



UTILIZATION REPORT



MDA Health Plan 01/01/2021 - 12/31/2021

UTILIZATION REPORT
MDA Health Plan

January 01, 2021 - December 31, 2021 on New Files

UTILIZATION RATE SUMMARY

Type	Count	%	Serviced	%	Activities	%
EAP Files	4	36.4%	4	11.4%	24	36.4%
Information Call Files	0	00.0%	0	00.0%	0	00.0%
Organizational Service Files	7	63.6%	0	00.0%	1	01.5%
Life Expert Files	0	00.0%	0	00.0%	0	00.0%
MyLife Expert Web Traffic	0	00.0%	31	88.6%	41	62.1%
Supervisor Referral Files	0	00.0%	0	00.0%	0	00.0%
Organization Consultation Files	0	00.0%	0	00.0%	0	00.0%
Total	11	100%	35	100%	66	100%

Count	Serviced	Activities
The total number of files: EAP, Organizational Services, Information Calls, etc. that fall within the reporting period.	The total number of service users within files along with Member Portal unique user visits that fall within the reporting period.	The total number of activities from files along with the total Member Portal visits that fall within the reporting period.

Population / Utilization Rate	1166
Annualized Rate for Count of all Files.	0.94%
Annualized Impact Rate of Total Serviced including Member Portal visits.	3.00%

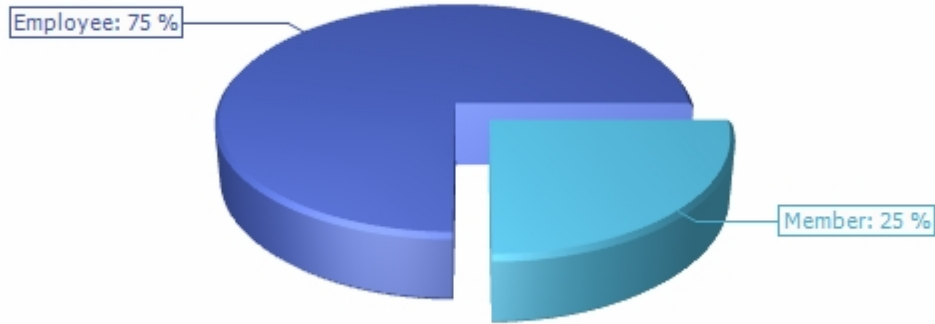
New/Ongoing Files Summary	
Total New Files	4

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Client Type



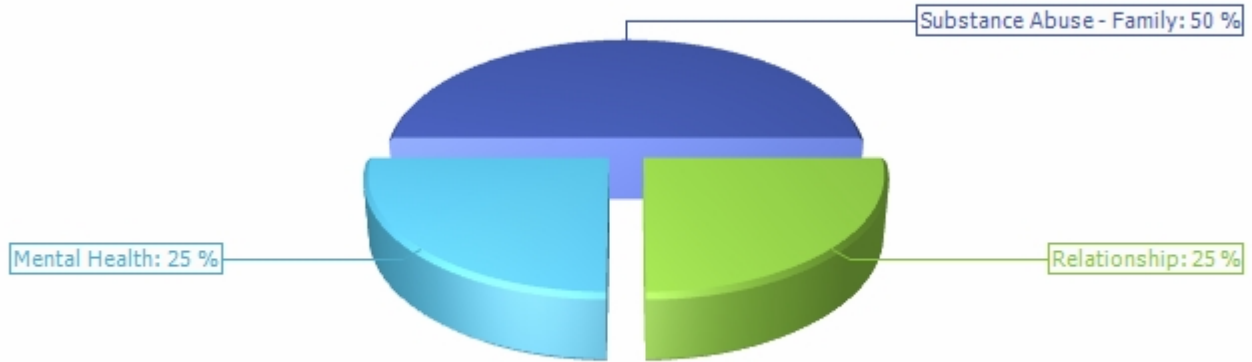
Client Type	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2021 - 12/2021	
	#	%	#	%	#	%	#	%	#	%
Employee	2	100.00%	0	0.00%	1	100.00%	0	0.00%	3	75.00%
Member	0	0.00%	0	0.00%	0	0.00%	1	100.00%	1	25.00%
Total	2	100 %	0	0 %	1	100 %	1	100 %	4	100 %

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Primary Presenting Problem



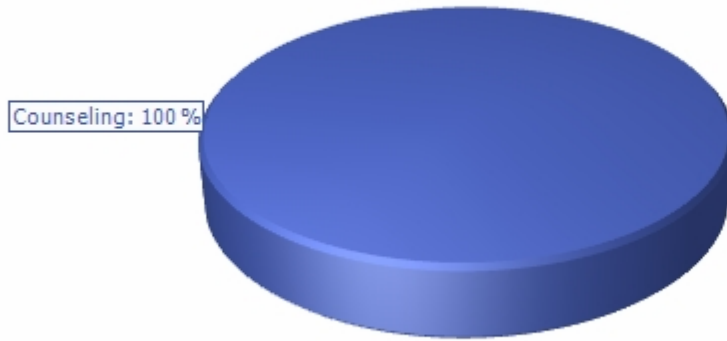
Primary Presenting Problem	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2021 - 12/2021	
	#	%	#	%	#	%	#	%	#	%
Mental Health	0	0.00%	0	0.00%	0	0.00%	1	100.00%	1	25.00%
Relationship	1	50.00%	0	0.00%	0	0.00%	0	0.00%	1	25.00%
Substance Abuse - Family	1	50.00%	0	0.00%	1	100.00%	0	0.00%	2	50.00%
Total	2	100 %	0	0 %	1	100 %	1	100 %	4	100 %

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Service Type



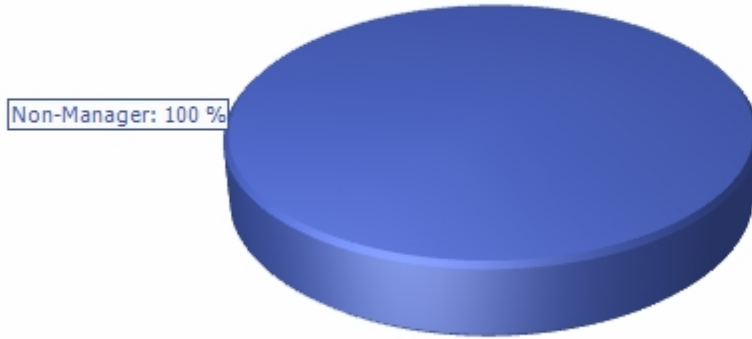
Service Type	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2021 - 12/2021	
	#	%	#	%	#	%	#	%	#	%
Counseling	2	100.00%	0	0.00%	1	100.00%	1	100.00%	4	100.00%

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Employee Occupation



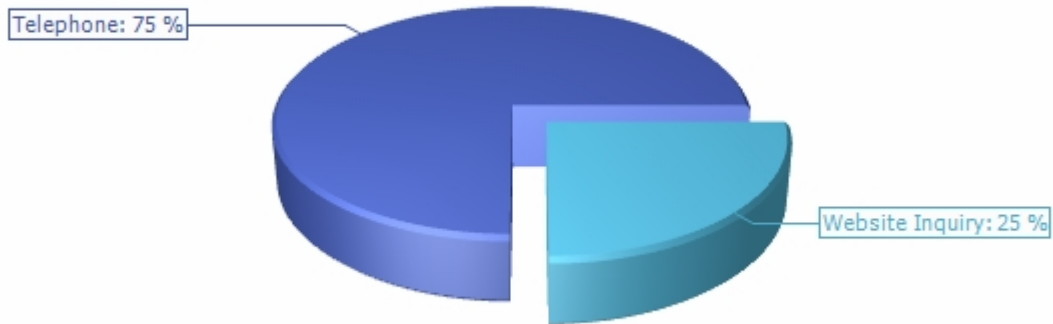
Employee Occupation	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2021 - 12/2021	
	#	%	#	%	#	%	#	%	#	%
Non-Manager	2	100.00%	0	0.00%	0	0.00%	1	100.00%	3	100.00%

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How Client Accessed Services



How Client Accessed Services	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2021 - 12/2021	
	#	%	#	%	#	%	#	%	#	%
Telephone	2	100.00%	0	0.00%	1	100.00%	0	0.00%	3	75.00%
Website Inquiry	0	0.00%	0	0.00%	0	0.00%	1	100.00%	1	25.00%
Total	2	100 %	0	0 %	1	100 %	1	100 %	4	100 %

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How Client Learned of Services



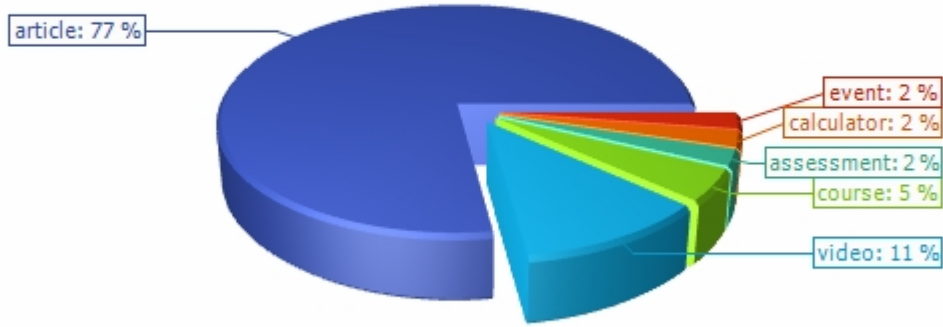
How Client Learned of Services	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2021 - 12/2021	
	#	%	#	%	#	%	#	%	#	%
Email	1	50.00%	0	0.00%	0	0.00%	0	0.00%	1	25.00%
Human Resources	0	0.00%	0	0.00%	0	0.00%	1	100.00%	1	25.00%
Letter Home	1	50.00%	0	0.00%	0	0.00%	0	0.00%	1	25.00%
N/A or Other	0	0.00%	0	0.00%	1	100.00%	0	0.00%	1	25.00%
Total	2	100 %	0	0 %	1	100 %	1	100 %	4	100 %

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MyLifeExpert Content Types



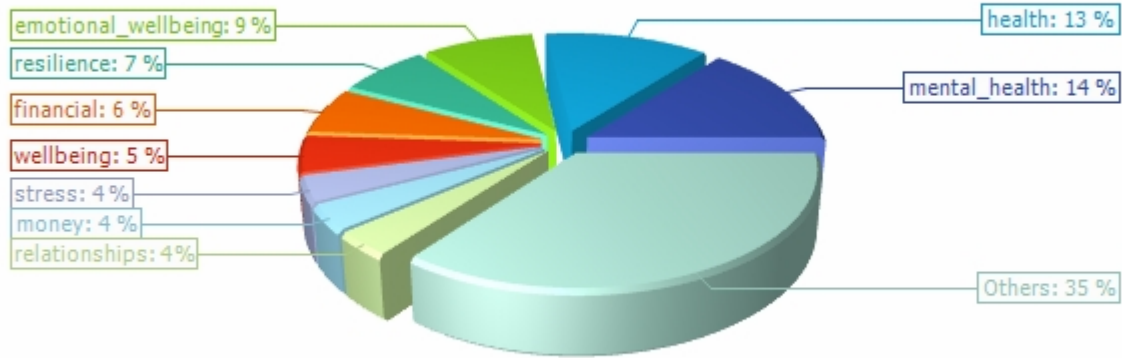
MyLifeExpert Content Types	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2021 - 12/2021	
	#	%	#	%	#	%	#	%	#	%
article	6	66.67%	10	100.00%	5	45.45%	13	92.86%	34	77.27%
assessment	0	0.00%	0	0.00%	1	9.09%	0	0.00%	1	2.27%
calculator	0	0.00%	0	0.00%	1	9.09%	0	0.00%	1	2.27%
course	0	0.00%	0	0.00%	2	18.18%	0	0.00%	2	4.55%
event	0	0.00%	0	0.00%	1	9.09%	0	0.00%	1	2.27%
video	3	33.33%	0	0.00%	1	9.09%	1	7.14%	5	11.36%
Total	9	100 %	10	100 %	11	100 %	14	100 %	44	100 %

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MyLifeExpert Most Viewed Topics



MyLifeExpert Most Viewed Topics	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2021 - 12/2021	
	#	%	#	%	#	%	#	%	#	%
aging	0	0.00%	0	0.00%	1	3.13%	0	0.00%	1	0.71%
anxiety	0	0.00%	3	7.69%	0	0.00%	0	0.00%	3	2.13%
career	0	0.00%	0	0.00%	3	9.38%	0	0.00%	3	2.13%
college	0	0.00%	4	10.26%	0	0.00%	0	0.00%	4	2.84%
communication	0	0.00%	0	0.00%	2	6.25%	0	0.00%	2	1.42%
debt	0	0.00%	0	0.00%	2	6.25%	0	0.00%	2	1.42%
disaster	2	11.11%	0	0.00%	0	0.00%	0	0.00%	2	1.42%
dogs	2	11.11%	0	0.00%	0	0.00%	0	0.00%	2	1.42%
emotional_wellbeing	0	0.00%	7	17.95%	0	0.00%	5	9.62%	12	8.51%
family	0	0.00%	0	0.00%	0	0.00%	3	5.77%	3	2.13%
financial	2	11.11%	0	0.00%	7	21.88%	0	0.00%	9	6.38%
happiness	0	0.00%	0	0.00%	0	0.00%	4	7.69%	4	2.84%
health	2	11.11%	5	12.82%	0	0.00%	11	21.15%	18	12.77%
legal	0	0.00%	0	0.00%	2	6.25%	0	0.00%	2	1.42%
living	4	22.22%	0	0.00%	0	0.00%	0	0.00%	4	2.84%
mental_health	2	11.11%	7	17.95%	0	0.00%	11	21.15%	20	14.18%
money	0	0.00%	0	0.00%	5	15.63%	0	0.00%	5	3.55%
pets	2	11.11%	0	0.00%	0	0.00%	0	0.00%	2	1.42%
relationships	0	0.00%	0	0.00%	0	0.00%	5	9.62%	5	3.55%
resilience	0	0.00%	4	10.26%	0	0.00%	6	11.54%	10	7.09%
resources	0	0.00%	0	0.00%	2	6.25%	0	0.00%	2	1.42%

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MyLifeExpert Most Viewed Topics

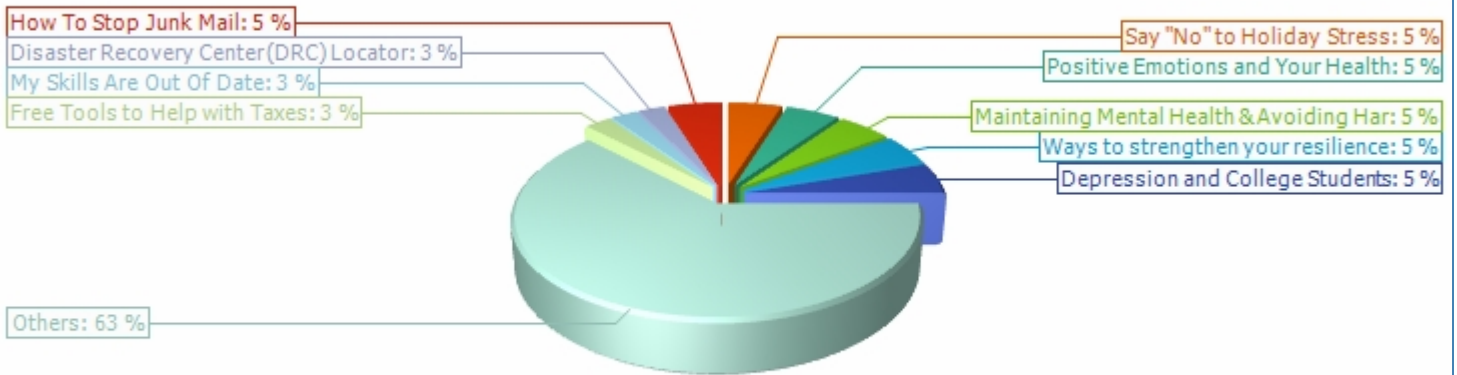
	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2021 - 12/2021	
	#	%	#	%	#	%	#	%	#	%
skill_builders	0	0.00%	0	0.00%	2	6.25%	0	0.00%	2	1.42%
stress	0	0.00%	5	12.82%	0	0.00%	0	0.00%	5	3.55%
student_wellbeing	0	0.00%	4	10.26%	0	0.00%	0	0.00%	4	2.84%
taxes	0	0.00%	0	0.00%	4	12.50%	0	0.00%	4	2.84%
webinars	2	11.11%	0	0.00%	0	0.00%	0	0.00%	2	1.42%
wellbeing	0	0.00%	0	0.00%	0	0.00%	7	13.46%	7	4.96%
wills	0	0.00%	0	0.00%	2	6.25%	0	0.00%	2	1.42%
Total	18	100 %	39	100 %	32	100 %	52	100 %	141	100 %

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MyLifeExpert Top Content Views



MyLifeExpert Top Content Views	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2021 - 12/2021	
	#	%	#	%	#	%	#	%	#	%
1040 Tax Calculator	0	0.00%	0	0.00%	1	9.09%	0	0.00%	1	2.50%
7 Steps to Manage Stress and Build Resil	0	0.00%	1	10.00%	0	0.00%	0	0.00%	1	2.50%
Can't Pay Your Taxes? Why It's Still Imp	0	0.00%	0	0.00%	1	9.09%	0	0.00%	1	2.50%
Creating a Will	0	0.00%	0	0.00%	1	9.09%	0	0.00%	1	2.50%
Depression and College Students	0	0.00%	2	20.00%	0	0.00%	0	0.00%	2	5.00%
Disaster Recovery Center (DRC) Locator	1	12.50%	0	0.00%	0	0.00%	0	0.00%	1	2.50%
Emotional Composure - Remaining Unruffle	1	12.50%	0	0.00%	0	0.00%	0	0.00%	1	2.50%
Financial	0	0.00%	0	0.00%	1	9.09%	0	0.00%	1	2.50%
Financial Preparedness - Are You Prepare	1	12.50%	0	0.00%	0	0.00%	0	0.00%	1	2.50%
Free Tools to Help with Taxes	0	0.00%	0	0.00%	1	9.09%	0	0.00%	1	2.50%
How can I help a loved one who is depres	1	12.50%	0	0.00%	0	0.00%	0	0.00%	1	2.50%
How to Boost Your Resilience	0	0.00%	1	10.00%	0	0.00%	0	0.00%	1	2.50%
How to Cope with Job Stress and Build Re	0	0.00%	1	10.00%	0	0.00%	0	0.00%	1	2.50%
How To Stop Junk Mail	0	0.00%	2	20.00%	0	0.00%	0	0.00%	2	5.00%
Individual Resilience	0	0.00%	0	0.00%	0	0.00%	1	9.09%	1	2.50%
Insurance	1	12.50%	0	0.00%	0	0.00%	0	0.00%	1	2.50%
Leave Chocolate Out of Rover's Celebrati	1	12.50%	0	0.00%	0	0.00%	0	0.00%	1	2.50%
Maintaining Mental Health & Avoiding Har	0	0.00%	2	20.00%	0	0.00%	0	0.00%	2	5.00%
Managing Conflict, At Work and At Home	0	0.00%	0	0.00%	1	9.09%	0	0.00%	1	2.50%
Managing Personal Finances	0	0.00%	0	0.00%	1	9.09%	0	0.00%	1	2.50%
Mindfulness Coach: App	0	0.00%	0	0.00%	0	0.00%	1	9.09%	1	2.50%

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MyLifeExpert Top Content Views

	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2021 - 12/2021	
	#	%	#	%	#	%	#	%	#	%
Mindfulness for Your Health	0	0.00%	0	0.00%	0	0.00%	1	9.09%	1	2.50%
My Skills Are Out Of Date	0	0.00%	0	0.00%	1	9.09%	0	0.00%	1	2.50%
Need Help Preparing Your Taxes?	0	0.00%	0	0.00%	1	9.09%	0	0.00%	1	2.50%
Positive Emotions and Your Health	0	0.00%	0	0.00%	0	0.00%	2	18.18%	2	5.00%
Promoting Positive Mental Health	0	0.00%	1	10.00%	0	0.00%	0	0.00%	1	2.50%
Rebounding: Resilience in the Workplace	1	12.50%	0	0.00%	0	0.00%	0	0.00%	1	2.50%
Respectful Workplace	0	0.00%	0	0.00%	0	0.00%	1	9.09%	1	2.50%
Say "No" to Holiday Stress	0	0.00%	0	0.00%	0	0.00%	2	18.18%	2	5.00%
Sound Health	0	0.00%	0	0.00%	0	0.00%	1	9.09%	1	2.50%
State Licensing and Registration Require	1	12.50%	0	0.00%	0	0.00%	0	0.00%	1	2.50%
Teamwork	0	0.00%	0	0.00%	1	9.09%	0	0.00%	1	2.50%
Ways to strengthen your resilience	0	0.00%	0	0.00%	0	0.00%	2	18.18%	2	5.00%
Will for Adult With No Children	0	0.00%	0	0.00%	1	9.09%	0	0.00%	1	2.50%
Total	8	100 %	10	100 %	11	100 %	11	100 %	40	100 %

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Organizational Services Summary

Date	Type	Time	Attendees
10/26/2020	Utilization Report sent	.00	0
Organization:			
Org Service #: 19955			
Details: Utilization Reports Sent			
1/4/2021	Webinar Offering sent	.00	0
Organization:			
Org Service #: 19970			
Details: Linked webinar offerings Jan.-Mar.			
2/2/2021	Utilization Report sent	.00	0
Organization:			
Org Service #: 21943			
Details: Utilization Report Sent			
4/20/2021	Utilization Report sent	.00	0
Organization:			
Org Service #: 24111			
Details: Utilization Report sent			
4/20/2021	Educational Material sent	.00	0
Organization:			
Org Service #: 24112			
Details: Info on Mental Health Month			
6/7/2021	Webinar Offering sent	.00	0
Organization:			
Org Service #: 24113			
Details: Linked Webinars July-September			
7/27/2021	Utilization Report sent	.00	0
Organization:			
Org Service #: 25574			
Details: No details to report			

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Date	Type	Time	Attendees
9/27/2021	Webinar Offering sent	.00	0
Organization:			
Org Service #: 25575			
Details: No details to report			
TOTAL		.00	