



BlueCross
BlueShield

National
LABOR OFFICE

LABORMatters

MAY 2017

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The National Labor Office remembers those Americans that served our country in the armed forces.

We also salute our firefighters, teachers, nurses and police officers during the month of May.

★ International Firefighters' Day	May 4, 2017
★ National Teacher Appreciation Week	May 1-5, 2017
★ National Teacher Appreciation Day	May 2, 2017
★ National Nurses Week	May 6-12, 2017
★ National Police Week	May 15-21, 2017

Executive Director's Corner

A MESSAGE FROM THE NATIONAL LABOR OFFICE EXECUTIVE DIRECTOR, **BONNIE SUMMERS**

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"Nothing in life is to be feared, it is only to be understood. Now is the time to understand more, so that we may fear less."

– Marie Curie

On behalf of the National Labor Office and our NLO plans, we salute our armed forces on this Memorial Day and every day. In addition to our military personnel, did you know May is also a time of commemoration for ordinary people that make extraordinary sacrifices in our own local communities? Join me in commemorating firefighters, teachers, police officers and nurses for their commitment and impact to building healthy lives. As Marie Curie suggests, by learning and

understanding, those called to serve adopt a fearless sentiment in their daily work.

Spring has been quite busy for the NLO. In April, we once again supported the AFL-CIO Building Trades department at their annual Legislative Conference in Washington, D.C. We had the opportunity to speak with hundreds of union members and families. This month, we will attend the State and Local Government Benefits Association (SALGBA) conference in Anaheim. Our commitment to working with the public sector on providing superior health coverage has never been stronger. Next month, national labor leaders and healthcare experts will share their important perspectives of today's current events to BCBS Plans at our annual strategies meeting. I am excited to share more about our meeting in our upcoming issue.

I invite you to explore a recently launched partnership between one of our NLO plans and NLO strategic alliances on page 6. This partnership demonstrates the importance of collaboration in a healthcare world that is becoming increasingly more complex. On page 7, read more on the community service efforts of our NLO plans, once again championing the great work BCBS companies conduct in their local communities.

Now that summer is right around the corner, don't forget the BCBS resources that are in place to help you and your family while your travels take you away from home. For additional information regarding BCBS Plan programs, please contact your local Plan directly. If you have any questions about the NLO or this newsletter, contact us at 202.626.4815.

In unity,

A handwritten signature in black ink, appearing to read 'B. Summers', written in a cursive style.

Bonnie Summers, PAHM, CMCE, CHC
Executive Director
BCBSA National Labor Office

New Blue Cross & Blue Shield Of Rhode Island Analytics Tool Helps Employers Design Data-Driven Plans

Employer data gets 'smarter,' responds to employee health needs

Blue Cross & Blue Shield of Rhode Island (BCBSRI) has launched an analytics tool aimed at supporting employers in creating effective health plan designs to integrate workforce wellness and ultimately lower healthcare costs. Part of BCBSRI's Blue Insights health data platform, the tool provides employers with customized reports on utilization and healthcare needs, helping them make more informed plan decisions for their worksites.

With both Rhode Island's median age and utilization of key healthcare services higher than the national average, honing in on employee needs and utilization patterns can be important in driving members to high quality, affordable choices. An example of a trend influencing plan design might be a report showing high emergency room usage among employees due to unmanaged chronic conditions. In that case, the employer may decide to work with their broker and BCBSRI client management team to integrate a coordinated care plan that features a dedicated primary care provider for each member and primary care access on nights and weekends.

"This innovative resource furthers our goal of addressing healthcare affordability by offering employers a tool to better respond to their employees' health and wellness needs," said Kim Keck, president and CEO of BCBSRI. "With information at their fingertips that can support important decisions on healthcare benefits, employers can feel more confident about structuring a health plan that offers choices and the opportunity for employees to become more engaged in planning their care."

Developed with MedeAnalytics, the employer reporting tool is a Web-based application that measures and visualizes enrollment, utilization, financial and plan performance to create plan designs. Highly customizable, the tool offers automated reports that can be used to track medical, dental, pharmacy and vision data including:

- NETWORK PERFORMANCE,
- INPATIENT AND OUTPATIENT ANALYSIS
- TOTAL COST OF CARE

Blue Insights gives providers, employers, brokers and health plans the same data so that everyone on the team is connected for better health. Based on the information available, employers may choose to update their plan design at renewal to include lower cost network products, consumer directed plans or increased incentives for wellness. This also allows employees to be more engaged in healthcare decision making.

"The analytical capabilities we are deploying to our larger clients are completely changing the way we can support employers in meeting healthcare needs at a more affordable cost," said Sam Slade, vice president of the employer segment at BCBSRI. "Our team of clinicians, underwriters, analysts and wellness experts are leading the local market in directly assisting our employer clients and their consultants in a collaborative process of examining the data and modeling solutions."

Group customers with more than 100 covered employees and their brokers or consultants will have access to the data at no additional cost.

KICKING OFF SUMMER THE HEALTHY WAY

Tips for safe & fun travels

Aside from honoring those who served our country, Memorial Day marks the start of summer vacations and fun in the sun. It's easy to remember the Frisbee for a trip on the water or pop-up tent for a weekend in the woods, but don't forget the essentials. For starters, always carry your Blue Cross Blue Shield (BCBS) ID card with you to help you when you may be in a bind. Review our other tips to ensure your travels are safe, healthy and enjoyable.

1. Carry your BCBS ID card when you travel.

- Know your plan type
- Know your plan co-pays
- Contact your BCBS Plan with questions

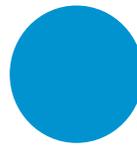
2. Remember your medications.

- Ensure your medications are clearly labeled
- Make sure your supply will last the entire trip
- When flying, always bring medicine in your carry-on

3. Know what to do in case of a health emergency. Contact your BCBS Plan to know what coverage you have while traveling.

- Visit provider.bcbs.com+ or contact your BCBS plan if you are traveling within the United States, Puerto Rico or the U.S. Virgin Islands.
- Use the Blue Cross Blue Shield Global Core mobile app* if you are traveling internationally.
- Know where to go and how to choose between the doctor's office, urgent care and the ER.





4. If you're going to be active on vacation, track your physical activity, set fitness goals and see your ongoing progress with the WalkingWorks program & mobile app (iTunes / Android).

5. When planning your next trip, visit Blue365 (www.blue365deals.com) to access travel deals that may be available to you as a BCBS member.

Do you have a travel tip you swear by? Tweet us @BlueLabor and let us know how you stay safe in the summer.

+Blue Cross and Blue Shield Licensees have made reasonable efforts to ensure that the list of providers displayed is up to date and accurate. Please call the provider before making an appointment to verify that the provider continues to be part of the network. Members should refer to their benefit contract or contact their Plan's Customer Service department to determine if the provider type is covered. Members should also ask Customer Service if the treatment requested from a network provider is covered. Neither the Blue Cross and Blue Shield Association nor any of its Licensees shall be liable for any losses, damages, or uncovered charges as a result of using this provider locator Web site or receiving care from a provider listed in this Web site.

*Members should refer to their benefit contract or contact their Blue Cross and Blue Shield company's Customer Service department to determine if the provider type is covered. Members should also ask Customer Service if the treatment requested from a listed provider is covered. If you are planning or already receiving treatment, please call the Service Center to determine if direct billing can be arranged between the provider and your Blue Cross and Blue Shield company. Neither Blue Cross Blue Shield Association nor any of its Licensees shall be liable for any losses, damages, or uncovered charges as a result of using this provider locator website or receiving care from a provider listed in this website.

Highmark teams with Best Doctors, Inc. to Improve Accuracy of Diagnosis through Virtual Second Opinions by Globally Renowned Medical Experts

Highmark, Inc., the nation’s fourth largest Blue Cross and Blue Shield-affiliated organization, and Best Doctors® today announced their partnership to provide virtual expert second opinions for Highmark members and their physicians dealing with rare or complex medical conditions. Best Doctors, the global leader in the effort to assure diagnostic and medical certainty, provides access to more than 53,000 of the world’s brightest minds in over 450 medical specialties, without the need for patients to travel far from home. Data from Best Doctors show that consultation with its experts results in corrected or refined diagnosis in 37 percent of its U.S.-based cases, and corrects or improves treatment in nearly 75 percent of cases.

“Improving the quality and value of care delivery is the mission that drives both our organizations,” noted Peter McClennen, CEO of Best Doctors, Inc. “Best Doctors’ partnership with Highmark is an example on how two companies with a shared vision can work together to transform health care and improve the patient experience.”

“Highmark chose to partner with Best Doctors on second opinions because their process is patient-centric and clinically collaborative,” said Charles DeShazer, M.D., chief medical officer at Highmark. “We like that medical decision-making remains at the local level with the treating physician because this fosters continuity of care.”

With the member’s permission, their Highmark case manager collaborates with a case manager at Best Doctors. Together they gather the member’s complete medical record, avoiding the fragmentation of records which often complicates the diagnostic picture. The information and scans are carefully compiled to help provide a clearer view of the patient’s entire history with the Best Doctors expert. These experts are clinically and academically accomplished, affiliated with national and global centers of excellence, and elected by their peers to the top five percent of U.S. physicians. They then undertake a structured and comprehensive review, devoting many clinical hours to each case, analyzing it from multiple angles in a criterion-based review before preparing their report which is shared with the Highmark member and their doctor.

“Medicine is a collaborative process and doctors learn from each consultation,” DeShazer added. “With Best Doctors, they’re gaining the opportunity to learn from the very best. Members may decline the second opinion, but experience indicates Best Doctors’ recommendations are incorporated into the treatment plan over ninety percent of the time, indicating the high value physicians place on these experts’ opinions.”

Highmark members with complex conditions and multiple comorbidities, elusive diagnosis, multiple hospitalizations and ER visits, and facing decision points in care are the best candidates for the program. Best Doctors will be available for Highmark’s fully-insured customers as well as to Highmark’s Affordable Care Act (ACA) members.

“The uncertainty of not knowing your diagnosis or receiving an incorrect one comes with a tremendous physical, emotional, and financial toll,” added McClennen. “This partnership between Highmark and Best Doctors represents an opportunity to reverse that negative impact and bring peace of mind to many patients simply looking for the right answers.”

For more information on Best Doctors, contact Justin Joseph at Ph: 617-359-5522 or jjoseph@bestdoctors.com

For more information on Highmark, contact Wendy Morphew at Ph: 412-544-3616, Cell: 917-697-1782 or wendy.morphew@highmarkhealth.org

Improving diagnostic accuracy and ensuring appropriate treatment supports the goals of the triple AIM

QUALITY IMPROVEMENT

Improve diagnostic and treatment accuracy through expert reviews of complex and critical care cases

COST CONTAINMENT

Minimize the costs of unnecessary hospitalizations, medications, treatments and surgeries

BETTER MEMBER EXPERIENCE

Provide virtual access to world-renowned medical experts to confirm optimal clinical pathway





Capital BlueCross First To Kick Off Unique Mentoring Program With Big Brothers Big Sisters Of The Capital Region

Capital BlueCross is teaming up with Big Brothers Big Sisters of the Capital Region as the first company in the region to participate in Beyond School Walls, a unique mentoring program for middle school students.

Twelve students from the district’s Marshall Math Science Academy will meet at least twice a month with a Capital BlueCross mentor at the company’s headquarters.

“The Beyond School Walls program is a wonderful opportunity for Capital BlueCross employees to make a tangible difference in young people’s lives,” said Capital BlueCross President and CEO Gary D. St. Hilaire. “As a community-based health insurance company, we are proud to go above and beyond by partnering with local organizations like Big Brothers Big Sisters. All of us at Capital BlueCross are happy to welcome students from Marshall

Math Science Academy and to be part of their journey as they learn about working in a professional environment.”

Capital BlueCross is the first company in Central Pennsylvania to participate in the Beyond School Walls program. During the program, students will learn professional and life skills. They will attend workshops on effective communication, healthy relationships, goal setting and teamwork. The program also will extend into the summer, with monthly events between Capital BlueCross employees and their mentees.

“Beyond School Walls is a research-based mentoring model that has data to support its success. It creates a trusting relationship between professionals and young adults, and inspires them to see a future beyond high school,” said Maddie Young, CEO of Big Brothers Big Sisters of the Capital Region. “Our hope is that by engaging youth in a workplace setting, we can role model, teach and instill the skills necessary for them to reach their fullest potential. This partnership will provide Harrisburg School District children with opportunities and experiences to foster future career success.”

The students were chosen to take part in Beyond School Walls after showing a commitment to academics, as well as demonstrating responsibility around behavioral expectations. In cooperation with Harrisburg School District, the students will be transported as a group to and from Capital BlueCross for each mentoring session.

Big Brothers Big Sisters of the Capital Region strives to develop meaningful relationships that change lives. The agency interviewed Capital BlueCross employees and matched them with their mentees based on compatibility. The mentor/mentee relationship will last for one year, with the possibility of extending beyond that time.

NATIONAL LABOR OFFICE 2017 EDUCATIONAL WEBINAR SERIES		
Month	Date	NLO Strategic Alliance
May	18	Davis Vision
June	22	BREVENA
July	27	United Concordia Dental
August	24	HearUSA
September	21	Teladoc

To register for a webinar, contact nlo@bcbsa.com or 202-626-4815.

Who should register?

- BCBS Plan employees
- Organized Labor Leaders, Health Care Bargainers, and Fund Managers
- Benefit Consultants
- Human Resource Administrators

EPIC Hearing’s March webinar discussed the importance of good hearing in employee wellness. Congratulations to Patrick Lynch, Wellmark BCBS, for correctly answering the challenge question.

Challenge Question: How many times more likely are hearing impaired employees to experience stress so severe, they must take a sick day? Correct answer: below.

For more on EPIC Hearing, visit <https://www.epichearing.com/>

Correct answer: 5 times. Source: EPIC Hearing.

2017 NLO CALENDAR OF EVENTS					
May	7 – 10	State and Local Government Benefits Association National Conference (Anaheim, CA)	Sep.	23 – 27	NCCMP Annual Conference (Hollywood, FL)
	16 – 18	SIIA Self-Insured Workers' Compensation Executive Forum (Asheville, NC)	Oct.	1 – 4	NCPERS Public Safety Employees Pension & Benefits Conference (San Antonio, TX)
	21 – 24	NCPERS Annual Conference & Exhibition (Hollywood, FL)		22 – 25	IFEBP Annual Conference (Las Vegas, NV)
June	1 – 4	LERA 69 th Annual Meeting (Anaheim, CA)	Dec.	6 – 8	NLO Fall Board of Directors Meeting (Nashville, TN)
	5 – 8	NLO National Labor/Management Healthcare Strategies Meeting (Savannah, GA)		11	Food & Drug Conference (Las Vegas, NV)

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*NLO strategic alliances do not sell Blue Cross and Blue Shield branded products. Strategic alliances are not BCBSA partners or joint ventures. In addition, there is not an employer and employee or principal and agent relationship between BCBSA and any strategic alliance, or their respective personnel.

Blue Cross Blue Shield Association is an association of independent Blue Cross and Blue Shield companies.

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