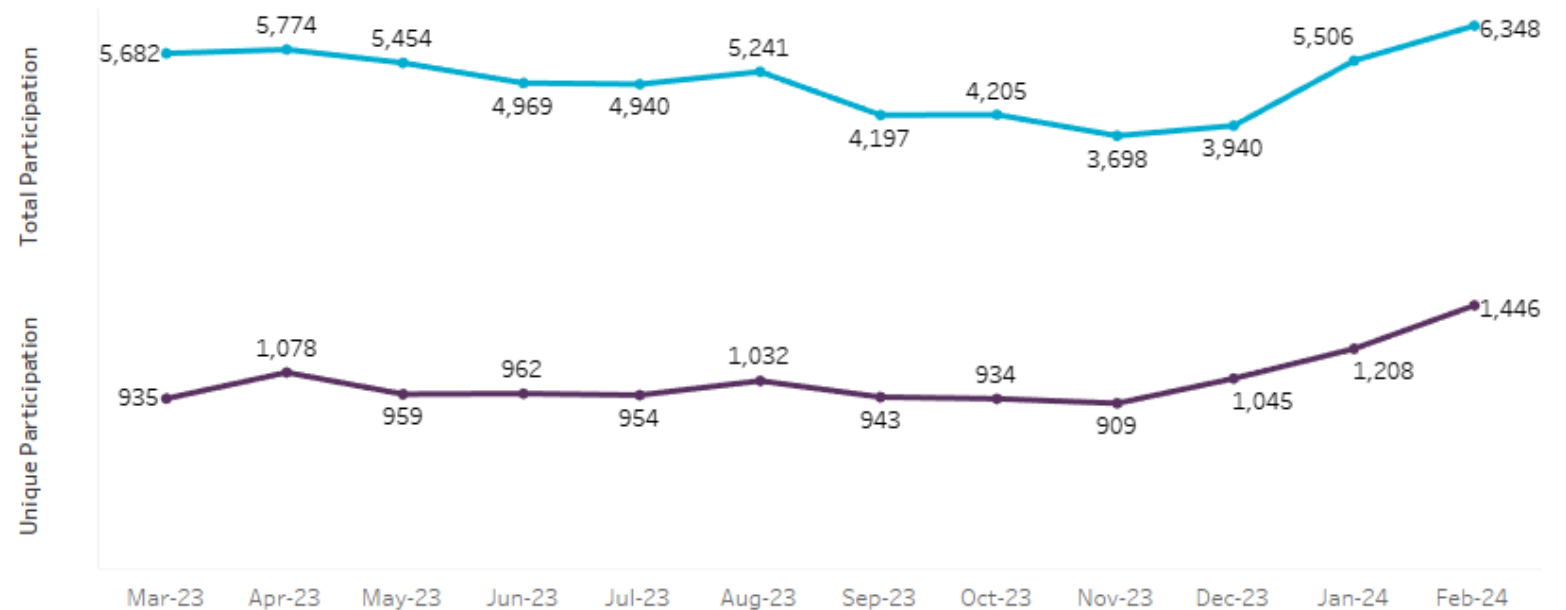
LBJ Program Participation Summary

Total Units of Service

Total Activities	14,081
Total Participation	59,954
Total Unique Participation	2,659
% Engaged	16.43%

*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

2,659 16.43%

Highly Engaged Participants

1,560 9.64%

Average Number of Activities per Engaged Participant

22.55

*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.

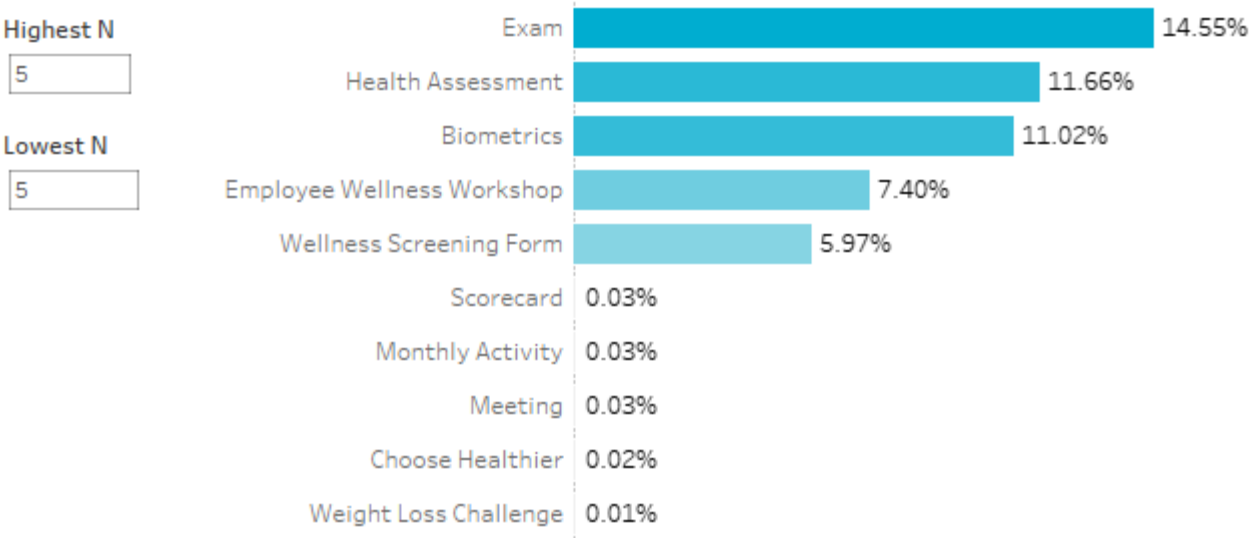
Participation by Activity Category

Wellness Category	Total Activities	Total Participation	Total Unique Participation	% Engaged
Education	8,874	14,338	1,479	9.14%
Evaluation	26	367	367	2.27%
Health Coaching	234	309	204	1.26%
Healthy Living Program	316	3,329	552	3.41%
Healthy Measures	987	3,632	1,783	11.02%
Maternity Support	19	19	19	0.12%
One-on-One Sessions with an Expert	36	339	301	1.86%
Physical Activity	1,107	27,981	628	3.88%
Preventive Health	2,411	8,778	2,442	15.09%
Special Event	24	663	542	3.35%
Wellness Challenge	8	97	91	0.56%
Wellness Champions	39	102	5	0.03%
Grand Total	14,081	59,954	2,659	16.43%

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.



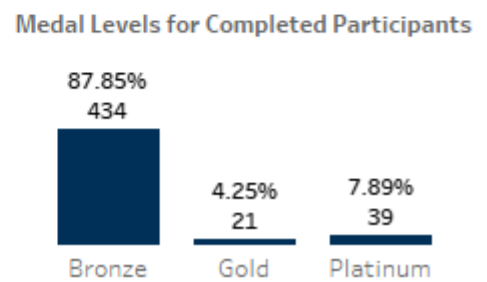
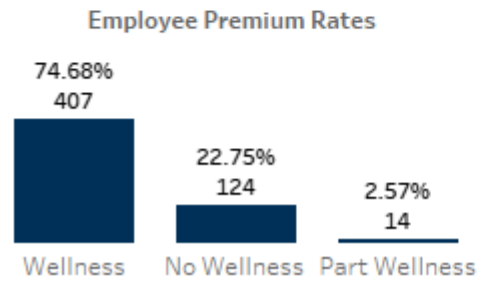
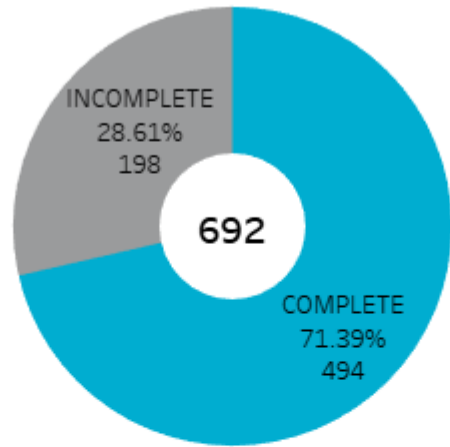
Telecommute Engagement

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 a hire or coverage date from March 1 – November 30, 2023

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.

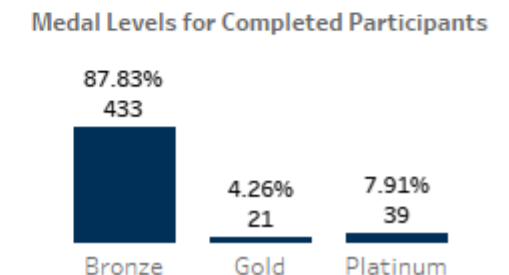
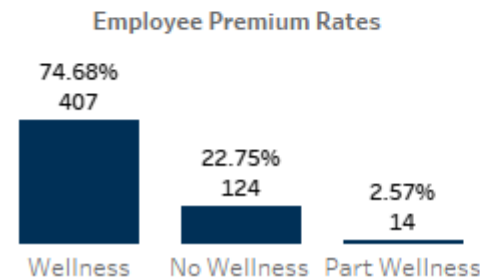
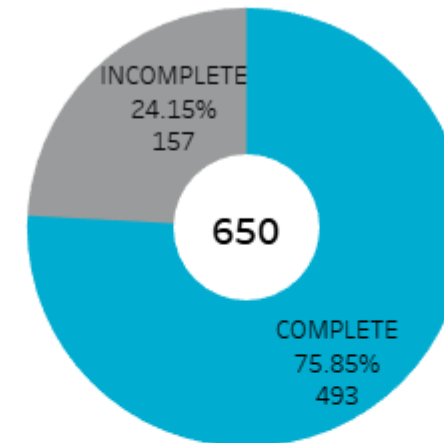


Telecommute Program Completion Summary

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 a hire or coverage date from March 1 – November 30, 2023

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.



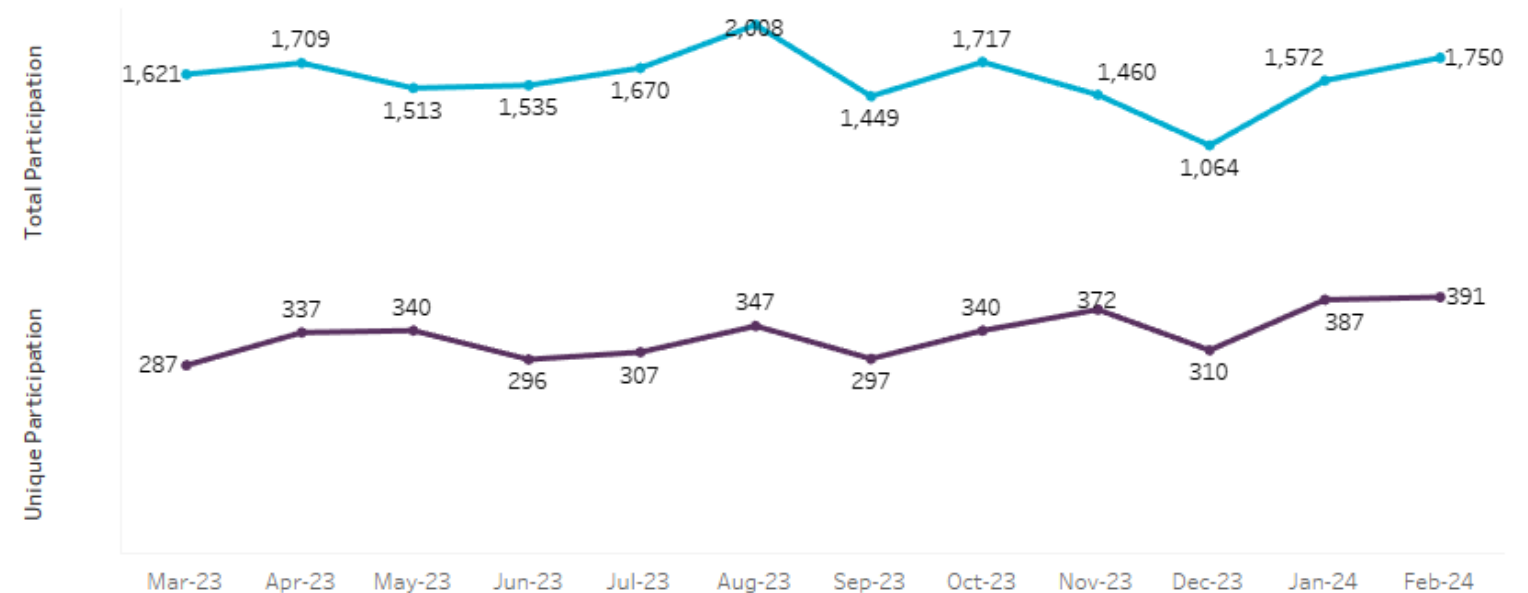
Telecommute Program Participation Summary

Total Units of Service

Total Activities	4,997
Total Participation	19,068
Total Unique Participation	740
% Engaged	4.57%

*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

740.0 4.57%

Highly Engaged Participants

489.0 3.02%

Average Number of Activities per Engaged Participant

25.77

*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	1,862	4,477	415	2.56%
Evaluation	20	117	117	0.72%
Health Coaching	96	105	66	0.41%
Healthy Living Program	162	1,327	197	1.22%
Healthy Measures	563	1,006	490	3.03%
Maternity Support	6	6	6	0.04%
One-on-One Sessions with an Expert	26	61	42	0.26%
Physical Activity	765	8,902	251	1.55%
Preventive Health	1,423	2,662	695	4.30%
Special Event	28	262	185	1.14%
Wellness Challenge	9	66	46	0.28%
Wellness Champions	37	77	4	0.02%
Grand Total	4,997	19,068	740	4.57%

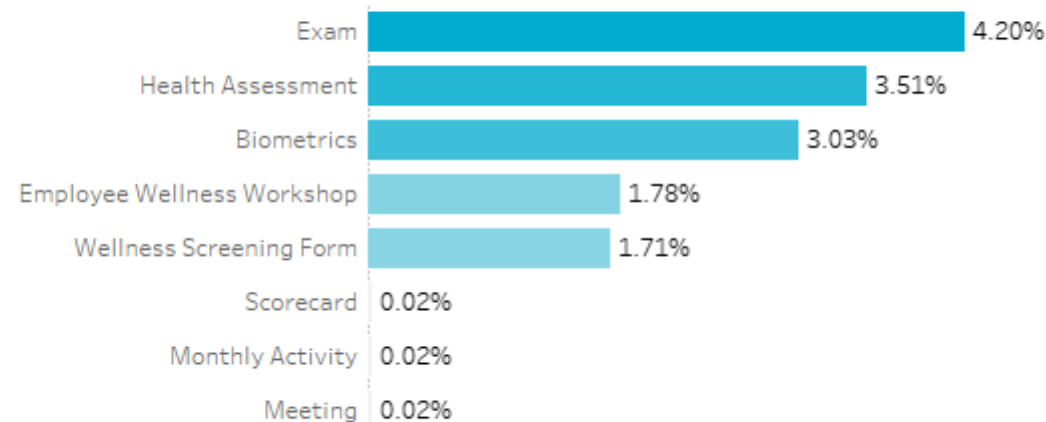
Telecommute Program Participation Summary

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

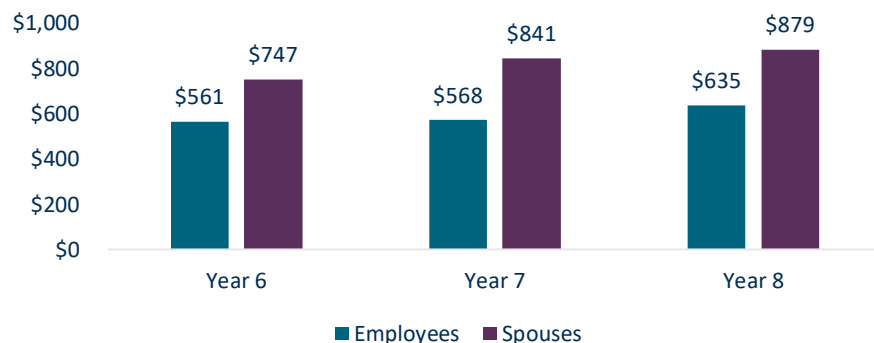
Population Health & Wellness - Active Employees

Population Health Status

Prospective Risk Score	Incurred 9/2020 – 8/2021, Paid through 10/2021	Incurred 9/2021 – 8/2022, Paid through 10/2022	Incurred 3/2023 – 2/2024, Paid through 4/2024	Trend
Employees	1.45	1.70	1.80	↑ .10
Spouses	1.75	2.05	2.16	↑ .11

Average Per Member Per Month (PMPM) Medical & Rx Claims	Incurred 9/2020 – 8/2021, Paid through 10/2021	Incurred 9/2021 – 8/2022, Paid through 10/2022	Incurred 3/2023 – 2/2024, Paid through 4/2024	% Trend	\$ Trend
Employees	\$561	\$568	\$635	↑ 11.8%	↑ \$66.92 PMPM
Spouses	\$747	\$841	\$879	↑ 4.5%	↑ \$37.73 PMPM

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



- Prospective risk score averages increased by 0.10 for employees and by 0.11 for spouses 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

	Sept 2020 – August 2021			Sept 2021 – August 2022			March 2023 – February 2024				
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	17.9%	3,126	\$14,401	18.1%	3,202	\$14,731	18.6%	3,462	\$14,834	↑ 2.4%	↑ 0.7%
Diabetes	10.0%	1,749	\$17,557	10.7%	1,887	\$16,082	10.4%	1,940	\$17,379	↓ 2.6%	↑ 8.1%
Hyperlipidemia	14.3%	2,498	\$14,778	15.3%	2,695	\$14,083	19.2%	3,573	\$12,700	↑ 25.5%	↓ 9.8%

Actions:

- Programs to improve or eliminate chronic conditions;
 - Wondr Health™ updated eligibility criteria due to launch of Livongo DPP and changed to continuous enrollment.
 - Livongo Diabetes Management Program: 55% enrolled (1,042 members enrolled out of 1,908 people identified with Diabetes)
 - Livongo Hypertension Management Program: 47% enrolled (1,615 members enrolled out of 3,411 people identified with Hypertension)
 - Livongo Diabetes Prevention Program: 33% enrolled (679 members enrolled out of 2,069 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

Population Health Statistics

Preventive Care Statistics

	Sept 2020 – August 2021				Sept 2021 – August 2022				Mar 2023 – Feb 2024					
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	72.54%	9,713	67.20%	1,994	76.00%	9,299	81.47%	1,873	78.05%	9,932	85.71%	1,791	3%	5%
Mammogram	81.01%	4,019	71.14%	401	81.98%	4,179	71.74%	414	82.12%	4,351	74.75%	396	0%	4%
Cervical Cancer Screening	88.75%	5,850	83.21%	524	86.94%	6,020	80.86%	533	87.38%	6,393	82.58%	528	0%	2%
Colorectal Screening	63.67%	4,266	58.44%	1,102	70.79%	4,485	65.68%	1,119	74.38%	4,618	69.31%	1,072	5%	6%
Prostate Screening*	77.76%	814	78.96%	613	77.31%	864	80.65%	620	77.05%	880	82.44%	581	0%	2%

*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 84.32%, in line with the prior program year

Notes:

Employee compliance includes participants that were not eligible for premium rewards (PPACA participants etc.). 84.29% of eligible employees and spouses completed a physical

Population Health Statistics

Preventive Care Statistics

	Sept 2021 – August 2022					Sept 2021 – August 2022					
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	31%	10,985	30%	2,609	30.7%	42%	11,555	29%	3,522	39.1%	↑ 8.4%
Annual Vision Exam	39%	10,640	34%	2,618	37.8%	40%	11,278	26%	3,529	36.6%	↓ 1.2%

Population Health Statistics

Metabolic Syndrome

Risk Factors	<u>Prospective Risk Score: 1.70</u>	FY25 Prevalence
Fasting glucose ≥ 100 mg/dL or on medicine to treat high glucose		38.7%
Blood Pressure $\geq 130/85$ mmHg or on medicine to treat high blood pressure		17.1%
HDL (men < 40 mg/dL and women < 50 mg/dL) or on medicine to treat low HDL		31.2%
Triglycerides ≥ 150 mg/dL or on medicine to treat high triglycerides		19.9%
Large Waist (males $> 40''$, females $> 35''$)		40.1%

- 508 members (13.3% 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 \$5,748 per year, versus \$4,389 per year for a member without Metabolic Syndrome.
- Potential cost avoidance = \$690,272 (508 * \$1,359)

Actions:

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

Population Health Statistics – Biometrics Risks

Biometric	Biometric Description	September 2021 – August 2022			March 2022 – February 2024			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	32%	44%	77%	30%	48%	78%	↑ 1%
Waist Circumference	Women: ≥ 35 inches Men: ≥ 40 inches	46%	--	46%	47%	--	47%	↑ 1%
Cholesterol	At Risk: 200-239 mg/dL High Risk: ≥ 240 mg/dL	27%	9%	36%	22%	10%	32%	↓ 4%
HDL	Women: < 50 mg/dL Men: < 40 mg/dL	29%	--	29%	30%	--	30%	↑ 1%
LDL	At Risk: 100-159 mg/dL High Risk: ≥ 160 mg/dL	55%	9%	63%	50%	7%	57%	↓ 6%
Triglycerides	At Risk: 150-199 mg/dL High Risk: ≥ 200 mg/dL	10%	8%	18%	12%	8%	20%	↑ 2%
Glucose [Fasting]	At-Risk: 100-125 mg/dL High-Risk: ≥ 126 mg/dL	19%	8%	27%	25%	14%	39%	↑ 12%
Blood Pressure	At-Risk: $\geq 120/80$, but not $\geq 140/90$ High-Risk: $\geq 140/90$	28%	6%	33%	37%	7%	44%	↑ 11%

Data sources: Alliant Analytics; HRA/Biometrics Report; incurred September 2021 – August 2022, paid through October 2022; incurred March 2023 – February 2024, paid through April 2024. 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

		September 2021 – August 2022			March 2022 – February 2024			
Biometric	Biometric Description	% At risk	% High Risk	% Total (At Risk + High Risk)	% At risk	% High Risk	% Total (At Risk + High Risk)	Trends
Physical Activity*	At Risk: 1-4 times (<150 min.) /week High Risk: 0 times/week	65.6%	7.6%	73.2%	66.7%	7.6%	74.3%	↑ 1.1%
Tobacco Use*	High Risk: Current Tobacco user	--	3.8%	3.8%	--	3.1%	3.1%	↓ 0.7%
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	47.8%	3.2%	51.1%	50.9%	2.9%	53.8%	↑ 2.7%
Stress*	At Risk: Sometimes stressed High Risk: High Stress	32.4%	8.3%	40.6%	32.2%	8.7%	40.9%	↑ 0.3%

*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

Employee/Retiree versus Spouse Cost & Risk Analysis

Demographics

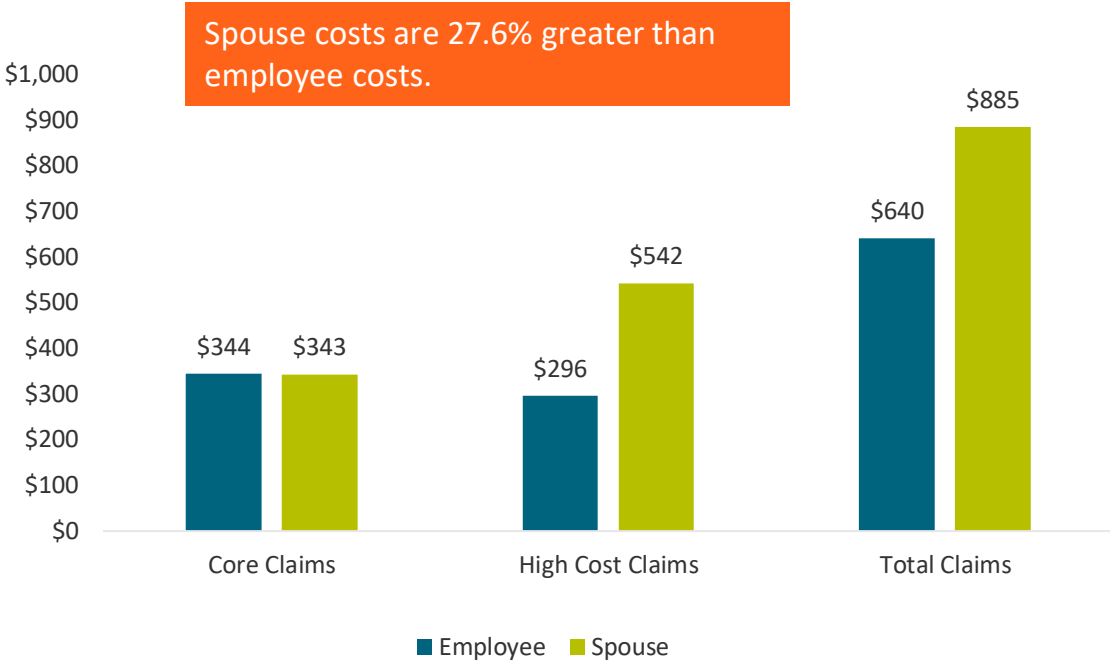
	Age	% Female	Prospective Risk Score
Employee	44.1	75.5%	1.80
Spouse	49.3	32.0%	2.16

Average risk score is 1.86

Chronic Conditions (Program Year)

Top 3 Chronic Conditions	Spouses Prevalence	Number of Spouses	Employees Prevalence	Number of Employees
Hypertension	35%	625	28%	2,781
Diabetes	22%	391	15%	1,503
Hyperlipidemia	39%	694	28%	2,777

Cost Per Member Per Month PMPM



Actions:

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

Chronic Conditions Prevalence – Employee Population

	FY24: Sep 2021 through Aug 2022		FY25: Mar 2023 through Feb 2024		
Chronic Condition	# With Condition	% of Members	# With Condition	% of Members	Trend FY25 vs FY 24
Hyperlipidemia	2,804	30.33%	2,853	28.73%	-1.60%
Hypertension	2,716	29.38%	2,826	28.45%	-0.93%
Diabetes	1,451	15.69%	1,529	15.39%	-0.30%
Blood Disorders	1,156	12.50%	1,213	12.21%	-0.29%
Morbid Obesity	1,105	11.95%	1,081	10.88%	-1.07%
Lower Back Pain	752	8.13%	758	7.63%	-0.50%
Metabolic Disorders	652	7.05%	735	7.40%	0.35%
Depression	547	5.92%	541	5.45%	-0.47%
Asthma	521	5.64%	530	5.34%	-0.30%
Chronic Pain	538	5.82%	519	5.23%	-0.59%
Osteoarthritis	468	5.06%	491	4.94%	-0.12%
Liver Diseases	335	3.62%	366	3.69%	0.07%
Cancer	280	3.03%	311	3.13%	0.10%
CAD	218	2.36%	202	2.03%	-0.33%
CKD	173	1.87%	162	1.63%	-0.24%
Immune Disorders	77	0.83%	152	1.53%	0.70%
ADHD	126	1.36%	148	1.49%	0.13%
Rheumatoid Arthritis	104	1.12%	103	1.04%	-0.08%
Congestive Heart Failure	115	1.24%	101	1.02%	-0.22%
HIV/AIDS	87	0.94%	101	1.02%	0.08%
Peripheral Vascular Disease	75	0.81%	77	0.78%	-0.03%
Atrial Fibrillation	56	0.61%	76	0.77%	0.16%
Metabolic Syndrome	59	0.64%	54	0.54%	-0.10%
Inflammatory Bowel Disease	51	0.55%	51	0.51%	-0.04%
Affective Psychosis	36	0.39%	39	0.39%	0.00%
Sickle Cell Disease	34	0.37%	32	0.32%	-0.05%
Eating Disorders	18	0.19%	30	0.30%	0.11%
COPD	46	0.50%	29	0.29%	-0.21%
Paralysis Other	20	0.22%	21	0.21%	-0.01%
Demyelinating Diseases	16	0.17%	17	0.17%	0.00%

Chronic condition prevalence within the Harris Health EE population remained relatively steady as a percentage of the overall population, with some slight reductions in prevalence particularly for the most common chronic conditions (hyperlipidemia and hypertension).

Environment & Culture

Environment and Culture

- 87.31% of employees believe that Harris Health System cares about their health and well-being, a 1.88% decrease from the prior year.
- 86.59% of employees believe there is a culture of health and wellness within Harris Health System, a 1.52% decrease from the prior program year.

Harris Health System Employee Wellness Survey 2024

TOPIC	2017	2018	2019	2020	2021	2022	2023	2024	Trend
Harris Health System 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%	↓ -1.88%
There is a culture of health and wellness within Harris Health System.	75.54%	86.30%	87.38%	86.58%	88.75%	84.67%	88.11%	86.59%	↓ -1.52%
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%	↓ -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%	↓ -0.74%

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 3/30/2021-4/30/2021
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

Employee Wellness Program Satisfaction

Wellness Program Satisfaction

- 87.33% of employees are satisfied with the Wellness Program, a 2.28% decrease from the prior program year.

Harris Health System Employee Wellness Survey 2024

TOPIC	2017	2018	2019	2020	2021	2022	2023	2024	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%	↓	-2.28%
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%	↓	-1.53%
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%	↓	-2.73%
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%	↓	-2.78%
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%	↓	-3.01%
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%	↓	-1.73%
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%	↓	-1.96%
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%	↓	-2.81%
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%	↓	-3.56%
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%	↓	-3.66%

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

Wellness Program Satisfaction

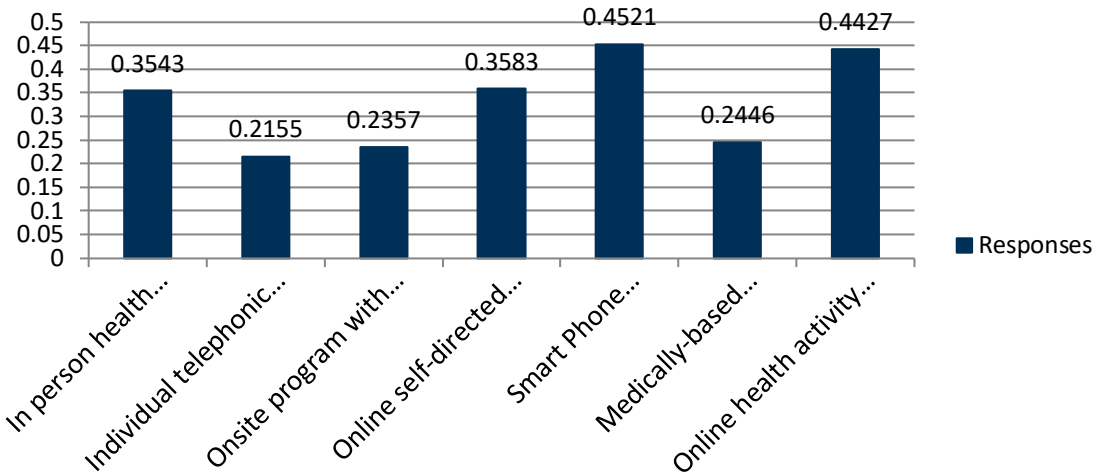
Satisfaction with Specific Programs and Resources	2017	2018	2019	2020	2021	2022	2023	2024	Trend	
Premium Rewards Program	N/A	77.70%	79.41%	84.56%	86.64%	86.36%	88.21%	83.91%	↓	-4.30%
Telephonic Health Coaching	N/A	68.17%	74.38%	78.10%	79.58%	76.28%	83.11%	78.36%	↓	-4.75%
In-person Health Coaching	N/A	67.63%	73.80%	75.30%	72.08%	68.81%	83.46%	73.57%	↓	-9.89%
Cigna Online Chronic Condition Coaching	N/A	71.08%	75.28%	78.13%	79.07%	76.18%	84.69%	76.45%	↓	-8.24%
Livongo Diabetes Management Program	N/A	73.10%	79.98%	80.90%	82.72%	75.00%	89.06%	79.44%	↓	-9.62%
Livongo Free Diabetes Medication Program	N/A	N/A	78.29%	80.90%	77.43%	72.87%	86.92%	76.28%	↓	-10.64%
Livongo Hypertension Management Program	N/A	N/A	80.04%	80.74%	82.96%	77.41%	87.66%	81.01%	↓	-6.65%
Livongo Free Hypertension Medication Program	N/A	N/A	N/A	N/A	73.82%	73.06%	85.56%	77.07%	↓	-8.49%
Livongo Diabetes Prevention Program	N/A	N/A	N/A	79.78%	79.11%	77.55%	85.71%	77.40%	↓	-8.31%
Wondr Weight Management Program	N/A	75.64%	77.82%	78.51%	77.06%	70.36%	84.45%	73.82%	↓	-10.63%
Well Powered Living Program	N/A	74.31%	80.76%	84.22%	86.18%	83.68%	91.08%	N/A		
Online Wellness Challenges	N/A	81.25%	85.43%	85.87%	87.47%	87.21%	90.55%	85.58%	↓	-4.97%
EAP Webinars	N/A	73.96%	83.02%	86.25%	87.05%	84.70%	88.71%	84.15%	↓	-4.56%
Healthy Knowledge Seminars	N/A	82.85%	84.94%	88.91%	90.56%	87.46%	91.33%	86.13%	↓	-5.20%
Employee Wellness Workshops	N/A	N/A	N/A	85.63%	89.54%	88.65%	92.17%	88.39%	↓	-3.78%
Relaxathons	N/A	79.44%	85.09%	85.13%	85.85%	86.57%	91.64%	86.14%	↓	-5.50%
Other Special Events-Med Center Run, AHA Walk	N/A	79.44%	85.09%	80.60%	84.13%	82.73%	89.58%	83.66%	↓	-5.92%
Explore & Learn Booths	N/A	77.45%	83.23%	83.67%	83.43%	80.32%	89.24%	82.53%	↓	-6.71%
Group Exercise Classes	N/A	78.34%	79.91%	81.68%	84.76%	79.11%	91.19%	84.32%	↓	-6.87%
Recreational Sports	N/A	77.27%	79.14%	79.24%	79.68%	77.46%	88.54%	78.99%	↓	-9.55%
15 Minute Virtual Stretches	N/A	N/A	N/A	N/A	89.25%	84.89%	93.25%	87.25%	↓	-6.00%
15 minutes virtual meditations	N/A	N/A	N/A	N/A	N/A	N/A	N/A	86.97%		
30 Minute Virtual Walks	N/A	N/A	N/A	N/A	86.91%	83.02%	84.86%	84.32%	↓	-0.54%
Fitbit	N/A	N/A	N/A	86.65%	87.90%	84.86%	89.77%	83.04%	↓	-6.73%
Healthy Cooking Classes	N/A	80.96%	83.28%	83.30%	84.94%	82.16%	91.90%	81.98%	↓	-9.92%
Healthy Wage Weight Loss Contest	N/A	75.86%	N/A	77.19%	74.93%	72.08%	88.13%	76.18%	↓	-11.95%
Cigna Healthy Pregnancy, Healthy Baby Program	N/A	70.50%	74.56%	76.07%	75.52%	67.63%	88.71%	73.71%	↓	-15.00%
Employee Assistance Program through FEI	N/A	75.31%	79.54%	78.22%	80.22%	75.73%	87.62%	77.19%	↓	-10.43%
Gardening at LBJ or Fournace	N/A	N/A	N/A	N/A	76.57%	64.71%	84.91%	71.18%	↓	-13.73%
eLearning Wellness Classes and Workshops (Saba)	N/A	N/A	N/A	N/A	88.84%	87.75%	92.89%	88.39%	↓	-4.50%
Lactation Rooms	N/A	N/A	N/A	N/A	71.13%	62.69%	86.34%	70.09%	↓	-16.25%

Wellness Program Needs & Interests

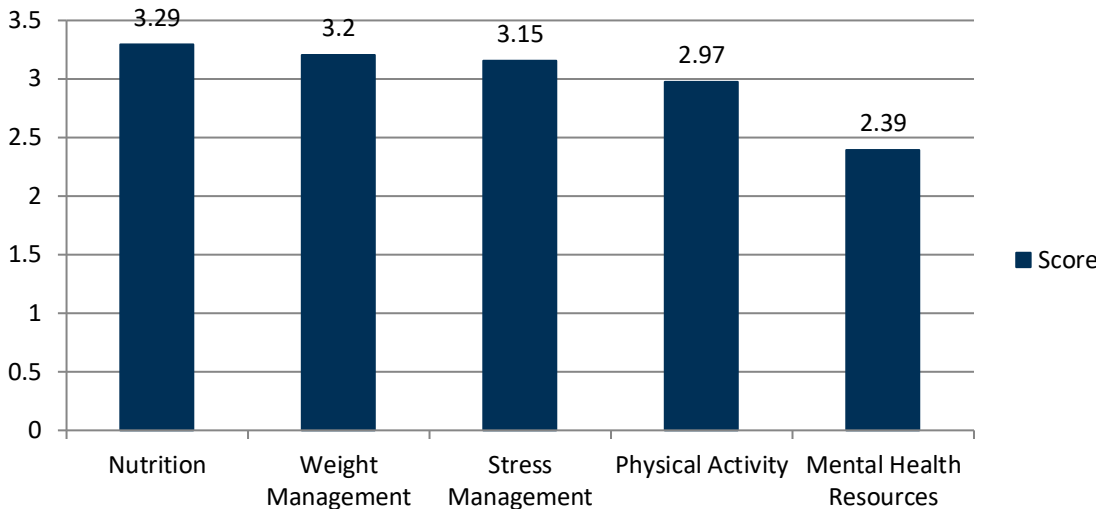
Harris Health System Employee Wellness Survey 2024

Needs & Interests	2017	2018	2019	2020	2021	2022	2023	2024	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%	↓ -5.28%

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 that apply.



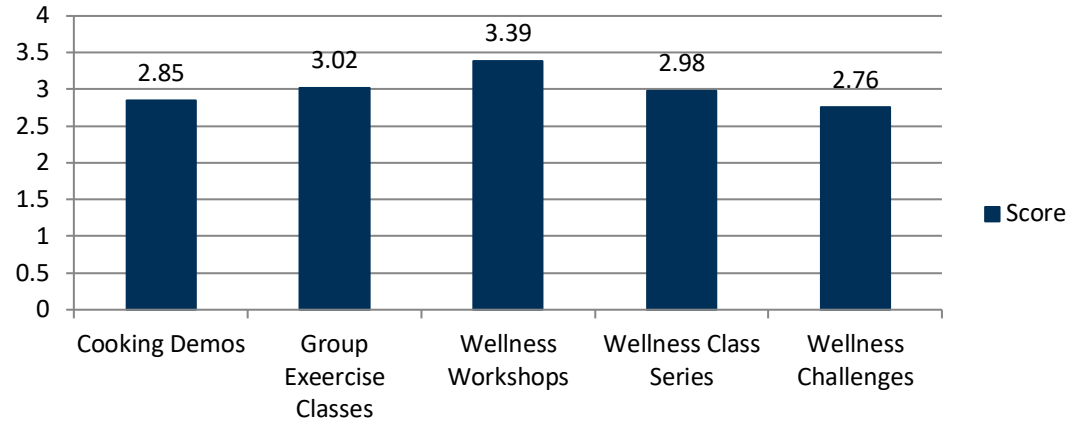
Rank the following in order of importance to you:



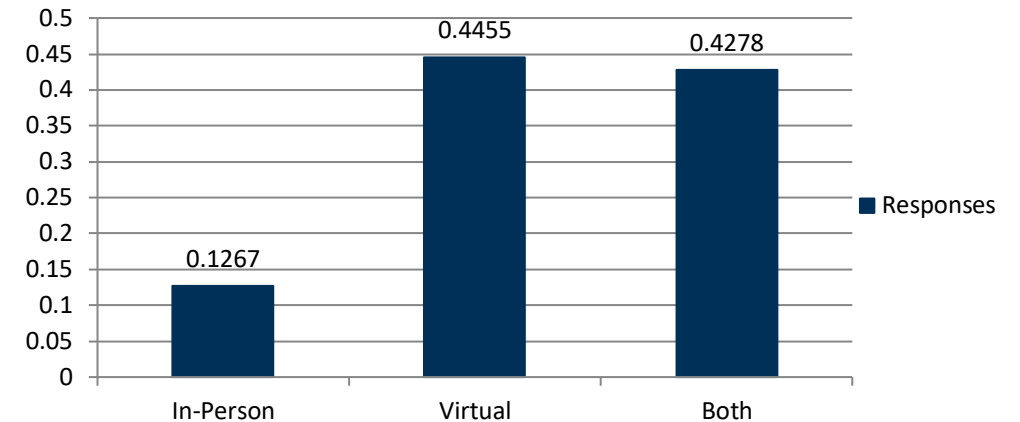
Data sources: Employee Wellness Survey via Survey Monkey 2017, 2018, 2019, 2020, 2021, 2022, 2023 and 2024.

Wellness Program Needs & Interests

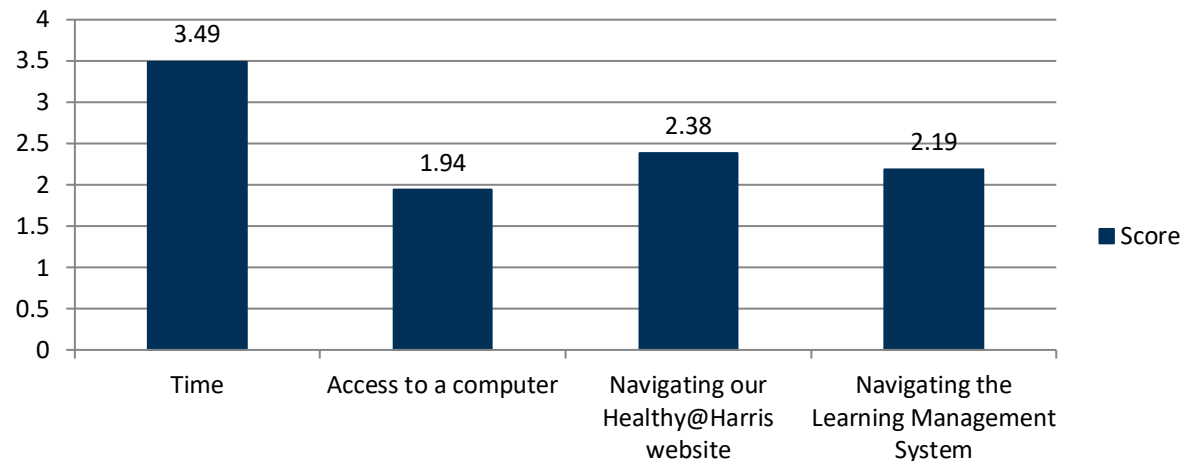
Rank the following in order of importance to you:



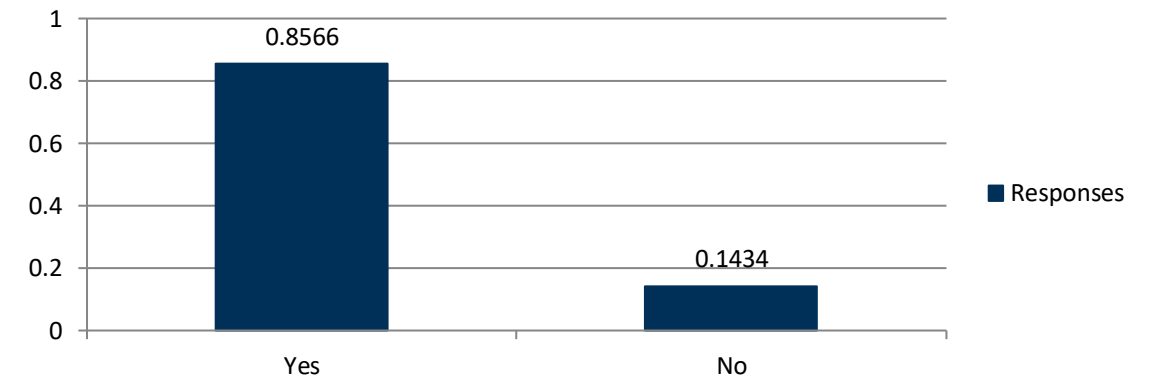
Do you prefer in-person or virtual learning?



What barriers do you have in participating in the Healthy@Harris Wellness Program? Rank in order of difficulty.

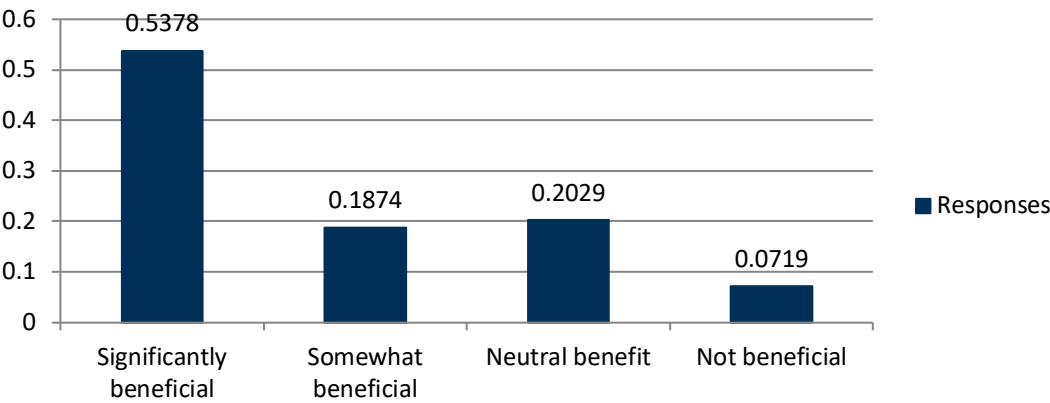


Are you in favor of changing our current policy and allowing employees to sell up to 80 hours of PTO per year at 100% value?

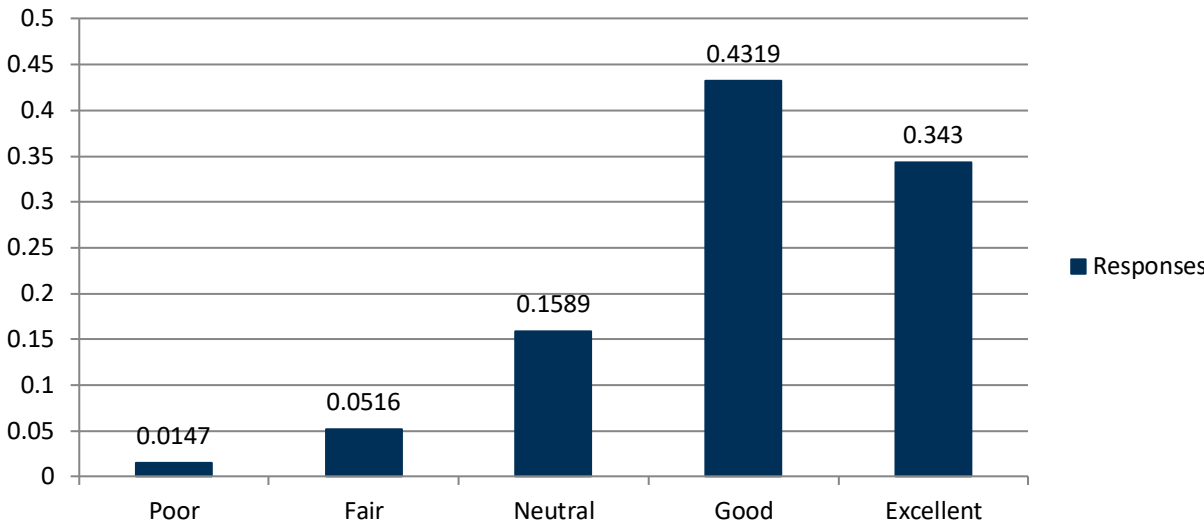


Wellness Program Needs & Interests

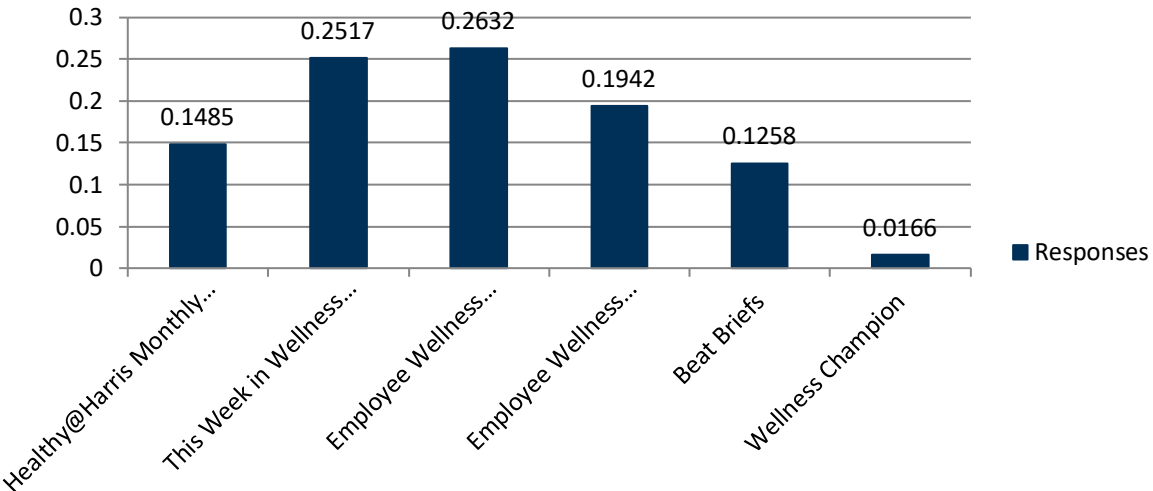
Please rate the benefit of selling up to 80 hours of PTO at 100% to you and your family.



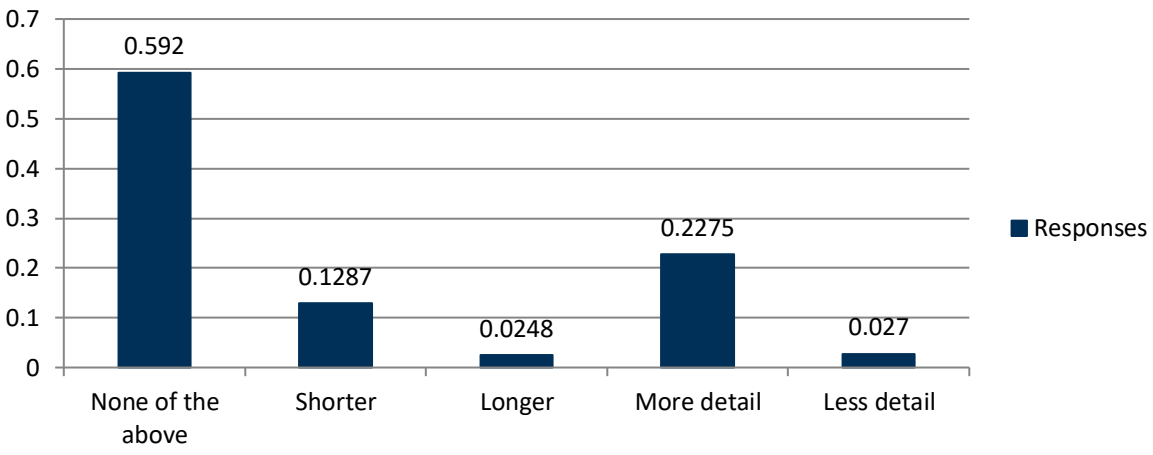
How would you rate communications from Employee Wellness?



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?

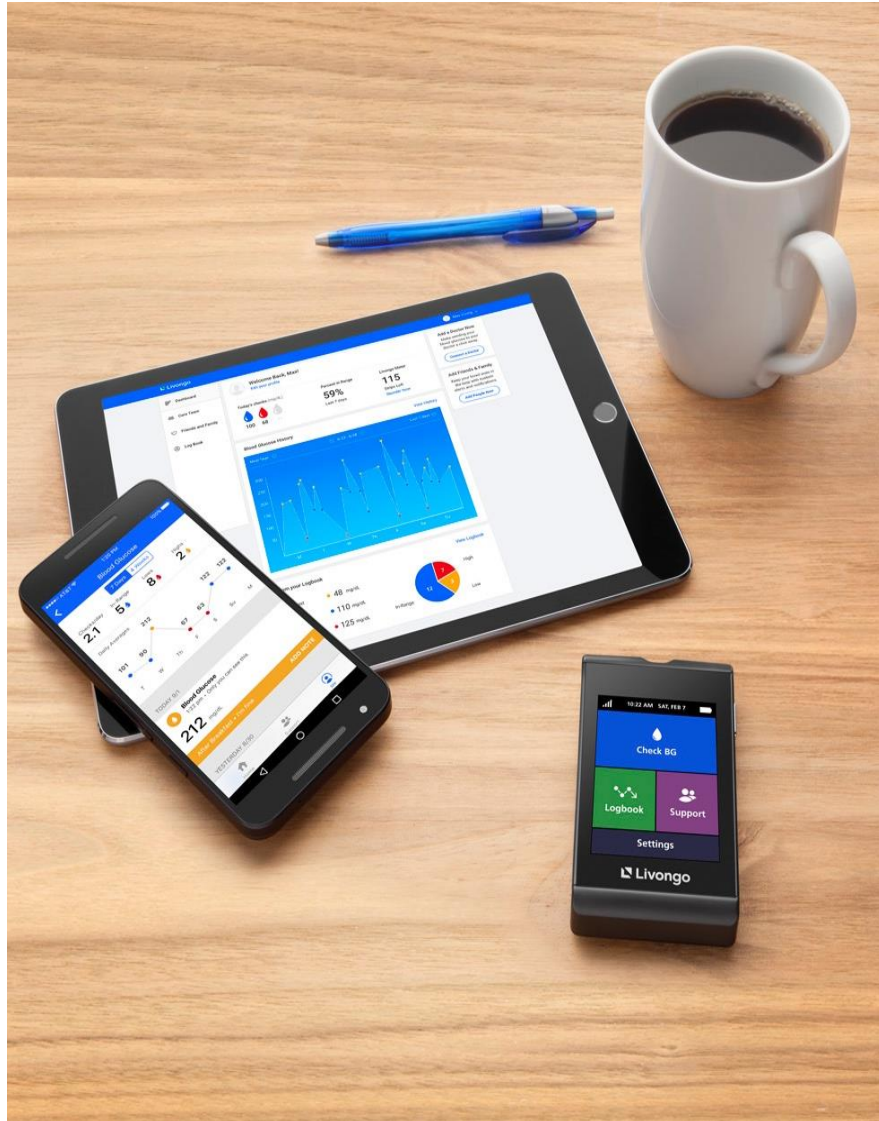


Teladoc Health Livongo Diabetes Management Program

Teladoc Health 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 =55%
 - Decrease ER visits and complications associated with Diabetes
 - On average, diabetics participating in Livongo are 1.1x less likely to have an ER visit compared to non-participants
 - On average, diabetics participating in Livongo are 1.1x less likely to have inpatient days compared to non-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 18x per month
 - 488 Alerts in last 90-days; average of 4 alerts per member; 39.3% low glucose alerts and 60.7% are high alerts
 - Achieve HbA1c reductions of $\geq 1\%$
 - The average HbA1c of all participants in Livongo decreased by .10. The average HbA1c for participants with an average HbA1c ≥ 9 increased by .06. 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 ($< 7\%$)
 - 53% of all diabetics are in good diabetic control $<7\%$; 71.7% 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 77+; positive testimonials
 - Achieve ROI & VOI (Value on Investment)
 - Pooled ROI for medical and Rx cost is:
 - 3.1x ROI; \$118 PMPM; a total savings of \$1,475,472

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

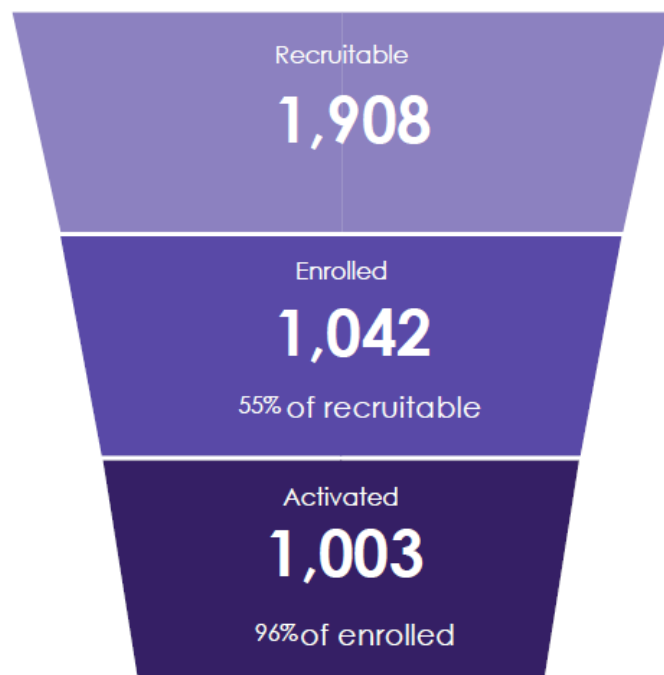
Livongo Diabetes Management Executive Summary

- **Engagement:**
 - Achieved 55% participation in Livongo Diabetes Management Program during the program year compared to Livongo's BOB of 36%
 - 57% of Members engaged in both the Livongo Diabetes Management Program and Hypertension Management Program
- **Cost Savings:**
 - Diabetics Participating in Livongo cost 39% more than non participants; a difference of \$443 PPM; a total difference of \$5,539,272 per year.
 - Participants engaged in Livongo both years have increased their costs by 34% (\$406 PPM); \$406 PPM; totaling \$5,076,624. This includes all costs
 - **Decreased ER visits and inpatient days:**
 - On average, diabetics participating in Livongo are 1.1x less likely to have an ER visit.
 - On average, Diabetics participating in Livongo are 1.1x less likely to have inpatient days compared to non-participants.
- **Clinical Results:**
 - Prospective risk score is 0.72 greater in Livongo Participants versus non-participants; opportunity for impact
 - Livongo participants are achieving clinical compliance. Greatest opportunity is with annual dilated eye exams (63%). Annual Exams: Foot exam (93%), HbA1c (98%), Lipid profile (79%), LDL-C (97%) and preventive visit (96%).
 - Livongo participants are achieving higher clinical compliance with HEDIS measures and the Diabetes Standards of Care than non-participants
 - 53% of Livongo participants are in good diabetic control (<7%); an 11.4% increase from the prior program year
 - 33.7% of Livongo participants are in moderate diabetic control (7%-9%); a 6.2% decrease over the prior program year
 - 13.3% of Livongo participants are in in poor diabetic control ($\geq 9\%$); a 5.2% decrease over the prior program year
 - The average HbA1c of all participants in Livongo decreased by .10.
 - The average HbA1c for participants with an average HbA1c ≥ 9 increased by .06. 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 1.1% in their biometric clinical risks
- **Empowerment & Satisfaction:**
 - Livongo participants have a Net Promoter Score (NPS) of +77 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.
 - 87.5% of members feel more empowered in their diabetes management
 - 64.7% of Livongo members feel less distress in their chronic disease management; a 9.7% improvement over the prior year
 - Livongo Diabetes participants have a significantly higher PDC (122.5%) than non-participants (78.8%).
- **ROI and VOI:**
 - Pooled ROI for medical and Rx cost is:
 - Year 1: 1.2x ROI; \$38 PMPM
 - Year 2: 1.9x ROI; \$58 PMPM
 - Year 3: 2.1x ROI; \$65 PMPM
 - Year 4: 4.3x ROI; \$135 PMPM
 - Year 5: 1.4x ROI; \$69 PMPM; a total savings of \$862, 776
 - Year 6: 3.1x ROI; \$118 PMPM; a total savings of \$1,475,472
 - Clinical health improvements, high participant satisfaction

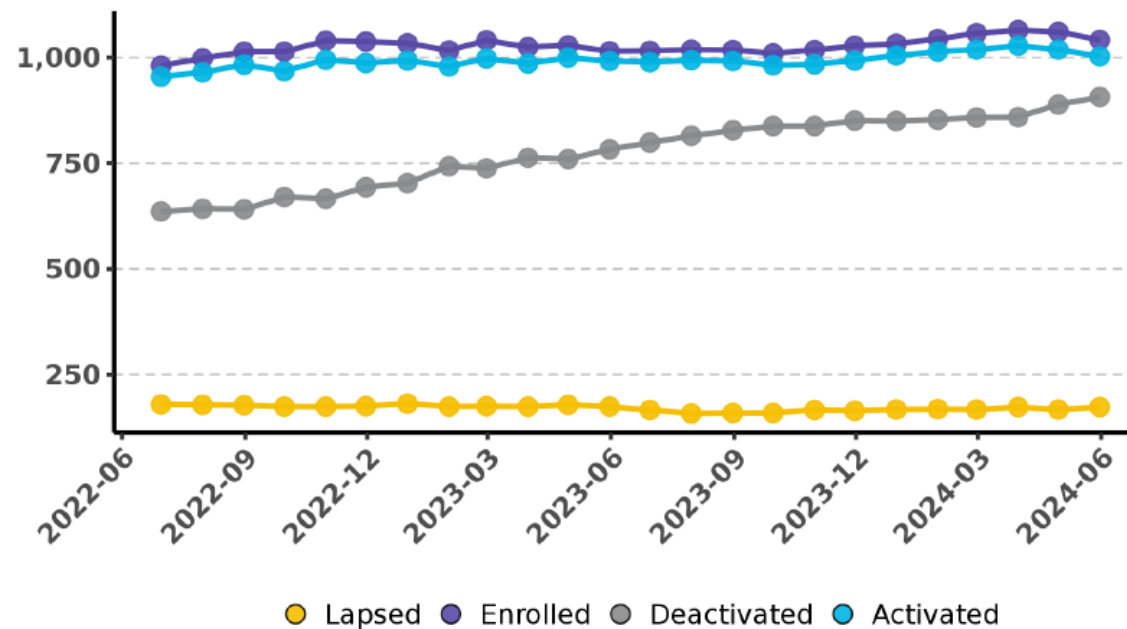
Livongo Diabetes Management Program Enrollment

Diabetes management

Enrollment & Activation Dashboard



Diabetes Enrollment & Activation Trends

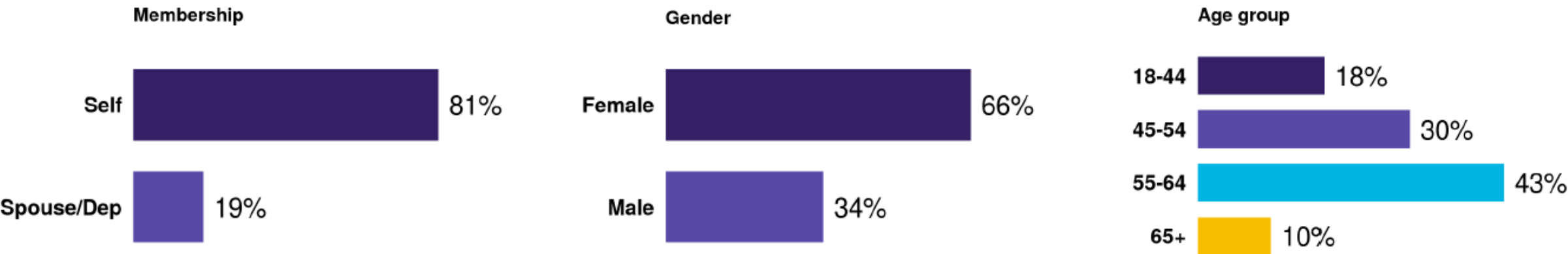


- **Recruitable:** Number of people who are eligible for the program
- **Enrolled:** Number of members who registered and successfully enrolled
- **Activated:** Number of members who used the device for a first blood glucose reading
- **Lapsed:** Number of members who have not used BG device in 6 months (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

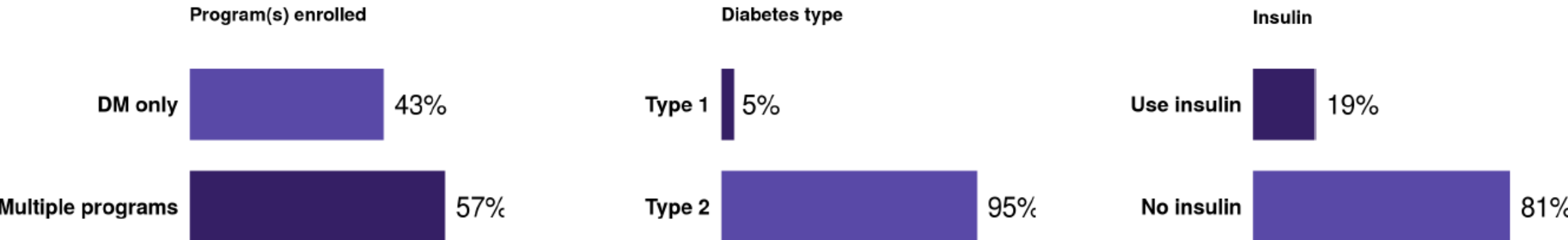
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Livongo Diabetes Management Program Enrollment

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

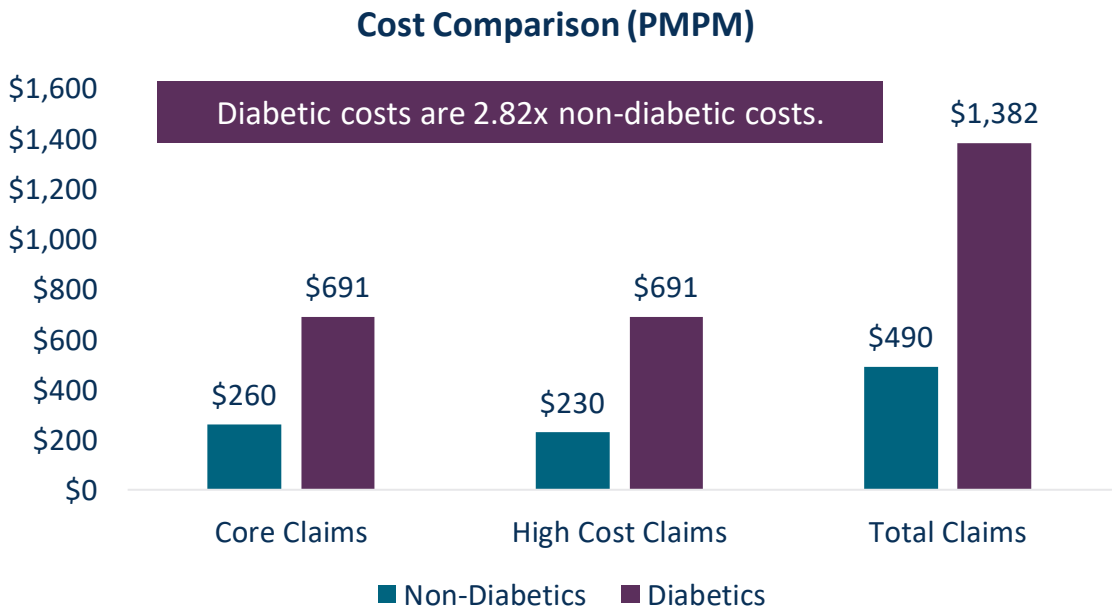
Diabetic versus Non Diabetic Cost & Risk Analysis

Top 3 Chronic Conditions	Spouses Prevalence	Number of Spouses	Employees Prevalence	Number of Employees
Hypertension	35%	625	28%	2,781
Diabetes	22%	391	15%	1,503
Hyperlipidemia	39%	694	28%	2,777

* Prevalence includes employee and spouse populations only

	Diabetic # of ER Visits	Diabetic ER Spend
Diabetic	850	\$2,312,050
Non-Diabetic	2,218	\$5,407,446

Note: the number of visits and costs are for people with a Diabetes diagnosis but the visit but is not necessarily related to diabetes.



Top Diabetic Comorbidities	Diabetic Prevalence FY25*	Non-Diabetic Prevalence FY25*
Hypertension	67%	24%
Hyperlipidemia	76%	23%

* Prevalence includes employee and spouse populations only

Prevalence of hypertension and hyperlipidemia is on average 3.1x higher, respectively, for diabetics versus non-diabetics. This has remained consistent with FY24.

Solutions Implemented:

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

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	76.4%	99.6%	78.6%	13.3%	33.7%	53.0%

Medication Adherence

	Diabetes-Livongo Participants	Diabetes-Non-Livongo Participants
Members/Utilizers	798	641
Average Proportion of Days Covered Total Utilizers	122.5%	78.8%

Livongo participants have a significantly higher PDC (122.5%) than non-participants (78.8%). Note some participants are utilizing multiple diabetes related medications.

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

	Claimants	Total RXs	Average Drug Cost per RX	Average Member Paid Per RX	Total Plan Paid
Sept 21 – Aug 22	1,985	50,583	\$270.45	\$25.44	\$13,680,164

**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.

Livongo Diabetes Program – Medication Adherence

Diabetes Medications:

	Diabetes-Livongo Participants	Diabetes-Non-Livongo Participants
Members/Utilizers	798	641
Average Proportion of Days Covered Total Utilizers	122.5%	78.8%

Drug	LIVONGO DIABETES PROGRAM			
	Participants	PDC Rate	Non-Participants	PDC Rate
Farxiga	67	60.1%	47	53.0%
Glimepiride	86	66.4%	54	53.5%
Glipizide	59	56.4%	31	44.3%
Glipizide ER	84	59.7%	23	51.5%
Humalog Kwikpen	64	44.3%	21	39.2%
Januvia	46	68.8%	15	65.2%
Jardiance	148	64.2%	72	54.5%
Lantus Solostar	97	57.2%	45	37.6%
Metformin Hydrochloride	351	66.0%	301	48.7%
Metformin Hydrochloride ER	210	59.8%	197	52.5%
Ozempic	250	54.6%	162	42.5%
Pioglitazone	47	58.2%	25	46.2%
Trulicity	108	60.2%	45	46.5%
Combined	798	122.5%	641	78.8%

Livongo Diabetes participants have a significantly higher PDC (122.5%) than non-participants (78.8%). Note some participants are utilizing multiple diabetes related medications.

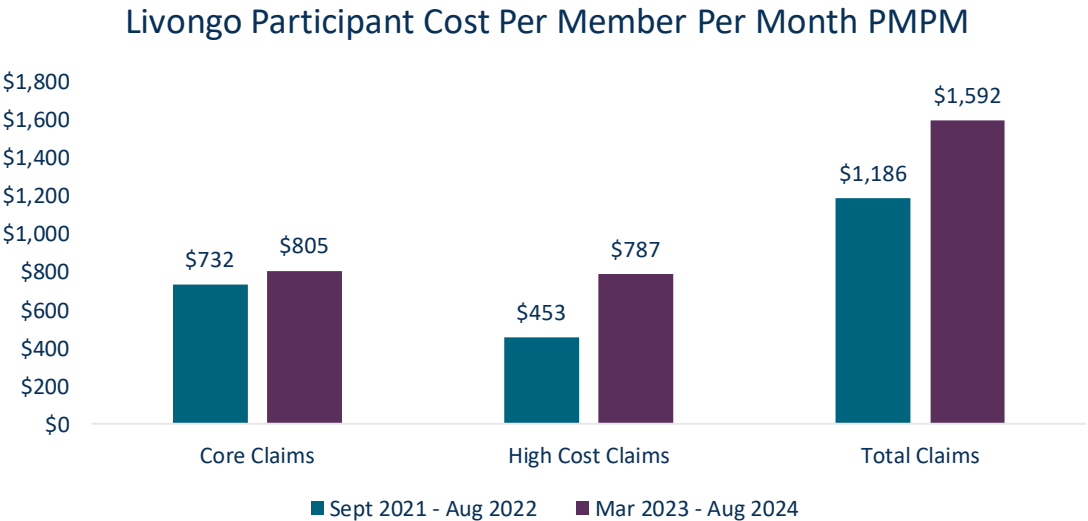
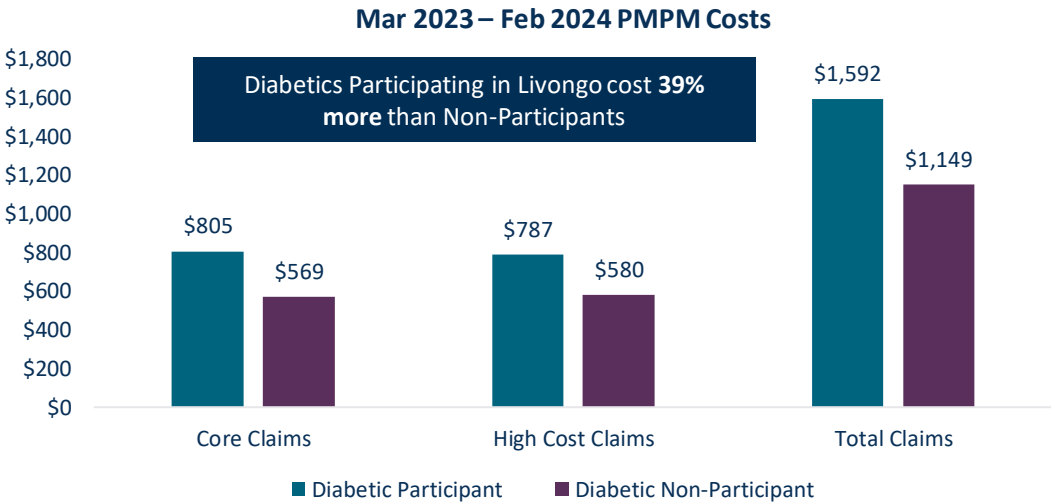
Adherence is measured at the drug level based on Proportion of Days Covered (PDC), which is calculated as the sum of Days of Supply divided by total days in the one-year study period (n = 365).

Data sources: Cigna Diabetes HEDIS Measurement Report September 2021 – August 2022, includes EE & SP population, based off 12-month Engagement results. CobaltRx Medication Adherence Report September 2021 – August 2022 Livongo Participants and Non-participants. Costs include medical and pharmacy.

Diabetic Population – Livongo Participants

Participating in Livongo Diabetes	Count	% Engaged
Participating	1,042	55%
Not Participating	866	45%
Total	1,908	100%

55% Diabetics Engaged in Livongo during program year

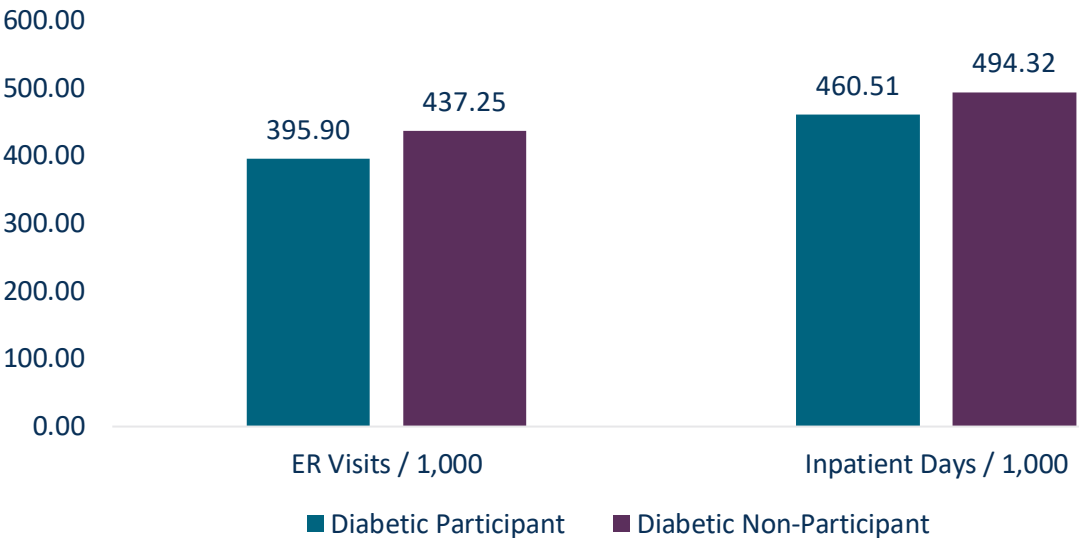


Prospective Risk Scores

Participating in Livongo	Count	Prospective Risk Score
Participating	1,042	3.77
Not Participating	866	3.05
Total	1,908	

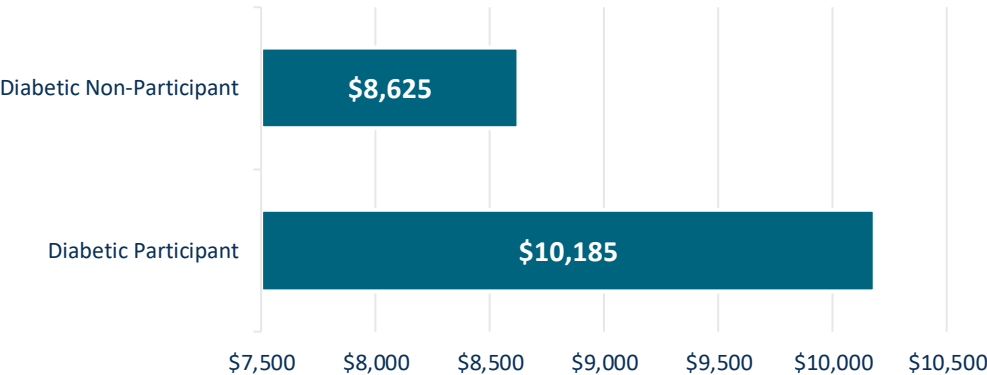
Diabetic Population – Livongo Participants

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



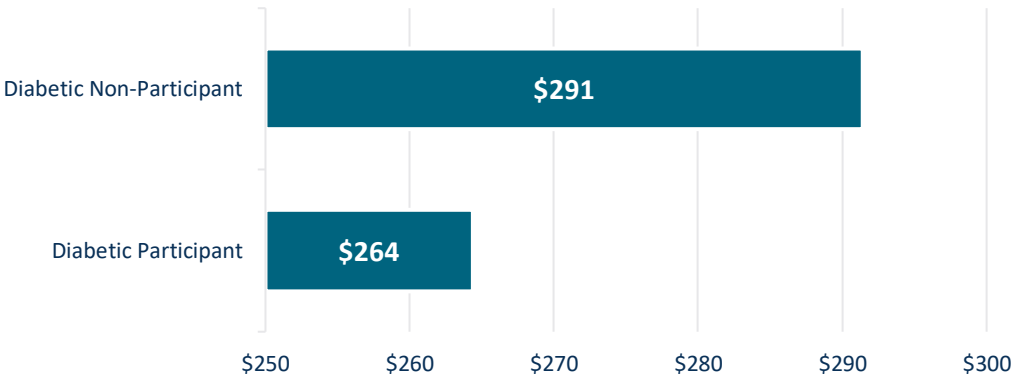
On average, diabetics not participating in Livongo had 1.1x more ER visits and inpatient days than diabetics participating in Livongo

Average Medical Cost / Claimant



The average medical cost for diabetics not participating in Livongo is about 15% less than that of participating diabetics.

Average Medical Claim Cost



The average medical claim cost for diabetics not participating in Livongo is slightly more than 1.1x 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	63%	62%	69%
Annual foot exam	93%	94%	89%
Annual HbA1c exam	98%	98%	99%
Annual lipid profile	79%	78%	84%
Annual LDL-C screening	97%	96%	98%
Pneumonia vaccine*	N/A	N/A	N/A
Flu vaccine	N/A	73%	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.

Diabetic Population – Livongo Participants

Livongo Participants Clinical Compliance

Clinical Measure	Livongo – September 2021 – August 2022	Livongo – September 2021 – August 2022	Risk Shift
LDL < 100 mg/dL	54.4%	59.9%	↑ 5.6%
Total Cholesterol < 200 mg/dL	77.0%	84.9%	↑ 7.9%
HDL < 50 mg/dL for Females / < 40 mg/dL for Males	38.3%	38.9%	↑ 0.6%
Triglycerides < 150 mg/dL	72.7%	70.8%	↓ 1.9%
Glucose < 100 mg/dL	28.9%	17.8%	↓ 11.2%
Blood Pressure < 120/80 mm Hg	27.6%	24.6%	↓ 3.0%
HbA1c < 9%	84.0%	84.8%	↑ 0.8%

Clinical compliance for Livongo diabetic participants improved for some metrics while **triglyceride levels, glucose levels, and blood pressure statistics** all regressed.

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	79.6%	99.7%	82.6%	14.6%	40.3%	45.1%
Diabetics not participating in Livongo	69.6%	99.5%	74.1%	11.7%	25.0%	63.3%

Livongo Participants:

- The average HbA1c of all participants in Livongo decreased by 0.10
- The average HbA1c for participants with an average HbA1c ≥ 9 increased by 0.06. Reductions are correlated to cost savings and reduced health risks
- Compliance with HEDIS measures are generally higher for Livongo participants than non-participants
- Livongo participants experienced a net regression of 1.1% in their biometric clinical risks
- The program is engaging diabetics who need assistance with self-management

All Diabetics:

- 53% of all diabetics are in good diabetic control <7%
- 67% of Diabetics also have hypertension
- 76% of Diabetics also have hyperlipidemia
- Prevalence of hypertension and hyperlipidemia is on average 3.1 times higher, respectively, for diabetics versus non-diabetics
- Diabetic costs are on average 2.82x 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 23 – Feb 24	Claimants	Total RXs	Average Drug Cost per RX	Average Member Paid Per RX	Total Plan Paid
Diabetics participating in Livongo	862	8,443	\$669.01	\$26.90	\$5,648,421
Diabetics not participating in Livongo	757	4,642	\$554.26	\$61.90	\$2,572,860

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 23 – Feb 24	1,985	50,583	\$270.45	\$25.44	\$13,680,164

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.

Livongo Diabetes Management

Diabetes management

Program Engagement Overview

Average 90 day member engagement rates (% of activated)

**85%****Device monitoring**

Connected blood glucose meter usage

**73%****Self-guided activity**

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

**67%****Digital coaching**

Health nudges, 5-day challenges, action plans

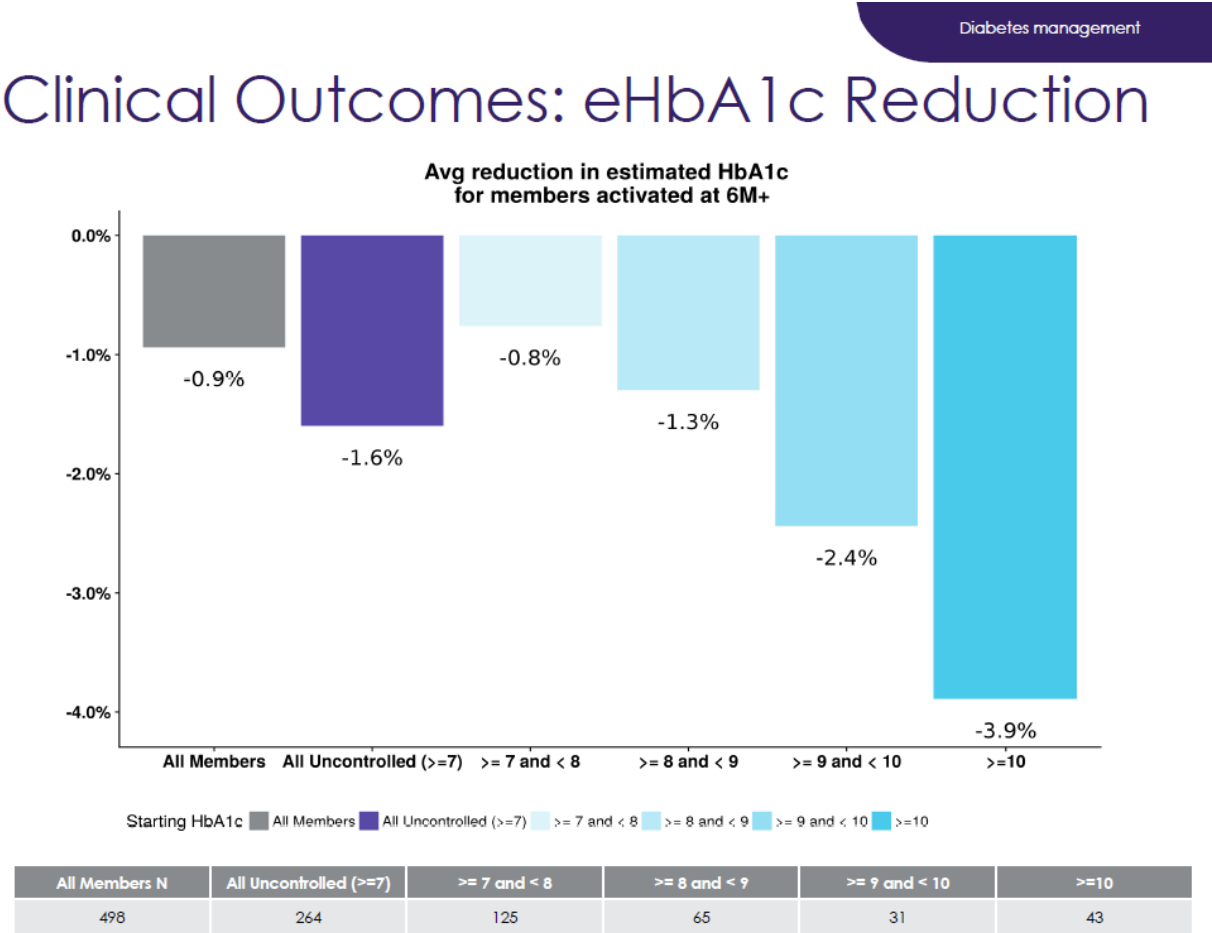
**11%****Expert coaching**

Alert-based, on-demand, and scheduled coaching

Members engage with Livongo on average 18 times per month

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.



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

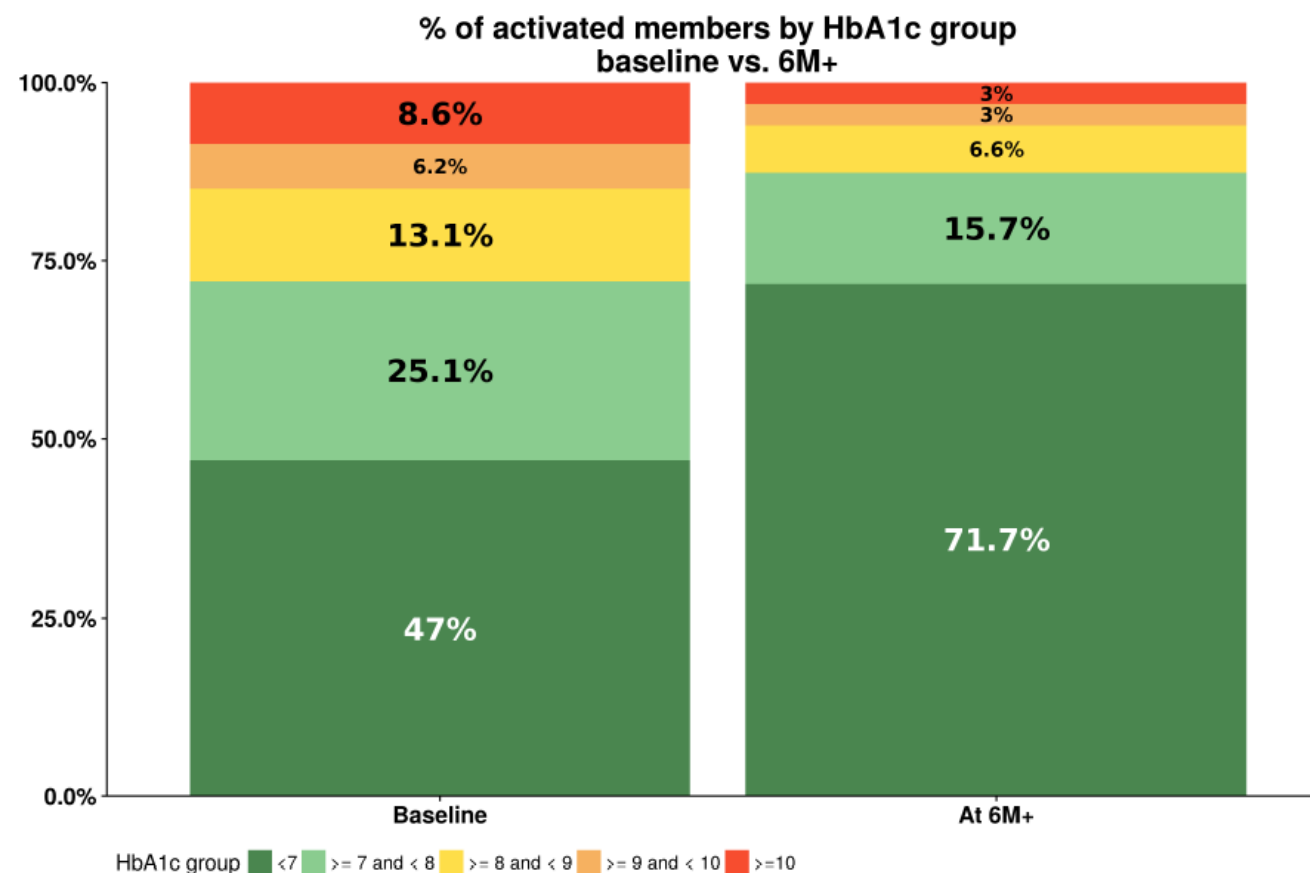
Livongo Diabetes Management Participants Clinical Outcomes:

Diabetes management

Clinical Outcomes: Diabetes Movement

For members enrolled at least 6M, the share of members with controlled diabetes (HbA1c < 7%) has increased from 47% at baseline to 71.7%.

The share of members with HbA1c > 8, which indicates an above normal BG, has decreased from 27.9% at baseline to 12.7%.



Diabetic Population – Livongo Participants

Device Monitoring: Alerts Details

Diabetes management

(Last 90 days)

488

Number of alerts

134

(13% of activated)

Number of alerted members

4

Average alerts / member

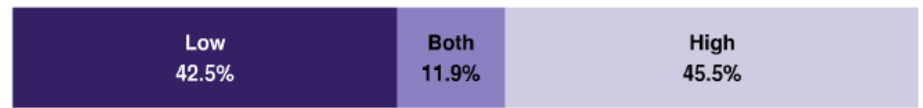


Alert type distribution

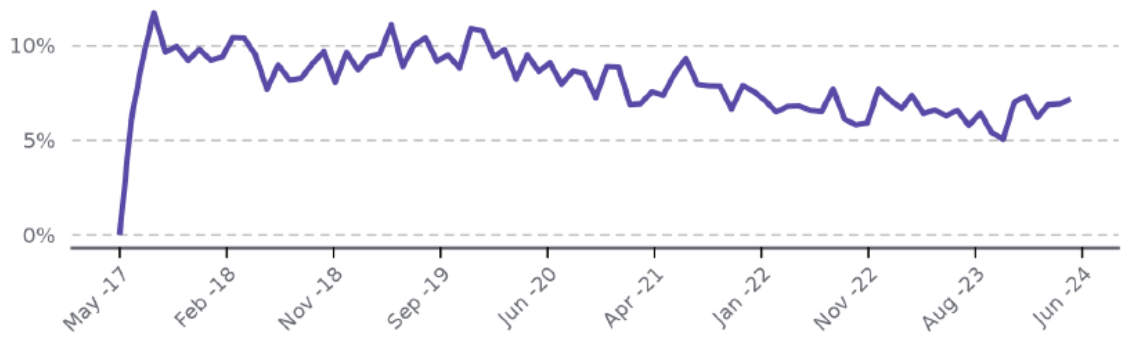
% of Number of Alerts



% of Alerted Members



% 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 & Distress Scales

Diabetes empowerment scale

	Pre-program	Last survey	Change
I am able to turn my diabetes goals into a workable plan.	4.18	4.39	0.21
I can ask for support for having and caring for my diabetes when I need it.	4.15	4.53	0.38
I can find ways to feel better about having diabetes.	4.14	4.27	0.13
I can try out different ways of overcoming barriers to my diabetes goals.	4.29	4.41	0.12
I know enough about myself as a person to make diabetes care choices that are right for me.	4.20	4.48	0.28
I know the positive ways I cope with diabetes-related stress.	4.02	4.30	0.28
I know what helps me stay motivated to care for my diabetes.	4.26	4.44	0.18
I know what part(s) of my diabetes I am dissatisfied with.	4.17	4.16	-0.01

Diabetes distress scale

	Pre-program	Last survey	Change
Feeling overwhelmed by the demands of living with diabetes.	2.17	1.97	-0.20
Feeling that I am often failing with my diabetes routine.	2.23	1.91	-0.32

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.

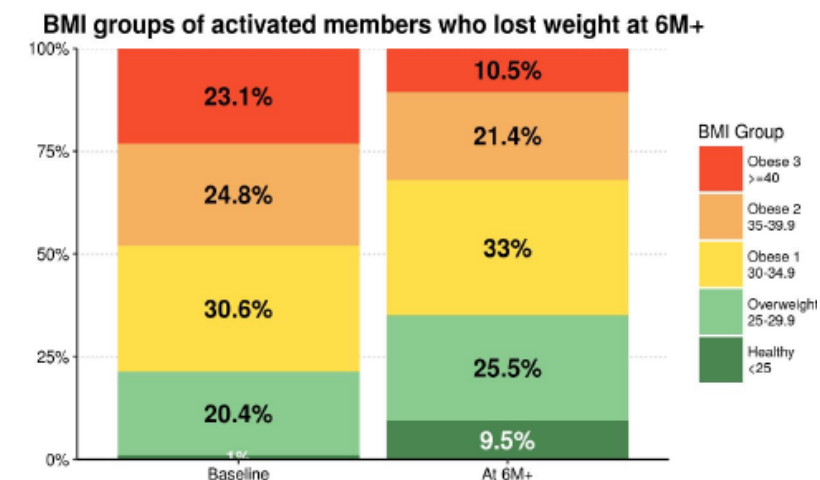
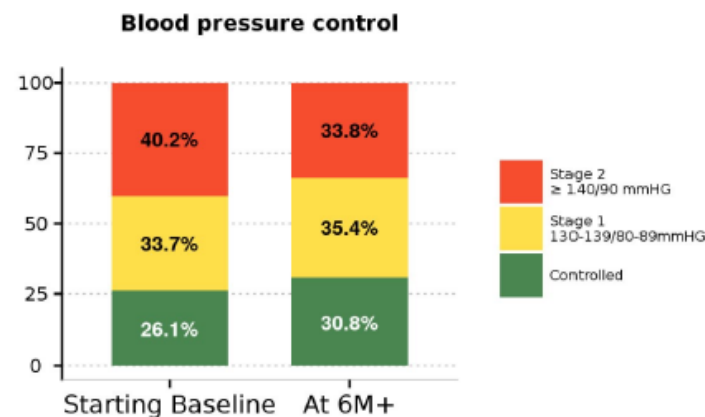
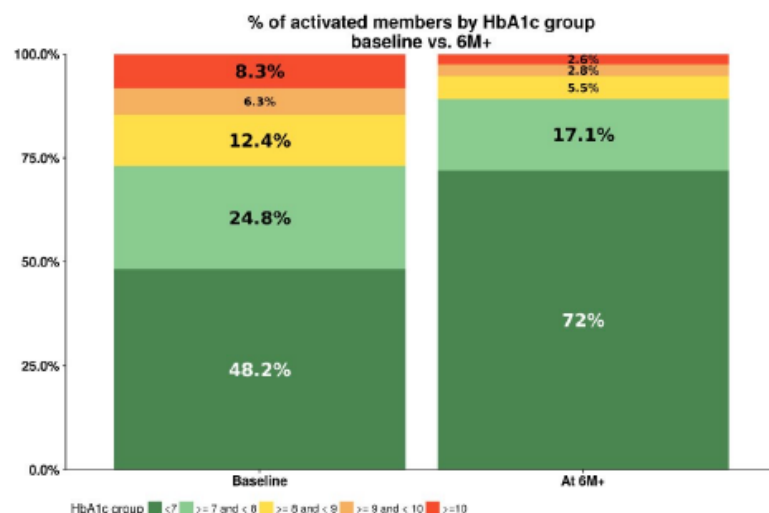
Diabetes distress scale measures the unique, often hidden emotional burdens and worries with chronic disease management.

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

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
917 client last survey respondents and 677 client pre-program survey respondents

Livongo Diabetes Program ROI Analysis

Executive Summary



Medical & Pharmacy Savings

Diabetes YoY:
\$60-\$118 PMPM
1.6 - 3.1 x ROI

Hypertension YoY:
\$34-\$54 PMPM
1.7 - 2.7x ROI

Prediabetes YoY:
\$104 PMPM
1.7 x ROI

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 PMPM
 - Year 2: Decrease 32%; \$80 PMPM
 - Year 3: Decrease 33%; \$84 PMPM
 - Year 4: Decrease 70%; 188 PMPM
 - Year 5: Decrease 13%; \$62 PMPM (from prior program year)
 - Year 6: Decrease of 47%; \$109 PMPM

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 PMPM
 - Year 2: Increase 7%; \$22 PMPM
 - Year 3: Decrease 7%; \$19 PMPM
 - Year 4: increase 1%; 54 PMPM
 - Year 5: Decrease 12%; 7 PMPM (from prior program year)
 - Year 6: Decrease 4.1%; \$9 PMPM

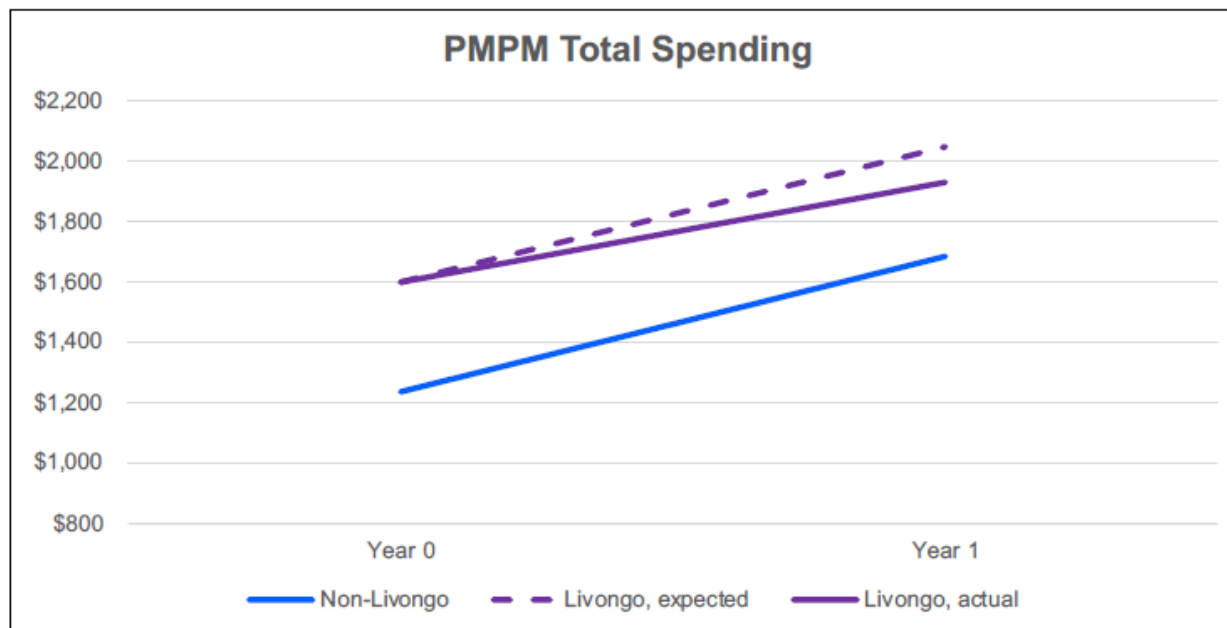
Overall ROI

- Pooled ROI for medical and Rx cost:
 - Year 1: 1.2x ROI; \$38 PMPM
 - Year 2: 1.9x ROI; \$58 PMPM
 - Year 3: 2.1x ROI; \$65 PMPM
 - Year 4: 4.3x ROI; \$135 PMPM
 - Year 5: 1.4x ROI; \$69 PMPM
 - Year 6: 3.1x ROI; \$118 PMPM; a total savings of \$1,475,472

Livongo Diabetes Program ROI Analysis

Total Spending - YOY Diabetes ROI-5Y

	Non-member			Member			DID
Total allowed costs	Y0	Y1	Difference	Y0	Y1	Difference	Savings
Medical	\$759	\$989	\$230	\$743	\$864	\$121	\$109
Pharmacy	\$478	\$697	\$219	\$857	\$1067	\$210	\$9



Total claims ROI :
 $\$118 \div (\$68 - \$30) =$

3.1x

Livongo Diabetes Program ROI Analysis

Pooled Spending Summary – Diabetes-5Y

	Non-member			Member			
PMPM Costs	Y0	Y1	% Diff	Y0	Y1	% Diff	DID %
Total costs	\$ 759	\$ 989	30%	\$ 743	\$ 864	16%	-14%
Diabetes-related	\$ 48	\$ 57	19%	\$ 101	\$ 108	7%	-13%
Cholesterol-related	\$ 3	\$ 2	-41%	\$ 2	\$ 2	-10%	30%
Hypertension-related	\$ 14	\$ 60	332%	\$ 17	\$ 8	-51%	-383%
Infection-related	\$ 42	\$ 44	7%	\$ 39	\$ 45	13%	7%
MSK-related	\$ 49	\$ 114	134%	\$ 104	\$ 117	13%	-121%
ER visits	\$ 16	\$ 21	29%	\$ 17	\$ 19	13%	-16%
Inpatient hospital, non-ER visits	\$ 175	\$ 244	39%	\$ 110	\$ 167	52%	13%
Outpatient hospital, non-ER visits	\$ 276	\$ 406	47%	\$ 268	\$ 342	28%	-19%
Office visits	\$ 171	\$ 191	12%	\$ 225	\$ 221	-2%	-13%
Total pharmaceutical costs	\$ 478	\$ 697	46%	\$ 857	\$ 1,067	24%	-21%
Diabetes-related pharmaceutical costs	\$ 232	\$ 395	70%	\$ 672	\$ 835	24%	-46%

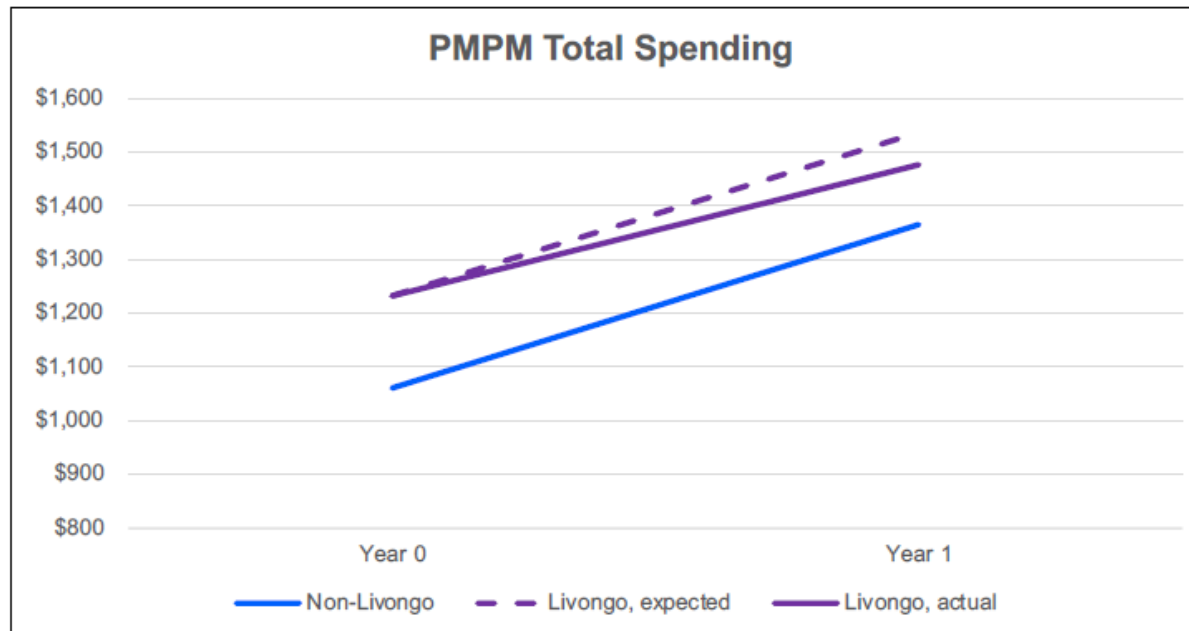
Disease-related costs are identified by ICD-10 codes and one claim can have multiple ICD-10 codes associated to it, therefore, they are not mutually exclusive groups and will not sum to the Total Medical Costs (PMPM).

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.

Livongo Diabetes Program ROI Analysis

Total Spending - YOY Diabetes ROI-Less than 5Y

	Non-member			Member			DID
Total allowed costs	Y0	Y1	Difference	Y0	Y1	Difference	Savings
Medical	\$741	\$914	\$173	\$787	\$904	\$117	\$56
Pharmacy	\$320	\$451	\$131	\$446	\$573	\$127	\$4



Total claims ROI :
 $\$60 \div (\$68 - \$30) =$

1.6x

\$68: Livongo

Livongo Diabetes Program ROI Analysis

Pooled Spending Summary – Diabetes-Less than 5Y

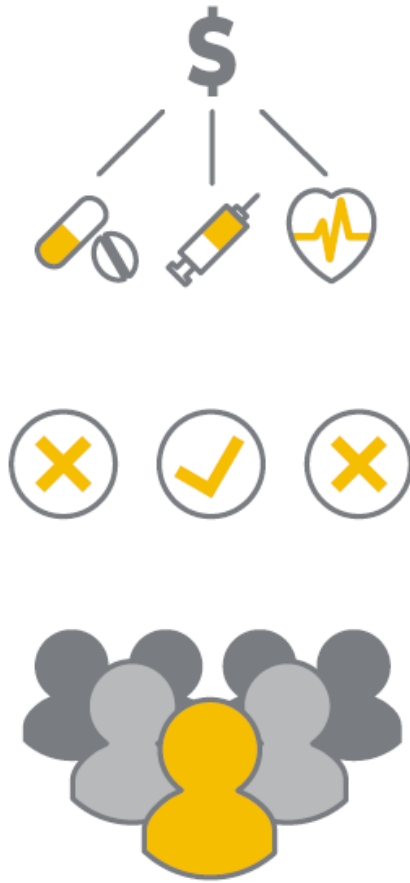
	Non-member			Member			
PMPM Costs	Y0	Y1	% Diff	Y0	Y1	% Diff	DID %
Total costs	\$ 741	\$ 914	23%	\$ 787	\$ 904	15%	-9%
Diabetes-related	\$ 52	\$ 66	26%	\$ 76	\$ 98	29%	4%
Cholesterol-related	\$ 3	\$ 2	-42%	\$ 1	\$ 3	154%	196%
Hypertension-related	\$ 7	\$ 20	191%	\$ 32	\$ 31	-4%	-196%
Infection-related	\$ 24	\$ 57	133%	\$ 97	\$ 28	-71%	-205%
MSK-related	\$ 79	\$ 89	13%	\$ 19	\$ 73	291%	278%
ER visits	\$ 16	\$ 21	32%	\$ 21	\$ 16	-24%	-55%
Inpatient hospital, non-ER visits	\$ 138	\$ 148	8%	\$ 204	\$ 176	-14%	-21%
Outpatient hospital, non-ER visits	\$ 272	\$ 448	65%	\$ 298	\$ 384	29%	-36%
Office visits	\$ 174	\$ 153	-12%	\$ 186	\$ 228	23%	35%
Total pharmaceutical costs	\$ 320	\$ 451	41%	\$ 446	\$ 573	29%	-12%
Diabetes-related pharmaceutical costs	\$ 186	\$ 325	74%	\$ 367	\$ 479	31%	-44%

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 (PMPM).

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.

Livongo Diabetes Program ROI Analysis

ROI Methodology Overview



Approach

Difference-in-difference (DID) comparison of total allowed amount of medical spending (PMPM) 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 > 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: 2022/03/01

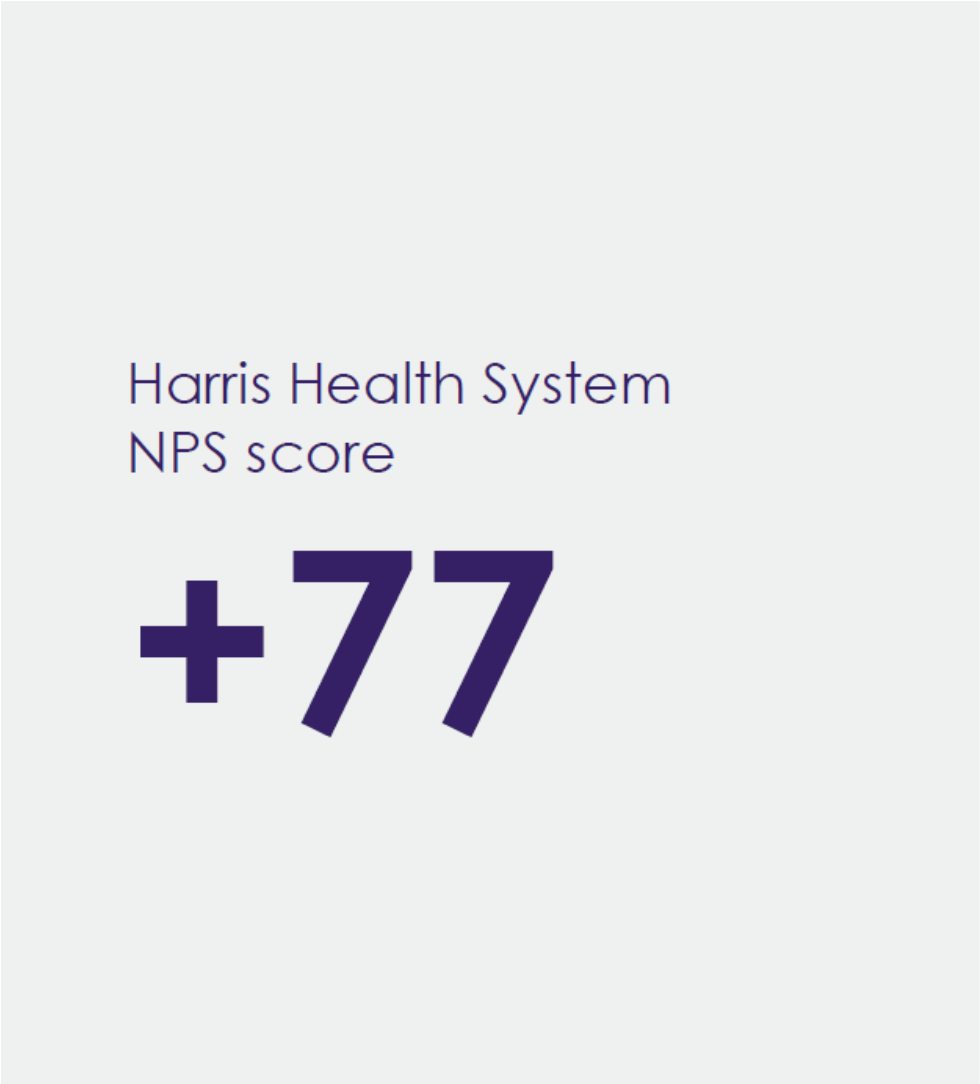
Pre-Period, Year 0: 2022/03/01 - 2023/02/28

Post-Period, Year 1: 2023/03/01 - 2024/02/29

Milliman
reviewed
difference-in-
difference
methodology

Member Satisfaction Survey & NPS

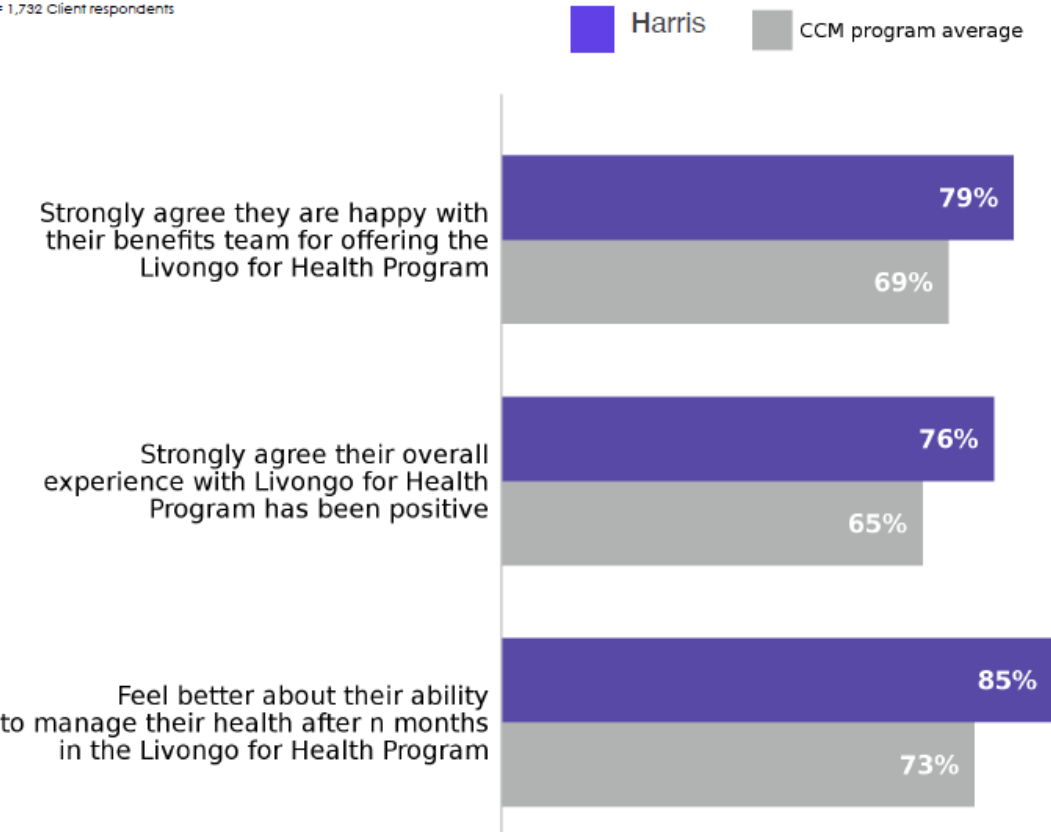
Net Promoter Score (NPS): The overall Livongo Net Promoter Score among Harris Health Members is +77



Members **LOVE** programs

Member satisfaction & NPS

n= 1,732 Client respondents



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 =47%; a 2% decrease from the prior program year
 - Decrease ER visits and complications associated with Hypertension
 - On average, Hypertension members not participating in Livongo had 29% more ER visits than hypertensive members participating in Livongo
 - On average, Hypertension members not participating in Livongo had 40% more inpatient days compared to hypertensive members participating in Livongo
 - Livongo HTN participants cost an average of 17% more than non participants due to large claims; a difference of \$209 PMPM; a total difference of \$4,050,420 per year.
 - Improve % of participants that have a controlled blood pressure
 - 79% of members maintained or improved blood pressure control
 - Livongo Hypertension participants have a significantly higher PDC (86.9%) than non-participants (77.9%).
 - Achieve Blood pressure reductions of 10 mmHg and reducing risk of coronary heart disease and stroke*
 - Members saw an reduction of 7.1 mmHg reduction in systolic blood pressure and 5.2 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 11% 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 +77; positive testimonials
 - Achieve ROI & VOI (Value on Investment)
 - Pooled ROI for medical and Rx cost:
 - 2.7x ROI; \$54 PMPM; a total savings of \$1,046,520

*BMJ. 209; 338: b1665.

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

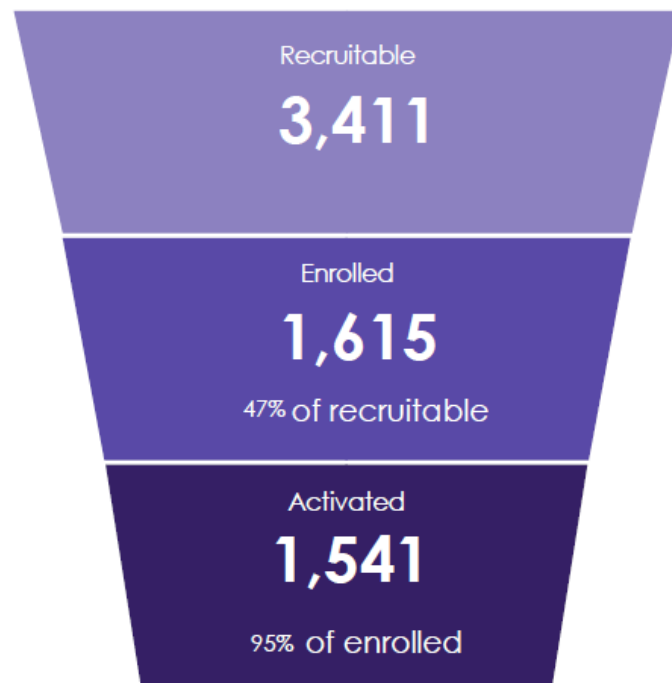
Livongo Hypertension Management Executive Summary

- **Hypertensives participating in Livongo** cost an average of 17% more than non participants due to large claims; a difference of \$209 PMPM; a total difference of \$4,050,420 per year.
- **High member satisfaction** – Based on survey feedback, the overall Livongo Net Promotor Score (NPS) among Harris Health members is +77.
- **Strong engagement results** – 47% participants with Hypertension engaged in Livongo during the program year; a 2% decrease from the prior program year
- **Reduced blood pressure readings** – Members saw an reduction of 7.1 mmHg reduction in systolic blood pressure and 5.2 mmHG in diastolic blood pressure, resulting in risk reduction of coronary heart disease events and stroke
 - 79% of Livongo participants maintained or improved blood pressure control, a 1% improvement over the prior program year
 - 85% completed the ‘Drive-to-5’ to establish checking patterns in the first 30-days to develop initial personalized interventions
 - Average of 13 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 29% more ER visits than hypertensive members participating in Livongo
 - On average, Hypertension members not participating in Livongo had 40% more inpatient days compared to hypertensive members participating in Livongo
 - Livongo HTN participants are meeting quality metrics 11% more than non-participants
 - Members saw an reduction of 7.1 mmHg reduction in systolic blood pressure and 5.2 mmHG in diastolic blood pressure, resulting in risk reduction of coronary heart disease events and stroke
 - Achieved positive risk shift in participants; Achieved 34.1% controlled versus 25.8% at baseline. Achieved 35.5% in Stage 1 HTN compared to 33.7% at baseline. Achieved 30.4% in Stage 2 HTN compared to 40.4% at baseline
- **Medication Adherence:**
 - Livongo Hypertension participants have a significantly higher PDC (86.9%) than non-participants (77.9%).
- **Achieve ROI & VOI (Value on Investment)**
 - Pooled ROI for medical and Rx cost:
 - 2.7x ROI; \$54 PMPM; a total savings of \$1,046,520
 - Clinical improvements
 - Net promoter score of +77 positive testimonials

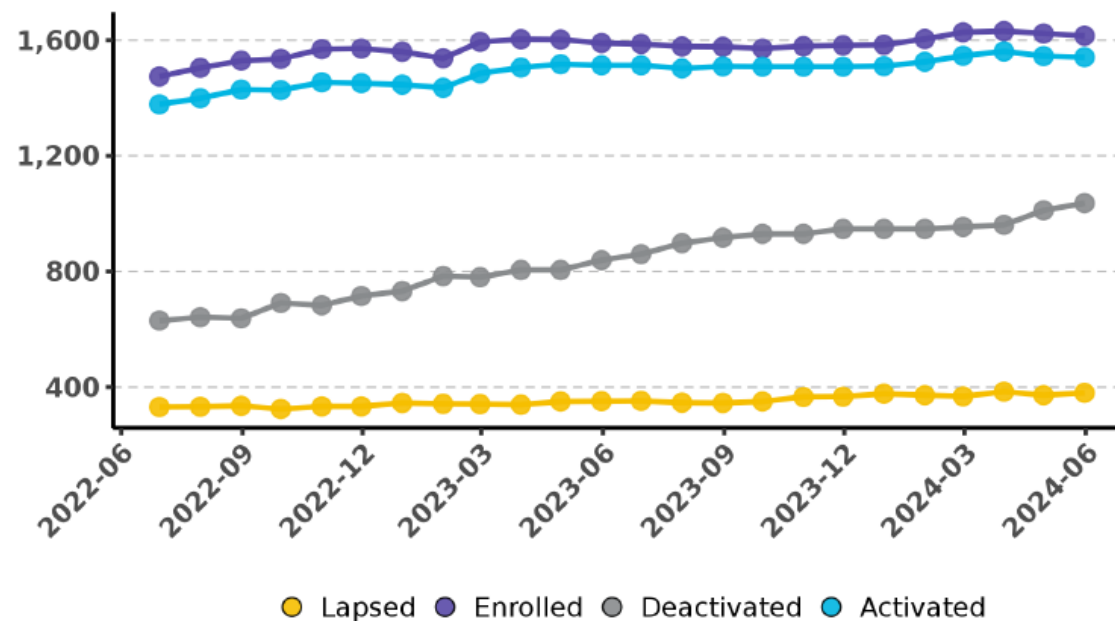
Livongo Hypertension Management Program Enrollment

Hypertension management

Enrollment & Activation Dashboard



Hypertension Enrollment & Activation Trends

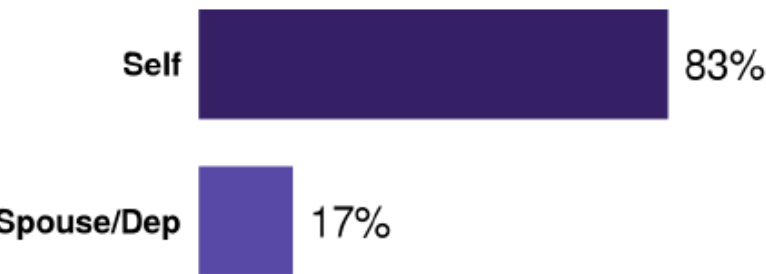


- **Recrutable:** Number of people who are eligible for the program
- **Enrolled:** Number of members who registered and successfully enrolled
- **Activated:** Number of members who used the device for a first blood pressure reading
- **Lapsed:** Number of members who as not used BP device in 6 months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

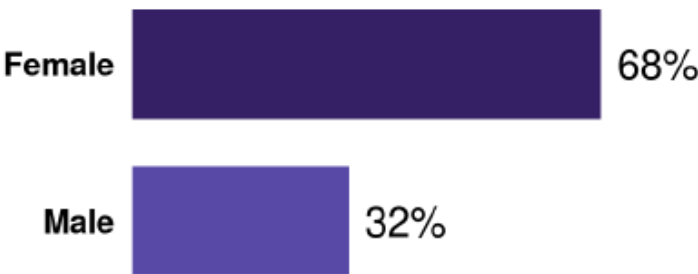
Livongo Hypertension Management Program Enrollment

Hypertension management

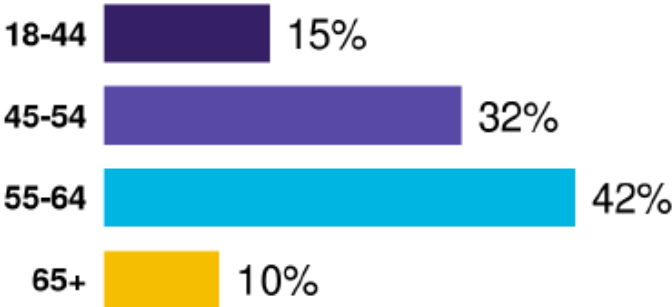
Membership



Gender

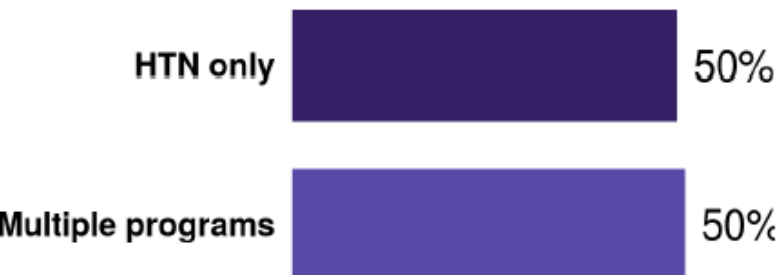


Age group



Hypertension management

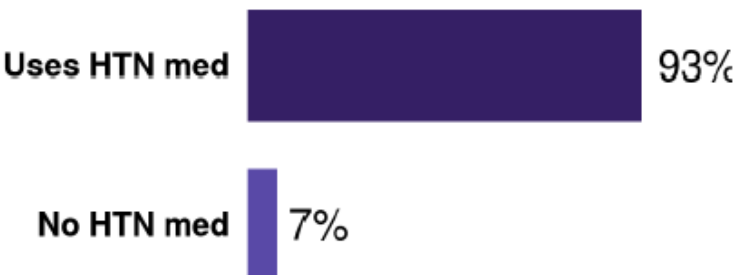
Program(s) enrolled



Uncontrolled stage



HTN med



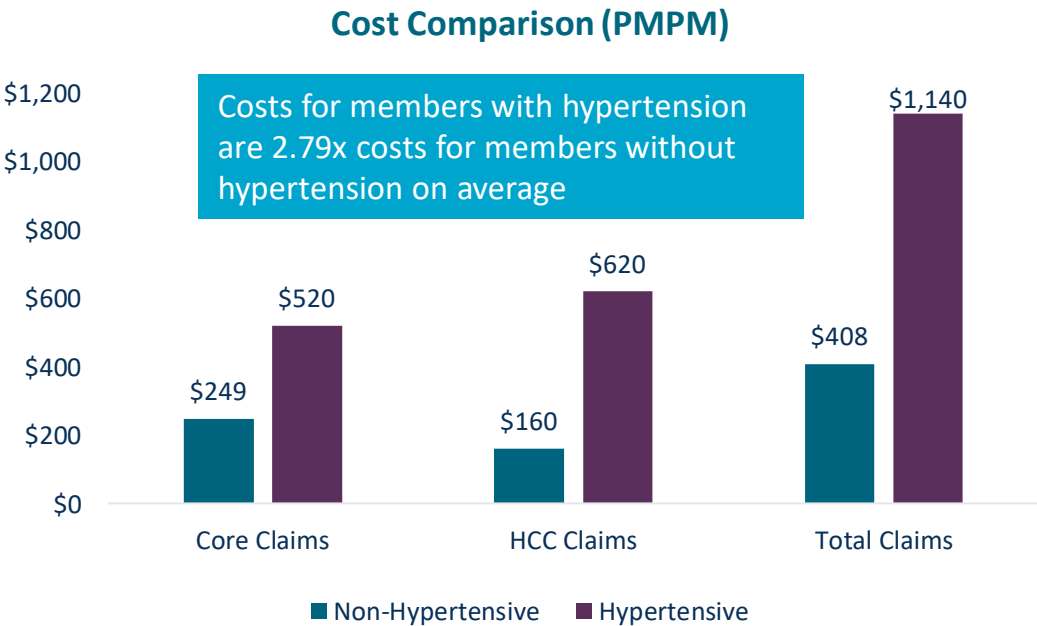
Note: Participants in the Livongo Hypertension program can participate in the Livongo Diabetes program or the Livongo DPP program

Hypertensive versus Non-Hypertensive Cost & Risk Analysis

Top 3 Chronic Conditions	Spouses Prevalence	Number of Spouses	Employees Prevalence	Number of Employees
Diabetes	45%	294	35%	1,049
Hyperlipidemia	71%	460	58%	1,724
Morbid Obesity	16%	101	21%	621

Hypertension Population	Hypertension ER Visits per 1000	Hypertension ER Plan Paid Avg.
Hypertension Members	407.54	\$2,701
Non-Hypertension Members	222.07	\$2,342

Hypertensive population



Top Hypertension (HTN) Comorbidities	HTN Prevalence FY23	Non-HTN Prevalence FY23
Diabetes	36.9%	7.9%
Hyperlipidemia	59.9%	18.8%

Prevalence of diabetes and hyperlipidemia is on average 3.6x 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

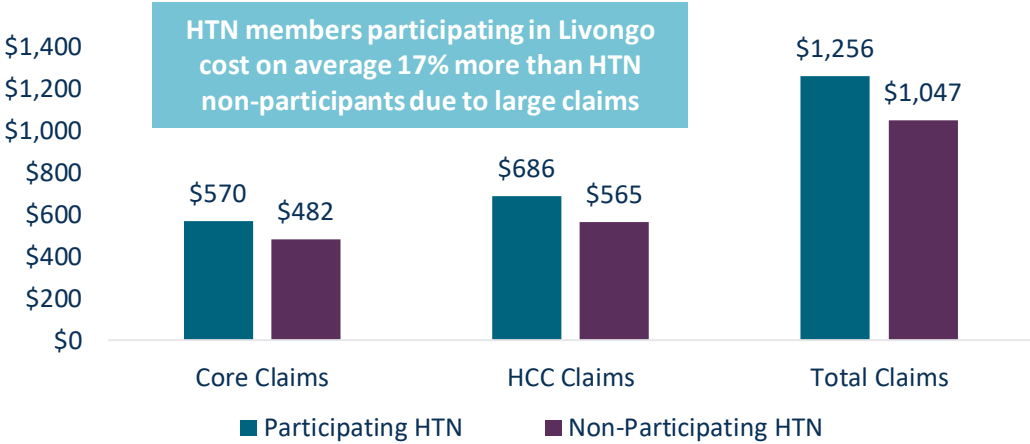
Hypertension Population – Livongo Participants

Livongo Hypertension Participation	Count	% Engaged	Prospective Risk Score
Participating	1,615	47%	3.09
Not Participating	1,796	53%	2.67
Total	3,411	100%	

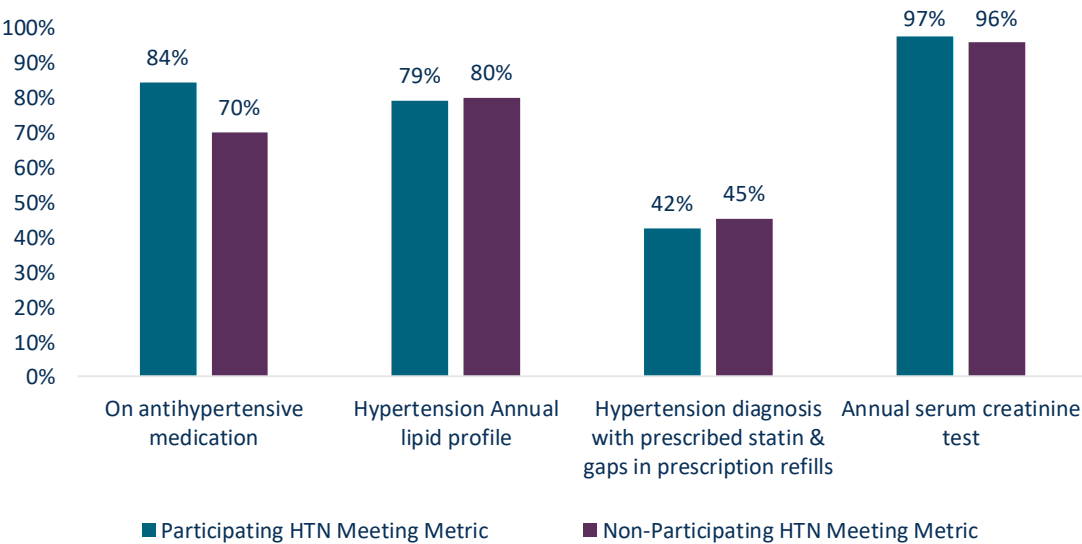
47% participants with Hypertension engaged in Livongo during the program year, a 2% reduction from the prior program year

Hypertension member risk scores diverged significantly from 2.84 and 2.80 in FY24 for participating and non-participating members to 3.09 and 2.67 in FY25

Cost Comparison PMPM FY25



Quality Metrics - Hypertension



18.5% of the HHS non-HTN population have Pre-Hypertension & 36.8% have Hyperlipidemia

- **482** Pre-Hypertension: Systolic ≥ 120 & ≤ 139 , Diastolic ≥ 80 & ≤ 89 , and no diagnosis of Hypertension.
- **4,331** have a diagnosis of Hyperlipidemia

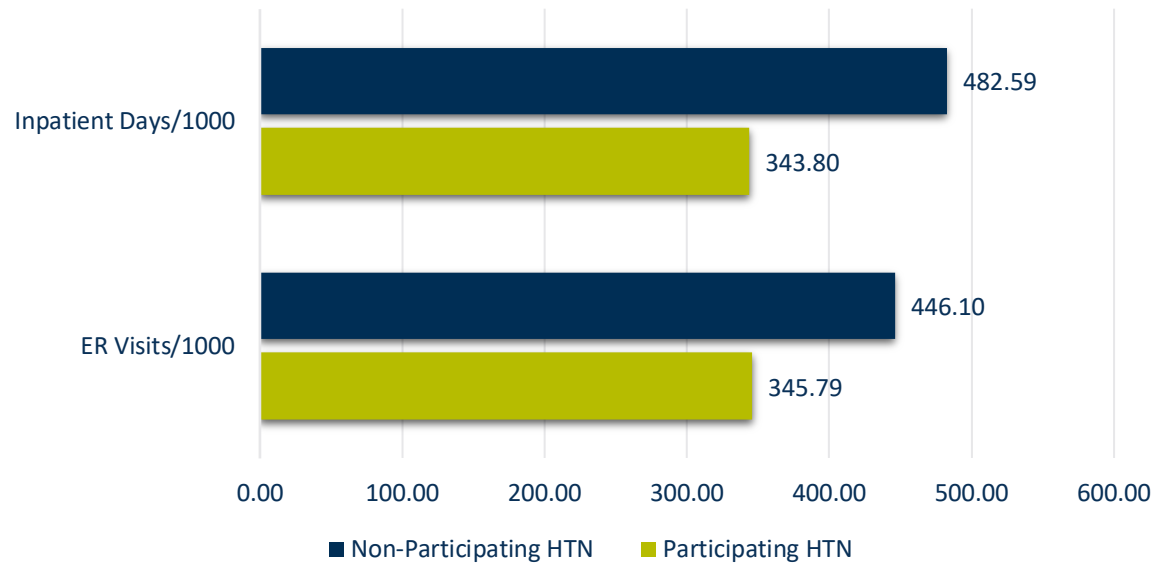
Solutions:

- 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

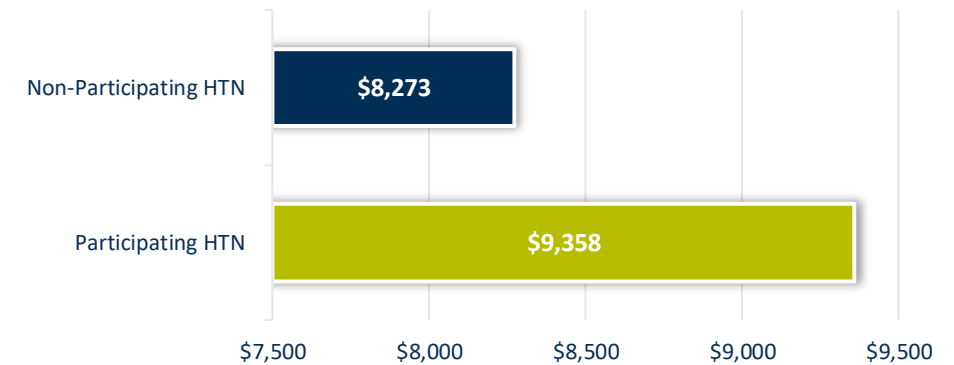
Hypertension Population – Livongo Participants

Livongo HTN Participants vs. Non-Participants: ER & Inpatient Days



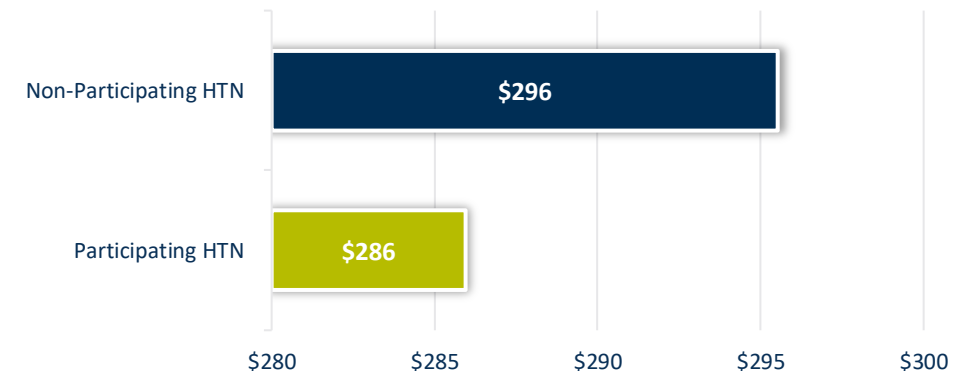
On average, hypertensive members not participating in Livongo had 29% more ER visits and 40% more inpatient days than hypertensive members participating in Livongo.

Average Medical Cost/Claimant



In FY25, the average medical cost for a hypertensive member participating in Livongo was on average 13% more than a non-participating hypertensive member.

Average Medical Claim Cost



The average medical claim cost for hypertensives not participating in Livongo was 1.03x 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	84.2%	84.4%	83.3%
Hypertension annual lipid profile	79.0%	79.2%	78.5%
Hypertension diagnosis and prescribed statin and gaps in prescription refills	42.4%	42.5%	42.1%
Annual serum creatinine test	97.4%	97.5%	96.4%
Preventive visit	96.6%	96.8%	95.1%

Livongo Hypertension Program – Medication Adherence

Hypertension Medications:

Drug	LIVONGO HYPERTENSION PROGRAM			
	Participants	PDC Rate	Non-Participants	PDC Rate
Amlodipine Besylate/ Benazepril HCL	165	67.8%	180	65.4%
Clonidine HCL	18	43.3%	15	46.3%
Enalapril Maleate	10	71.3%	4	63.7%
Hydralazine HCL	18	42.4%	16	33.4%
Irbesartan	7	75.1%	5	71.3%
Lisinopril	167	67.5%	130	57.5%
Lisinopril HCL	51	68.6%	48	67.5%
Losartan Potassium	161	67.6%	132	59.0%
Losartan Potassium HCL	50	69.8%	49	65.7%
Olmesartan Medoxomil	25	59.9%	27	55.4%
Olmesartan Medoxomil HCL	25	73.3%	22	58.3%
Ramipril	10	85.5%	2	71.2%
Valsartan	18	60.5%	27	56.4%
Valsartan HCL	27	87.0%	18	72.1%
Combined	584	86.9%	527	77.9%

Livongo Hypertension participants have a significantly higher PDC (86.9%) than non-participants (77.9%). 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).

Hypertension Population – Livongo Participants

Livongo Participants Clinical Compliance

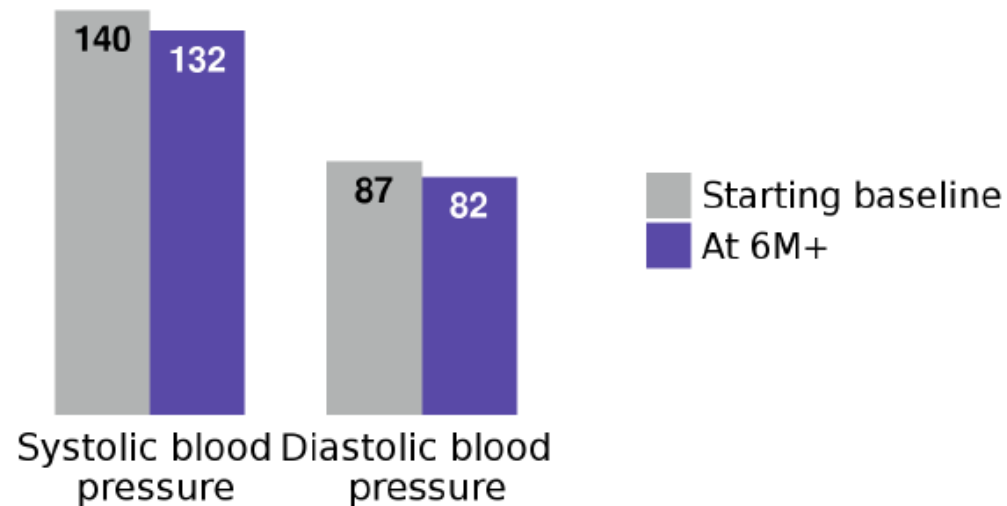
Clinical Measure	% Compliant – All Livongo Hypertension Participants	% Compliant – Employee	% Compliant – Spouse
LDL < 100 mg/dL	48.9%	48.1%	57.9%
Total Cholesterol < 200 mg/dL	71.7%	69.8%	90.0%
HDL: < 50 mg/dL for Females < 40 mg/dL for Males	34.0% F / 26.7% M	34.0% F / 25.6% M	33.3% F / 29.4% M
Triglycerides < 150 mg/dL	78.2%	78.7%	72.2%
Glucose < 100 mg/dL	36.7%	39.5%	20.2%
Blood Pressure < 120/80 mm Hg	18.4%	18.9%	15.5%
Waist Circumference: Women: < 35 inches Men: <40 inches	29.0% F / 53.8% M	28.9% F / 55.0% M	50.0% F / 51.6% M
Physical Activity: At Risk: 1-4 times (<150 min.) /week High Risk: 0 times/week	66.3% / 9.0%	67.8% / 9.3%	58.3% / 7.8%
Tobacco Use: Current Tobacco user	3.1%	3.3%	2.4%
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	47.8% / 3.1%	48.5% / 3.3%	44.2% / 1.9%
Stress: At Risk: Sometimes stressed High Risk: High Stress	31.3% / 8.3%	32.7% / 9.3%	23.8% / 2.9%

Data source: Alliant Analytics, incurred March 2023 – February 2024, paid through April 2024. 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

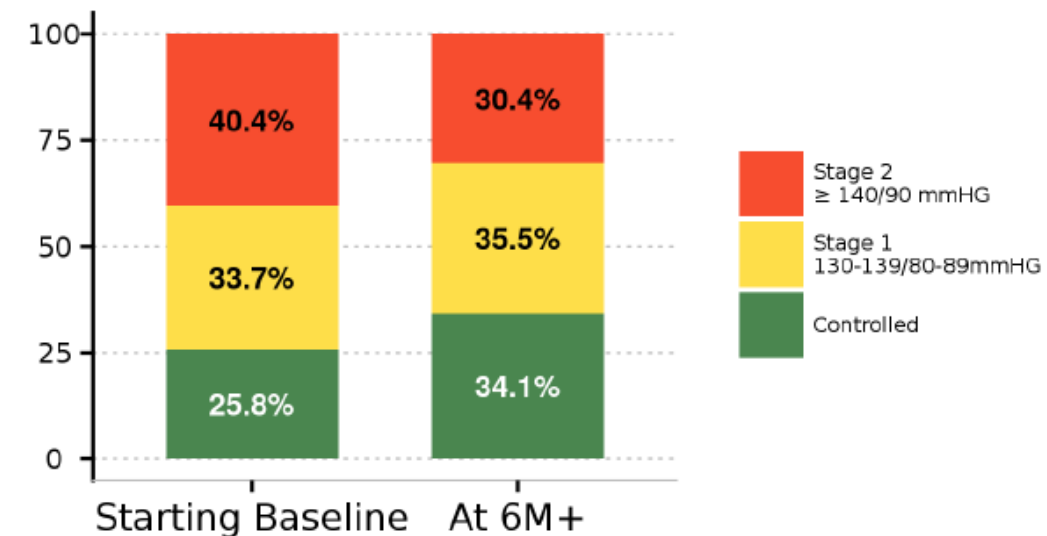
Clinical Outcomes: Blood Pressure Reduction

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



For members who started uncontrolled at baseline (74% of enrolled), on average **-7.1 mmHg** reduction in systolic blood pressure was observed and a **-5.2 mmHg** reduction in diastolic blood pressure was observed at 6M+ onwards

Blood pressure control



79%

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)

**72%****Device monitoring**

Connected blood pressure monitor

**79%****Self-guided activity**

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

**40%****Digital coaching**

Health nudges, 5-day challenges,
action plans

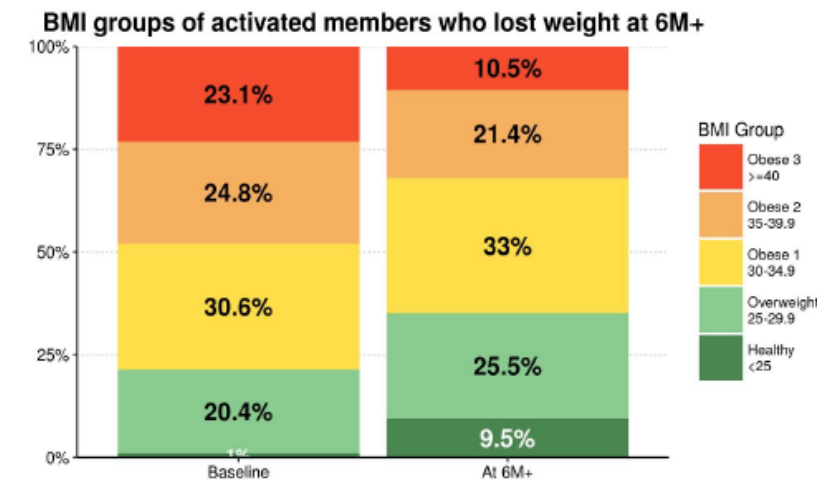
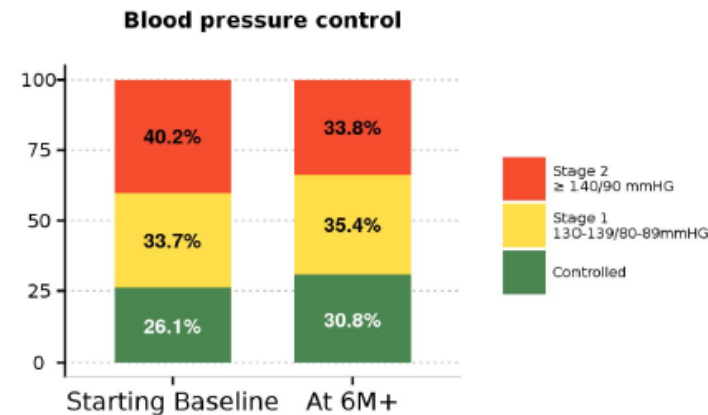
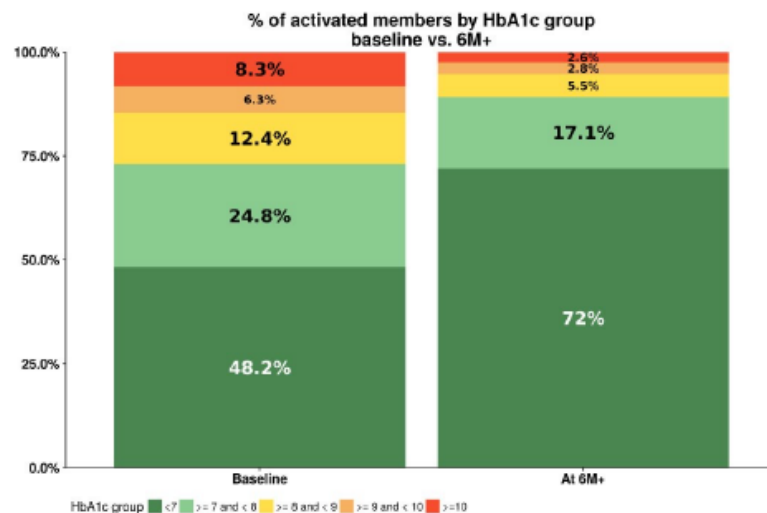
**1%****Expert coaching**

On-demand and scheduled coaching

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

Livongo Hypertension Program ROI Analysis

Executive Summary



Medical & Pharmacy Savings

Diabetes YoY:
\$60-\$118 PMPM
1.6 - 3.1 x ROI

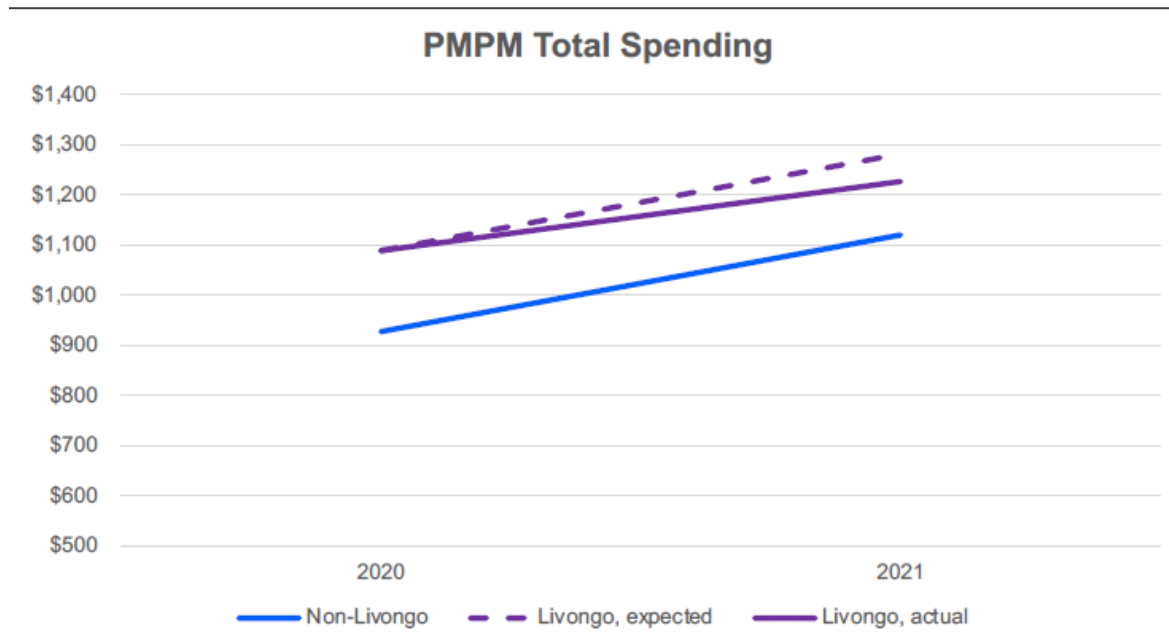
Hypertension YoY:
\$34-\$54 PMPM
1.7 - 2.7x ROI

Prediabetes YoY:
\$104 PMPM
1.7 x ROI

Livongo Hypertension Program ROI Analysis

Total Spending - YOY Hypertension ROI-4Y

	Non-member			Member			DID
Total allowed costs	Y0	Y1	Difference	Y0	Y1	Difference	Savings
Medical	\$689	\$794	\$105	\$694	\$731	\$37	\$68
Pharmacy	\$239	\$326	\$87	\$395	\$496	\$101	-\$14



Total claims ROI :

$\$54 \div \$20 =$

2.7x

\$20: Livongo PMPM fee

Hypertension Population – Livongo Participants

Pooled Spending Summary – Hypertension-4Y

	Non-member			Member			
PMPM Costs	Y0	Y1	% Diff	Y0	Y1	% Diff	DID %
Total costs	\$ 689	\$ 794	15%	\$ 694	\$ 731	5%	-10%
Hypertension-related	\$ 16	\$ 49	202%	\$ 27	\$ 55	101%	-101%
Diabetes-related	\$ 6	\$ 25	313%	\$ 10	\$ 29	203%	-110%
Cholesterol-related	\$ 2	\$ 2	-1%	\$ 2	\$ 3	36%	37%
CVD-related	\$ 56	\$ 22	-61%	\$ 43	\$ 43	-2%	59%
ER visits	\$ 19	\$ 18	-5%	\$ 14	\$ 12	-19%	-14%
Inpatient hospital, non-ER visits	\$ 220	\$ 138	-37%	\$ 110	\$ 89	-19%	18%
Outpatient hospital, non-ER visits	\$ 229	\$ 381	67%	\$ 355	\$ 327	-8%	-75%
Office visits	\$ 137	\$ 153	12%	\$ 140	\$ 185	32%	20%
Total pharmaceutical costs	\$ 239	\$ 326	37%	\$ 395	\$ 496	26%	-11%
Hypertension-related pharmaceutical costs	\$ 11	\$ 11	2%	\$ 21	\$ 20	-6%	-8%

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 (PMPM).

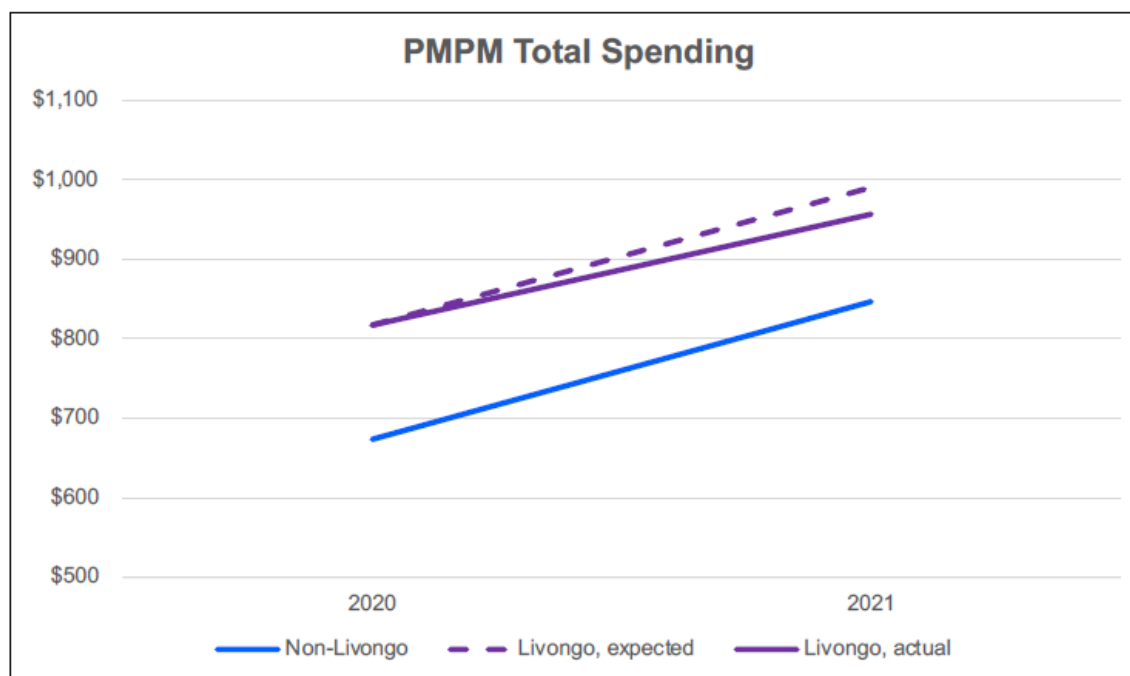
Place of Service costs are mutually exclusive groups and will have a sum close to the Total Medical Costs (PMPM). Not all categories are represented in the table.

Data sources: Harris Health Livongo Teladoc ROI and Business Review Report May 2024

Livongo Hypertension Program ROI Analysis

Total Spending - YOY Hypertension ROI-Less than 4Y

	Non-member			Member			DID
Total allowed costs	Y0	Y1	Difference	Y0	Y1	Difference	Savings
Medical	\$529	\$663	\$134	\$609	\$700	\$91	\$43
Pharmacy	\$144	\$184	\$40	\$208	\$257	\$49	-\$9



Total claims ROI :

$$\$34 \div \$20 =$$

1.7x

\$20: Livongo F

Hypertension Population – Livongo Participants

Pooled Spending Summary – Hypertension-Less than 4Y

	Non-member			Member			
PMPM Costs	Y0	Y1	% Diff	Y0	Y1	% Diff	DID %
Total costs	\$ 529	\$ 663	25%	\$ 609	\$ 700	15%	-10%
Hypertension-related	\$ 18	\$ 53	196%	\$ 35	\$ 31	-12%	-208%
Diabetes-related	\$ 11	\$ 27	140%	\$ 23	\$ 12	-48%	-188%
Cholesterol-related	\$ 2	\$ 2	-19%	\$ 1	\$ 1	0%	19%
CVD-related	\$ 38	\$ 16	-59%	\$ 32	\$ 24	-25%	34%
ER visits	\$ 16	\$ 13	-16%	\$ 13	\$ 14	9%	26%
Inpatient hospital, non-ER visits	\$ 143	\$ 145	1%	\$ 116	\$ 49	-58%	-59%
Outpatient hospital, non-ER visits	\$ 168	\$ 295	76%	\$ 269	\$ 424	57%	-18%
Office visits	\$ 143	\$ 151	6%	\$ 130	\$ 144	11%	5%
Total pharmaceutical costs	\$ 144	\$ 184	28%	\$ 208	\$ 257	24%	-4%
Hypertension-related pharmaceutical costs	\$ 11	\$ 10	-5%	\$ 10	\$ 8	-22%	-17%

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 (PMPM).

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.

Livongo Hypertension Program ROI Analysis

Medical Spending

- Positive ROI seen in all years (year 1 – year 4)
- 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

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

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; a total savings of \$1,046,520

Teladoc Health Livongo Diabetes Prevention Program

Teladoc Health Livongo Pre-Diabetes 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 =33%; a 2% increase from the prior program year
 - Decrease the prevalence of pre-diabetes at Harris Health System by $\geq 1\%$
 - 30.5% of our population (with available glucose and/or HbA1c data and no diabetes diagnosis) has Pre-Diabetes, a decrease of 1.7% over prior program year
 - Decrease the prevalence of overweight and obesity at Harris Health System by $\geq 1\%$
 - 85.1% of participants with Pre-Diabetes have a BMI of ≥ 25 , no change from the prior program year
 - 51.9% of participants with Pre-Diabetes have a high waist circumference, a 2.7% decrease from prior program year
 - Decrease medical claims cost per Pre-Diabetes Participant
 - The average medical claims cost per Pre-Diabetes participant is \$159.57 PMPM, an increase of 11.6% (\$16.56 PMPM)
 - Decrease the utilization and costs of ER and inpatient visits
 - The average number of ER visits/1,000 for Pre-Diabetes participants is 330.99, an increase of 6.3% (19.64 visits/1,000 members)
 - The average number of Inpatient Days/1,000 for DPP participants is 205.14, a decrease of 8.2% (18.27 days/1,000 members).
 - Improve % of participants who lost weight
 - 61.9% of members lost weight
 - Achieve $\geq 5\%$ and 10% Weight loss to improve health and decrease risks
 - 30.9% of participants lost $> 10\%$ Weight loss; 13.1% lost 7-10%; 8.9% lost 5-7% weight loss; 16.9% lost 3-5% and 30.3% lost $< 3\%$ weight loss.
 - 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 +77; positive testimonials

Teladoc Health Livongo Pre-Diabetes 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 – Pre-Diabetes

Pre-Diabetes		Mar 2023 – Feb 2024		TRENDS	
Biometric	Biometric Description	#	%	#	%
Population with Pre-Diabetes	Glucose ≥ 100 and < 126 or an HbA1c $> 5.7\%$ and $< 6.4\%$, and no diagnosis of diabetes	1,656	30.5%	-210	-1.7%
Potentially undiagnosed diabetics	Glucose ≥ 126 or an HbA1c $\geq 6.4\%$, and no diagnosis of diabetes	224	4.1%	-24	-0.2%
% of Pre-Diabetic Population Overweight (BMI)	At Risk: 25-29 High Risk: ≥ 30	822	85.1%	-81	0.0%
% of Pre-Diabetic Population Overweight (Waist Circumference)	Women: ≥ 35 inches Men: ≥ 40 inches	390	51.9%	-66	-2.7%

Livongo Pre-Diabetes Program:

- New Program launched in January 2020
- Achieved 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

Key Findings:

- 30.5% of our population (with available glucose and/or HbA1c data and no diabetes diagnosis) has Pre-Diabetes, a decrease of 1.7% over prior program year
- Potentially undiagnosed diabetics decreased by 0.2% (24 people)
- 85.1% of participants with Pre-Diabetes have a BMI of ≥ 25 , consistent with prior program year
- 51.9% of participants with Pre-Diabetes have a high waist circumference, a 2.7% decrease from prior program year

Pre-Diabetes Participants Cost & Risk Analysis (baseline)

Participating in Livongo Pre-Diabetes Program	Count	Prospective Risk Score
Participating (Total)	587	1.85
Employees	547	1.86
Spouses	40	1.71

679 enrolled in the DPP program; 33% of eligible population during the program year

Pre-Diabetes Population	Avg. Medical Claim Cost	ER Visits/1000	Inpatient Days/1000
DPP Members	\$159.57	330.99	205.14

- The average medical claims cost per DPP participant is \$159.57 PMPM, an increase of 11.6% (\$16.56 PMPM)
- The average number of ER visits/1,000 for DPP participants is 330.99, an increase of 6.3% (19.64 visits/1,000 members)
- The average number of Inpatient Days/1,000 for DPP participants is 205.14, a decrease of 8.2% (18.27 days/1,000 members)

Top 3 Chronic Conditions	Prevalence within DPP Participants	% of Total DPP Participants
Hypertension	211	35.9%
Hyperlipidemia	167	28.4%
Morbid Obesity	125	21.3%

Solutions Implemented:

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

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 <u>or</u> WC ≥ 35 (f) or ≥ 40 (m))
3	No previous diagnosis of T1 or T2 Diabetes

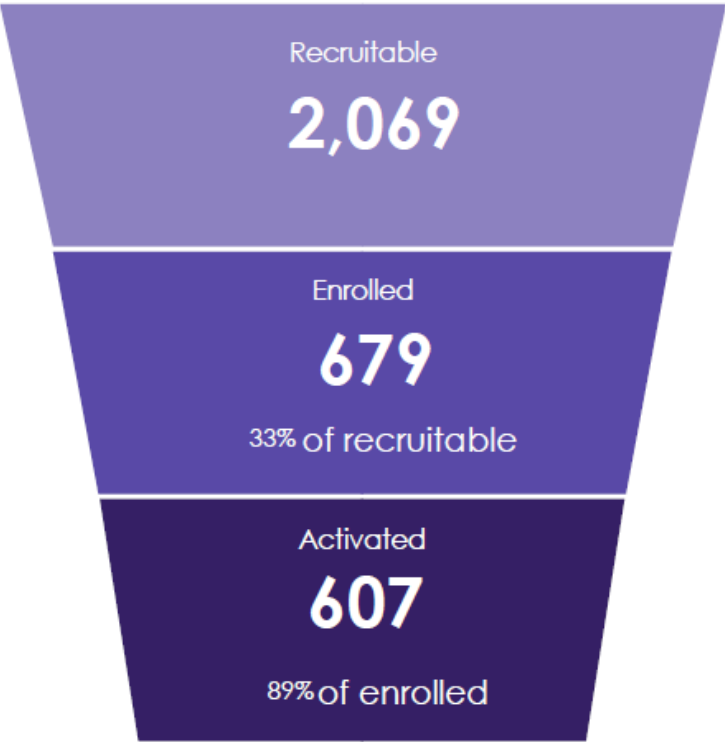
Additional Factor(s): *must meet at least 1*

- Diagnosis of Pre-Diabetes
- HbA1c of 5.7% - 6.4%
- Glucose ≥ 100 and < 126 mg/dL
- Previously diagnosed with gestational diabetes
- No physical activity
- Hypertension diagnosis

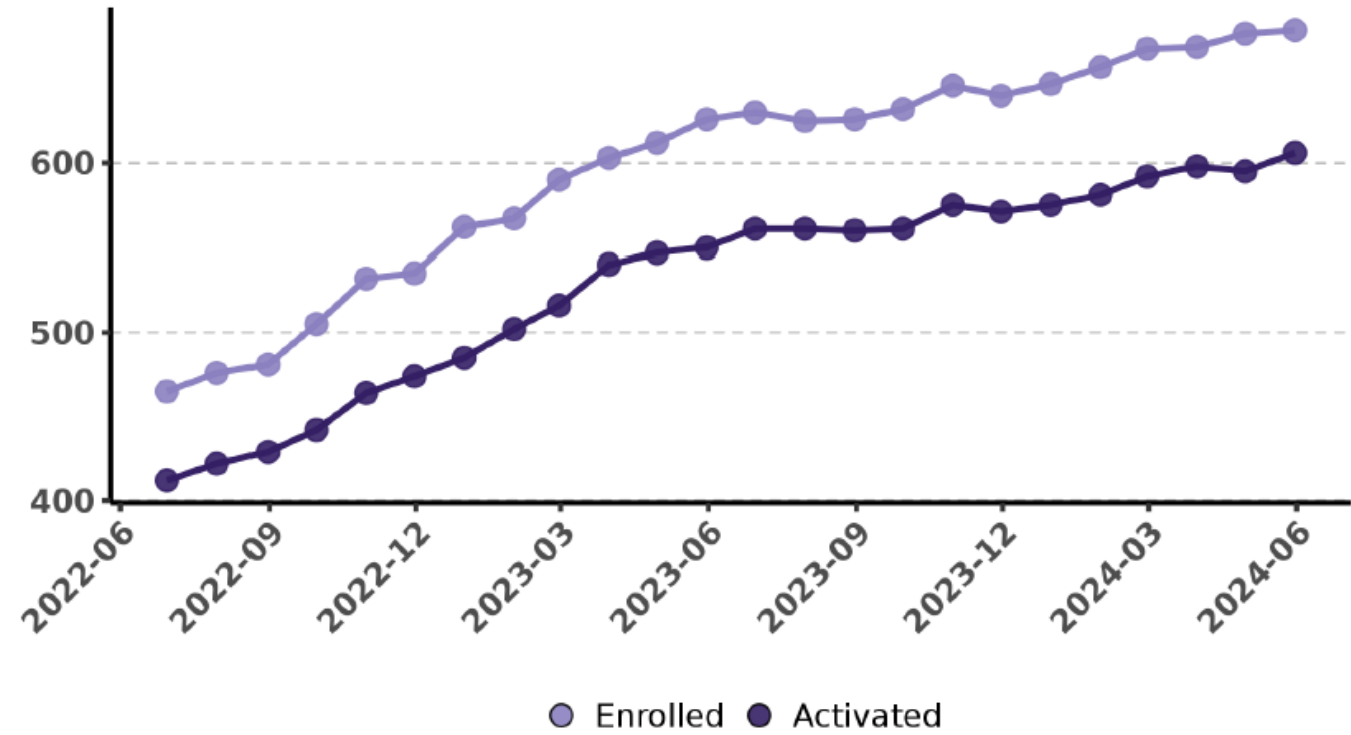
Livongo Pre-Diabetes Prevention Program

Prediabetes management

Enrollment & Activation Dashboard



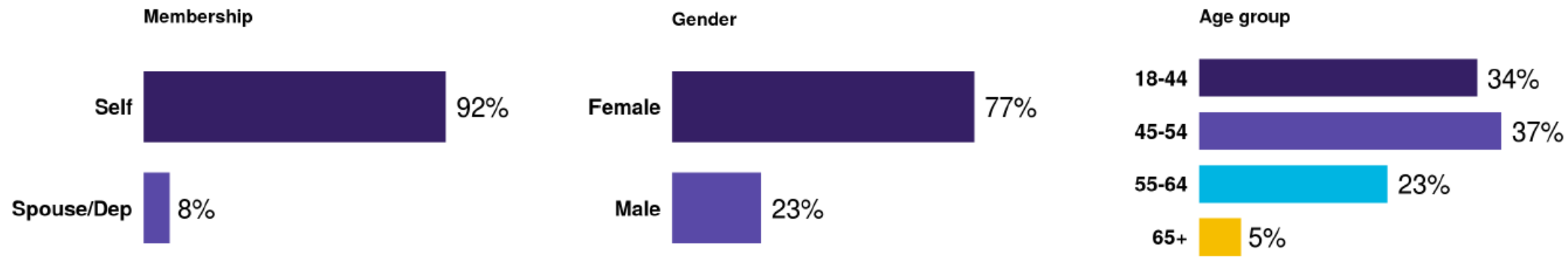
Prediabetes Enrollment & Activation Trends



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

Livongo Pre-Diabetes Prevention Program

Prediabetes management









76%

Of activated members engaged in self-guided activity

29

Average self-guided activity / member

	Email opens	Mobile app	Web portal	Lessons completed	Health summary report sharing	Food log completion
						
% of activated users	69%	27%	20%	8%	8%	5%
Frequency per member using feature	9 Email Opens	13 Days	14 Logins	2 Lessons	4 Shares	73 Logs

Livongo Diabetes Prevention Program

Prediabetes management

Program Engagement Overview

Average 90 day member engagement rates (% of activated)

**76%****Device monitoring**

Connected scale

**76%****Self-guided activity**

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

**16%****Digital coaching**

Health nudges, 5-day challenges, action plans

**4%****Expert coaching**

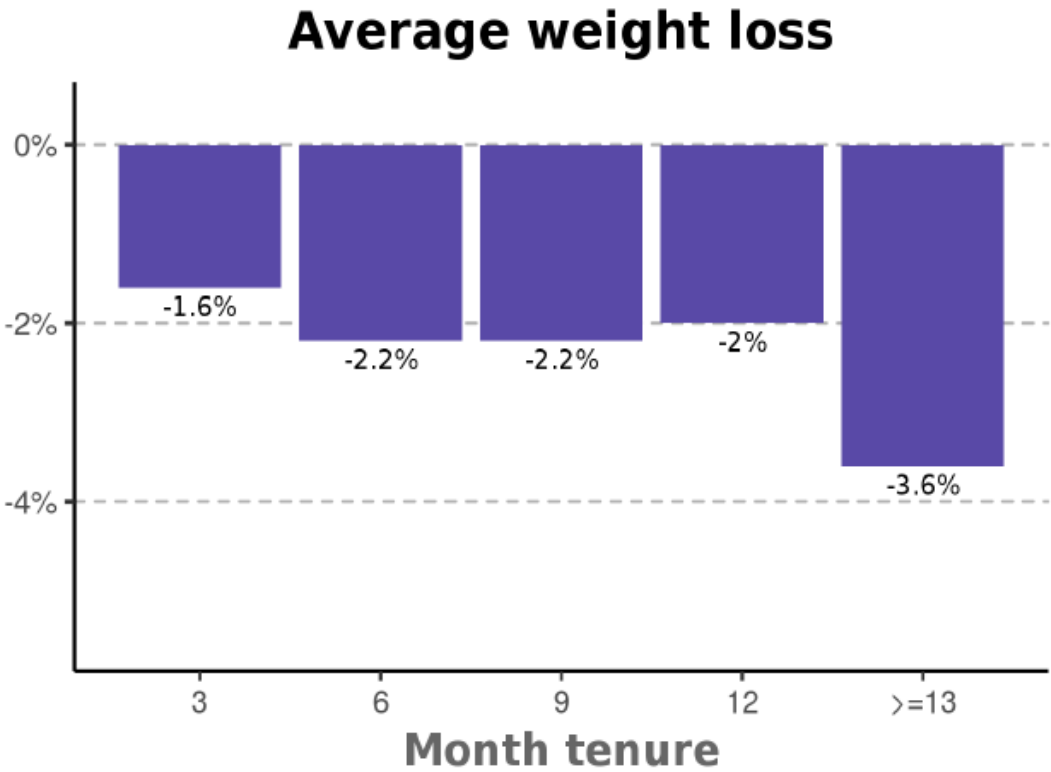
On-demand and scheduled coaching

Members engage with the prediabetes management program on average 18 times per month

Livongo Diabetes Prevention 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.

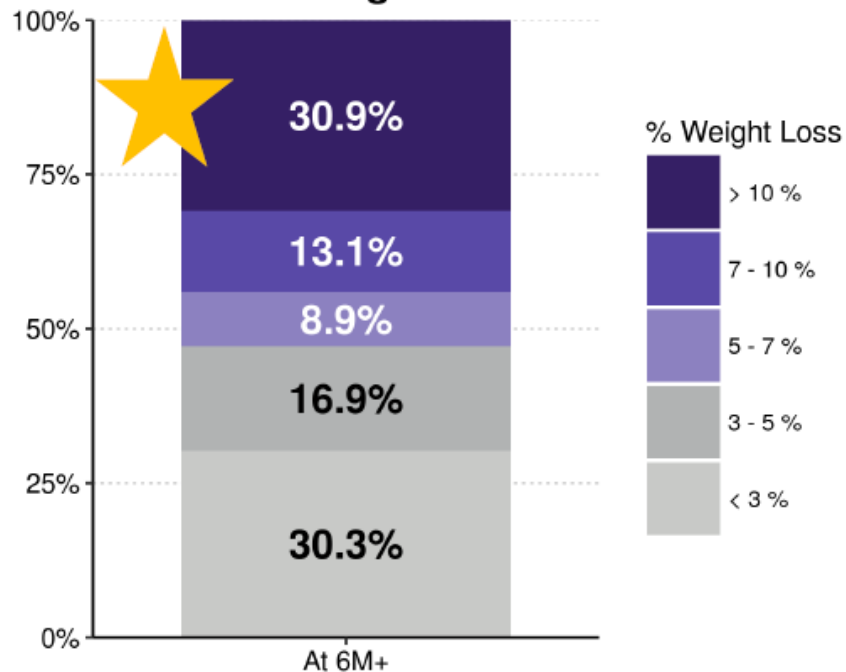
After the first 12 months, the goal of the program is to help members maintain the weight loss they have achieved. These efforts are imperative, because with the adaptive mechanisms of the body's metabolism, as many as 8 out of 10 who try to lose weight will regain it beyond year 1. The prediabetes management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

Livongo Diabetes Prevention Program

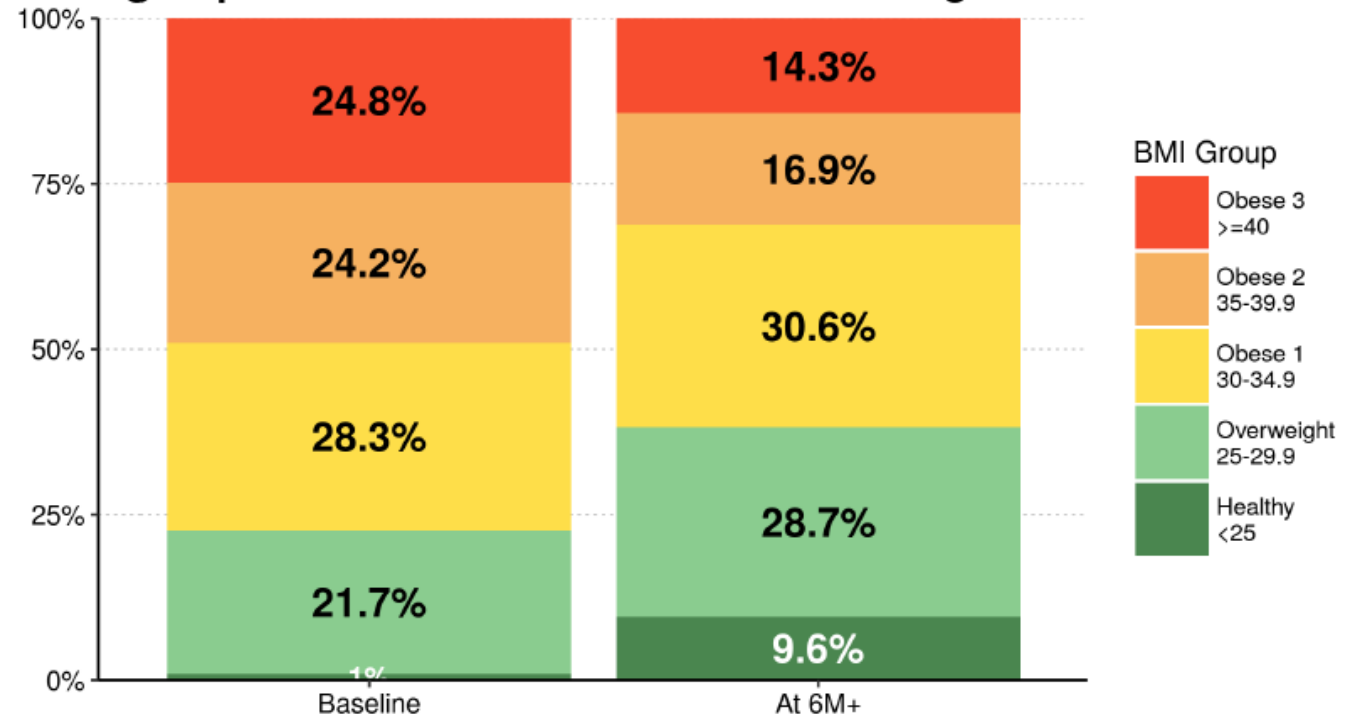
Prediabetes management

Clinical Outcomes: BMI movement

Distribution of activated members who lost weight at 6M+



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

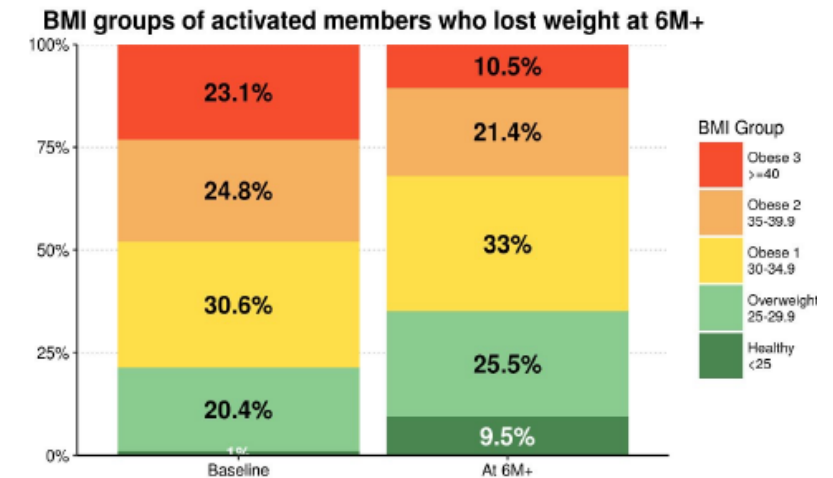
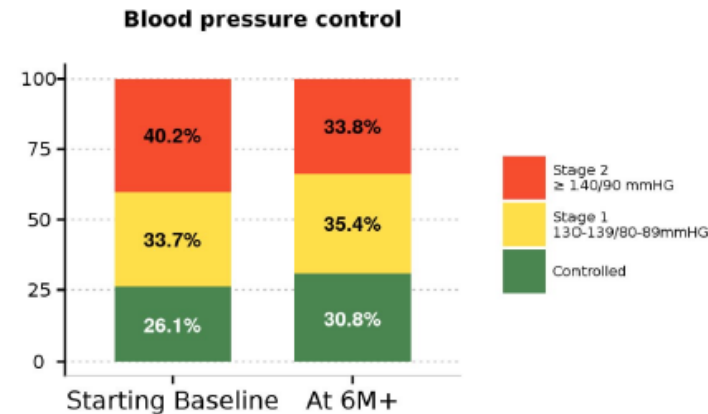
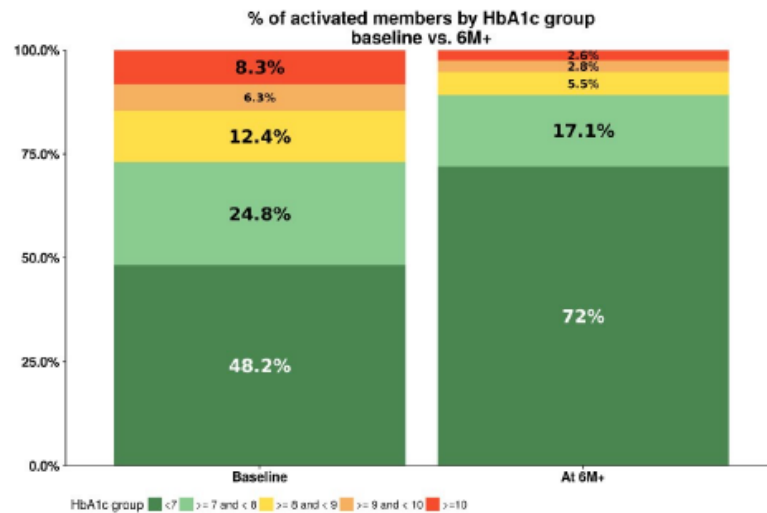


61.9%

Activated members lost weight

Livongo Prediabetes Program ROI Analysis

Executive Summary



Medical & Pharmacy Savings

Diabetes YoY:
\$60-\$118 PMPM
1.6 - 3.1 x ROI

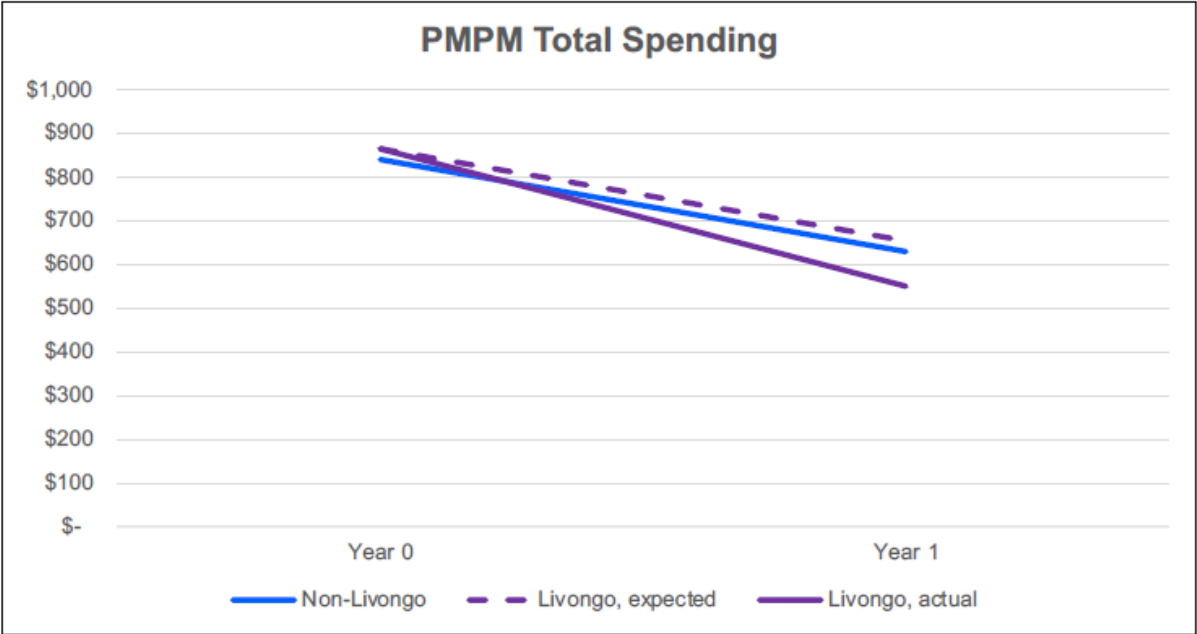
Hypertension YoY:
\$34-\$54 PMPM
1.7 - 2.7x ROI

Prediabetes YoY:
\$104 PMPM
1.7 x ROI

Livongo Pre-Diabetes Program ROI Analysis

Total Spending - YOY Prediabetes ROI

	Non-member			Member			DID
Total allowed costs	Y0	Y1	Difference	Y0	Y1	Difference	Savings
Medical	\$778	\$541	-\$237	\$784	\$445	-\$339	\$102
Pharmacy	\$63	\$89	\$26	\$81	\$105	\$24	\$2



Total claims ROI :
\$104 ÷ \$62 =
1.7x

\$62: Livongo PMPM fee
165

Livongo Pre-Diabetes Population – Livongo Participants

Pooled Spending Summary – Prediabetes

	Non-member			Member			
PMPM Costs	Y0	Y1	% Diff	Y0	Y1	% Diff	DID %
Total costs	\$ 778	\$ 541	-30%	\$ 784	\$ 445	-43%	-13%
Prediabetes costs	\$ 0	\$ 0	9%	\$ 1	\$ 1	-24%	-33%
Overweight costs	\$ -	\$ 0	-	\$ -	\$ -	-	-
Obese costs	\$ 0	\$ 32	16344%	\$ 0	\$ 1	315%	-16028%
Extreme obese costs	\$ 50	\$ -	-100%	\$ -	\$ 1	-	-
Cholesterol-related	\$ 2	\$ 0	-74%	\$ 3	\$ 3	-11%	63%
Hypertension costs	\$ 3	\$ 4	15%	\$ 58	\$ 14	-75%	-91%
Infection costs	\$ 7	\$ 32	331%	\$ 2	\$ 17	684%	353%
MSK costs	\$ 93	\$ 58	-38%	\$ 77	\$ 15	-81%	-43%
ER costs	\$ 19	\$ 19	2%	\$ 7	\$ 7	1%	-1%
Inpatient non-ER costs	\$ 148	\$ 61	-59%	\$ 113	\$ 0	-100%	-41%
Outpatient non-ER costs	\$ 343	\$ 263	-23%	\$ 384	\$ 176	-54%	-31%
Office costs	\$ 119	\$ 102	-14%	\$ 127	\$ 138	9%	23%
Total pharmaceutical costs	\$ 63	\$ 89	42%	\$ 81	\$ 105	29%	-13%

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 (PMPM).

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 ROI and Business Review Report May 2024

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 364 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

Wondr Health™

Participation

61%
Completion
of 2+ classes

- 113 people started the program
- 85 people did at least 2 or more sessions
- 61% Completed at least 2+ sessions
- 41% completed 8+ sessions
- Participants can join anytime

Average BMI

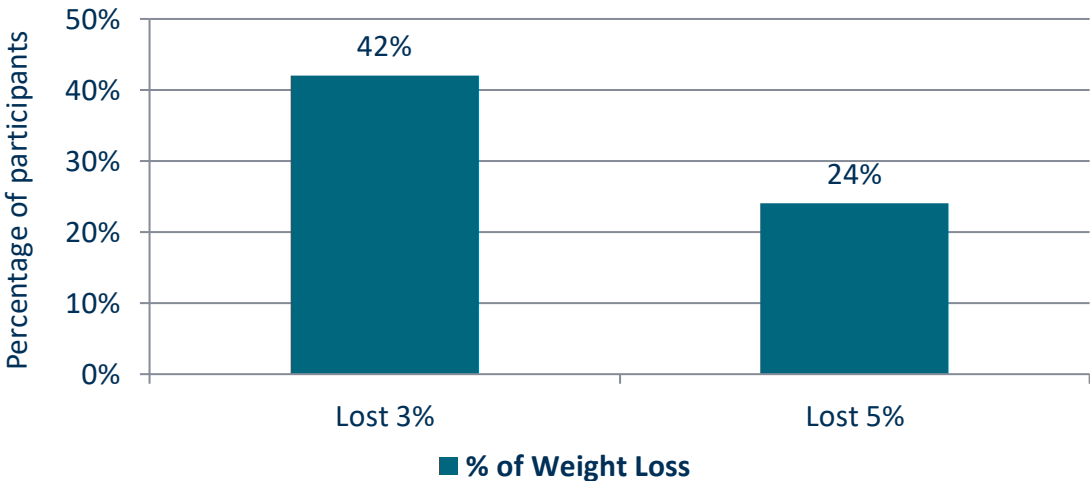
31.1

AVERAGE BMI	
Normal:	BMI 18.5 to < 25.0
Overweight:	BMI 25.0 to < 30.0
Obese:	BMI ≥ 30.0

Established Participants

Age (Average)	45
Starting Weight (Average)	186.2
Starting BMI (Average)	31.1
Female	86%
Male	14%

Total Weight Loss more than 364 pounds



Wondr Health™ Engagement

Engagement Metrics



Mobile App Users

102



Behavior Tools Used

2,543



Tailored Lessons Taken

835

Participants engaging in the Wondr mobile app

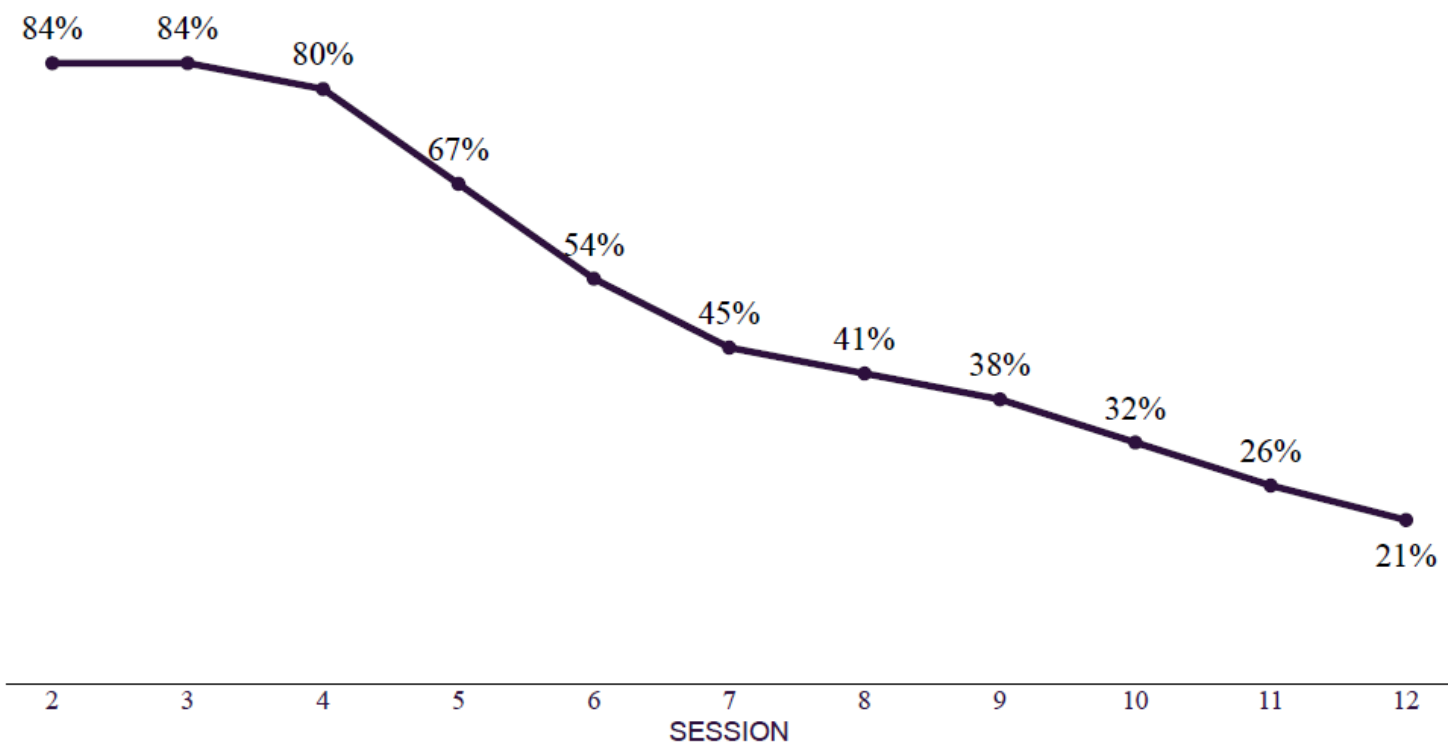
<i>Weights Logged</i>	<i>1,241</i>	<i>Activities Completed</i>	<i>436</i>
<i>Meals Tracked</i>	<i>422</i>	<i>Goals Set</i>	<i>154</i>
<i>Skills Checked</i>	<i>290</i>		

Personalized activities and eating behavior lessons taken by participants

Wondr Health™ Engagement

Participation

PERCENTAGE OF ESTABLISHED



**Established
(2+ Sessions)**



Average Sessions Watched

6.9



Participated 8+ Sessions

35



8+ Rate

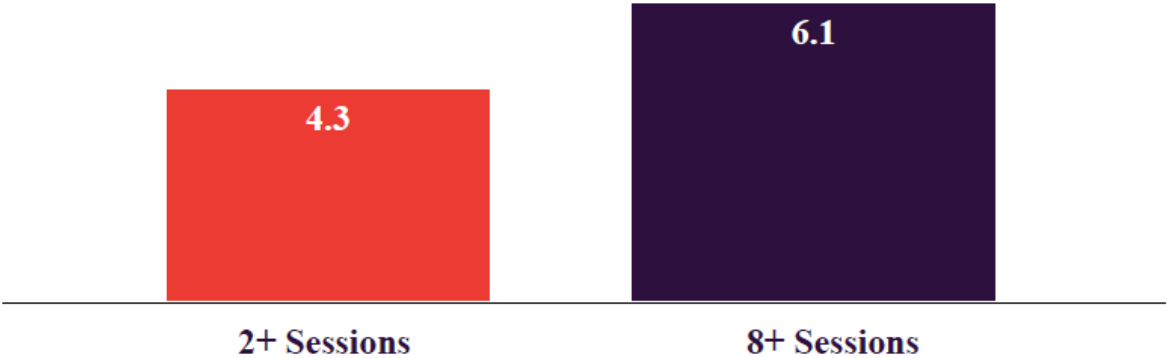
41%

(Benchmark: 48% - 60%)

Wondr Health™ Engagement

Weight Loss

WEIGHT LOSS (LBS)



8+ Sessions



Average Weight Loss

3.3%

(Benchmark: 3.9% - 6.2%)



Achieved 3%

42%

(Benchmark: 45% - 65%)



Achieved 5%

24%

(Benchmark: 21% - 41%)



*Weight Loss data based on participants with a BMI > 25

Challenges

Spring Into Motion – Health Enhancement Challenge

March 6th – April 16th

- 104 participants
- Goal is to earn 90 points by completing physical activity
 - 6000-7999 steps = 3 points
 - 8000-9999 steps = 4 points
 - 10,000+ steps = 5 points
- 50% Achievement Rate
- Winning Teams:
 - 1st Place: Squatty Hotties
 - 2nd Place: The Healthy PAC
 - 3rd Place: FP Rehab 2
- Health Behaviors - Behaviors and total times recorded
 - Eat More Colors: 12
 - Escape for 10-20 Minutes: 13
 - Unplug from devices: 16
 - Plank 3x: 18
 - Share a Meal: 12
 - Breathing Exercises: 11



Ola – Health Enhancement Challenge

June 19, 2023 – July 30, 2023

- 156 participants
- Goal is to earn 90 points by completing physical activity
 - 6000-7999 steps = 3 points
 - 8000-9999 steps = 4 points
 - 10,000+ steps = 5 points
- 46% Achievement Rate
- Winning Teams:
 - 1st Place: Gotcha
 - 2nd Place: Walkaholics RT
 - 3rd Place: Squatty Hotties
- Health Behaviors - Behaviors and total times recorded
 - De-Stress In a Flash: 38
 - Escape for 10-20 Minutes: 34
 - Give me 10+: 27
 - Move Your Feet: 29
 - Plank it 3x: 29
 - Share a Recipe: 20



10K a Day- Health Enhancement Systems

September 11, 2023 – October 22, 2023

- 53 participants
- Goal is to earn 90 points by completing physical activity
 - 6000-7999 steps = 3 points
 - 8000-9999 steps = 4 points
 - 10,000+ steps = 5 points
- 51% Achievement Rate
- Winning Teams:
 - 1st Place: Gotcha
 - 2nd Place: 1C Rad/Onc
- Health Behaviors - Behaviors and total times recorded
 - Bite Into Something New: 5
 - Bolder Shoulders: 6
 - Experience Nature: 7
 - Just Relax: 7
 - Streeeeetch: 5
 - Take a Self-Compassion Break: 7



Healthy Wage Challenge

January 2023 – April 2023

- 18 participants
 - 18 Number of Participants
 - 3.1% Average Weight Loss
 - 6.2 Average Pounds Lost
 - 111 Total # of Pounds Lost
- Top Teams out of 102:
 - #27: Thin It to Win It
 - #71: Competency Scales
 - #85: Thick Chicks Getting It!



Special Events

Special Events

January 2023 – February 2024

- 9 total event Types (does not include multiple offerings of the same event at different locations)
- 4,440 total participants

Event	# of Participants
AIDS Walk	25
Celebrate You and Field Day	878
Garden Project	4
Get Your Rear in Gear Walk	5
Houston Corporate 5K	14
Poker Walk	1,013
Relaxathon	2,038
Texas Med Run	398
Volunteering: Oncology Health and Wellness Fair	65
Grand Total	4,440



Celebrate You



Field Day



Relaxathon



Field Day



Poker Walk



Medical Center Run & Walk

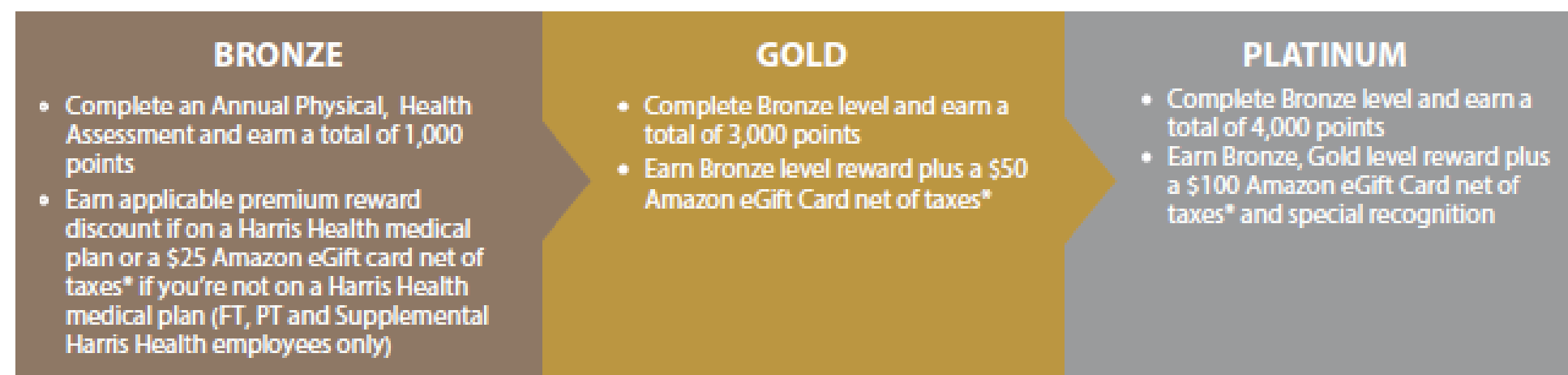
Medal Level Analysis

Wellness Rewards Program

HEALTHY@HARRIS, GO PLATINUM

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.

HEALTHY@HARRIS REWARDS PROGRAM 3/1/23 – 2/29/24



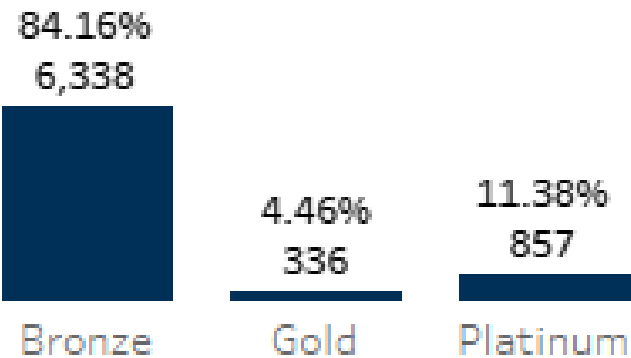
Amazon eGift Cards will only be rewarded on a monthly basis and distributed by our vendor partner to your Harris Health email address. eGift cards are sent from no-reply@hawkmarketplace.com.

*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.

Medal Level Analysis

Wellness Rewards Program 3/1/23-2/29/24

Medal Levels for Completed Participants



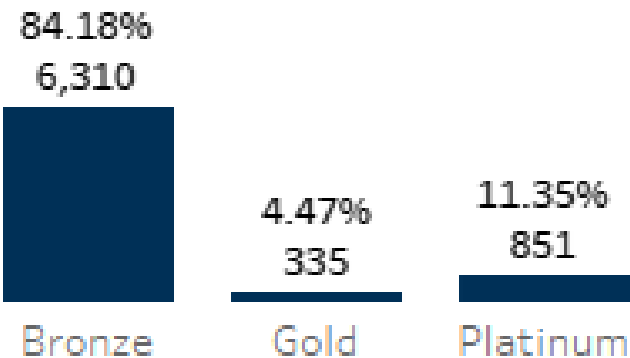
Program-Eligible Population = Regular, full-time, part-time and supplemental employees (on and off of the medical plan) and spouses on the medical plan with a hire or coverage date from March 1, 2023 – November 30, 2023

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.

64.23% of all Employees and Spouses Earned Wellness Rewards

Premium Rewards Program 3/1/23-2/29/24

Medal Levels for Completed Participants

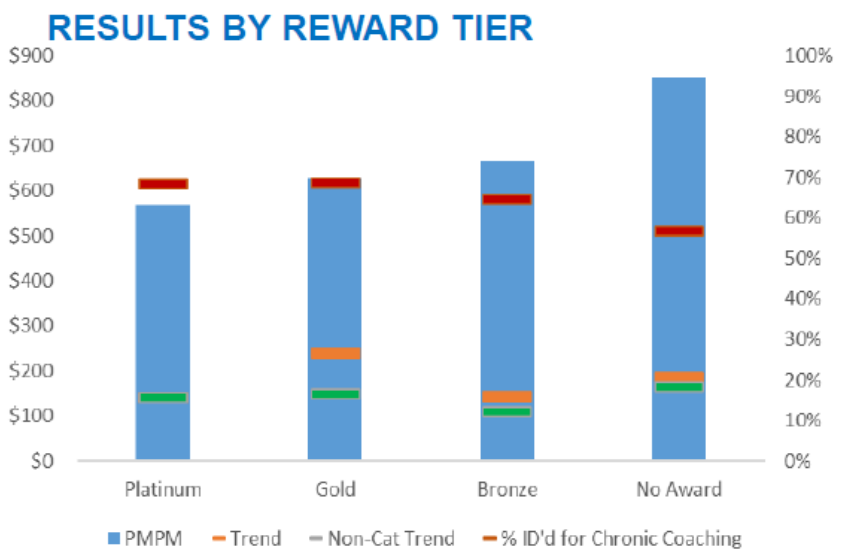


Premium Reward-Eligible Population = Regular, full-time, part-time and supplemental employees on the medical plan and spouses on the medical plan with a hire or coverage date from March 1, 2023 – November 30, 2023

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.)

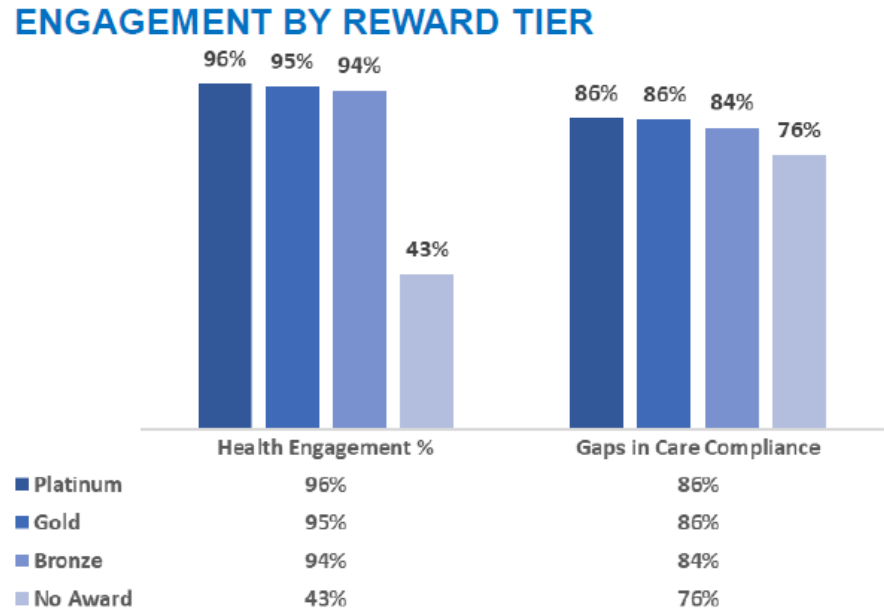
Medal Level Analysis



Metric	Platinum	Gold	Bronze	No Award
Unique Mbr. Count	857	336	6338	2353
Medical PMPM	\$548	\$919	\$637	\$714
PMPM Trend	-7%	51%	-1%	5%
Non-Cat PMPM Trend	1%	3%	4%	11%
% ID for Chronic Coaching	63%	68%	61%	45%

Observations

- 7,531 members earned a reward tier
- Award earners had significantly higher health engagement rates and better Gaps in Care Compliance compared to non-earners.
- Gold Plan catastrophic claimants per thousand doubled from 6 to 12, including a top million-dollar cancer claimant.



GAPS IN CARE COMPLIANCE BY REWARD TIER

Condition Compliance	Platinum	Gold	Bronze	No Award
Hypertension	91%	92%	91%	85%
Hyperlipidimia	96%	96%	96%	96%
Obesity	99%	99%	99%	97%
Diabetes	92%	91%	89%	84%
Asthma	94%	98%	95%	94%

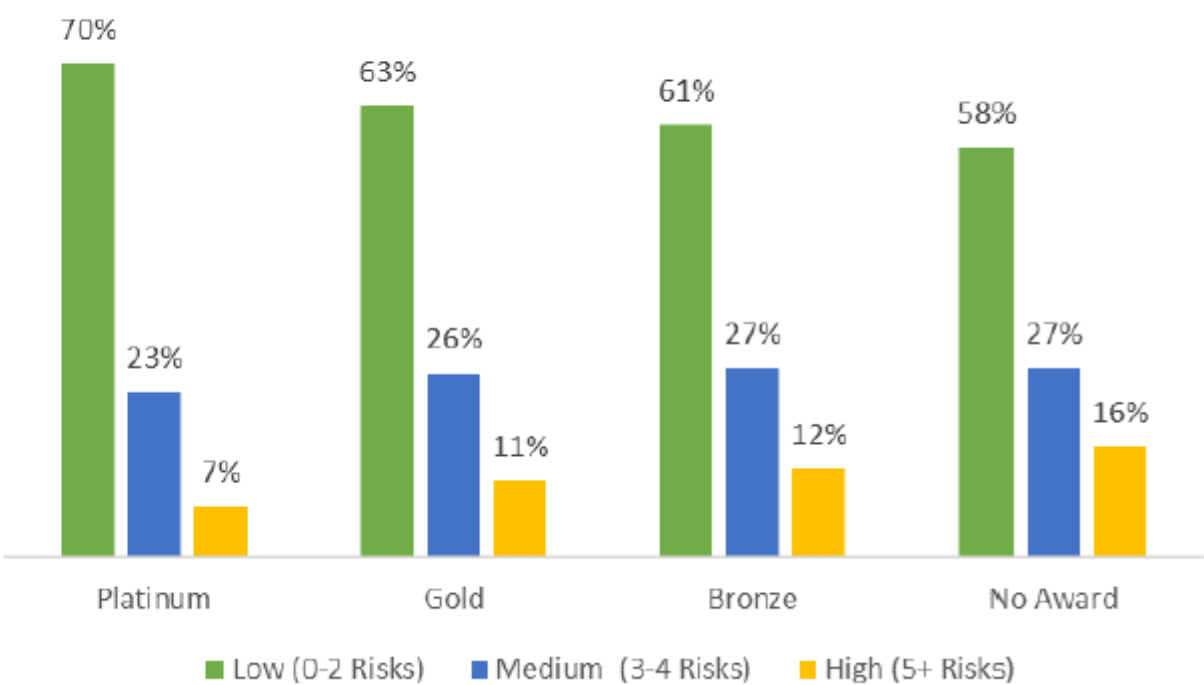
Category Compliance	Platinum	Gold	Bronze	No Award
Achieve Targets	94%	93%	92%	90%
Appropriate Monitoring	93%	93%	92%	86%
Medication Adherence	93%	96%	92%	92%

Medal Level Analysis

CURRENT HRA COMPLETIONS & AVERAGE SPEND PER RISK LEVEL

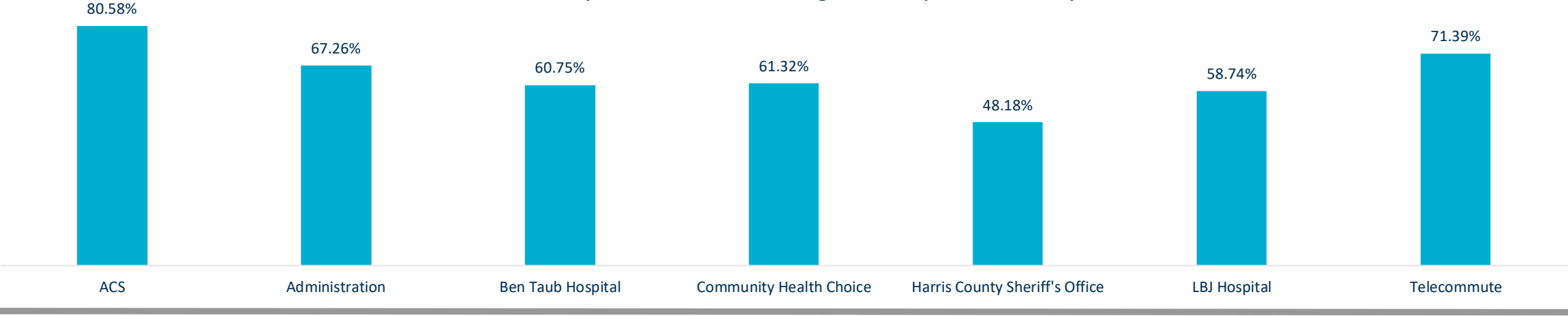
Risk Level	Platinum	Gold	Bronze	No Award
# Completions	822	317	5,896	801
Low	\$5,277	\$10,938	\$5,972	\$5,783
Medium	\$7,432	\$11,236	\$9,705	\$8,633
High	\$16,774	\$13,377	\$9,970	\$9,857

CURRENT RISK LEVEL BY REWARD TIER

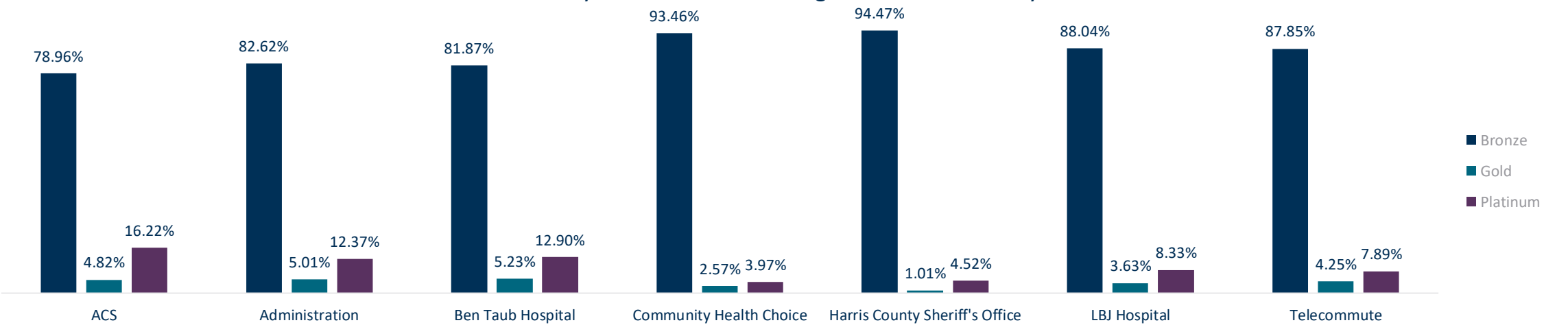


Medal Level Analysis

2023-2024 Healthy@Harris Rewards Program Completion Rate by Division



2023-2024 Healthy@Harris Rewards Program Medal Levels by Division



ACS (80.58%) had the largest percentage of Premium Rewards Program /Medal Level Status completions followed by Telecommute (71.39%), Administration (67.26%), CHC (61.32%), Ben Taub (60.75%), LBJ (58.74%) and Harris County Sheriff's Office (48.18%).

Employee Assistance Program

Employee Assistance Program

UTILIZATION REPORT

Harris Health System

March 01, 2023 - February 28, 2024 on New Files

UTILIZATION RATE SUMMARY

Type	Count	%	Serviced	%	Activities	%
EAP Files	375	61.0%	375	04.0%	2153	76.0%
Information Calls	38	06.2%	38	00.4%	38	01.3%
Organizational Service/CISD	42	06.8%	8493	91.1%	42	01.5%
Member Portal Web Traffic	0	00.0%	260	02.8%	316	11.2%
Supervisor Referral	4	00.7%	4	00.0%	41	01.4%
Organization Consultation	5	00.8%	5	00.1%	6	00.2%
Work/Life Files	151	24.6%	151	01.6%	236	08.3%
Total	615	100%	9326	100%	2832	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	10306
Annualized Rate for Count of all Files.	5.96%
Annualized Impact Rate of Total Serviced including Member Portal visits.	90.48%

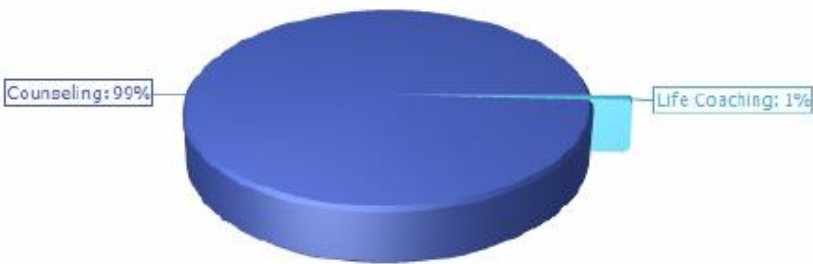
90.48%

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

- **Subscribers (Monthly Average): 10,306**
- 5.96% total Annualized utilization rate of all EAP files.
- 988 total participants in live or recorded webinars; an average of 90 people per webinar
- 6,498 total participants in EAP eLearning webinars; an average of 309 people per webinar

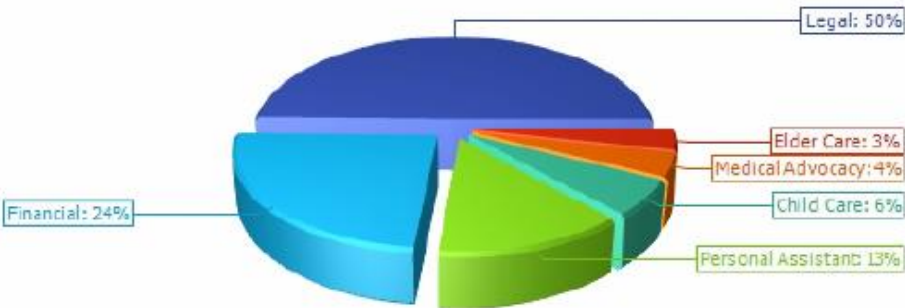
Employee Assistance Program

Service Type



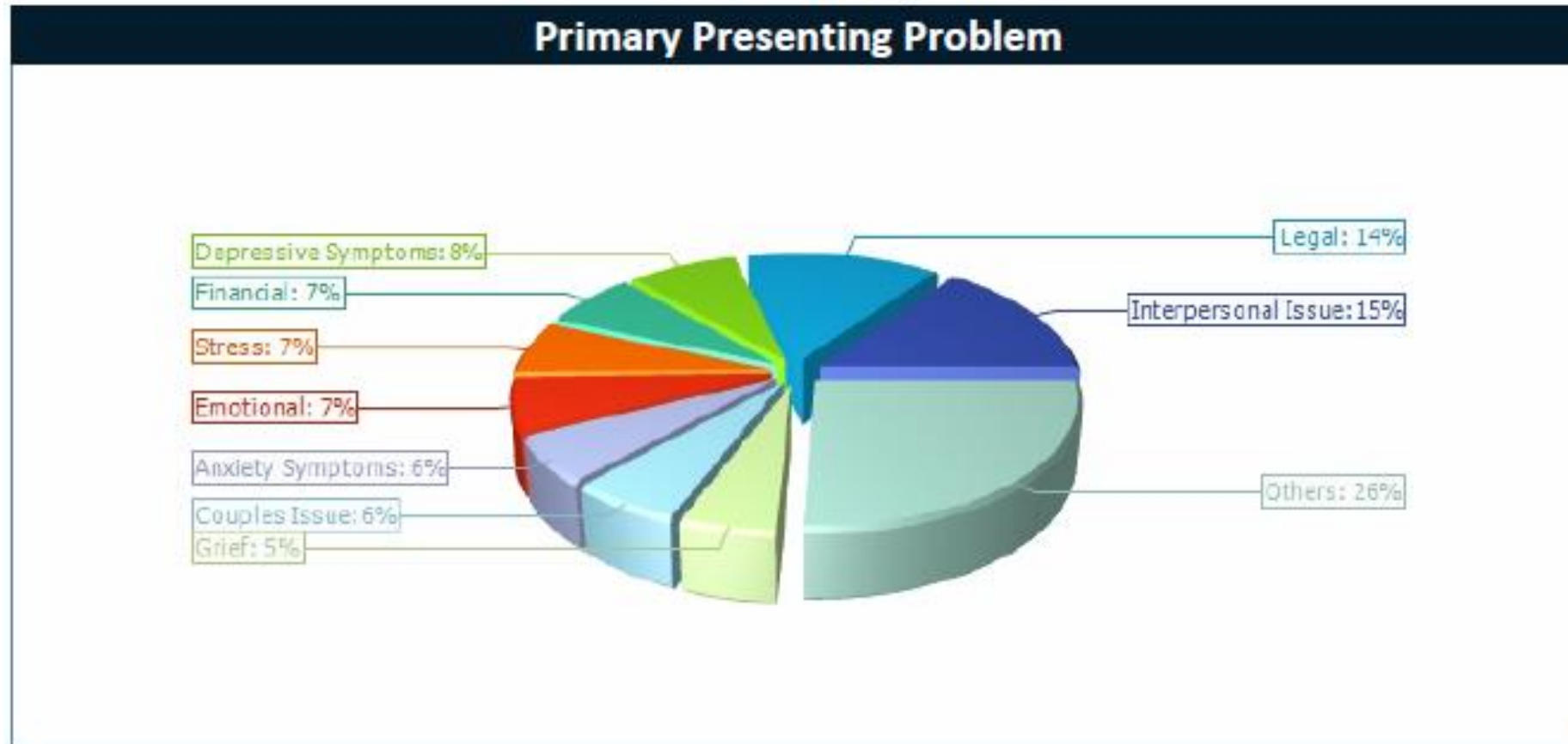
Service Type	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2023 - 2/2024	
	#	%	#	%	#	%	#	%	#	%
Counseling	106	98.15%	107	100.00%	89	100.00%	74	98.67%	376	99.21%
Life Coaching	2	1.85%	0	0.00%	0	0.00%	1	1.33%	3	0.79%
Total	108	100%	107	100%	89	100%	75	100%	379	100%

Work/Life Service



Work/Life Service	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2023 - 2/2024	
	#	%	#	%	#	%	#	%	#	%
Child Care	1	2.33%	1	3.23%	4	10.00%	3	8.11%	9	5.96%
Elder Care	3	6.98%	1	3.23%	0	0.00%	1	2.70%	5	3.31%
Financial	14	32.56%	6	19.35%	7	17.50%	9	24.32%	36	23.84%
Legal	21	48.84%	13	41.94%	21	52.50%	20	54.05%	75	49.67%
Medical Advocacy	1	2.33%	1	3.23%	1	2.50%	3	8.11%	6	3.97%
Personal Assistant	3	6.98%	9	29.03%	7	17.50%	1	2.70%	20	13.25%
Total	43	100%	31	100%	40	100%	37	100%	151	100%

Employee Assistance Program



Employee Assistance Program

Primary Presenting Problem	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2023 - 2/2024	
	#	%	#	%	#	%	#	%	#	%
Alcohol	2	1.33%	2	1.44%	0	0.00%	2	1.77%	6	1.12%
Anger Related Issues	2	1.33%	2	1.44%	1	0.75%	1	0.88%	6	1.12%
Anxiety Symptoms	10	6.67%	10	7.19%	5	3.76%	7	6.19%	32	5.98%
Child Care	1	0.67%	1	0.72%	4	3.01%	3	2.65%	9	1.68%
Conflict With Coworker	1	0.67%	2	1.44%	0	0.00%	0	0.00%	3	0.56%
Conflict With Supervisor	1	0.67%	1	0.72%	1	0.75%	0	0.00%	3	0.56%
Couples Issue	10	6.67%	9	6.47%	6	4.51%	7	6.19%	32	5.98%
Depressive Symptoms	12	8.00%	12	8.63%	13	9.77%	5	4.42%	42	7.85%
Drug	0	0.00%	0	0.00%	1	0.75%	1	0.88%	2	0.37%
Elder Care	3	2.00%	1	0.72%	0	0.00%	1	0.88%	5	0.93%
Emotional	10	6.67%	6	4.32%	8	6.02%	11	9.73%	35	6.54%
Family Issue	9	6.00%	5	3.60%	6	4.51%	1	0.88%	21	3.93%
Financial	16	10.67%	6	4.32%	7	5.26%	9	7.96%	38	7.10%
Grief	7	4.67%	6	4.32%	8	6.02%	7	6.19%	28	5.23%
Health	0	0.00%	1	0.72%	0	0.00%	0	0.00%	1	0.19%
High Risk Concern	4	2.67%	3	2.16%	4	3.01%	1	0.88%	12	2.24%
Interpersonal Issue	19	12.67%	25	17.99%	19	14.29%	17	15.04%	80	14.95%
Legal	20	13.33%	13	9.35%	21	15.79%	20	17.70%	74	13.83%
Life Coaching	1	0.67%	0	0.00%	0	0.00%	1	0.88%	2	0.37%
Medical Advocacy	1	0.67%	0	0.00%	0	0.00%	1	0.88%	2	0.37%
OC - Mental Health	0	0.00%	0	0.00%	1	0.75%	0	0.00%	1	0.19%

Primary Presenting Problem	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2023 - 2/2024	
	#	%	#	%	#	%	#	%	#	%
OC - Organizational Issue	0	0.00%	0	0.00%	1	0.75%	0	0.00%	1	0.19%
OC - Performance Issue	0	0.00%	1	0.72%	0	0.00%	0	0.00%	1	0.19%
OC - Training Request	0	0.00%	0	0.00%	1	0.75%	0	0.00%	1	0.19%
Other Addiction Related Concern	0	0.00%	1	0.72%	0	0.00%	0	0.00%	1	0.19%
Parenting Issue	0	0.00%	0	0.00%	2	1.50%	2	1.77%	4	0.75%
Performance Issue(s)	0	0.00%	0	0.00%	4	3.01%	2	1.77%	6	1.12%
Personal Assistant	3	2.00%	9	6.47%	7	5.26%	1	0.88%	20	3.74%
Physician/Health Provider	0	0.00%	0	0.00%	1	0.75%	2	1.77%	3	0.56%
Porn/Internet	0	0.00%	0	0.00%	0	0.00%	1	0.88%	1	0.19%
Stress	7	4.67%	14	10.07%	8	6.02%	7	6.19%	36	6.73%
Work Related Anger/Emotional/Behavioral Concern	0	0.00%	2	1.44%	0	0.00%	0	0.00%	2	0.37%
Work Related Stress	8	5.33%	6	4.32%	4	3.01%	3	2.65%	21	3.93%
Workplace Related Traumatic Event	3	2.00%	1	0.72%	0	0.00%	0	0.00%	4	0.75%
Total	150	100%	139	100%	133	100%	113	100%	535	100%

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		3/2023 - 2/2024	
	#	%	#	%	#	%	#	%	#	%
article	80	70.18%	63	78.75%	50	24.39%	0	0.00%	193	37.12%
Article	0	0.00%	0	0.00%	38	18.54%	26	21.49%	64	12.31%
assessment	8	7.02%	11	13.75%	1	0.49%	0	0.00%	20	3.85%
Assessment	0	0.00%	0	0.00%	11	5.37%	12	9.92%	23	4.42%
calculator	10	8.77%	2	2.50%	1	0.49%	0	0.00%	13	2.50%
Calculators	0	0.00%	0	0.00%	2	0.98%	4	3.31%	6	1.15%
checklist	3	2.63%	0	0.00%	0	0.00%	0	0.00%	3	0.58%
Company	0	0.00%	0	0.00%	35	17.07%	26	21.49%	61	11.73%
course	6	5.26%	0	0.00%	0	0.00%	0	0.00%	6	1.15%
event	1	0.88%	0	0.00%	0	0.00%	0	0.00%	1	0.19%
Events	0	0.00%	0	0.00%	3	1.46%	0	0.00%	3	0.58%
Form	0	0.00%	0	0.00%	14	6.83%	4	3.31%	18	3.46%
Locator	0	0.00%	0	0.00%	15	7.32%	2	1.65%	17	3.27%
Profile	0	0.00%	0	0.00%	20	9.76%	15	12.40%	35	6.73%
Search	0	0.00%	0	0.00%	11	5.37%	8	6.61%	19	3.65%
Soft Skill	0	0.00%	0	0.00%	2	0.98%	23	19.01%	25	4.81%
video	6	5.26%	4	5.00%	1	0.49%	0	0.00%	11	2.12%
Video	0	0.00%	0	0.00%	1	0.49%	1	0.83%	2	0.38%
Total	114	100%	80	100%	205	100%	121	100%	520	100%

Employee Assistance Program-Healthy Knowledge Seminars

Summary of March 2023– February 2024:

- Total live webinars: 11
 - Total participants for live webinars: 988
 - Average attendance per webinar: 90

- Total recorded eLearning webinars: 21
 - Total recorded eLearning Webinars: 21
 - Total participants for recorded webinars + quiz: 6,498
 - Average attendance per recorded webinar: 309

Rewards & Recognition

Awards & Accolades

The Healthy@Harris program has been honored with the following awards and accolades:

- Achieved #1 in Top 100 Healthiest Workplaces in America 2022 (#1), 2021 (#45), 2020 (#6), 2019 (#2), 2018 (#64)**
 - Harris Health System ranked **#1** in the Top 100 Healthiest Workplaces in America
 - The winning organizations were honored for their exceptional achievement and leadership in building a healthy and productive workplace committed to employee and community health. Over 1,000 of America's top wellness programs were evaluated for this award across the country.
 - Award applicants were evaluated across six key categories: Culture and Leadership Commitment, Foundational Components, Strategic Planning, Marketing and Communications, Programming and Interventions, and lastly, Reporting and Analytics. Applicants were evaluated with the proprietary Healthiest Employers® Index, a 1-100 rubric for wellness programming. The Top 100 organizations have achieved lasting success through a wide array of employee wellness initiatives and corporate wellness programs.
- Achieved #1 Healthiest Employer in Texas (#1 in 2024, 2023, 2022, #6 in 2021, #1 in 2020, #1 in 2019 & #1 in 2018)**
 - Harris Health System was ranked **#1** among the Healthiest Employers within the Extra Large Companies category 10,000+ employees; #1 in the 5,000 – 9,999 employees in 2023 and 2022; up from #6 in 2021.
 - The score is based on a 75-question survey given by Springbuk Health Analytics System that scored each company in six categories: culture and leadership commitment, foundational components, strategic planning, communications and marketing, programming and interventions, reporting and analytics. Healthiest Employers Inc. ranks the companies by total score and Healthiest Employer Index.
- American Heart Association Workplace Health Achievement Gold Award (2021, 2020, 2019, 2018, 2017)**
 - The American Heart Association has defined best practices for employers to use to build a culture of health for their employees in the workplace. The American Heart Association's Workplace Health Achievement Index measures the extent to which the company has implemented those workplace health best practices. Companies recognized at the Gold level have achieved an Index score of 175- 217 out of a maximum 217 points.
 - Harris Health System has earned the designation for our evidence-based, scientific, best-practice Wellness program that is improving our employees' overall health and well-being.

#1 in America



#1 in Texas



Awards & Accolades Continued

The Healthy@Harris program has been honored with the following awards and accolades:

- **Achieved the Platinum Well Work Place Award through the Worksite Wellness Council of America (2021 & 2023)**
 - To earn the highest level Platinum Award, an employer must establish programs to improve employee health and well-being using the Seven Benchmarks: 1) Committed and Aligned Leadership, 2) Collaboration in Support of Wellness, 3) Collecting Meaningful Data, 4) Crafting an Operating Plan, 5) Choosing Initiatives that Serve the Whole Employee, 6) Creating Supportive Environments, Policies and Practices and 7) Conduct Evaluation, Communicate, Celebrate and Iterate.
- **Achieved re-accreditation of the CEO Cancer Gold Standard (2012-2022)**
 - To earn *Gold Standard* accreditation, an employer must establish programs to reduce cancer risk by taking concrete actions in five key areas known as the Five Pillars: 1) Prevention, 2) Screening, 3) Cancer Clinical Trials, 4) Quality Treatment and Survivorship, and 5) Health Education and Health Promotion.
- **Cigna Healthy Workforce Designation Gold Level (2022)**
 - Prior Year: Cigna Well-Being Award for Outstanding Culture of Health (2022, 2021, 2020, 2019, 2018, 2017)
 - The Cigna Well-Being Award was presented to Harris Health System for actively and positively impacting the overall health and well-being of their population. Applicants are evaluated on various components of their well-being program including overall infrastructure (management support, goals, branding of the program), workplace environment, policies, program implementation, data collection, incentives and overall participation.
- **Healthiest Employers Hall of Fame Designation (2022)**
 - Harris Health System was inducted in the Healthiest Employers Hall of Fame. Inductees regularly demonstrate an ongoing commitment to their employees by regularly modifying and altering programs to best fit their populations' needs.



Current and Future Strategies

Summary of Program Year Strategies

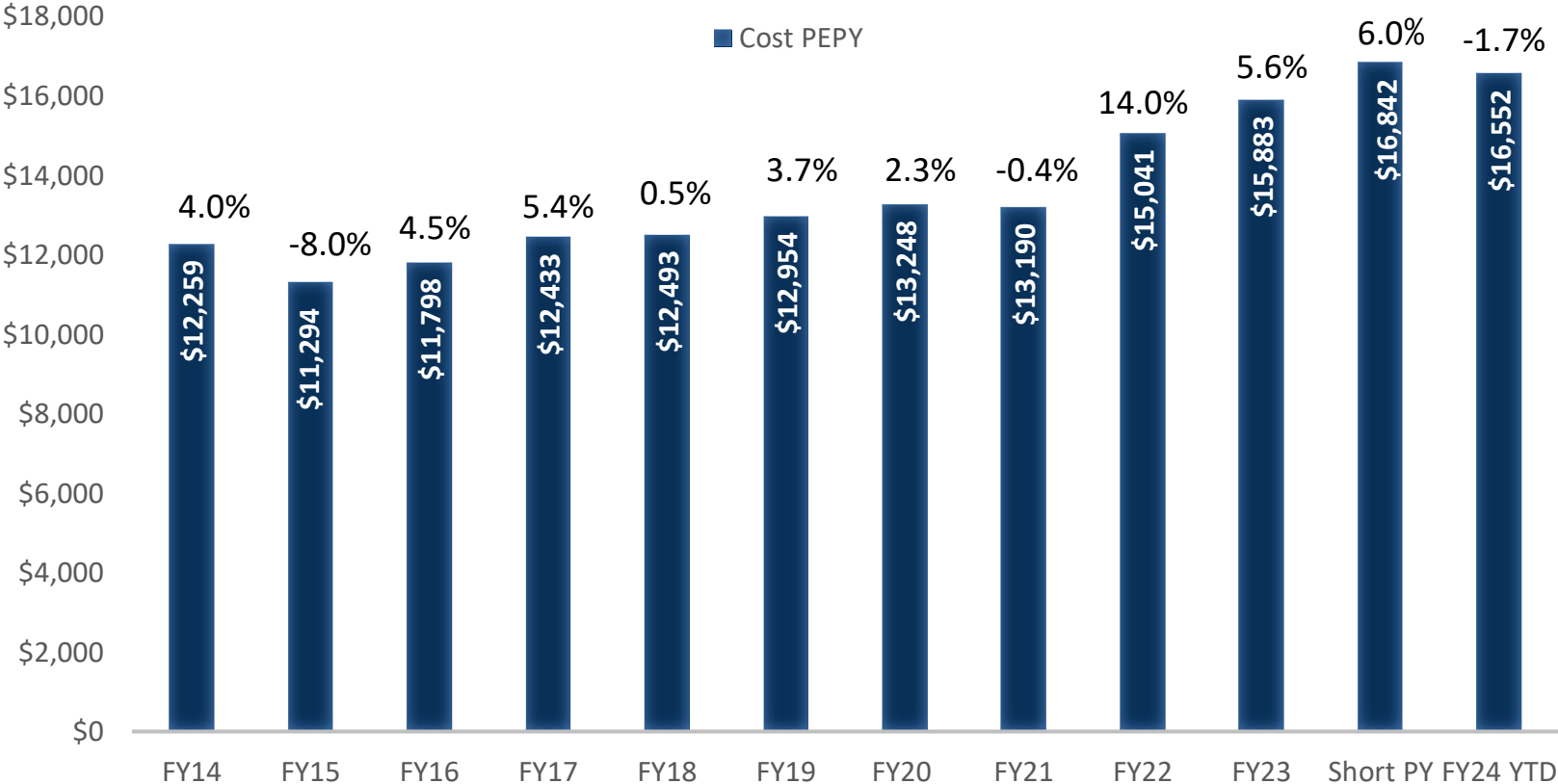
- Pivoted to online employee wellness classes, workshops and special events to make programs and services more accessible.
- Created over 24 custom employee wellness workshops, implementing a minimum of two per month
- Created 4 new wellness class series
- Implemented 3 HES Challenges
- Implemented a variety of special events including the annual Relaxathon with new experiences
- Continued to focus on pre-diabetic, diabetic, hypertension, weight management and metabolic syndrome population
 - Enhanced data analytics established for benchmarking against
- Continue to engage and reward spouses to drive participation in Wellness programs
- Expanded non-medical plan participants engaged in the Wellness Rewards Program. Non-medical plan participants can complete the program requirements and earn 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 Saba eLearning opportunities to enhance access to education for employees and spouses. Saba 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
- 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 Diabetes Prevention 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
- Expanded onsite presence at clinics and offsite locations
- Increased onsite opportunities

Appendix A

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

Healthcare Inflation

The Average 10-year trend is at 3.36%, which is well below the national average at 6.3%* for the same time period.



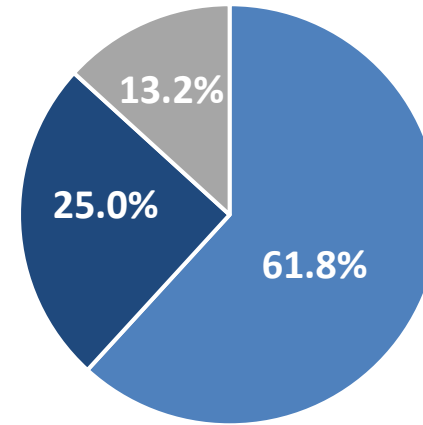
*Data Source: PWC Medical cost trend: Behind the Numbers 2025

(3/2023-9/2023) Annualized claims thru 6/24



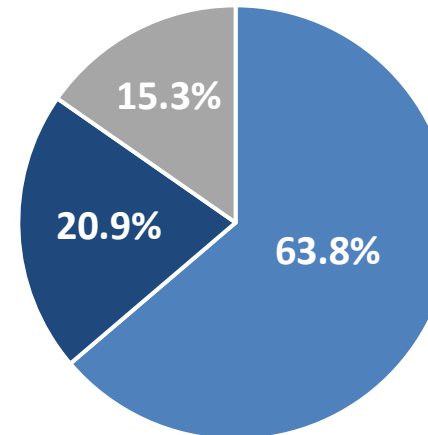
Data source: Harris Health Financial Monitoring Report

September 2023 Enrollment



■ Kelsey ■ CDHP ■ Value

October 2023 Enrollment



■ Kelsey ■ CDHP ■ Value

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#1 in Texas

#3 in America

**HEALTHIEST
EMPLOYERS®**

