



**Wespath**  
BENEFITS | INVESTMENTS

# Wespath Care Coordinators: Two-Month Update

HealthFlex Summit | March 2024



# Why Care Coordinators?

- Higher level of support for members
- Intercept complicated journeys earlier
- Committed to caring for those who serve

# Care Coordinators: Foundational Pillars



**Sanctuary**



**Expertise**



**Stick with Them**



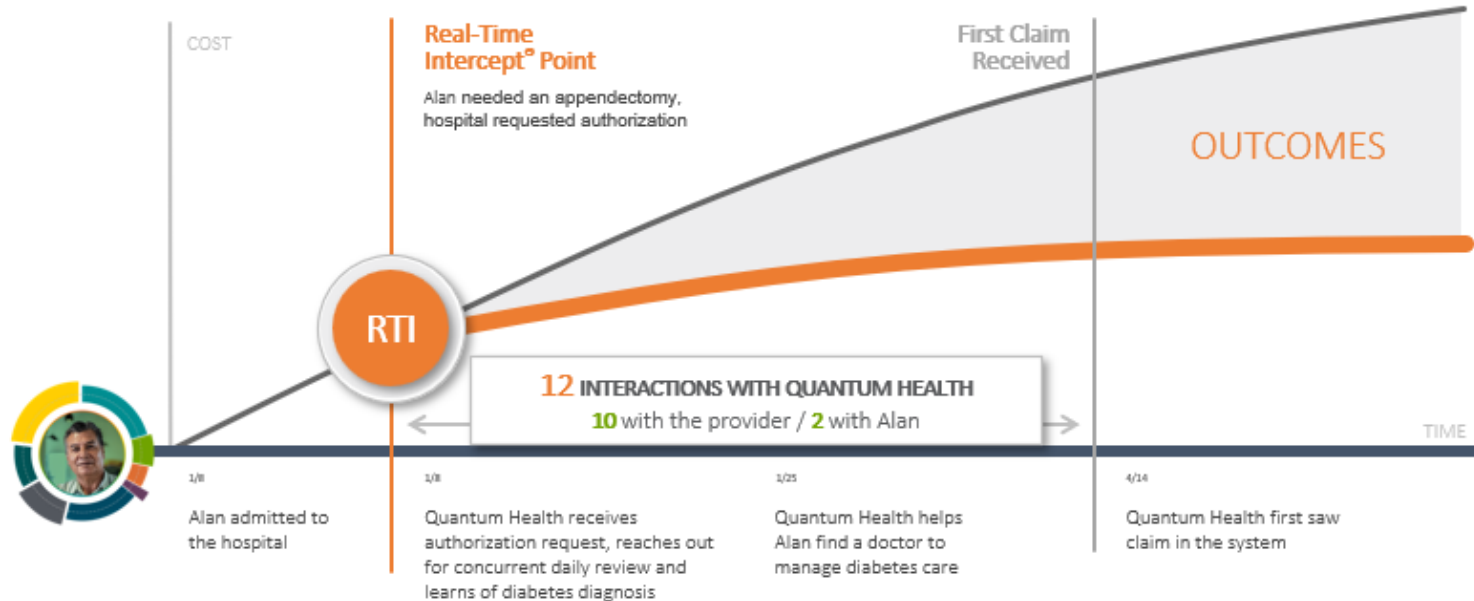
**Warrior**



**Friendship**

# Care Coordinators: Real-Time Intercept

RTI<sup>®</sup> helps deliver improved clinical and financial outcomes



# Care Coordinators: Experience with Church Clients



NPS



Employee  
Engagement



High-risk  
Engagement



ROI

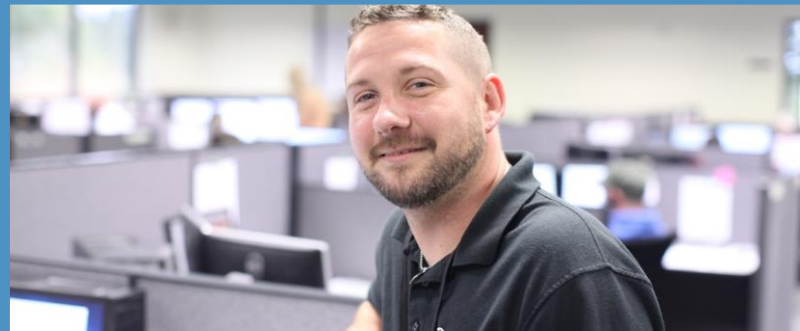


# Wespath's Dedicated Team of Care Coordinators

Wespath's pod is made up of claims experts, customer experience professionals and nurses to ensure HealthFlex members get the help they need every time they call.

Pods are designed to offer:

- Personalized service
- Cross-functional collaboration
- Multi-disciplinary expertise



**How's It Going  
for HealthFlex  
Members?**





# Wespath Successes!

[I am new to HealthFlex] and I have not been able to access my ID cards. Maya went above and beyond today to help me get electronic copies. She got some on the way in the mail, too. I want you to know I really appreciate her extra efforts.





# Wespath Successes!

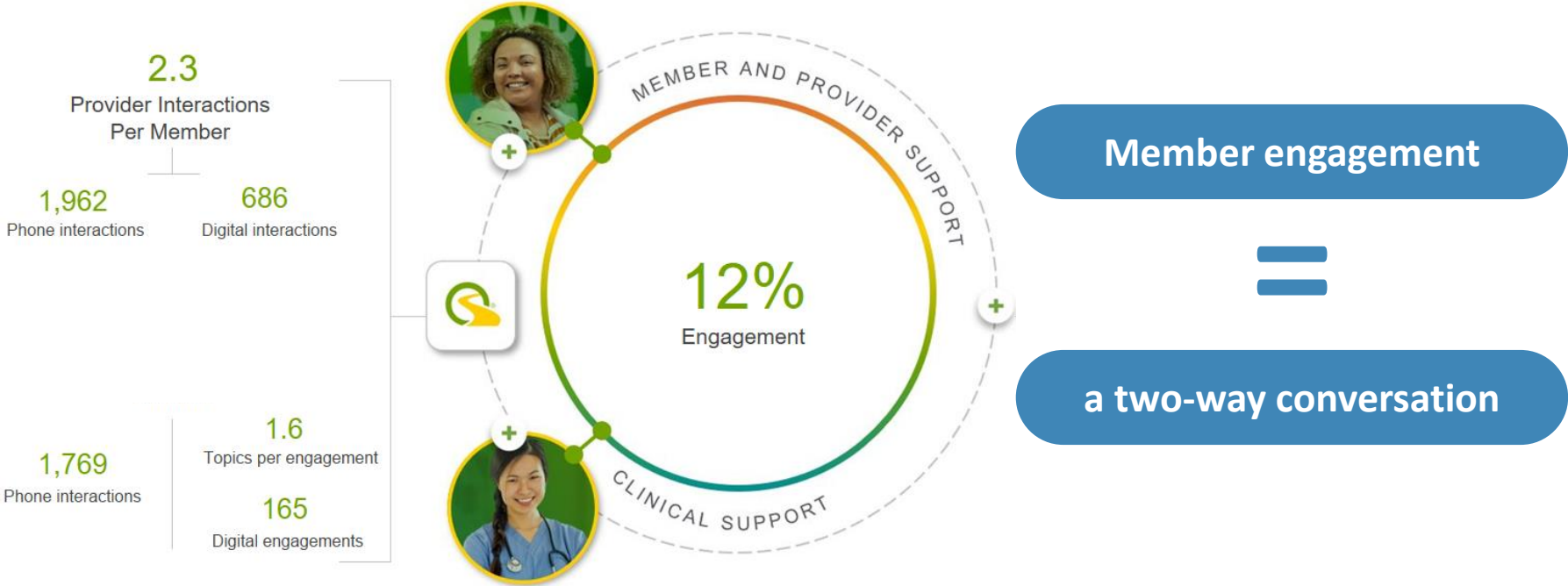
A participant called whose doctor of 28 years disappeared. The number wasn't working and the office was vacant. She wanted her medical records, so she called her Care Coordinator. Within an hour, Mia tracked down and talked to the doctor and found the storage company where he sent his files. The participant is breathing a sigh of relief!



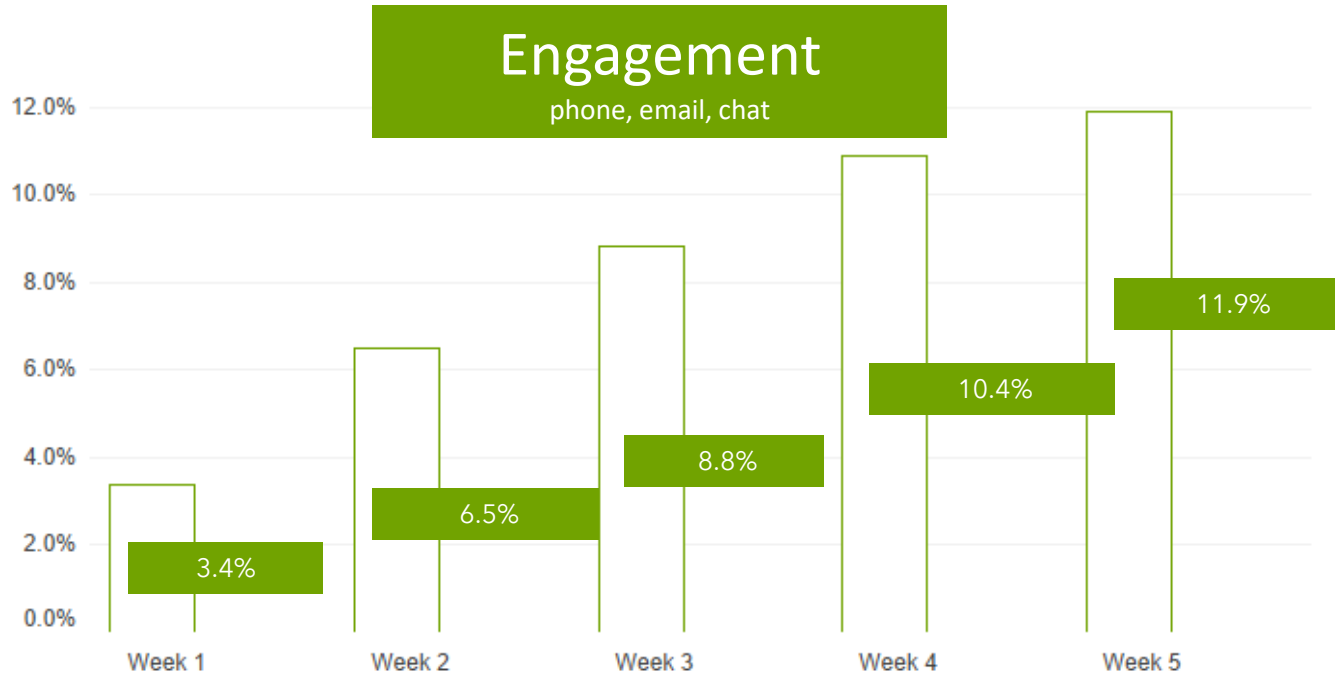
# Wespath Successes!

I asked Sheena to transfer me over to her manager so I could tell you how great she was. She fixed my problem and she is going to sit on hold with the provider so I can go take a shower and get ready to go to my chemotherapy appointment. It is wonderful to have someone advocating for me this way. She is just terrific!

# January 2024 Engagement Metrics



# January 2024 Engagement Metrics



- Engaged members:
  - 15% primary
  - 13% spouses
  - 5% dependents
- Engaged members have an average of 2.2 conversations with a Care Coordinator

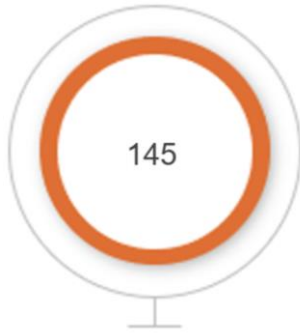
# January 2024 Engagement Metrics



**Phone Calls**



**Web Logins**



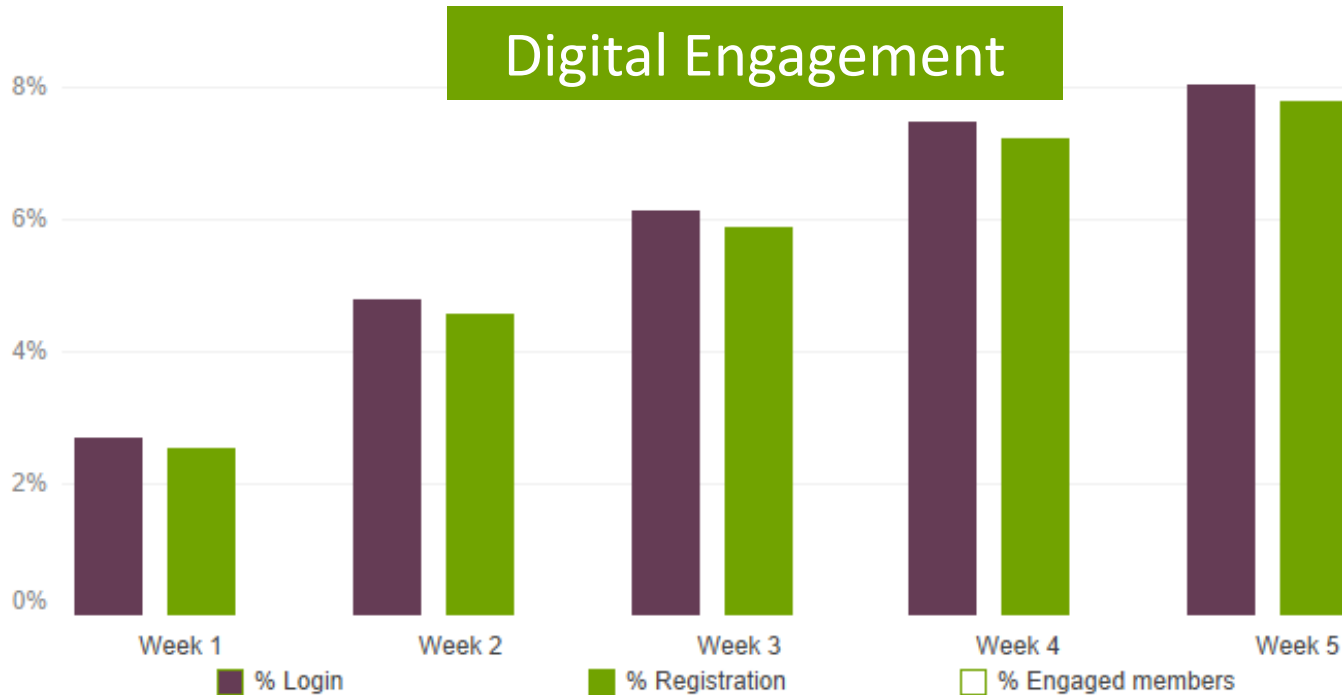
**Secure Messages**



**Chats**

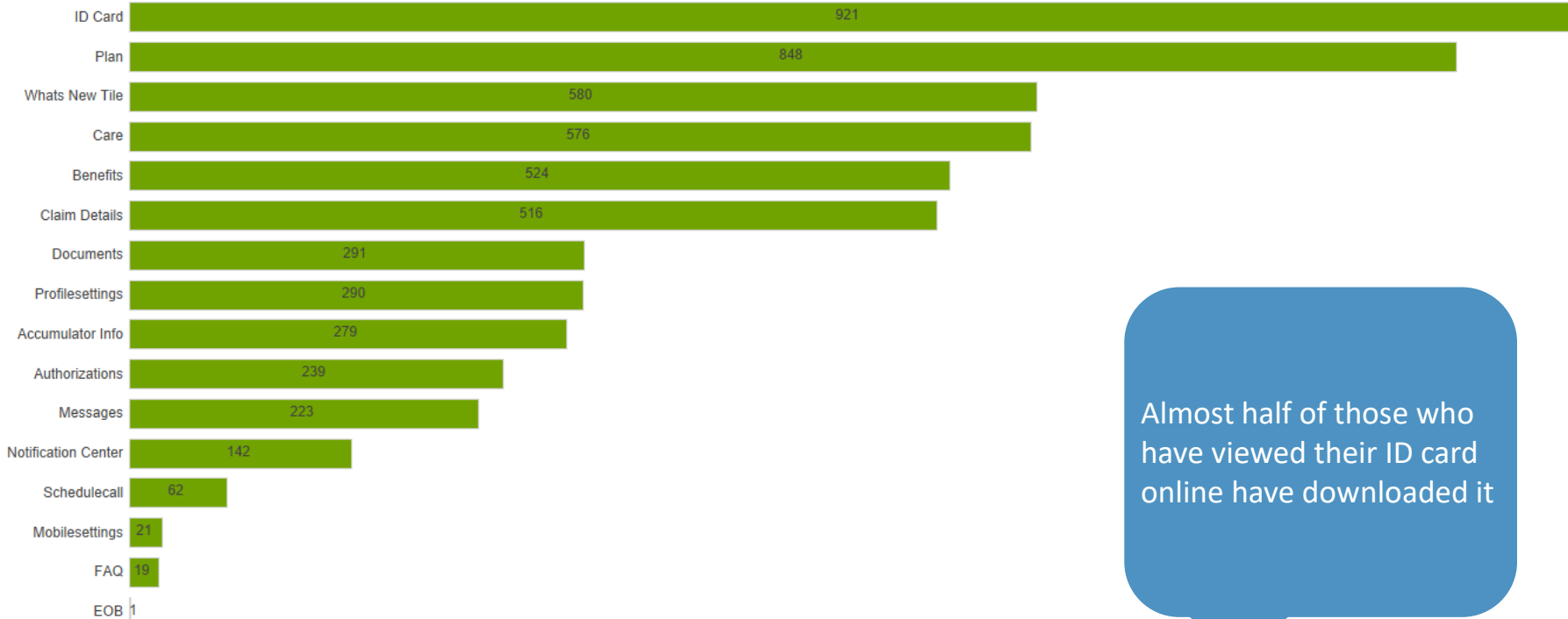


# January 2024 Web Metrics



- 90% of those registered are primary participants
- Some spouses and dependents are also registered

# January 2024 Web Metrics: Page Views



Almost half of those who have viewed their ID card online have downloaded it

# January 2024: Potential Impact on Claims

58%

of HealthFlex claims in January were managed by a Care Coordinator

## Engagement

17% <\$10k in paid claims

100% \$10k to \$100k in paid claims





# Challenges We Are Resolving



# Common Concerns

- Pharmacy or provider not updating information from new ID card
- Duplicate ID cards
- Provider not reaching out to Care Coordinators



# What Other Concerns Have You Heard?



# When Issue Encountered

1

Members should call their Care Coordinator

2

You or your members should inform Wespath if something isn't going as expected



# Member Reminders



# New ID Cards for Everyone

**BlueCross BlueShield**

Subscriber Name: **H5000 SAMPLE FAM GB16**  
 Identification Number: **P6M691567135**

Group Number: **PL5020**

DOL

**Wespath**  
 Dependent(s): **H5000 SAMPLE FAM GB16**

RXBIN: 610011  
 RXPCN: IRX  
 RXGRP: GBOP

PPO

**BlueCross BlueShield of Illinois**

**MyWespathHealth.com**

Care Coordinators<sup>1</sup>: 1.833.762.0876  
 RX Member Services<sup>2</sup>: 1.833.762.0876  
 Provider Services<sup>3</sup>: 1.866.359.0408  
 Pre-certification<sup>4</sup>: 1.866.359.0408  
 RX Pharmacist Services<sup>5</sup>: 1.855.239.8471  
 MDLIVE<sup>6</sup>: 1.888.750.4391  
 EAP<sup>7</sup>: 1.866.881.6800

**Deductible Information**  
 In-Network Individual \$5,000 Family \$10,000  
 Out-of-Network Individual \$10,000 Family \$20,000

**Out-of-Pocket Maximum Information**  
 In-Network Individual \$5,000 Family \$10,000  
 Out-of-Network Individual \$10,000 Family \$20,000

**Pre-certification required for the following procedures:**  
 MRI/MRA/PET Scans, Outpatient Surgery  
 DME over \$1500/90 Days, Chiropractic  
 Home Health and Hospice, Transplants  
 Oncology Services, Genetic Testing  
 Hospitalizations for acute care, skilled nursing, skilled rehabilitation, and behavioral health/substance abuse, partial hospitalization and intensive outpatient for mental health, substance abuse.

**Providers: File claims with your local BCBS plan.**

**Quantum**  
 HF & TH

<sup>1</sup>Group contracts directly with Quantum  
<sup>2</sup>Group contracts directly  
<sup>3</sup>Group contracts directly  
<sup>4</sup>Health Advocate Group contracts directly

BlueCross BlueShield of Illinois, an independent licensee of the BlueCross BlueShield Association, provides claims processing only and assumes no financial risk for claims.

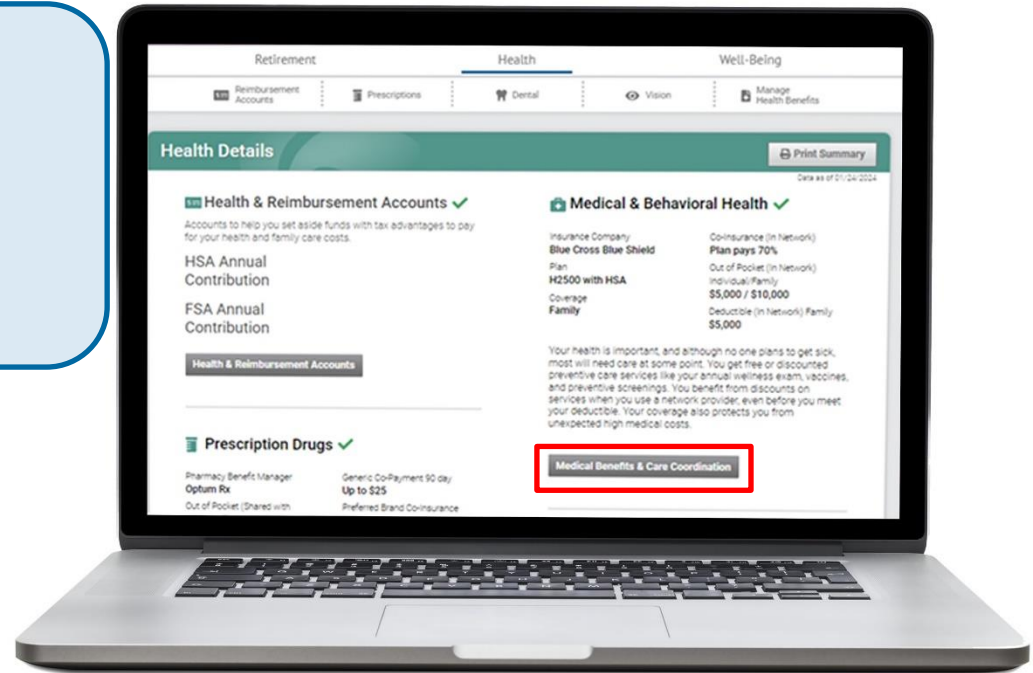
- Name (may not include punctuation)
- ID number (new alpha prefix)
- Dependents listed and separate cards
- New group number
- Includes RX details for pharmacy

- Deductible and out of pocket max information
- Required pre-certifications
- Member and provider numbers for Care Coordinators, Provider Services, MDLIVE, and EAP

# Accessing ID Cards through Benefits Access

[BenefitsAccess.org](https://BenefitsAccess.org)

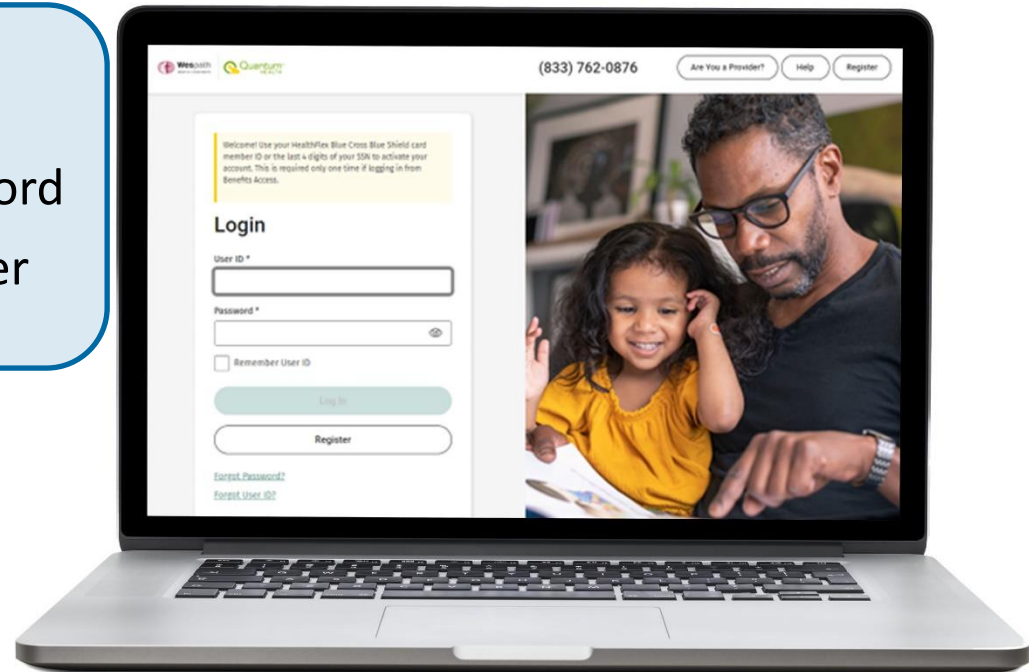
On the Health tab, click “**Medical Benefits & Care Coordination**”



# Accessing ID Cards Directly (Dependents)

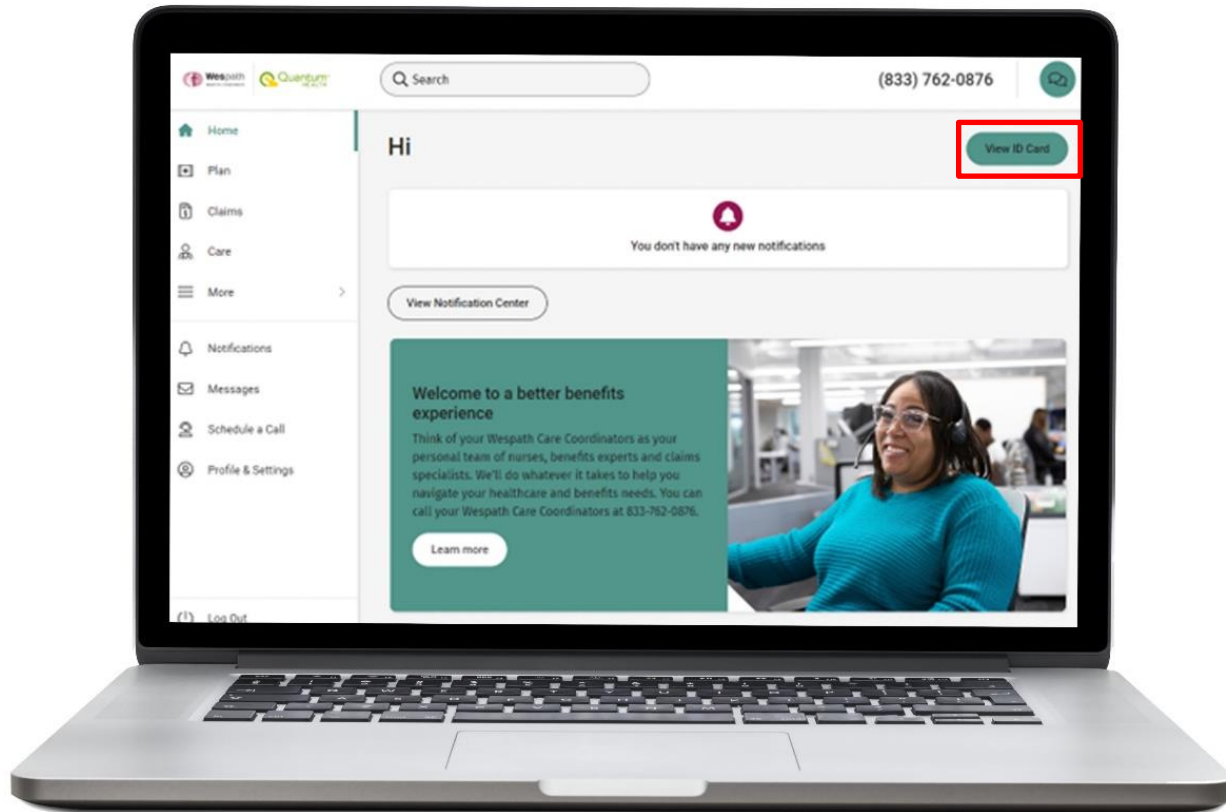
## [MyWespathHealth.com](https://www.wespath.com)

- Log in with username and password
- Care Coordinator can help register

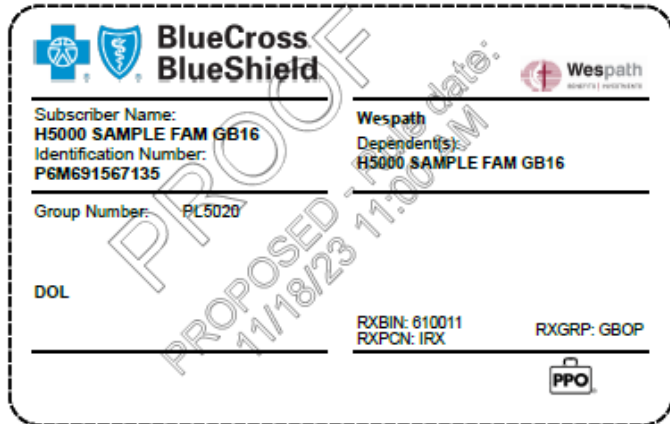




# ID Card Access on Quantum Health Site



# Members Should Give New ID Card to Providers and Pharmacy



## Common complaint:

Provider or pharmacist says no coverage even with new card

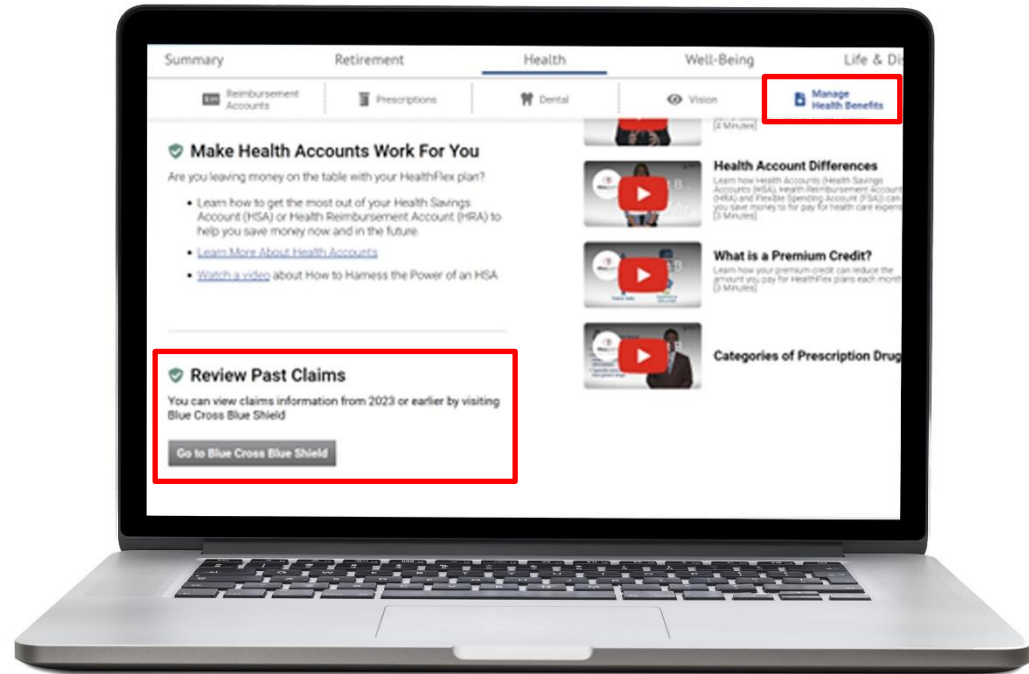
## Call A Wespath Care Coordinator!

Sometimes the provider or pharmacist still files the claim under old card information

# What About 2023 Claims and Questions?

## Primary Participants go through Benefits Access:

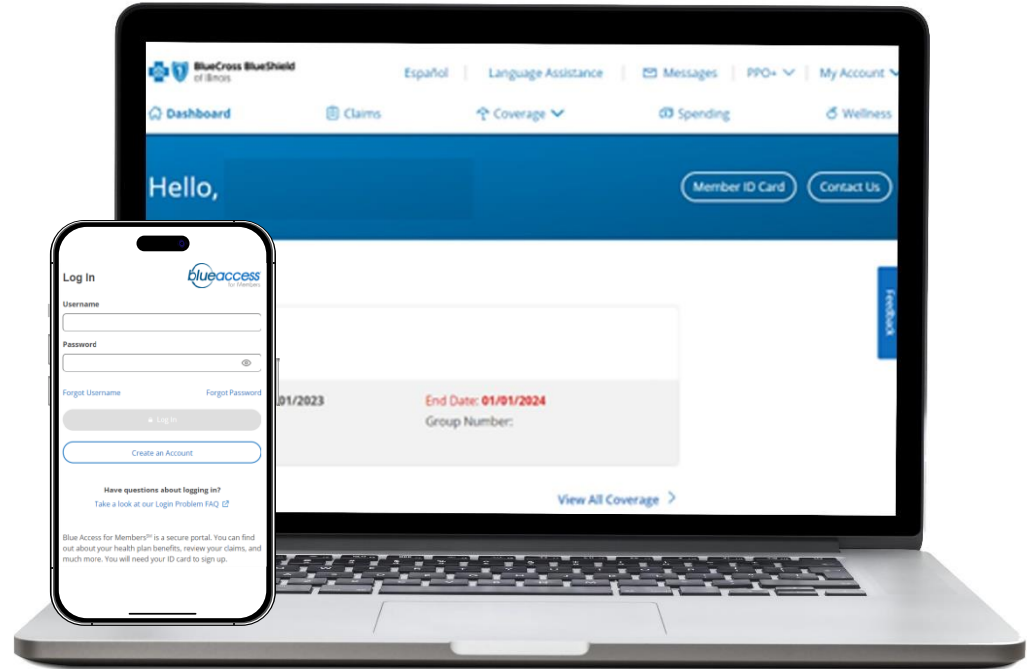
1. Click “Manage Health Benefits” in upper right
2. Scroll down to “Review Past Claims” and click “Go to Blue Cross Blue Shield” or “Go to United Healthcare”



# 2023 Claims and Questions: Blue Cross

## Covered Dependents:

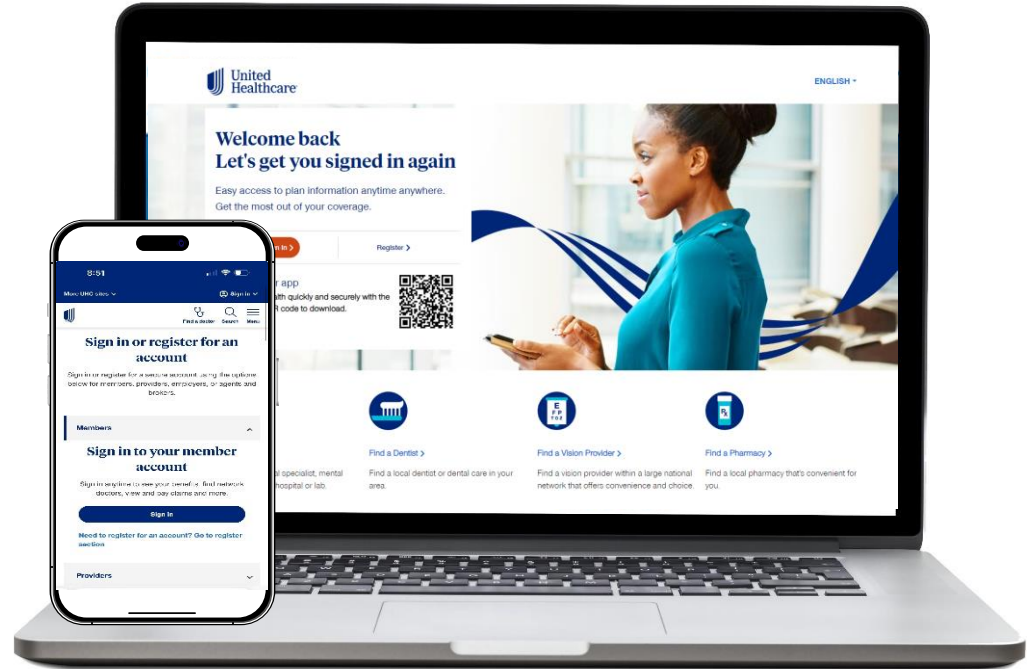
1. Visit [BCBSIL.com](https://www.bcbsil.com) and under Log In or Sign Up, click “Member Login”
2. Log in with username and password



# 2023 Claims and Questions: United Healthcare

## Covered Dependents:

1. Visit [MyUHC.com](https://MyUHC.com) and click “Sign In” or “Register”
2. Log in with username and password



# 2023 Claims and Questions: Call Wespath

Our Active Benefits staff can help get members to the right place

**800-851-2201**

8:00 a.m.–6:00 p.m., Central





## Other Concerns to Direct to Wespath

- Dental
- Vision
- Health Equity
- MDLIVE
- Well-being programs

Care Coordinators specialize in medical, pharmacy and behavioral health concerns

**Ask:**

**Have You Called Your  
Care Coordinator?**





# Connect With Care Coordinator To:

- Order a new ID card
- Get urgent questions answered right away while at a provider's office or the pharmacy
- Get out of the middle between your provider and insurance
- Check benefits before a service
- Understand cost impact (deductible, out of pocket cost)
- Understand a bill or expense
- Find a provider

Encourage members to call a Care Coordinator **before** Wespath or your office.

# Call, Chat or Message A Care Coordinator

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MRA/MRA/PET Scans  
DME over \$1500/All Prostheses  
Home Health and Hospice  
Oncology Services  
Organ Transplant Surgery  
Dialysis  
Transplants  
Genetic Testing

Hospitalizations to exclude acute care, skilled nursing, skilled rehabilitation, and behavioral health/substance abuse, partial hospitalization and intensive outpatient for mental health or substance abuse.

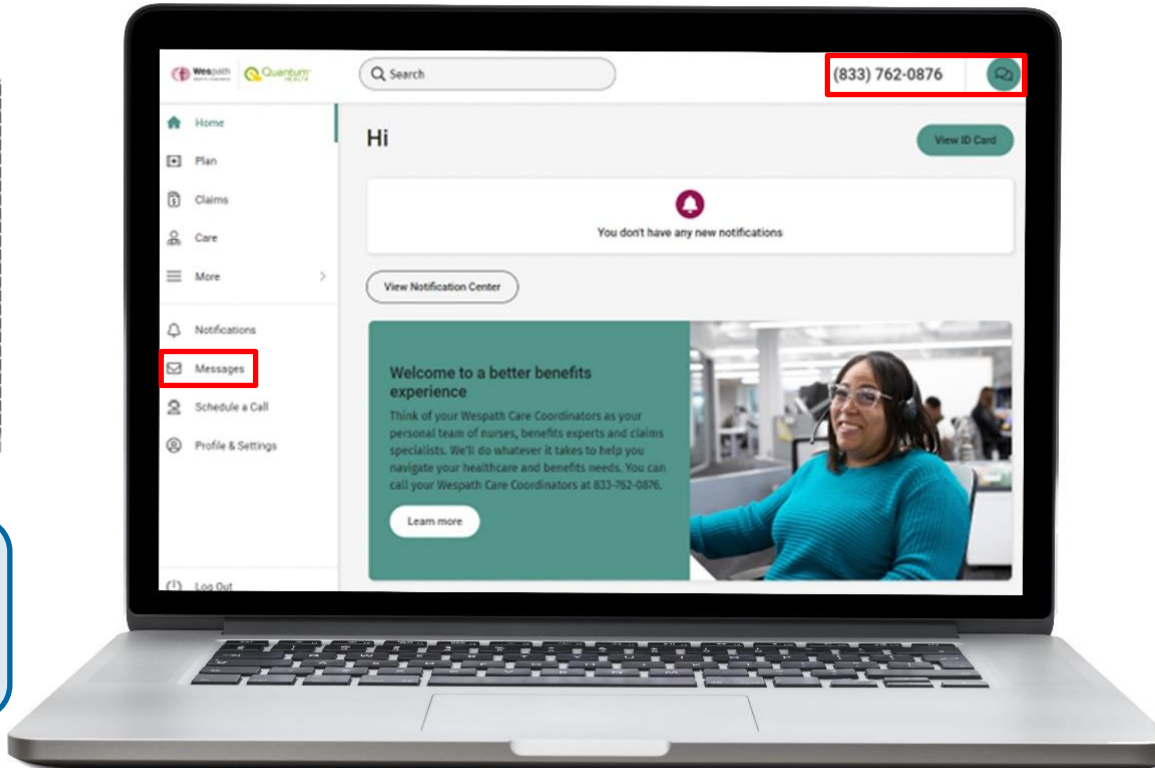
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**Quantum**  
HSA & FSA

\*Group contracts directly with Quantum  
\*\*Group contracts directly

\*Health Advocate Group contracts directly



**833-762-0876**

8:30 a.m.–10:00 p.m., Eastern

## Care Coordination:

- Positive so far
- Continuing to monitor and adjust



Questions

