



September 2022

NAWHC NOW! provides information on surveys, activities, programs and resources offered by the National Association of Worksite Health Centers, as well as from other industry sources related to onsite, near-site, mobile and virtual worksite clinics. Visit www.nawhc.org for details and membership information.

EDUCATION

Removing Smoke from the Mirrors: Comparing Vendor-Reported Results with Actual Performance - October 6, 2022 -11:00 am - 12:00 pm CT – Webinar

Ever wonder if vendor savings claims "validated by independent actuaries" are real? This webinar will show you exactly how your center or health benefit program results can be made to look better than the actual performance. You'll learn how to separate the valid from the invalid, courtesy of the guy, Al Lewis, who [literally wrote the book on this topic](#). The session is free for NAWHC members.

REGISTER HERE

Slides and Recordings of NAWHC's 10th Annual Forum: Creating and Expanding Worksite Health Centers

Over 200 people participated in NAWHC's 10th Annual Forum in Nashville, Tennessee. If you couldn't attend the program, NAWHC members and attendees can now access the slides and recordings of the sessions from the Members Only section of the NAWHC website. Recordings of the highest rated sessions will be broadcast as webinars during 2022-2023.

BENCHMARKING

Update on COVID-19 Testing in Worksite Health Centers

Results of the recently completed NAWHC survey of employers and vendors with worksite health centers on their current COVID-19 strategies and testing will soon be posted on the NAWHC website in the "Benchmarking Surveys" portion of the Member Only section. Key findings of the survey:

- 57% of centers are offering PCR testing at center, while 57% are offering Antigen test at center
- 43% are also offering Antigen at-home tests – many don't offer it due to the cost and easy availability of the test from the government and pharmacies for employees
- 52% of centers are offering oral antiviral treatment after positive tests at the center - most that don't offer it find employees are not asking for the treatment or are concerned about its effectiveness and cost
- Due to COVID, most employers continue to experience moderate to high increases in absenteeism and medical costs
- Unlike earlier in the pandemic, only 10% of centers are testing workers attending business meetings
- 48% of centers have had no change in COVID-19 testing with their hybrid population, with workers at the firm and at home, while 29% have seen a decline in testing, especially since the rise of the use of at-home tests.
- Over 75% of employers have not changed their testing policies due to the EEOC guidance that employers will now need to assess whether testing is job-related and consistent with business necessity based on current pandemic and individual workplace circumstances

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- Over 67% of centers have not changed testing with the changing COVID-19 variants
- 43% of centers require use of sick days for testing-related time off, while 38% follow CDC guidelines

Five respondents were randomly selected to receive \$100 gift certificates as a token of appreciation for participating in the survey.

Survey of Employer 2022-2023 Health Benefits

The [Business Group on Health's "2023 Large Employer's Health Care Strategy and Plan Design"](#) survey had the following highlights on the direction of employers' health benefit plans for 2023:

- Over 65% of large employers, up from 42%, now expect their health and well-being programs to be an integral part of their overall workforce strategies for improved recruitment and retention, improving overall health of employees and positively impacting business performance and culture.
- 84% of employers believe that integrating virtual health and in-person care delivery is essential and the most important action their partners can take. Otherwise, the virtual health experience may lead to duplication of services, unnecessary care, wasteful spending and a fragmented care experience.
- The pandemic's impact on employers is revealed in that long-term mental health issues are the top impact both observed and anticipated, with increases in medical services due to delayed care a close second - 43% are already seeing this and another 39% anticipate that these increases will occur. Twenty-one percent have witnessed increased disability claims due to long COVID, and 24% expect to see an increase at some point. While an increase in late-stage cancers has been observed by just 13% of employers, and 44% expect to see these increases in the near-term.
- In 2023, employers will address health inequities in a multitude of ways, including offering or expanding coverage of transgender health care benefits (82%) and by expanding benefits to support a neurodiverse population (78%). Over the next 2 years, employers are doubling down on their efforts to improve access and quality of reproductive care
- For the first time in the history of this survey, cancer has overtaken musculoskeletal (MSK) conditions as the top cost driver
- The top employer objectives for health care reform, in order of importance, are: 1) to improve quality and outcomes; 2) to lower overall health care costs; 3) to lower prescription drugs costs; 4) to better integrate care; 5) to increase affordable coverage; 6) to improve transparency; 7) to increase patient engagement; 8) to move away from fee-for-service to alternative payment models and; 9) to improve patient safety

MARKET DEVELOPMENTS

Telehealth Expands, But its Use Declines

COVID-19 forced many medical providers to roll out telehealth technology to handle remote. A recent story in [ComputerWorld](#) examines the status and future of telehealth and the situation that as the pandemic has waned, so has the use of virtual care, leaving the health care industry to decide whether to fall back on old methods or move forward.

Amazon Shuts Down Amazon Care

At the end of 2022, Amazon [announced it will shut down its telehealth service](#), Amazon Care, as the company rethinks its approach for expanding into the health care industry. Launched in 2019, Amazon Care's approach was to virtually connect patients with a clinician "24/7, 365 days a year," and offered some in-person services in certain cities. It was initially built for Amazon's employees as well as for enterprise clients.

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RESOURCES

Telehealth Use Study 2020-2022

A study by [FAIR Health](#) looks at the rise and declining use of telehealth services during the pandemic.

CDC Policy Recommendations

As reported in mid-August by the [New York Times](#), The Centers for Disease Control and Prevention loosened COVID-19 guidelines in late August, freeing businesses from the onus of requiring unvaccinated people exposed to the virus to quarantine at home. The changes move away from measures such as social distancing requirements and quarantining. The CDC said it is making changes now because vaccination and prior infections have granted many Americans some degree of protection against the virus, and treatments, vaccines and boosters are available to reduce the risk of severe illness. The changes shift much of the responsibility for risk reduction from institutions to individuals.

In addition, [The Hill](#) reported around the same time that the Food and Drug Administration (FDA) issued guidance recommending that people testing themselves for COVID-19 at home take a repeat test within 48 hours to rule out a potential false negative. In its guidance, the FDA noted that at-home tests are less likely to detect the coronavirus than PCR lab tests. This inaccuracy is more likely to occur early in the infection in people who display no symptoms.

Please visit our website at www.nawhc.org and be sure to check in and sign-up at the [NAWHC LinkedIn Group](#) to stay abreast of developments *in NAWHC and in worksite health and wellness*.