



North Carolina
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES



Health Engagement Program

Board of Trustees Meeting

August 28, 2015

A Division of the Department of State Treasurer

2016 Health Engagement Program

- Board Approved Health Engagement Program for 2016
 - *For All Members (≥ 18 yrs.) in the Consumer-Directed Health Plan (CDHP)*
 - *For Members with select Chronic Conditions in the CDHP*
- Incent health engagement, healthy behaviors, and high value medical care
- Program to be delivered by the Plan's Population Health Management Vendor, ActiveHealth Management (AHM), and incentives delivered in coordination with Third Party Administrator, Blue Cross and Blue Shield of NC (BCBSNC)

Health Engagement Program:

Healthy Lifestyles All Members Component

- Available to all CDHP members, 18 years and older
 - Members can enroll online anytime during the calendar year; activities are incented only after enrollment
 - Members encouraged to complete Health Assessment at enrollment
 - Enrolled members stay enrolled for the Plan benefit year
 - Members must complete activities within a calendar quarter to earn incentive
- Incented activities include:
 - Engagement with Lifestyle Coach
 - Tracking physical activity and/or nutrition
 - Activities tracked on Personal Health Portal, through a free app, or with a wearable device

Note: The Plan is exploring another option for physical activity and nutrition engagement through BCBSNC that, if feasible, will be brought to the Board for approval at a later date.

Healthy Lifestyles All Members Tracking Activities

- **Lifestyle Coach:** Can have as many calls as needed, third call triggers incentive.
- **Physical Activity:** Track 30 minutes of activity (any kind of physical activity) or 5,000 steps a day for minimum of 46 days over a 13 week period (50% tracking required to earn incentive).
 - This allows members to track activity intermittently, rather than continuously, allowing flexibility for the member
- **Nutrition:** Track daily intake (calories) for a minimum of 46 days over a 13 week period (50% tracking required to earn incentive)
 - Unlike physical activity, a minimum or maximum has not been assigned for caloric intake
 - *Year 1 goal is to raise awareness and mindfulness of one's daily intake*

Personal Health Portal Apps and Devices

App/Device Name	Physical Activity Tracker	Nutrition Tracker
Fitbit Ultra	√	√
Fitbit One	√	√
Fitbit Zip	√	
Fitbit Flex	√	
Fitbit Force	√	√
Fitbit Surge	√	√
Fitbit Charge	√	√
Fitbit Charge HR	√	√
Withings Pulse	√	
UP and UP24 by Jawbone	√	
iHealth Activity and Sleep	√	
Misfit Shine	√	
RunKeeper	√	
MapMyFitness	√	
MyFitnessPal	√	√
Garmin FR60	√	
Garmin FR70	√	
Garmin Forerunner	√	√
Garmin Forerunner 10, 15, 50, 101, 201, 205, 210, 220, 301, 305, 405, 410, 610, 910XT, 920XT,	√	√
Garmin Edge 200, 500, 510, 800, 810, Fenix 2	√	
Garmin vivofit, vivoki	√	
Garmin vivosmart	√	√

Health Lifestyles All Members Incentives

Healthy Lifestyles Component for All Members	Participation in Lifestyle Coaching (3rd call is incentivized) Earn up to 1 per CY	Participation in Tracking Exercise AND/OR Nutrition Earn up to 1 per Quarter Total of 4 per CY	Potential Total Incentive Funds Earned Per CY
Incentive Amount	\$25	\$25	
Total Incentive Funds Available per Calendar Year (CY)	\$25	\$100	\$125

Health Engagement Program: Chronic Condition Component

- Available to all CDHP members, 18 years and older
- Program is designed for members with high prevalence high cost chronic conditions (e.g. Diabetes, Asthma)
 - Members enroll by calling AHM at 800-817-7044
 - Members enroll on a rolling calendar year
 - Members must complete HA to enroll
- Diagnosis of one or more of following conditions:
 - Diabetes
 - Hypertension
 - COPD
 - Asthma
 - Coronary Artery Disease
 - Hyperlipidemia
 - Congestive Heart Failure

Chronic Condition Component Activities

- Incented activities include:
 - 2 Nurse Coach calls (initial call and follow up at or after 6 months)
 - 2 Primary Care Provider visits (initial and follow up at or after 6 months)
 - Complete the clinically recommended lab work for their condition(s)
 - Complete recommended treatments and education for their condition(s)
- Completion of activities validated through claims or through calls with Nurse Coach
- Weekly data file on completion to BCBSNC and Health Equity
- As members complete each activity their incentive will be processed

Requirements by Chronic Condition

	Education & Treatments by Health Status						
Activity	Diabetes	COPD	Asthma	HTN	Hyperlipidemia	CHF	CAD
	Every enrolled member must complete.						
Health Assessment*	If member has not completed at time of enrollment, Nurse Coach will require completion.						
Nurse Coach Calls							
1 st Call with Nurse Coach	X	X	X	X	X	X	X
2 nd Call with Nurse Coach, > 160 days after 1 st	X	X	X	X	X	X	X
Primary Care Provider (PCP) Visits							
1 st PCP Visit	X	X	X	X	X	X	X
2 nd PCP Visit; > 160 days after 1 st visit	X	X	X	X	X	X	X
Labs							
1 st HbA1c	X						
2 nd HbA1c, > 160 days after 1 st	X						
Lipid Panel	X				X		X
Urinalysis				X			
Urine Microalbumin	X						
CBC						X	X
Metabolic Panel						X	
Education/Treatments							
DSME	X						
Spirometry/Oximetry		X	X				
Asthma Action Plan			X				
Asthma Controller Meds			X				
Peak Flow Assessment			X				
Monitoring Blood Pressure				X		X	
ACE/ARB Medications						X	
ASA Therapy							X
Diet Modification*	X			X	X		
Weight Management*	X			X	X		
Physical Activity*	X	X		X	X	X	X
* These activities are part of the Health Coach call and are not incentivized separately under the Chronic Condition component of the Health Engagement Program. Tracking nutrition, physical activity and engaging with lifestyle coach are incentivized under the all member program.							

Chronic Condition Component Incentive Amounts

Incentive Amounts for Chronic Condition Program						
Disease/Condition	2 HC Calls ¹ (\$25 x2)	2 Primary Care Visits (\$25 x 2)*	Labs	Education/ Treatment	Potential 'Earned Incentive'	Estimated Cost of Incentivized Services (includes Medications)
Incentive Amount per item	\$25	\$25	\$30	\$30		
Diabetes	\$50	\$50	\$120	\$30	\$250	\$1,399
COPD	\$50	\$50	\$0	\$30	\$130	\$1,383
Asthma	\$50	\$50	\$0	\$120	\$220	\$865
HTN	\$50	\$50	\$30	\$30	\$160	\$830
Hyperlipidemia	\$50	\$50	\$30	\$0	\$130	\$317
CHF	\$50	\$50	\$60	\$60	\$220	\$303
CAD	\$50	\$50	\$60	\$30	\$190	\$918
Multiple Comorbidities: Asthma + COPD	\$50	\$50	\$0	\$120	\$220	\$1,962
Multiple Comorbidities: DM +CAD+ Hyperlipidemia+CHF	\$50	\$50	\$180	\$120	\$400	\$2,183
Multiple Comorbidities DM + HTN+ Hyperlipidemia	\$50	\$50	\$150	\$60	\$310	\$2,053
*Members who go to their selected PCP will also receive an additional \$25 in their HRA in 2016.						

Preparing for Program Implementation

- Business requirements defined and agreed upon
- Process includes delivery of services, capture of information on completion of activities, validation by multiple sources (health coaches, claims), transfer of information to incentives manager
- Build of technology in progress
- Target Implementation January 1, 2016
- May delay implementation to April 1, 2016, depending on progress of eligibility and enrollment vendor implementation
- May require enhancements post implementation
- Communication to members on program and opportunities

Health Engagement Program Recommendations

1. Plan staff recommends approval of the healthy lifestyle program component for all CDHP members, including the requirements, activities and amounts and frequency of incentives as outlined on slides 2 through 6.
2. Plan staff recommends approval of the chronic conditions component for eligible CDHP members, including the requirements, activities and amounts and frequency of incentives as outlined on slides 7 through 10.
3. Program will be effective on or after January 1, 2016, as determined by the Executive Administrator to be administratively feasible.