2019 Benefits Update
Healthcare at Butler

- Largest benefit provided to Butler University employees to support employee health and wellbeing.
- Butler’s strategy is to enhance this benefit through a culture of care, employee engagement, healthcare innovation, and cost containment.
- Anthem has been a provider for the last several years. We have experienced challenges with Anthem including:
  - Customer service, changes in services, complexity with the Express Scripts relationship, and other business processes.
- The University decided to issue a request for proposal for a healthcare provider to take this benefit to the next level for our employees.
Process

- HR consulted with Butler’s Healthcare Advisory Committee and our broker, Gregory and Appel. After a thorough review and analysis of all the proposals, including Anthem’s, the decision was made to move forward with Apta Health effective 1/1/2019.

- We also conducted an Apta Health site visit and did reference checks with organizations comparable to Butler University, that are current clients of Apta or United Healthcare/UMR or MagellanRx, including Yale and Marquette.
Process continued

- **Apta Health** is a partner of Quantum health—a company that has transformed the industry in the Fortune 500 space.

- **Apta Health** is the only fully-integrated health care model available for mid-sized organizations that applies innovation, employee engagement, and industry-leading health care strategies.

- **Apta Health** now provides this revolutionary program for employers the size of Butler.
What does this mean for me?

- **Apta Health**—One stop health plan administrator providing healthcare coordination through employee engagement and patient advocacy.
- Pricing—premium rate changes based on healthcare costs and claims history (just as with Anthem) to be announced during open enrollment in October 2018.
- Moving away from Health Advocate and Castlight.
- Delta Dental remains the same.
- Vision (**HR waiting on final decision**)
- **Apta Health** can also assist with basic questions on dental, vision, and life insurance.
- **Apta Health** = value added customer service.
The case for change

• Healthcare is daunting and confusing

• Employees not always equipped to make self referral medical decisions

• Duplication of services and additional costs to employees

• Employees being overcharged

• Employees unaware of latest innovations and resources in healthcare
WHAT’S SO GREAT ABOUT Apta Health?

APTA IS THE ONE

ONE PHONE NUMBER TO CALL.
ONE DEDICATED TEAM OF HEALTHCARE EXPERTS FIGHTING FOR YOUR CARE.
ONE WEBSITE & ONE MOBILE APP TO VISIT.

Get help with your healthcare with just a tap, click or call!
How does Apta Health work?

Past

PROGRAM

Anthem

PAYOR

Anthem Blue Access

NETWORK

Express Scripts

Rx

UnitedHealthcare Choice Plus

DOCTOR

YOUR CHOICE

Better to go in-network

Future

UMR-claims processing partner

MagellanRx

YOUR CHOICE

Better to go in-network
According to the Net Promoter Score (customer service industry survey conducted by Quantum in July 2018), **Apta Health** is rated as follows:

- Improved healthcare outcomes
- Improved member experiences

**Market Reviews:**

**APTEx SCORES HIGHER THAN TODAY’S CUSTOMER SERVICE LEADERS**

- **Apta Health** (NPS 78)
- **Amazon** (62)
- **Westin** (59)
- **Google** (57)
- **Netflix** (54)
- **Kaiser** (40)
- **Humana** (21)
- **Health Ins. Avg.** (18)
What does **ONE** really mean in care coordination?
What does **ONE** really mean in care coordination?

**ONE DEDICATED TEAM FOR BUTLER UNIVERSITY**

**POD ORGANIZATION**

**25 - 28 CARE COORDINATORS**

- Patient Service Reps
- Benefits Specialists
- RN’s (Personal Care Guides)
- Physicians
- Pharmacists
- Social Workers

**COLLECTIVELY READY TO BE YOUR HEALTH CARE WARRIOR!**
Can you give me a picture of the Apta Experience?

YOUR HEALTH IS UNIQUE

Care Coordination Video
When can I contact my care coordinators?

AVAILABLE STARTING
December 17, 2018

OFFICIAL START DATE
January 1, 2019

1-877-610-8817
M–F; 8:30 AM – 10:00 PM ET

https://Butler.myaptahealth.com
Will I have to change doctors?

LESS THAN 1% DIFFERENCE

Utilizing the UHC Choice Plus Network
What is Apta’s primary care driven model?

Coordinate Your Care Through Your Primary Care Provider (PCP)
Recommended. Not Required.
Obtain referral from your PCP before seeing a specialist:

• Avoid visits to the wrong specialist
• Avoid out-of-network costs
• Get in to specialist faster
• Enjoy lower copays on PPO plans
• PCP referral is not required for emergency and urgent care

*All referrals obtained are valid for 12 months
*60 day grace period to obtain necessary referrals during the transition to Apta Health before reduction in benefits apply

61% MEMBERS SELF-REFER TO WRONG SPECIALIST
What must I have PRE-CERTIFIED?

Your physician must call to pre-certify (current):
- Inpatient Hospitalizations
- Out-Patient Surgeries (includes Colonoscopies)
- Transplants – Organ and Bone Marrow
- Durable Medical Equipment (DME) over $500
- Skilled Nursing Facility Admissions

Effective 1/1/2019 – additional pre-certification will be required for:
- Oncology Care & Services (chemotherapy, radiation therapy, etc.)
- Dialysis
- MRI’s, MRA’s and PET Scans
- Home Health Care and Services
- Hospice Care
- Occupational Therapy
- Physical Therapy
- Speech Therapy

*30 day grace period at the beginning of the transition period before a $500 penalty for failure to pre-certify is applied.
How will my prescriptions be affected?

Magellan services 67,000+ pharmacies, including CVS & Walgreens.

Find out where your prescription falls on MagellanRx’s Formulary list!
Visit the HR Website for a copy!

Already have a Specialty Drug or Mail Order Arrangement?

• Proactively fill prescription BEFORE end of 2018.
• Follow procedures on the Welcome to Your Specialty Pharmacy flyer to switch your prescription to MagellanRx.
Your role as a healthcare consumer:

• Present your new insurance card to your healthcare provider and inform them of the switch to Apta Health effective 1/1/2019.

• To get the most value from the Apta care coordination system, request a referral from your PCP for appointments effective 1/1/2019. (referral not required)

• Confirm with your provider that pre-certification has been obtained for services when required.

• Be in constant contact with your healthcare “warrior” at Apta Health.
THANK YOU