

# Blue Shield Medicare PPO Transition Update

Health Service Board Meeting • December 12, 2024

## Presenters:

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# Agenda

SFHSS Update	Blue Shield Update
HSS Implementation Dashboard	BSC Implementation Dashboard
Shared Success Metrics	Call Metrics
Call Metrics	Microsite Data
	Member Engagement Experience
	Looking Ahead

# Administrative Plan Implementation Progress

Workstream	Status	Target date	Key Call Outs
PeopleSoft	On Track	Jan 1 - Dec. 31, 2025	Payment & Deduction Files Jan. 31, 2025, CMS required HIPAA file additions April 2025, Regulatory Reporting Dec. 2025
Plan Documents	Complete	12/31/24	MAPD SBC was received 10/1/24, EOC on 10/10/24. The COB and PDP documents have not posted.
Rates	Complete	8/26/2024	Rates calculated 8/26/24, QA 9/11/24, Peoplesoft load 9/13/24
Salesforce	Complete	9/30/24	Case creation and routing rules 8/26/24, VSA onboarded 9/3/24, Modified to incorporate Blue Shield data
HIPAA EDI	Complete	12/4/24	Modification of HIPAA 834 Eligibility file and secure transmission to vendor
Cisco Webex	Complete	9/3/24	Set-up queue directly to Blue Shield

Status:

On track

At Risk

Missed

Complete

# Shared Success Metrics



## Resolving Member Issues

- Track first-call resolutions
- Track call reasons to help determine next mass communications opportunity
- HSS & BSC track both in-bound and outbound calls about MAPD PPO transition



## Reaching As Many Members

- Track microsite and search tool utilization
- Develop progress dashboard and issues log for joint resolution



# HSS Call Metrics – November 2024

## Call Volume



**137**

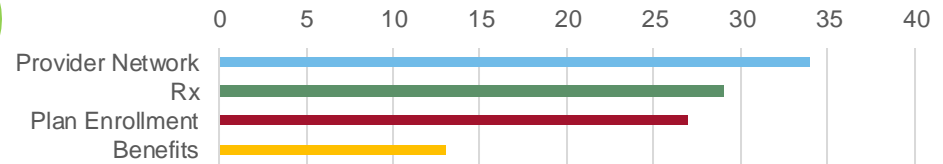
**BSC transition calls handled**

Oct 25th—Nov 27th

## Support Drivers Metrics



% Call Drivers



## Number of In-Person Interactions



**11**

**BSC transition interactions handled**

Oct 25th—Nov 27th

## HSS to BSC Calls



**168**

**HSS -> BSC Calls**

Members connecting with BSC through the HSS phone system

## Average Speed to Answer\*

**Goal: <180 secs**



**147 secs**

Oct 25th—Nov 27th

## Average Handle Time\*

**Goal: <10 min**



**13.5 minutes**

Oct 25th—Nov 27th

## First Contact Resolution

**Goal: >75%**



**90%**

Oct 25th—Nov 27th

\*Data reflects all retiree queue calls



# Blue Shield Update

# Blue Shield MAPD-PPO Transition Dashboard

Week ending on 11/29/2024			
Workstream	Status	Target date	Key Call Outs
Electronic File Enrollment and ID Card Mailing	At Risk	December 4	SFHSS to send enrollment file 12/4 & ID cards triggered in mid-December
Implementation Planning	On track	On going	Proceeding as planned.
Materials – Communications and OE Readiness	On track	July-October	Proceeding as planned.
Benefit Plans, Benefit Documents, Contracts, and Agreements	On track	Mid-August to December	Proceeding as planned.
Medical Transition for Prior Authorizations - Medicare	On Track	11/1, 1/13	Despite the challenges in gathering Prior Authorization data from UHC, Blue Shield of California will fulfill the CMS requirement for the 90-day continuity of care, including prior authorizations previously approved with no member action required.
Pharmacy Transition	On Track	August-January	Proceeding as planned
Post Implementation	On Track	February	Plans are in place to address pharmacy transition, prior authorization, and appeals and grievances.
Customer Care Readiness	Complete	August	Customer Care up and running,
Group Structure / Group Structure Reporting (GSR)	Complete	August 8	Completed on time.

Status:

On Track

At Risk

Missed

Complete

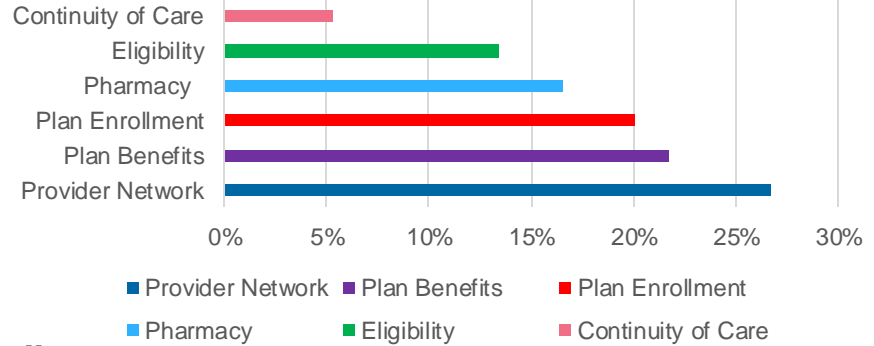
# BSC Call Metrics – November 2024

## Call Volume



**916**  
**BSC transition**  
**calls handled**  
 Oct 26th — Nov 30th

## Support Drivers Metrics



## Number of In-Person Interactions



**66**  
**BSC transition**  
**interactions handled**  
 Sep 30th—Oct 25th

## BSC to HSS Calls



**184**  
**BSC-> HSS Calls**  
 Members connecting with HSS through the BSC phone system

## Average Speed to Answer

**Goal: <180 secs**



**35 secs**  
 Oct 26th — Nov 30th

## Average Handle Time

**Goal: <10 min**



**13 minutes**  
 Oct 26th — Nov 30th

## First Contact Resolution

**Goal: >75%**



**100%**  
 Oct 26th — Nov 30th

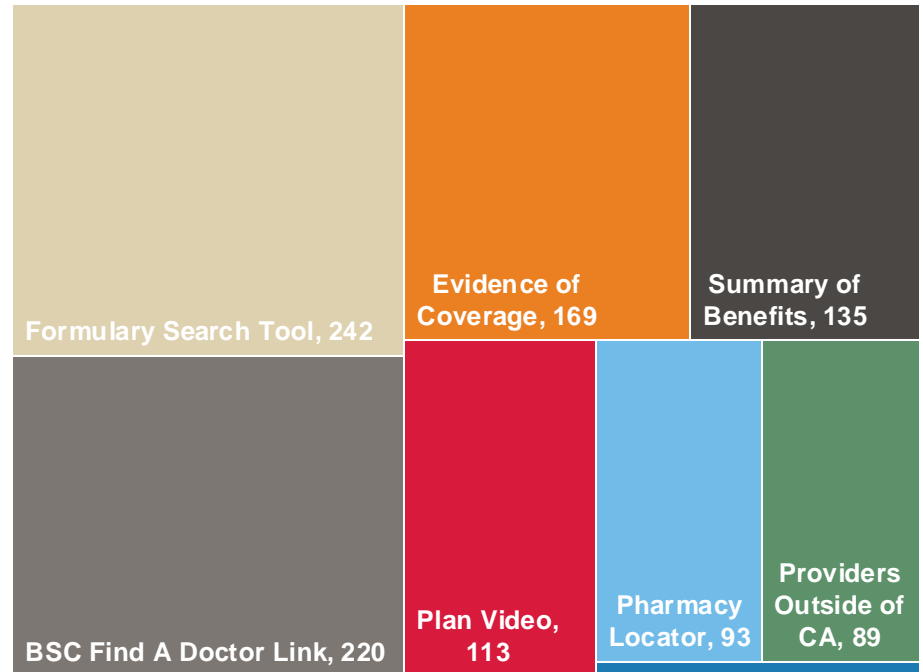


# Blue Shield Microsite Data – November 2024




## Top Visited Links on SFHSS Microsite: October 26 – November 30

Top Visited Micro Site Pages	Page Views
BSC Find A Doctor Link	220
Evidence of Coverage	169
Pharmacy Locator	93
Formulary Search Tool	242
Providers Outside of CA	89
Plan Video	113
Summary of Benefits	135
Telephone Number	8

### BSC TOP VISITED WEBPAGES



# Blue Shield Member Experience – ID Cards & Welcome Kits

Blue Shield 		SAN FRANCISCO HEALTH SERVICE SYSTEM	
California and National Coverage		Blue Shield Medicare (PPO)	
<b>Member:</b>	SAMPLE	<b>Group #:</b>	W0051448
<b>ID#:</b>	XRT980624178	<b>Card Issued:</b>	10/16/2024
<b>Copayments</b>		<b>Plan code:</b>	801
<b>Primary Care:</b>	\$5	<b>RxBin:</b>	026696
<b>Specialist:</b>	\$15	<b>RxPCN:</b>	77993322
<b>Urgent Care:</b>	\$20	<b>Issuer:</b>	80840
<b>Emergency Room:</b>	\$65		CMS H4937-801
 Prescription Drug Coverage		Medicare limiting charges apply. 	

- New Blue Shield Medicare ID cards and Welcome Kits are scheduled to arrive the week of 12/16/24.
  - Instructions for maintenance prescriptions with Amazon Pharmacy will be included with the Welcome Kits.
- If a member does not receive their card by 1/1/2025, they can call Blue Shield's Concierge Call Center at 800-370-8852, and Blue Shield will email a copy of their ID card to them.

## Blue Shield Member Experience – In Person Support

### ▪ **On-Site Support During OE**

- Assisted retiree with numerous prescription drug inquiries. Reassured medications were covered, and retiree was appreciative of personal attention and thoroughness provided.
- Assured retiree's preferred doctor, although out-of-network, was Medicare participating and would continue to see the retiree through the Blue Shield Medicare PPO plan.
- Educated retiree on the materials for the plan online that outlined all the plan benefits, providers, and pharmacy coverage. Assisted retiree to obtain mailed copies of materials from Member Services.

### ▪ **In-Person Town Halls**

- At an UESF Retiree Meeting, assisted retiree with 8+ providers in the San Francisco area and validated they all were in the BSC network. She was very happy and said she had at least 10 friends that were going to the same providers and she would spread the word.

## Looking Ahead

- We have transitioned **19,100** members who were enrolled in a UnitedHealthcare plan to a corresponding Blue Shield plan and corresponding non-Medicare plans with minimal interruption.
- Working with AON, we have developed a scorecard benchmarked against 4 and 5-Star plans. This will be used to monitor and ensure our members continue to receive the best care and service with Blue Shield. The measurement areas are:
  - Preventative care and screenings
  - Drug adherence
  - Medical care and disease management
- We are excited to help our members stay engaged in their health on their new Blue Shield Medicare PPO Plan starting January 1, 2025.

# Questions?

