



Date: October 30, 2017

To: State of Idaho (SOI) Interim Committee Members

From: Jennifer Hoppins, Blue Cross of Idaho (BCI) Strategic Account Executive

At the Interim Committee's request, Blue Cross of Idaho (BCI) developed a document articulating Program Offerings & Opportunities available to all group clients, to include the State of Idaho (SOI).

As you review the attached, I'd like to offer some context around the overall program offerings as well as the SOI's current fully insured hybrid model.

- All programs are available within the SOI fully insured hybrid as well as a self-funded model; the only difference being "included" or "Buy Up" as outlined
- A program identified as "Included" is offered at no additional cost
- A program identified as "Buy Up" is offered with an additional cost
- Whereas many of the programs are already included in the SOI current benefit offering, items identified with a No in the far left column may be added at renewal, if elected.
- Value Based Care (VBC) is available in the Treasure Valley currently and will be available statewide in January 2018. This is a direction we'd like to discuss further on November 8.
- For the SOI, the majority of program opportunities are included without additional cost.
- Example program descriptions are attached for your review.

We look forward to presenting further details at the Interim Committee meeting on November 8. Until then, don't hesitate to contact me if you have any questions.

Warm Regards,

Jennifer Hoppins
Strategic Account Executive
Blue Cross of Idaho

Program Offerings

All programs are available for Fully and Self-Insured clients



Included in SOI Current Program	Strategic Program or Opportunity	Date Initiated	Program Cost for SOI Hybrid Model	Program Costs for Self Funded
Provider Partnership & Payment Innovation				
No	Value Based Care (VBC) Strategy	Treasure Valley 2017 Statewide Q1 2018	Included	Optional - Additional cost
Clinical Management				
Yes	Care / Utilization Management	10+	Included	Optional No additional cost
Yes	Case Management / Complex or High Cost Claimants	10+	Included	Optional - No additional cost
Yes	Disease / Chronic Condition Management	10+	Included	Optional - Additional cost
Yes	Pharmacy Management - Utilization Management and Complex Case Management	10+	Included	Included
Yes	340B Drug Discount Program	2017	Included	Optional - No additional cost
Yes	CVS Specialty Pharmacy	5+	Included	Optional - No additional cost
Yes	Co-pay - Pharmaceutical Manufacturer Coupon	2016	Included	Optional - No additional cost
Yes	Behavioral Health Management	10+	Included	Optional - Additional cost
Yes	Advanced Imaging Management (AIM) Specialty Health Management	5+	Included	Optional - Additional cost
Yes	Diabetes Prevention Program	5+	Included	Optional - Additional cost
Yes	Bright Beginnings Maternity Management Program	10+	Included	Optional - Additional cost
Yes	Centers of Excellence-Diagnosis, Procedural and Complex Conditions	5+	Access fee included in claims cost	Access fee included in claims cost
No	Virtual Health /Telemedicine	Q2 2018	Optional - Not purchased	Optional - Additional cost
No	Nurse Line	5+	Optional - Not purchased	Optional - Additional cost
No	Hypertension Management Program, currently in pilot phase	Q3 2018	Included	Optional - No additional cost
No	Maintenance Mail Order	5+	Optional - No additional cost	Optional - No additional cost
Well Being / Wellness				
Yes	WellConnected Well-being engagement tools	5+	Included	Included
No	Catapult - National Preventive Healthcare Practice	Q1 2018	Optional - Not purchased	Optional - Additional cost
No	WellConnected Wellness Programs Suite	3+	Optional - Not purchased	Optional - Additional cost
Engagement				
Yes	Cost / Quality Transparency Tool - CostAdvisor Cost Lookup	3+	Included	Optional - No additional cost
Yes	Concierge Customer Service Support for Plan Administrators	2017	Included	Optional - No additional cost
Yes	Patient Engagement/Satisfaction		Included	Optional - No additional cost
Yes	Member / Patient Feedback		Included	Optional - No additional cost
Yes	Member / Patient Survey		Included	Optional - No additional cost
No	Cost / Quality Transparency Tool - Ways To Save Alerts	3+	Optional - Not purchased	Optional - Additional cost
Additional BCI Offerings				
Yes	Identity Theft Protection	2017	Included	Optional - Additional cost
Yes	Employee Assistance Program (EAP)	5+	Optional - Purchased	Optional - Additional cost
Yes	Idaho External Review, Member Appeal & Grievance Process	5+	Included	Optional - No additional cost



Medical Management

Blue Cross of Idaho's Healthcare Operations Department promotes safety and quality for your employees. Its medical management services help ensure members receive the right care, at the right time, from the provider.

The process begins by identifying members who would benefit from medical management services. Next, we help navigate obstacles to improving health, and then explain treatment options and ensure appropriate care. Our clinical staff intervenes at critical moments when they can have a positive impact. They look at the enrollees' needs, including services like:

- **Disease management** – Aims to slow disease progression and improve health
- **Inpatient review** – Monitors hospital episodes and discharge care
- **Case management** – Manages ongoing complex conditions
- **Utilization review** – Authorizes medical, pharmacy, surgical care and equipment
- **Claims review** – Identifies members and ensures proper processing
- **Medical policy** – Defines clinically appropriate, medically necessary care
- **Quality improvement** – Monitors physician and facility care delivery

Healthcare Operations has the tools and resources to ensure quality while driving down costs – benefiting your employees, and your bottom line.

- Full-time medical directors on staff
- Professional staff clinicians, nurses and counselors
- Physicians advisory panel
- Post claims review
- Nearly 100 full-time staff members
- More than 500 nationally recognized medical policies
- Predictive analytics

CONTINUOUS CARE APPROACH SUPPORTS MEMBERS BEFORE, DURING AND AFTER A MEDICAL EVENT



DISEASE MANAGEMENT

Early intervention helps manage chronic conditions. We use claims data to identify members with, or at risk for, certain diseases:

- Asthma
- Diabetes
- Chronic Heart Failure
- Coronary Artery Disease
- Chronic Obstructive Pulmonary Disease



Case Management for Groups

Case management helps employees and their covered dependents who may be facing a complex health condition, and guides families through the maze of complex decision-making that may arise in the midst of a serious health situation.

Blue Cross of Idaho's case managers coordinate access to care from acute inpatient hospitalization through outpatient and home care services. The care management team explores service alternatives, monitors progress, and assists with discharge planning and follow-up to ensure that a member's health insurance benefits are used effectively.

Case management is completely voluntary and no cost to employees. It's especially helpful for members with serious trauma, organ and tissue transplants, spinal injuries, cancer, AIDS, or with multiple complex conditions. Once a member engages in case management, he or she will work closely with a case manager who assesses their healthcare needs and develops an individualized care plan.

CASE MANAGEMENT APPROACH

- Case management is a continuous care approach that supports members before, during and after a clinical event.
- It aids your employees and their families in navigating a complicated healthcare system to ensure they receive the services they need.
- Case managers work in collaboration with a member's healthcare providers to coordinate care for optimal health outcomes.
- They educate members and their support network on the particular condition(s), treatment and resources available.

CASE MANAGEMENT TEAM

- Case managers are specially trained registered nurses (RNs) and licensed social workers (LSWs).
- They bring skill, experience and compassion to help with physical or behavioral health issues.
- Their expertise in motivational interviewing guides members through confusing or difficult times.
- Our case managers focus on helping your employees and their families navigate the system of care.

For more information or to enroll your group in this program, contact your account manager.

bcidaho.com

Online resource helps you understand your pharmacy benefits

At Blue Cross of Idaho, we've partnered with CVS Caremark to create an online Pharmacy Benefits tool that can make your life easier and help you save money. The tool can help you manage medication costs easily. Once registered, you can:

- View your prescription history
- Check drug coverage and costs
- Find opportunities to save

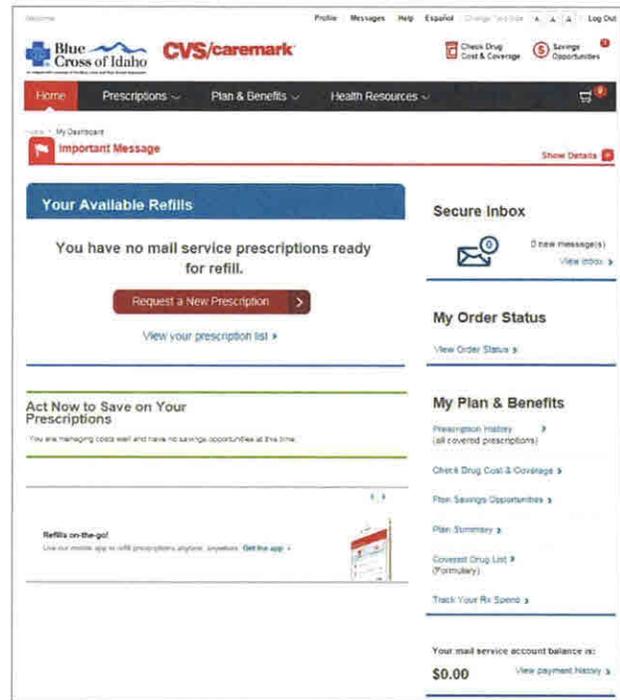
Get registered

1. First, log on to your online account at ***members.bcidaho.com***
2. Select ***Prescription Drugs*** from the top navigation bar
3. Select ***Benefits & Coverage***
4. In the middle of the page, select ***Access Your Pharmacy Benefits Now***
5. Follow the registration instructions on the CVS Caremark registration page

After registering on the CVS Caremark website, the system syncs your information with the Blue Cross of Idaho website, meaning you only need to log on to your Blue Cross of Idaho member account to access your CVS account. There is no additional authentication is necessary, just select the ***Prescription Drugs*** option.

CHECK DRUG COVERAGE AND COST. Curious about how much a new prescription might cost? You can find costs and confirm your plan coverage all online. The Coverage Check tool also identifies any limitations or prior authorization requirements you have. Just select ***Check Drug Cost & Coverage*** under the ***Plan & Benefits*** menu.

FIND A PHARMACY. From the ***Plan and Benefits*** menu, you can select the ***Pharmacy Locator*** to search for a pharmacy in the CVS Caremark network. For most members, Walgreens is not an in-network provider, so these pharmacies will not appear in the locator tool. When you use an in-network pharmacy, your claims are filed automatically, making sure you only pay the amount you owe after your benefits are applied. Using an in-network pharmacy also saves you money on your prescriptions since you have the advantage of network pricing.



CONTACT A PHARMACIST. You can email a pharmacist directly by using the ***Email a Pharmacist*** tool under the ***Health Resources*** menu. Your question will be sent to a pharmacist, who will reply to you directly. You can also check out the answers to questions frequently submitted to pharmacists.

LEARN ABOUT MEDICATIONS. You can learn more about your medications by selecting the ***Drug References & Interactions*** tool under the ***Health Resources*** menu. You'll find information on interactions, pictures of medications, potential side effects and usage. The ***Pill Identifier*** tool can even help you identify a drug based on its appearance. You can also find details on over-the-counter medicines.

GET HELP. If you have questions about the CVS Caremark website, please call CVS Caremark RX Customer Care at the number listed on the back of your member ID card.



Introducing CostAdvisor

Blue Cross of Idaho offers you the CostAdvisor – a robust cost transparency tool and proactive alerts to drive employee engagement.

MEMBER ENGAGEMENT

Your members will have a new way to make informed choices with tools that help members understand healthcare costs, receive personalized cost-savings alerts, and gain education about their benefits. These tools can:

- Educate members to make healthcare decisions based on quality, cost and convenience
- Provide savings opportunities with personal messaging



COST LOOKUP

Search for a medical, dental, or pharmacy service with results based on your specific benefit plan, network and location.

- Individualized member details generate actual pricing predictions
- A personal view of total service cost, including member cost and plan cost
- Bundled pricing details reveal the ways total cost is calculated
- A simple design for easy navigation and searching

WAYS TO SAVE™ ALERTS (OPTIONAL FOR ASC GROUPS)

Show your members how to save on their most common health needs – such as maintenance medications, physical therapy and chiropractic care. A clear, three-step process shows them exactly how to save.

- Targeted messages delivered monthly by email or text
- Customizable settings to distance, savings amount and more
- Finds savings for your specific network pharmacies, medical, and dental providers



Bright Beginnings for Groups

Give expectant mothers support, helpful materials and peace of mind with Bright Beginnings

Bright Beginnings is a program for expectant mothers created to encourage moms-to-be to start taking care of themselves and their babies as soon as they find out that they are pregnant. The program requires the expectant moms to attend all recommended appointments with their physicians, and by following their doctors' prenatal care schedule, expectant mothers are helping to make sure their babies are healthy. Bright Beginnings helps expectant mothers know they are doing what is right for themselves and their babies, which can lead to lower maternity costs.

Employees who enroll in the first trimester will receive an initial assessment to determine risk status. Reassessments also will occur in the second and third trimesters when appropriate. Expectant mothers at higher risk will be enrolled in high risk case management.

YOUR EMPLOYEES WHO SIGN UP WILL RECEIVE:

- A copy of the Mayo Clinic: *Guide to a Healthy Pregnancy*, a highly regarded pregnancy-care book.
- A \$50 Babies"R"Us® gift card or reimbursement of \$50 toward the purchase of a car seat if the mother enrolls during the first trimester and completes the program.
- America's bestselling childcare series *What to Expect – The First Year*.
- Bright Beginnings prenatal carecard to bring to each appointment.

IT'S EASY FOR YOUR EMPLOYEES TO ENROLL

- Call our 24-hour message center at 208-387-6999, or toll-free at 800-741-1871
- Leave your name, current week of pregnancy, enrollee identification number, address and telephone number.
- We'll take care of the rest!

Additional benefit: Convenient online shopping

Shopping for necessities for newborns can be logistically challenging and stressful for parents. In order to help, Blue Cross of Idaho has partnered with Safe Beginnings® where enrollees will find convenient online shopping. Blue Cross of Idaho members receive a **15-percent discount**. The website has the information and answers parents need to help you choose the right products.

To start shopping now, go to www.safebeginnings.com and enter "**bciv**" in the **Enter Group Code** or **Coupon #** on the left hand side of the page.



For more information or to enroll your group in this program, contact your account manager.