

## Public Agenda Item 27

### *Review and Discussion of the Texas Employees Group Benefits Program (GBP) Update*

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# HealthSelect Review



## Trends

- FY19 HealthSelect medical trend is better than reported in December.
- FY20 projected medical trend is expected to be slightly higher historic averages.
- However, FY20 is expected to be lower than historic average resulting in favorable experience in FY20.

	FY18	FY19	FY20 Projected
Medical Trend*	-12.7%	3.5%	6.1%
Pharmacy Trend**	4.3%	7.2%	8.4%
<b>Combined Medical and Pharmacy Trend</b>	<b>-8.7%</b>	<b>4.5%</b>	<b>6.7%</b>

\*TPA contract change September 1, 2017

\*\*PBM contract change January 1, 2017

## Non-financial Performance Measures

- Group Benefits developed non-financial performance measures in the following areas
  - Network performance
  - Competiveness of benefits
  - Utilization of benefits
  - Participant satisfaction with the HealthSelect health plans.

# HealthSelect Performance Measures



## Network Performance

Measure	Benchmark*	Current Period	Prior Period
1) % of FY19 claims paid to network providers	≥90.0%	94.8%	93.8%
2) % Selecting a PCP	≥85.0%	87.6%	86.4%
3) PCP to participant ratio	≤30.5	29.4	31.2
4) % of Participants with access standard met	≥85.0%	89.5%	88.6%
5) % of PCPs accepting new patients	≥90.0%	94.0%	NA
6) Satisfaction with network	≥85.0%	86.9%	86.3%

\*Benchmark - for detailed benchmark information, refer to Agenda Item 4.1, HealthSelect Performance Measures, #1

# HealthSelect Performance Measures

## Competitiveness of Benefits



Measure	Benchmark*	Current Period	Prior Period
1) Member Cost Share (MCS) as % of total cost	≤14.0%	14.0%	15.0%
2) Member contributions as a % of total cost	≤20.0%	17.0%	17.0%
3) MCS + member contributions as % of total cost	≤34.0%	31.0%	32.0%

\*Benchmark - Willis Towers Watson 2019 Financial Benchmarks Survey, an annual survey primarily of large private sector employers comprised of 2,248 companies in 18 industry groups (less than 5% public sector/education).

# HealthSelect Performance Measures

## Utilization of Benefits



Measure	Benchmark	Current Period	Prior Period
1) Virtual Visit Increase*	≥25.0%	78.2%	464.2%
2) % With a Wellness Visit**	≥70.0%	41.0%	40.1%

\* Benchmark – Reasonable estimate year-over-year based on current utilization; established by ERS Actuarial Reporting Services

\*\*Benchmark – Established to align with ERS targeted wellness goals.

# Legislative Update



## Participant Satisfaction with HealthSelect Health Plans

Measure	Benchmark*	Current Period	Prior Period
% Satisfied with the HealthSelect of Texas and Consumer Directed HealthSelect plans offered by ERS	≥85.0%	78.4%	78.8%

\*Benchmark: HealthSelect Performance Guarantees.

Note: Measured by BCBSTX as part of the quarterly participant satisfaction surveys. This measure reflects satisfaction with the HealthSelect medical plans, not satisfaction with a specific TPA.

## Non-financial Performance Measures

Group Benefits staff will continue to develop performance measures.

Planned enhancements include performance measures and reporting for:

- Grievances and appeals
- Behavioral health network
- Prescription drug plan
- Optional benefit plans



Questions?