



Center for Health

# HealthFlex Operational Updates

2014 HealthFlex Mini-Summit



General Board

**Pension and Health Benefits**

*Caring For Those Who Serve*

# Agenda

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Catamaran Transition



Businessolver Transition



WageWorks Transition



OneExchange (Extend Health)





catamaran

10 Steps  
Forward

2 Steps  
Back

# Catamaran Transition

Short-Term

Long-Term

# Catamaran Transition

## Initial Learnings

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- Mail-order (home-delivery) delays, inefficiencies
- Catamaran Rx SSO\*/registration errors
- Benefits adjudication inaccuracies
- Customer service responses—inaccuracies, lack of managing expectations

\* SSO: Single sign-on

# Catamaran Transition

## Ongoing Areas of Focus

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### Mail order/home delivery

- Designated customer service team
  - Combined with benefits customer service team
- E-prescribe triage
- Future enhancements
  - Worry-free refills
  - Expanded participant self-service
  - Streamlined, fully integrated distribution facilities capacity



# Catamaran Transition

## Ongoing Areas of Focus

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- Customer service protocols and supports
  - One combined, designated customer service team (mail order and benefits)
  - Continued training and clarity with client plan and profile documentation
  - Continued evaluation of service levels
- Communications; greater clarity to manage expectations

# Businesssolver and WageWorks Transition



# Businessolver and WageWorks Transition Timeline

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Effective date (for both): **August 1, 2014**

- After annual conferences
- Before annual election
- Allows for stabilization



# Businessolver and WageWorks Transition Timeline

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## “Go-Live” date: Off-cycle vs. January 1?

- **Myth**—January 1: optimal go-live date
- **Reality**—“Off-cycle” go-live date provides for:
  - Greater communications clarity
  - Greater focus of resources:  
vendors, General Board, plan sponsors
  - Mitigate level of issues;  
foster issue resolution expediency
  - Cleaner transition overall

# Businessolver

## Key Features and Changes

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- Greater enrollment process automation
  - Eliminate paper enrollment form
  - Clergy—automatically enrolled
  - Lay and retirees
    - “Eligible” automatically identified
    - Plan sponsor approves/enrolls online
- Greater flexibility to adapt with health care landscape

# Businessolver

## Initial Administrative Considerations

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|  |                       |
|--|-----------------------|
| <ul style="list-style-type: none"><li>• Collect and submit sub-adoption agreements</li><li>• Confirm SPUs for all extension ministries</li></ul> | <b>Mid<br/>April</b>  |
| <ul style="list-style-type: none"><li>• Verification of current “eligible”; primary focus on confirmation of “outliers”</li></ul>                | <b>Late<br/>April</b> |

**Process details for each  
distributed to plan sponsors in March/April**

# Businessolver

## Key Milestones

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### February–May

- Design
- Development
- Testing

### June–August

- **Plan sponsor** communications and training
  - Training targeted for **July**
- **Participant** communications
  - New hire/enrollment change kits
  - Entire population: AE
    - Also: pre-AE via web or mail–TBD

# WageWorks

## Key Features and Changes

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- Fully automated FSA/HRA stacking rules
- Enhanced user experience
- Enhanced reimbursement features
  - Submit receipts via smartphone app
  - “Pay My Provider”
- New debit cards
  - Debit card vs. auto-claim choice

# WageWorks

## Key Milestones

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### February–May

- Design
- Development
- Testing

### June–August

- **Plan sponsor** communications and training
  - Training targeted for July
- **Participant** communications
  - WageWorks features and services
  - Transition of account information
  - New debit card distribution
- Transitioning of balances; blackout (targeting **mid-July**)

# OneExchange Update

**OneExchange™**  
from Towers Watson

# OneExchange

## Plan Sponsor Migration

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- **2014:** Medicare companion plans—final year
- **2015:** Plan selection timeline for remaining interested plan sponsors

|                             |               |
|-----------------------------|---------------|
| Plan sponsor meetings       | Q1/Q2         |
| Plan decision               | Q2 (April 15) |
| Eligibility file submission | Q2 (May 31)   |

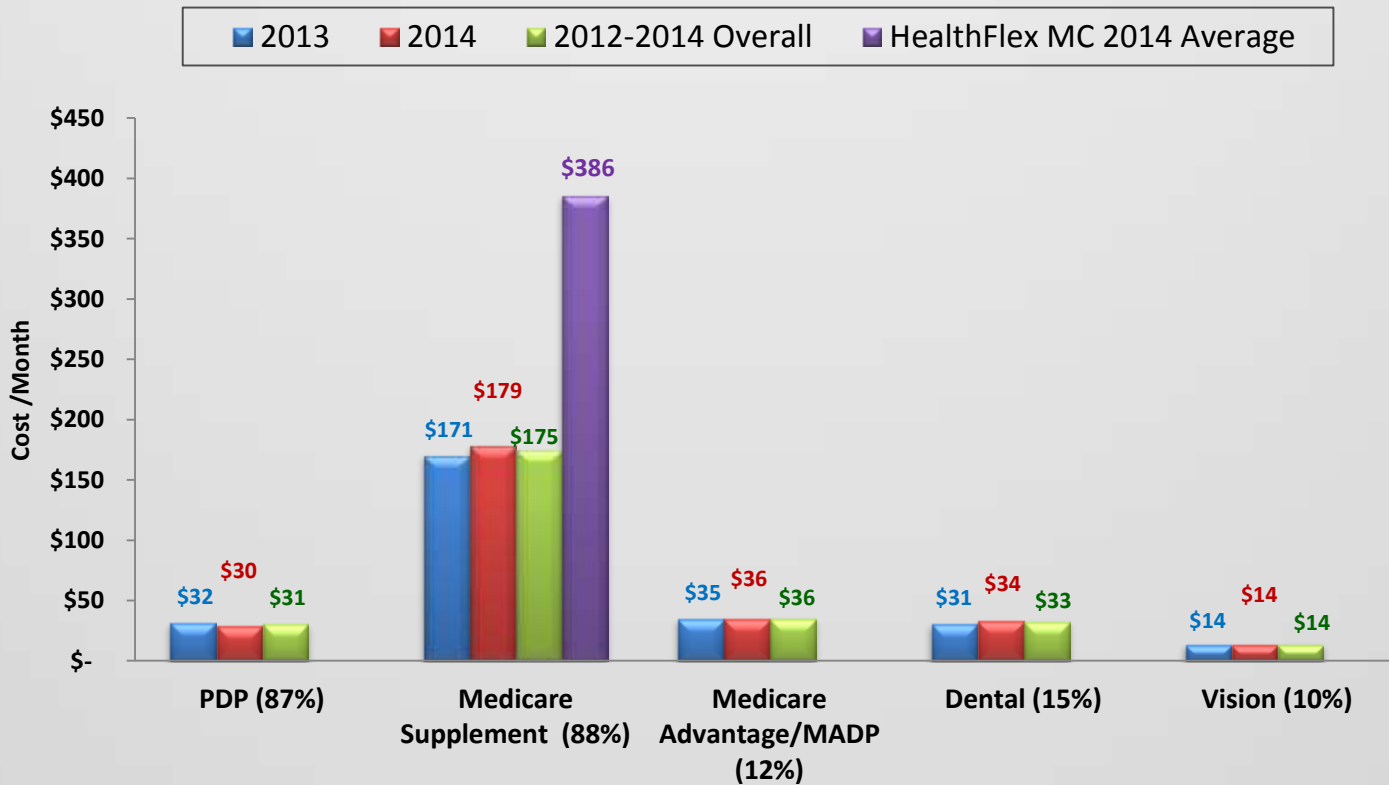


# OneExchange Enrollment Summary

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|  |  |
|--|--|
| <b>Plan sponsors</b>                   | 16 (2012-2014)   |
| <b>Eligible members—<br/>4,522</b>     | 98% were contacted   |
|  | 93% made elections<br>(OneExchange benchmark: <b>88%</b> ) |
| <b>Enrolled plans<br/>and carriers</b> | 676 unique plans (241 in 2014)                             |
|  | 67 total carriers (39 in 2014)                             |

# Average Premium Cost by Plan Type



**Note:**

- HealthFlex Medicare Companion Plan includes prescription drug plan (PDP)
- Percentages represent the % of members making an election by plan type

# OneExchange

## Action Plan—Areas of Focus

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### Improved participant service delivery

- Continuous monitoring and evaluation—  
LBA/ADP/CSR\* service levels
- Communications
  - Greater clarity; greater management  
of expectations and call to action

\* LBA: Licensed benefit advisor  
ADP: Application data processor  
CSR: Customer service representative

# OneExchange

## Action Plan—Areas of Focus

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### Improved plan sponsor service delivery

- Participant communications toolkit
- Issue coordination and resolution
  - Timeliness, quality, trend analysis, etc.
  - Roles and responsibilities clarity
- Reporting
- Training for new and existing plan sponsors
  - Greater awareness and clarity of all service delivery components



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