

A Coordinated Approach to The Opioid Crisis

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Highmark has responded to the opioid crisis with a comprehensive approach that emphasizes **primary prevention, safe prescribing,** and **community supports.**

Primary Prevention

- **Highmark West Virginia** and the **FBI Pittsburgh's Charleston, W.Va. Resident Agency** teamed up to create a video that explores the multi-generational harms of opioid misuse on the individual, family members and the community. This opioid education resource has been provided to more than 1,100 middle and high school teachers, reaching an estimated 136,000 West Virginia youth.
- The **West Virginia initiative** was inspired by an in-person program from Highmark's Financial Investigations and Provider Review (FIPR) department that engaged nearly 9,000 students, parents and educators in western Pennsylvania through an **Opioid Epidemic Education Program**. The program empowers people with knowledge and resources to respond to opioid dependence in their communities.



Community Support

- **In recent years**, Highmark and the Highmark Foundation have provided **more than \$4 million** to community organizations and programs fighting the opioid epidemic across our four-state footprint in **Pennsylvania, Delaware, West Virginia and New York.**
- **Harnessing the power of its own team members**, Highmark has established a grass-roots organization known as **LEARN**. LEARN is comprised of more than 600 Highmark, Allegheny Health Network (AHN) and other Highmark companies' team members who come together to learn more about substance use disorders and advocate for reforms and effective treatment.





Increasing our member's access to **high-quality SUD treatment** and **community supports** is a key pillar to Highmark's strategy.

Increasing Access to SUD Treatment

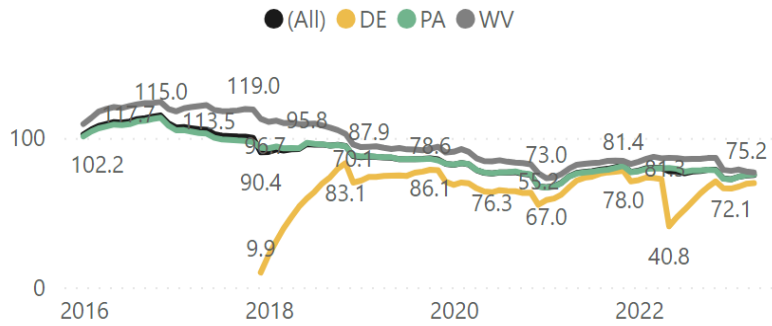
- **In 2020**, we launched a technology-enabled opioid use disorder program in West Virginia that is **one of the first of its kind in the U.S.** In response to the COVID-19 crisis, we have since adapted and expanded the program to our members in other markets.
- **Through the program**, our members can engage medical staff and counselors through a smart phone, tablet, or computer. This can be initiated in a doctor's office, at home by a patient directly or in the ER as part of a "warm handoff" in cases of non-fatal overdoses.
- **Members are connected to a multidisciplinary care team** and receive individualized treatment plans and Medication-Assisted Therapy (MAT) that assists individuals to stop using opioids by suppressing cravings and severe withdrawal symptoms.

Increasing Access to SUD Treatment

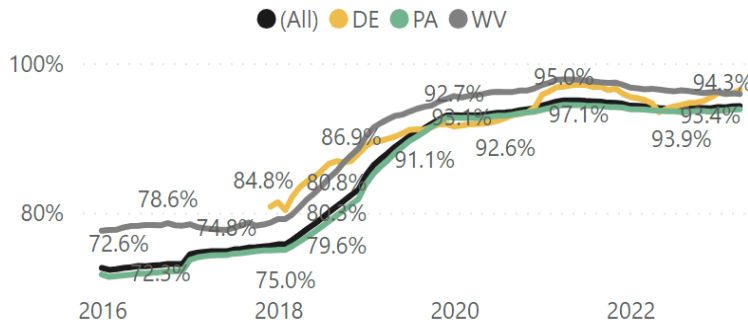
- In late 2020, **Highmark** and **axialHealthcare** announced a new recovery program to offer care navigation and peer support services for members seeking treatment for substance use in Pennsylvania. The recovery program deploys personalized services, using clinicians and peer support from individuals in recovery to help members find and stay in treatment. A similar concept has been rolled out in Delaware.
- These efforts have led to a reduction in opioid-related overdoses, and more individuals diagnosed with **substance use disorder being linked with medication-assisted treatment.**



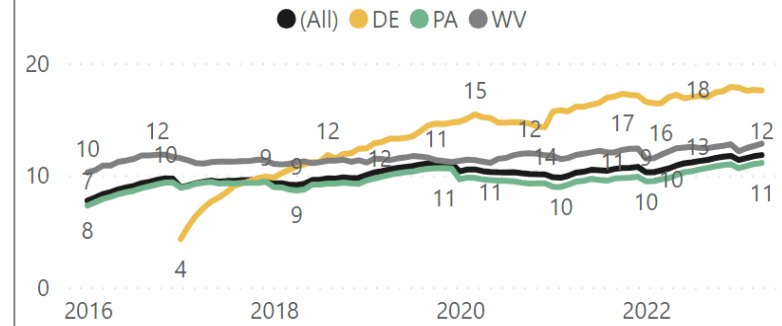
New Opioid Fills Per 1K



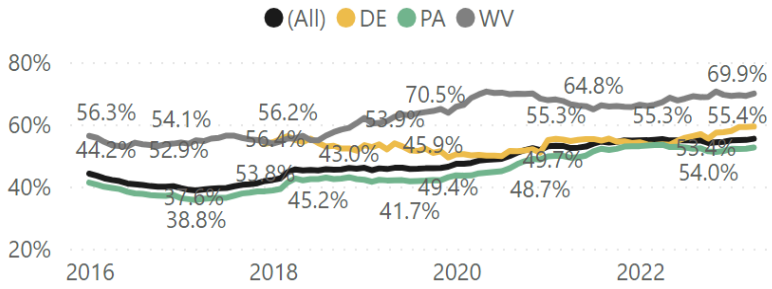
Initial Opioid Prescriptions <=7 Days Supply



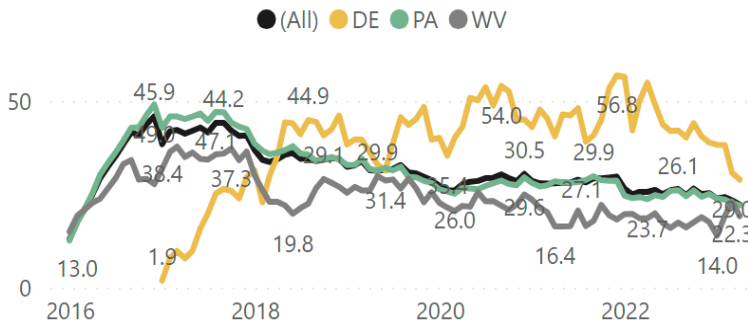
OUD Prevalence Per 1K Members



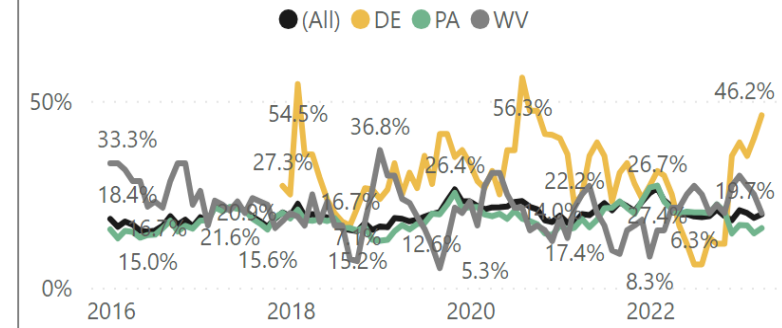
Evidence of MAT Among Members With OUD Or Overdose



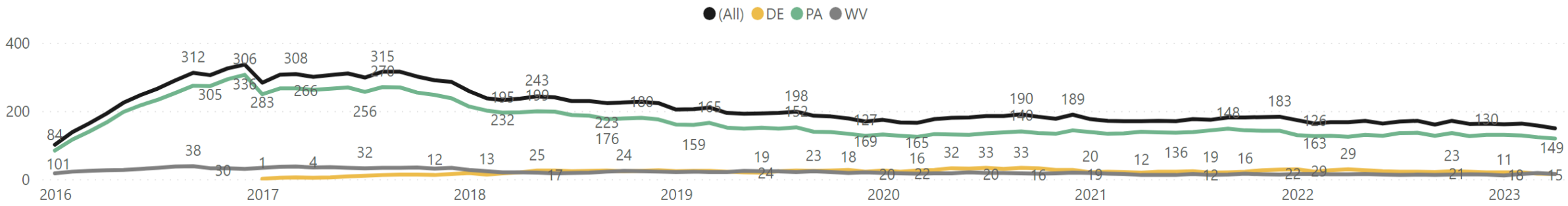
Overdose Prevalence Per 100K



Evidence Of MAT Following OD



OUD Overdose Events



Highmark's Three-Pronged Approach

- **Primary Prevention:** The first component focuses on prevention by offering effective, **non-pharmaceutical** pain management therapies at the site of care.
- **Safe Prescribing:** Highmark's strategy emphasizes safe opioid utilization through new **evidence-based medication policies**, as well as ongoing monitoring and educational efforts for both members and prescribers. Highmark uses a **data-driven approach** to monitor members' prescribing patterns and identify potentially unsafe use of opioids and other controlled substances.
- **Community Supports:** Highmark works to **identify members** with opioid use disorder and **linking them with high-quality, accessible treatment programs**. Through these efforts, Highmark has reduced its members' use and duration of use of opioids.



Questions?