



North Carolina
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES



Transparency Workgroup Update
Board of Trustees Meeting

December 1, 2016

A Division of the Department of State Treasurer

Transparency Workgroup

- Section 10.2 of S.L. 2013-382 directed the State Health Plan to:
“Establish a workgroup to examine the best way to provide teachers and State employees greater transparency in the costs of health services provided under the State Health Plan. The State Health Plan for Teachers and State Employees shall report the findings and recommendations of the workgroup to the Joint Legislative Oversight Committee on Health and Human Services and the Joint Committee on Governmental Operations on or before December 31, 2013, and annually thereafter through December 31, 2016.”
- The Workgroup has met one to two times per year beginning in 2014.
- The Workgroup most recently met on October 5, 2016, to review existing recommendations and discuss progress

Transparency Workgroup Members

Active Representation	Retiree Representation	Provider Community
<ul style="list-style-type: none">• Chuck Stone – State Employees Association of North Carolina• Marge Foreman – North Carolina Association of Educators• Ray Scerri – Office of State Human Resources & HR Roundtable• Neal Alexander, Director Office of State Human Resources• Jane Phillips – North Carolina Community College System• Ana Martinez – Wake County Public Schools• Joe Williams – North Carolina State University	<ul style="list-style-type: none">• Richard Rogers – North Carolina Retired Governmental Employees Association• Pam Deardorff – North Carolina Retired School Personnel• Nina Yeager – retired state employee• Gina Upchurch – retiree advocate representative	<ul style="list-style-type: none">• Dr. Richard Bruch, MD• Dr. Tom White, MD• Mark Gregory• Michael Vicario

CY 2016 Meeting: Transparency Accomplishments

- The workgroup reviewed 2015 recommendations and discussed steps taken by the Plan to address those recommendations.
- Among the key achievements:
 - The Plan introduced the *Health Benefits Estimator* tool in 2015 and has worked to market the tool to membership;
 - Plan membership has access to several third-party transparency tools – including those offered by BCBSNC, Express Scripts, Humana, and UnitedHealthcare (UHC);
 - The Plan has continued to increase the volume of consumer-oriented information available to members;
 - And, the Plan continues to develop incentives that encourage members to engage and compare relevant costs across the spectrum of health care services

CY 2016 Meeting: Update on Vendor Transparency Tools

- Two Plan vendors provided the Workgroup with presentations on available transparency tools:
 - **Blue Cross Blue Shield of North Carolina (BCBSNC)** provided an in-depth demonstration of the *BlueConnect* tool – which allows Plan members to find appropriate providers and compare costs for many common services and procedures
 - **CVS Caremark**, the Plan's new Pharmacy Benefit Manager effective January 1, 2017, demonstrated aspects of their digital communications offerings with an emphasis on their member website. The site allows members to track expenses on prescription drugs relative to Plan deductibles and out-of-pocket limits

Next Steps

- Finalize and submit the 2016 Transparency Report to the Joint Legislative Oversight Committee on Health and Human Services and the Joint Legislative Commission on Governmental Operations.
- The legislative requirement to form a workgroup and report annually to the General Assembly expires on December 31, 2016.
- Consider options for maintaining/modifying the Workgroup to assist the Plan in continuing to develop and refine cost and quality transparency with the goal of improving members understanding of their benefit options, personal health care costs and where to find assistance.