



Center for Health

HealthFlex Operational Updates

HealthFlex Mini-Summit

March 11, 2015



General Board

Pension and Health Benefits

Caring For Those Who Serve

Agenda

- Catamaran Update
- Businessolver Update
- WageWorks Update
- OneExchange (formerly Extend Health)—Timeline
- Medical Carriers—BCBSIL/UHC*

* **BCBSIL: Blue Cross and Blue Shield of Illinois**
UHC: UnitedHealthcare



Oasis
Approaching



Difficult
Transition

Catamaran Transition

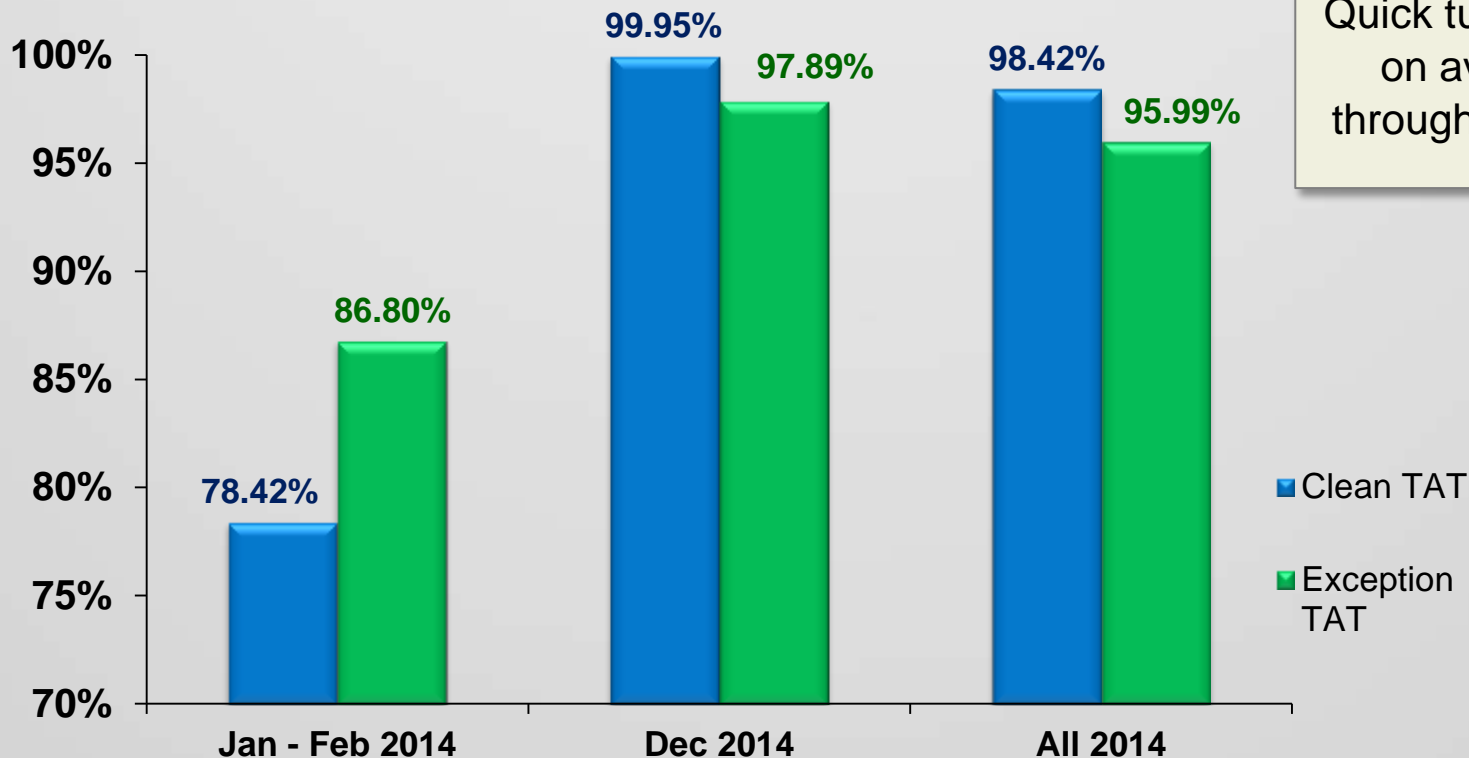
Short-Term

Long-Term

Catamaran

Continued Focus on Customer Experience

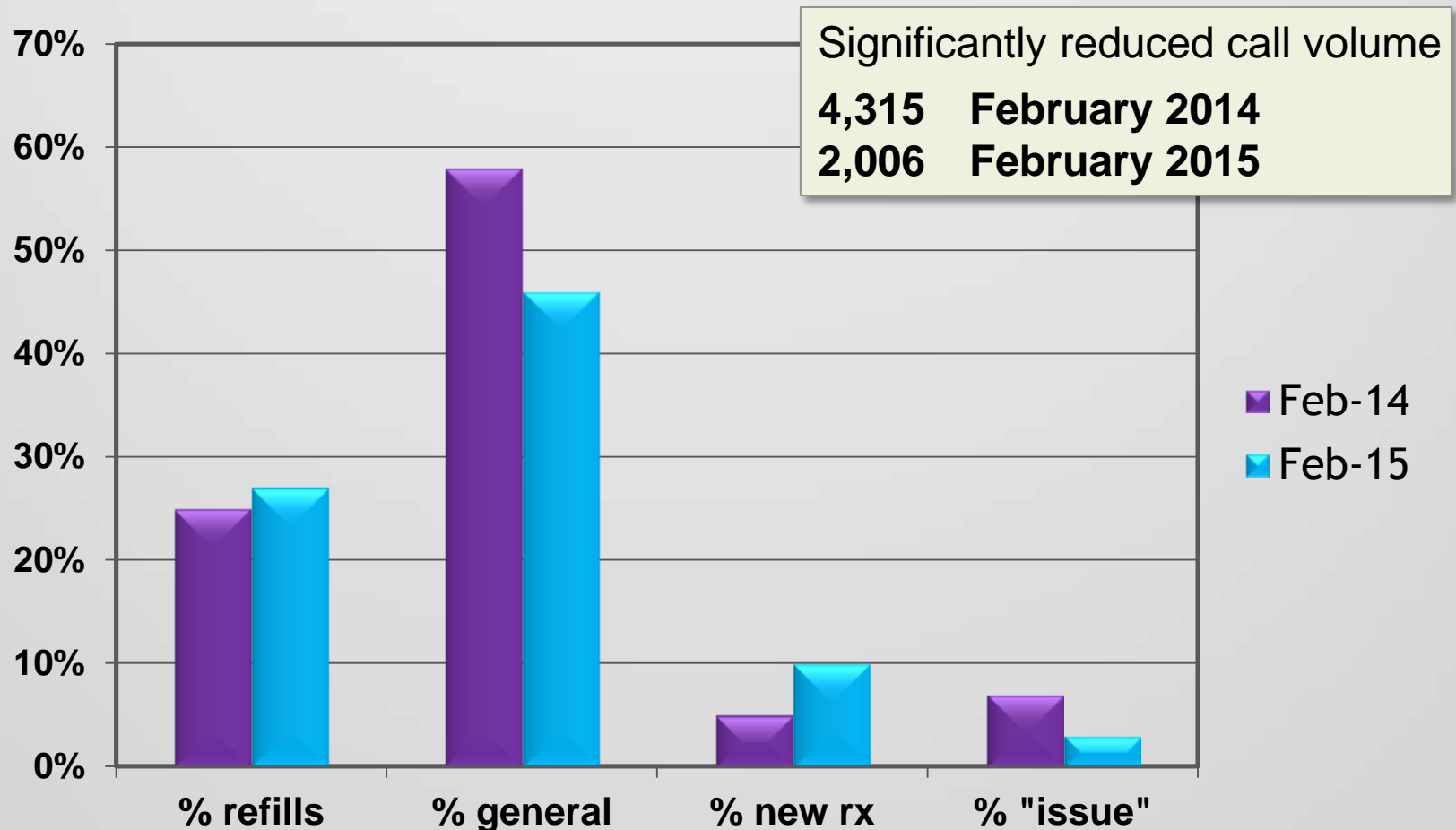
Home Delivery Turnaround Time (TAT)



Quick turnaround
on average
throughout 2014

Catamaran

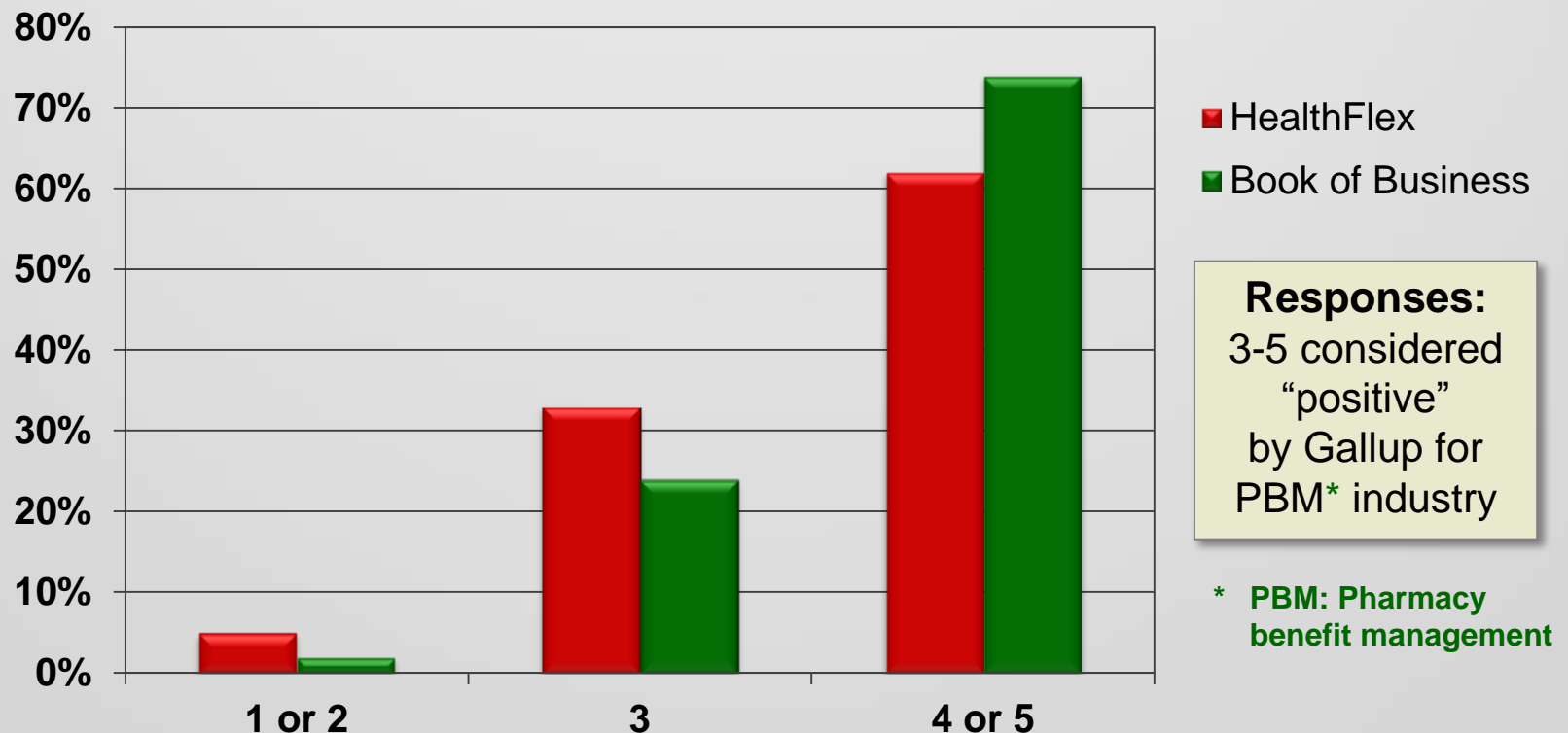
Customer Service Progress—Past 12 Months



Catamaran

Continued Focus on Customer Experience

Satisfaction Survey (500 surveys, 188 responses)
“Overall satisfaction with Catamaran?”



Catamaran

Upcoming Improvements



Introducing
Patient Advocate Team
model escalation process
for frequent callers

Phase 1 to begin late March

- First call resolution reporting
 - Expected in **early Q2**
- Additional opportunities to survey participants beyond annual outreach to limited sample
 - **Q4** or **early 2016**

Catamaran

Upcoming Improvements



Continued website enhancements

- Pricing at checkout
- Website refresh

Catamaran

Prior Authorizations

- Industry standard mechanism for patient safety and plan stewardship
- Typically require review every 12 months
- Transition from Express Scripts
 - Grandfathering (now expired)
 - Express Scripts less rigorous
- Collaboration with Catamaran leadership for prior authorization process improvement

Businessolver Updates and Ongoing Improvements

- Plan sponsor invoice enhancements
- Notification around automated additions and terminations (with impact to invoice)
- Participant “self-service” considerations
 - Allow participants to add/remove dependents to coverage during Annual Election (dependent in Benefits Access Portal)
 - Allow participants to make changes for some qualified life status events (dependent in Benefits Access Portal)
 - Include with HealthFlex Exchange; considering for all
- Reporting enhancements—frequently requested reports and monthly tier (pricing) changes

OneExchange—Timeline Reminder

Timeline for transitioning to OneExchange
effective **January 1, 2016**

Plan sponsor requests/data submission/financial modeling	Q1/Q2
Plan decision	Q2 (April 15)
Eligibility file submission	Q2 (May 31)
Participant outreach from OneExchange	August
Enrollment begins	October

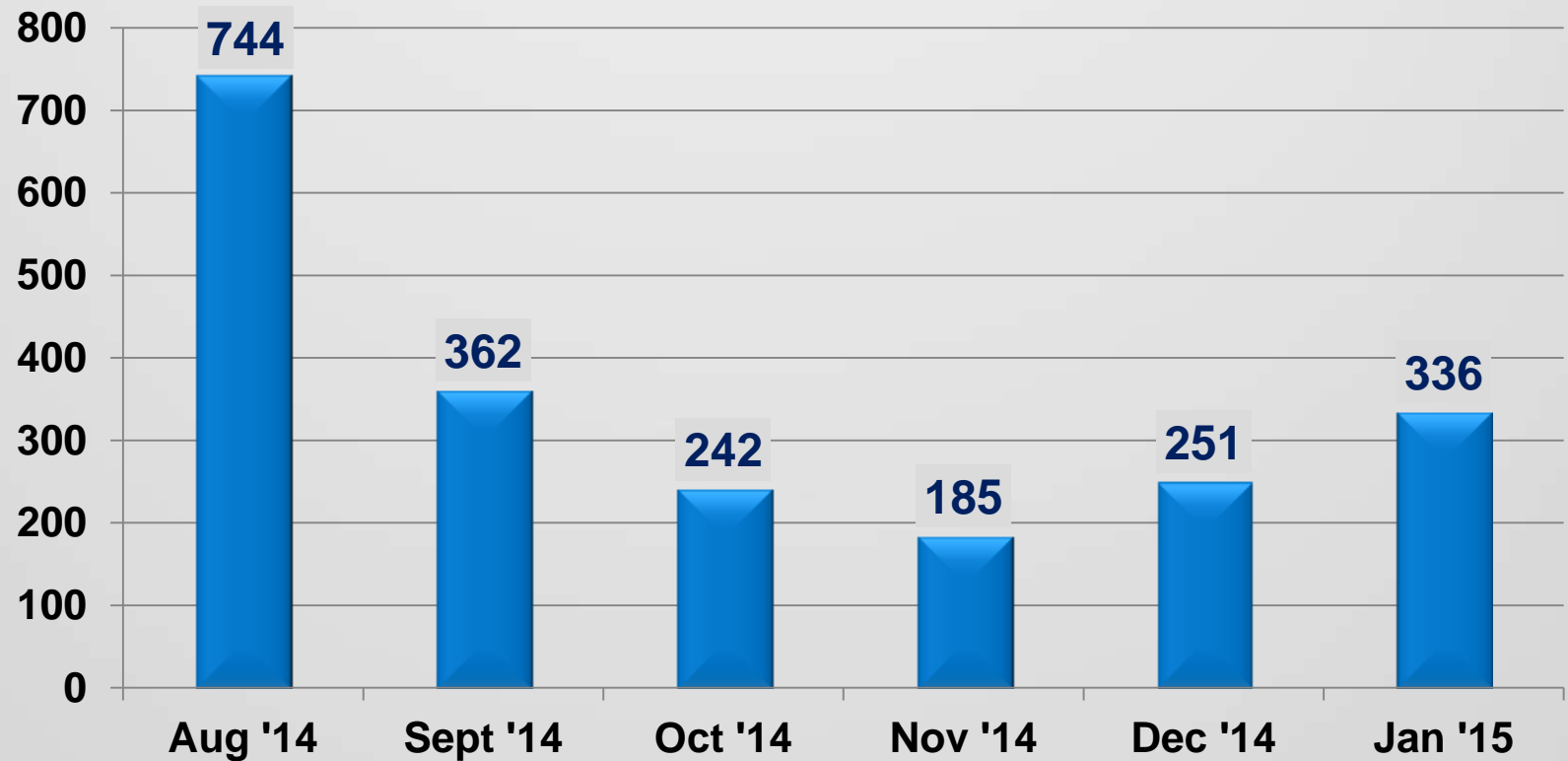
Wage Works—2014 Review



- **FSA/HRA* card**
 - Auto-adjudication rate: **99.52%**
- **Total card transactions**
 - FSA 7,714 (\$551,997)
- **Average card transactions**
 - FSA \$75.92
 - HRA \$92.20

* **FSA: Flexible spending account;**
HRA: health reimbursement account

Wage Works—Call Volume



Ongoing call volume (~5%) consistent with WageWorks book of business

BCBS-Anthem Breach

- Anthem membership impact
 - Over 78 million members nationwide
 - Different levels of data breach (SSN* vs. no SSN)
 - 3,700 HealthFlex participants, 9 with SSN breach
- Anthem outreach
 - Letters and resources to participants
 - Continuing over the next month
- General Board outreach
 - Notification for plan sponsors

* **SSN: Social Security number**

Certificates of Creditable Coverage

- No longer required due to Affordable Care Act
- BCBSIL approach
 - Continue sending to participants upon loss of coverage
- UHC approach
 - No longer sending to participants upon loss of coverage
- General Board approach
 - Will provide upon participant request



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