



Approved 12/18/18

Minutes of SEBC Health Policy & Planning Subcommittee Meeting
December 4, 2018 - 10:00 am

Attendees

Subcommittee Members

- Victoria Brennan, Designee of CGO
- Sandra Johnson, SEBC Member, DHR
- Bill Oberle, Designee of State Worker's United, DSTA
- Tanner Polce, Designee of Lt. Governor
- Judi Schock, Designee of OMB
- Faith Rentz, Subcommittee Chair, Designee of DHR

Guests

- Leighann Hinkle, SBO, DHR
- Jeff Taschner, SEBC Member, DSEA
- Joe Winn, Aetna
- Jennifer Mossman, Highmark Delaware
- Christina Bryan, DE Healthcare Assoc
- Elizabeth Lewis Zubaca, HGP
- Rebecca Byrd, The Byrd Group
- Walt Mateja, IBM Watson Health
- Jaclyn Iglesias, Willis Towers Watson
- Chris Giovannello, Willis Towers Watson

Agenda

- Call to Order
- Approval of minutes from November 7, 2018 meeting
- SEBC/Financial Subcommittee Updates
- FY20 Planning
 - Open Enrollment Employee Engagement
 - Site of Care Steerage
- Other Business
- Public Comment

Summary of Discussion

Call to Order

- Faith Rentz called the meeting to order at 10:00 am. It was noted that Lisa Porter, SBO Executive Assistant has accepted another position and December 6, 2018 will be her last day with SBO. A replacement for Lisa is expected to be on boarded in early to mid-January 2019.

SEBC / Financial Subcommittee Updates

- The SEBC Health Policy & Planning (HP&P) November 7, 2018 subcommittee minutes were reviewed. Victoria Brennan made a Motion to approve the meeting minutes. Tanner Polce seconded the motion which was unanimously approved by the subcommittee.
- Ms. Rentz provided updates to the group on the November 13, 2018 SEBC meeting at which time the WTW team provided an in depth review of the FY18 Health

Management Program administered by Aetna, Highmark and Carelink CareNow (for the Aetna HMO population). The SEBC was also provided with a review of the Proposal Review Committee's recommendation for contract award for the Disability Program Administration to The Hartford which was unanimously approved by the SEBC. Ms. Rentz also reviewed the upcoming December 10, 2018 SEBC agenda items.

- Ms. Rentz provided brief updates on the Financial Subcommittee's work at the November 7, 2018 meeting which included a discussion on the reserve, claim liability and surplus methodology. The December 4th meeting will include review of the impact of adjustments to the confidence intervals and options from WTW on additional components to the minimum reserve as well as scenarios around partial use of surplus funds to better understand the potential impact longer term on GHIP expenditure growth. There will also be a review of the FY19 Qtr 1 financials.
- Ms. Rentz reviewed the work of the Health Policy & Planning Subcommittee conducted at the November 7, 2018 meeting related to the COE carve-out administration and informed the group that the SBO was currently working to obtain data needed by SurgeryPlus, the awarded COE vendor, to provide proposals on the plan design, incentive and engagement strategy. Mr. Oberle asked for clarification on next steps and SEBC action needed. Ms. Rentz explained that the data is being targeted for delivery by the end of the year and discussions will continue in January/early February with the subcommittee. The goal is to provide a set of recommendations on the covered services, plan design and incentive/engagement strategy to the SEBC for approval for an effective date in the FY20 plan year. Today's meeting will focus on the items outlined in the agenda and will continue at the next meeting where the subcommittee will be asked to complete a recommendation for review with the SEBC in January on FY20 plan design changes.

FY20 Planning

Open Enrollment Employee Engagement

- Leighann Hinkle provided an overview of the SBO proposed 2019 Open Enrollment (OE) FY20 strategy for engaging employees. A review of the existing epilogue that allows the SEBC to default employees who do not participate in the annual OE process was reviewed along with the approach taken for 2018. Results of the last two OE periods were discussed and showed significant increase in participation in the recent periods. Ms. Hinkle shared the SEBC's decision to continue the 2018 approach which would be to not default members and to direct the SBO to continue to evaluate the intended outcome of active participation and propose enhancements to outreach and communication efforts that maintain engagement and encourage an understanding of health plan coverage and options to save on out of pocket costs. Further discussion occurred on the SBO's proposed initiatives for the upcoming OE which will include enhancements to the "What's New" video and place access to the video in Employee Self Service. Secretary Johnson asked if there was opportunity to further engage and track engagement for the Participating Groups and Victoria Brennan asked if SBO could identify those employees who repeatedly do not engage. Tanner Polce asked if there was an ability to further use technology to allow for increased employee engagement with the Participating Groups. Ms. Rentz explained that approximately half of the Participating Group enrollment was attributed to the University of Delaware (UD). UD and the Delaware Transit Corporation both utilize PeopleSoft Systems for benefits enrollment and UD has an enrollment platform for their

employees which could be an option for giving their employees access to the video similar to Employee Self Service for State employees. This along with the ability to enhance the Non Enrollment Benefit System used by the Participating Groups will be explored further. SBO will also use 2018 as the baseline year to look more closely at employees who did not engage and also do not engage in 2019 to see if there can be additional or different strategies employed.

Ms. Hinkle provided examples of some of the areas the OE and FY20 strategy would focus upon: goals/tactics of the SEBC Strategic Framework and Healthcare Spending & Quality Benchmark, carve-out COE administration, improved data tracking to measure outcomes of initiatives and communications, monthly targeted emails and a relaunch of the “Save Money, Stay Healthy” wise consumerism video. Mr. Oberle asked how members currently learn more about site of care and locations. Ms. Hinkle explained the various resources available on the SBO website and frequency in which the information is refreshed to ensure members have access to the most up-to-date information as it is known that some areas of the State have limited freestanding non-hospital locations for imaging, lab and urgent care. Mr. Polce suggested that perhaps there could be opportunity to market the Federally Qualified Health Centers as additional locations and the SBO will explore this further.

Discussion occurred on the importance of identifying cohorts of the population that could be targeted for education and guidance on certain aspects of the services and benefits available to them through their health plan enrollment. Identification could be based upon age, health plan tier, and chronic disease state for example. Determining how to formulate target groups for programming and communication and then track changes in the cohort as a result was discussed. Ms. Rentz shared that a score card has been developed and made available to the employer groups that measure key demographic information and their population’s use of primary care, preventive care, chronic condition prevalence and use of lower cost sites of care to encourage thinking at the employer group level on targeted communications and outreach. The template will be shared with the group and SBO and WTW will look further as well at demographics to see if there might be other areas to improve engagement and target focus. A recent analysis of State employee demographics including average salary information will be shared with the subcommittee.

Ms. Rentz explained that next steps will be for the SBO team to begin OE communication development in early 2019. The SBO will share a high level outline of the “What’s New” video content with the subcommittee for their comment.

Site of Care

- Jaclyn Iglesias, Willis Towers Watson, reviewed the goals of discussion: review impact of recent plan design changes intended to promote site-of-care steerage, discuss other opportunities for FY20 for subcommittee feedback and identify other scenarios for modeling and begin to formulate recommendations for changes to the SEBC in January 2019. Ms. Iglesias reviewed the recent plan design change to promote site-of-care steerage for urgent care and high tech imaging which were implemented in the FY17 plan year including the original utilization and savings assumptions. Goals for an overall decline in ER utilization and for the number of redirected ER visits were met in both FY17 and FY18. Primary care visits during this

time declined; however, visits per 1000 remained relatively stable. The data suggests that members may be utilizing the urgent care setting for acute conditions that could be treated in the primary care setting. Ms. Iglesias explained that there have been reductions in primary care visits from members without chronic conditions but there has not been a decrease in members with a chronic condition using primary care. Secretary Johnson asked if any analysis could be done to determine the difference between the primary care cost compared to those who only use urgent care or are not using either, both long and short term. Mr. Taschner asked if there could be a deeper dive into the demographics of those using primary care, urgent care, no care and their correlation to chronic disease and health risk. Ms. Iglesias stated that this has been looked at before and that more detail on this can be provided to the group.

Mr. Oberle stated that the COE carve-out should help further raise awareness around the cost differences between hospital based and non-hospital facilities and services. SBO will share more details at the December 18th meeting on non-hospital freestanding network and also update the subcommittee on some recent certificate of need applications approved by the Health Resources Board. Secretary Johnson asked that SBO and WTW give thought to ways in which to further collaborate with non-hospital facilities on how to help them remain sustainable and also how to encourage more utilization. Mr. Polce asked how SBO could work directly with agencies who license and credential facilities for these services to learn more about opportunities.

Ms. Iglesias reviewed the current FY19 copay structure for imaging, lab and ER/urgent care as well as several potential FY20 options. Additional information will be reviewed with the subcommittee on telemedicine at the December 18th meeting. Mr. Taschner expressed concern with making further changes to the imaging and lab copay differentials without having data to determine the impacts of the actions taken for FY19. Secretary Johnson shared concerns about access to primary care as this is heard; what other options might be available. Mr. Oberle asked that there be further exploration of options like direct primary care and some dialogue took place on understanding the concierge models being used by primary care providers including the disadvantages and advantages of each. SBO will provide updates in early 2019 to the subcommittee on the "NJ Direct" direct primary care model, other discussions taking place on this topic and discuss with Aetna and Highmark the best approach to better understand changes in the primary care provider network.

Ms. Iglesias introduced infusion therapy for treatment of autoimmune disorders, enzyme replacement and rare/esoteric diseases. Highmark Delaware can offer a program not in place today and which could bring estimated annual savings to the Group Health Program of \$2.0M. Questions were asked about the prior authorization process which would be required under the program and if sufficient facilities existing for members in need of these services.

Other Business

- Mr. Oberle asked for a review of next steps with the COE carve-out implementation. Ms. Rentz explained that SBO was in the processing of obtaining data needed to develop the plan design, incentive and engagement proposal. There are several pathways to obtain this information which are being explored currently.

Public Comment

- There was no public comment.

Action Items

- Approved November 7th meeting minutes as presented.

Closing

- Secretary Johnson made a Motion to adjourn the meeting at 12:03 pm.

Next Meeting

- Date: Tuesday, December 18, 2018
- Time: 10:00 am
- Location: Statewide Benefits Office
97 Commerce Way, Suite 201, Dover, DE 19904
Phone: 1-800-489-8933