

MERCER HEALTH ADVANTAGE

# UPDATE

Volume 1, Issue 1

Winter 2015 Edition

**Anthem**



GET THE RIGHT ENGAGEMENT



IMPROVE HEALTH AND CARE QUALITY



MANAGE COST/ACHIEVE ROI

## WELCOME!

### A BIT OF MHA HISTORY... AND THE PROGRAM TODAY

The Mercer Health Advantage (MHA) program began in 2012, with our first two carrier partners and clients going live January 1, 2013. Since then, the program has grown to include five national carriers and more than 1 million members.

Anthem MHA was launched in January 2014 with approximately 200,000 members enrolled the first year. For 2015, we have more than 296,000 members across 26 clients. During the past year, MHA has evolved both operationally and clinically.

From an operational perspective, we continue to update our reporting package to ensure that we are not only providing the most meaningful data points, but also offering the equally important “so what?” to share with your team. From a clinical perspective, we continue to evaluate, evolve, and improve the clinical process to enhance program referrals, clinical outcomes, and members’ experiences.

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#### Anthem Town Hall Meeting February 20, 2014

Mark your calendars for our first Anthem MHA all-client town hall meeting February 20 at 10 a.m. PST (1 p.m. EST). Among the topics to be discussed are:

- Anthem and Mercer partnership/staffing.
- MHA overview and case study.
- Mercer oversight activities.
- Q3 aggregate results.
- Communications.
- ROI reporting.

*Look for additional details coming soon!*



## MEMBER COMMUNICATION TOOLS EDUCATE, UNDERSCORE PROGRAM VALUE



### How is the program performing?

Leading indicators through the first two quarters of the program have been strong. Below are some of the aggregate results for Q2 2014.

#### Getting the right engagement

- Nearly 7% of members were identified (at the top of the target range of 5% to 7%).
- 31.3% of members are engaged with a nurse.

#### Improving health and care quality

- Inpatient admissions and days per 1,000 declined by 10% and 9%, respectively.
- The 30-day all cause readmission rate declined by 1.3 points.

#### Managing costs

- Total allowed medical cost PMPM was flat when comparing the current period to the prior period.
- Inpatient paid PMPM declined by 5%; admissions and days per 1,000 also declined, as some utilization shifted to outpatient setting.

Please contact your Mercer consultant team if you have not seen the Q2 report or would like to discuss the results.

Anthem and Mercer have collaborated to develop a number of resources to help you communicate about MHA to your employees. Specifically, Anthem has created an extensive tool kit, which includes the following items:

- Your Anthem Nurse informational video.
- Your Anthem Nurse flyer and brochure.
- CEO and member experience letters.
- Landing page.
- Magnets.

Anthem communications can be distributed to employees or posted to your benefits portal. Please contact your Anthem account executive for details.

In addition, the Mercer MHA team has provided quarterly communications in the form of posters and postcards to help keep MHA in front of employees. These materials can be customized using your logo at no extra cost. However, if you would like further customization, additional charges will apply. If you have not already received these communication tools, please contact your Mercer client team.

## HELP YOUR HR/BENEFIT STAFF LEARN MORE ABOUT MHA

The HR Training Manual is a quick-reference guide for HR or benefit management teams that have questions about their MHA program. The manual provides key information, including:

- MHA description.
- Member advantages.
- MHA member process.
- Triggers for outreach calls.
- Contact information.
- Your company's role.
- Communication materials.

You or your consultant team may customize this manual by adding your company logo, phone number, and/or specific web address. Other changes to the manual require approval and support from the Mercer communications team and may incur additional fees. Please contact your consultant team if you have not yet received the HR Training Manual; a copy was also sent to your Anthem account executive.





## CLINICAL OVERSIGHT UPDATE

Mercer and Anthem clinicians continue to evaluate the program model and work toward continuous improvement. With this in mind, clinical oversight activities have included:

- Pre-implementation readiness assessment.
  - Annual clinical assessment.
  - Quarterly assessment.
  - Weekly call-listening sessions.
  - Weekly clinical leadership meeting.
- Monthly clinical training sessions:
    - Best practices for pre- and post-hospital calls.
    - Engagement strategies for high-cost claimants.
    - Discussions with clinicians around monthly topics, such as NICU cases, transplant cases, and behavioral health cases.
    - Evaluation and facilitation of client reporting meetings.

## OPERATIONAL OVERSIGHT UPDATE

Throughout 2014, Anthem was a strong MHA partner and, together with Mercer, focused on the following operational activities.

- **Reporting enhancements:** We continue to work with Anthem to refine program reporting. You'll see updates to your current reports later in 2015.
- **Implementation of new clients and onboarding assistance:** Throughout the fourth quarter, we worked to implement 11 new clients and assisted with onboarding the new nurses.
- **Implementation assessment for new Anthem Health Guide site:** In December, Mercer conducted a readiness assessment of the new location in Denver. This location was added to support extended service hours and to serve the large proportion of members located in the western region. The assessment of Anthem's readiness to serve MHA clients was positive.
- **Claims and member service audit:** The first audit of the MHA program was conducted during a two-week period in December 2014. These audit results were also very positive and will be shared in further detail during the February 20 Anthem MHA call.



### CASE BRIEF

#### Member's health status

- 57-year-old male dependent.
- Total knee replacement resulting from osteoarthritis.
- Severe stress due to wife's recent cancer diagnosis.

#### How MHA helped

- Nurse identified opportunity to engage the member's wife during post-op follow-up.
- Member, wife, and nurse collaborated, resulting in the initiation of behavioral health services.

#### Long-term success

- Husband's and wife's emotional status and motivation to recover improved greatly.



## Get to Know Your Nurse Care Team

DEBRA CARTER-COLEMAN, RN, BSN

Debra has dedicated her entire career to the nursing field. After spending more than 20 years in pediatrics, she transitioned her nursing expertise to assist Anthem with care counseling, case management, utilization management, and patient advocacy. Currently, Debra is a team lead based out of St. Louis, as well as one of the original members of the Anthem nurse team. As a passionate advocate, Debra is committed to helping members and their families achieve better health. Her warm and caring personality encourages members to open up about their concerns, and she has become a trusted resource for many families that need help navigating the health care system. Debra says her main focus is making sure that members' health care needs are met, so that they can focus on their lives and their families' lives, rather than on claims, logistics, or other bills.



## Get to Know Your Member Services Representative

CAROLYN JILLANI

Carolyn joined Anthem MHA in October 2013. She began her career in Kenya with the United Nations High Commissioner for Refugees and then moved to the US, where she worked for JP Morgan Chase for approximately seven years gaining extensive call center experience. Carolyn said she was drawn to the member services representative position because of its focus on caring — not only providing benefits and claims information to members, but also connecting with them and educating them about the clinical program. Carolyn is passionate about her role with the MHA program because of the opportunity to indirectly give back to the community. She acknowledges that she has a choice: to treat her position like a regular call-center job, where she answers questions and then goes home; or to make it more meaningful by going the extra mile to help someone live a better life and, in the long run, avoid unnecessary medical expenses. Carolyn clearly has chosen the latter.



### WHAT MEMBERS ARE SAYING

*“Every member of the Anthem team has made a difference in my life. I feel that my life was saved.”*

*“I am feeling hopeful now and can see the light.”*

*“When an (Anthem) team member calls me, there is no call more important, other than my daughter’s ... no one has ever helped me like this insurance (program) has.”*

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