



# Youngstown State University April HCAC Meeting

---

April 21, 2022

Presented by: Stephanie Mueller – Account Executive

# Agenda

- Enhanced Provider Search Experience
- Chronic Condition Management “Last Call” Member Outreach
- WW May-June Promotion Available
- Statin Medication Member Overpayment

# Enhanced Provider Search Experience

- Transparency in Coverage Rule
  - Requires health insurers and group health plans to make health plan pricing information accessible to members
- Improved provider search functionality
  - New Name: Find a Provider
  - Available via My Health Plan and the MMO mobile app
- Expanded provider search capabilities to include:
  - Network/benefits tier
  - Specialty
  - Facility type
  - Treatment, service or condition
  - Location – using an interactive map
  - Quality ratings
  - Auto-suggest feature
  - Pre-sorting based on plan-specific attributes
- Expected to Launch end of April early May



**COMING SOON**

# Chronic Condition Management “Last Call”

## ■ Member Outreach

- Beginning 04/22/2022
- Letters mailed to members previously enrolled in our old Optum DM program and are still receiving our Diabetes Supply Benefit, but have not enrolled in our new Chronic Condition Management Program

## ■ Purpose

- Encourage one last time to enroll in our CCM Program

## ■ Member Communications

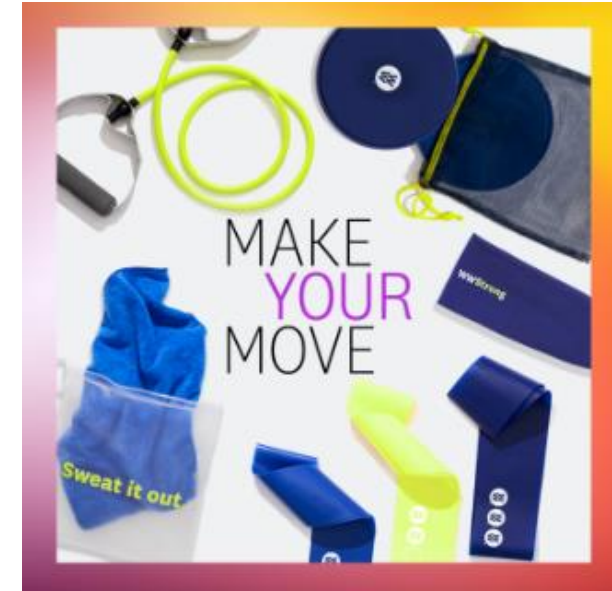
### – Three Phases

- Members who are managing their diabetes well and identified for our quarterly digital surveys.
- Members identified for Lark’s digital diabetes management program.
- Members identified for telephonic CCM coaching or provider home-based remote monitoring



# WW May-June Promotion Available

- Find Moves That Fit You Promotion
  - Designed to support members
    - Throughout Wellness Journey
    - Motivate them to take ACTION
  - Members who take advantage of program will receive an activity kit including:
    - PersonalPoints Program Starter Guide
    - Set of 2 matte slider discs
    - 1 cooling, microfiber towel and pouch
    - 1 moisture-wicking head wrap
    - 1 tubular resistance band with handles
    - 3 exercise bands (varying resistance levels: light, medium, heavy)
    - Coupon booklet with over \$50 in savings



# Statin Medication Member Overpayment

- In 2016, US Preventive Service Task Force & ACA
  - Recommended:
    - Use of low to moderate dose statins added to preventive medications list
    - \$0 copay to members
  - ESI Recently Identified:
    - Some statins were not removed from maintenance list to preventive medications list
    - Members were being charged copays at Retail pharmacies
  - Resolution
    - Members identified
    - YSU has 34 members impacted for \$733.07
    - Members will receive a reimbursement check with letter from Express Scripts
    - Statins were added to preventive list with \$0 member copay



Thank You