Health Care Beliefs Development

Board of Administration Offsite Meeting
Liana Bailey-Crimmins
July 18, 2017
Agenda

Background

Approach

Survey Demographics

Results

Beliefs Review
Background

What are Health Care Beliefs?

Purpose

Framework

Anticipated Outcome
Timeline

- **APRIL**
  - Framework
  - Stakeholder Outreach
  - Executive Input

- **MAY**
  - Belief Statements
  - Discussion and Feedback

- **JULY**
  - PHBC Presentation
  - Vote on Updated Beliefs

- **SEPTEMBER**
  - Publish
Approach

Employer Member Purchaser

Methods
- Public Agency Assessment
- Purchasing Review

Survey
- Employer
- Active
- Retiree
- Employer Association
- Retiree Association
- Labor Groups

Roundtable
- Retiree Association Leadership
- Employer Outreach
### Survey Demographics

<table>
<thead>
<tr>
<th>Stakeholder Type</th>
<th>Surveys Sent</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Members</td>
<td>40,000</td>
<td>692</td>
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<tr>
<td>Retired Members</td>
<td>7,885*</td>
<td>1,722</td>
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<tr>
<td>Employers</td>
<td>9</td>
<td>225</td>
</tr>
<tr>
<td>Retiree Associations</td>
<td>22</td>
<td>7</td>
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<tr>
<td>Labor Associations</td>
<td>20</td>
<td>7</td>
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<td>Employer Associations</td>
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<td><strong>TOTALS</strong></td>
<td><strong>47,936</strong></td>
<td><strong>2,656</strong></td>
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*Employer representatives receiving Employer Bulletins*
Stakeholder Ranked Themes

1. HIGH QUALITY CARE
2. AFFORDABILITY
3. COMPREHENSIVE CARE
4. VARIETY OF CHOICE
5. COST CONTAINMENT
6. QUALITY CUSTOMER SERVICE
7. TRANSPARENCY
8. MEMBER ENGAGEMENT
9. WELLNESS PROGRAMS
10. WIDE SELECTION OF BENEFIT DESIGN
11. INNOVATIVE HEALTH BENEFITS
12. POLICY LEADERSHIP & ADVOCACY
13. STRATEGIC PARTNERSHIPS
Perspectives
Health Care Beliefs - Board Discussion and Feedback
Considerations

BELIEFS

Themes
Stakeholder Feedback
Guidelines
Health Care Priorities
Principles
Belief Statement #1

Health care affordability is a shared interest

**Strategies**

- Manage and sustain reasonable out-of-pocket costs for members
- Premiums matter to both employers and members
- Additional cost must represent a value add
- Leverage competition and negotiating power to contain medical and pharmacy cost drivers
- Innovative benefit designs reduce costs
- Confirm eligibility of members receiving benefits
Belief Statement #2

Access to appropriate, timely care benefits all

Strategies
- Offer a wide selection of benefit designs
- Provide a variety of choices among health plans, benefits, and services
- Strive for ample provider access within members’ service areas
- Promote essential health care services across the spectrum from primary care doctor, to specialist, to hospital care
- Promote timely access to appropriate care
Belief Statement #3

Decisions are made in the best interest of the program

Strategies
- Decision making considers the perspectives of all stakeholders
- Health plan accountability
- Collect premiums sufficient to pay the cost of health care
Belief Statement #4

Quality care and prevention results in healthier members

Strategies
- Educate members on cost and quality
- Promote the use of transparency tools
- Deliver superior customer service
- Encourage the utilization of available wellness and disease prevention programs
Belief Statement #5

Engagement promotes better outcomes

**Strategies**

- Continue involvement in strategic partnerships across the health care industry
- Educate members and employers on the CalPERS Health Benefits Program and the health care industry
- Sustain a leadership role as a health care purchaser
- Advocate for effective policy changes at the State and Federal level
- Act in the best interest of the health benefits program
Next Steps

April
- Framework

May
- Stakeholder Outreach
- Executive Input

July
- Belief Statements
- Discussion and Feedback

September
- PHBC Presentation
- Vote on Updated Beliefs

November
- Publish
Thank You!