




Commonwealth of Massachusetts
Group Insurance Commission

COMMISSION MEETING

March 24, 2022

 MA Group Insurance Commission

 Group Insurance Commission

 @MassGIC

	Topic	Speaker	Schedule
I	Engagement Update (INFORM)	Erika Scibelli, Deputy Executive Director Matthew Veno, Executive Director	8:30-8:45
II	FY24 Medical Procurement Strategy Update & Discussion (INFORM)	Matthew Veno, Executive Director	8:45-9:45
III	Executive Session	Matthew Veno, Executive Director	9:45-10:25
IV	Adjournment from Executive Session	Valerie Sullivan, Chair Matthew Veno, Executive Director	10:25-10:30

Projected 2022 Calendar*

Jan 20	Feb	Mar 3	Mar 24	Apr	May 19	Jun 16	Jul	Aug	Sep 15	Oct 20	Nov 17	Dec 15
Presentation: FY23 Plan Design	No Meeting	Votes: FY23 Plan Rates & Design	Strategy Update	No Meeting	Vote: Trust Funds	Report: Annual Enrollment	No Meeting	No Meeting	Plan Audit	Annual Stewardship Meeting Report	FY24 Preliminary Rates	FY24 Preliminary Rates
Engagement Update		Report: Public Listening Sessions	Engagement Update		FSA Procurement Update	Vote: EAP Procurement Consultant			EAP Procurement Update	Vote: Medical Benefit	Vote: FSA Procurement	Vote: Pharmacy Benefit (PBM)
Report: Out of Pocket		EAP Procurement Consultant Update				EAP Procurement Update				Vote: EAP Procurement		
Public Info Sessions					FY23 Annual Enrollment							
Stakeholder Engagement				Health Benefit Procurement								

* Topics and meeting dates are subject to change



I. Engagement Update (INFORM)

Matthew Veno,
Executive Director

Erika Scibelli,
Deputy Executive Director



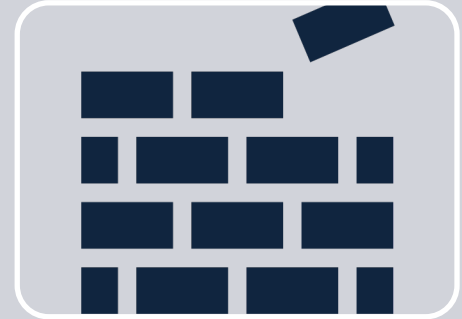
Refresh: Engagement Objectives



Clearly
communicate
GIC priorities
and timelines



Learn and
collect
feedback to
inform
strategy



Build
confidence in
an inclusive,
responsive
process

Meetings Held

Legislature

House and Senate Leadership

House Committee on Ways & Means

Joint Committee on Health Care Financing

Joint Committee on Financial Services

Joint Committee on Public Service

Republican Leaders' Offices

Open Invitation Legislative Briefing

Intergovernmental Partners

Center for Health Information and Analysis

Health Policy Commission Staff & Board Members

Health Connector Staff & Board Members

Executive Office of Health & Human Services / MassHealth

Other External Stakeholders

Commissioners

Labor Partners

Unicare

MassRetirees Leadership

Municipal Consultants

Providers

Behavioral Health Providers

Carriers

Academics and Industry Experts

Over the last month, GIC staff has worked to bring closure to these ongoing engagement dialogues as we approach release of the RFR on April 1st.

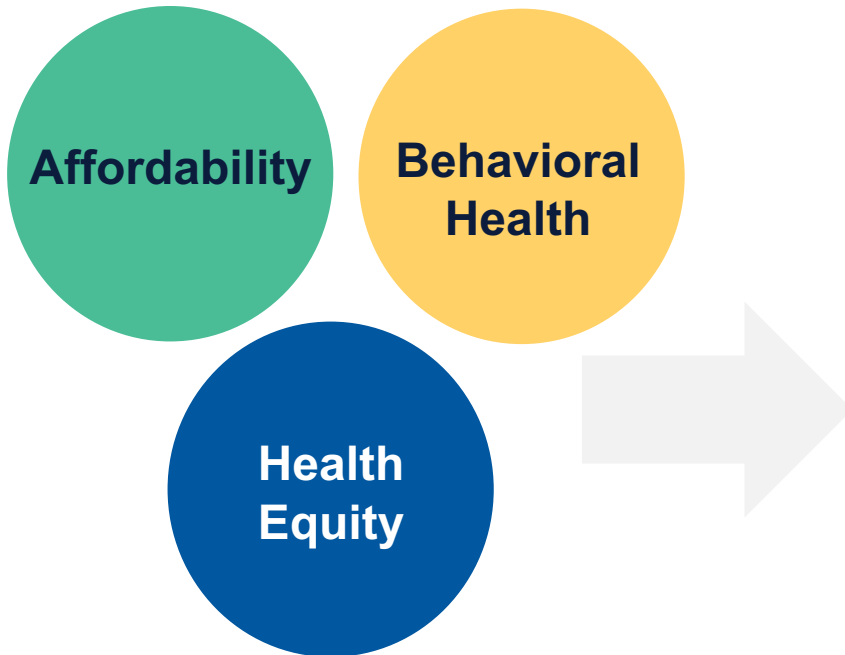


II. FY24 Medical Procurement Strategy Update & Discussion (INFORM)

Overview & Guiding Principles

- Over the last year, the GIC Strategic Sourcing Team (SST) has worked closely with WTW to develop the strategy for the Medical and Behavioral Health Request for Response (RFR)
- The Procurement Guiding Principles serve as a touchstone for the SST

Priority Areas of Focus



Procurement Guiding Principles

Utilize buying power to improve quality and outcomes for members as well as to make health care affordable by addressing underlying problems

Carefully consider and manage member disruption

Present low implementation risk

Improve access to mental health and substance use disorder services

Address diversity, equity and inclusion and social determinants of health

Improve member experience, including navigation

Play to the strengths of health plan partners and tap into specialized solutions to supplement weaknesses

Strategy Development Process

- Brainstormed and evaluated a wide variety of potential strategies
- Conducted a prioritization analysis, with the results summarized below
- Evaluated the identified priorities through market research, stakeholder discussions, and feasibility analyses to determine what to ultimately address in the procurement

Seeking to address via the Procurement

Affordability Framework

Network Innovations

Medical Drugs

Longer-term strategy separate from this Procurement

Clinical Condition Point Solutions

Third Party Centers of Excellence

Monitor market development for future consideration

Payment and Delivery System Reform

Direct Contracts with Provider

Not a priority at this time

Consolidation as a Strategy

High Deductible Health Plan (HDHP)

Vendor Portfolio

- GIC offers members an array of choices among health plan vendors
- Procurement enables the GIC to evaluate whether different vendors, or a larger or small number of vendors, can assist it in achieving its mission and strategic objectives
- Since GIC members consistently express that they value wide choice, the GIC weighs the impact of changes

Current State



FY24 Procurement

- The GIC is not pursuing vendor consolidation as a strategic objective
- Vendors will be selected based on their capabilities to meet the requirements expressed in the RFR
- Not all incumbents may choose to bid, not all bidders are guaranteed to be selected, and new vendors may be selected

Product Portfolio

- GIC offers specific plans through our vendor partners to give members a choice of plan types, including HMO, POS, and Indemnity plans
- Current options for members living outside of Massachusetts and border states are effectively limited to the UniCare Indemnity plan
- Current plan offerings have little variation in cost sharing, while the Member Preferences Survey offered guidance on members' appetite for changes to cost sharing

Current State

Active Plans

- Broad network POS
- Narrow and regional network HMO
- Indemnity

Medicare

- Supplement
- Advantage



FY24 Procurement

- The GIC has evaluated alternative plan types, such as High Deductible Health Plans, and has decided not to pursue new options
- The GIC will explore innovations on features (e.g., provider networks, tiering) of existing plan types, and options for those who reside out of area
- Plan design decisions are not baked into the RFR, rather will be taken up in early 2023

Affordability Framework

The GIC will utilize all the tools at our disposal to bring GIC trend in line with the Commonwealth's Health Care Cost Growth Benchmark, while using the RFR responses to determine whether new tools are needed.

Innovation

Bidders will be challenged to propose meaningful innovations in a variety of domains, and present detailed plans to achieve the affordability objective

Monitor

GIC will closely monitor performance of selected vendors on agreed-upon metrics through an improved suite of data analytics tools

Accountability

The GIC will hold carriers accountable for progress in implementing their plans and meeting metrics of success, and where necessary address other dynamics that threaten achievement of the affordability objective.

Priority Domains

The GIC will evaluate and explore opportunities to enhance affordability and related domains as part of the procurement, including:

**Provider
Discounts**

**Management of
Total Cost of
Care**

**Network
Innovations**

**Care
Management**

**Administrative
Fees**

**Medical Drug
Strategies**

**Digital
Engagement**

Data Analytics

Behavioral Health Access



The GIC will evaluate bid responses based on the demonstrated commitment to expanding and strengthening access to behavioral health services.

- ✓ Detailed, specific plans to strengthen and expand provider networks, including evaluation of out-of-network usage, and the use of digital, virtual and other tools
- ✓ Alignment with forthcoming implementation of the EOHHS Roadmap, including new provider types as they come online
- ✓ Creative, robust proposals to meet the needs of those suffering from Substance Use Disorder (SUD), including external partnerships where appropriate
- ✓ Advanced strategies to assist members in new and effective ways in navigating benefits and accessing providers

Health Equity



The GIC will evaluate bid responses based on the demonstrated commitment to advancing progress toward greater health equity.

- ✓ Adoption of EOHHS generated data standards for race, ethnicity and language data collection
- ✓ Demonstrate commitment to addressing systemic issues with underserved and disadvantaged populations within GIC membership
- ✓ Ability and willingness to offer creative solutions to address inequities in healthcare access and delivery
- ✓ Design and operationalize health equity-specific interventions to improve measured health disparities in the GIC population

What would a successful procurement look like?

Meaningful Choice

- Range of health plan options that blends popular offerings and refreshed high-value alternatives
- New and affordable options for GIC members living out-of-area
- Network-based plans that reflect the latest in innovative thinking
- Broad network plans with a reimagined approach to provider tiering

Affordability

- Expressed commitment to control GIC cost growth in alignment with the Ch. 224 benchmark.
- Market leading product offerings that provide value to all GIC members, no matter where they live.

Health Equity

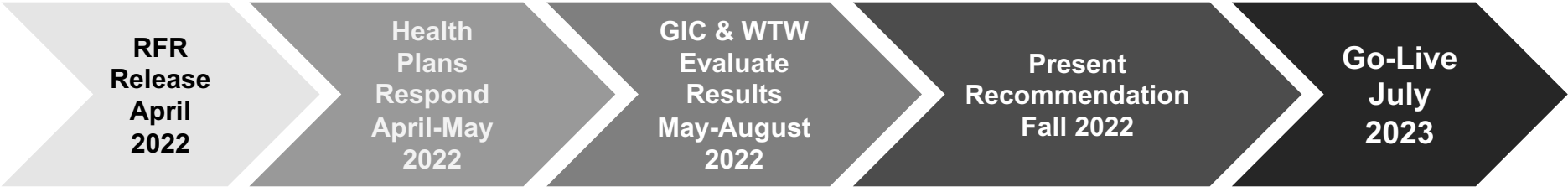
- Alignment with carriers on expectations for both near-term and long-term initiatives necessary to meet the unique needs of our members, no matter their circumstance or identity.

Behavioral Health

- Roadmap to ensure members have a more robust behavioral health benefit, and the tools and support to navigate this benefit.

Next Steps

The GIC team is working to finalize the RFR and is currently on schedule for an April release with the remaining schedule expected to follow the timeline below





III. Executive Session

Matthew Veno,
Executive Director



IV. Adjournment

Matthew Veno,
Executive Director

FY22 GIC Commission Meeting Schedule

Unless otherwise announced in the public notice, all meetings take place from 8:30 am - 10:30 am on the 3rd Thursday of the month. Meeting notices and materials including the agenda and presentation are available at www.mass.gov/gic under Upcoming Events prior to the meeting and under Recent Events after the meeting.

Please note these exceptions

- March will have two meetings: Thursday, March 3rd and Thursday, March 24th.
- April's meeting is canceled.

Please note these changes

- Until further notice, Commissioners will attend meetings remotely via a video-conferencing platform provided by GIC.
- Anyone with Internet access can view the livestream via the MA Group Insurance Commission channel on YouTube. The meeting is recorded, so it can be replayed at any time.

Upcoming Group Insurance Commission Meetings

		March 2022 24	April 2022 No Meeting
May 2022 19	June 2022 16	July 2022 No Meeting	August 2022 No Meeting
September 2022 15	October 2022 20	November 2022 17	December 2022 15

Appendix

Commission Members

GIC Leadership Team

GIC Goals

GIC Contact Channels

Commission Members

Valerie Sullivan, Public Member, Chair

Bobbi Kaplan, NAGE, Vice-Chair

Gary Anderson, Commissioner of Insurance

Michael Heffernan, Secretary of Administration & Finance

Elizabeth Chabot, NAGE

Joseph Gentile, Public Safety Member

Adam Chapdelaine, Mass Municipal Association

Patricia Jennings, Public Member

Edward Tobey Choate, Public Member

Anna Sinaiko, Health Economist

Christine Clinard, Public Member

Timothy D. Sullivan, Massachusetts Teachers Association

Tamara P. Davis, Public Member

Eileen P. McAnneny, Public Member

Jane Edmonds, Retiree Member

Melissa Murphy-Rodrigues, Mass Municipal Association

Gerzino Guirand, Council 93, AFSCME, AFL-CIO

GIC Leadership Team

Matthew A. Veno, Executive Director

Erika Scibelli, Deputy Executive Director

Emily Williams, Chief of Staff

John Harney, Chief Information Officer

Paul Murphy, Director of Operations

James Rust, Chief Fiscal Officer

Andrew Stern, General Counsel

Brock Veidenheimer, Director of Human Resources

Mike Berry, Director of Legislative Affairs

GIC Goals

1

Provide access to high quality, affordable benefit options for employees, retirees and dependents

2

Limit the financial liability to the state and others (of fulfilling benefit obligations) to sustainable growth rates

3

Use the GIC's leverage to innovate and otherwise favorably influence the Massachusetts healthcare market

4

Evolve business and operational environment of the GIC to better meet business demands and security standards

Contact GIC for Enrollment and Eligibility

	Enrollment	Retirement	Premium Payments
	Qualifying Events	Life Insurance	Long-Term Disability
	Information Changes	Marriage Status Changes	Other Questions
Online Contact	mass.gov/forms/contact-the-gic		Any time. Specify your preferred method of response (phone, email, mail) from GIC
Email	gicpublicinfo@mass.gov		
Telephone	(617) 727-2310		M-F from 8:45 AM to 5:00 PM
Office location	1 Ashuburton Place, Suite 1619 Boston, MA		Not open for walk-in service
Correspondence	P.O. Box 8747 Boston 02114		Allow for processing time. Priority given to requests to retain or access benefits, and to reduce optional coverage during COVID-19.
Paper Forms	P.O. Box 556 Randolph, MA 02368		

Contact Your Health Carrier for Product and Coverage Questions

- Finding a Provider
- Accessing tiered doctor and hospital lists
- Determining which programs are available, like telehealth or fitness
- Understanding coverage

Health Insurance Carrier	Telephone	Website
AllWays Health Partners	(866)-567-9175	allwayshealthpartners.org/gic-members
Fallon Health	(866) 344-4442	fallonhealth.org/gic
Harvard Pilgrim Health Care	(800) 542-1499	harvardpilgrim.org/gic
Health New England	(800) 842-4464	hne.com/gic
Tufts Health Plan (THP)	(800) 870-9488	tuftshealthplan.com/gic
THP Medicare Products	(888) 333-0880	
UniCare State Indemnity Plans	(800) 442-9300	unicarestateplan.com