The Challenge At Hand

• Increasing cost of health care
  – Expenditures in the State Group Health Insurance Program (GHIP) have risen almost 50 percent since the start of the decade
  – Employee and retiree health care was the largest cost driver in the State Operating Budget for FY16

• Trend is not sustainable
  – Skyrocketing costs mean potentially millions of dollars that the State would be unable to invest in:
    • Employee raises
    • Improving our schools
    • Protecting our environment
    • Making our neighborhoods safer

State of DE health care costs could exceed $1 billion by FY2020
State of Delaware’s Commitment

• Manage the total cost of care for both the GHIP and its participants & drive improvements in the health of the GHIP population

• The State Employee Benefits Committee (SEBC) has:
  – Created a mission statement with established goals, strategies and tactics to uphold this commitment
  – Determined that stronger action is necessary to drive the level of change needed
March 2016:

- Launched Consumerism Resource Link ([de.gov/healthconsumer](de.gov/healthconsumer))
  - Here you will find:
    - Articles
    - Videos
    - Widgets
    - Care Cost Estimators
    - List of Urgent Care Centers
    - List of Freestanding Facilities
    - And more...
  - More than **54,000** web page views
Initiatives To Drive Change

September 2016:
• Launched “Being A Wise Health Care Consumer” Online Course
  – Nearly **16,000** employees completed it
    • Delaware Learning Center (DLC): 11,895 completed it (84% participate rate)
    • Schoology: 3,122 completed it (22% participation rate)
    • Separate Website Access Link: 833 completed it
  – **93%** of survey respondents agree to strongly agree that they:
    • Learned ways to save money and improve/maintain the health and wellbeing of themselves and their family
    • Have a better understanding of what the cost drivers are for the State of Delaware
    • Have a better understanding of how to be a wise health care consumer
Initiatives To Drive Change

December 2016:

• SEBC approved the use of Truven’s myBenefitsMentor® Consumer Decision Tool and expressed interest in pursuing an active open enrollment in May

• Medical TPA RFP Contract Awards
  – A comprehensive Request for Proposal (RFP) for medical third party administrators (TPAs) to serve the GHIP, effective July 1, 2017, was released back in August 2016
  – Vendor responses were reviewed with a focus on the following objectives:
    • Financial
    • Access to high quality providers and to information on provider cost/quality
    • Care and disease management
    • Improved operational efficiency
December 2016:

- Medical TPA RFP Contract Awards *(Continued)*
  - SEBC approved contract awards to:
    - Aetna to administer the Consumer Directed Health Plan (CDH) and HMO Plan
    - Highmark Delaware to administer all other medical plans (i.e., First State Basic Plan, Comprehensive PPO Plan, etc.)
  - Why were these contract award decisions made?
    - Cost effective (i.e., reduced administrative fees to the State, etc.)
    - Favorable provider network access with minimal member disruption
    - Removes plan duplication and streamlines communications – Going from two CDH and HMO plans down to one CDH and one HMO plan
    - Aetna HMO Plan offers “Care Link”
      - Leverages a team of Christiana Care Health System (CCHS) clinicians supported by shared electronic medical records (“Care Link”) to deliver care management and primary care coordination
      - Financial risk-sharing arrangement with CCHS
Initiatives To Drive Change

April 2017:

• Assign mini-trainings/videos to benefit-eligible employees in DLC and Schoology
  – What’s New for Open Enrollment (*Strongly encourage to complete*)
  – myBenefitsMentor (*Optional*)
  – Overview of health plans (*Optional*)
  – Coordination of Benefits (*Optional*)

• Launch an online, *Interactive Open Enrollment Benefits Guide*
  – Replaces the standard, static Open Enrollment Booklet
  – Employees/pensioners drive the user experience; Uses audio and screen interactivity to help them learn about available benefits; Includes navigation demos of the SBO website to assist with locating important information

• Launch *myBenefitsMentor* consumerism decision tool and mail targeted letters
myBenefitsMentor – Online Tool

- Shares actual medical claims and out-of-pocket costs to provide context and guidance prior to forecasting utilization
- Provides employee with details of current plan selection
- Identifies out-of-pocket costs by category for employee and family members from prior year
- Allows employee to enter family members and expected utilization
- Provides plan options available in upcoming plan year from lowest to highest based on employee’s estimated total cost
- Estimates employee’s premium and out-of-pocket costs for each plan for the upcoming plan year
Be on the lookout later this week for a SBO Memo with important Open Enrollment dates and events

**Phased Approach:**
- **May 1 – 13, 2017 (Wave 1)**
  - Open Enrollment for DOE, School District, Charter School and Higher Education (DTCC & DSU) employees
- **May 8 – 26, 2017 (Wave 2)**
  - Open Enrollment for Pensioners and Participant Groups (including UD) employees
- **May 14 – 26, 2017 (Wave 3)**
  - Open Enrollment for State Agency employees

**Why a Phased Approach?**
- Active enrollment
- Reduces volume in Employee Self-Service to lessen chances of slow system processing

**What we do NOT know yet:**
- Benefit plan design changes and rates *(To be finalized by SEBC in March 2017)*
## Benefit Representative Meetings

<table>
<thead>
<tr>
<th><strong>DATES AND LOCATIONS</strong></th>
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<tbody>
<tr>
<td><strong>NEW CASTLE COUNTY</strong></td>
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</tbody>
</table>
| **Tuesday, April 25, 2017** | Delaware Technical Community College (Stanton Campus - Newark, DE)  
Conference Rooms A112 & A114  
Time: 9:30-10:30am |
| **KENT COUNTY**          |        |
| **Monday, April 24, 2017** | Delaware Technical Community College (Terry Campus – Dover, DE)  
Corporate Training Center, Rooms 400 A & B  
Time: 10-11am; 1:30-2:30pm |
| **Tuesday, April 25, 2017** | City of Milford Public Works Building  
180 Vickers Drive Milford, DE 19963  
Public Works Meeting Room  
Time: 3-4pm |
# Employee Education Sessions

## Dates and Locations

<table>
<thead>
<tr>
<th>New Castle County</th>
<th>Sussex County</th>
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| **Wednesday, April 26, 2017**  
Delaware Technical Community College (Stanton Campus – Newark, DE)  
Conference Rooms A112 & A114  
Time: 9-10am; 12-1pm; 5-6pm | **Tuesday, May 2, 2017**  
Delaware Technical Community College (Owens Campus – Georgetown, DE)  
William A. Carter Partnership Center  
Lecture Hall, Room 529  
Time: 9-10am; 12-1pm; 5-6pm |
| Kent County |
| **Wednesday, May 3, 2017**  
Delaware Technical Community College (Terry Campus – Dover, DE)  
Corporate Training Center, Rooms 400 A & B  
Time: 9-10am; 12-1pm; 5-6pm |
# Health Fairs

<table>
<thead>
<tr>
<th>DATES AND LOCATIONS</th>
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<tr>
<td><strong>NEW CASTLE COUNTY</strong></td>
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<tr>
<td><strong>Tuesday, May 9, 2017</strong></td>
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<tr>
<td>Delaware Technical Community College (Stanton Campus – Newark, DE)</td>
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<tr>
<td>Conference Rooms A114 &amp; A116</td>
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<tr>
<td>Time: 11am-6pm</td>
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<tr>
<td><strong>Wednesday, May 17, 2017</strong></td>
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<tr>
<td>Carvel State Office Building</td>
<td></td>
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<tr>
<td>Wilmington, DE 19801</td>
<td></td>
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<tr>
<td>2nd Floor Mezzanine</td>
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<tr>
<td>Time: 10am-2pm</td>
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<tr>
<td><strong>SUSSEX COUNTY</strong></td>
<td><strong>KENT COUNTY</strong></td>
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<tr>
<td><strong>Wednesday, May 10, 2017</strong></td>
<td><strong>Monday, May 1, 2017</strong></td>
</tr>
<tr>
<td>Delaware Technical Community College (Owens Campus – Georgetown, DE)</td>
<td>Duncan Center</td>
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<tr>
<td>William A. Carter Partnership Center</td>
<td>500 W. Loockerman Street Dover, DE 19904</td>
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<tr>
<td>Rooms 540 A-H</td>
<td>5th Floor – Outlook Conference Center</td>
</tr>
<tr>
<td>Time: 10am-2pm</td>
<td>Time: 11am – 6pm</td>
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<tr>
<td><strong>Tuesday, May 16, 2017</strong></td>
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<tr>
<td>Duncan Center</td>
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<tr>
<td>500 W. Loockerman St., Dover, DE 19904</td>
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<tr>
<td>5th Floor – Outlook Conference Center</td>
<td>Time: 11am – 6pm</td>
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Questions?

Phone: (302) 739-8331
Email: benefits@state.de.us
Website: de.gov/statewidebenefits

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