



# Wespath

BENEFITS | INVESTMENTS

Center for Health

MINI-HEALTHFLEX SUMMIT—MARCH 2018

# The UMC Well-Being Story— By the Numbers

# HealthFlex Plan Sponsor Scorecard

- 5<sup>th</sup> consecutive year of completion—thank you!
- Highest participation in recent years (22/30)



# HealthFlex Plan Sponsor Scorecard

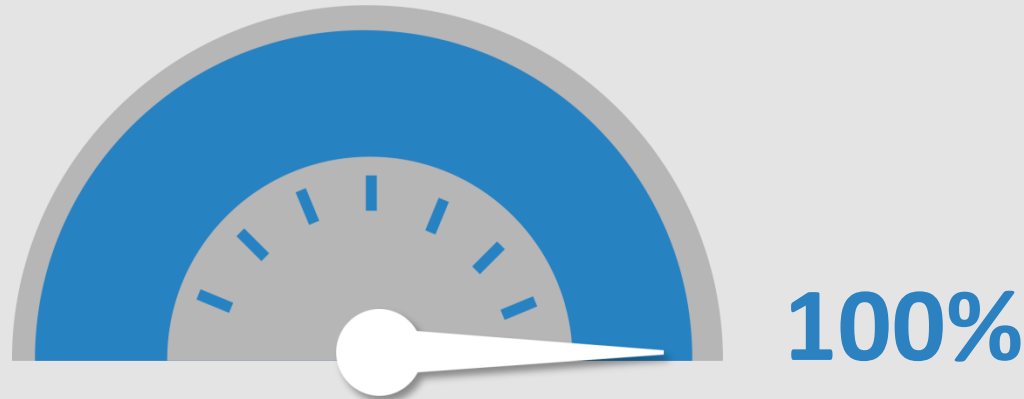
- 9.38/10 overall satisfaction—thank you!
  - 47.6% gave 10/10
  - Percentage of plan sponsors “very satisfied” with HealthFlex team has increased across all areas



9.38/10

# HealthFlex Plan Sponsor Scorecard

- 100% satisfied/very satisfied with strategic response to healthcare landscape



# HealthFlex Plan Sponsor Scorecard

- 95% satisfied/very satisfied with decision support tools (e.g., ALEX)



95%

# HealthFlex Plan Sponsor Scorecard

- OptumRx had highest dissatisfaction rate
  - 33% neutral or dissatisfied

**33%**



# HealthFlex Plan Sponsor Scorecard

- 95% satisfied with well-being programs



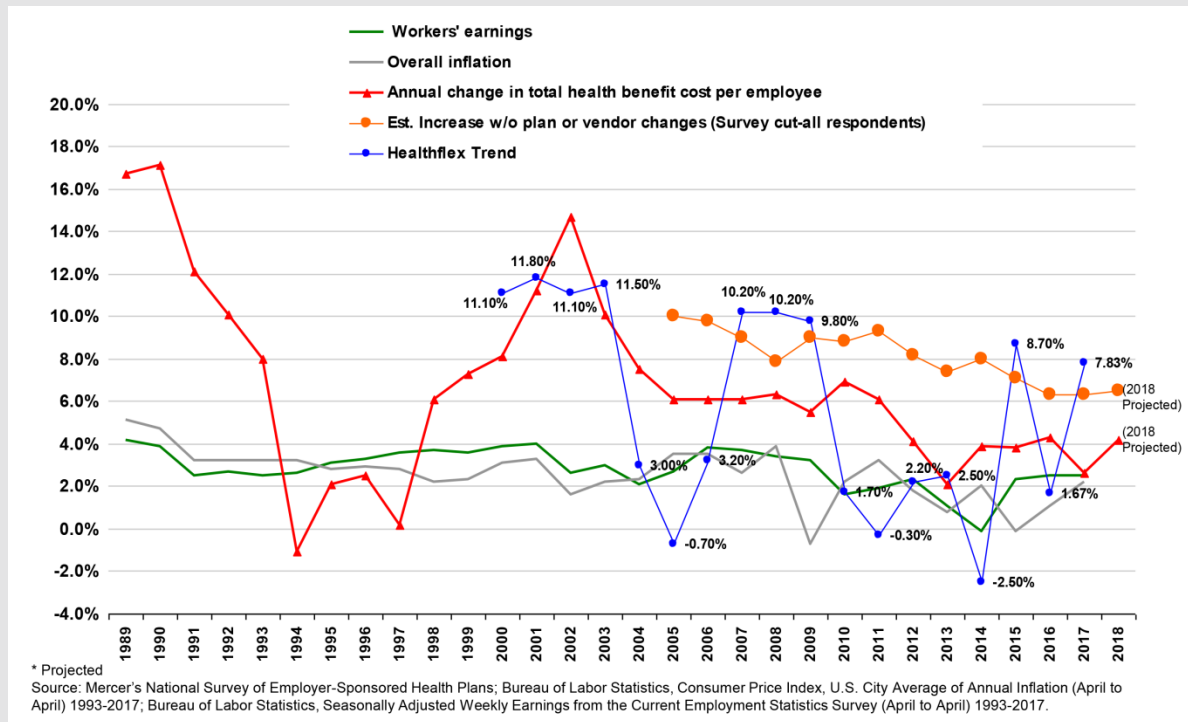
# HealthFlex Plan Sponsor Scorecard

- 73.4% satisfied with impact that well-being has on health



# Health Cost Trends

## Annual Health Cost Trends vs. Earnings and CPI (1989-2017)



# HealthFlex Satisfaction Survey

	Extremely Satisfied	Satisfied	Neutral	Dissatisfied	Extremely Dissatisfied	Total
HealthFlex well-being programs (overall opinion)	<b>61.90%</b> 13	<b>33.33%</b> 7	4.75% 1	0.00% 0	0.00% 0	21
Impact that well-being programs have on your participants' health	<b>31.58%</b> 6	<b>42.11%</b> 8	26.32% 5	0.00% 0	0.00% 0	19

## Comments from Survey Responses:

- We are not where we need to be on this aspect of the benefit. We are hoping for staffing support in this area.
- Participation is not at the level we would prefer.
- I think the programs are excellent. I also believe they could be explained or displayed better.

# The Value of Well-Being

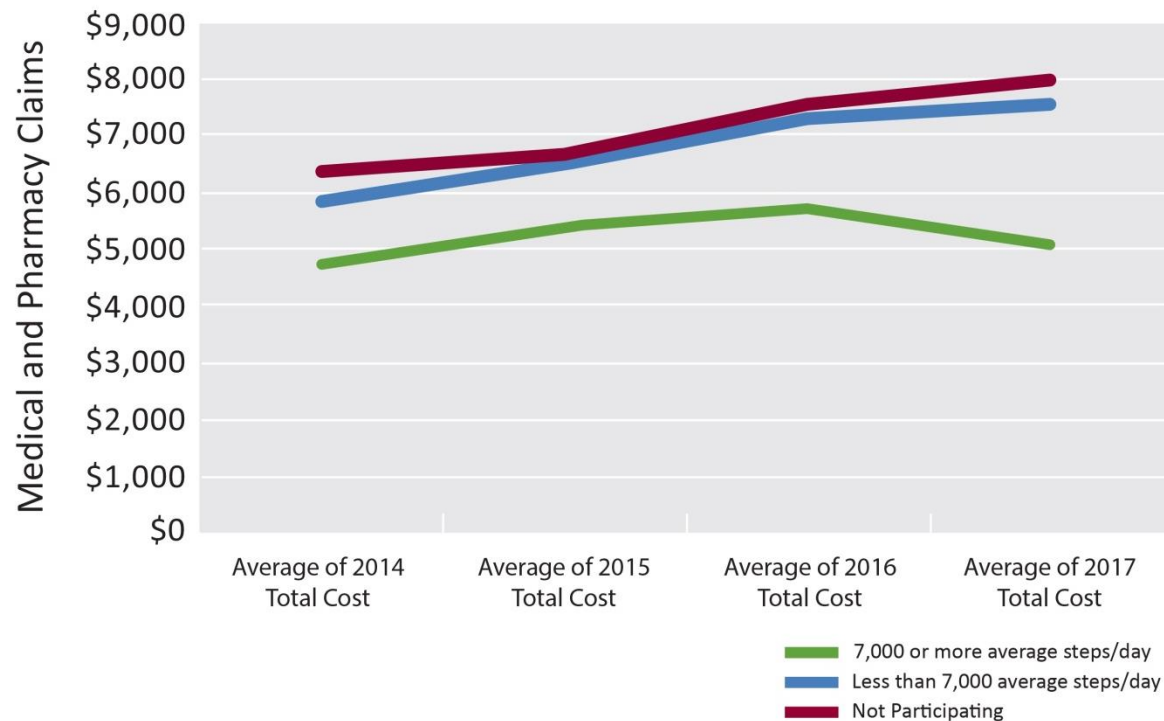
- The value of well-being is evidenced in our outcomes analyses.



- 
- How can we help you apply the results to your conference?



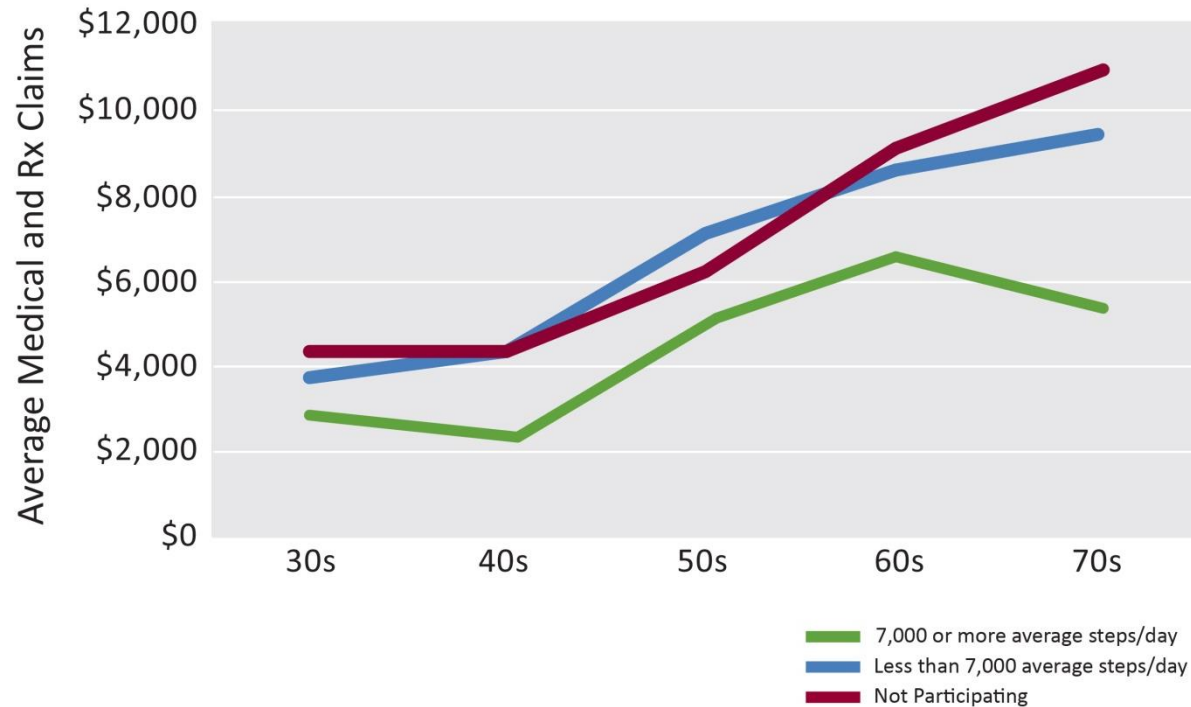
# Steps vs. Claims Data



Participants who take 7,000 steps or more most days of the week continue to have lower health and pharmacy claims.

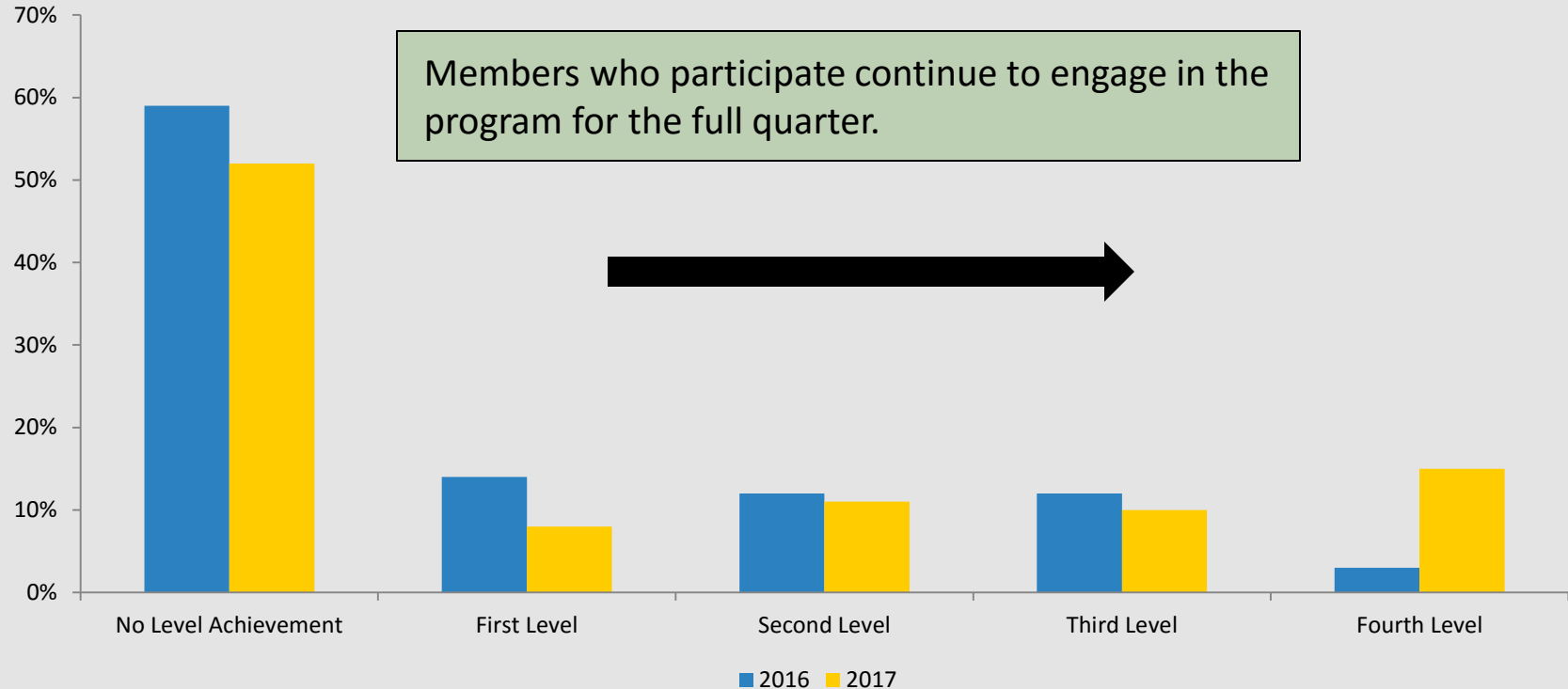
7,000 or more average steps/day n= 1,053  
Less than 7,000 average steps/day n= 3,952  
Not participating n= 2,725

# Steps vs. Claims by Age

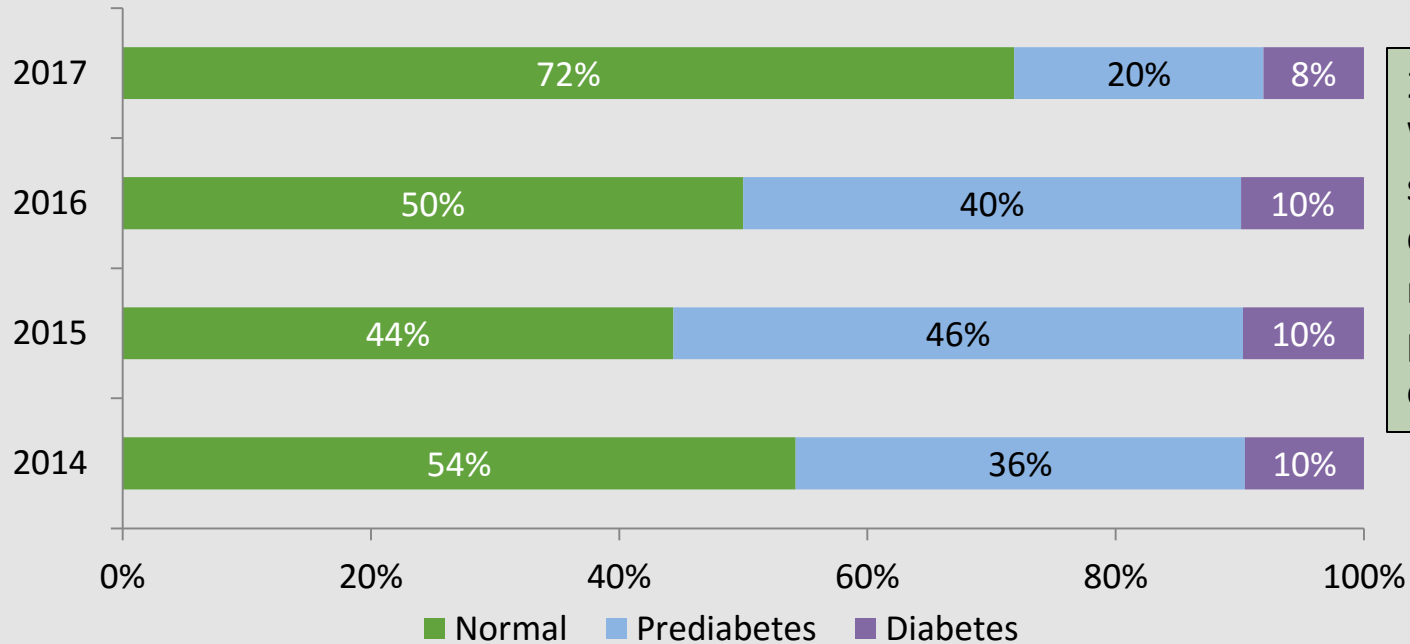


Participants who take 7,000 steps or more most days have health and pharmacy claims similar to those 10 years younger who are not participating in the program.

# Increase Engagement in Virgin Pulse

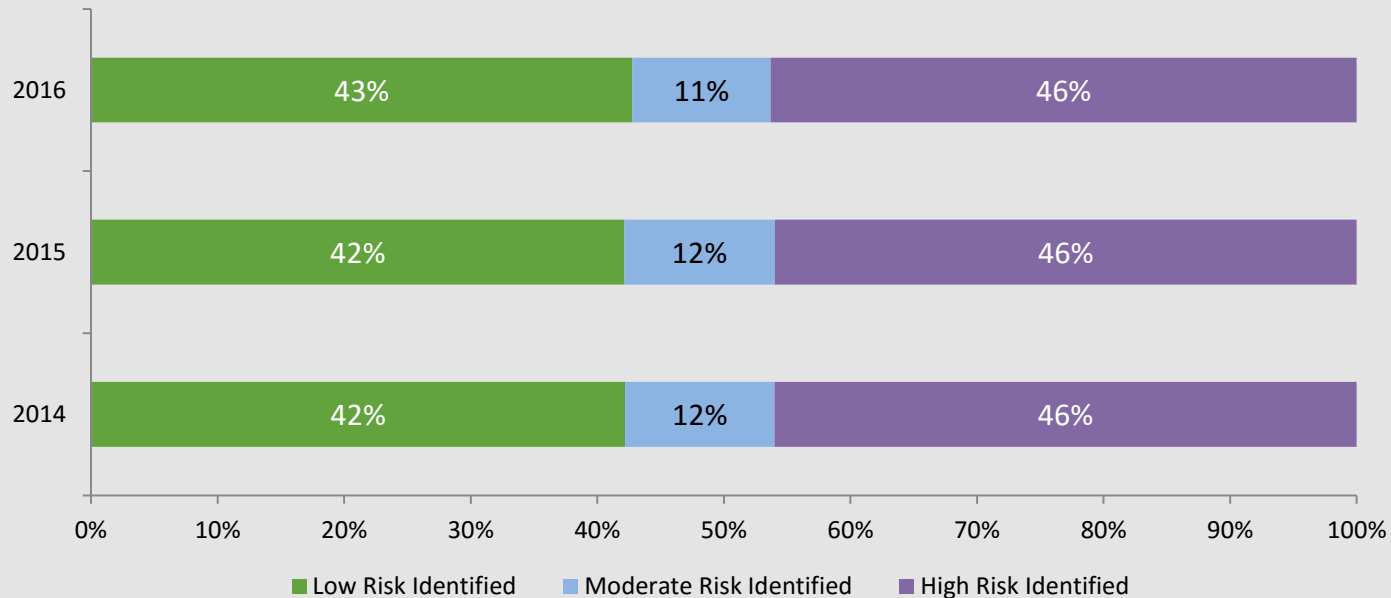


# Hemoglobin A1c



2017 Blueprint for Wellness results showed a significant decrease in the number of participants with elevated A1c.

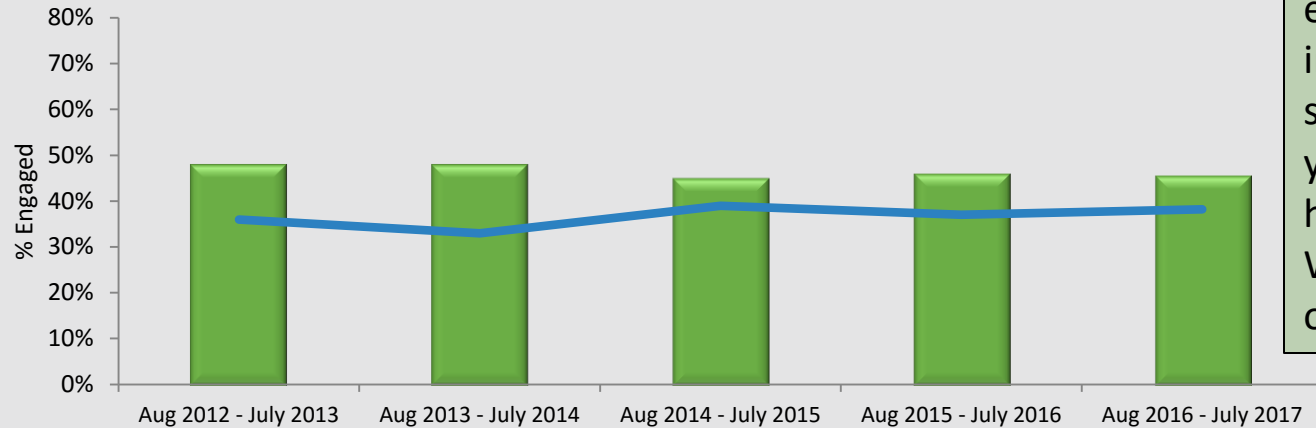
# Risk Migration from HQ



Risk migration based on HQ results have remained stable despite the expected increase in risk each year as the population ages.

# Coaching Engagement

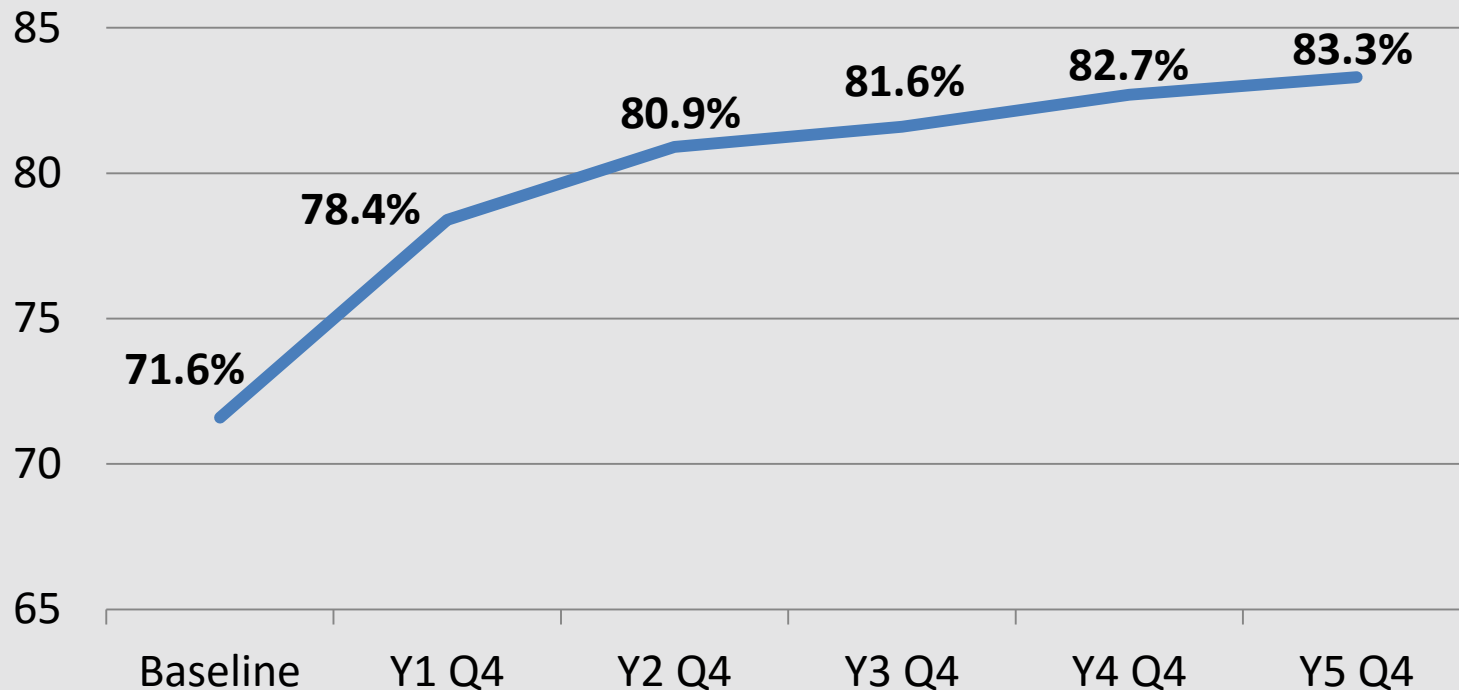
**% Engaged in Moderate, High Risk and Weight Management Coaching**



Participant engagement in coaching is similar to previous years and still higher than WebMD's book of business.

■ % Engaged in Moderate, High Risk and Weight Management Coaching    — WebMD Book of Business - % Engaged

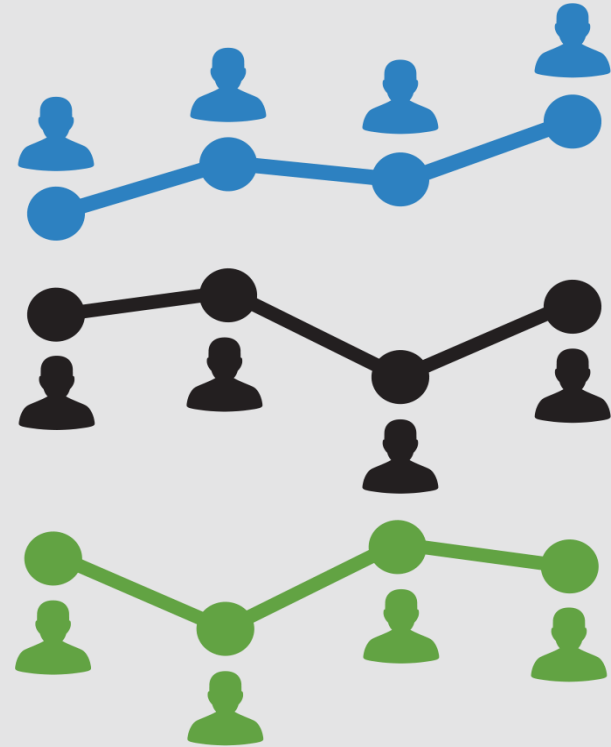
# Preventative Screening Adherence



Participants continue to engage in their health by having preventative screenings.

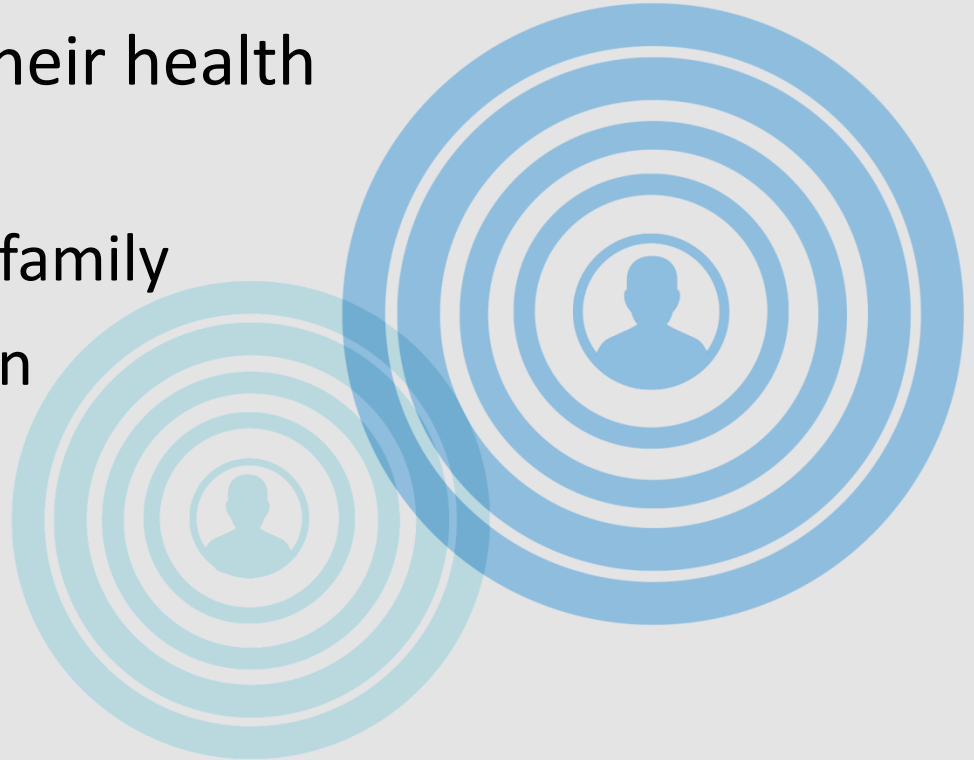
# Stories Behind the Numbers

- Every data point is a person
  - Family
  - Friends
  - Congregations



# Stories Behind the Numbers

- When people improve their health there is a ripple effect
  - Impact on friends and family
  - Impact on congregation
  - Impact on UMC



# Well-Being Is More than Health

- A way of engaging people and populations
- Making a connection
  - Providing support
  - Giving support
- Communication
- Showing someone you care



# Fluidity Between Dimensions

- Dimensions influence each other
- Flexibility to choose the dimension they want to work on
- Continue to use well-being as a support, motivation and communication tool



# Well-Being Is More than Health




# How Do We Do This Better?

- Easier-to-use communications
  - Concise
  - Eye catching



# How Do We Do This Better?


## Website-ready communications



**Wespath**  
BENEFITS | INVESTMENTS  
a general agency of The United Methodist Church

Center for Health

### March 27 is Diabetes Alert Day!




9 out of 10 Americans who are at risk for Type 2 diabetes don't even know it. Take the 60-second "Are You at Risk" quiz to learn if you are one of them:

<http://www.diabetes.org/are-you-at-risk/>

5179/021418

# How Do We Do This Better?

## Social media-ready communications






**Wespath**  
BENEFITS | INVESTMENTS  
a general agency of The United Methodist Church

Center for Health

### Eat Healthy, Save Money with NutriSavings

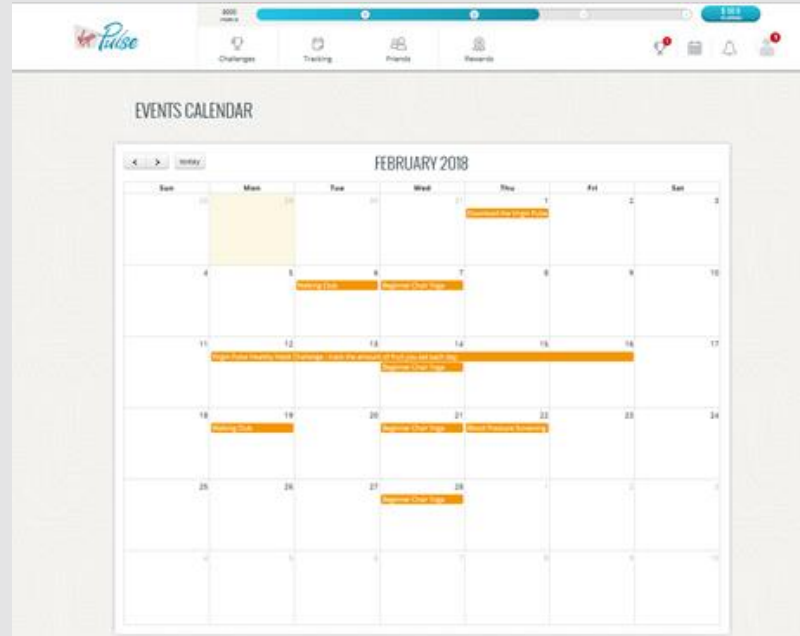
Click to learn more about this new program from HealthFlex.  
[wespath.org/nutrisavings/](https://wespath.org/nutrisavings/)

NutriSavings **Edenred**



5174/012418

# How Do We Do This Better?



# Exploring

- Making well-being more accessible
  - Expand Blueprint for Wellness window—start January 1
  - Expand HealthQuotient window to match Blueprint for Wellness
- Branding/Recognition
- Prediabetes and diabetes



# Evive Replacement Exploration

- Replace with solutions from current vendors
- Streamline communication between vendors
- Go electronic, if possible

evive



# Other Updates and Reminders

- Complete Blueprint for Wellness survey
- Quest home page and participant experience improvements
- NutriSavings introducing account sharing
- Newsletters and bulletins
- Deskercise and stretch breaks
- Well-Being Summary Report

# Voluntary Wellness Programs

2013	HIPAA rules limited the cost of coverage on incentives to 30%
2015	ADA Rules by the EEOC limited incentives to 30% of the cost of self-only coverage on incentives <ul style="list-style-type: none"><li>• Similar GINA rules were finalized at about the same time by the EEOC</li></ul>
2016	The AARP sued the EEOC
2017	The Court granted a motion by the AARP and vacated the EEOC 30% limit rule, effective January 1, 2019
<i>In Future</i>	The EEOC may issue regulations again, with a better explanation

# Next Steps

- Health plan wellness programs to continue with limits that comply with HIPAA
- We will continue to monitor to ensure that incentives remain within required limits



Thank you!



**Wespath**

BENEFITS | INVESTMENTS