

OptumRx

Pension and Health Benefits Committee
Agenda Item 9

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Chief Health Director
Health Policy and Benefits Branch

February 13, 2018

Focus Areas



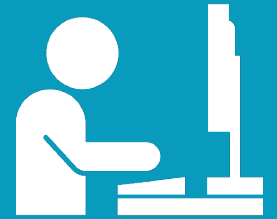
Customer
Service



Prior
Authorization

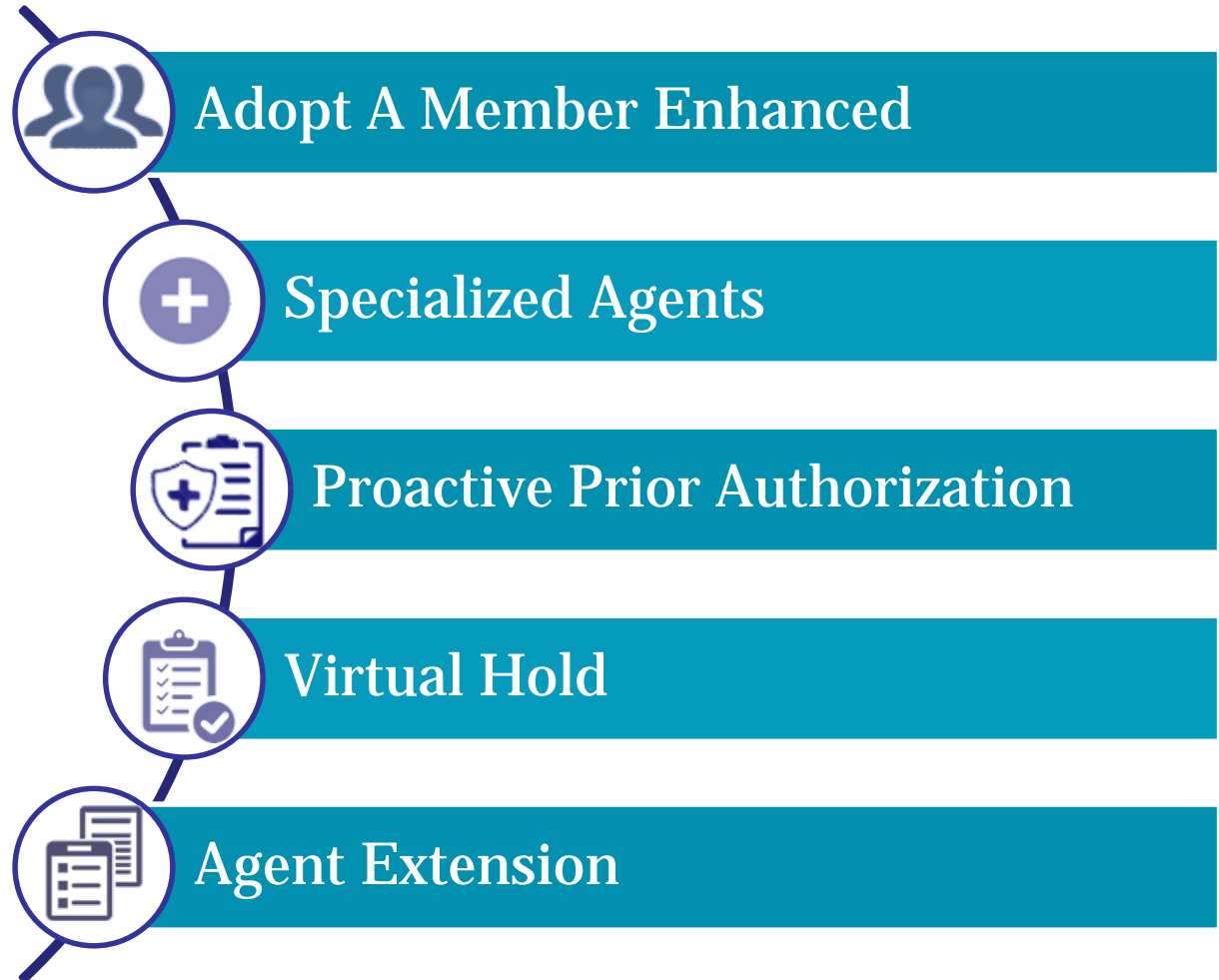


Formulary

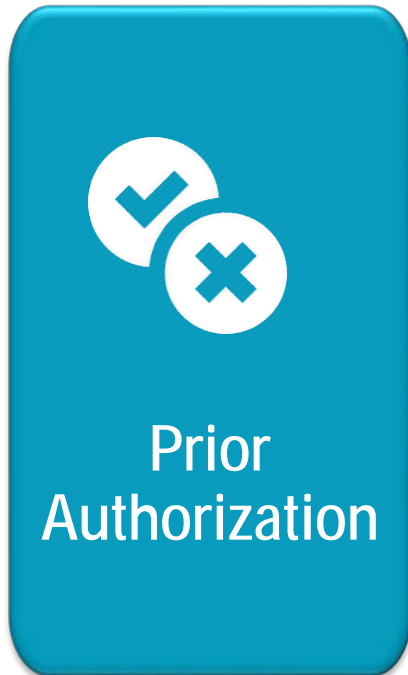


Technology

Customer Service Improvements



Prior Authorizations Process Improvements



1

Enhanced
Clinical
Outreach

2

Accept
Provider
Attestation

3

Reinforce
Use of
Member
History

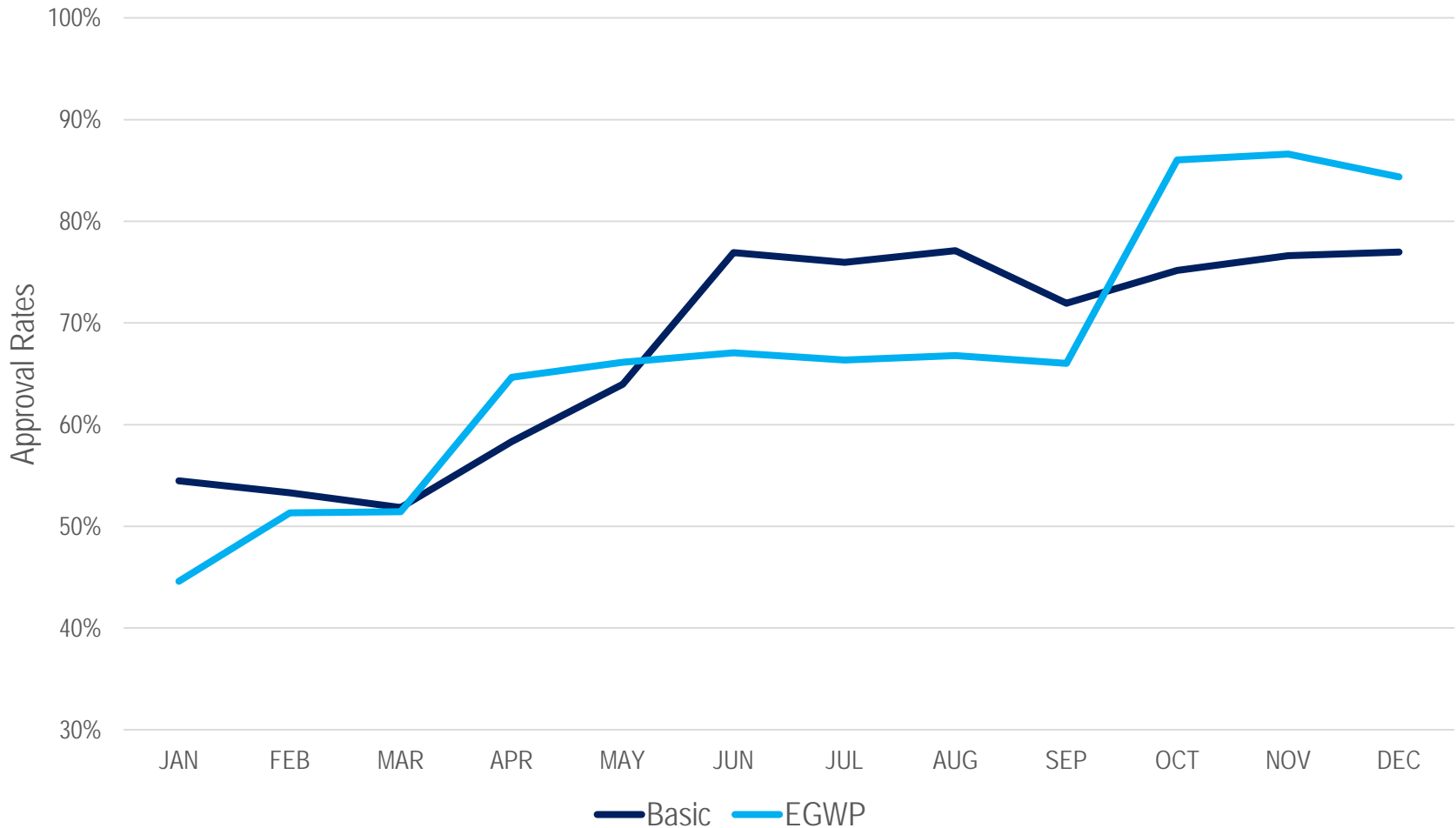
4

Restructured
CalPERS
PA Team

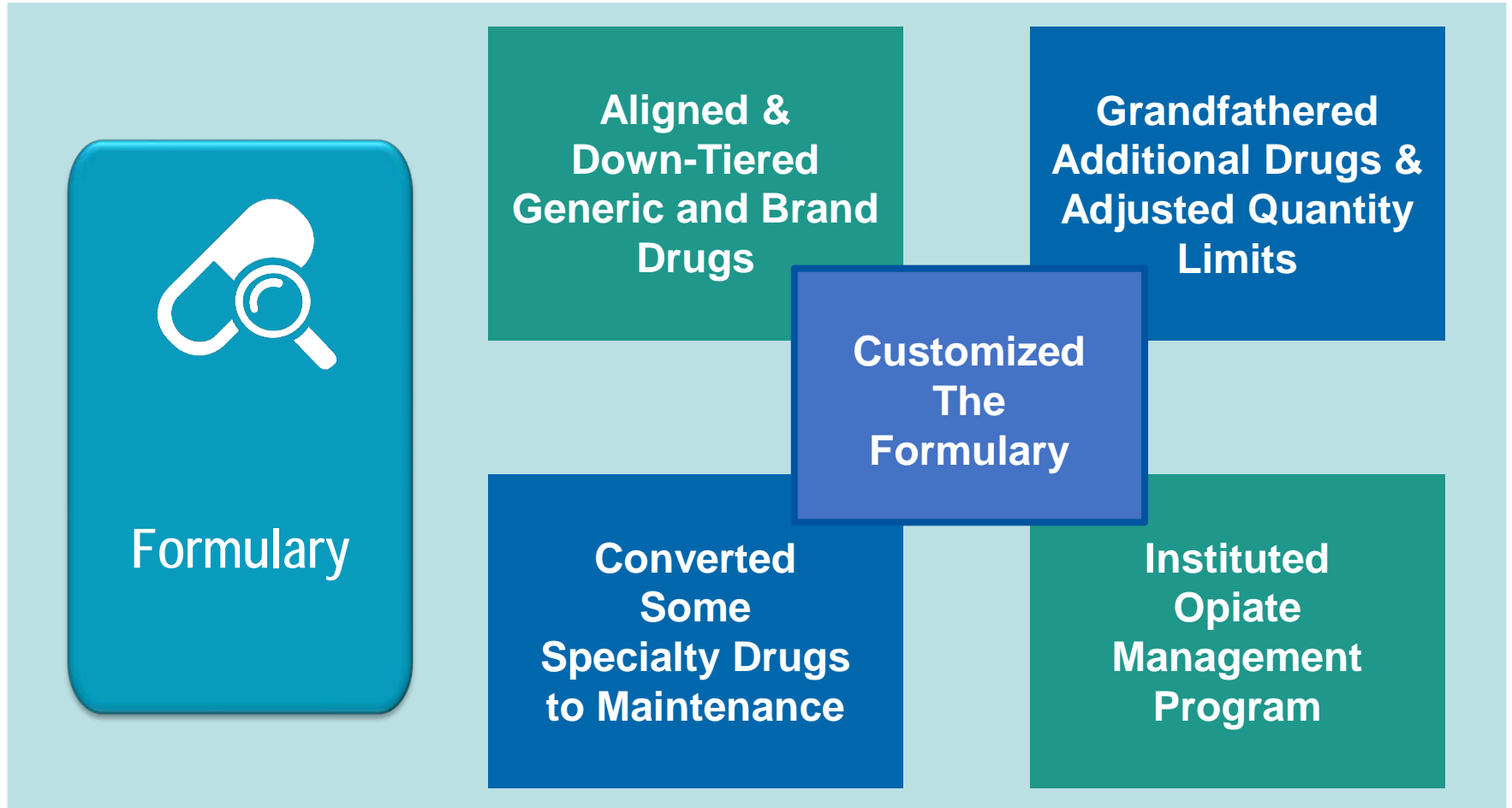
5

Unannounced
Site
Visits

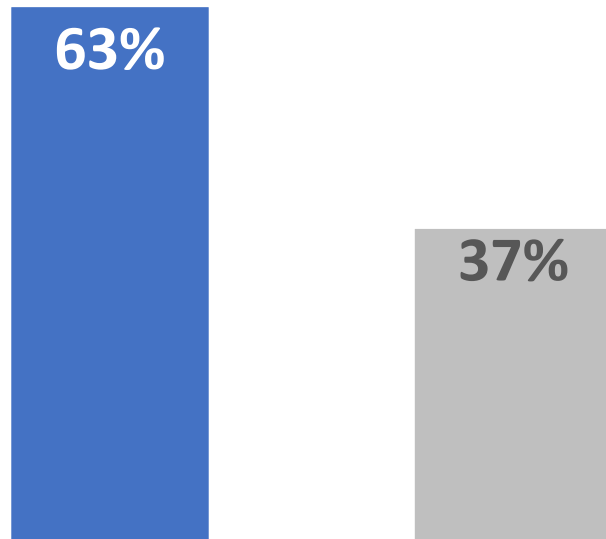
Prior Authorization Approvals Continue to Increase



Formulary Improvements



Medicare Formulary – More Favorable



- 2018 OptumRx Formulary Favorable
- 2016 CVS Formulary Favorable

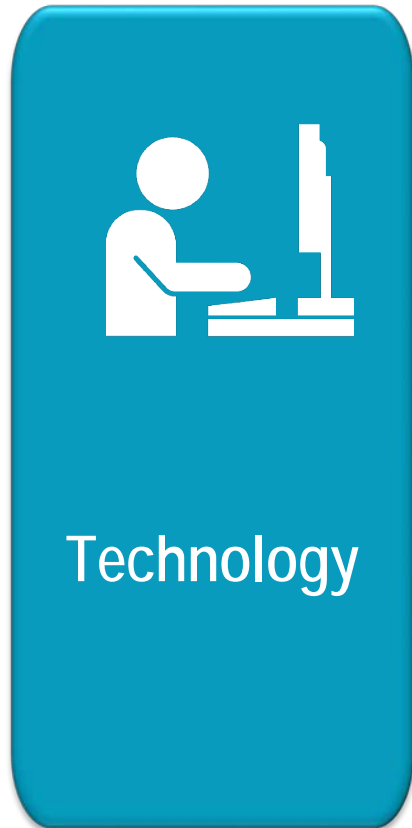


OptumRx offers greater number of covered drugs

Lists more drugs at lower tiers

Average member cost-share per Rx declined \$2.61 in 2017

Technology Improvements



Data Center Improvements

Real Time Monitoring

Post Call Automated Survey

Prior Authorization Chat Queue

Next Steps

- Commitment to continuous improvement
- Ongoing meetings
- CalPERS Health Plan Member Survey
- Report back in June

