

INDIAN RIVER COUNTY
MEMORANDUM

To: The Honorable Board of County Commissioners

Through: John Titkanich, Jr., County Administrator

From: Suzanne M. Boyll, Human Resources Director

Date: May 5, 2023

Subject: Recommendation to Transition Health Plan Administrative Services (ASO) from Blue Cross Blue Shield of Florida, Inc. (aka Florida Blue) to Blue Cross Blue Shield National Alliance effective October 1, 2023 through September 30, 2026

BACKGROUND

Blue Cross and Blue Shield of Florida, Inc. (aka Florida Blue) has provided administrative services (ASO) for the Indian River County group health plan since October 1, 1996. With the assistance of Lockton Companies, our benefits broker/consultant, the ASO services were marketed in 2018. The results of that marketing reflected that Blue Cross Blue Shield has consistently proven to be the best insurance network for our group. We continued our agreement with Florida Blue and amended this agreement on June 7, 2022 to extend the agreement effective October 1, 2022 through September 30, 2026.

The relationship with Blue Cross Blue Shield provides a nationwide provider network that serves the needs of our active employees, insured dependents and retirees. Staff has identified, however, that we need to move our administrative services to another Blue Cross Blue Shield ASO platform in order to integrate with our employee clinic and improve our overall wellness initiatives. Lockton and Florida Blue have worked to provide us with a Blue Cross Blue Shield alternative to the current ASO platform with Florida Blue. The recommended platform is Blue Cross Blue Shield National Alliance. Below is an overview of the comparison between Florida Blue and BCBS National Alliance:

EES	1650	1650
	Florida Blue Renewal	BCBS National Alliance
ASO Fee	\$49.55	\$46.74
Stop Loss Integration Fee	\$0.00	\$0.80
Chronic Condition/Disease Management	Included	Included
Utilization Management (Point of Care)	Included	Included
Case Management	Included	Included
24/7 Nurseline	Included	Included
24/7 Telemedicine	Included	Included
Maternity Management	Included	Included
Subrogation	19% of Network Recoveries	30% of Net Recoveries
Wellness Credit	\$50k (annual)	\$50k (annual)
Noteworthy	\$49.55 through 9/30/24, \$51.04 through 9/30/26	\$46.74 through 9/30/24, \$48.14 through 9/30/26 Installation on new platform would mean new ID cards, New Member Portal, New Group Number.
Estimated Monthly	\$81,758	\$78,441
Estimated Annual	\$981,090	\$941,292

General		
Access to Blue Options Providers (current network)	Yes	Yes
Policy Number and Customer Service Number	No change	<ul style="list-style-type: none"> • New Policy number would be issued. As result, all members would receive a new ID card. (Old card would no longer work as of 10/1/23) • Members will call the customer service number on the back of their new ID card
Billing		<ul style="list-style-type: none"> • Administrative invoices (fixed costs) can be sent out directly to each Constitutional for payment by BCBS (would no longer need to be facilitated by BOCC) • Claim payments would continue to be processed out of Trust.
Integration		
Ability to integrate with Everside (On-site clinic)	No	Yes (Bi-directional data sharing between onsite team and National Alliance)
Ability to integrate with Surgery Plus	No	Yes
Flexibility	Limited	<ul style="list-style-type: none"> • There are near a 100 vendors BCBS can integrate with. Several are core vendors with pre-negotiated pricing and existing data flows through a contractual relationship. • Ability to integrate will allow IRC flexibility to explore 3rd party solutions that address specific needs of population (vs uses standard DM/CM programs available within platform) • Flexible platform to accommodate complex benefit design and divisional customizations
IRC Support		
Account Management	<ul style="list-style-type: none"> • Strategic Account Executive • Account Manager 	<ul style="list-style-type: none"> • Strategic Account Executive (same) – Responsible for overall group relationship, renewal and strategy. • Account Manager (same) – Day to day group support contact. • Account Advocate- Direct contact for HR support. Designated claims/service resource for escalated Member Issues and HR support to include claim adjustments. • Marketing Consultant – Strategic support, works closely with Strategic Account Executive, sits in-house at National Alliance but travels to meet with group. • Marketing Coordinator-day to day

		<p>support to include reports, billing, and eligibility, sits in-house at National Alliance.</p> <ul style="list-style-type: none"> • Customer Service Team Training
Reporting	<ul style="list-style-type: none"> • Reporting can be provided by division • Ad hoc reports (aggregate) need to be requested 	<ul style="list-style-type: none"> • Reporting can be provided by division • Customizable reports readily available • Strategic dashboards that can be shared with clinic physicians to assist with promotion of best care
Member Experience		
Member portal	<ul style="list-style-type: none"> • FloridaBlue.com (no employer customization) 	<ul style="list-style-type: none"> • MyHealthToolKit.com (employer can customize, including: logo, IRC specific messaging, promotion of 3rd party medical programs – <i>ex Clinic and Surgery Plus</i>)
Login	<ul style="list-style-type: none"> • Member will have access to historic claim information for up to 48 months following – through both member portal and member services. 	<ul style="list-style-type: none"> • Member will have to create new username and password. Historic information will <u>not</u> be available on new portal.
Platform	<ul style="list-style-type: none"> • Desktop and Mobile App • Member can view ID card on phone and share with provider electronically 	<ul style="list-style-type: none"> • Desktop and Mobile App • Member can view ID card on phone and share with provider electronically • Customer enhancements with mobile alerts, push notification, fast pass registration and enhanced usability • <i>Ex. IRC could promote Surgery Plus providers through BCBS site (Promotion available via quick link or web banner, OE website and booklets)</i>
Noteworthy		
Wellness		<ul style="list-style-type: none"> • Wellness platform is with Virgin Pulse / Strive.
Value-Based Point Solutions		<ul style="list-style-type: none"> • My Health Novel – no admin cost. Members are matched to targeted lifestyle improvement solutions based on their unique engagement preferences to help ensure the likelihood of success. Programs include: Diabetes Prevention, Musculoskeletal and Behavioral Health Counseling. • IRC would only pay claim (with cap) for members who completed their outlined goals.

The transition to the ASO BCBS National Alliance platform will result in many improvements and allow us to integrate with the employee clinic and establish bi-directional data sharing that will assist the clinic in supporting

employee health and wellness. The new platform will integrate with SurgeryPlus, has other integration capabilities with 100+ vendors, and will allow us to customize messages on the website that are unique to Indian River County. The website will also allow us to highlight providers of choice/excellence to assist our members in identifying high quality/cost effective options when accessing services.

Under the proposed agreement we will continue to receive \$50,000 in annual wellness contributions and will have a lower ASO fee than under our current agreement with Florida Blue as noted in the comparison below. The estimated annual savings over three years is \$122,958 and includes \$150,000 in wellness contributions.

	Florida Blue		BCBS National Alliance	
EES	1650		1650	
	ASO Fee	Annual Cost	ASO Fee*	Annual Cost
10/1/2023	\$49.55	\$981,090	\$47.54	\$941,292
10/1/2024	\$51.04	\$1,010,592	\$48.94	\$969,012
10/1/2025	\$51.04	\$1,010,592	\$48.94	\$969,012
3 Year Total		\$3,002,274		\$2,879,316
			3 Year Savings	\$122,958
			3 Year Wellness Contribution	\$150,000
*Includes \$.80 stop loss integration fee				

FUNDING

Funding for the ASO fees are budgeted as a part of health insurance premiums and paid from the Health Insurance Fund/Insurance Claims account, number 50412719-034580.

RECOMMENDATION:

Staff respectfully requests the BOCC approve the recommendation to transition health plan administrative services (ASO) from Blue Cross Blue Shield of Florida, Inc. (aka Florida Blue) to Blue Cross Blue Shield National Alliance effective October 1, 2023 through September 30, 2026 and authorize the Board Chair to execute the agreement with Blue Cross Blue Shield National Alliance after review and approval by the County Attorney.