

SJVIA – Condition Management and Diabetes/Hypertension Prevention RFP

Vendor Recommendation Report

8/5/21

Overview

In May 2021, on behalf of the San Joaquin Valley Insurance Authority (SJVIA), the KeenanWell health management consultant team issued a request for proposal (RFP) for **Condition Management and Diabetes/Hypertension Prevention Services** for the SJVIA members. The KeenanWell consultants conducted a search of the marketplace and invited eight prospective vendors to submit proposals for those services, and five of the eight vendors provided proposals by the deadline. Those proposals were then reviewed by the KeenanWell consultants and County/SJVIA staff.

Recommendation

Keenan has vetted each of these vendors and checked references, and the vendors were ranked based on the scoring of the following criteria:

- Overall Capabilities
- Multi-Channel Solutions
- Participation/Engagement
- Communications Resources
- Data and Reporting
- Client & Member Support
- Experience
- Adaptability
- Unique Features & Innovation
- Documented Effectiveness
- Condition Management Platform
- Pricing

Based on the extent to which the five vendors' Condition Management Services aligned with the SJVIA's needs as delineated in the RFP, KeenanWell recommends considering **Omada** or **Livongo** for condition management and diabetes/hypertension prevention and management services. Omada has more affordable pricing for similar services, so they are the top recommendation with Livongo as the

second place finalist. In the future when employees are in the office and more on-site events and programs can occur, KeenanWell recommends **Medicine At Work** for on-site primary care and wellness clinics, which can include biometric screenings at the on-site clinics.

A matrix listing the eight vendors who were invited to respond to the RFP, the estimated annual costs for their services, and service features is presented below, along with the reasons for rejection of the other vendors and the recommendation of Omada, Livongo, and Medicine At Work as the vendor finalists for the Condition Management Services.

Condition Management Services RFP Vendor Selection - May – July 2021					
Vendors Invited to Respond to the RFP	Received RFP	Submitted Proposal	Recommended Vendor to use for services	Estimated Annual Cost	Features and Reasons for Rejection or Selection
Anthem Blue Cross	√	√		<p>ESTIMATED COST: Diabetes/Hypertension Prevention Program (ABC members only): \$104,311</p> <p>Condition Management Program (ABC members only) – includes diabetes, Asthma, Heart Failure, CAD, COPD, Musculoskeletal, and Low Back Pain: \$137,975</p> <p>All Programs (6,496 ABC members only): \$242,286</p>	<p>Features:</p> <ul style="list-style-type: none"> Seamless implementation and easy to get claims data to put people into condition management programs. Pricing is affordable compared to other vendors. <p>Reason for rejection:</p> <ul style="list-style-type: none"> Eligibility: Anthem members only; cannot work with KP members. Low technology compared to other vendors for ConditionCare program. Use opt-out model to track participation, which is not very accurate. Opt-in model would be preferred.
Livongo/Teladoc Health	√	√	√	<p>ESTIMATED COST:</p> <p>Diabetes Prevention Program: Yr1 - \$82 PPPM x 12 mos x 300 Ees (3.4%) = \$295,200; Yr2 - \$57 PPPM x 12 mos x 300 Ees (3.4%) = \$205,200</p> <p>Diabetes Management Program: \$107 PPPM x 12 mos x 180 Ees (2%) = \$231,120</p> <p>Hypertension Management Program: \$60 PPPM x 12 mos x 140 Ees (1.6%) = \$100,800</p> <p>Yr1 - All Programs: \$627,120 Yr2 - All Programs: \$537,120</p>	<p>Features:</p> <ul style="list-style-type: none"> Overall, very high tech, digital solution to reach employees with chronic conditions. Provide monitoring tools, such as digital scale, blood pressure monitor, and glucose monitor. <p>Reason for selection:</p> <ul style="list-style-type: none"> Can bill as claims Per Participant pricing instead of PEPM pricing.

<p>Medicine at Work</p>	<p>√</p>	<p>√</p>	<p>√ (consider this vendor in the future when on-site clinics can be utilized by on-site employees)</p>	<p>ESTIMATED COST:</p> <p>Diabetes/Hypertension Prevention and Condition Management Programs:</p> <ul style="list-style-type: none"> • ABC Members Only: Base Rate for 5-day a week programs at 5 clinics: \$10.96 PMPM x 12 mos x 6,496 Ees = \$854,354 • ABC + KP Members: Base Rate for 5-day a week programs at 5 clinics: \$10.96 PMPM x 12 mos x 8,863 Ees = \$1,165,661 	<p>Features</p> <ul style="list-style-type: none"> • Unique vendor who can provide on-site clinics for employees to have easy access to primary medical care and chronic condition coaching and management. • They can also provide biometric screenings at the clinic and could assist with the biometric screening program throughout the year. <p>Reason for selection:</p> <ul style="list-style-type: none"> • Good option for biometric screenings and a way to engage employees in their health, wellness, and primary care options. • No extra set-up fees for equipment or additional facility fees, PEPM pricing includes primary care and condition management programs.
<p>Omada Health</p>	<p>√</p>	<p>√</p>	<p>√</p>	<p>ESTIMATED COST:</p> <p>Diabetes & Hypertension Prevention Program: Yr1 (\$65 PPPM) – Aver Yr1 Cost* of \$640 x 300 Ees (3.4%) = \$192,000; Yr2 (\$30 PPPM) – Aver Yr2 Cost* of \$360 x 300 Ees (3.4%) = \$108,000</p> <p>Diabetes Management Program: (\$89 PPPM) – Aver Yearly Cost* of \$890 x 180 Ees (2%) = \$160,200</p> <p>Hypertension Management Program: (\$57 PPPM) Aver Yearly Cost* of \$572 x 140 Ees (1.6%) = \$80,080</p> <p>Diabetes+Hypertension Management Program: (\$99 PPPM) Aver Yearly Cost* of \$1,043 x 211 Ees (2.4%) = \$220,073</p> <p>Yr1 - All Programs: \$412,073 Yr2 - All Programs: \$328,073</p>	<p>Features:</p> <ul style="list-style-type: none"> • Overall, very high tech, digital solution to reach employees with chronic conditions. • Documented engagement and outcomes with peer-reviewed studies. <p>Reason for selection:</p> <ul style="list-style-type: none"> • Per Participant pricing instead of PEPM pricing (more affordable compared to Livongo, which is a similar program). • Can bill through claims, although this would need to be discussed more with the vendor.

Sharecare	√	√	<p>ESTIMATED COST:</p> <p>Digital platform and program support: \$2.50 Per Employee Per Month (PEPM) x 12 x 8,863 Ees = \$265,890</p> <p>Diabetes Prevention Program: \$75 per enrollment plus \$75 PPPM x 12 mos x 200 Ees (2.2%) = \$15,000 + \$180,000 = \$195,000</p> <p>Hypertension Prevention Program: \$50 per enrollment plus \$50 PPPM x 12 mos x 100 Ees (1.1%) = \$5,000 + \$60,000 = \$65,000</p> <p>Condition Management Program: \$40 per enrollment plus \$40 PPPM for enrolled participants identified with diabetes, heart failure, CAD, COPD, and asthma x 12 mos x 445 Ees (5%) = \$17,800 + \$213,600 = \$231,400</p> <p>All Programs: \$757,290</p>	<p>Features:</p> <ul style="list-style-type: none"> Great wellness resource hub and health aggregator to have all the wellness resources, materials, programs, challenges, benefits information, etc. in one place. All employees could utilize the platform, not just those with chronic conditions. Those with chronic conditions can enroll in the Condition Management Programs for extra care and coaching. <p>Reason for rejection:</p> <ul style="list-style-type: none"> Very expensive option. Must pay for the well-being platform and then pay additional fees for the chronic condition programs. Cannot get the condition management programs as stand-alone pricing.
Halcyon Behavioral	√			
TrestleTree	√			
Virta Health	√			

Please note: The Estimated Annual Cost column provides estimates based on projections and the total SJVIA population. More detailed estimates for pricing (ex. breakdown of cost for each County) can be provided by the vendors if/when the SJVIA is ready to work with them.

Also, the cost of incentives for these programs have not been included in the Estimated Annual Cost. These will have to be considered in future budget discussions to help increase participation and engagement in the programs.

The complete vendor evaluation report, which shows the evaluation criteria for each vendor, can be provided upon request.