



Health Care Update

September 12, 2022



Status Updates

- Financials (Rae-Ellen)
- Partnership (Bernie)
- Communications (Betsy)
 - - Survey results
- Public reporting (FY 2022 to post)



FY 2022-2023 Year End Health Account Balances

Budget Review 8.31.22

Active Employee Healthcare Appropriation	
<i>Projected Appropriation Balance</i>	\$ 11,836,271.08

Active Employee Healthcare FAD Accounts	
<i>Projected Active Health FAD</i>	\$ -33,120,122.33
<i>Projected Active Rx FAD</i>	\$ 7,994,673.07
<i>Combined FAD Balances:</i>	\$ -25,134,449.26

Retired Employee Healthcare Appropriation	
<i>Projected Appropriation Balance</i>	\$ 119,268,757.23

Retired Employee Healthcare OPEB FAD Accounts	
<i>Projected Retiree Health</i>	\$ 167,870,544.95
<i>Projected Retiree Rx</i>	\$ 25,699,997.18
<i>Combined FAD Balances:</i>	\$ 193,570,542.13



Partnership 2.0

As of 9/1/22 we have 159 groups enrolled totaling over 26,000 employees and over 61,000 members.

As of 9/1/22, we had 121 groups who have completed their 3-year contract commitment under Partnership and had the option of leaving the plan without an early termination penalty. Two groups have left on 7/1/22, four groups have decided to leave on 9/1/22 and two more will be leaving on 10/1/22.

Partnership 1.0

As of 9/1/22 we still have 5 groups remaining totaling approximately 2,400 employees and just under 3,400 members.



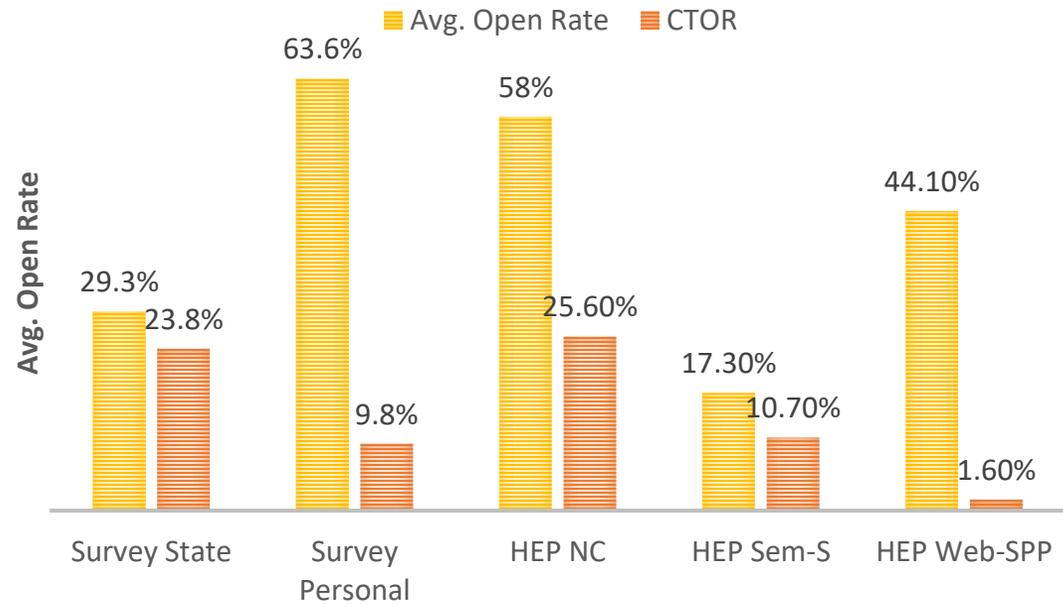
Communications Update

Presented by Betsy Nosal

Monthly All-User Email Impact



Email Topic	Sent/Group	Avg. Open Rate	Avg. CTOR
Benefits Survey*	2 state (8/1, 8/15)	19.6%	23.8%
	2 state personal (8/8, 8/17)	58.6%	9.8%
HEP Non-compliance Outreach	State/SPP 8/12/22	58%	25.6%
HEP Monthly Seminars	State 8/30	17.3%	10.7%
	SPP 8/31	44.1%	1.6%



*Email also sent to agency / group benefit contacts, Judicial and Higher Ed, Union Reps as follow-up.

Open Rate = Unique Opens / Deliveries; Industry standard = 23.7%;
CTOR = Unique Clicks / Unique Opens; Industry Standard = 13.4%



2022 Member Benefits Survey

Survey open for three weeks in August

- **5,537 total responses**
- Survey Participation History:
 - 2021 (July): 3,501
 - 2020 (Nov): 1,935



Feedback from you and other state workers has led to some important changes such as:

- Self-service benefits changes, without needing forms
- New, easy-to-understand medical plan names
- To help you understand your options
- More information about



Help improve benefits communications and resources and ensure that you, your colleagues and their families are getting the most out of their coverage.

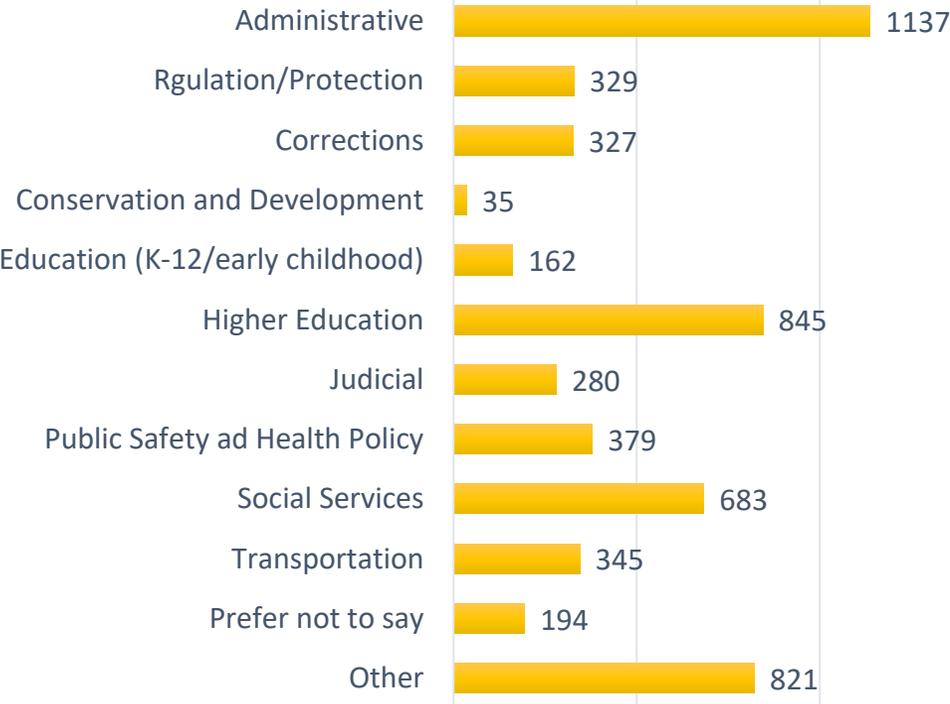
- * *What's working?*
- * *What needs to be improved?*
- * *How we can help make your benefits more understandable, accessible and meaningful?*



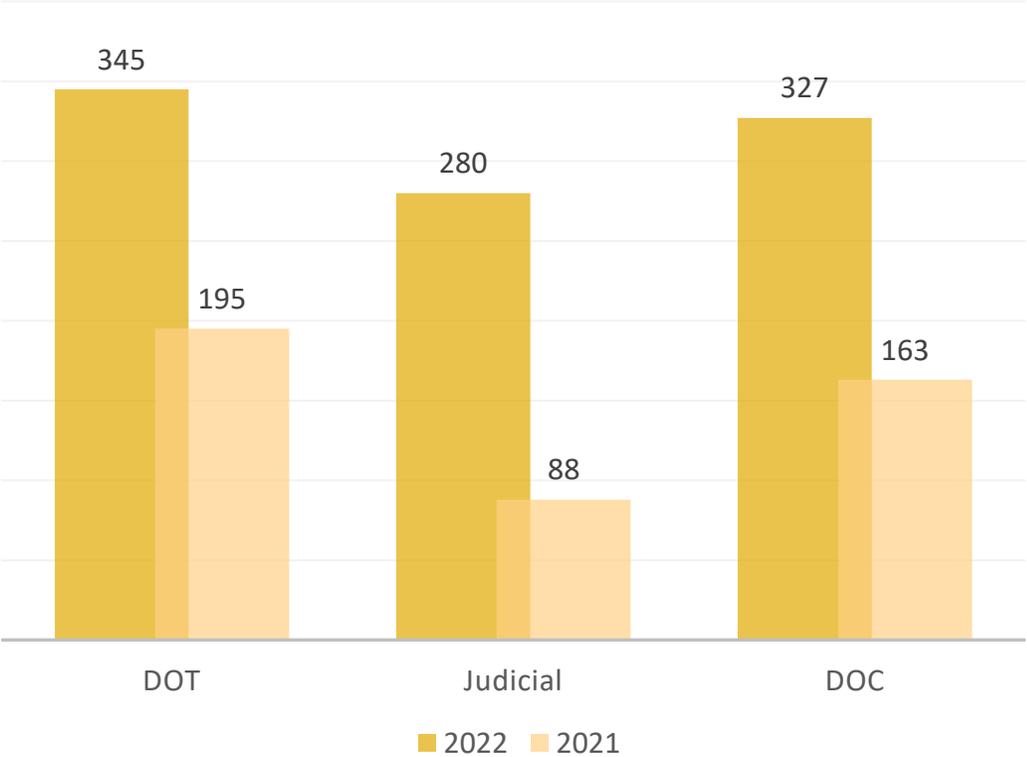
Demographics



Job Category



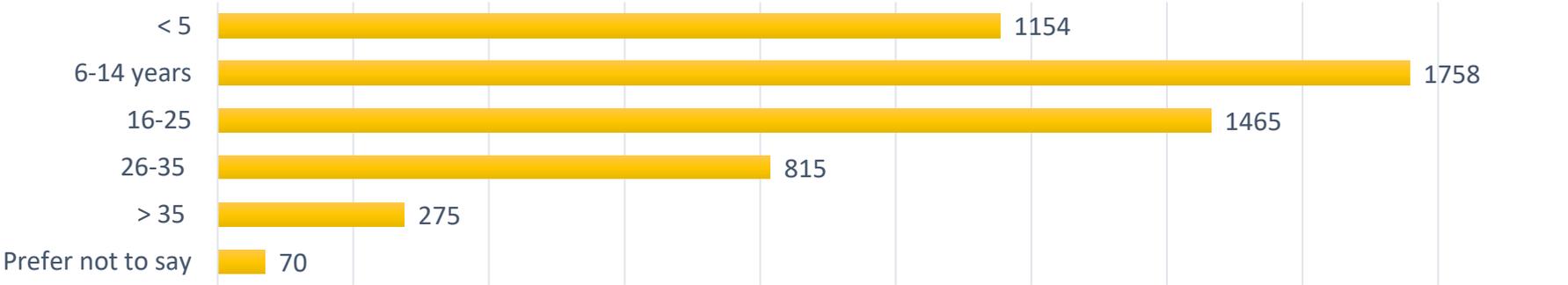
Agency Focus: Survey Participation



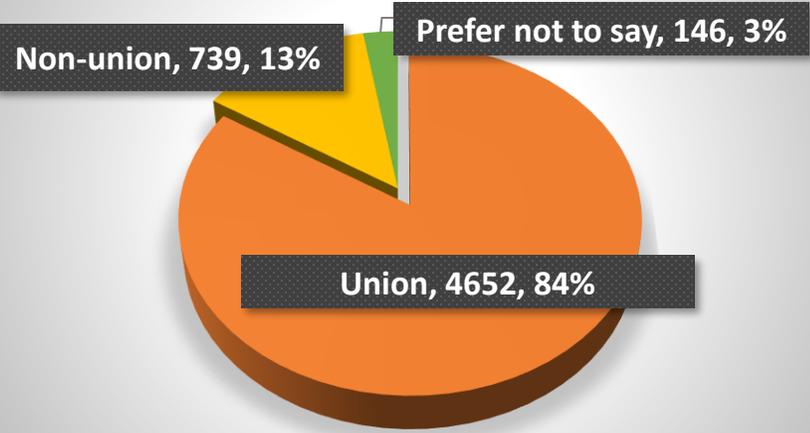
Demographics



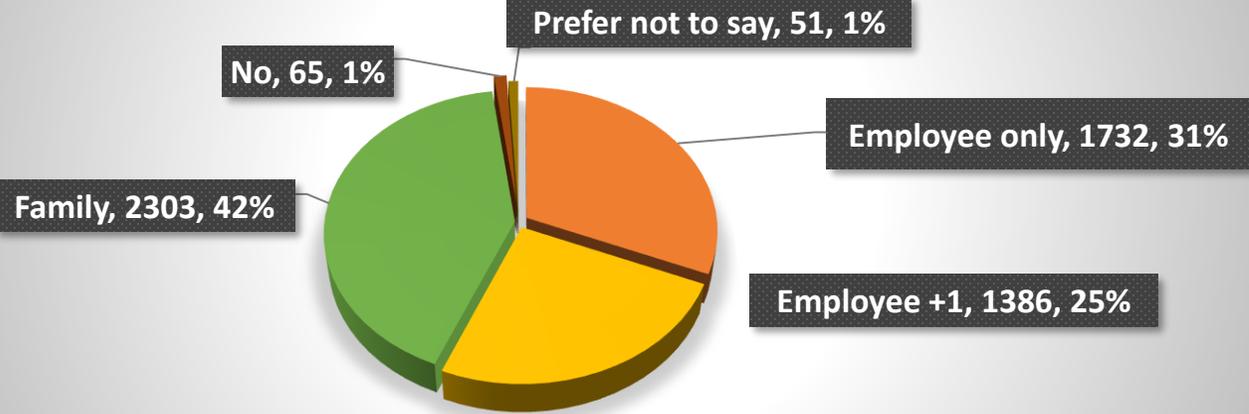
Years of Service



Employment Status



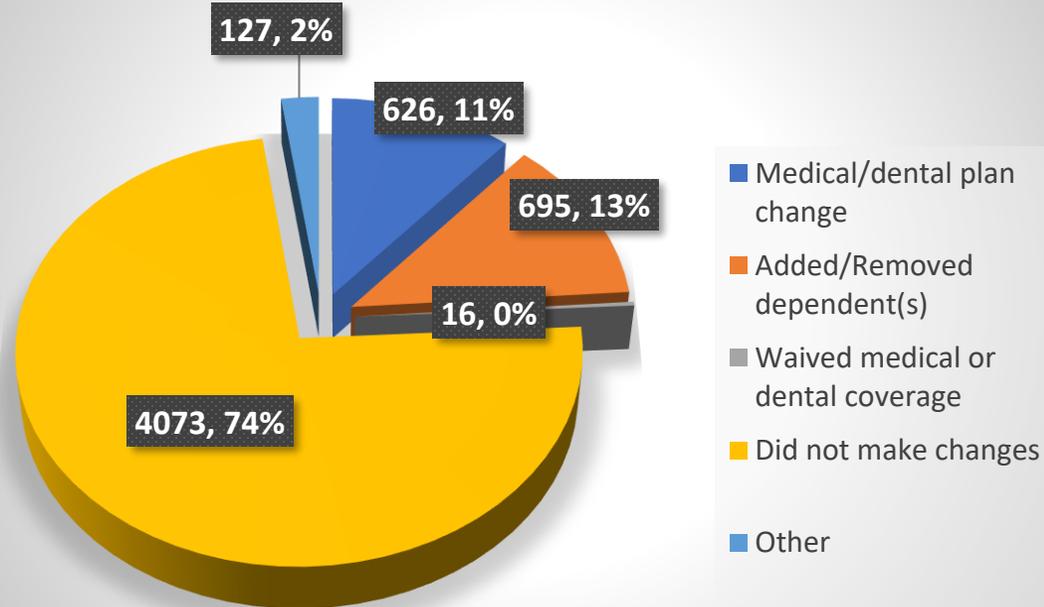
Enrolled in medical or dental plan?



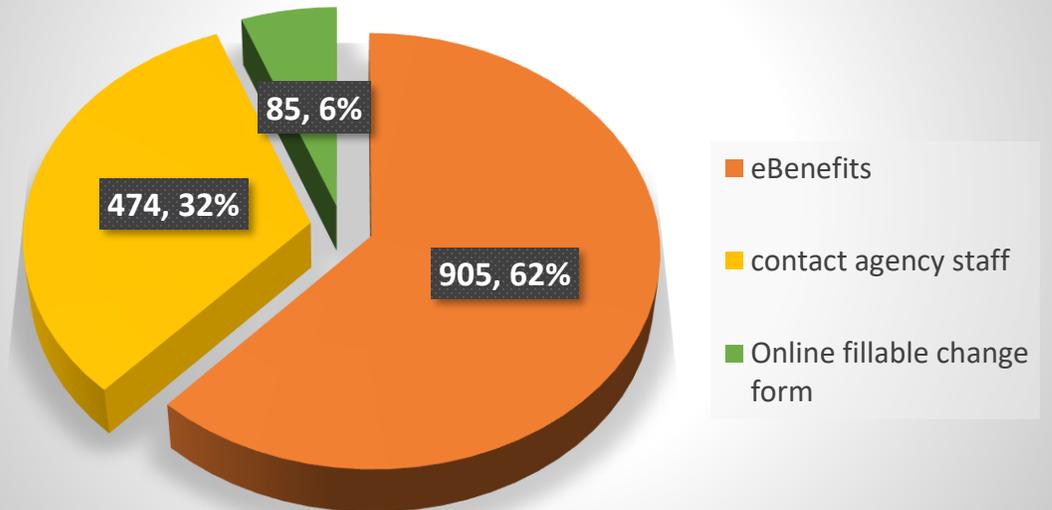
Plan Changes-What and How



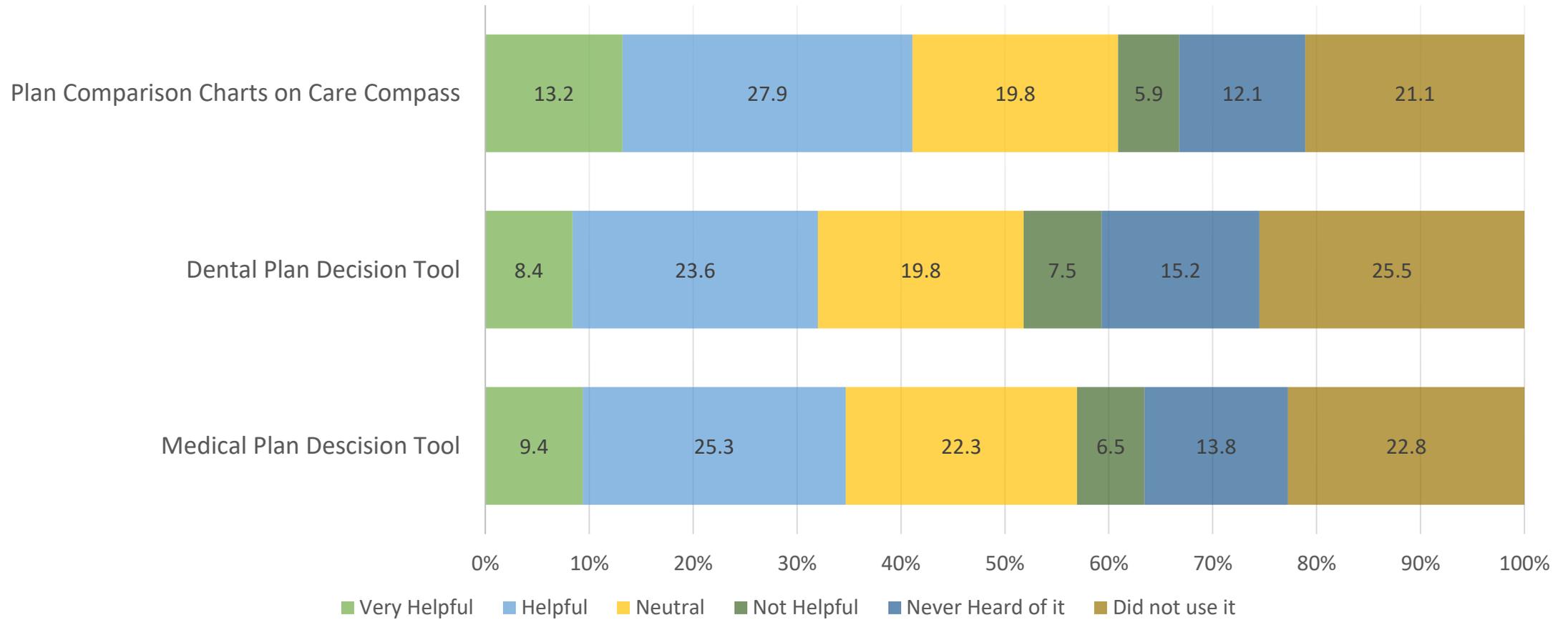
What changes did you make this year?



How did you change your benefit elections this year?



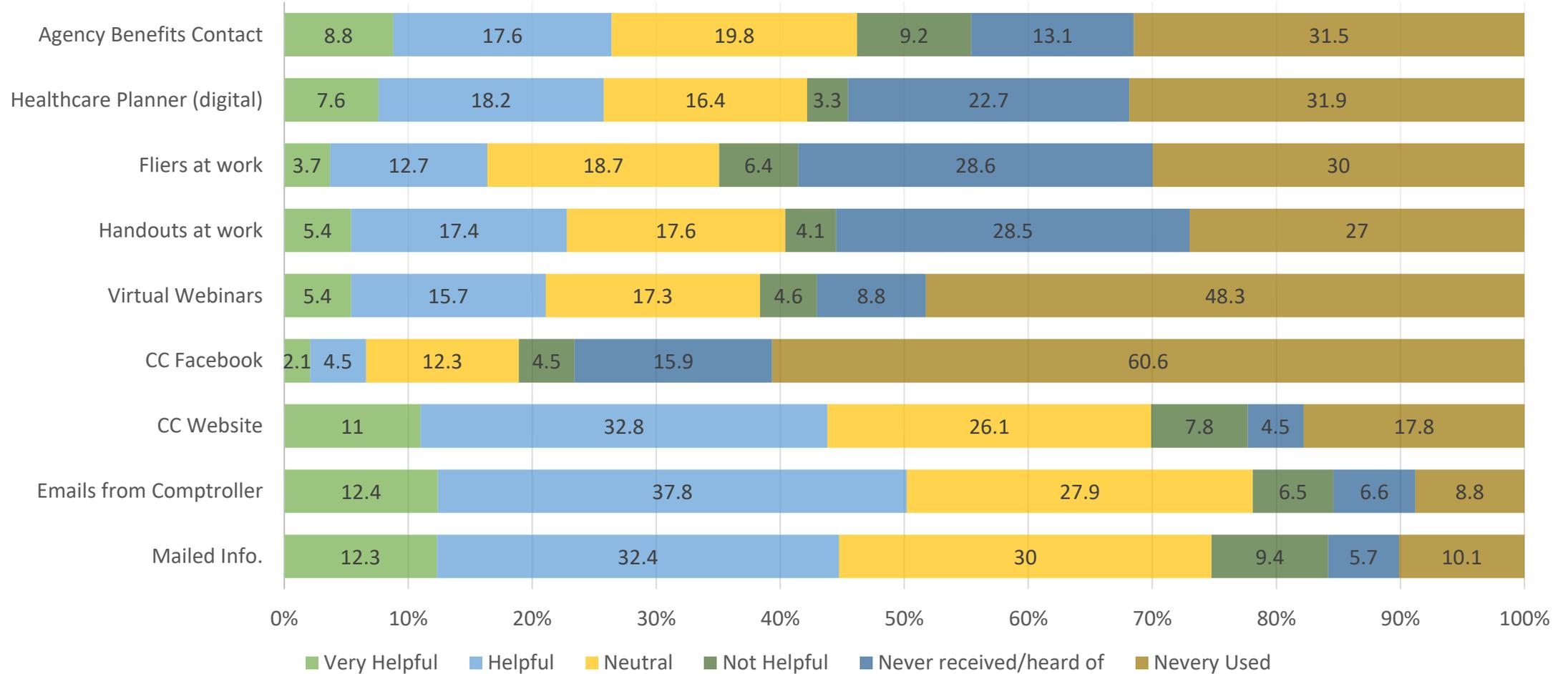
HELPFULNESS OF ONLINE TOOLS



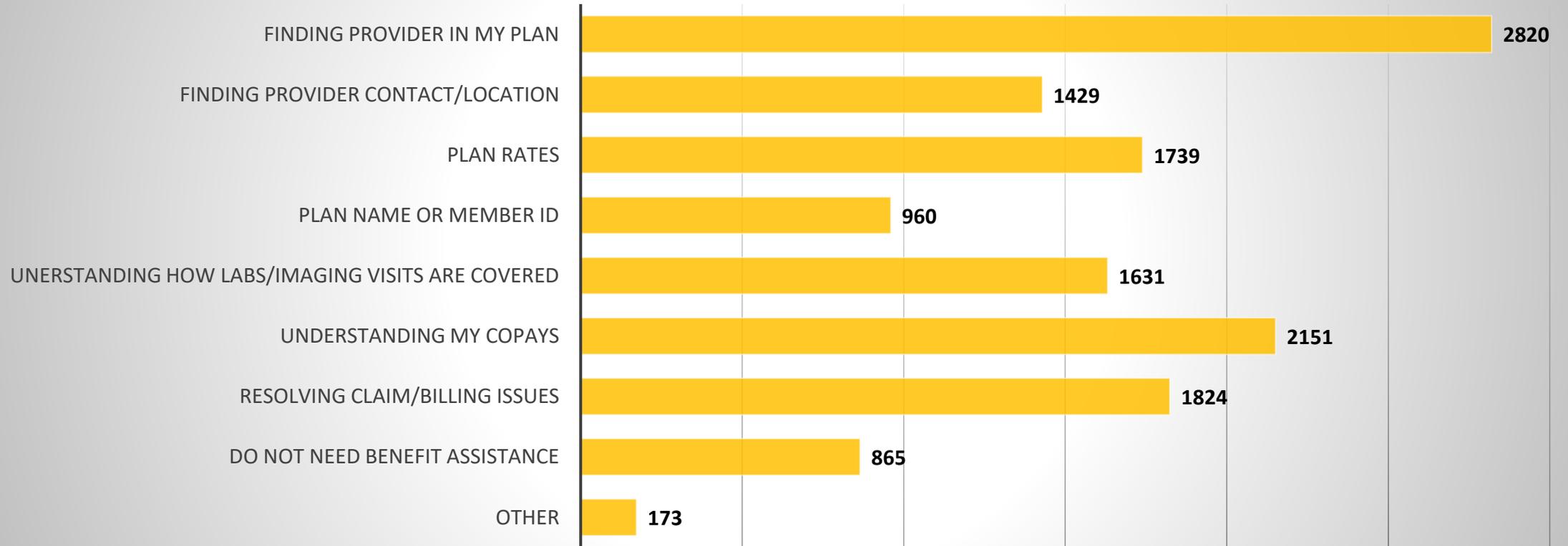
Other Benefit Resources



HELPFULNESS OF BENEFIT RESOURCES



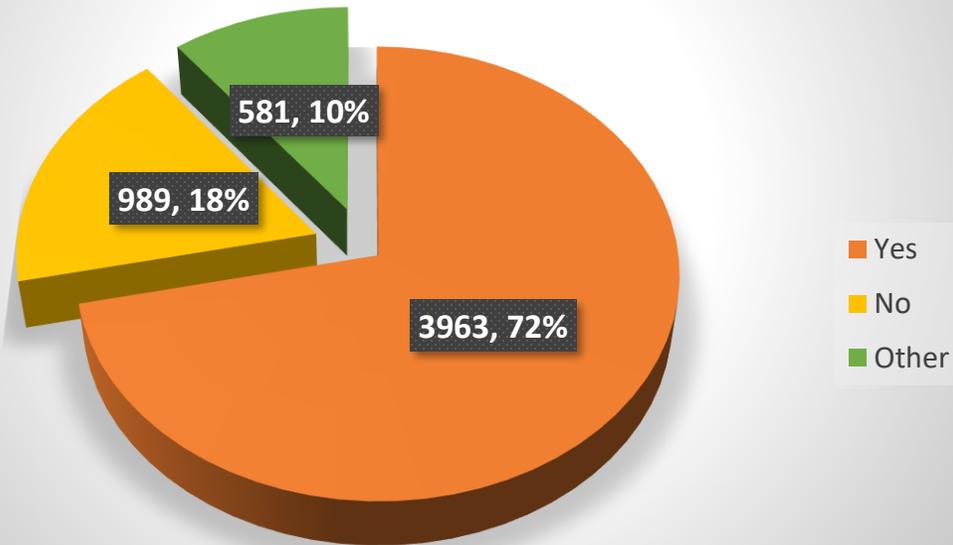
What Benefit information or assistance do you look for throughout the year?



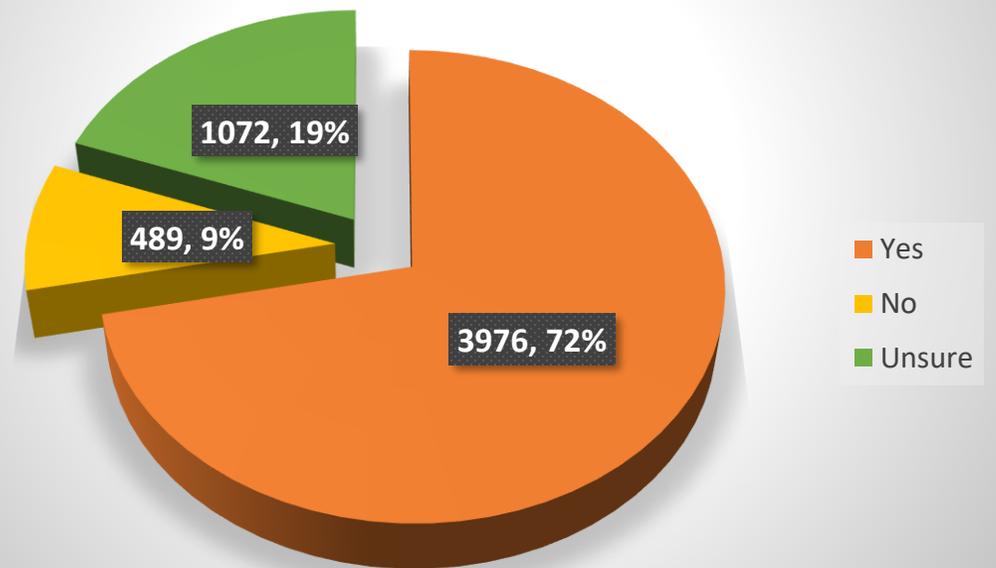
Future: App / One Portal



Would you use a Care Compass App if it offered easy navigation to all benefit resources?



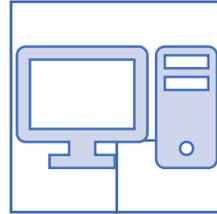
Would you be willing to login to Care Compass if it provided more personalized info.?





Relationships

- Expand/update employee email list
- Engage Agency benefit contacts quarterly
- New-hire enrollment education/resources
- Hold employee benefit consulting events pre-OE / post -OE
- Benefit webinars – "navigating....." (i.e., CareCompass/ POD search, Provider search, HEP, etc.
- HEP (re) education on the process and the health impact



Technology

- Update provider search tools
- Provide a single web /App portal with one login and access to all benefits
- Simplify benefit website navigation
- Include live chat feature/call option from webpage
- Improve webpage search bar
- Update eBenefit
- Update online medical/dental plan compare tools



Open Enrollment 2023

- Expand dental provider network and coverages in a plan
- Requests for vision option (hardware-glasses, contacts, dilation)
- eBenefits education/support
- Provide enrollment 'kits' for agencies (printable charts, Options Planner, support)
- In-person (conference-style) meetings with carrier reps
- Virtual events-more spotlights; Q&A sessions



Thank you.



Adjourn