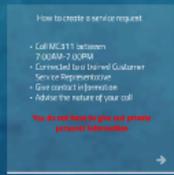
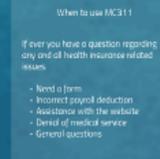
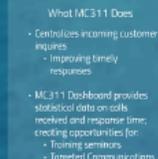
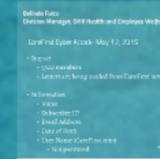




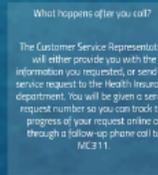
Montgomery County Retired Employees Association  
Annual Meeting  
June 8, 2015



WHY MCG 311?  
2014 Numbers

| Category         | Count | Percentage |
|------------------|-------|------------|
| Health Insurance | 1,234 | 45%        |
| Retirement       | 876   | 32%        |
| Other            | 543   | 20%        |
| Total            | 2,653 | 100%       |

Customer complaints with lack of timely response



Why MCG 311?  
2015 Numbers

| Category         | Count | Percentage |
|------------------|-------|------------|
| Health Insurance | 1,567 | 48%        |
| Retirement       | 987   | 30%        |
| Other            | 678   | 22%        |
| Total            | 3,232 | 100%       |



After-Hour Services...

**Montgomery  
County Retired  
Employees  
Association**

Annual Meeting  
June 3, 2015

Agenda- Health Insurance Team

- Introductions - Belinda
- CVS Health- Joni, Julie and Lissa
- Health Insurance Team - Karen
- CareFirst Cyber Attack- Belinda
- Communication Plan- Belinda



# Agenda- Health Insurance Team

- Introductions - Belinda
- CVS Health- Joni, Julie and Lissa
- Health Insurance Team - Karen
- CareFirst Cyber Attack- Belinda
- Communication Plan- Belinda





# Management of Compound Drugs and Topical Analgesics

# Compounds and Topical Analgesic Strategy Changes

**EFFECTIVE 7/1/2015**

**COMPOUND DRUG STRATEGY NOW A CORE PBM SERVICE**

- PA for all compound claims exceeding a \$300 threshold
- Exclusion of costly bases and bulk compounding powders & compounding kits

**EFFECTIVE 6/1/2015**

**SELECT TOPICAL ANALGESICS EXCLUDED FROM COVERAGE**

- **Select topical analgesics are not compound drugs; may be marketed contrary to the Federal Food, Drug and Cosmetic Act**

**Our goal is to help all clients avoid unnecessary expenses and protect members.**

These changes are intended for commercial plans only, not including Medicare Part D, Medicaid, EGWP or Marketplace Exchange plans. Change will take effect on active employees line of business  
1 For clients who implemented our recommended strategy. Source: CVS/caremark Enterprise Analytics, Book of Business Data, January 2014-March 2015. Projections based on CVS/caremark data. Individual results will vary based on plan design, formulary status, demographic characteristics and other factors. Client-specific modeling available upon request.  
2 CVS Health Enterprise Analytics, Compound Trends Tracking Dashboard for January 2014- March 2015, report run May 2015.



# WHY?

## Safety



More than **30 million prescriptions** are compounded in the U.S. each year<sup>1</sup>

They are **not approved by the FDA**; not required to undergo the same studies for **clinical efficacy and safety**\*

## Cost

Gross costs per compounded claim **increased nearly 1,700%**<sup>2</sup>

Average gross cost per 30-day script grew more than **10X over a three-year period**<sup>3</sup>

**Due to rising costs, safety concerns and aggressive campaigning by compounding pharmacies we are enhancing our drug management strategies.**

1. <http://www.brownscompounding.com/about-us/faqs.html> 2. BOB Employer only. CVS Health Enterprise Analytics, April 2014, data from January 2011 through March 2014. 3. CVS Health Enterprise Analytics, April 2014, Data from January 2011 through March 2014. \* FDA website.



# Impact to MCG Members

**MCG Total Population: 30k + members**

**Total Member Impact:**

**5 members with Topical Analgesics**

**152 members with compounds**

## **MCG Exception Process:**

**MCG members impacted by the compound change will go through the Prior Authorization Review process to ensure the compound meets the approval criteria if it exceeds \$300.**

**MCG members impacted by the Topical Analgesic change will be able to go through an exception process and if it is determined that the medication meets the approval criteria then CVS Caremark/MCG will approve the medication for payment.**

These changes are intended for commercial plans only, not including Medicare Part D, Medicaid, EGWP or Marketplace Exchange plans. Change will take effect on active employees line of business

1 For clients who implemented our recommended strategy. Source: CVS/caremark Enterprise Analytics, Book of Business Data, January 2014-March 2015. Projections based on CVS/caremark data. Individual results will vary based on plan design, formulary status, demographic characteristics and other factors. Client-specific modeling available upon request.

2 CVS Health Enterprise Analytics, Compound Trends Tracking Dashboard for January 2014- March 2015, report run May 2015.



# Karen Bass

## Health Insurance Manager

- SilverScript Update
  - 4209 Retirees Enrolled
  - Continuous coverage
  - PO Box Issues
- Retired- Now What? Presentations
  - Overview of Tools Available
  - Medicare Enrollment Requirements
- Open Enrollment- Dates will coincide with annual Medicare open enrollment period; Dates to be determined

**Belinda Fulco**

**Division Manager, OHR Health and Employee Welfare**

## CareFirst Cyber Attack- May 12, 2015

- Impact
  - 5500 members
  - Letters are being mailed from CareFirst now
- Information
  - Name
  - Subscriber ID
  - Email Address
  - Date of Birth
  - User Name (CareFirst.com)
    - Not password



# CareFirst Cyber Attack

## ACTION

- Disabled user names for Carefirst.com to reset user name and password
- Providing 2 years of credit monitoring and identity services
  - Ensure that you enroll by October 31, 2015 (Your code will not work after this date)
  - Visit ProtectMyID website to enroll:  
[www.protectmyid.com/CareFirst](http://www.protectmyid.com/CareFirst)
  - Provide your activation code (that will be on the letter you receive)



# CareFirst Cyber Attack

## Caution



CareFirst will NOT contact you by email or make unsolicited phone calls to you about this attack. Do not click on any links in email messages or provide any personal information in response.

Authentic emails from CareFirst related to your health coverage will contain a link to [www.carefirst.com](http://www.carefirst.com) where you will be required to provide an user name and password to access the site.



# OHR MC311 Partnership



Our focus for this re-launch will be to clearly communicate how employees can use MC311 while protecting their privacy; a believed concern for our customers.

## Goals

Our goal is to eliminate the complaints by clearly communicating the services that MC311 provides and those that the OHR Health Insurance Team delivers.

Sharing why it was necessary for MC311 to be the first point of contact for customers before going directly to the OHR Customer Care Service Team.



# WHY MC311?

## 2014 Numbers

| Department   | Area                          | # of SRs    | # of SRs meeting SLA        | % of SRs meeting SLA |
|--------------|-------------------------------|-------------|-----------------------------|----------------------|
| OHR          | Employee Benefits             | 1317        | 985                         | 74.7911921           |
| OHR          | Employee Health Insurance     | 143         | 133                         | 93.00699301          |
| OHR          | Participate Agency Health Ins | 3           | 3                           | 100                  |
| OHR          | Participating Agency Benefits | 22          | 9                           | 40.90909091          |
| OHR          | Retiree Benefits              | 1063        | 829                         | 77.98682973          |
| OHR          | Retiree Health Insurance      | 147         | 128                         | 87.07482993          |
| <b>TOTAL</b> |                               | <b>2695</b> | <b>2087</b>                 | <b>78.96148928</b>   |
|              |                               |             | June 1, 2013 - May 31, 2014 |                      |

Customer complaints with lack of timely response



# What MC311 Does

- Centralizes incoming customer inquiries
  - Improving timely responses
- MC311 Dashboard provides statistical data on calls received and response time; creating opportunities for:
  - Training seminars
  - Targeted Communications →

## When to use MC311

If ever you have a question regarding any and all health insurance related issues.

- Need a form
- Incorrect payroll deduction
- Assistance with the website
- Denial of medical service
- General questions



## How to create a service request

- Call MC311 between 7:00AM-7:00PM
- Connected to a trained Customer Service Representative
- Give contact information
- Advise the nature of your call

**You do not have to give out private personal information**



## What happens after you call?

The Customer Service Representative will either provide you with the information you requested, or send the service request to the Health Insurance department. You will be given a service request number so you can track the progress of your request online or through a follow-up phone call to MC311.



# The Health Insurance Team

The Health Insurance team generally responds to service request within 2 business days to meet with the service level agreement (SLA)

**Most times the response is sooner!**



## How to contact the Health Insurance Team

Locally: 101 Monroe St. 7th Floor Rockville, MD 20850  
Monday-Friday, 8:00 am - 5:00 pm

Walk ins: **NO APPOINTMENT NECESSARY**

Every day, all day:  
Visit [www.mc311.com](http://www.mc311.com)  
Fax: 240-777-5131

Monday - Friday, 7:00 am - 7:00 pm:  
Speak with a Customer Service Representative at  
MC311; call  
240-777-0311 (311 locally) or 1-877-613-5212 toll-  
free;  
301-251-4850 TTY



# After-Hour Services...

As easy as...

1



2



3



# As easy as...

1



2



3





News

County Executive

County Council (+)

Judiciary (+)

Agencies (+)

I Want To ...

# 50+ EMPLOYMENT EXPO



*Retool, Recharge, Reinvent*  
Monday, June 1, 2015  
10am-3pm





Silverscript Google Search

Google Custom Search

All results Human Resources Health and Human Services DOCR State's Attorney's Council Circuit Court Environmental Protection MC311 Permitting Services Budget Library Ethics Commission Fire Safety

About 36 results (0.22 seconds)

Sort by: Relevance

Retiree Benefits

SilverScript Medicare Part D Prescription Plan for 2015 Rx Image. Effective January 1, 2015: Medicare-eligible Montgomery County Government retirees and ... www.montgomerycountymd.gov/ohr/benefits/rji/egwp.html Labeled Human ...

Montgomery County Government and Silver Script

File Format: PDF/Adobe Acrobat Not for distribution without written permission from CVS/caremark. 00000. Agenda Items. •What's Changing for 2015. •Silver Script. •2015 Annual Enrollment ... montgomerycountymd.gov/.../Retiree%20presentationFINALrev.pdf

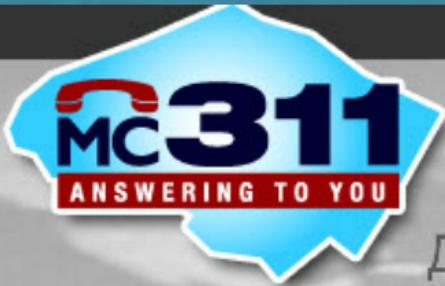
Search Results from



- Retiree - Prescription Plan Changes for Medicare Eligible Retirees

MC311 Search Tips





Bienvenido 歡迎 Bienvenue Welcome Chào mừng 환영  
Добро пожаловать **Call 311 To Get It Done!**



- [311 Home](#)
- [About MC311](#)
- [Announcements](#)
- [All Services](#)
- [Check Status](#)

## All Services

County Department: OHR

### Retiree - Prescription Plan Changes for Medicare Eligible Retirees

Effective January 1, 2015 Montgomery County Government will be moving to a Medicare Prescription Drug coverage, known as Medicare Part D, for all retirees, dependents and survivors who are eligible for Medicare.

The Office of Human Resources (OHR) Health Insurance Team and CVS/Caremark will communicate additional details throughout the year as they become available.

For further information about SilverScript, Caremark's Medicare Part D prescription plan administration, see links below or call SilverScript at 1.866.249.6167 consultants are available twenty-four hours a day.

Find more information from the following link(s):

- [Retiree Medicare Part D Prescription Plan \(EGWP+ Wrap\) for 2015](#)
- [SilverScript](#)



If you would like to speak to a Customer Service Representative, please call 311 (240.777.0311 from outside of Montgomery County) between 7:00 AM - 7:00 PM, Monday - Friday. If this is an emergency, please dial 911.

## SEARCH

Enter an English language keyword to search the 311 web site:

Results will be returned in English language

[Tips on Searching](#)

## Announcements

[Montgomery County Designated as Citizen-Engaged Community by Public Technology Institute](#)

## Top Services

1. [Ride On Real Time Arrival Information](#)
2. [Requests to Discuss Property](#)

# Why MC311?

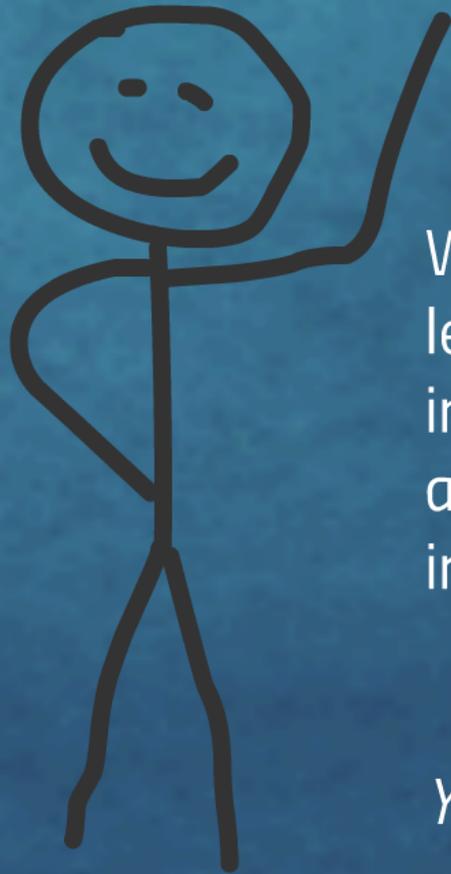
## 2015 Numbers

| Department   | Area                          | # of SRs    | # of SRs meeting SLA | % of SRs meeting SLA |
|--------------|-------------------------------|-------------|----------------------|----------------------|
| OHR          | Employee Health Insurance     | 3078        | 2900                 | 94.21702404          |
| OHR          | Participate Agency Health Ins | 28          | 27                   | 96.42857143          |
| OHR          | Retiree Health Insurance      | 3446        | 3090                 | 89.66918166          |
| <b>TOTAL</b> |                               | <b>6552</b> | <b>6017</b>          | <b>93.43825904</b>   |

June 1, 2014- May 20, 2015



# Thank you

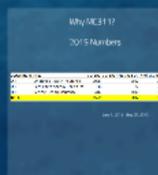
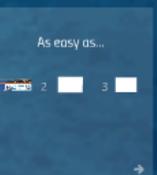
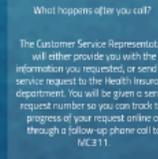
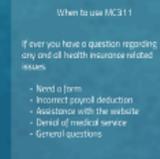
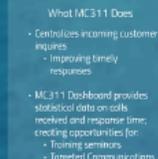
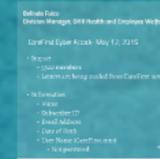


We hope you have enjoyed learning about your health insurance updates. Thank you for allowing us to serve your health insurance needs.

*Your OHR Health Insurance Team*



Montgomery County Retired Employees Association  
Annual Meeting  
June 8, 2015



After-Hour Services...