MDLIVE®
Always there.

Southern New Jersey Health Insurance Fund

Nov-21 Utilization Report

Medical Visits and Activation

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There were **1 visits** in **Nov-2021**

1 visits in **2021 YTD**

There were **1** Activations in Nov-21

There were **10** Activations since Inception

10.0% Utilization of Active YTD

Trending Activity

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Activations YTD: 1
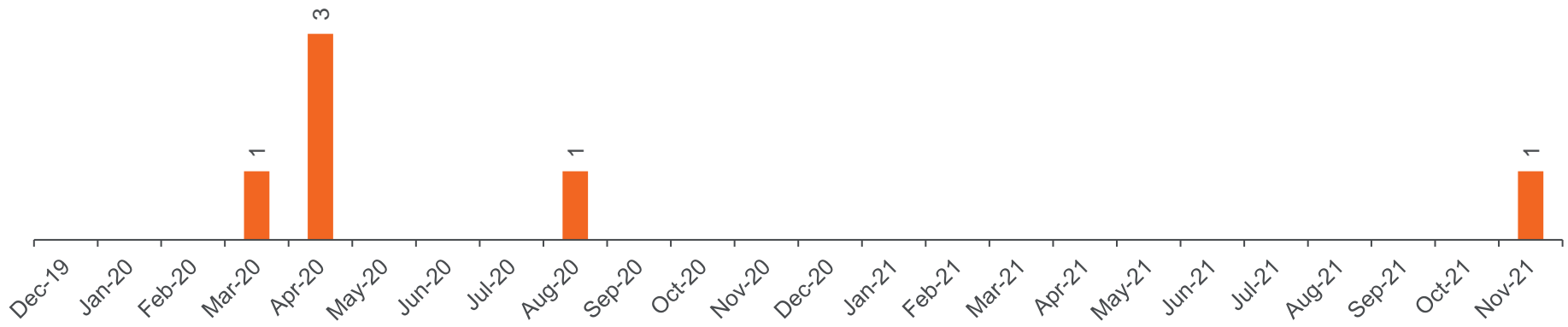
Medical Encounters Since Inception: 7 Behavioral Encounters Since Inception: 0

■ Medical ■ Behavioral
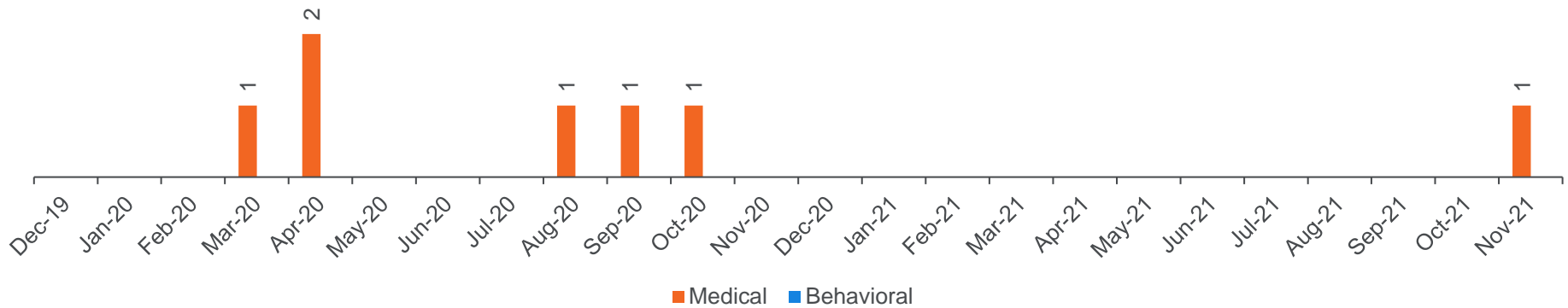
Activation: A user who creates an MDLIVE account and activates their benefit.
Encounter: A completed visit between a MDLIVE patient and an MDLIVE provider
Trending: Data will display the last 24 months when available

Registration

Source of Registration

Bar chart showing: web: 2, csa: 1, mobile-android-mdlive: 1, mobile-ios-mdlive: 1, web-familyregistration: 1
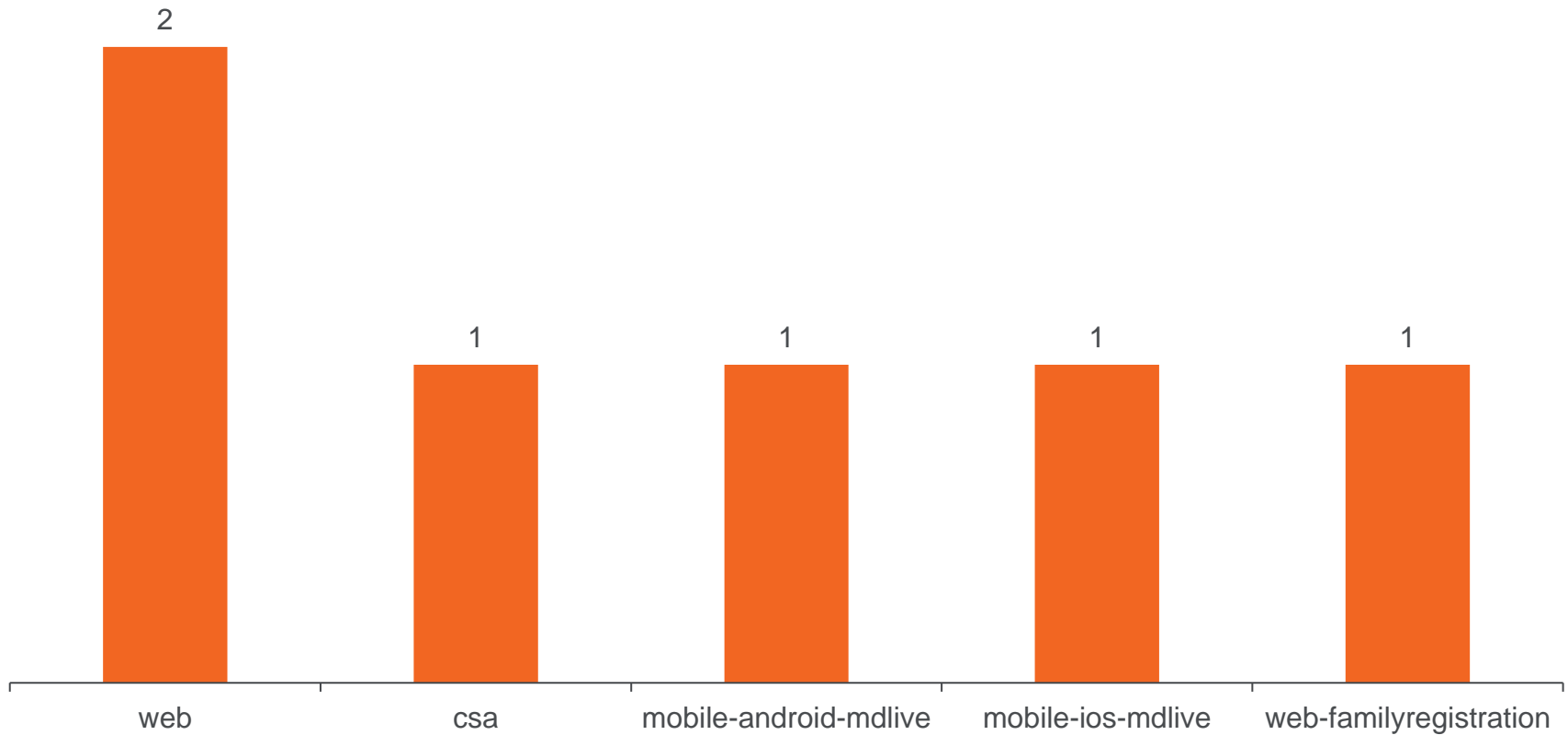
Source of Registration: Data is identified as the source of an individual signing up and information is available since starting tracking late July 2019 through current month.

API/SDK indicates the user registered through an API/SDK integration
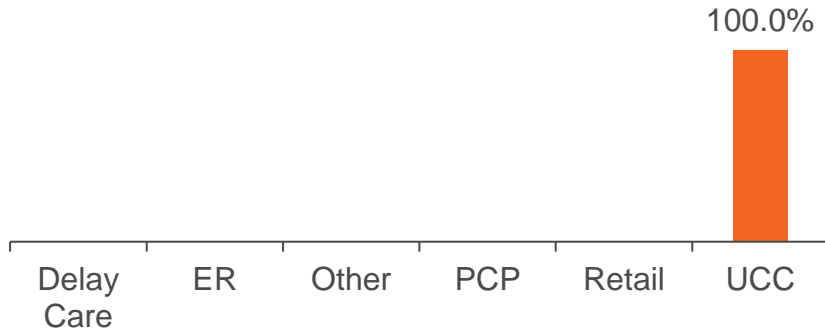CSA indicates the user registered through the call center
Mobile indicates the user registered through a mobile app, with the "WL" indicator showing if it is a white label app

Sophie indicates the user registered using a Sophie code
Web indicates the user registered through the website

Cost Savings

Redirection

100.0%

Delay Care | ER | Other | PCP | Retail | UCC

Potential Savings – YTD			
Redirection Percentage	YTD Visits	Cost per Instance	YTD Savings
UCC	1	$240	$240
PCP	0	$251	$0
ER	0	$2,123	$0
Retail	0	$100	$0
Other/Delay Care	0	$0	$0

Visit Savings YTD: **$240**   Total Savings YTD: **$240**

Visit Redirection sourced from visit & member surveys since inception. Starting April 2018, Other has been removed as an option from redirection surveys.
Cost per Instance sourced from market benchmarks or custom from client

YTD Visits: rounded value, for display, of the number of visits YTD associated to the redirection

YTD Potential Savings by Month

■ Visit Savings   ■ Productivity Savings

	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Visit Savings:	$0.0k	$0.0k	$0.0k	$0.0k	$0.0k	$0.0k	$0.0k	$0.0k	$0.0k	$0.0k	$0.2k	
Productivity:	$0.0k	$0.0k	$0.0k	$0.0k	$0.0k	$0.0k	$0.0k	$0.0k	$0.0k	$0.0k	$0.0k	
Total Savings:	$0.0k	$0.0k	$0.0k	$0.0k	$0.0k	$0.0k	$0.0k	$0.0k	$0.0k	$0.0k	$0.2k	
Primary Visits:	0	0	0	0	0	0	0	0	0	0	0	

Productivity Savings: Primary Visits * National Average Wage ($23.86: BLS 2016) * 4 Hours Saved
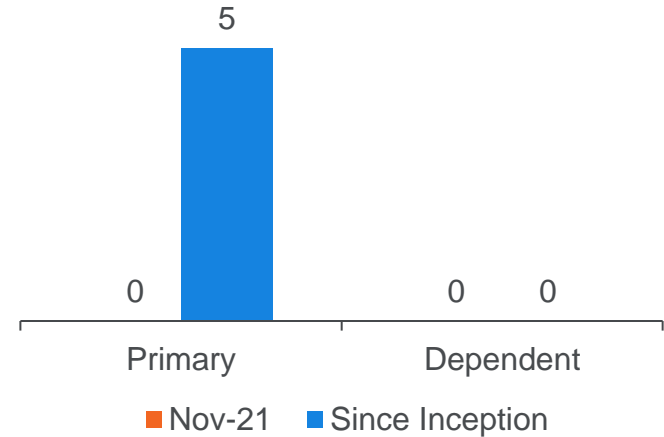
Medical History, Visit Summary

MDLIVE

Medical History Completions

Nov-2021: **0**

Since Inception: **5**

% of Active Users with Medical History Completed

44%
56%

■ Completed ■ Not Yet Completed

Medical History Completions

5

0   0   0

Primary   Dependent

■ Nov-21 ■ Since Inception
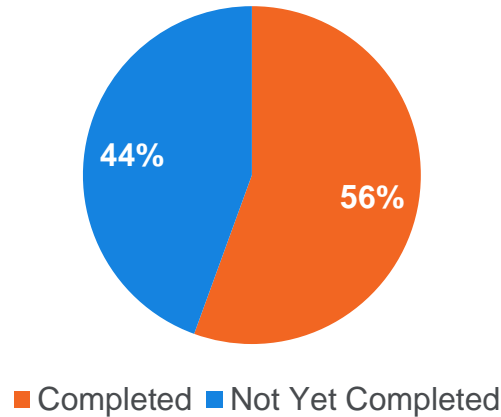
Follow Up SOAP Notes Sent to PCP

3 (33%)

Active users have submitted their Primary Care Provider (PCP) to MDLIVE

Dependent   0
             0

Primary   0
             0

■ Since Inception ■ Year to Date
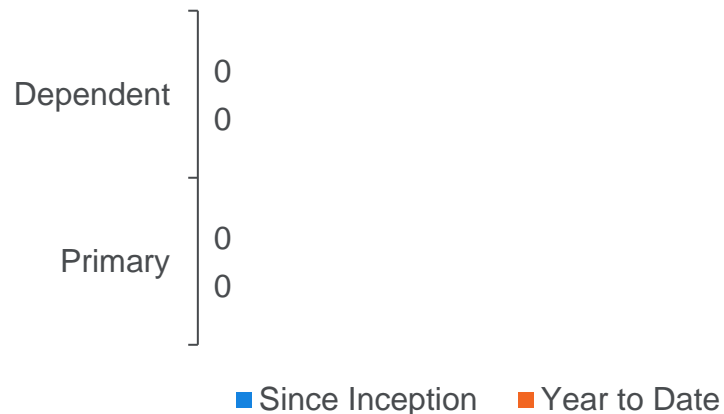
% of Active users with Medical History: % of Registered, Active accounts that have completed at least one medical history section
% of Active users submitted PCP: % of Registered, Active accounts that have submitted a PCP contact

Patient Wait Time

AVG call back time to see a doctor in   Nov-21:

72.0 Minutes

AVG call back time to see a doctor in   2021 YTD:

72.0 Minutes

% Patients Talking to a Doctor Within:

| Within 5m | Within 10m | Within 20m | Within 30m | Within 40m | Within 50m | Within 60m |

■Nov-21 ■2021

Patients Connected over 60m in Nov-21: 1   **Patients Connected over 60m in 2021 YTD: 1**

Wait time calculation: Start time is when a patient enters the on call queue or, if scheduled, their appointed start time. End time is when a patient is talking to a doctor.

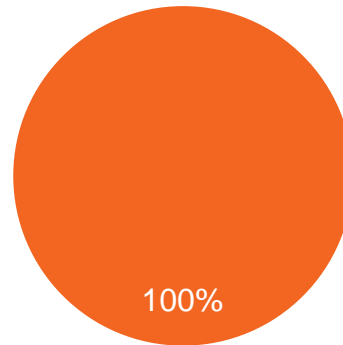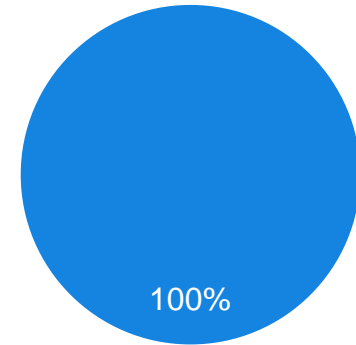# Patient Demographics

Utilization by Age - YTD

100%
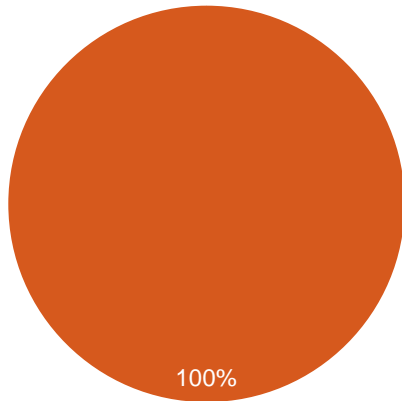
■0-17 ■18-24 ■25-34 ■35-44 ■45-54 ■55+
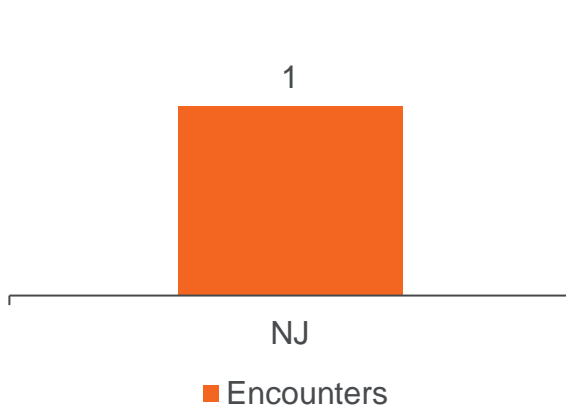
Utilization by Gender - YTD

100%

■Female ■Male ■Non-binary

Utilization by Type - YTD

100%

■Primary ■Dependent

Utilization by Top States - YTD

1

NJ

■Encounters

Utilization by Weekday - YTD

Day	Value
Sunday	0
Saturday	0
Friday	0
Thursday	0
Wednesday	0
Tuesday	1
Monday	0

Utilization by Timing - YTD

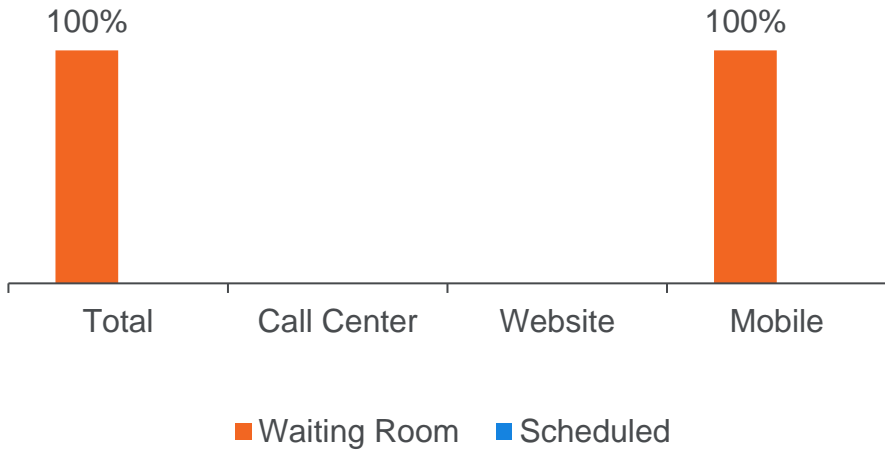| Timing	Value
Evening	1
Afternoon	0
Morning	0
Night	0
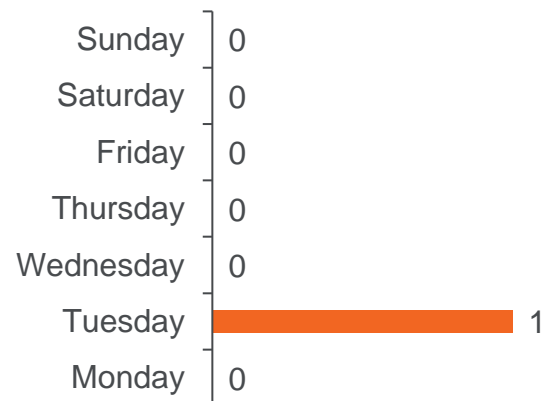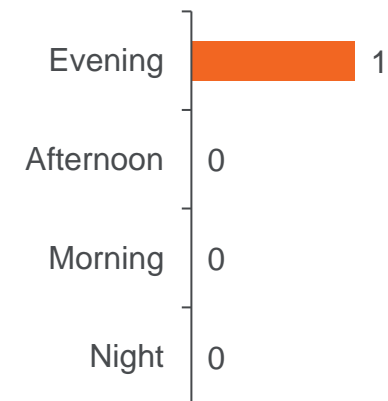
Utilization by State: Identifies a breakout of consultations by state of consultation, and may not be the patients state of residence
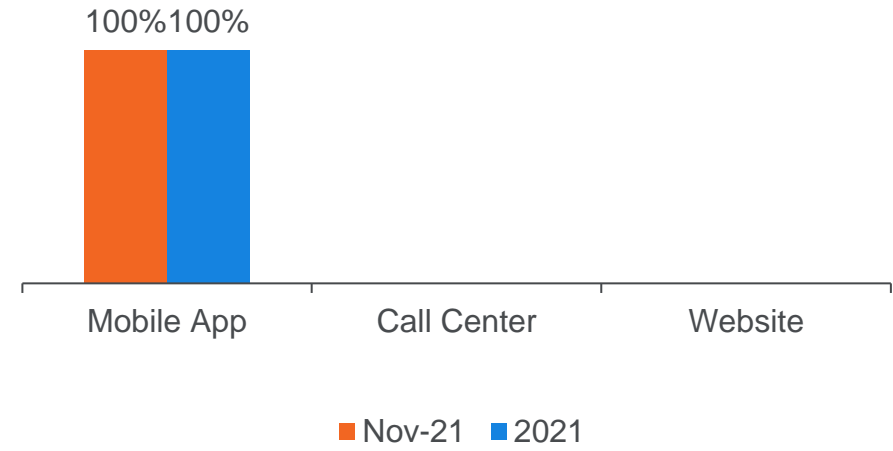
Utilization by Timing: **Night** is classified as from 12AM to 5AM, **Morning** is 6AM to 11AM, **Afternoon** is 12PM to 5PM, and **Evening** is after 6PM

Patient Use Trends

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Waiting Room vs Scheduled - YTD
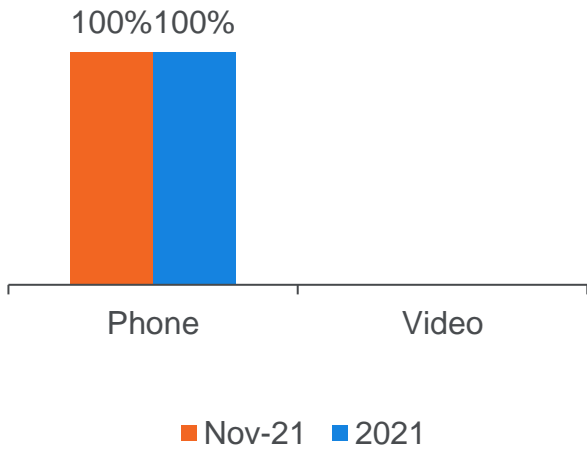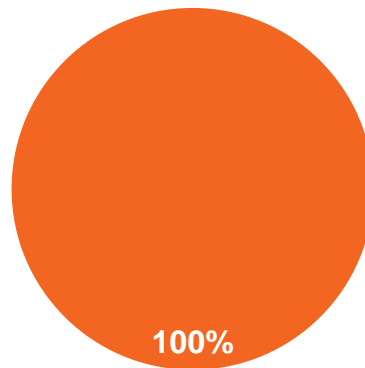
100% (Total) — 100% (Mobile)

Total | Call Center | Website | Mobile

■ Waiting Room ■ Scheduled

Source of Encounter

100% 100% (Mobile App)

Mobile App | Call Center | Website

■ Nov-21 ■ 2021

Phone vs Video

100% 100% (Phone)

Phone | Video

■ Nov-21 ■ 2021

Repeat Usage - YTD

100%

■ One Visit ■ Two Visits ■ Three or More Visits

Repeat Usage - Inception

100%
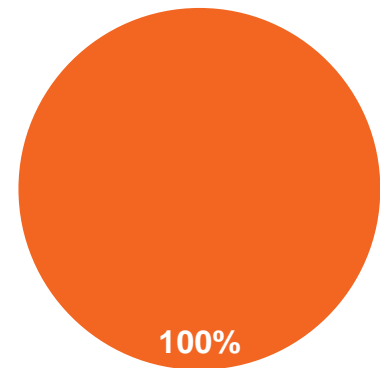
■ One Visit ■ Two Visits ■ Three or More Visits

Call Center Activity

Average Speed
of Answer in Nov-21: **28.0s**

Average Speed
of Answer in 2021 YTD: **33.0s**

Average Handle
Time in Nov-21: **6.6m**

Average Handle
Time in 2021 YTD: **3.9m**

Abandonment
Rate in Nov-21: **0.0%**

Abandonment
Rate in 2021 YTD: **1.96%**

% Answered Within

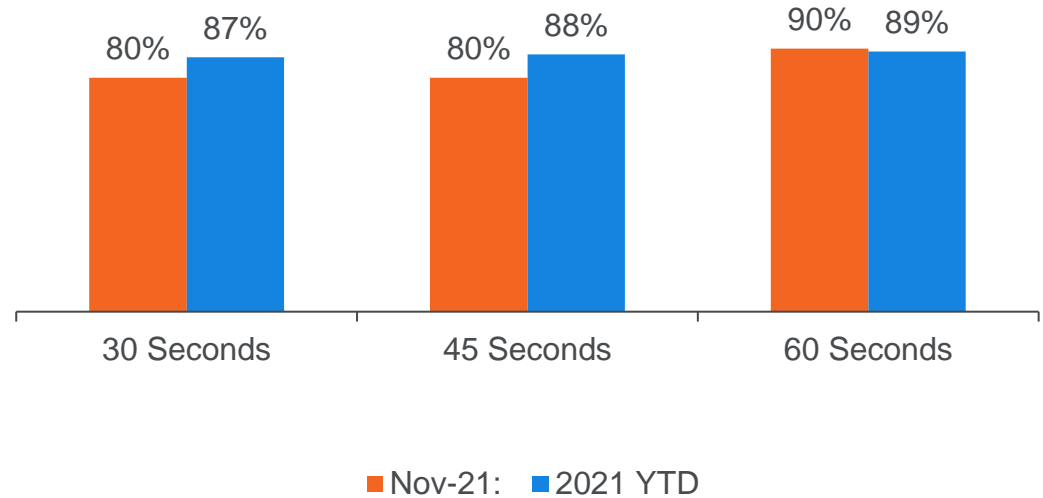|	30 Seconds	45 Seconds	60 Seconds
Nov-21:	80%	80%	90%
2021 YTD	87%	88%	89%

■ Nov-21: ■ 2021 YTD

Trending Call Center Answer Speed

Jun-21   Jul-21   Aug-21   Sep-21   Oct-21   Nov-21

Nov-21: 80% (Within 30s), 80% (Within 45s), 90% (Within 60s)

■ Within 30s ■ Within 45s ■ Within 60s

Average Speed of Answer: Average time user is on hold from moving through IVR to speaking to an agent **Average Handle Time:** Average time a user is speaking to an agent
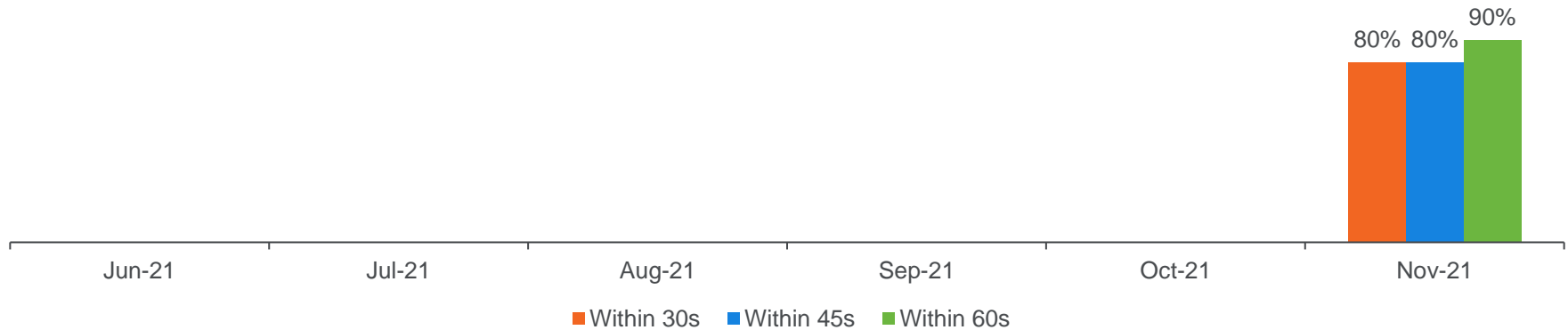
Mobile Activity

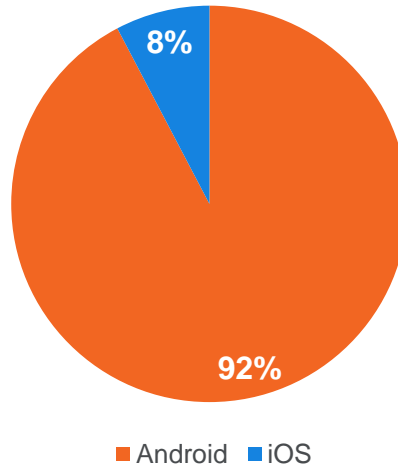|	
Total Mobile Device Activations	**13**
Mobile Device Activations YTD	**5**
Period Mobile Encounters	**1**
Mobile Encounters YTD	**1**

Device Types

8%

92%

■ Android ■ iOS

Users with Active Device

33%

67%

■ Active Device ■ No Device
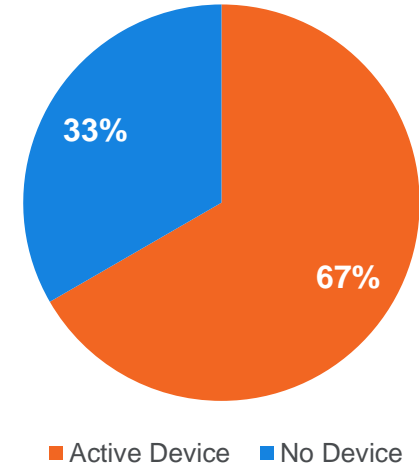
Trending Mobile Activity

5

May-21   Jun-21   Jul-21   Aug-21   Sep-21   Oct-21   Nov-21

■ Mobile Device Registrations ■ Mobile Consults
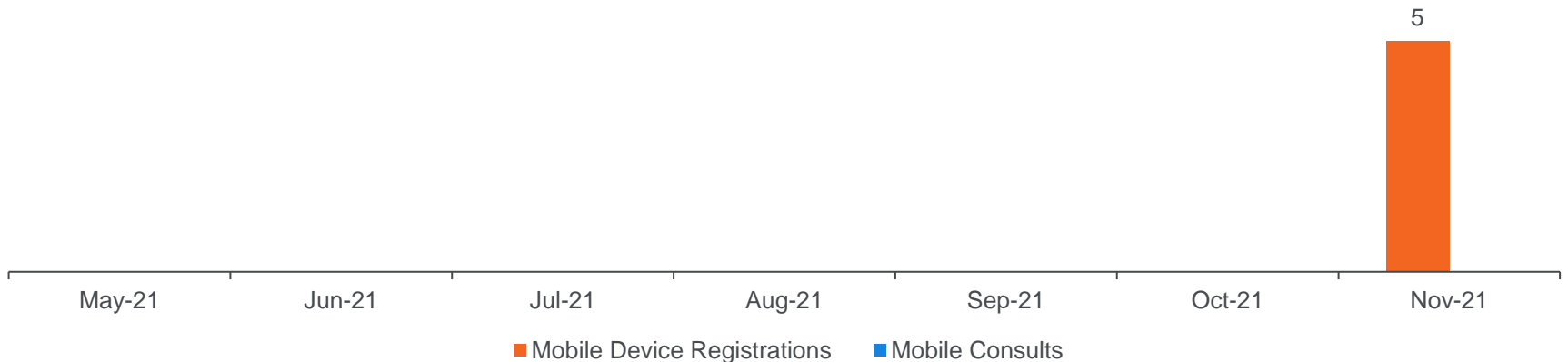
Mobile Device Registration: A mobile application download, where the user has logged into MDLIVE at least once on that device.
Mobile Consultation: A visit between a MDLIVE patient and an MDLIVE provider that was scheduled, or entered the OCWR through an app

Patient Satisfaction

MDLIVE

Overall Satisfaction - YTD

- Excellent
- Very Good
- Good
- Fair
- Poor

Net Promoter Score YTD: **N/A**

Promoter Responses: **N/A**

Demoter Responses: **N/A**

Surveys Completed YTD: **0**

Satisfaction Metrics

Overall Satisfaction %	Customer Loyalty %	Customer Referral %	Poor Survey Rate

■ YTD ■ Since Inception

Net Promoter Score: % of Promoter Responses - % of Demoter Responses on the question 'How likely are you to recommend MDLIVE?'
Overall Satisfaction: % that answer Excellent, Very good, Good on the question 'How was your Overall Experience at MDLIVE?'
Customer Loyalty: % that answer 7 or greater on the question 'How likely are you to use MDLIVE again in the future?'
Customer Referral: % that answer 7 or greater on the question 'How likely are you to recommend MDLIVE?'
Poor Survey Rate: % of survey that submitted a poor survey response
Please Note: Prescription seeking negative surveys are removed from the metrics presented on this slide

Medical Analytics

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Top 5 Diagnosis - YTD
Acute bronchitis, unspecified [J20.9] (1)

Top 5 Prescriptions - YTD
Prednisone (1)

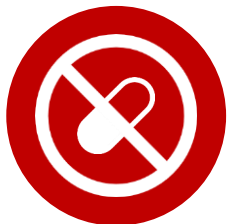**Encounters with Rx:**

Nov-21: **100%**

2021 YTD: **100%**

Total Number of Rx:

Nov-21: **1**

2021 YTD: **1**

Encounters without Rx:

Nov-21: **0%**

2021 YTD: **0%**

AVG Rx/Encounter:

Nov-21: **1.0**

2021 YTD: **1.0**

Medical Treatment: Prescription and Diagnosis data is sourced from the MDLIVE platform during the treatment of patients