

Overview of Kaiser Permanente Customer Reporting

Prepared for the Center for Collaborative Solutions and CECHCR

Kaiser Permanente Customer Reports:

*Reports can be run for the full membership (subscribers and dependents) or subscribers only

Partnership in Health: Prevention & Lifestyle Report			
Membership Threshold/ Criteria:	200+	Group/ Customer Specific?	Yes
Description:	The Prevention and Lifestyle Risk Module is a customer specific clinical data information tool that provides groups with insight into the health of their population in terms of: Weight Management (BMI), Cholesterol, Blood Pressure, Smoking Rates, Cancer Screenings and Immunizations.		
Partnership in Health: Chronic Conditions Report			
Membership Threshold/ Criteria:	500+	Group/ Customer Specific?	Yes
Description:	The PIH Chronic Conditions report is a customer specific clinical data information tool that provides groups with insight about the health of their employees and families regarding the prevalence and cost of five chronic conditions: asthma, diabetes, depression, coronary artery disease, and heart failure.		
Periodic Utilization Report			
Membership Threshold/ Criteria:	500+	Group/ Customer Specific?	Yes
Description:	The PUR provides customer-specific analysis of utilization and cost trends for groups with 500 or more members enrolled in Kaiser Permanente Health Plan(s). They describe membership, inpatient and outpatient experience, pharmacy use, and other services utilization.		
Future: KP Value Summary Report			
Membership Threshold/ Criteria:	500+	Group/ Customer Specific?	Yes
Membership Threshold/ Criteria:	<500	Group/ Customer Specific?	No
Description:	<p>The Value Summary demonstrates how our integrated care management services drive superior outcomes and productivity gains, as well as reduce costs. Where appropriate, benchmarks are included to provide meaningful comparisons between Kaiser Permanente and the marketplace.</p> <p>Groups with under (<) 500 Commercial members in California may receive the NON-group-specific data version, which acts as a regionally appropriate sample for customers that are not eligible for the group-specific version. The metrics within this report display averages based on composite data from smaller purchasers within the region.</p>		

Common Terminology used in Customer Reports

Term	Definition and use in Reporting
Subscribers	The number of benefit-eligible employees who have selected and enrolled in the Kaiser Permanente Health Plan through the employer group. Number is counted at the end of the measurement period being reported.
Members	The total number of members (subscribers plus their dependents) who are enrolled in the Kaiser Permanente Health Plan through the employer group. Number is counted at the end of the measurement period being reported.
Avg Age	Average age reflects the numerical average age of all members included in the report, and is calculated at the end of the measurement period being reported.
Avg Family Size	The average number of people across who are enrolled along with the subscriber, where 1 = individual subscriber, 2 = subscriber plus one dependent, 3 = subscriber plus two dependents, etcetera. Calculated as the number of members enrolled at the end of the measurement period divided by the number of subscribers enrolled at the end of the measurement period being reported.
Enrollment Stability Index	Percentage of members enrolled at the end of the measurement period who were “continuously enrolled” (enrolled for at least 11 months of the 12-month reporting period).
PMPM	Indicates charges incurred ‘Per Member Per Month’
PMPY	Indicates charges incurred ‘Per Member Per Year’