

OptumRx Customer Service

Pension & Health Benefits Committee

Agenda Item 8

Liana Bailey-Crimmins

Chief Health Director

Health Policy and Benefits Branch

November 14, 2017



ACTIONS & ACCOMPLISHMENTS

Key Action Items



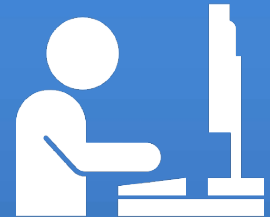
Formulary



Customer
Service



Denial Rates



Technology

A group of five business professionals (three men and two women) are seated in a modern office environment with large windows. They are engaged in a discussion, with one man gesturing with his hands. The image is overlaid with a semi-transparent white box containing the title and date.

OptumRx's Commitment to CalPERS

November 14, 2017



John Prince, CEO – *OptumRx*

OptumRx is Part of Optum – a UnitedHealth Group Company

VOLUME

 | 1.2B

scripts
processed

SCALE

 | \$80B

total pharmacy
spend

REACH

 | 66M

pharmacy
members served

Resources

125,000+ Optum employees – including 20,000 physicians and nurses – all a part of a Fortune 6 innovation company

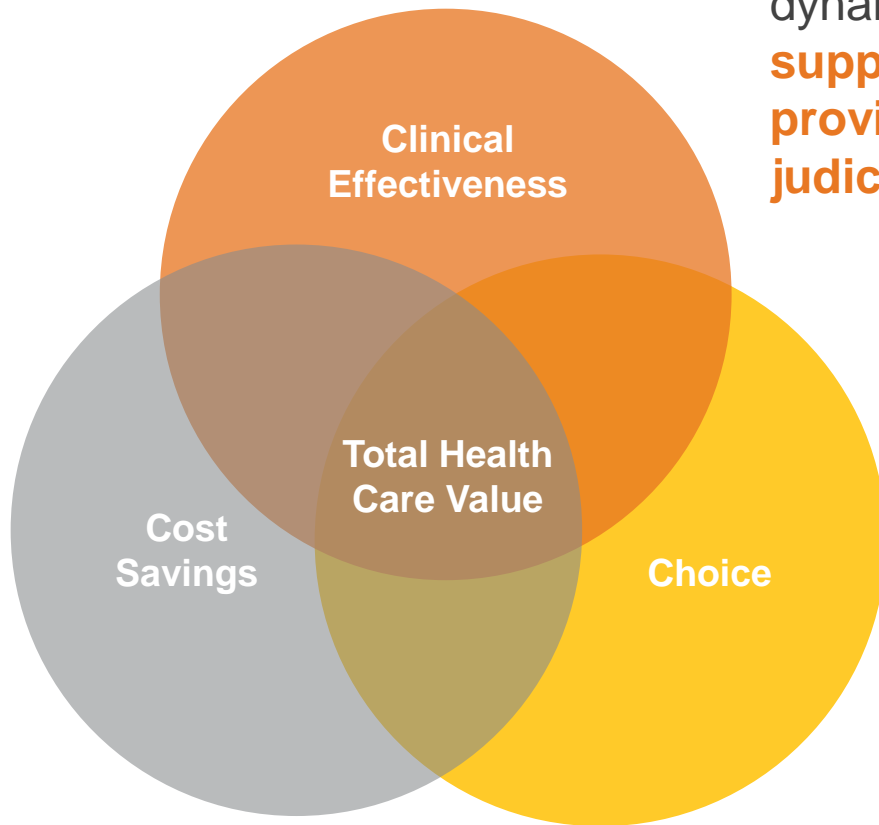
Knowledge

180M lives of claims data, and billions of medical procedures, lab results and diagnoses

Perspective

Deep healthcare insights, unique partnerships and the willingness to adapt and be flexible, allowing Optum to create value where others simply can't

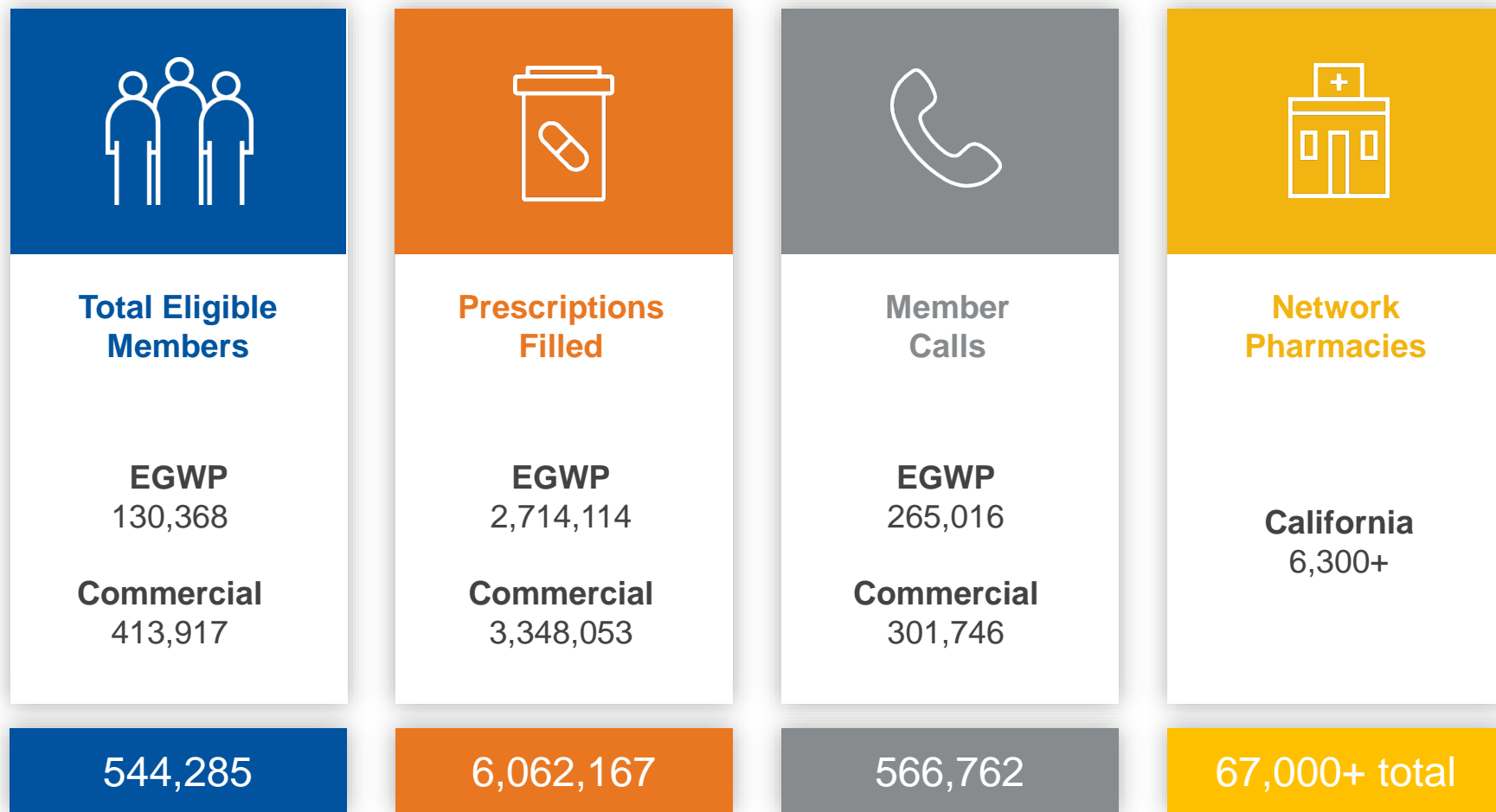
OptumRx Embraces Total Health Care Value



OptumRx aims to deliver value through a dynamic management process designed to **support clinical safety and effectiveness, provide a positive member experience, and judiciously manage cost.**

- Committed to the highest level of quality and clinical integrity in all activity
- Aligned to CalPERS mission and vision for long-term access, affordability and cost-management
- Customer service is available 24 hours a day, 7 days a week

CalPERS Statistics



* Above figures represent data through September 2017

OptumRx Improvement Cycle



1

Problem is identified

2

OptumRx and CalPERS assess root cause, identify solutions, and align on go-forward approach

3

OptumRx implements improvements along with monitoring systems to ensure sustained success

OptumRx Acknowledges CalPERS' Requests



**IMPROVE
MEMBER
EXPERIENCE**

**MODIFY
FORMULARY
MANAGEMENT**

**SIMPLIFY
PRIOR
AUTHORIZATION**

Improvements Made Actions Taken

- **Key areas for action identified**
- **Course corrections underway**
- **Improvement results reported**



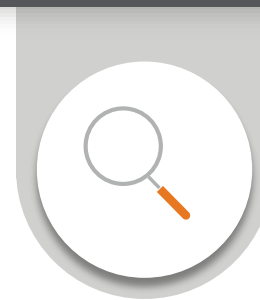
REDUCED
MEMBER OUT OF
POCKET COSTS



IMPROVED
MEMBER CALL
CENTER
RESPONSIVENESS

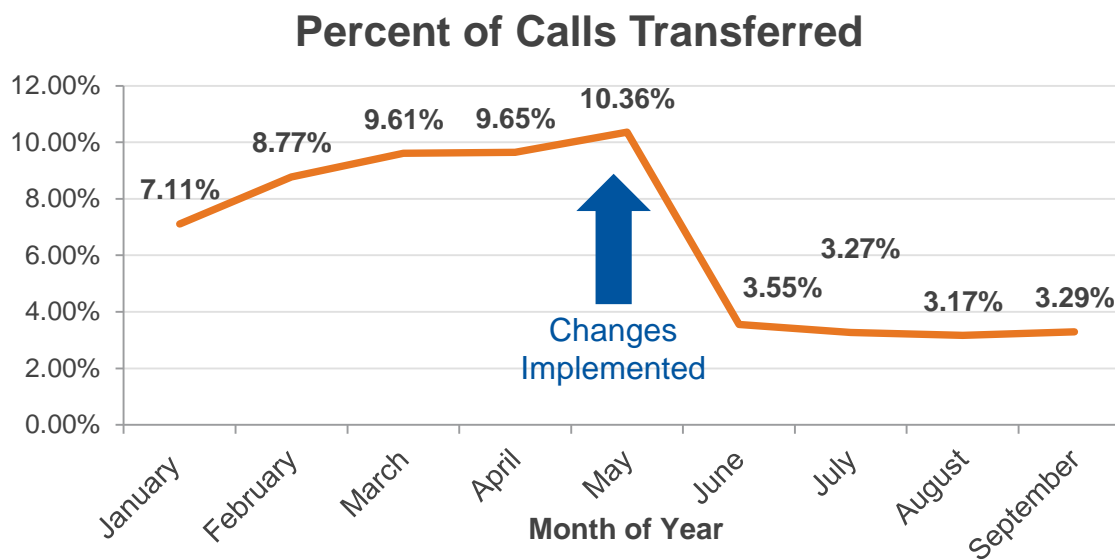


EXPANDED
MEMBER SERVICE
TOOLS AND TEAM



STREAMLINED
PRIOR
AUTHORIZATION
REVIEW

Improved Member Call Experience

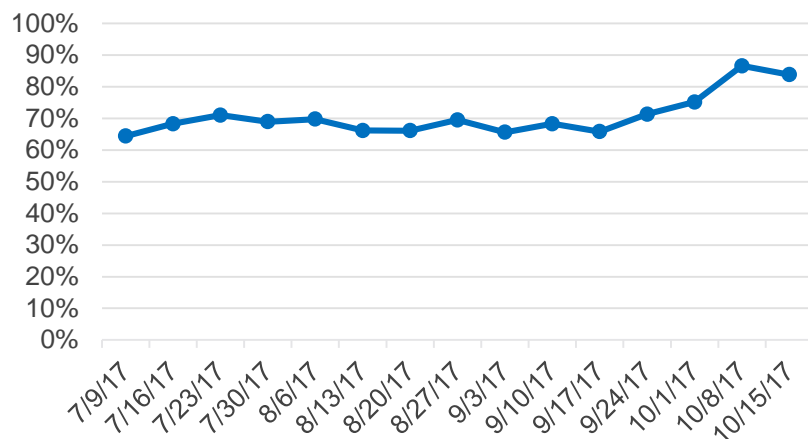


CalPERS call transfers dropped 6.81% in the month of June, compared to the previous month of May. During this period, a bulletin was released to the customer service representatives advising them of the parameters of call transfers, along with secret shopper calls and testing through various knowledge checks.

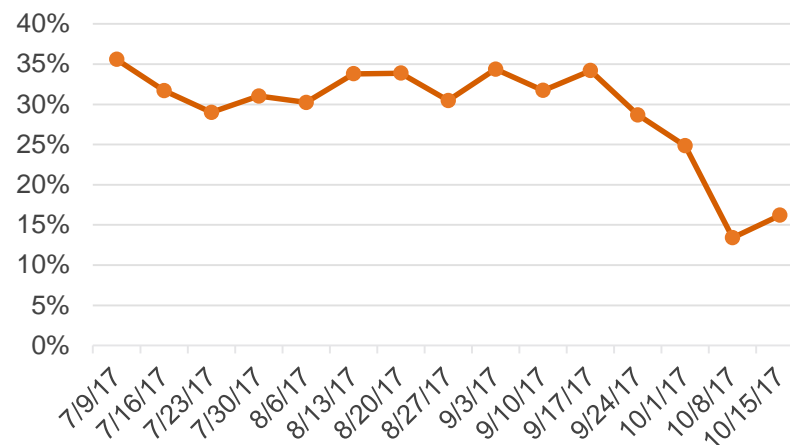
Members experiencing faster resolution with fewer call transfers.

Improvements in EGWP Prior Authorization Approval Rate

% PAs Approved (July to Oct 2017)



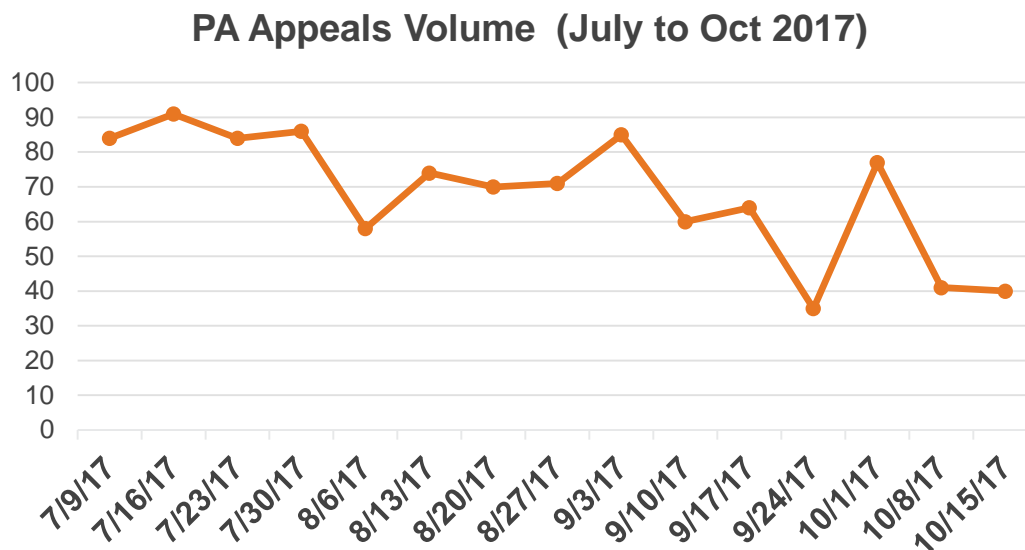
% PAs Denied (July to Oct 2017)



OptumRx and CalPERS are collaborating on ways to streamline the PA approval process, resulting in increased PA approval rates for CalPERS members beginning in September 2017.

CalPERS members' PA requests are now approved more and denied less.

Decrease in EGWP Prior Authorization Appeals



CalPERS Executive directive has resulted in continued decline in total volume of appeals. The number of appeals per 100 prior authorization cases decreased compared to the preceding 13-week period, following revision of the approval program.

Changes in Prior Authorization resources and protocols have resulted in fewer appeals.

Committed to Unwavering Improvement



Reinforcing short-term gains with strategic long-term **operational solutions**



Synchronized touch points and improved communication for better cost and care decisions



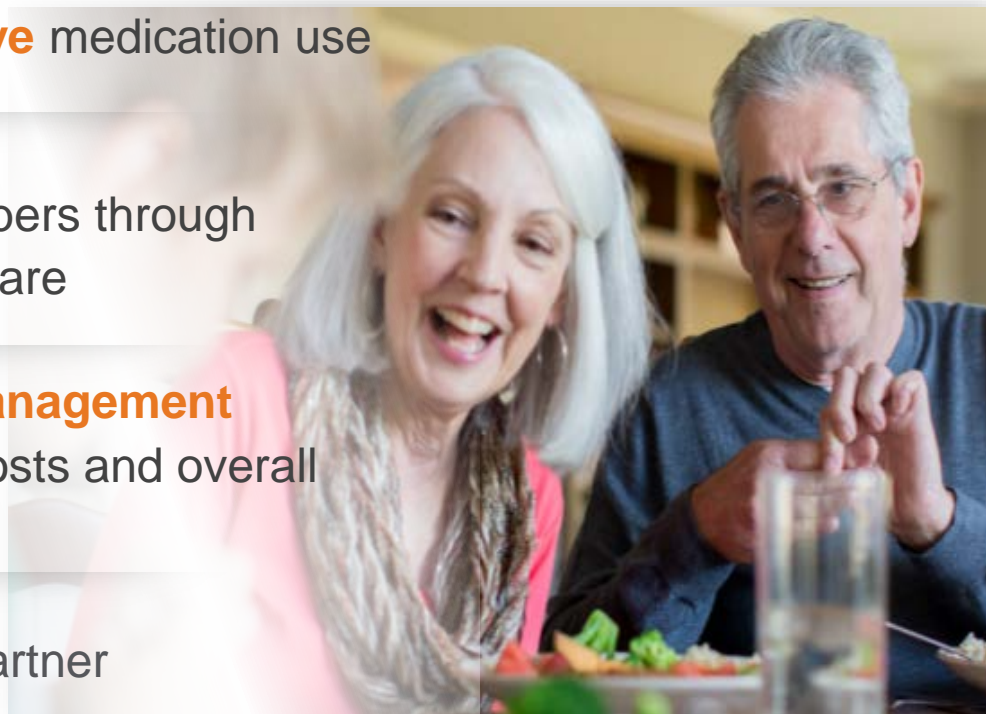
Simplified experience built around member needs – cost alignment, improved access, enhanced member engagement



Continued **executive oversight and engagement** to deliver on fundamental quality outcomes for members

Honored to Serve CalPERS Members

- Promoting **safe and effective** medication use
- **Improving quality** for members through the use of evidence-based care
- Leading, innovative **cost management strategies** to control drug costs and overall trend
- Your complete **pharmacy** partner



Thank you