

The Purple Card®

Stewardship Report for A Brinson Client • 01.01.2018 to 12.31.2018

Overview

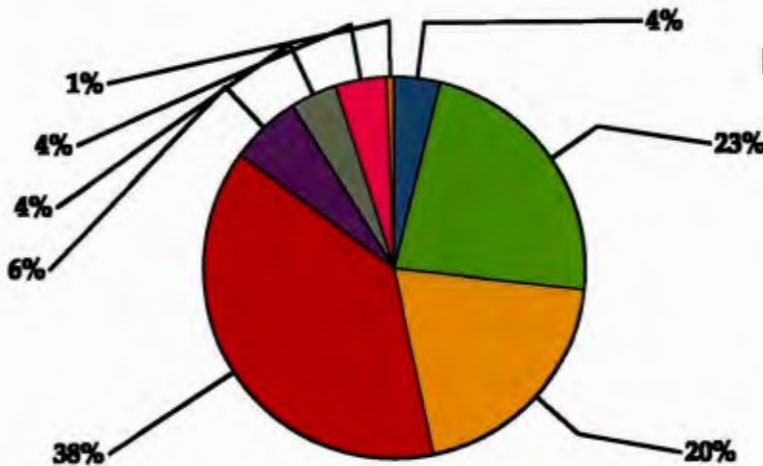
The Stewardship Report is an integral part of our relationship going forward. We will use it to scorecard our past accomplishments relative to your goals and to set targets for future improvement. We want you to be able to judge the effectiveness of your efforts when combined with the Purple Card® services.

Time and Activity Hours Completed

The Purple Card® Patient Advocates are serious about service! Once aware of a question or concern about your benefits, our Patient Advocates go to work on behalf of the employee or family member to resolve their concern.

We help employees and their families:

- Find the right answers when they need them the most.
- Research concerns about claims, patient referrals, prescriptions, balance bills, enrollment delays or any benefit issues.
- Navigate through the healthcare and insurance systems serving as liaison with healthcare providers, insurance plans and health-related community services.
- Coordinate with the insurance and medical providers and assist employees and their families with any necessary paperwork.
- We work with the employees and their families until their problem is solved and we are always available for any follow-up needs or questions.



Time Chart

Patient Advocate Activity Hours

237.31 Total Hours

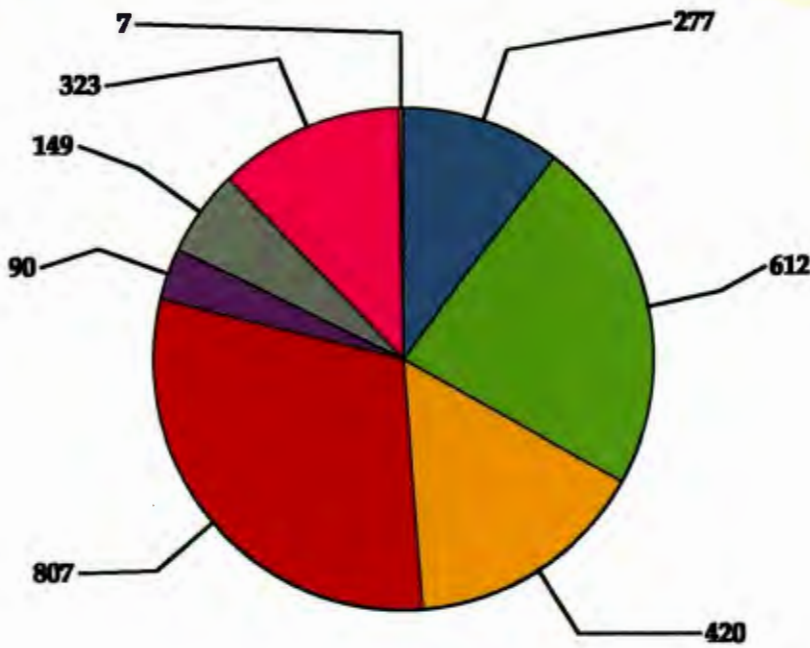
New Inquiry Set Up - 9.40 Hrs.	■
Member Contact - 54.08 Hrs.	■
Carrier Contact - 47.40 Hrs.	■
Research Issues - 91.05 Hrs.	■
Provider Contact - 14.33 Hrs.	■
HR Contact - 9.35 Hrs.	■
Inquiry Completion - 10.28 Hrs.	■
Other - 1.42 Hrs.	■

Activity Chart

Patient Advocate Activity Numbers

2,685 Total Activities

- New Inquiry Set Up - 277
- Member Contact - 612
- Carrier Contact - 420
- Research Issues - 807
- Provider Contact - 90
- HR Contact - 149
- Inquiry Completion - 323
- Other - 7



Service Summary

Inquiries by Service Category

- Eligibility
- Claim
- HR Inquiry



Service Category	01.01.2018 to 12.31.2018
Eligibility	137
Claim	118
HR Inquiry	46

Category Information

Eligibility

Inquiries related to eligibility and enrollment issues about your benefit program. This includes inquiries about medical, dental, disability, vision, flex plan (FSA or dependent care), HRA, HSA, prescription, life insurance, wellness and any other benefits you may offer to employees.

Claim

Inquiries related to claim questions about your benefits program. This includes inquiries about medical, dental, disability, vision, flex plan (FSA and dependent care), HRA, HSA, prescription, life insurance, wellness and any other benefits you may offer through your insurance benefit programs.

HR Inquiry

Inquiries received directly from Human Resources regarding compliance issues and questions regarding your benefit programs.

Inquiries and Claims Dollars Audited and Recovered

	01.01.2018 to 12.31.2018	ALL CLIENTS 01.01.2018 to 12.31.2018
Total Number of Inquiries	295	15,119
Claims Dollars Audited	\$45,833	\$1,726,787
Claims Dollars Recovered	\$10,255	\$527,526
Claims Recovery Percentile	22.37 %	30.55 %

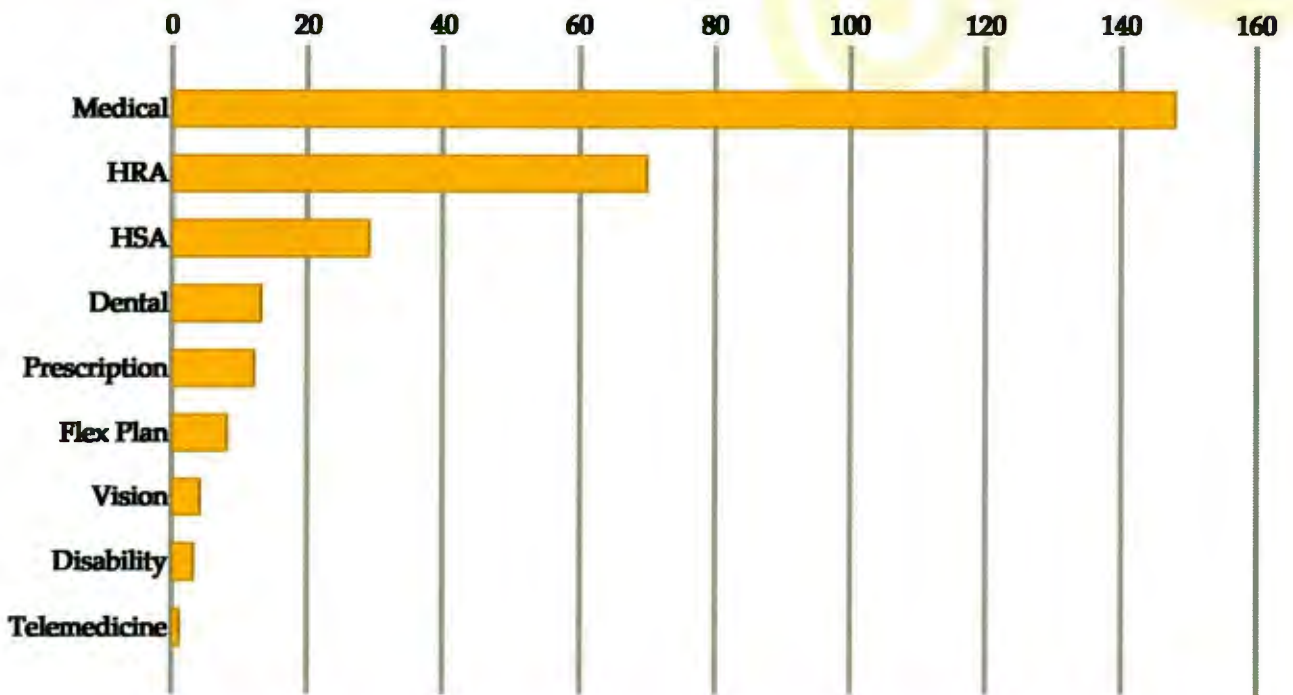
The above chart shows the total dollar amount of claims audited on behalf of your employees and the total amount recovered and put back in their pockets where it belongs. It also compares your company results to those of all Purple Card® clients combined. The dollars recovered reflects recoveries or write offs from all benefit plans and not just dollars related to incorrect medical billing errors. Remember, our Purple Card® Patient Advocates assist employees and their families in many different ways and recover monies for them using a variety of methods as well.

Frequent Flyer Tracking 9

What is Frequent Flyer Tracking? Frequent Flyer Tracking is an important part of the Renewal Claim Analysis process. It is an integral part of our proprietary process called The Optimizer® which helps fulfill our commitment to achieve the best health care renewal rate possible for our clients.

Frequent Flyer Tracking is utilized for both fully insured and self-funded clients. This allows us to identify and categorize claimants with known medical insurance claims over certain limits. For fully insured clients, we track claims exceeding \$5,000. For self-funded clients we track claims exceeding 25% of the specific reinsurance level. Frequent Flyer claimants with medical claims in excess of \$15,000 are eligible for enhanced levels of Purple Card® service including extra follow-up and proactive calls. When providing service to our Frequent Flyer claimants, we always try to utilize the 5 W's - who, what, when, where and why, so we can effectively monitor health progress and ensure these individuals are receiving the very best care and utilizing all available benefits. This process is extremely valuable as it provides member assistance, coordinates care and demonstrates employer concern.

Inquiries by Product



Product Category	01.01.2018 to 12.31.2018
Medical	148
HRA	70
HSA	29
Dental	13
Prescription	12
Flex Plan	8
Vision	4
Disability	3
Telemedicine	1

UTILIZATION REPORT

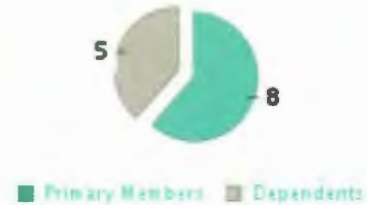
Group: **A Brinson Client** | Reporting month: **Dec, 2018**

DECEMBER, 2018

UTILIZATION

MEMBER TYPE	TOTAL	ENROLLED THIS MONTH	CONSULTATIONS
PRIMARY	93	1	8
DEPENDENTS	68	1	5

Consultation Breakdown



UTILIZATION RATE: 13.97%

SAVINGS • (FROM SURVEY)

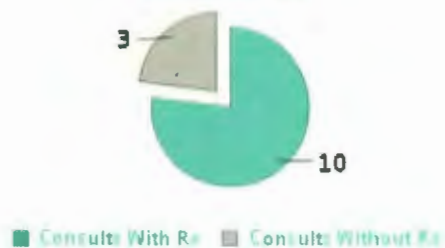
ALTERNATIVE OPTION	CONSULTATIONS	COST*	TOTAL SAVINGS
PCP	4	\$120.00	\$480.00
Urgent Care	5	\$155.00	\$775.00
Emergency Room	0	\$1,233.00	\$0.00
Nothing	0	\$0.00	\$0.00
GRAND TOTAL:			\$1,255.00

* Cost is based on 2018 national averages

RX STATISTICS

Total Consultations	13
Consultations with Rx	10
Consultations with Rx %	76.92%
Consultations without Rx	3
Consultations without Rx %	23.08%

Prescription Rate



TOP 5 PRESCRIBED MEDICATIONS

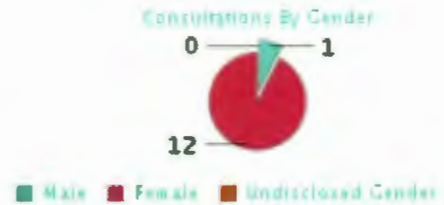
- ZITHROMAX 250 MG Z-PAK TABLET
- AMOXICILLIN 500 MG CAPSULE
- DIFLUCAN 150 MG TABLET
- MEDROL 4 MG DOSEPAK
- FLONASE ALLERGY RLF 50 MCG SPR

CONSULTATIONS • TOP 10 STATES

CONSULTATION TYPE	TX	OK	PA
PRIMARY CONSULTATIONS	7	1	0
DEPENDENT CONSULTATIONS	4	0	1
TOTAL STATE CONSULTATIONS	11	1	1
% OF ALL CONSULTATIONS	84.6%	7.7%	7.7%

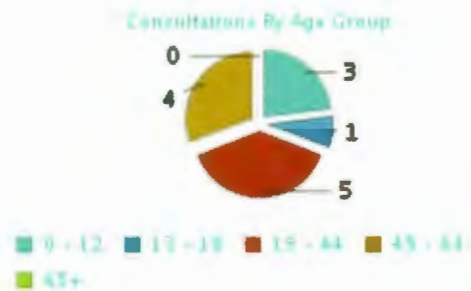
CONSULTATIONS BY GENDER

GENDER	TOTAL	% OF TOTAL
MALE	1	7.7%
FEMALE	12	92.3%
UNDISCLOSED	0	0.0%



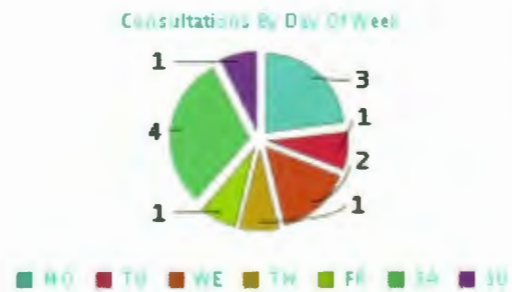
CONSULTATIONS BY AGE GROUP

AGE GROUP	TOTAL	% OF TOTAL
0 - 12	3	23.1%
13 - 18	1	7.7%
19 - 44	5	38.5%
45 - 64	4	30.8%
65 and older	0	0.0%



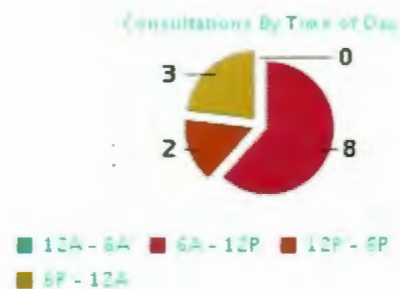
CONSULTATIONS BY DAY OF WEEK

DAY OF WEEK	TOTAL	% OF TOTAL
MONDAY	3	23.1%
TUESDAY	1	7.7%
WEDNESDAY	2	15.4%
THURSDAY	1	7.7%
FRIDAY	1	7.7%
SATURDAY	4	30.8%
SUNDAY	1	7.7%



CONSULTATIONS BY TIME OF DAY

TIME OF DAY	TOTAL	% OF TOTAL
12AM - 6AM	0	0.0%
6AM - 12PM	8	61.5%
12PM - 6PM	2	15.4%
6PM - 12AM	3	23.1%



YEAR-TO-DATE

DECEMBER, 2018

PRIMARIES	93
ENROLLED THIS MONTH	1
DEPENDENTS	68
ENROLLED THIS MONTH	1
CONSULTATIONS	13
UTILIZATION	13.97%

NOVEMBER, 2018

PRIMARIES	93
ENROLLED THIS MONTH	0
DEPENDENTS	68
ENROLLED THIS MONTH	0
CONSULTATIONS	15
UTILIZATION	16.12%

OCTOBER, 2018

PRIMARIES	95
ENROLLED THIS MONTH	2
DEPENDENTS	70
ENROLLED THIS MONTH	0
CONSULTATIONS	14
UTILIZATION	14.73%

Q4 2018 UTILIZATION • AVERAGE: 14.94%

SEPTEMBER, 2018

PRIMARIES	93
ENROLLED THIS MONTH	1
DEPENDENTS	70
ENROLLED THIS MONTH	2
CONSULTATIONS	16
UTILIZATION	17.20%

AUGUST, 2018

PRIMARIES	93
ENROLLED THIS MONTH	2
DEPENDENTS	69
ENROLLED THIS MONTH	1
CONSULTATIONS	4
UTILIZATION	4.30%

JULY, 2018

PRIMARIES	96
ENROLLED THIS MONTH	2
DEPENDENTS	70
ENROLLED THIS MONTH	3
CONSULTATIONS	9
UTILIZATION	9.37%

Q3 2018 UTILIZATION • AVERAGE: 10.29%

JUNE, 2018

PRIMARIES	95
ENROLLED THIS MONTH	4
DEPENDENTS	67
ENROLLED THIS MONTH	2
CONSULTATIONS	6
UTILIZATION	6.31%

MAY, 2018

PRIMARIES	95
ENROLLED THIS MONTH	1
DEPENDENTS	68
ENROLLED THIS MONTH	4
CONSULTATIONS	13
UTILIZATION	13.68%

APRIL, 2018

PRIMARIES	98
ENROLLED THIS MONTH	0
DEPENDENTS	64
ENROLLED THIS MONTH	0
CONSULTATIONS	10
UTILIZATION	10.20%

Q2 2018 UTILIZATION • AVERAGE: 10.06%

YEAR-TO-DATE • CONTINUED

MARCH, 2018

PRIMARIES	100
ENROLLED THIS MONTH	1
DEPENDENTS	64
ENROLLED THIS MONTH	0
CONSULTATIONS	6
UTILIZATION	6.00%

FEBRUARY, 2018

PRIMARIES	102
ENROLLED THIS MONTH	1
DEPENDENTS	64
ENROLLED THIS MONTH	2
CONSULTATIONS	3
UTILIZATION	2.94%

JANUARY, 2018

PRIMARIES	103
ENROLLED THIS MONTH	0
DEPENDENTS	62
ENROLLED THIS MONTH	7
CONSULTATIONS	33
UTILIZATION	32.03%

Q1 2018 UTILIZATION • AVERAGE: 13.66%

YTD UTILIZATION • AVERAGE: 12.24% • ANNUALIZED: 146.90%

SAVINGS • (FROM SURVEY)

ALTERNATIVE OPTION	CONSULTATIONS	COST*	TOTAL SAVINGS
PCP	37	\$120.00	\$4,440.00
Urgent Care	14	\$155.00	\$2,170.00
Emergency Room	4	\$1,233.00	\$4,932.00
Nothing	28	\$0.00	\$0.00

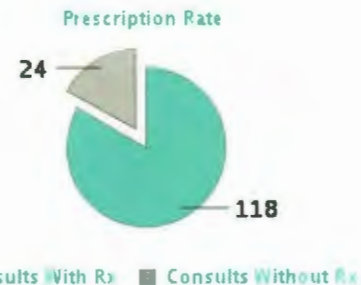
GRAND TOTAL:

\$11,542.00

* Cost is based on 2018 national averages

RX STATISTICS

Total Consultations	142
Consultations with Rx	118
Consultations with Rx %	83.10%
Consultations without Rx	24
Consultations without Rx %	16.90%



TOP 5 PRESCRIBED MEDICATIONS

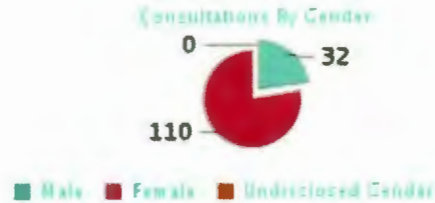
AMOXICILLIN 500 MG CAPSULE
 ZITHROMAX 250 MG Z-PAK TABLET
 MEDROL 4 MG DOSEPAK
 MACROBID 100 MG CAPSULE
 TAMIFLU 75 MG CAPSULE

CONSULTATIONS • TOP 10 STATES

CONSULTATION TYPE	TX	PA	OK	FL
PRIMARY CONSULTATIONS	64	0	3	0
DEPENDENT CONSULTATIONS	68	6	0	1
TOTAL STATE CONSULTATIONS	132	6	3	1
% OF ALL CONSULTATIONS	93.0%	4.2%	2.1%	0.7%

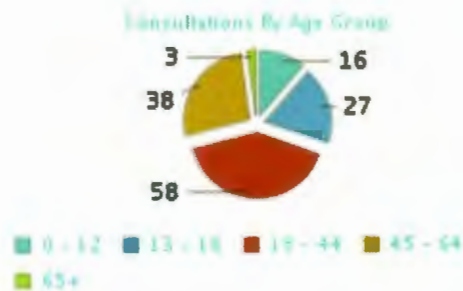
CONSULTATIONS BY GENDER

GENDER	TOTAL	% OF TOTAL
MALE	32	22.5%
FEMALE	110	77.5%
UNDISCLOSED	0	0.0%



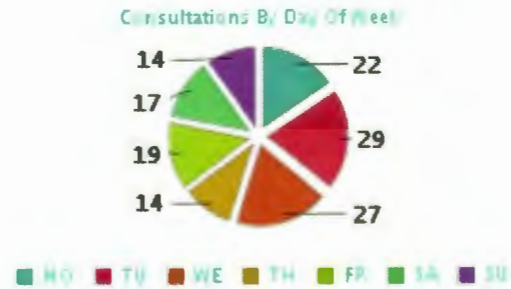
CONSULTATIONS BY AGE GROUP

AGE GROUP	TOTAL	% OF TOTAL
0 - 12	16	11.3%
13 - 18	27	19.0%
19 - 44	58	40.8%
45 - 64	38	26.8%
65 and older	3	2.1%



CONSULTATIONS BY DAY OF WEEK

DAY OF WEEK	TOTAL	% OF TOTAL
MONDAY	22	15.5%
TUESDAY	29	20.4%
WEDNESDAY	27	19.0%
THURSDAY	14	9.9%
FRIDAY	19	13.4%
SATURDAY	17	12.0%
SUNDAY	14	9.9%



CONSULTATIONS BY TIME OF DAY

TIME OF DAY	TOTAL	% OF TOTAL
12AM - 6AM	3	2.1%
6AM - 12PM	74	52.1%
12PM - 6PM	48	33.8%
6PM - 12AM	17	12.0%

