

Minutes
Owning Your Own Health Committee
November 13, 2013 – 9:30 a.m.
Scott Heyman Conference Room

Present: Don Barber, Chantalise DeMarco, Board of Directors; Jackie Kippola, Brooke Jobin, Tompkins County; Emily Mallar, CAP Connect; Leslie Moskowitz, City of Ithaca; Beth Miller, Excellus (via conference call), Ken Foresti, Excellus; Jennifer Stuckert, Interactive Health Solutions

Call to Order

Mr. Barber called the meeting to order at 9:37 a.m.

Approval of Minutes October 9, 2013

The minutes of October 9, 2013 were accepted as corrected. MINUTES ACCEPTED.

Presentation by Interactive Health Solutions (IHS)

Ms. Stuckert said about three years ago Excellus went to the market looking for an organization to partner with to bring wellness solutions to the people they work with. After a nationwide search they chose to work with Interactive Health Solutions. The primary reasons Excellus chose IHS was because they have been doing this for twenty years and were one of the first companies to become NCQA certified; they have an outcomes-based program where they measure, motivate and reward off of clinical factors, and they work with clients in all 50 states. They are now moving into their fourth year working with Excellus. She said if the Consortium decided to move forward she would take the lead but would work with the Consortium and Excellus as a team. She explained that the data the Consortium would get back is prevalence data and would help provide direction by informing the Consortium of trends and prevalence in areas in terms of risk. Mr. Foresti would then be able to work with a wellness committee to focus efforts in those areas and coordinate with programs Excellus has available. She distributed copies of the Excellus blue4u program that is being offered.

Ms. Stuckert said the intent of the program is to get people engaged in their health and to get them to think proactively about their health. Unfortunately people only think about going to the doctor when they are sick and do not think about going to their doctor to stay healthy. It is hard to get people engaged if they do not know they have any risks and if they are not aware of what the risks they may could means to their health. This program would bring health assessments to the workplace so that risks could be identified. Information would be provided to the individual as well as tools and resources, including one-on-one coaching that would be provided to help people get engaged. In addition, by doing this the Consortium can impact its claims trend for the group because risks are being identified earlier and are able to be treated at a lower cost than when they become an urgent need. By doing this it helps keep insurance costs affordable for the Consortium because fewer and smaller claims are being paid.

Ms. Stuckert presented the following information:

- Chronic diseases are the number 1 cause of death in the United States and account for 7 out of 10 deaths;
- More than 70% of all chronic diseases are related to unhealthy lifestyles and are preventable;
- These diseases account for 75% of health care spending with two-thirds of these medical costs considered due to lifestyle.

The CDC (Center for Disease Control) looks at prevalence data within the population (working and non-working) and has found that a lot of people have risks that can be controlled through diet and exercise, medication, and working with a physician.

Blood Pressure

- 1 in 3 adults have high blood pressure
- 1 in 3 with high blood pressure do not get treatment
- 1 in 2 with high blood pressure do not have it under control

Cholesterol

- 1 in 3 adults have high cholesterol
- 1 in 2 with high cholesterol do not get treatment
- 2 in 3 with high cholesterol do not have it under control
- 1 in 2 stop taking cholesterol medications within 1 year

Diabetes

- 11% of adults are diabetic
- 35% of adults are pre-diabetic
- Losing 5-7% of body fat, getting 150 minutes of moderate physical activity each week reduces risk by 60%

Ms. Stuckert said a health assessment can identify individuals and educate them about what it means to become diabetic and noted the CDC has stated an outcome can be changed. She stressed the importance of educating in addition to identifying. She said she made a presentation to the Joint Committee on Plan Structure and Design in 2012 and at that meeting utilization data was shared. She briefly reviewed preventive services utilization and information on projected health risks and summarized by stating the Consortium has many members who are not engaged in their health.

She explained health assessments are brought into the workplace; people complete a brief medical history/lifestyle questionnaire and are given a fasting blood draw. From that draw a look is taken at blood glucose and a full lipid panel. The results come back to only the employee and they receive a very comprehensive report. In addition, they can access additional online-tools. The intent is not to replace a person's physician but to encourage a person to follow through and understand what their risks are and to provide individuals with many tools and resources so they can address those risks and live a longer and healthier life. The greatest benefit is to the health of an individual, however, there is an impact on claims trends which will impact costs two to three years down the road.

Mr. Barber asked how IHS or Excellus gets involved in helping individuals understand the big picture and what changes they can consider in their life without overstepping their relationship with their physician. Ms. Stuckert said individuals are encouraged to get connected with their physicians and to send their results to them. When people register for their health assessment they are able to direct that the results be sent to their physician. When the results are sent the physician they are informed that the individual has a lot of tools and resources that are available to them, including health coaching. The packet that comes to an individual's home starts the process and contains a summary of the results and includes information on risk factors to give people motivation to make changes if needed. In addition to the report and disease management, targeted e-mails are sent to individuals based on identified risk, individuals are able to work with health coaches, and there is a monthly newsletter and webinar that is available. Information is also sent to the healthy population as it is just as important to keep them healthy.

Ms. Mallar asked what percentage of the population of an organization needs to participate in order to see a significant decrease in the claims.

Ms. Stuckert said a program would typically start on a voluntary basis with no incentives and would include approximately 35% of the population of which there is a good number who are already somewhat engaged in their health. She said an independent third party study has shown a 7.7% decrease in the medical spending per member per month at approximately 2½ years out.

Ms. Moskowitz said typically people are very suspicious about health assessments and asked what ideas Ms. Stuckert had for increasing participation. Ms. Stuckert said she holds employee meetings and they are very helpful. When employees are interested they tend to share information with co-workers and programs grow as a result of individuals talking to each other about the benefits and resources of the program.

Ms. Stuckert explained a program is built into the health plan under the health benefit; it does not count against a preventative benefit. They bill through a claim on a per participant basis and the cost is \$150 annually and is all-inclusive. Their regular price in the marketplace is \$195. Excellus has a very discounted rate as a result of the contractual relationship with IHS.

Ms. Miller said the program works well because there is a lot of flexibility. She said her physician is confident in the tests that are done by IHS and accepts those results. Ms. Stuckert spoke of the importance and accuracy attained by doing a blood draw instead of a finger stick.

Mr. Barber raised an issue of doing a group assessment on a municipality that had very few employees and the potential to identify individuals as a result of the small group. Ms. Stuckert said they typically require at least 25 participants to come to a location; however, because the Consortium is a large group there are number of ways that could be addressed. Mr. Barber also asked if there are ways to increase the participation rate. Ms. Stuckert said all of the municipalities she works with began at the voluntary level. As trust is built and there is success municipalities have sometimes offered a wide variety of incentives including premium differentials, different health plans, and gift cards. She spoke of a program in Wisconsin and the impact they have seen on claims and stated she will share the article with the Committee. She said she feels a wellness committee is key to the success of a program like this.

Ms. Moskowitz spoke of the value of health coaching. Ms. Stuckert said Excellus disease management and case management will call out once issues are identified. Those calls take place quickly after a health assessment because the faster someone can be reached the higher the level of engagement. IHS will do outreach with a critical condition within 24 to 48 hours. There is no waiting period when someone calls in for health coaching.

Mr. Barber questioned whether spouses were included in the 35% participation rate; Ms. Stuckert said they were not included. The Consortium could include spouses if they are on the health plan. He estimated the cost to the Consortium would be approximately \$126,000 out of a \$26 million budget based on a participation rate of 35% of 2,400 members.

Ms. Stuckert will provide additional information on savings that have achieved in other counties.

Wellness Updates

Ms. Moskowitz reported the City had 70 participants at the flu shot clinic. The City recently won the Fingerlakes Fitness Challenge and is working with the Health Planning Council and has developed a survey and identified target areas for groups to focus on. She spoke of wellness initiatives that are taking place at the Youth Bureau that are having positive impacts on employees.

Ms. Jobin reported the County will hold its Employee Benefits Day tomorrow. The Health Department will also be including a walk-in flu clinic.

Ms. Kippola asked if the program presented by IHS would interfere with any program CAP is offering. Ms. Mallar said it would not at this time. In terms of wellness and health assessments based on biometrics that is not currently happening with CAP and she believes these programs have shown success and that CAP would be in support of them.

Next Meeting

The next meeting will be December 11th at 9:30 a.m.

Adjournment

The meeting adjourned at 10:47 a.m.

Respectfully submitted by Michelle Pottorff, Administrative Clerk