

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

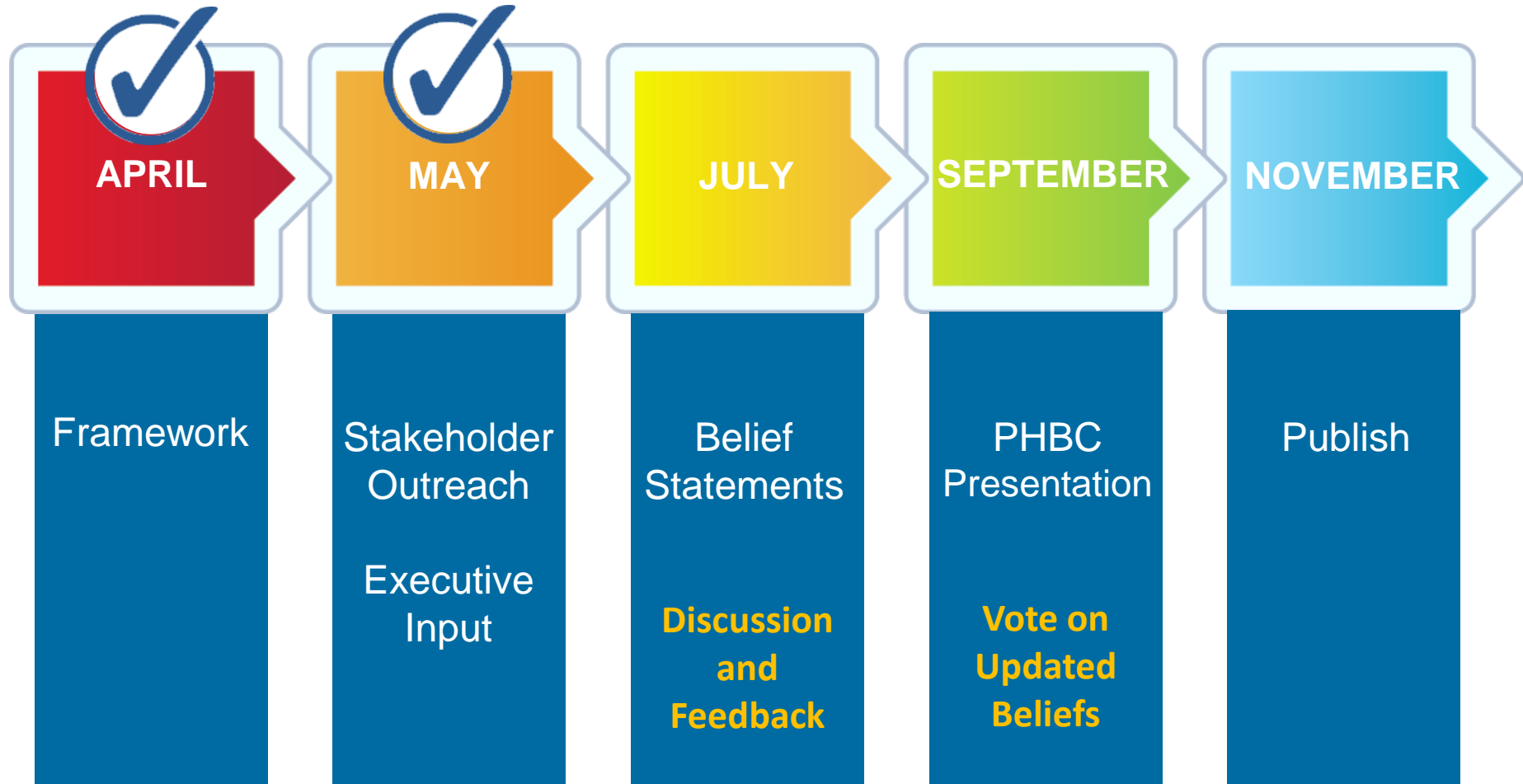


Framework

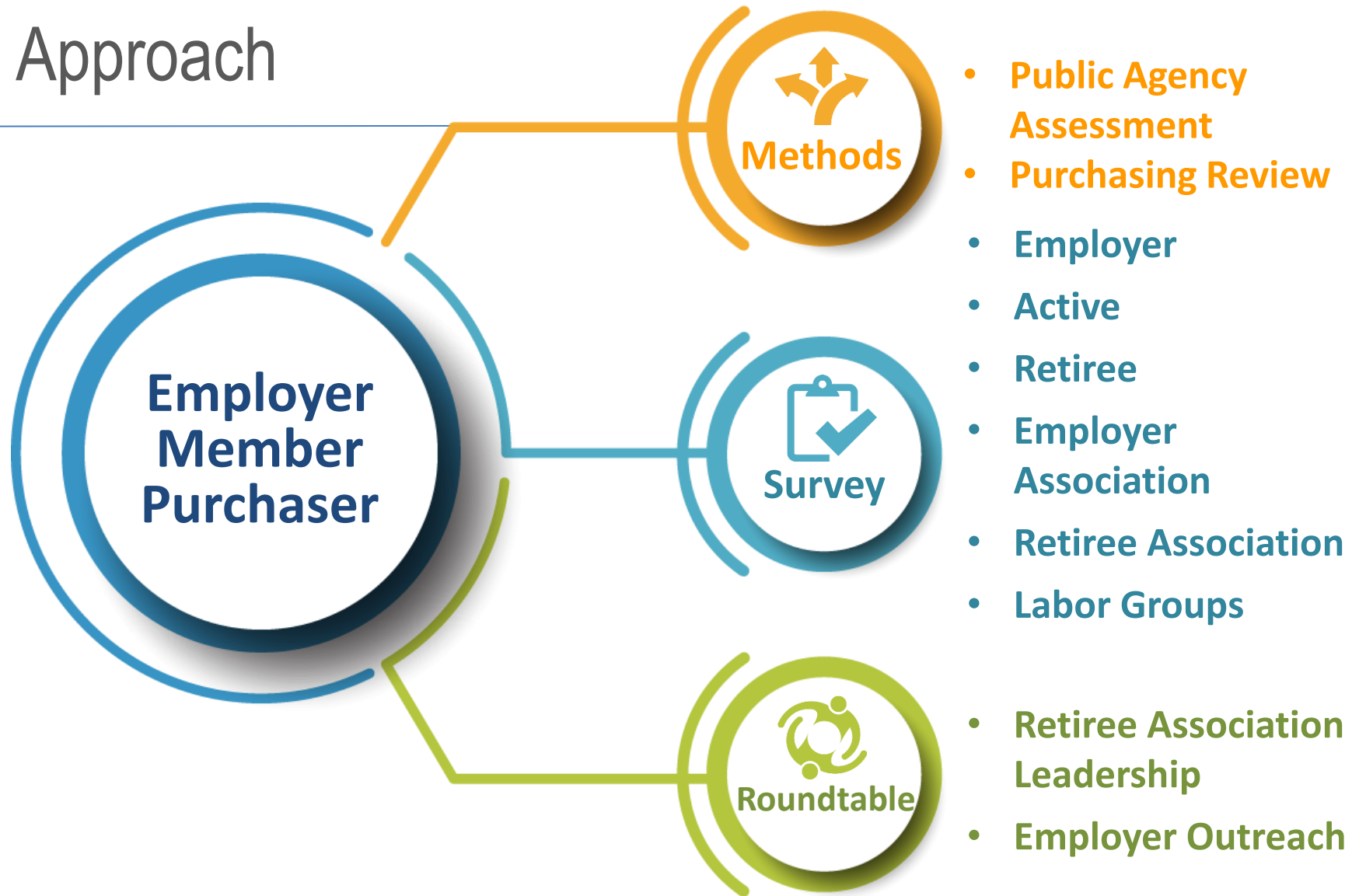


**Anticipated
Outcome**

Timeline



Approach



Survey Demographics

Stakeholder	Surveys Sent	Responses
Active Members	40,000	692
Retired Members		1,722
Employers	7,885*	225
Retiree Associations	9	7
Labor Associations	22	7
Employer Associations	20	3
TOTALS	47,936	2,656

Stakeholder Ranked Themes

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

Perspectives





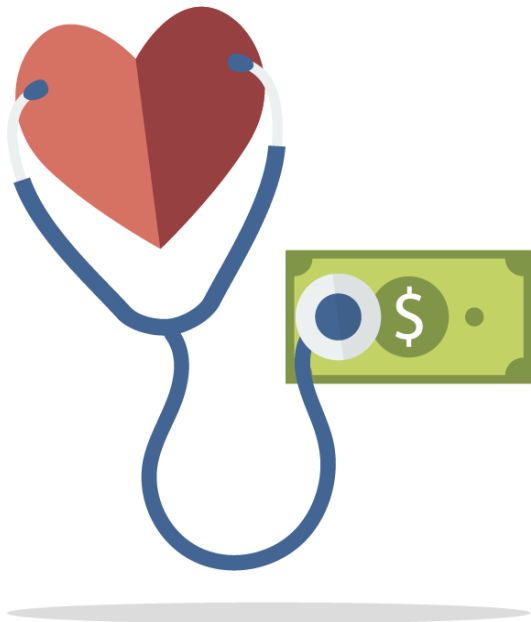
Health Care Beliefs- Board Discussion and Feedback

Considerations



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

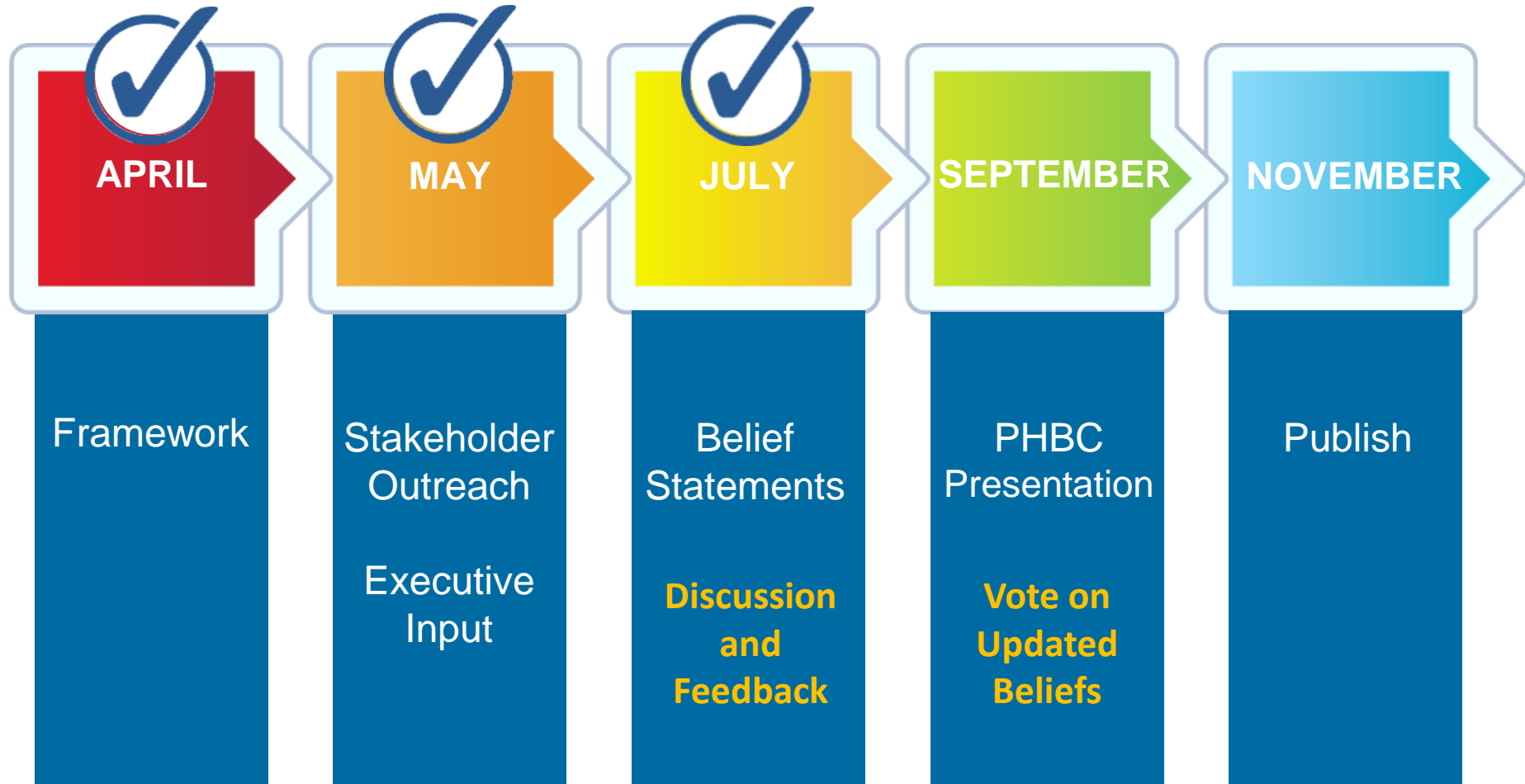
Engagement promotes
better outcomes



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



Thank You!

