Board of Trustees Meeting

September 22, 2020
Additional 2021 Benefit Changes

Board of Trustees Meeting

September 22, 2020
Additional 2021 Benefit Changes

- As we do each year, Plan staff and Blue Cross NC recently completed a benefit booklet review to incorporate the already approved benefit changes and update other language as needed.
- Through this process, we discovered two benefits that we believe need to be removed from the exclusion list:

<table>
<thead>
<tr>
<th>Current Exclusion</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Genetic testing for amyotrophic lateral sclerosis (ALS).</td>
<td>Cover genetic testing for ALS, as a significant portion of ALS is genetic, and may benefit from medical treatments.</td>
</tr>
<tr>
<td>Extracorporeal shockwave lithotripsy (ESWL) of gallbladder and other sites.</td>
<td>Cover lithotripsy as it is standard and effective medical treatment for kidney stones and gall stones.</td>
</tr>
</tbody>
</table>
## Additional 2021 Benefit Changes

<table>
<thead>
<tr>
<th>Current Exclusion</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication boards or <strong>alternative communication devices</strong> which include the evaluation for the board or device.</td>
<td>Cover alternative communication devices which are effective for patients with neurological injuries but maintain the communication board exclusion.</td>
</tr>
<tr>
<td>Lubricants and chemical or antiseptic solutions for any purpose.</td>
<td>Coverage for lubricants and antiseptics when used in conjunction with specialized self-care procedures such as intermittent catheterization and insulin pumps.</td>
</tr>
</tbody>
</table>
Additional 2021 Benefit Changes

Plan staff recommend changing the benefits outlined in this presentation to cover each of the following:

- Genetic testing for ALS
- Lithotripsy
- Alternative Communication Devices
- Lubricants and antiseptics when used in conjunction with specialized self-care procedures such as intermittent catheterization and insulin pumps.

Requires Board Vote
Open Enrollment Update

Board of Trustees Meeting

September 22, 2020
Open Enrollment Preparation

• Plan staff is working with all vendors and employing units to ensure all are prepared.
• HBRs have been trained and continued support is available.
• The Eligibility and Enrollment Support Center will have extended hours during Open Enrollment:
  • Monday-Friday, 8 a.m. - 10 p.m.
  • Saturdays, 8 a.m. - 5 p.m.
Member Communication & Outreach

- State Health Plan website is updated with resources as they become available.
- Multiple webinars for members will be offered in October.
- All members will receive a Decision Guide the week prior to Open Enrollment.
- Active/Non-Medicare members received a postcard over the summer regarding OE dates and Tobacco Attestation actions.
Medicare Member Outreach Events

• Humana Call Center is OPEN and taking calls.
• All outreach events will be virtual.
• 29 Webinars will be offered in Sept. & Oct.
• 5 Telephone Town Halls offered in Sept. & Oct.

2021 State Health Plan Open Enrollment

CHANGES AHEAD!

Join us by phone for a Telephone Town Hall meeting for Medicare members to learn more about the State Health Plan’s transition to Humana as its Medicare Advantage Plan administrator and your 2021 health plan options.

2021 Open Enrollment: October 15-31, 2020

Choose from one of the following Telephone Town Hall meeting dates for Medicare members:

- Tuesday, September 29, at 2 p.m.
- Thursday, October 1, at 4 p.m.
- Monday, October 12, at 2 p.m.
- Tuesday, October 13, at 7 p.m.
- Wednesday, October 21, at 7 p.m.

See back for details.

2021 State Health Plan Options

MEDICARE OUTREACH EVENT SCHEDULE

“Earlier this year, the contract for Medicare Advantage Services was awarded to Humana. While we appreciate the service that UnitedHealthcare (UHC) has provided to our members, we were REQUIRED to enter into a competitive bid process because the contract with UHC was expiring. The result? Significant cost savings for you and taxpayers like you. The new contract saves approximately $60 million over its three-year span. Also, you will continue to have premium-free coverage for the Base Plan and to add eligible dependents will only be $4. That's a savings for you of almost $110 per month over current rates! Those cost reductions will help protect the State Health Plan's fiscal sustainability and provide significant savings back to you while still providing great benefits including no deductible, prescription drug coverage and no referral to see a specialist! I'm thrilled that we're able to provide this coverage to those who have dedicated their careers to serving North Carolina. Thank you for your service.”

Dale R. Folwell, CPA • State Treasurer

A Division of the Department of State Treasurer
Diabetes Pilot Program Results

State Health Plan

Sept. 22, 2020

A Division of the Department of State Treasurer
Diabetes Pilot Program Overview

- Treatment of diabetes has been identified as a high cost driver for the State Health Plan and its members.
- The Plan, in conjunction with Blue Cross NC, launched a Diabetes Pilot Program in summer 2020.
- The purpose of the pilot was to:
  - Target members with Type 2 diabetes who did not meet the criteria for nursing support through the Health Care Support program.
  - Use an online app-based program to engage with these members.
  - To determine if offering medications at no cost to members can serve as an effective incentive to get members to engage in their health.
- Program goals were to:
  - Enroll at least 50 members in the program
  - Have at least 50% of enrolled members complete the entire 45-day program
Pilot Target Population and Timeline

- Pilot population included members with Type 2 Diabetes in Cabarrus, Craven, Hyde and Washington counties.
- Final eligible pilot population was 806 members.
- Pilot launched June 1, 2020.
- Members had until July 1, 2020, to enroll in the program, and until August 31, 2020, to complete the 45-day program.
- Pilot members received up to 3 emails promoting the program, with instructions on how to download the app and enroll in the program.
Pilot Program Completion Results

- 36 of the 51 members who enrolled in the program completed the program (all 45 days), for a completion rate of 70.5%, exceeding the goal of 50%.
- 2 members completed more than 14 days of the program.
- 7 members completed between 1 and 7 days of the program.
- 6 members did not complete any days of the program after enrolling.
- Throughout the program, participants received messaging through the app or via email to encourage them to continue with the program (if they fell behind) or congratulate them on their progress.
Pilot Program Member Satisfaction

- After the completion of the program, a satisfaction survey was issued and we received the following feedback:
  - Ease of use for online app? (1= very hard, 10= very easy) 94% gave a score of 8 or above
  - Personal success in using information relayed through app? (1 = not at all, 10 = very much) 86% gave a score of 8 or above
  - Recommend a friend to use this app? (1 = not at all, 10 = very much) 92% gave a score of 8 or above
  - Made me feel more in control of health? 97% agreed
  - Made progress in achieving goal you set for yourself in first week of this program? 97% said yes
  - How much did incentive (copay waiver on certain medications) influence your decision to participate? (1 = not at all, 10 = very much) 79% gave a score of 8 or above
  - How would you rate this program overall? (1 = not at all, 10 = very much) 96% gave a score of 8 or above