

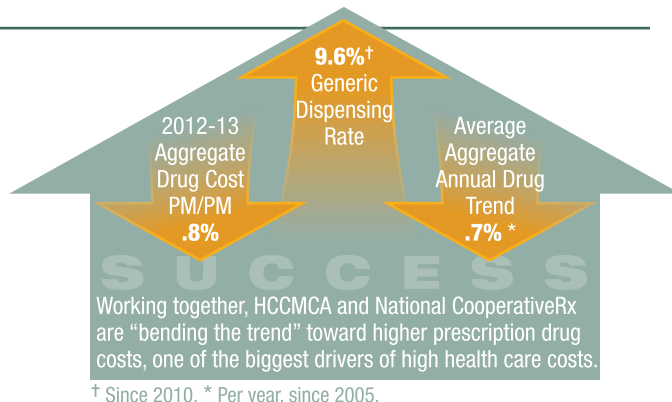
## Keeping Health Care Affordable For Workers And Their Families

### VALUE OF HCCMCA/NATIONAL COOPERATIVERX PARTNERSHIP DEMONSTRATED AT ANNUAL MEETING

The traditional gift for a tenth anniversary is made of tin or aluminum. But HCCMCA and National CooperativeRx celebrated with paper—the dollar bills that represent the savings the partnership has generated for HCCMCA member health plans and their employees.

In 2013, the contract and pricing terms negotiated by HCCMCA with National CooperativeRx, delivered nearly \$38 million in wholesale price discounts and nearly \$3 million in rebates to member health plans. Other services provided by National CooperativeRx—participation in the annual health fairs, prior authorization fees and clinical programs, for example—were valued at \$110,000. All of these savings, as HCCMCA Executive Director Fred Brown reminded attendees, “were delivered for a Coalition membership fee of just 20¢ per member, per month. That’s an important point to make as we focus on growing both the Coalition membership and the value we deliver to members.”

National CooperativeRx welcomed 30 new plan sponsors in 2013, representing an additional 27,115 participants. Brown noted with pride that 3 of those were new HCCMCA members representing 4,440 participants in the Pacific Northwest. In 2013, National CooperativeRx revenues topped \$1.9 million (123% of budget), while expenses came in under budget at \$1.7 million, resulting in net earnings of nearly \$200,000. Dividends of \$51,000 were paid to HCCMCA.



In her remarks, National CooperativeRx Vice President Deb Thomsen noted that the value proposition for HCCMCA also encompasses, “purchasing power, shared expertise, client ownership and control, flexible benefit design, a ‘turnkey’ approach to separating prescription benefits from medical benefits, transparency, disclosure and PBM capabilities.” Specifically, National CooperativeRx continues to negotiate varied clinical programs at reduced or no cost and has created specific plans to match plan sponsors’ appetite for aggressiveness, balanced with economic goals. That includes the ability to customize and modify Caremark’s clinical programs.

#### HCCMCA MADE SUSTAINING MEMBER

Further proof of the strength of HCCMCA’s relationship with National CooperativeRx came when the Coalition was made a Sustaining Member of the Cooperative. Brown was chosen to represent the Coalition on the National CooperativeRx Board.

Brown acknowledged the change in status, saying, “I’m honored to be on the board and excited at the prospect of working with the organization’s sales staff to identify growth opportunities in Alaska and the Pacific Northwest.” ■

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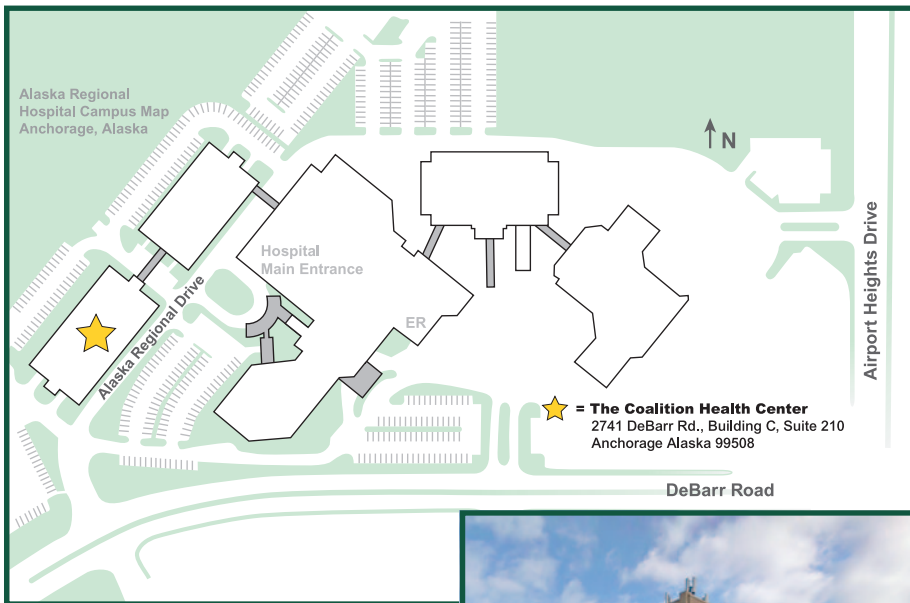
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Contact HCCMCA at:  
(907) 474-4226 or  
(888) 474-4226 (toll-free)  
[information@hccmca.org](mailto:information@hccmca.org)

# COALITION HEALTH CENTER UPDATE



One of the advantages of the Coalition Health Center is the ability to get a routine physical exam. Only, what is discovered is not always routine at all, but life changing:

- A nurse noticed that one patient appeared jaundiced. A blood test, done right at the Center, revealed that his liver was not functioning properly. He was referred for treatment and is much improved.
- In the course of a physical, a patient mentioned having blurry vision, which can be a sign of high blood glucose. Her lab results showed blood glucose of 350; normal range is below 100. Given that high blood sugar from untreated diabetes puts one at risk for blindness, kidney failure, stroke and heart disease, she was fortunate to have the problem identified. After seven weeks of medication and attention, her blood sugar is in the 150 range and her health risks have drastically decreased.



These healthy, heart-warming stories are just a couple of examples of the benefits the Coalition Health Center can deliver to members. And everyone who visits the Center feels one important advantage in his or her wallet: the cost savings realized by low copays and no charge for labs or medications dispensed at the Center. The cost of visiting the Coalition Health Center is capped at \$135. That is a far cry from the typical \$150 - \$300 office-visit fee in Anchorage.


The Center is staffed by experienced, master's level trained Family Nurse Practitioners with national certifications. Services include:

- Treatment for common non-work related injuries and acute/episodic illnesses, including symptom relief, diagnostic tests, laboratory services, care coordination and specialist referrals
- Preventive care services, including wellness visits, physicals, immunizations, lab tests and tobacco cessation services
- Generic and pre-packaged medications
- Chronic condition management
- Language translation services for more than 200 languages by telephone
- Pediatric health care for ages 2 years and up

The Center is open 7 a.m. to 7 p.m., Monday to Friday and 8 a.m. to 12 noon on Saturdays.

## CENTER MANAGER MEETING WITH HCCMCA MEMBER PLANS

Amberly Hobbs, H2U's practice manager at the Center, is available to meet with the boards of member health plans and for new hire orientations, chapter meetings, employee meetings and at local union meetings to describe the benefits of the Center and answer questions. She also can provide informational documents on the Center. The Center will be represented at the annual Health Fairs in Alaska (see Calendar p. 3 for dates and locations). Amberly can be reached at 907-264-1370.

To learn more about how your health plan would benefit from the Coalition Health Center, go to the programs page on [hccmca.org](http://hccmca.org) or visit the Center's website at [coalitionhealthcenter.com](http://coalitionhealthcenter.com). 

# WASHINGTON HEALTH ALLIANCE LAYS OUT ITS GOALS AND SERVICES

Mary McWilliams, executive director of the Washington Health Alliance (the Alliance), made her first appearance at the HCCMCA Annual Meeting, since the Coalition joined the Alliance in December, 2013. Her presentation detailed how the Alliance uses performance measurement and reporting to achieve its goals of reducing the price, overuse and underuse of health care services.

"We believe everyone has the opportunity to do better. No medical group or clinic excels at everything," McWilliams said. "Achieving significant improvement in overall regional results doesn't depend on just a few, it is incumbent upon everyone to improve to make a difference."

## ENGAGING PEOPLE IN THEIR OWN HEALTH CARE ESSENTIAL

McWilliams also shared the nine drivers of patient satisfaction with their primary care physicians (see side bar). Again, the results vary widely, but the 2013 survey results indicate growing appreciation for the importance of the patient experience.

A new Alliance program aims to get consumers more engaged with health

care by providing tailored health education material in the form of e-mail and newsletters, posters, surveys, videos, social media, and lunch-and-learn sessions. Called "Own Your Health," it will cover

four topics: the importance of having a primary care provider, understanding

what quality health care is, the importance of communicating with one's doctor and the need for follow through. To learn more about Own Your Health or the Alliance, go to [wahealthalliance.org](http://wahealthalliance.org)



## Nine Drivers of Patient Satisfaction

*Patient satisfaction with primary care providers is driven by how often providers:*

1. Make patients feel they are cared for as individuals
2. Listen carefully
3. Know the important information about the patient's medical history
4. Make things easy to understand
5. Answer patients' questions to their satisfaction
6. Show respect for what patients have to say
7. Spend enough time with patients
8. Provide easy-to-understand information about health questions or concerns
9. Are informed and up-to-date about specialist care

One effort is the Community CheckUp. It uses data from 20 sources to report on the effectiveness of the care approximately 3 million people receive annually from many of Washington's medical groups and clinics. Comparative data is available that draws upon nine years of claims history to track patients' care over time. Designed to be consumer friendly, the data is free and searchable on the [wacommunitycheckup.org](http://wacommunitycheckup.org) website.

## CALENDAR



### QUARTERLY MEMBERSHIP MEETINGS

August 20  
November 19

### INTERNATIONAL FOUNDATION OF EMPLOYEE BENEFITS – 60TH U.S. ANNUAL EMPLOYEE BENEFITS CONFERENCE

October 12 – 15, Boston Convention & Exhibition Center, Boston, MA

Fenway Park reception and tour sponsored by HCCMCA/National CooperativeRx/National Labor Alliance of Health Coalitions (NLA)  
Sunday, October 12  
9 a.m. – noon

### 2014 ANNUAL HEALTH FAIR DATES

#### Washington:

- Tri-Cities – September 27
- Spokane – October 4
- Bothell – October 25
- Kent – November 1

#### Alaska:

- Mat-Su – September 27
- Anchorage – October 4 & 5
- Soldotna – October 18
- Juneau – October 18
- Fairbanks – October 25 & 26
- Anchorage – November 8 & 9



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## READ ABOUT

HOW THE HCCMCA/NATIONAL  
COOPERATIVERX PARTNERSHIP  
SAVES MEMBER PLANS MONEY  
AND IMPROVES HEALTH CARE  
SERVICES ON P. 1.

*Since 1994, the Health Care Cost Management Corporation of Alaska, Inc. (HCCMCA) has been helping member health plans control health care costs by negotiating better pricing on health benefits and services than these same plans could achieve on their own. Current member health plans include 24 headquartered in Alaska and 16 headquartered in the Pacific Northwest.*

## ANNUAL HEALTH FAIRS EXPAND LOCATIONS



Bothell, Washington joins the list of annual Health Fair locations in 2014. The October 25 fair will be held in the offices of Operating Engineers Local 302. Bothell straddles the King and Snohomish county line, northeast of Seattle. In addition, a fourth Anchorage date was added this year.

Don't miss this opportunity for your plan's members to get cost effective medical services (screening tests, flu shots) and pick up information about improving their health.

In addition, vendors and community partners will pitch in to deliver useful health education and advice on topics from tobacco cessation to vision screening. Pre-registration is not necessary in Alaska, but it does save time in filling out paperwork.

Pre-registration is required for all Washington Health Fairs again this year. Attendance at the Health Fairs has steadily increased since 2008, and survey results indicate high satisfaction levels. Don't miss out on the opportunity to offer this valuable benefit to employees and their families.

As in prior years, HCCMCA will cover the costs of flu shots for all eligible participants. **To participate, contact:**

Lauren Smyrski  
[lcsmyrski@psfinc.com](mailto:lcsmyrski@psfinc.com)  
800-457-0220 (toll-free)  
907-865-6812

See Calendar on p. 3 for 2014 Annual Health Fair dates. ■