

Heritage Health Public Dashboard Data

Last updated: February 8, 2021

Chart 1: Heritage Health Total Enrollment, by Plan

	NTC Enrollees	UHC Enrollees	WHP Enrollees
JAN 2017	77,623	76,886	71,237
FEB 2017	77,028	78,905	70,353
MAR 2017	76,422	78,549	71,343
APR 2017	75,857	78,285	72,693
MAY 2017	75,190	77,419	74,081
JUN 2017	75,866	76,943	75,038
JUL 2017	76,331	76,782	75,556
AUG 2017	75,739	76,215	74,972
SEP 2017	75,875	76,498	75,149
OCT 2017	76,133	76,710	75,309
NOV 2017	76,430	77,072	75,506
DEC 2017	76,445	76,396	75,714
JAN 2018	76,604	79,036	74,786
FEB 2018	77,473	79,125	76,697
MAR 2018	78,169	78,699	77,425
APR 2018	78,266	79,017	77,452
MAY 2018	77,897	78,555	77,271
JUN 2018	77,927	78,596	77,297
JUL 2018	77,208	78,022	76,455
AUG 2018	77,090	77,724	76,371
SEP 2018	77,621	78,090	76,910
OCT 2018	77,291	77,861	76,435
NOV 2018	77,291	77,637	76,575
DEC 2018	77,155	77,403	76,643
JAN 2019	76,643	77,438	75,455
FEB 2019	77,328	77,925	76,881
MAR 2019	77,952	78,114	77,365
APR 2019	77,101	77,667	76,136
MAY 2019	76,437	77,162	75,964
JUNE 2019	76,666	77,206	76,002
JULY 2019	76,220	76,828	75,697
AUG 2019	76,380	76,898	76,055
SEP 2019	77,063	77,316	76,503
OCT 2019	76,666	77,137	76,143
NOV 2019	77,138	77,521	76,770
DEC 2019	76,752	77,411	76,221
JAN 2020	76,859	76,962	76,320
FEB 2020	77,709	78,164	77,441
MAR 2020	77,622	78,039	77,330

APR 2020	76,912	77,508	76,624
MAY 2020	80,263	80,394	80,278
JUN 2020	81,872	81,822	81,815
JUL 2020	83,092	83,127	83,041
AUG 2020	84,572	84,559	84,383
SEP 2020	85,885	85,835	85,869
OCT 2020	89,817	89,849	89,774
NOV 2020	92,552	92,726	92,512
DEC 2020	95,170	95,260	94,924
	NTC Enrollees	UHC Enrollees	HealthyBlue Enrollees
JAN 2021	98,416	98,688	98,071

Chart 2: Total Claims Paid by Health Plan

	Physical/Behavioral Health Claims	Pharmacy claims.
JAN 2017		
NTC	34,420	117,879
UHC	30,891	114,521
WHP	3,688	42,342
FEB 2017		
NTC	90,603	196,842
UHC	76,596	116,409
WHP	48,044	54,092
MAR 2017		
NTC	135,666	202,909
UHC	98,452	132,954
WHP	65,801	68,910
APR 2017		
NTC	128,376	163,691
UHC	108,766	104,364
WHP	87,193	55,461
MAY 2017		
NTC	165,982	175,636
UHC	107,351	124,211
WHP	77,592	60,463
JUN 2017		
NTC	144,130	149,132
UHC	85,885	125,542
WHP	80,195	61,176
JUL 2017		

NTC	155,186	174,901
UHC	117,486	107,672
WHP	92,393	53,034
AUG 2017		
NTC	134,711	167,514
UHC	104,692	121,976
WHP	80,097	60,060
SEP 2017		
NTC	155,619	184,633
UHC	96,609	118,981
WHP	85,617	69,494
OCT 2017		
NTC	162,714	161,256
UHC	116,567	119,742
WHP	93,539	59,247
NOV 2017		
NTC	139,450	166,445
UHC	100,329	115,229
WHP	93,756	63,656
DEC 2017		
NTC	117,503	184,504
UHC	96,874	126,623
WHP	85,093	68,046
JAN 2018		
NTC	210,260	137,952
UHC	121,453	124,934
WHP	81,314	70,813
FEB 2018		
NTC	177,095	222,962
UHC	120,901	133,611
WHP	84,702	69,003
MAR 2018		
NTC	209,529	179,607
UHC	138,190	142,502
WHP	103,517	77,464
APR 2018		
NTC	183,079	173,186
UHC	126,233	127,674
WHP	86,289	64,042
MAY 2018		
NTC	193,949	182,891
UHC	140,459	129,479
WHP	95,855	69,380
JUN 2018		
NTC	174,936	154,085
UHC	121,126	123,636

WHP	88,297	71,779
JUL 2018		
NTC	165,773	175,169
UHC	113,492	122,547
WHP	82,610	60,578
AUG 2018		
NTC	153,220	139,996
UHC	140,079	143,743
WHP	94,505	80,615
SEP 2018		
NTC	139,029	256,850
UHC	130,395	112,251
WHP	91,900	65,522
OCT 2018		
NTC	173,506	146,550
UHC	142,458	124,397
WHP	95,330	73,649
NOV 2018		
NTC	146,787	199,569
UHC	129,471	130,132
WHP	90,609	77,860
DEC 2018		
NTC	147,158	184,963
UHC	120,413	122,146
WHP	92,044	81,876
JAN 2019		
NTC	157,650	184,231
UHC	128,199	101,791
WHP	77,731	62,501
FEB 2019		
NTC	147,018	151,576
UHC	123,634	95,757
WHP	91,225	63,394
MAR 2019		
NTC	138,151	111,645
UHC	130,636	105,829
WHP	101,342	67,214

APR 2019		
<i>NTC</i>	172,334	200,371
<i>UHC</i>	124,609	95,188
<i>WHP</i>	93,893	56,582
MAY 2019		
<i>NTC</i>	153,623	198,577
<i>UHC</i>	142,260	96,875
<i>WHP</i>	99,884	67,997
JUNE 2019		
<i>NTC</i>	127,469	149,730
<i>UHC</i>	125,051	92,156
<i>WHP</i>	86,813	52,737
JULY 2019		
<i>NTC</i>	139,458	143,424
<i>UHC</i>	122,694	90,590
<i>WHP</i>	88,651	55,686
AUG 2019		
<i>NTC</i>	144,528	144,793
<i>UHC</i>	130,968	100,025
<i>WHP</i>	91,863	61,652
SEPT 2019		
<i>NTC</i>	126,184	143,974
<i>UHC</i>	121,789	90,453
<i>WHP</i>	87,602	56,481
OCT 2019		
<i>NTC</i>	177,345	150,488

<i>UHC</i>	144,492	94,055
<i>WHP</i>	95,747	61,825
NOV 2019		
<i>NTC</i>	137,750	145,373
<i>UHC</i>	139,510	99,941
<i>WHP</i>	111,063	68,723
DEC 2019		
<i>NTC</i>	150,807	151,428
<i>UHC</i>	117,831	93,844
<i>WHP</i>	93,003	57,543
JAN 2020		
<i>NTC</i>	136,984	175,476
<i>UHC</i>	131,533	94,148
<i>WHP</i>	93,894	72,843
FEB 2020		
<i>NTC</i>	155,479	146,398
<i>UHC</i>	132,800	92,410
<i>WHP</i>	101,454	60,506
MAR 2020		
<i>NTC</i>	163,399	150,504
<i>UHC</i>	129,735	93,286
<i>WHP</i>	96,686	59,535
APR 2020		
<i>NTC</i>	119,092	116,865

<i>UHC</i>	114,916	84,886
<i>WHP</i>	75,227	53,226
MAY 2020		
<i>NTC</i>	120,610	137,991
<i>UHC</i>	98,943	79,714
<i>WHP</i>	73,311	55,436
JUN 2020		
<i>NTC</i>	136,984	129,463
<i>UHC</i>	131,533	89,641
<i>WHP</i>	93,894	57,137
JUL 2020		
<i>NTC</i>	120,753	135,362
<i>UHC</i>	112,917	88,124
<i>WHP</i>	88,064	59,026
AUG 2020		
<i>NTC</i>	121,210	139,458
<i>UHC</i>	138,183	90,341
<i>WHP</i>	88,552	54,729
SEP 2020		
<i>NTC</i>	152,017	142,542
<i>UHC</i>	107,555	84,136
<i>WHP</i>	85,347	61,116
OCT 2020		
<i>NTC</i>	143,291	157,792

<i>UHC</i>	146,511	106,406
<i>WHP</i>	107,676	77,728
NOV 2020		
<i>NTC</i>	123,411	161,626
<i>UHC</i>	131,445	104,165
<i>WHP</i>	110,984	73,213
DEC 2020		
<i>NTC</i>	163,396	147,096
<i>UHC</i>	149,770	117,966
<i>WHP</i>	115,386	81,269

Chart 3: Quarterly Medical and Administrative Expenses, by Health Plan

	Total Medical Expenses	Total Administrative Expenses
Q1 2017		
<i>NTC</i>	\$101,380,335.18	\$14,109,828.05
<i>UHC</i>	\$90,513,505.93	\$9,881,502.29
<i>WHP</i>	\$71,634,251.92	\$10,907,331.55
Q2 2017		
<i>NTC</i>	\$96,866,937.29	\$14,256,376.53
<i>UHC</i>	\$89,412,595.40	\$10,342,764.94
<i>WHP</i>	\$72,121,313.94	\$7,341,673.04
Q3 2017		
<i>NTC</i>	\$95,273,121.99	\$14,242,149.69
<i>UHC</i>	\$85,224,093.28	\$9,496,650.97
<i>WHP</i>	\$72,161,417.12	\$9,372,363.72
Q4 2017		
<i>NTC</i>	\$100,130,316.64	\$14,195,549.41
<i>UHC</i>	\$86,355,970.00	\$12,417,623.68

WHP	\$64,790,781.16	\$8,697,595.05
Q1 2018		
NTC	\$92,393,256.19	\$17,816,319.36
UHC	\$72,590,784.44	\$20,072,104.44
WHP	\$50,017,008.98	\$6,597,658.80
Q2 2018		
NTC	\$72,396,736.06	\$17,899,157.64
UHC	\$68,675,101.88	\$10,232,419.74
WHP	\$47,584,540.60	\$10,569,970.65
Q3 2018		
NTC	\$73,409,990.75	\$18,394,144.96
UHC	\$72,656,088.08	\$11,051,752.30
WHP	\$51,416,535.45	\$12,539,578.79
Q4 2018		
NTC	\$100,594,922.84	\$14,067,485.70
UHC	\$88,897,962.26	\$12,374,509.56
WHP	\$68,829,353.24	\$8,677,142.29
Q1 2019		
NTC	\$94,978,381.79	\$15,466,976.61
UHC	\$93,653,406.79	\$13,604,569.28
WHP	\$71,778,206.30	\$8,917,156.47
Q2 2019		
NTC	\$93,436,033.73	\$15,133,907.60
UHC	\$92,801,429.71	\$13,494,762.55
WHP	\$75,871,279.92	\$8,790,184.59
Q3 2019		
NTC	\$97,232,446.76	\$15,536,152.98
UHC	\$98,371,516.54	\$13,132,038.06
WHP	\$78,199,496.06	\$12,669,759.95
Q4 2019		
NTC	\$100,195,572.58	\$15,663,774.21
UHC	\$98,438,056.20	\$9,255,276.22
WHP	\$78,662,177.55	\$11,081,142.19
Q1 2020		
NTC	\$99,209,441.17	\$18,018,822.82
UHC	\$99,659,066.55	\$19,638,232.45
WHP	\$72,685,986.74	\$13,518,759.70
Q2 2020		
NTC	\$65,141,732.96	\$17,963,719.95
UHC	\$69,514,334.33	\$11,691,568.70
WHP	\$40,340,181.65	\$13,839,668.57
Q3 2020		
NTC	\$76,378,925.65	\$18,517,540.83
UHC	\$80,254,142.61	\$13,171,503.51
WHP	\$49,982,304.92	\$12,379,895.27

Chart 4: Average Member Call Length (minutes)

	NTC	UHC	WHP
JAN 2017	9.5	6.7	7.7
FEB 2017	9.5	6.6	7.6
MAR 2017	9.5	6.2	5.6
APR 2017	9.3	7.1	7.2
MAY 2017	10.0	9.9	9.3
JUN 2017	9.0	9.1	8.3
JUL 2017	8.0	9.5	8.2
AUG 2017	8.0	9.5	8.9
SEP 2017	7.5	8.9	8.9
OCT 2017	7.8	9.0	8.5
NOV 2017	7.8	9.8	7.9
DEC 2017	8.1	10.1	7.9
JAN 2018	8.2	9.2	8.4
FEB 2018	8.1	10.3	7.1
MAR 2018	8.3	9.3	6.7
APR 2018	8.4	9.6	7.2
MAY 2018	10.1	9.4	6.8
JUN 2018	9.6	9.5	7.3
JUL 2018	10.1	9.7	7.8
AUG 2018	10.4	9.2	7.8
SEP 2018	9.9	8.7	8.2
OCT 2018	10.3	8.7	8.0
NOV 2018	11.0	8.9	8.1
DEC 2018	11.8	8.6	7.7
JAN 2019	12.2	8.1	8.4
FEB 2019	12.4	8.4	8.8
MAR 2019	14.2	8.4	9.2
APR 2019	13.7	7.6	9.4
MAY 2019	13.2	7.6	9.2
JUNE 2019	11.9	7.3	9.0
JULY 2019	11.8	8.7	9.6
AUG 2019	11.5	7.7	9.0
SEPT 2019	9.1	7.7	8.8
OCT 2019	10.2	7.3	7.5
NOV 2019	9.9	7.4	7.4
DEC 2019	9.9	7.5	7.4
JAN 2020	10.7	7.7	8.1
FEB 2020	11.5	7.5	8.0
MAR 2020	9.4	7.5	7.7
APR 2020	11.2	7.6	7.2
MAY 2020	11.1	6.7	7.4
JUN 2020	10.3	6.7	7.1

JULY 2020	10.4	6.7	6.8
AUG 2020	10.1	6.7	7.1
SEPT 2020	11.8	6.1	7.4
OCT 2020	11.8	6.9	6.7
NOV 2020	12.1	7.1	6.8
DEC 2020	11.0	7.2	6.3

Chart 5: Average Member Hold Time (seconds)

The contract standard for this measurement is under 180 seconds.

	NTC	UHC	WHP
JAN 2017	51	100	6
FEB 2017	38	111	6
MAR 2017	42	96	11
APR 2017	62	148	14
MAY 2017	58	118	7
JUN 2017	41	91	11
JUL 2017	31	96	14
AUG 2017	34	106	18
SEP 2017	42	95	12
OCT 2017	32	91	14
NOV 2017	23	98	14
DEC 2017	21	97	9
JAN 2018	68	72	87
FEB 2018	61	87	61
MAR 2018	45	77	63
APR 2018	42	95	68
MAY 2018	73	81	54
JUN 2018	86	81	66
JUL 2018	74	85	75
AUG 2018	93	74	81
SEP 2018	94	57	94
OCT 2018	72	66	97
NOV 2018	81	57	100
DEC 2018	89	47	93

JAN 2019	97	44	115
FEB 2019	96	62	131
MAR 2019	164	62	123
APR 2019	105	43	111
MAY 2019	91	45	110
JUNE 2019	85	54	91
JULY 2019	95	112	114
AUG 2019	72	103	105
SEPT 2019	59	96	94
OCT 2019	67	83	76
NOV 2019	76	93	71
DEC 2019	76	96	69
JAN 2020	76	101	80
FEB 2020	90	105	77
MAR 2020	74	91	66
APR 2020	78	64	56
MAY 2020	80	61	58
JUN 2020	75	75	63
JULY 2020	79	89	58
AUG 2020	78	71	60
SEPT 2020	91	72	68
OCT 2020	86.5	65	55
NOV 2020	92	86	61
DEC 2020	94	85	53

Chart 6: Average Provider Call Length (minutes)

	NTC	UHC	WHP
JAN 2017	7.8	6.1	4.8
FEB 2017	9.2	7.0	5.8
MAR 2017	10.4	7.5	5.4
APR 2017	10.3	7.3	7.1

MAY 2017	10.0	8.5	8.0
JUN 2017	10.0	8.8	8.9
JUL 2017	10.0	8.4	8.5
AUG 2017	10.3	8.4	9.4
SEP 2017	10.0	8.2	9.5
OCT 2017	9.9	7.8	9.9
NOV 2017	10.7	8.3	10.8
DEC 2017	9.8	8.3	10.2
JAN 2018	11.1	7.9	10.3
FEB 2018	11.4	7.7	11.0
MAR 2018	11.1	7.5	10.6
APR 2018	10.9	7.5	10.5
MAY 2018	12.6	7.9	10.9
JUN 2018	11.5	7.2	11.6
JUL 2018	11.6	7.6	11.1
AUG 2018	12.1	7.3	9.9
SEP 2018	11.7	8.9	10.5
OCT 2018	10.5	8.2	11.2
NOV 2018	10.2	7.7	12.0
DEC 2018	11.5	7.8	11.6
JAN 2019	11.0	7.4	10.9
FEB 2019	11.9	7.6	9.7
MAR 2019	12.6	7.7	10.4
APR 2019	13.0	7.4	9.9
MAY 2019	11.9	8.1	10.1
JUNE 2019	12.2	7.7	9.8
JULY 2019	11.7	7.7	11.0
AUG 2019	11.3	7.5	10.6
SEPT 2019	9.6	7.9	10.3
OCT 2019	11.0	8.1	9.8
NOV 2019	10.8	8.1	10.3
DEC 2019	10.7	7.9	9.7
JAN 2020	10.1	8.2	9.6
FEB 2020	10.7	8.2	9.6
MAR 2020	9.3	8.2	10.0
APR 2020	11.3	8.4	10.3
MAY 2020	11.4	8.5	9.9
JUN 2020	12.4	8.6	9.3
JULY 2020	11.6	9.0	10.4
AUG 2020	10.8	8.6	9.3
SEPT 2020	11.4	9.2	9.3
OCT 2020	12.0	9.1	8.2
NOV 2020	12.4	9.3	10.0
DEC 2020	12.2	10.2	10.0

Chart 7: Average Provider Hold Time (seconds)

The contract standard for this measurement is under 180 seconds.

	NTC	UHC	WHP
JAN 2017	55	65	9
FEB 2017	47	60	9
MAR 2017	48	60	16
APR 2017	54	52	28
MAY 2017	47	51	23
JUN 2017	47	46	18
JUL 2017	53	34	16
AUG 2017	47	35	24
SEP 2017	39	39	45
OCT 2017	47	45	71
NOV 2017	50	57	43
DEC 2017	34	66	9
JAN 2018	127	56	67
FEB 2018	142	51	78
MAR 2018	37	45	83
APR 2018	28	30	71
MAY 2018	80	36	86
JUN 2018	86	28	109
JUL 2018	63	22	102
AUG 2018	69	16	77
SEP 2018	78	22	91
OCT 2018	24	15	116
NOV 2018	39	11	120
DEC 2018	61	11	105
JAN 2019	47	9	99
FEB 2019	55	10	74
MAR 2019	67	10	95
APR 2019	70	10	83
MAY 2019	65	11	82
JUNE 2019	65	10	81
JULY 2019	66	13	99
AUG 2019	49	9	94
SEPT 2019	46	9	87
OCT 2019	55	9	81
NOV 2019	45	8	79
DEC 2019	51	9	79
JAN 2020	53	9	83
FEB 2020	63	10	79
MAR 2020	45	12	84
APR 2020	26	12	94
MAY 2020	38	13	77

JUN 2020	49	15	77
JULY 2020	49	12	89
AUG 2020	48	15	57
SEPT 2020	50	19	73
OCT 2020	64.3	19	75
NOV 2020	85	21	90
DEC 2020	70	19	82

Chart 8: Health Plan Outreach to Members

	NTC	UHC	WHP
2018			
January	19	18	30
February	21	24	68
March	22	54	87
April	44	74	34
May	51	41	37
June	40	46	75
July	31	38	105
August	29	43	42
September	32	33	40
October	28	41	57
November	25	46	38
December	16	39	29
2019			
January	34	71	14
February	26	55	22
March	33	44	18
April	30	31	24
May	26	29	24
June	32	43	17
July	27	35	22
August	33	36	35
September	24	26	41
October	37	23	33
November	37	27	64
December	54	11	46
2020			
January	26	26	24
February	30	28	33

Chart 9: Health Plan Outreach to Providers

	NTC	UHC	WHP
2018			
January	192	149	97
February	262	153	120
March	271	187	127
April	185	208	64
May	209	135	94
June	229	131	144
July	217	126	136
August	260	150	181
September	235	135	152
October	213	140	140
November	231	167	206
December	217	133	150
2019			
January	199	129	65
February	190	127	61
March	242	129	70
April	226	163	78
May	225	183	65
June	245	122	68
July	209	117	78
August	225	126	74
September	216	106	72
October	226	145	84
November	218	82	68
December	154	146	67
2020			
January	189	135	74
February	168	109	68

Chart 10: Tdap Vaccinations in Pregnant Women

The following data is for this chart. MLTC separates this measurement into two groups. Group A is all pregnant Heritage Health members; group B is Heritage Health members in weeks 27-36 of a pregnancy. MLTC has two goals for this measurement. For Group A, it is 75 percent; for Group B it is 63 percent.

	Group A	Group B
Quarter 3 2017		
NTC	59.57%	50.18%
UHC	59.21%	48.03%
WHP	62.99%	49.80%
Quarter 4 2017		
NTC	56.62%	44.93%
UHC	55.02%	44.42%
WHP	65.84%	53.31%
Quarter 1 2018		
NTC	57.14%	47.92%
UHC	56.76%	45.24%
WHP	60.08%	48.69%
Quarter 2 2018		
NTC	65.02%	52.47%
UHC	62.89%	51.55%
WHP	57.95%	47.72%
Quarter 3 2018		
NTC	65.67%	53.58%
UHC	57.26%	45.41%
WHP	51.17%	41.91%
Quarter 4 2018		
NTC	69.38%	58.57%
UHC	59.62%	50.72%
WHP	51.09%	42.12%
Quarter 1 2019		
NTC	67.05%	56.55%
UHC	61.85%	51.09%
WHP	46.21%	37.30%
Quarter 2 2019		
NTC	65.02%	53.75%
UHC	63.99%	53.93%
WHP	46.49%	38.70%
Quarter 3 2019		
NTC	63.90%	52.53%
UHC	63.67%	53.54%
WHP	48.65%	40.20%
Quarter 4 2019		
NTC	62.72%	53.51%
UHC	66.37%	57.47%

WHP	46.13%	38.97%
Quarter 1 2020		
NTC	70.51%	58.54%
UHC	60.84%	50.97%
WHP	54.21%	47.86%
Quarter 2 2020		
NTC	69.77%	57.56%
UHC	58.41%	48.91%
WHP	57.62%	49.04%

Chart 11: Percentage of 15-Month-Olds in Each Plan with 6 or more Well Child visits

Quarter 2 2018	
NTC	53.13%
UHC	47.22%
WHP	42.04%
Quarter 3 2018	
NTC	55.85%
UHC	49.65%
WHP	49.49%
Quarter 4 2018	
NTC	57.95%
UHC	51.74%
WHP	52.36%
Quarter 1 2019	
NTC	54.95%
UHC	46.25%
WHP	50.35%
Quarter 2 2019	
NTC	53.08%
UHC	47.88%
WHP	48.02%
Quarter 3 2019	
NTC	57.63%

UHC	53.63%
WHP	58.28%
Quarter 4 2019	
NTC	56.95%
UHC	54.97%
WHP	56.30%
Quarter 1 2020	
NTC	59.32%
UHC	50.09%
WHP	57.92%
Quarter 2 2020	
NTC	55.69%
UHC	53.51%
WHP	57.77%