

## Public Agenda Item #17b

Review, Discussion and Consideration of the Texas Employees  
Group Benefits Program:

GBP Medicare Plans and Monitoring Strategy Overview

December 2, 2016

Robert P. Kukla, Director of Benefit Contracts  
D'Ann DeLeon, CTCM and Program Account Manager

# Medicare Plans

## *Program Overview*



Medicare offerings under the GBP for Medicare-eligible retirees and their Medicare-eligible dependents:

- 2 Medicare medical-only plans



- 1 Medicare prescription drug plan



# HealthSelect Medicare Advantage Plan

## *Program Overview*

The logo for HealthSelect Medicare Advantage Plan. 'HealthSelect' is in a large, bold, green sans-serif font. 'of Texas' is written vertically in a smaller green font to the right of 'Select'. Below 'HealthSelect' is a dark green horizontal bar containing the words 'Medicare Advantage Plan' in a white, italicized sans-serif font.

**HealthSelect** of Texas  
*Medicare Advantage Plan*

- State-wide Medicare Advantage Preferred Provider Organization
- Medical-only benefits
- Administered by Humana Insurance Company through December 31, 2017
- Most-effective medical benefit for Medicare-primary participants

# HealthSelect Medicare Advantage Plan

## Participant Enrollment



### HealthSelect Medicare Advantage Plan

#### Participant Enrollment

Plan Years 2012 through YTD 2016

	January 2012	January 2013	January 2014	January 2015	January 2016	August 2016*
<b>Members</b>	37,953	38,186	42,469	46,258	50,529	52,564
<b>Dependents</b>	9,372	9,964	11,366	12,329	13,419	13,901
<b>Total Participants</b>	<b>47,325</b>	<b>48,150</b>	<b>53,835</b>	<b>58,587</b>	<b>63,948</b>	<b>66,465</b>

*\*Interim plan year reporting*

# HealthSelect Medicare Advantage Plan

## Monitoring



### Monthly Administrative Performance Report (MAPR)

- 17 Criteria are monitored for contractual compliance
- Criteria are organized into four major categories:



Account Management



Customer Service



Operations



Systems and Data Management

**HealthSelect**<sup>SM</sup>  
of Texas  
*Medicare Advantage Plan*

# Monthly Administrative Performance Report (MAPR)

## Heat Map Summary

HealthSelect Medicare Advantage  
Humana Insurance

HEAT MAP COLOR LEGEND	
No applicable activity.	
Performance met standards.	
Performance did not meet standards; PG assessment waived.	
Performance did not meet standards; not a PG metric.	
Performance did not meet standards; PG assessment pending.	
Performance did not meet standards; PG assessed.	

			Assessment Frequency											
DESCRIPTION			01-2015	02-2015	03-2015	04-2015	05-2015	06-2015	07-2015	08-2015	09-2015	10-2015	11-2015	12-2015
ACCOUNT MANAGEMENT	Notice of Operational changes	Any Incident	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Written notice of changes	Any Incident	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Communication materials: quality	Any Incident	100%	100%	100%	100%	83%	100%	100%	100%	100%	100%	100%	100%
	Communication materials: timeliness	Any Incident	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Program reporting	Monthly	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Annual enrollment attendance	Any Incident											100%	100%
CUSTOMER SERVICE	Respond to written correspondence	Quarterly	100%			100%			100%	100%	100%	100%	100%	100%
	Response online or escalated inquiries	Quarterly	100%			100%			100%	100%	100%	100%	100%	100%
	Manage ID card mail-outs	Monthly	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Answer calls within 30 seconds	Quarterly	83%			87%			58%			98%		
	Manage call blockage below 0.5%	Quarterly	<0.05%			<0.05%			<0.05%			<0.05%		
OPS	Total Claims Response Rate	Not a PG	99.0%	99.0%	99.0%	99.0%	99.3%	99.3%	99.0%	99.3%	99.3%	99.4%	99.1%	99.3%
	Adherence to CMS Program Parameters	Any Incident	100%	100%	100%	100%	100%	<100%	100%	100%	100%	100%	100%	100%
SYSTEM & DATA MGMT	Process eligibility files accurately, timely	Any Incident	100%	100%	100%	100%	100%	100%	100%	100%	100%	<100%	<100%	100%
	Resolve file or transaction errors accurately, timely	Any Incident	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Provide timely notification of file or transaction errors	Any Incident	100%	100%	100%	100%	100%	100%	100%	100%	100%	<100%	<100%	100%
	Ensure website availability	Annual	100%											

# HealthSelect Medicare Advantage Plan

## Performance Guarantees



Level of Severity	Definition	Allocation of Risk
Severity 1 Emergency	<ul style="list-style-type: none"><li>• Mission critical systems are down</li><li>• Substantial loss of service</li><li>• Operations have been severely disrupted</li></ul>	50% of the aggregate annual amount at risk
Severity 2 Critical	<ul style="list-style-type: none"><li>• Major functionality is severely impaired</li><li>• Operations can continue in a restricted fashion</li></ul>	25% of the aggregate annual amount at risk
Severity 3 Moderate	<ul style="list-style-type: none"><li>• Operations are adversely impaired</li><li>• Temporary work-around, acceptable to ERS, is immediately available</li></ul>	Occurrence 1: 3% Occurrence 2: 5% Occurrence 3: 6% Occurrence 4: 9%
Severity 4 Minor	<ul style="list-style-type: none"><li>• Operations have been adversely affected in a limited manner</li><li>• Modification of current policies and/or processes is required</li></ul>	2% of the aggregate annual amount at risk

# HealthSelect Medicare Rx

## *Program Overview*



### **Employer Group Waiver Plan with a Wrap (EGWP + Wrap)**

- Prescription drug plan for
  - HealthSelect MA PPO participants
  - KelseyCare Advantage HMO participants
  - HealthSelect of Texas Medicare-primary participants
- Administered by SilverScript Insurance Company

**HealthSelect**<sup>of Texas</sup>  
Medicare 



# HealthSelect Medicare Rx

## Participant Enrollment



### HealthSelect Medicare Rx Participant Enrollment Plan Years 2013 through YTD 2016

	January 2013	January 2014	% Change	January 2015	% Change	January 2016	% Change	August 2016*
<b>Total Participants</b>	73,048	71,438	- 2.2%	80,873	13.2%	87,540	8.2%	90,118

*\*Interim plan year reporting*

# HealthSelect Medicare Rx

## Monitoring



### Monthly Administrative Performance Report (MAPR)

- 24 Criteria are monitored for contractual compliance
- Criteria are organized into four major categories:



Account Management



Customer Service



Operations



Systems and Data Management



# Monthly Administrative Performance Report (MAPR)

## Heat Map Summary

HealthSelect Medicare Rx PBM

SilverScript Insurance Company

HEAT MAP COLOR LEGEND	
No applicable activity.	
Performance met standards.	
Performance did not meet standards; PG assessment waived.	
Performance did not meet standards; not a PG metric.	
Performance did not meet standards; PG assessment pending.	
Performance did not meet standards; PG assessed.	

DESCRIPTION		Assessment Frequency	01-2015	02-2015	03-2015	04-2015	05-2015	06-2015	07-2015	08-2015	09-2015	10-2015	11-2015	12-2015
ACCOUNT MANAGEMENT	Annual participant satisfaction rate	Annually	97%											
	Program reporting	Monthly	100%	100%	100%	100%	100%	100%	100%	<100%	100%	100%	100%	100%
	Communication materials: quality, timeliness	Any Incident	100%	<100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Written notice of changes	Any Incident	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Annual enrollment attendance	Any Incident											100.0%	100.0%
CUSTOMER SERVICE	Respond to written correspondence	Quarterly	100%			100%			100%			100%		
	Response online and/or escalated inquiries	Quarterly	100%			100%			100%			100%		
	Manage ID card and/or welcome kit mail-outs	Any Incident	<100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Manage replacement ID card mail-outs	Not a PG	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Manage calls to dedicated toll-free number	Quarterly	91%			91%			87%			81%		
	Answer calls within 30 seconds	Monthly	94%	92%	81%	92%	87%	90%	86%	91%	77%	79%	76%	83%
	Manage call blockage below 0.50%	Quarterly	0.00%			0%			0%			0%		
OPERATIONS	Process claim payments, accuracy	Annually	100%											
	Process claim payments, timeliness	Monthly	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Dispensing rate, accuracy	Annually	100%											
	Dispensing rate, timeliness	Monthly	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Dispensing rate, timeliness	Monthly	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Adjudication of claims	Monthly	<100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
SYSTEM & DATA MANAGEMENT	Ensure claims system availability	Annually	99.9%											
	Process eligibility files accurately, timely	Any Incident	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Provide timely notification of file or transaction errors	Any Incident	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Resolution of File Transfer/Transaction Errors	Any Incident	100%	100%	100%	100%	100%	100%	100%	<100%	100%	100%	100%	100%
	Ensure website availability	Annually	99.9%											
	Data to be Restricted to the United States	Any Incident	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

# HealthSelect Medicare Rx

## Performance Guarantees



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Questions?