

— This Issue —

**Save Lives and
Money with Kidney
Disease Program**

Renalogic helps plans manage costs and participants manage their health, page 3.

**Three Ways to Get More
Value from HCCMCA**

The more services you use, the more your plan participants benefit, page 2.



COALITION HEALTH CENTER PUTS SERVICE ON CENTER STAGE

The Coalition is all about member service and satisfaction, so when we have an opportunity to improve on either of those, we jump on it. That is the motivation behind a few changes at the Coalition Health Center (CHC).

“When we opened the CHC last year, we knew the first few months would be a time to watch how things went and identify areas for improvement,” said Fred Brown, HCCMCA executive director. “We appreciate your patience while the CHC transitions to new management. In July, Beacon, an Alaska-based health care company took over the CHC. Having a more local management team will allow us to be more responsive, while still offering

the same wide range of services and high standard of care.”

The opening of a second CHC in Fairbanks is another way the HCCMCA is working to meet member needs, according to Brown. (*See story, p. 3*)

Both Coalition Health Center locations are open exclusively to members of participating HCCMCA health plans. For those plan participants, the CHC is:

Convenient: Appointments, call-ahead and walk-ins are all welcome. The CHC can handle urgent care, primary care and preventive care needs. Appointments should be made for routine and preventive care services.

Affordable: There is no cost to your plan participants when they receive health care at the CHC. They do not have to make a copay or meet the annual deductible.

Accessible: The Anchorage CHC is centrally located on the Alaska Regional Hospital campus with plenty of free parking. The Fairbanks CHC also will be in a convenient location with parking. (*See story, p. 3*)

Services at the Coalition Health Center

Both CHCs are staffed by professional health care providers—fully qualified nurse practitioners and physician assistants—who provide:

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THREE WAYS TO GET MORE VALUE FROM YOUR HCCMCA MEMBERSHIP

By becoming a member of the HCCMCA, your plan has already taken one of the most important steps toward providing more, better and more cost-effective health care options to your plan participants. The National Labor Alliance of Health Care Coalitions points out the vital role coalitions play in reducing costs through economies of scale and competitive bidding, for example.

But you may not know that the more Coalition services your plan uses, the more value and return on investment you can realize. Here are three ways to get more value from your HCCMCA membership:

1 Manage your plan's health care costs. The Coalition offers several services that help you contain costs and make sure you are getting the most value for your health care dollar:

- Credit balance resolution helps you make sure your plan pays the right amount on claims submitted by hospitals, insurance companies and commercial payers of health care benefits. Our provider, Optum, bases its fees on a percentage of the savings realized.
- Dialysis cost containment uses a customized usual and reasonable rate approach to re-price claims and save health plans money when members need this life-saving, yet costly, service.
- Discount PPO agreements give member health plans access to high-quality medical care at Alaska Regional Hospital in Anchorage, Mat-Su Regional Medical Center in Palmer,

Chugach Physical Therapy, Alaska Hand Rehabilitation and Ascension Physical Therapy in Anchorage.

- Aetna Joint Claim Administration provides access to Aetna's network of PPO providers nationwide. Your third-party administrator continues to provide member services, such as benefits determination, eligibility, and explanation of benefits (EOBs), while Aetna handles provider services and care management.

- Cost-saving prescription benefit management gives HCCMCA member plans volume discounts and significant savings on prescription drugs from CVS Caremark. National CooperativeRx provides independent program oversight including audits, contract negotiation and objective clinical and pharmacy benefit expertise.

2 Sign up for Coalition Health Fairs. Held in nine locations in Washington and Alaska, these are among HCCMCA's most popular and appreciated services. Your plan participants can get flu shots and low-cost health tests, including blood screening, prostate-specific antigen testing, thyroid testing and other preventive care services.

- 3** Enroll in options that deliver direct services to your plan participants. These include:
- Disease management provides information, one-on-one guidance and support for



individuals with chronic health issues such as asthma, diabetes, heart failure, chronic artery disease, COPD and musculoskeletal pain (delivered by Optum) and chronic kidney disease (delivered by Renalogic).

- Hearing care through EPIC gives your members a complete range of hearing aids and hearing-related services at discounted prices.
- Wellness and minor care clinic arrangements offer a low-cost way to obtain care for minor accidents or illnesses.
- Vision care through VSP includes providers located throughout Alaska, the Pacific Northwest and the US, who offer vision services, including exams, lenses, frames and contact lenses at discounted prices
- Coalition Health Centers on the Alaska Regional Hospital campus and soon to open in Fairbanks, offer extended hours, convenience, a range of care options and office visit costs—guaranteed by the Coalition—below the local average.

To learn more, go to hccmca.org, and click on Programs. ☐

New Chronic Kidney Disease Management Program Saves Lives and Money

Kidney disease is a killer. One in three Americans is at risk for chronic kidney disease (CKD), but most don't know it.

Dialysis, a life-saving treatment for people with CKD and end-stage renal disease, can be a budget buster for health care plans.

The HCCMCA's Dialysis Cost Containment and Chronic Kidney Disease Management program through Renalogic, can be a lifesaver for your plan participants and a cost-saver for your plan. Renalogic verifies the usual and reasonable rate for dialysis and helps your plan manage your costs. It also provides a free nurse

advocate program for your plan participants at risk of CKD and valuable education materials for all plan participants.

The PE71 and ASEA Local 52 Health Benefits Trusts are just two HCCMCA members now taking advantage of the CKD Management and Dialysis Cost Containment programs "This partnership has the potential to improve the health of our members," said Mike Williams, chairman of the board, ASEA Local 52 Health Benefits Trust.

Read more about the [HCCMCA's Dialysis Cost Containment](#) and CKD Management program at hccmca.org. □

Coalition Health Center Coming to Fairbanks

One of the biggest assets HCCMCA offers its members is strength in numbers. The opening of the Fairbanks Coalition Health Center (CHC) doubles the opportunities for members of participating plans to save both time and money when they need primary, preventive or urgent care.

Targeted to open late in 2016, the Fairbanks CHC is located in the Ridgeview Business Park, near the Parks Highway and Geist Road intersection. Like the Anchorage CHC, it will be managed by Beacon, an Alaska-based health care company.

The Center will feature six exam rooms equipped for X-rays and minor procedures. Services will include primary care (cough,

cold, sore throat, ear ache, cuts, fever, rash, immunizations and physicals), urgent care, as well as chronic and acute illness prevention and management. There will be an onsite pharmacy, laboratory and EKG equipment. As in Anchorage, the Fairbanks site will be staffed by skilled, trained providers and nurses.

Your plan participants will be able to make an appointment online, by phone or just drop in.

- Hours: Monday – Friday, 7:30 a.m. to 5:30 p.m. (last appointment at 5:00 p.m.).
- coalitionhealthcenter.com
- 575 Riverstone Way, Unit 1, Fairbanks, AK 99709 (Ridgeview Business Park). □

CALENDAR

HCCMCA QUARTERLY MEMBERSHIP MEETINGS

November 9 □

INTERNATIONAL FOUNDATION OF EMPLOYEE BENEFITS – 62ND ANNUAL EMPLOYEE BENEFITS CONFERENCE

November 13 – 16, 2016
Orlando, Florida

- **Join us for a WHALE of a time at the HCCMCA / National CooperativeRx Reception!**

Monday, November 14, 2016,
5:00p.m. – 7:30p.m.

Attendance will be limited, so be sure to RSVP as soon as possible by calling or emailing: Fred Brown (907) 474-4226 fred.brown@hccmca.org. □



Save the Date!

NATIONAL COOPERATIVERX AND HCCMCA ANNUAL MEETING

April 4-5, 2017

Annual Business Meeting:
April 5, 2017

Reception:
Evening of April 4, 2017

Hotel Captain Cook
Anchorage, Alaska □

3000 A Street, Suite 300
Anchorage, AK 99503

READ ABOUT NEW MANAGEMENT AT THE COALITION HEALTH CENTER, 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 27 headquartered in Alaska and 19 headquartered in the Pacific Northwest.



COALITION HEALTH CENTER PUTS SERVICE ON CENTER STAGE (cont'd from p.1)

Primary Care: Treatment for all kinds of conditions and illnesses, such as but not limited to: allergies, ear infections, strep throat, the flu, minor infections, rashes.

Urgent Care: CHC can handle minor injuries, such as but not limited to: stitching up cuts, bandaging sprains, setting broken bones, debris in eye and more.

Preventive Care: Make an appointment for routine exams and preventive tests, children's wellness visits, annual physicals, immunizations and lab tests.

Chronic Condition Management: One-on-one coaching and care are available to

help manage chronic conditions such as diabetes, asthma or heart disease.

Pharmacy: Prescriptions written at the CHC for common generics and pre-packaged medications can be filled on-site.

Wellness Services: Health and lifestyle coaching are offered.

Stay Up-to-Date with the CHC

The CHC has a newly redesigned website (coalitionhealthcenter.com/about-us/) and a brand new Facebook page (facebook.com/CoalitionHealthCenterAnchorage). You and your plan participants are

welcome to stop by anytime and see all that's available to the members of participating plans at the CHC!

Members of participating plans can make an appointment online, by phone or just drop in.

- New Hours: Monday through Friday, 7:30 a.m. to 5:30 p.m. (last appointment at 5:00 p.m.).
- (907) 264-1370
- coalitionhealthcenter.com
- 2741 DeBarr Road, Suite C210, Anchorage.

Please note that the CHC is not available to Medicare-enrolled members. □