

Proposed Partnerships for Medical Insurance & the Employee Health Center

July 2017

Current Contracts

Medical
Insurance

Blue Cross and Blue Shield of North Carolina

Procured contract in 2011

Signed 1 year contract since 2014

Employee
Health
Center

Marathon Health

Procured contract in 2013

Signed 1 year contract in 2016

Objectives: Medical Insurance RFP

1. Offer options that are competitive with other local government employers and tailored to our workforce to ensure a comprehensive benefits package is offered
2. Lower administrative costs with plan management
3. Consistent, efficient and effective plan administration to increase the support and excellent customer service experience for the county administrators and employees
4. Provide benefit designs that are cutting edge, cost effective and offer savings for both employer and employees while meeting the health care needs of the population

Process: Medical Insurance RFP

Written Proposals Received by Aetna,
BCBSNC, Cigna & United Health



On-site Interviews with all 4 Vendors



Finalist Meetings with Aetna & Cigna



Recommendation to BOC: Cigna

Objectives: Health Center RFP

1. Provide high quality, evidence-based medical care to County employees and spouses
2. Ensure the EHCs are providing the most effective and responsive services consistent with contemporary “best practices” for worksite health delivery
3. Consider potential cost-effective enhancements to current worksite medical services
4. Optimize the integration between the EHCs and community providers to deliver a seamless experience for EHC patients
5. Ensure the County is getting the best ROI/value possible from its worksite health partners

Process: Health Center RFP

13 Written Proposals Received



On-site Interviews with Five Vendors

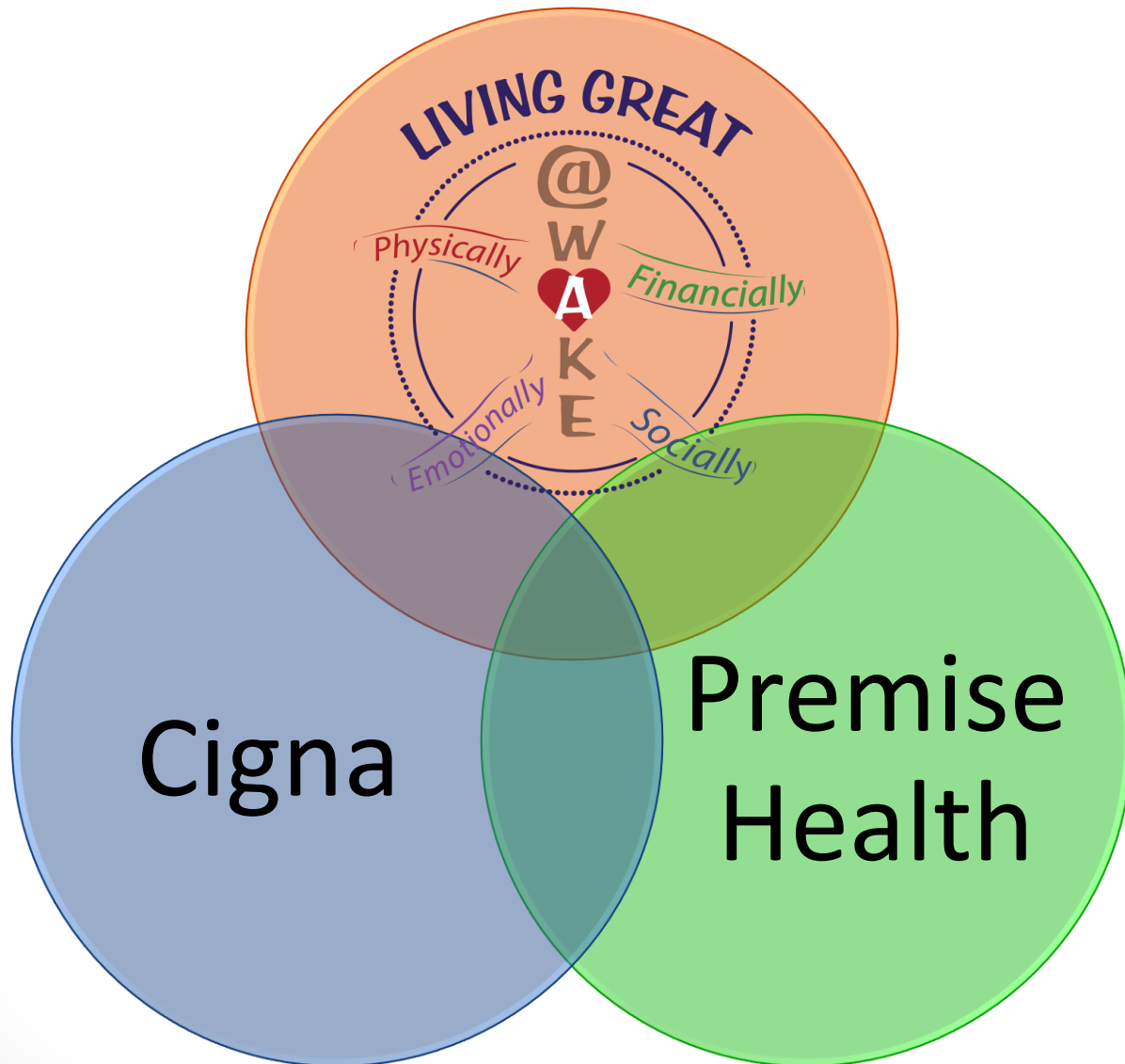


Finalist Meetings with CareATC &
Premise Health



Recommendation to BOC: Premise
Health

Recommended Partners



CIGNA

Mission & Strategy

Mission

To help improve the health, well-being and sense of security of the people we serve

Strategy

Build collaborative relationships to drive value-based care and improve the health of employees and families

Align service network and technological capabilities to meet needs

Redefine how to engage, empower and help customers reach improved health

Access to Quality Care

- Broad, Comprehensive Network
 - Inclusive: WakeMed, Duke, UNC and Rex
 - No in-network tiered structure
 - Collaborative Accountable Care: Quality, cost effective care with better outcomes
- Telehealth options available 24/7, including behavioral health services

Holistic Approach to Health

- Proactive Health Management
 - Active Case Management
 - Integrated Care Coordinator
- Support of ongoing and new wellness initiatives: \$100,000 annual credit
- Innovative Technology and Tools
 - Incentive Tracking & Rewards for Targeted Care
 - Aggregate, customizable reporting capabilities

Enhanced Customer Service

- Concierge Customer Service Team
 - Specialized with public sector employees
 - Trained in all Wake County benefits
 - Available to members 24/7
- On-site Benefit Specialist designated to Wake County for 30 hours per week

Financial Overview

- Greatest estimated savings for 2018 plan year
- Most favorable administrative fees with rates fixed for the four year term
- Approximate annual total cost: \$2 million
- Strong Performance Guarantees
- Competitive Stop Loss policy

Action Item & Next Steps

Action Item

- Authorize the County Manager to enter into a four year agreement with Cigna for the administration of the County employee and retiree medical insurance

Next Steps

- Engage in a collaborative discussion with Cigna and recommended vendor for the Employee Health Center
- Propose benefit plans and premiums structures to Board of Commissioners for approval in September

PREMISE HEALTH

Mission

We help people get, stay, and be well.

We do this by providing high-quality and efficient care, focusing on health improvement and an exceptional experience for our clients and their employees and families.

We recognize every client is different, and we will be flexible and responsive in order to achieve success across our diverse client base.

Enhanced Care & Technology

- Increased Accessibility to Health Center
 - In person
 - Telephonically
 - Bi-Directional Video
 - Chat/Messaging
- After hours access to on-call providers
- Robust Provider Platform (EPIC)
 - Clinicians can provide comprehensive care
 - Employees have easy access to medical records

Improved Experience

- Pre-packaged pharmacy dispensary
- Restructuring & Additional Staffing
 - Health Center Manager for patient/clinic management
 - Registered Nurse for chronic care management
 - Behavioral Health Specialist for mental health (PT)
 - Wellness Coach focused on lifestyle behaviors (PT)
- All staff trained as a health coach and provide basic condition management

Financial Overview

	Year 1	Year 2	Year 3	Year 4
TOTAL OPERATING COSTS	\$1,149,454	\$1,257,129	\$1,314,752	\$1,375,090
TOTAL SAVINGS	\$1,378,103	\$1,687,015	\$2,029,499	\$2,408,592
TOTAL NET SAVINGS	\$228,649	\$429,886	\$714,747	\$1,033,502

- A total of \$2.4 million in cost avoidance by year 4
- Anticipate 20% increased utilization by year 4
 - Additional services offered
 - More conditions being managed or prevented
 - Customized, targeted messaging

Action Item & Next Steps

Action Item

- Authorize the County Manager to enter into a four year agreement with Premise Health for the operation of the Employee Health Center

Next Steps

- Engage in a collaborative discussion with Premise Health and Medical Insurance carrier