

SHCC meeting notes 11-20-15
Gathered by Kathleen McCoy

Members attending: Melodee Monson, Danielle Dixon, Gwenna Richardson, Lesli Walls, Susan Mitchell, Maureen Hunt, Kayti Coonjohn, Arthur Hussey, David Bantz, Lisa Sporleder, Wendy Miles, Stacey Howdeshell, Kathleen McCoy

Key points:

- Erika Van Flein will be invited to all future SHCC meetings.
- Sara Rodewald of HealthyRoads updated the council on ongoing challenges to earn points for a \$600 reduction in premium costs for plan members and spouses. She said wellness program utilization is at about 40 percent; the university would like to see it at 70 percent.
- Kathleen McCoy provided a short report on the JHCC meeting in Anchorage (Nov. 11-12-13). Committee members asked for easier access to JHCC reports and the group discussed where to find them. [Here is the link to the JHCC site.](#)
- Majority of discussion circled around how to create more informed health plan consumers, given the difficult healthcare climate in Alaska. Ideas included:
 - A **flow chart** approach showing the path through auxiliary healthcare services [Patient Care, Best Doctors, Teladoc, Nurse Line, Premera Travel Benefit] so as to actively assist our plan members in becoming extremely consumer savvy
 - a **consumer-oriented website** aimed at plan users with easy-to-find answers for their top healthcare concerns; the group had the sense that UA Benefits, while a thorough catalog for benefits and services the university offers, is still very hard for unfamiliar healthcare consumers to navigate.
- We discussed that consumers don't look for the information until they face a situation; they often see and forget the details of information fliers that come intermittently or randomly.
- Kayti Coonjohn of UAS IT offered to virtually connect SHCC members for easier, real-time communication as we work on healthcare communication issues. Councilmembers discussed that this will be a several-year effort, and that the landscape will keep changing. Not an easy task.
- Discussion of phrasing "100% covered" which really means 100% covered of an allowed amount. Member gave example of an \$8,000 procedure covered at 100% of the allowed amount of \$400, not 100% of the procedure cost. Example of the confusion consumers face.

Action Item: SHCC voted to recommend that SHCC and JHCC create a joint taskforce to work on solutions to the extremely challenging healthcare climate in Alaska. Kathleen and Gwenna will take that forward to the JHCC meeting Dec. 2, 2015.

DOODLE POLL to be sent for meeting in about two weeks, right after JHCC.