



## **NWTC VENDOR SUMMIT**

### **PURPOSE**

To discuss the current overall financial and health status of the NWTC medical plan and look for opportunities to partner with vendors to achieve long term goals.

### **WHY ARE WE DOING THIS?**

The Vendor summit was/is an opportunity to bring all carrier/vendor partners who touch health care in any way, around the table to discuss opportunities for synergy between them and create an awareness of services each bring to the relationship.

### **GOAL**

To increase overall health of the member population, promote consumerism and bring health costs down to \$8900 PEPY by 2012 (currently at \$14904). Reduce Workers' Compensation mod rate to below .52 and reduce cost associated with mental health.

### **WHO ARE THE STAKEHOLDERS?**

Bellin – onsite healthcare provider (RN, PT, MD)  
Delta Dental – dental claims TPA.  
UMR – medical claims TPA.  
Employee Resource Center - EAP  
Medco – pharmacy benefit mgr.  
United Heartland – work comp  
M3 - broker

### **HOW WE PLAN TO ACHIEVE OUR GOALS?**

Streamline communication to members and direct care to the right place, at the right time, for the right price.

In the past, each vendor worked in a “silo”. While each vendor was trying to help the College reduce cost and improve health the message to the member population was often confusing with little or no results.

The Vendor Summit allows the vendors to stay current on product and service offerings of all of the other vendors, with the bottom line being “What is best for NWTC?”

## **ACTIONS TO DATE – 4 MEETINGS**

- United Heartland and Medco worked together to ensure best in class pricing on any pharmacy needs that happen through workers compensation (separate card for wc illness/injury for drug). Determined at this time not to pursue.
- NWTC established process whereby new hires are contacted by onsite providers to remind them of services available and to schedule an ergonomic assessment within first month of employment.
- Representative from ERC has joined the NWTC employee health and wellness committee.
- ERC met with Bellin on-site medical professionals to talk about services available, resources and referrals. The vendors had previously never met. Mental health issues have a direct impact on cost and productivity if unmanaged whether related to workers compensation or chronic health conditions.
- Benefit vendor marketing piece being mailed to homes – outlines each vendor, group number, contact information and brief overview of services. Send to home so spouses can have the information on hand.
- UMR work with ERC to provide information on claimants, allowing ERC to create a baseline of those seeking mental nervous treatment who have not been to EAP versus those that have been to EAP determine cost/treatment/resolution statistics.
- UMR and Medco worked to establish process to have injectable medications dispensed by Accredo (specialty pharmacy) versus through the provider’s office.
- UMR has shared information with their customer service representatives ERC services to make sure they are providing information to inquiring employees on the services available. Will hopefully direct employees to EAP versus other mental health provider.
- UMR and Bellin onsite nurse have established RN access to PHI data to assist employee in any treatment related issues/claims information.

## **WHAT’S NEXT?**

We continue to meet on a bi-monthly basis and discuss initiatives, deliverables, measurable, return on investment measurement of various programs, services available.. etc.. etc...etc....

Thank you!