

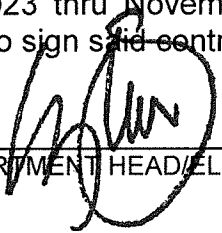
Resolution # 26-1

WHEREAS, Sangamon County employees are covered by various benefits which require the County to enter into agreements with benefit providers, and

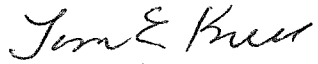
WHEREAS, with assistance of the County's benefit providers, the Human Resource office reviews the cost of providing these benefits and, on a contract-by-contract basis, either recommends renewal of existing contracts, re-negotiates contracts, or solicits new contracts from competing providers, and

WHEREAS, Memorial Health Systems was the only response to a RFP request for a contract for supplemental healthcare services for the upcoming year and have been negotiated in the best interests of Sangamon County and its employees, and

NOW, THEREFORE, BE IT RESOLVED that the Sangamon County Board, in session this 14<sup>th</sup> day of November 2023, approves the Memorial Health Systems contract renewal for the period of December 1, 2023 thru November 30, 2026, and furthermore authorizes the Director of Human Resources to sign said contract(s).

  
\_\_\_\_\_  
DEPARTMENT HEAD/ELECTED OFFICIAL

Approved by the Employee Services Committee on November 6, 2023

  
\_\_\_\_\_  
Chairman, Employee Services Committee

ATTEST:  
\_\_\_\_\_  
County Clerk

\_\_\_\_\_  
Chairman, Sangamon County Board

**FILED**  
NOV 07 2023  
  
Sangamon County Clerk

26-2

**Sangamon County  
Fringe Benefit Contracts Approval  
Attachment to Resolution for November 6, 2023 Board Meeting**




<u>Fringe Benefit</u>	<u>Vendor</u>	<u>Contract Term</u>
Supplemental Healthcare Services (Memorial Choice)	Memorial Health Systems	12/01/2023 – 11/30/2026

# Memorial Choice Renewal Strategy

WELLNESS SERVICES FOR:

SANGAMON COUNTY



-  Better Care
-  Better Health
-  Lower Costs

# Primary Care Building Blocks

## MHP Primary Care with 24-hour Access at All Memorial Care Sites

The Memorial Health Partners (MHP) proposal includes free enhanced access and services via existing sites of care at Memorial Care primary care and urgent care clinics and includes virtual care with no charges to the client's health plan or members. Services provided at these sites of care will be free to members and free to the client's health plan when care is included within the CPT code set (\$0.00 in charges will be billed to the TPA in order to continue to track utilization of services accurately). These services include the most common primary care and urgent care services, including wellness, prevention, sick visits, select in-office procedures, select labs and basic X-ray. When members access these services through the Nurse Concierge Line, same-day appointments are guaranteed.

### ADVANTAGES AND DIFFERENTIATORS:

- ☑ Using existing sites of care and existing providers means there is a much larger network of providers to utilize.
- ☑ Members with a Memorial provider get to keep their already established, high-quality care team.
- ☑ Care will be integrated across a system, reducing duplication of services and costs and improving hand-offs should care need to progress to a specialty or hospital service.



## MHP Virtual Care

In addition to free primary and urgent care services, the MHP proposal includes free virtual care with no charges to the client's health plan or members. Virtual care visits offer a safe, convenient option to speak with and see an Memorial Care provider through two-way technology from the comfort of your own home. Virtual care is available during regular Memorial Care business hours, 8 a.m.–8 p.m. daily.

### ADVANTAGES AND DIFFERENTIATORS:

- ☑ Incredibly convenient and straightforward system
- ☑ Perfect solution for busy parents trying to determine if their children can go to school or need to stay home sick during the early morning hours
- ☑ Improves worker productivity as a 10–15 minute break with a virtual visit can result in a care plan ready to go within an hour, without having to leave the workplace

# Population Health Products

## Nurse Concierge Services

To further improve convenience, access and productivity for the client's workforce and members, MHP has included in this proposal access to a dedicated nurse concierge service via a one-stop-shop phone call. Nurse concierge services are designed to answer basic medical questions for patients established with Memorial Care to assist in triaging patients to the right level of care, scheduling appointments with Memorial providers and coordinating other healthcare activities. When calling the nurse concierge service, members are guaranteed same-day appointments with a Memorial provider (when established), if needed, at any of the Memorial Care primary care or urgent care locations. Nurse concierge services are available Monday through Friday from 7 a.m. to 7 p.m. On-call services are also available during non-business hours so the patient can reach a nurse concierge representative when needed. Nurse concierge services will be closed on major holidays. If members are not established with a Memorial Care provider, the nurse concierge can provide limited services, such as establishing the patient with a Memorial Care provider and answering basic medical triage questions.

### ADVANTAGES AND DIFFERENTIATORS:

- ☑ A one-stop-shop phone call for all of the members' medical needs means that the nurse concierge will do the navigating and legwork, allowing members to use their time more productively.
- ☑ Nurse concierge services are able to schedule appointments for all Memorial providers, reducing calls and hold time.
- ☑ Nurse concierge services can help members navigate a problem and determine if the member should utilize primary care, urgent care or Emergency Department services based on their symptoms and needs, ensuring that members get the fastest, smoothest and most cost-effective services available.

---

## Care Coordination and Disease Management

As with any given population, in order to control total medical spend, special effort and focus must be given to the 10–20% of the client's population who drive 50–70% of the client's cost. MHP has a well-defined and high-functioning care coordination and disease management program that is included as part of this proposal. Based on claims data, HRA data, biometrics and data from our hospital and physician clinic medical records, MHP will stratify the client's population into high-risk, rising-risk and disease-specific risk groups. Members within these groups will be targeted, outreached and engaged in specific care coordination and disease management programs integrated with care from their primary care provider. Complex care management by an RN or LCSW will be utilized for high-risk members, with engagements lasting 6–9 months and focused around reducing spend and healthcare risk. Care management by an LPN or MSW will be utilized for rising-risk members, with engagements lasting 4–6 months and focused around controlling risk. Care gap management to close gaps in recommended care for members with disease-specific risk will be focused around diabetes, asthma and depression, as well as specific recommended, age-appropriate screening and prevention services. Employees and members must be established with an Memorial Care provider to access care coordination.

### ADVANTAGES AND DIFFERENTIATORS:

- ☑ Care coordination and disease management that is integrated as part of the primary care office, but also spans the entire continuum of care at Memorial Health and our partner specialty providers
- ☑ Goal-based care management focused on engaging members and arming them with the right information, knowledge and motivation to improve their health and well-being

26-6

- ⊗ High-functioning and well-established care coordination team that has achieved results in this market for the last five years with other local insured groups
- ⊗ Proprietary and home-grown care coordination and disease management software for aggregating, analyzing, risk segmenting, tracking and reporting
- ⊗ A care coordination team that is local and embedded in the clinic, streamlining communication between the member and the primary care physician

---

### Data Analytics and Reporting

MHP will provide the client with a dedicated account team. Monthly reports on progress, including utilization statistics, per member per month (PMPM) medical expenses by category, engagement rates, visit rates and estimated ROIs, will be provided from our proprietary population health software and electronic health record. Quarterly operations meetings with the account team will be established to discuss progress and strategize improvements, with ad hoc meetings available if needed.

### ADVANTAGES AND DIFFERENTIATORS:

- ⊗ The MHP proprietary software (PHEnOM) allows for the creation of both standard and ad hoc reports and analytics that match the client's needs and requests
- ⊗ Analytics focused on the client's patient population health needs to ensure cost containment and that patients receive the most appropriate and efficient care
- ⊗ Targeted utilization management driven through intelligent alerts built into PHEnOM, allowing for the MHP care coordination team to better work directly with high- and rising-risk patients who need specialized approaches to care
- ⊗ Smart metrics behind the PHEnOM software allow for monitoring patients' engagement with primary care providers, confirming that patients receive needed preventive care and that this care is cost-effective to the client
- ⊗ Dedicated data scientist with experience in onboarding multiple data sources (including claims), analyzing key data trends and building meaningful dashboards and scorecards for monitoring performance

### Employee Assistance Program (EAP)

Memorial Behavioral Health will offer the client a comprehensive Employee Assistance Program that will be available to all employees (even those not on the health plan) and dependents. This benefit allows for a quick, easy and zero-cost option for employees and their families to access behavioral health and counseling assistance in times of stress and/or crisis due to personal and professional triggers.

#### ADVANTAGES AND DIFFERENTIATORS:

- ☑ Intake coverage 365 days a year
- ☑ Video, telephone or face-to-face assessment and treatment of substance use disorders, career-related issues, relationship struggles, family concerns, acute stressors, effects of abuse, personal/emotional concerns, behavioral health diagnoses, work performance issues and other presentations related to overall behavioral health and mental well-being
- ☑ On-site critical incident response with a behavioral health professional upon the request of Sangamon County following critical or traumatic events that may impact multiple colleagues or parties

MHP leadership has extensive knowledge of the local market and benefit design strategies and tactics being deployed to improve member engagement and health.

## Enhanced Offerings

### Health and Wellness Options

As a part of the package, MHP will include health, wellness and occupational health initiatives designed to engage the client in healthy population health strategies, which further increase opportunities to reduce overall spend to the client's healthcare plan. Dedicated registered dietitians and wellness coaches lead a number of services, including personalized training sessions and group classes, wellness fairs, weight loss programs, diabetes management and prevention and nutrition services, all with the goal of sustaining overall health.

#### ADVANTAGES AND DIFFERENTIATORS:

- 🌱 Wellness fairs, which include biometrics screenings and health-centric resources to begin educating and working with members on better self-care
- 🌱 Health coaching utilizing point-of-care testing and identifying risk factors through the health risk assessment
- 🌱 Health indicator tracking based on employee population needs; indicators could include body mass index, fasting blood sugar, hemoglobin A1c or blood pressure
- 🌱 Health Assessment and Wellness Exam tailored to employee health needs
- 🌱 Tobacco-Free Me coaching program to help employees with smoking cessation
- 🌱 A certified diabetes education program by the American Diabetes Association, including individual and group education for adults
- 🌱 A weight loss program offering a way to lose weight and gain muscle; one-on-one meal planning with a registered dietitian and a physician-monitored weight loss program available
- 🌱 "Healthy You" Diabetes Prevention Program aimed at teaching lifestyle skills to prevent type 2 diabetes in high-risk individuals
- 🌱 Virtual and face to face cooking classes
- 🌱 Convenient drive-thru lab locations for wellness-related labs or testing
- 🌱 Easy telehealth platform options for employees to utilize to improve access, minimize time off work and provide convenience



# Financial Structure

## Guaranteed Savings on Primary Care

Sangamon County is guaranteed savings of 20% off the projected cost of medical services listed in the designated CPT list. This 20% guaranteed savings has been projected and accounted for in the fixed compensation fee charged to Sangamon County. Memorial will calculate the projected cost of medical services based on actual utilization from the previous plan year and multiple the result by 80% to arrive at the actual cost for the medical services and completed during that plan year. Memorial will then compare the actual cost to the amount incorporated as part of the fixed compensation fee charged to Sangamon County for that year. Should the actual cost be less than the projected cost originally charged, Memorial will repay Sangamon County the difference.

### ADVANTAGES AND DIFFERENTIATORS:

- ☑ By guaranteeing savings, Sangamon County is insulated from risk and ensures that if low utilization occurs, the county will recover any funds not utilized.

---

## Shared Risk on Total Medical Expense

MHP is looking to create a true partnership with the client. As such, MHP will tie its financial success to the success of the client's goal of reducing the trend on overall increases in medical expense and will create a scenario where MHP only wins when the client wins. Each year, MHP and the client will agree upon an actuarial projected per-member-per-month total medical expense, after adjusting for any benefit design changes. MHP will commit to working to reduce the actual medical expense experienced during the plan year. The first 3% of savings against the actuarial projected budget is retained by the client. Any additional savings over 3% is shared 50-50 between the client and MHP.

### ADVANTAGES AND DIFFERENTIATORS:

- ☑ MHP is committing to work on total medical expense, not just a portion of the total, and tie financial success to outcomes.
- ☑ Shared risk on total medical expense aligns the interests of both MHP and the client.
- ☑ The first 3% savings being retained by the client ensures that the client achieves more value than MHP.

## Rebate on Hospital Spend from Memorial Hospital Network Preferred Provider

As a bonus offering, at the end of each plan year, MHP will produce a rebate check of 5% off the total hospital spend if the client will commit to making Springfield Memorial Hospital the preferred hospital provider (for appropriate hospital services, with carve-outs for pediatrics, high-risk obstetrics, etc.) within their benefit design. By ensuring that members utilize Memorial hospital services wherever possible, MHP is better able to influence and control the cost of care and utilization of those services.

### ADVANTAGES AND DIFFERENTIATORS:

- ☉ MHP, as a wholly owned company of Memorial Health, is the only company that can offer a rebate on hospital services at local hospitals.

## Contract Timing and Summary of Expected Costs

Year 1	Dec. 1, 2023 – Nov. 30, 2024
Year 2	Dec. 1, 2024 – Nov. 30, 2025
Year 3	Dec. 1, 2025 – Nov. 30, 2026

## Employer Expenses

<b>EMPLOYER EXPENSES (based on 800 members)</b>					
MHP Operational Costs		Year 1	Year 2	Year 3	3 Year Total
Capitated Price for Primary Care Services	\$-	\$120,750	\$126,787	\$133,126	<b>\$380,663</b>
Employee Assistance Program (\$18 PEPEY)	\$-	\$14,400	\$14,400	\$14,400	<b>\$43,200</b>
Population Health Services (\$18 PEPEY)	\$-	\$14,400	\$14,400	\$14,400	<b>\$43,200</b>
<b>TOTAL EMPLOYER EXPENSE</b>	<b>\$-</b>	<b>\$149,550</b>	<b>\$155,587</b>	<b>\$161,926</b>	<b>\$467,063</b>

26-11



Better Care



Better Health



Lower Costs



Memorial  
Health