

2020 Strawman Strategy

Delivery of Care

Specific decisions on core suite of providers

Medicare retiree medical exchange/outsourcing	Currently limited to one supplement plan offered by UHC. Could offer access to more options/vendors
Grandfather pre-Medicare retirees, eliminate medical plan for future retirees	All current employees would get the pre-65 retiree medical benefit, but new hires would not
Review requirements for genetic testing and limit where appropriate	Specialty drugs, ie a cystic fibrosis tx that only works for some CF patients, could require genetic testing
Consider adding appropriate voluntary benefits	Ex: Hospital indemnity plan – cash payment to pay hospital charges. Identity theft is another example
Explore Centers of Excellence and/or point solutions for specific disease states	

- Visitors to Centers of Excellence may be incentivized via higher % of incurred costs paid by insurance, or a lower employee copay or deductible
- Travel costs to a Center of Excellence are often covered
- Centers of Excellence receive that certification based on outcome testing, meaning they offer better outcomes
- Point solutions can include technological advances, for example, PT sessions offered at home with video conferencing, as well as other telehealth options

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Health Management and Wellbeing

Focused actions and initiatives to drive improved health

Revisit overall wellbeing strategy, navigate best vendor solution(s) (e.g., wellbeing hub/navigator, point solutions) and compare to HealthFitness

Develop baseline metrics to gauge success of the program

Enhance disease/care management program

Complete wellbeing diagnostic to evaluate focus areas

Revisit incentive design based on HDHP with HSA evaluation

- Well-being incentives could lead to a deposit into the employee's HSA account
 - Could be tied to FitBit usage
 - Annual physicals, mammograms, etc.

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Member Education/Communication

Overall customer experience to support members

Incorporate multiple media options to educate employees on plans, Health Savings Accounts (if applicable)

Begin to change employee mindset from sick care to total wellbeing

Continue educating employees on ER, Urgent Care, Telemedicine, PCP utilization

Explore decision support tools **Technology and/or phone support for assistance in choosing a plan, choosing best option for care (urgent care vs ER), etc.**

Promote EAP **Employee Assistance Plan – probably underutilized currently due to lack of employee awareness**