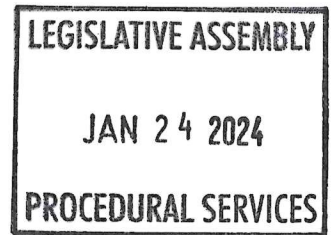


Public Accounts  
3sHealth  
December 14, 2023  
Requested Follow-up Information



- **What was the turnover in the department during the decline in service standards?**
  - In 2023 there were 6 team members who terminated their position on the Employee Benefits Team from February to October. In addition to the 6 from February to October, in the fall of 2023 there were also 3 staff members on long-term sick leave and 3 vacant positions.
  - In 2023 the team hired and on-boarded 11 new employees. The typical training time for a new employee is four months with another 4-5 months to be fully productive.

*(Hansard Verbatim Report No. 23 December 14, 2023, page 456)*

- **What are the trends or month-over-month claims levels in disability application submissions for 5 years?**
  - This report shows disability application submissions for the last 5 years:

	2018 Disability Applications	2019 Disability Applications	2020 Disability Applications	2021 Disability Applications	2022 Disability Applications	2023 Disability Applications
January	152	216	223	238	256	237
February	123	168	214	219	314	267
March	152	163	242	241	316	265
April	157	205	285	231	294	240
May	213	208	214	266	272	265
June	206	186	195	317	306	263
July	190	225	213	250	240	231
August	172	197	193	241	250	250
September	161	182	226	271	273	261
October	205	232	245	255	230	270
November	172	189	272	281	244	271
December	162	183	264	265	260	252
Total	2065	2354	2786	3075	3255	3072
	2018 Average Per Month	2019 Average Per Month	2020 Average Per Month	2021 Average Per Month	2022 Average Per Month	2023 Average Per Month
Average	172	196	232	256	271	256
Per day avg	8	9	11	12	12	12

*(Hansard Verbatim Report No. 23 December 14, 2023, page 457)*

- **What are the trends in nature of disability claims for 5 years?**
  - We track medical conditions by primary diagnosis.
  - This chart shows the percentage of claims paid by primary diagnosis from 2018 to 2022:

Claims by Diagnosis %					
Calendar Year	Musculoskeletal	Cancer	Mental/Nervous	All Other	Total
2022	33.20%	7.70%	20.90%	38.30%	100.00%
2021	32.90%	7.80%	21.70%	37.60%	100.00%
2020	30.20%	8.50%	21.20%	40.10%	100.00%
2019	29.90%	9.20%	19.30%	41.70%	100.00%
2018	29.10%	9.40%	18.30%	43.10%	100.00%

- Please note, at the December 14<sup>th</sup> meeting we stated that the percentage of claims for musculoskeletal was 36%, mental/nervous disorders 16%, cancer 9% and all other 39%.
- That data was based on closed claims and not all active claims. The above noted figures are for all approved claims.

*(Hansard Verbatim Report No. 23 December 14, 2023, page 457/458)*

- **What was the cost of implementing the disability system and payments to the vendor for CHIPS?**
  - The cost to implement the new Claims Healthcare Information Payment System (CHIPS) was \$1,474,727.37. Additionally, 3SH has spent \$518,610.90 on on-going maintenance and enhancements to the system.
  - This chart shows all payments to the vendor, Penad including implementation costs, on-going maintenance and enhancements:

Date	Amount		Fiscal	Amount
7/5/2021	47,250.00			
9/28/2021	43,260.00		2021-22	757,312.50
10/21/2021	157,500.00		2022-23	888,183.28
10/21/2021	43,174.69		2023-24	347,842.49
12/3/2021	115,782.19			<u>1,993,338.27</u>
12/17/2021	40,976.25			
1/17/2022	29,058.75			
2/16/2022	174,674.06			
3/11/2022	105,636.56			
4/26/2022	80,508.75			
5/13/2022	135,688.61			
6/24/2022	139,111.88			
7/15/2022	85,017.19			
8/19/2022	190,101.45			
8/22/2022	42,603.75			
9/26/2022	44,383.24			
10/25/2022	24,373.13			
11/28/2022	83,494.69			
1/17/2023	28,571.27			
1/24/2023	31,946.25			
1/24/2023	2,383.07			
4/18/2023	35,571.90			
6/15/2023	27,197.63			
8/11/2023	223,847.40			
10/26/2023	26,512.50			
11/28/2023	34,713.06			
	<u>1,993,338.27</u>			

(Hansard Verbatim Report No. 23 December 14, 2023, page 460)