

# Health & Stop Loss Agenda for Finalist Meeting

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## **Meeting Overview:**

The finalist meeting will consist of five parts. The meeting is intended to be interactive with members of Wake's team. While PowerPoint slides/handouts are welcome, this should not be a formal presentation. Subject matter experts should be in attendance or available via phone or online meeting application. If you need any additional information in preparation for the meeting, please notify Meegan Broll by Friday June 2<sup>nd</sup>.

As you prepare for this meeting, please keep in mind the County's overall goal of improving the health of their employees and families first and highlight through the discussion how your service would support this goal.

## **Part 1 – Networks and Plans**

Considering what you know about Wake (ex. size, demographics, work schedules, claims data) provide the recommended plan design(s) for 2018; several plans can be proposed. The recommended design should be provided next to our existing plans for an easy side-by-side review and comparison. A template for the comparison is attached. The proposal should also include a recommended premium structure. Provide assumptions about in- and out-of network providers and highlight any proposed changes that are / aren't covered. Also identify predicted disruption to current members based on proposed plans.

In addition to the plan design and networks, be prepared to discuss the Telemedicine service provided. More specifically, describe the service offered, when the service is available and how is this service available (telephonic and/or video). How does this service integrate with the services offered by primary care physicians and/or the EHC? And what is any associated cost passed to the member and/or the plan. If there is a behavioral health component, please provide more information on this service and the cost.

## **Part 2 – Projected Claims Costs and Admin Fees**

Elaborate on the projected claims costs to include:

- Overall anticipated claims costs and savings for the plan year (year 1)
- Projected claims costs and savings for the subsequent years (duration of the contract)
- Project and discuss any trends with claims costs
- Impact of provider contracts with shared savings on claims costs
- Short term and long term strategies to control rising claims costs

As for administrative fees, explain the administrative fees proposed and outline what is and is not included in the fees.

Discuss any other projected expenses for the contract to include add on services and those associated costs.

## **Part 3 - Member Experience**

Discuss your philosophy and approach to customer service. Describe the model used and how it will enhance not only the member experience. If a dedicated team will be assigned to Wake County, please provide more

information on this team, their availability, how they are kept up to date on County services and the expected utilization rate of this service. Additionally, describe any in-person support that may be provided to the employees of Wake.

During this section, be prepared to address:

- **Care Management:** How do you identify and address gaps in care? Who reaches out to members, when and how? What data is being used and how is this service integrated with the offerings of the EHC?
- **Case Management:** Describe your approach to case management. Who reaches out, when and how?
- **Education:** How do you support Wake County in educating and engaging our members on the plan and services offered?
- **Evaluation:** How do you measure your success with our members?

#### **Part 4 - Partnership with Wake (Administrative)**

Explain how you will partner with Wake County and other Wake vendors. More specifically:

- Describe your process for monitoring data and claims utilization and ensuring Wake County is updated on utilization. Describe your approach for recommending changes to plan design or service.
- How would you partner with the Employee Health Center to ensure comprehensive care? If you have previously partnered with Marathon, Premise or CareATC, please provide a case study.
- How would you collaborate with other vendors, such as voluntary benefit providers or the Employee Assistance Program?

Such items for discussion may include designing and implementing innovative initiatives, collaborating on programs and streamlining processes for employees.

#### **Part 5 – Technology and Tools**

Describe what tools are available to our members and to the County's account management team. The County would like to demo the site and tools in advance of the meeting so that additional questions can be asked while at the meeting.

Explain what types of data analysis and reports is regularly provided to monitor claims and utilization.

#### **Part 6 – Implementation**

Provide a proposed implementation timeline and plan. Assume that a vendor is selected in July, a contract is awarded in August and open enrollment is held towards the end of October.

The proposed implementation plan should include key deliverables and deadlines, roles and responsibilities and any support Wake may receive from you.

Also, be prepared to address the five main concerns your organization may have if awarded the contract.