

**SHCC Task Force on Consumer Info for health plan members**  
**Meeting: Teleconference Monday, Dec 14 3-4 pm**  
**Members are Stacey, Kayti, Danielle,**  
**Report by Danielle Dixon and Kathleen McCoy**

**Present:** Kathleen and Danielle. Stacey's job required her to be at a front counter and unavailable for the dial-in. Melodee is an alternate for whenever Danielle can't participate. And Kayti Coonjohn phoned me about Dec. 10 to toss around ideas, some of them represented in this report.

Here are highlights from the meeting:

**Committee mission:** To increase the consumer awareness of staff health plan members.

- We will work with Erika Van Flein on accuracy of our information. We don't want to set ourselves up in opposition to the UA Benefits folks, but rather work with their information but present it a way we believe will be more useful to employees. Instead of trying to be super-comprehensive, we see our information as targeted and consumer-oriented. Where are the red flags? Kathleen called Erika Van Flein on Tuesday Dec 15 and let her know of our plans. She agreed to help with accuracy and supports the effort for better-informed health care consumers.
- Given that we are moving toward producing either a website (Kayti's suggestion and expertise) and/or some PDF posters (Danielle's expertise), Kathleen agreed to reach out to Lockton who voiced some consumer information strategies at the November JHCC meeting. I'd like to tap into their expertise for our own consumer information campaign for staff. I'll call them and tap them for ideas.

**Web/poster ideas:** Please read and consider these rough ideas. New ideas are also welcome.

Simple posters that describe health care pits to avoid.

- First step: Find out if your doctor is in-network or out-of-network doctors: How to know. Why does it matter (allowables will be very low for out-of-network -125% Medicare)
- What if staying in-network means travel? A path through next steps.
- What is Teladoc and when should you use it?
- What is Nurseline and when should you use it?
- What is Patient Care and when should you use it?
- What are Premera's health travel benefits (apparently being expanded Jan. 1, 2016)?
- What is EAP and when should you use it?
- What is Best Doctors and when should you use it?

- In case of an emergency-best steps to take. (IE, how do you know you *NEED* the emergency room. Answer is probably NurseLine.)

#### **How a website might support this consumer education campaign:**

- Posters could be posted as PDFs for download and distribution across system. We could invite use of these downloadable posters by emailing staff governance leaders and council members across the system. Send them the URLs with a request to DOWNLOAD and POST. This email could include a short intro that describes the urgency and potential pitfalls for plan consumers, and why sharing this information is critical.
- Can the site also have a place for a discussion board for members to share information, ask questions, discuss experiences?(this is a question for Kayti)
- Could staff health plan members subscribe to this website so they'd be notified when new content is there, when a discussion is ongoing etc. (Also a question for Kayti)

#### **Task force leadership**

We have a co-president style of leadership on our UAA Staff Council. This seems to work well: Two people to support each other in pushing the agenda of the task force forward.

So we have possibly three options:

- Would someone like to join me for a duo-team lead?
- Would two others like to be team leads on this task force and I step down?
- Or does one of you prefer to lead alone?

We can discuss when we get together again. I have a call into JHCC to find out the date of their January meeting. I would suggest that SHCC meet shortly after that so we have the freshest info from JHCC to share with SHCC.

If we don't talk before the holidays, have a wonderful one!