



Center for Health

HealthFlex Vendor and Administrative Updates

HealthFlex Summit

November 5, 2015



General Board

Pension and Health Benefits

Caring For Those Who Serve

Agenda

- Vendor Updates
 - OptumRx (formerly Catamaran)
 - Businessolver
 - CIGNA/Anthem
 - OneExchange Timeline
- Annual Election
- Vendor Management



Catamaran is now...



OPTUMRx[®]

OptumRx (Formerly Catamaran)— Changes

OptumRx and Catamaran are now one!

What Is Changing?

- Communications co-branding
- Combined formulary—January 2016
- New medical/Rx ID cards
- New “state-of-the-art” mail-order center
- Website enhancements
- Greater purchasing power
- Enhanced reporting infrastructure

What Is Staying the Same?

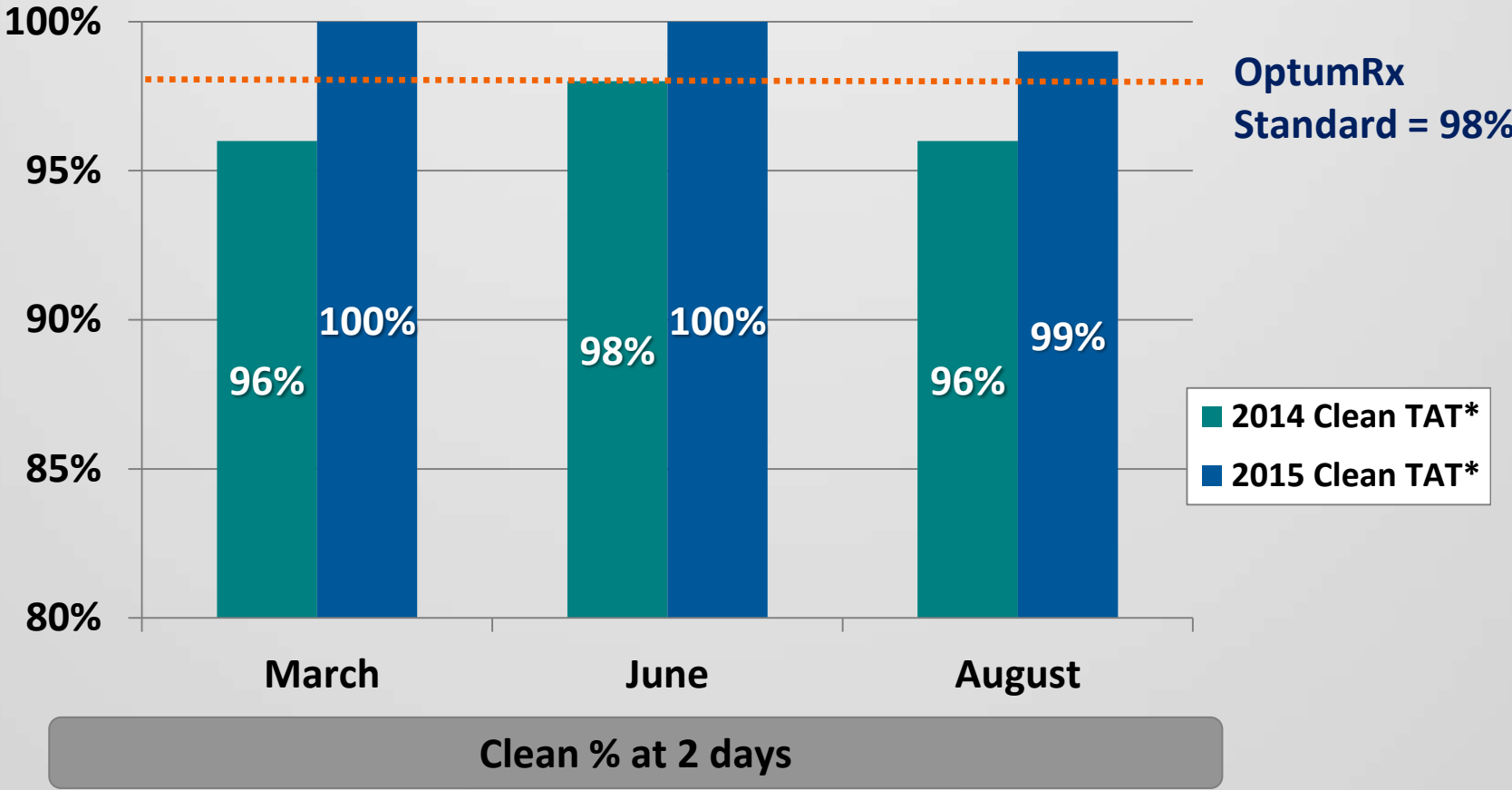
- Website URL; phone number
- Underlying claims system
- Retail networks (possibly broader)
- Mail-order processes, forms
- No need to resubmit existing prescriptions
- Access to leadership
- Continued commitment to improve

OptumRx—Combined Formulary



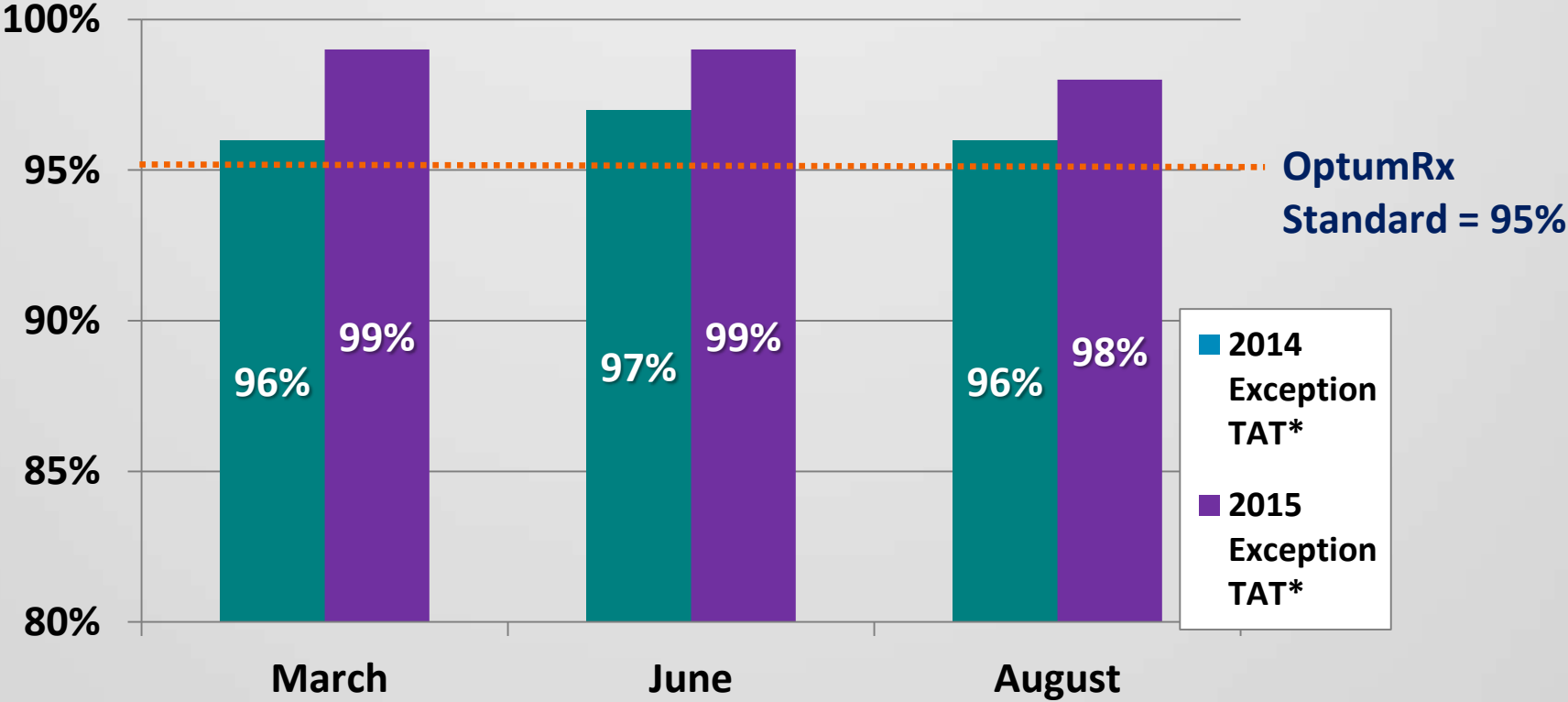
- Effective January 1, 2016
- Slightly higher impact
- Letter sent late October 2015
- Leverages greater economies of scale

Mail Order Progress



* TAT: Turnaround time

Mail Order Progress



Exception at 5 days

* TAT: Turnaround time

OptumRx—First Call Resolution Reporting

**Area of Opportunity:
Reduce number of calls needed for resolution**

New First Call Resolution Methodology

- Evaluate callbacks within 10 days for same reason
 - Evaluating 15-day window
- **Success:** Few to no call-backs within the window (issue resolved on first call)
- **Goal:** Identify opportunities for process improvement and coaching

OptumRx—First Call Resolution Reporting

Monitoring began with Q1 2015

Goal: 95% resolved on first call using 10-day window

Results: 94%

Goal: 95% of prior authorization resolved using 10-day window

Results: 89%

Action: Review calls for training/process improvement

OptumRx—Patient Advocate Team Pilot

- Proactive telephonic outreach to members who may need additional support based on:
 - Frequent callers
 - Members who have had escalated issues or multiple customer service issues in the past
 - Members who have large number of prescriptions
- Pilot evaluation
 - Participant satisfaction survey to gauge program success
 - Evaluate after January 1 to determine program's future

OptumRx—Audit

Catamaran audit—scope

- Financial guarantees and performance
 - Discounts and guarantees across retail, mail order, specialty
- Claims adjudication
 - Proper application of plan design and rules
 - Proper administration of drug coverage and clinical rules
 - Formulary application
 - Refill requirements and quantity
 - Adjustment and exception processes
 - Regulatory compliance

OptumRx—Audit

Catamaran audit—results

- Strong results compared to other PBMs*
- Most initially denied claims were due to prior authorization issues
 - Denial rate consistent with other PBMs
 - Continue working to improve the process

* Pharmacy benefit managers

Dashboard

- Manage My Prescriptions +
- Manage Account(s) +
- Tools & Resources +
- Contact Us
- Help
- Logout

YOU ARE HERE: My Prescription Dashboard

My Prescription Dashboard



PRICE AND SAVE

SIGN UP FOR HOME DELIVERY

Order refills and manage all your Catamaran Home-Delivery prescriptions online! Visit [My Prescriptions](#) and look for the  next to your mail order medications!



Welcome to your new myCatamaranRx

Coverage Members

TP

45

PRINT ID CARD(S)

Manage Your Prescriptions

View your claim history for a given period of time. And your history can be printed or downloaded to share with your physician or to use as an end-of-year statement.

MANAGE YOUR PRESCRIPTIONS

Drug Lookup

Medication Name

SEARCH MEDICATIONS

Forms/Documents

Common Forms & Documents

View All

VIEW FORMS & DOCS

Help

Main Help Categories

View All

VIEW HELP

Pharmacy Locator

Zip Code

Mile Radius

 Show In-Plan Pharmacies Only Show 24 Hour Pharmacies Only

LOCATE PHARMACY

- Dashboard
- Manage My Prescriptions
 - My Prescriptions
 - Manual Claims
 - Prescription History
 - Shipping History
 - PA Request
 - PA History
- Manage Account(s)
- Tools & Resources
- Contact Us
- Help
- Logout

YOU ARE HERE: Dashboard / My Prescriptions

My Prescriptions

The Medication History window allows you to view the details of your medication history over a defined period. If you would like to know more, please see our help files.

Date Range

Start: 03/20/2014 – End: 03/20/2015

Sort By

Last Fill Date: Most Recent

ORDER REFILLS

Manage Member

MT 75

Auto Fill **TURN AUTO FILL ON**

This member is eligible to have refills shipped automatically. Turn Auto Fill ON to activate this function for this member.

Print Download

Showing 4 of 4 of your prescriptions.

RIFABUTIN CAP 150MG



RX#: 96468814
Last Fill: 02/13/2015

Available

ADD TO CART

Hide Prescription Details



Drug Image (May Vary)

Prescription

Quantity: 90
 Prescriber:
 Rx Expiration Date: 02/13/2016
 Day Supply: 1
 Add Medication to My Meds Journal

Pharmacy

Pharmacy: Miramar
 Phone:
 Add Pharmacy to My Contacts

Payment Information

Claim:
 You Pay:
 Plan Pays:

MEVACOR TAB 20MG



RX#: 96468813
Last Fill: 02/13/2015

Your order is in initial stages of processing. Please allow up to 14 days for delivery.

Show Prescription Details

- Dashboard
- Manage My Prescriptions
- Manage Account(s)
- Tools & Resources
 - Plan And Save
 - Pharmacy Lookup
 - Drug Lookup
 - Documentation
- Contact Us
- Help
- Logout

YOU ARE HERE: Dashboard / Pharmacy Lookup

Pharmacy Lookup - Results

Search By...

00000

AND

Pharmacy Name (optional)

Within

5

miles

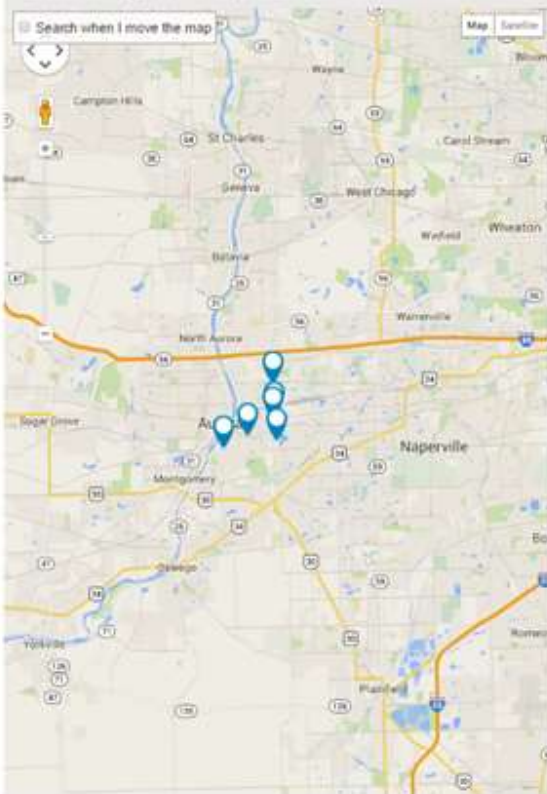
SEARCH

 In-Plan Pharmacies Only 24 Hour Pharmacies Only

RESULTS: Showing 1 - 6 of 41 local pharmacies within 5 miles.

Print this list

Search when I move the map



OSCO DRUG 1900 W GALENA AURORA, IL 60505 ☎ (630) 892-6075 @ Directions ➕ Add this Pharmacy to My Contacts	Distance: < 1 🕒 Open: Mon-Sun
AURORA PHARMACY 475 N FAREWORTH AVE AURORA, IL 60505 ☎ (630) 820-3360 @ Directions ➕ Add this Pharmacy to My Contacts	Distance: < 1 🕒 Open: Mon-Fri 10-7 Sat 9-1 Sun
DEV PHARMACY 304 N FAREWORTH AVE AURORA, IL 60505 ☎ (630) 651-3970 @ Directions ➕ Add this Pharmacy to My Contacts	Distance: < 1 🕒 Open: Mon-Fri 1-7 Sat-Sun
MEDICAL PARK PHARMACY 330 WESTON AVE AURORA, IL 60505 ☎ (630) 651-3200 @ Directions ➕ Add this Pharmacy to My Contacts	Distance: < 1 🕒 Open: Mon-Fri 10-7 Sat 10-3 Sun 10-7
WALGREENS #12125 9 N UNION ST AURORA, IL 60505 ☎ (630) 897-0722 @ Directions ➕ Add this Pharmacy to My Contacts	Distance: < 1 🕒 Open: Mon-Sat 9-10 Sun 10-6
WALGREENS #9404 1180 N FAREWORTH AURORA, IL 60505 ☎ (630) 820-5056 @ Directions	Distance: < 1 🕒 Open: Mon-Sat 9-10 Sun 10-6

Pharmacy Lookup Preview

myCatamaranRx—Website Refresh

Drug Lookup

- Find detailed drug information, generic equivalents, interaction alerts
-

Price and Save

- Real-time cost lookup based on plan pricing
 - Mail-order and generic price differences
-

Prior Authorization Information

- Approval status and history
-

Documentation

- Mail-order forms, preferred drug lists, FAQs
-



Update

Businessolver—Administrative Updates

Invoices

**Eventual expansion of self-service
to traditional model**

Payroll report

Businessolver—Invoices

Location Remittance (October 2015 Trial Invoice)

Previous Month's Total Due	Previous Month's Payment Amount	Unpaid Balance	Current Month's Net Total Due	Payment Due Date	
\$377,940.20	\$377,940.20	\$0.00	\$214,577.06	10/31/2015	
Location		Policy Number	Prepared	Billing Period	Remit Payment to:
Sample Conference 123 Main Street Anytown, IL 60025		123456 Sample Conference	09/15/2015	October 2015 Trial Invoice	General Board of Pension and Health Benefits ATTENTION: Accounts Receivable-HealthFlex P.O. Box 75783 Chicago, IL 60675-5783
PLEASE PAY THIS AMOUNT			\$214,577.06		

Coverage	Enrolled	Amount
Medical	164	\$166,524.00
Medical-Dep Only	11	\$11,597.00
Dental	144	\$7,550.00
Vision	150	\$68.06
Total Premium		\$185,739.06
Flexible Spending Medical	42	\$7,924.88
Flexible Spending Dependent	8	\$2,799.99
Health Savings Account	9	\$4,488.08
Defined Contribution	162	\$155,500.00
Premium Overage Owed		\$43,864.11
Current Month's Net Total Due		\$214,577.06

Please remit payment as billed by the end of the month. Please pay the amount in the "Please Pay This Amount" box and not the "Current Month's Net Total Due," as this does not reflect any unpaid balance. If you note any discrepancies, please contact the General Board's Health Team. Adjustments will be made on the following month's invoice.

Businessolver—Invoices

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Businessolver—Self-Service

Empowering participants to take charge of benefits

Self-Service

- Add/remove dependents from coverage with life event
 - Marriage
 - Birth/Adoption
 - Member gains/loses coverage
- Change reimbursement account amount with life event

NOT Self-Service

- Adding a dependent to the system (must be done through Benefits Access Portal)
- Waiving coverage without penalty (requires waiver form)
- Death events
- All transactions for certain populations (e.g. OneExchange, split couples, MSP*)

* MSP: Medicare Secondary Payer

Businessolver—Self-Service

- Available to HealthFlex Exchange group
 - **January 2016**
- Eventual roll-out to traditional plan sponsors
 - **Timeline—TBD**
- Payroll report identifies changes before invoice is generated

Businessolver—Payroll Report

Key Fields	Frequency
Participant	<p data-bbox="871 648 1605 705">Determine by plan sponsor</p> <ul data-bbox="871 739 1321 976" style="list-style-type: none"><li data-bbox="871 739 1141 796">• Weekly<li data-bbox="871 829 1321 886">• Semi-monthly<li data-bbox="871 919 1170 976">• Monthly
Coverage (plan)	
Tier	
Effective date	
Term date	
Transaction reason	
Transaction date	

WageWorks



WageWorks—New Account Types

- HSA* administration
- Limited-use account (MRA* and HRA*)
 - Only while participant is enrolled in a high-deductible health plan (HDHP) and eligible to contribute to an HSA
 - MRA and HRA can only be used for **dental and vision** expenses—“limited-use”

* HSA: Health savings account

MRA: Medical reimbursement account

HRA: Health reimbursement account

Medical Reimbursement Account (MRA)—Carryover

\$500
Carryover

Limited risk for participants
as medical/Rx costs continue to rise

2015 contributions are under “carryover”

- 2015 MRA balances available through **December 31, 2015**
- **Up to \$500** can be carried over into the following plan year

2016: Participants allowed up to \$3,050 MRA

- \$2,550 elected + \$500 carryover

CIGNA Acquisition by Anthem

July 24, 2015	Anthem announced definitive agreement to acquire CIGNA Corporation <ul style="list-style-type: none">• CIGNA remains separate, independent until closing
Second-half of 2016	CIGNA expects transaction to be completed
2016 plan year	No expected changes to HealthFlex dental plans

Breach Updates

- **Anthem and Premera**—no new information
- **Excellus**—we have provided list of impacted participants and sample letters
 - Approximately 800 HealthFlex participants
- Reviewing **security protocols** with all vendors
 - Especially: Blue Cross and Blue Shield of Illinois, UnitedHealthcare and OptumRx



Health Coverage
with More Choices

OneExchangeSM
from Towers Watson



General Board
Pension and Health Benefits
Caring For Those Who Serve

OneExchange Update

OneExchange— Open Enrollment for 2016

- Open Enrollment for 2016
 - **October 15 – December 15**
 - Possible plan sponsor communication
- 25% of existing population call each year
 - Typically only 4% – 5% switch plans
- Thank you for submitting new HRA amounts
- Planning a call in Q1 for OneExchange plan sponsors
- Deadline for 2017 adoption—**April 30, 2016**

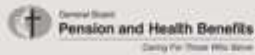
Reminder: Switching plans should be done directly with OneExchange—not with the carrier.

2016

HealthFlex Annual Election



November 4–19, 2015

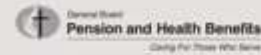


2016

HealthFlex Annual Election



November 4–19, 2015 • New HDHP plan for 2016!

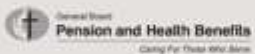


2016

HealthFlex Annual Election



November 4–19, 2015

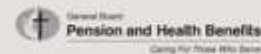


2016

HealthFlex Annual Election



November 4–19, 2015
More options this year through HealthFlex Exchange!



Annual Election

Annual Election



Elections will be made through Benefitsolver

- Access via **WebMD** single sign-on (SSO)
- Unique situations will require elections made by form

November 4–19, 2015

Annual Election period



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CENTER FOR HEALTH

Promoting vitality in mission and ministry by improving the health and well-being of UMC clergy, lay workers and their families.



HealthFlex/WebMD Website

HealthFlex/WebMD Website

HealthFlex Vendor Links

Please select the links that apply to you.

- [BlueCross BlueShield*](#)
- [OptumRx \(formerly Catamaran\) Prescription Drugs*](#)
- [Reimbursement Accounts*](#)
- [Vision Service Plan \(VSP\)](#)
- [CIGNA Dental](#)
- [EAP-Live and Work Well](#)
- [United Behavioral Health](#)
- [Quest Diagnostics Blueprint for Wellness*](#)
- [Join Virgin Pulse](#)
- [Virgin Pulse – Members](#)
- [Evoke Health Reminders](#)
- [Weight Watchers](#)

**Denotes SSO and no further login is necessary.*

Details and FAQs

Need more information about a HealthFlex Exchange program or benefit? Check the links below for detailed information:

- [Guide to Accessing your HealthFlex Benefits \(for new hires\)](#)

Wellness/Incentives

- [2015 Incentives FAQ](#)
- [Evoke Health FAQ](#)

HealthFlex Exchange plan information

- [Consumer-Driven Health Plan \(CDHP\) Brochure](#)
- [Consumer-Driven Health Plan \(CDHP\) Frequently Asked Questions](#)

Reimbursement Accounts

- [WageWorks – Health Accounts Information](#)
- [Health Reimbursement Account \(HRA\) Frequently Asked Questions](#)
- [Understanding Flexible Spending Accounts \(FSAs\)](#)
- [Debit Card Frequently Asked Questions](#)

HQ Completion Status

WebMD HQ Last Completed Date: 8/4/2015

[Join Virgin Pulse](#)

[HealthFlex Plan Benefits](#)

[HealthFlex Wellness Points: Earn Cash!](#)

[Quest Diagnostics Blueprint for Wellness](#)

[Coverage Advisor](#)

Consumer Tools to Guide your Health Care Choices



Guide Your Health Care Choices with These Useful Tools!

During Annual Election or any major life event, use [Coverage Advisor](#) to estimate your out-of-pocket medical expenses under the CDHP. Coverage Advisor also can help you estimate how much money to set aside in your flexible spending account (FSA).



Center for Health Videos

Want to learn more about the benefits and wellness services available through HealthFlex? [Watch our videos.](#) Topics include:

- Pastor Couple Chooses to Walk
- How Work/Life Services makes your life a little easier
- The Truth About Health Coaching: The Rev. Roy Nevil Story
- Blueprint for Wellness Makes a Difference: The Rev. Dr. Oliphint Story
- What is the HealthQuotient (HQ)

[Let us know what other topics and services you'd like to learn about by video!](#)

News

Participant Decision Supports



Coverage Advisor

- Estimate costs based on available plans

Details and FAQs

- HealthFlex features, reimbursement accounts, wellness programs and incentives

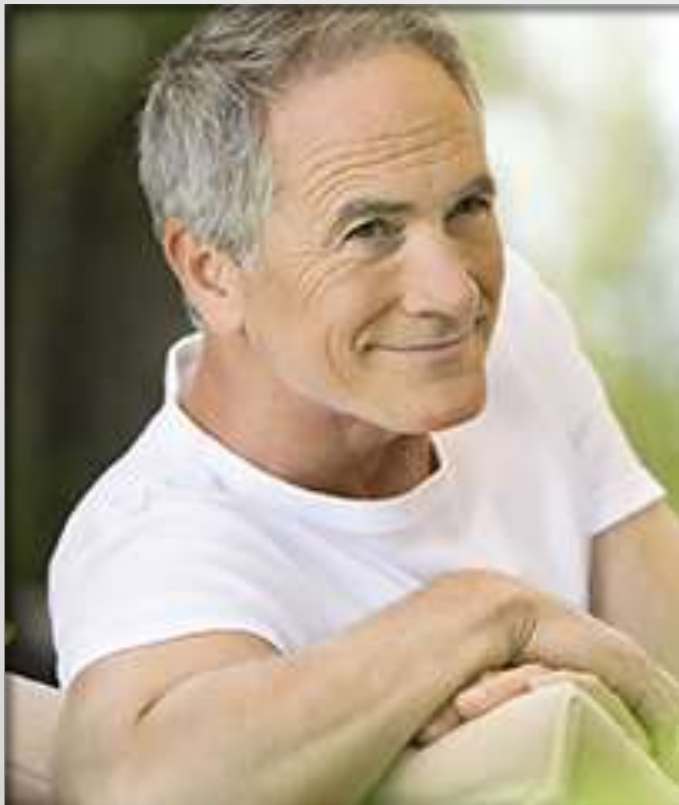
Consumer Tools to Guide Your Health Care Choices

- Medication costs, in-network providers, plan comparisons

Reference Center

- Summaries of benefits and coverage, benefit booklets and highlights sheets, reimbursement accounts

Annual Election—Waivers



- Participants are able to **waive coverage** during Annual Election
- Waiver form needed to avoid penalty
 - Must be submitted during Annual Election period

Annual Election—Coverage Audit



Proactive outreach to participants who select certain benefit combinations

- Participants who elect HDHP and waive HSA
- Participants who try to cover different dependents in medical vs. dental vs. vision plans

Continued Focus— Vendor Management Strategy

- Optimize service delivery for participants and plan sponsors
- Foundation of metrics and controls
 - Performance guarantees, service level standards, process controls, etc.
- Issues trend management
 - Identification of overall trends to proactively limit recurrence of issues
 - **Example:** Working with all vendors to put performance guarantees in place relating to data security and breaches
 - Clear escalation processes (timing, expectations) for participant and plan sponsor issues
 - Monitor and improve controls to prevent errors
- Integration of vendors
 - Ensure alignment in approach and customer focus
- Market check for best-in-class services and costs



Center for Health