



LABORMatters

JANUARY 2018

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NATIONAL LABOR OFFICE Congratulates Newly Elected Leadership



DICK QUIGLEY
Board of Directors,
Chairman



MARTY LUTZEIER
Board of Directors,
Vice-Chairman

The NLO is pleased to announce that Dick Quigley, Vice President-Sales, Blue Cross and Blue Shield of Illinois (BCBSIL), has been elected as the NLO Board of Directors Chairman after serving as the NLO's vice-chairman. Marty Lutzeier, Regional Vice President-Labor, Anthem Blue Cross, will serve alongside Quigley as vice-chairman. Quigley and Lutzeier will serve a two-year term thru 2019.

A lifelong Chicagoan, Quigley manages a sales and account management team that oversees labor union Taft-Hartley Health & Welfare funds in all Health Care Service Corporation* states. In addition to the labor funds, his team also manages specialized accounts including Native American businesses, religious organizations, public housing authorities and other large self-administered commercial health plans.

"Our success is the result of many, many dedicated people working for a common cause to provide the technologies, products and expert customer service to our members," Quigley said. "I look forward to bringing these perspectives to the NLO."

Since 2000, Quigley has been a member of the NLO's Labor Advisory Committee, later joining its board. As a member of the education and

training subcommittee, Quigley was instrumental in developing the curriculum for the NLO's labor studies program at Rutgers University. Prior to joining BCBSIL in 1999, he served as Benefits Manager with the City of Chicago administering health plans for 40,000 active city employees and more than 25,000 city retirees. In this role, Quigley participated in the collective bargaining process related to health benefits with 42 separate labor unions representing city workers.

"Both Dick and Marty's extensive experience within labor and healthcare will help lead the NLO through an extraordinary period of transformation in the healthcare industry," said Bonnie Summers, Executive Director of the NLO.

Locally, Quigley is BCBSIL's liaison with the Illinois State AFL-CIO, the Chicago Federation of Labor, the Construction Industry Service Corporation, the Chicago and Cook County Building Trades and many local labor organizations.

Bargaining and compromise were part of everyday life as a member of a family of 11 living on the south side of Chicago. Quigley is a graduate of the University of Illinois at Chicago. ■



NATIONAL LABOR OFFICE

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WORKING FAMILIES

*Health Care Service Corporation (HCSC) consists of Blue Cross and Blue Shield of Illinois, Blue Cross and Blue Shield of Montana, Blue Cross and Blue Shield of New Mexico, Blue Cross and Blue Shield of Oklahoma and Blue Cross and Blue Shield of Texas.

Executive Director's Corner

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

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National Labor Office
1310 G Street, NW
Washington, D.C. 20005
202.626.4815
nlo@bcbsa.com
www.BCBS.com/nlo

Bonnie Summers
Executive Director
202.626.4836
bonnie.summers@bcbsa.com

Tony Saguibo
Executive Director - West Coast
202.626.4813
tony.saguibo@bcbsa.com

Fernande Georges
Senior Project Manager
202.626.4816
fernande.georges@bcbsa.com

Jon Fenech
Project Manager
202.626.8635
jon.fenech@bcbsa.com

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@BLUELABOR

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**“Application is a wonderful thing:
It makes what is excellent in others
belong to us as well.”**

– Voltaire

Happy New Year from the National Labor Office! The NLO is pleased to welcome its newest strategic alliance, Vitals, to the NLO. For more on Vitals, visit page 4. As we ring in the New Year, I also want to welcome Dick Quigley, Vice President of Sales at Health Care Service Corporation (HCSC), as the NLO's new chairman and Marty Lutzeier, Regional Vice President of Labor, Anthem Blue Cross, as the NLO's new vice-chairman.

The New Year is a fresh start for many members and labor unions. At this time, we assess our health, fitness, personal and professional lives to craft new and exciting goals to achieve. Consider how your BCBS Plan can help you achieve these new goals. For more on Blue Cross Blue Shield of Massachusetts' Smartshopper program and Care First BlueCross BlueShield's opioids initiatives, visit pages 5 and 6 respectively.

Later this month, I will attend the 15th Annual Made in America Conference. This Taft-Hartley Benefits Summit will bring together Taft-Hartley plan leaders for strategic discussions around health and welfare plans. Once again, the NLO will support the conference by speaking to the BCBS System's commitment to opioids solutions. Continue to read *Labor Matters* and visit www.bcbs.com to receive updates on opioids initiatives at BCBS Plans and throughout the BCBS System.

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,



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

Happy New Year!

On behalf of the National Labor Office,
have a prosperous New Year!



Insurer and Idaho Physician Groups Unveil Plan to Deliver Cost Savings, Choice and Better Care

Innovative Network Model Offers Idaho Residents New Care Options

Regence BlueShield of Idaho and community-based physician groups are announcing the establishment of the only statewide accountable health network in Idaho. The new network is known as the Regence Medical Neighborhood and it offers a wide range of options for consumers.

“The Regence Medical Neighborhood is one of the only statewide networks of its kind in the nation,” said Bill Bradley, vice president of Commercial Products for Regence. “Paired with our market-leading products, we’ve got solutions for Idaho that are truly new and different.”

How It Works

In the Regence Medical Neighborhood, people can choose one of seven primary care medical groups committed to high-quality care at an overall lower cost. The chosen group, or “Neighborhood,” becomes a primary care partner. Individuals and families in the Regence Medical Neighborhood can go to any network specialist and any network hospital they choose.

Tangible Cost and Care Improvements

The Regence Medical Neighborhood offers significant advantages over traditional broad or narrow networks. Notably, the primary care providers in the Medical Neighborhood beat the cost trend of the overall market through better management of

chronic medical conditions and greater awareness of the costs of procedures. These participating physician groups have been shown to improve quality by reducing unnecessary care, and have higher quality measures on the management of chronic conditions, prevention of readmissions and medication monitoring. Importantly for both individuals and employers, the better care and cost management achieved by this network model results in lower premiums.

“Giving Idahoans the opportunity to take advantage of this innovative network is really exciting for Regence and our outstanding physician group partners,” said Scott Kreiling, president of Regence BlueShield of Idaho. “We know the people and organizations we serve here expect us to develop and deliver health care options that raise the bar on care quality, while keeping affordability at the forefront. It’s so satisfying to be able to meet that expectation with our Medical Neighborhood solution.”

“This network expands the reach of our successful Total Cost of Care accountable health program, introduced in 2013, by bringing on additional physician partners,” said Melissa Christian, vice president of Network Management for Regence. “The program sets 17 targets for quality improvement in the care of our members, while providing the same cost analytics support to achieve an overall lower cost of care.”



Medical Neighborhoods will become available for people who purchase their insurance individually and for organizations with 51 or more employees, whether fully insured or self-funded, starting in the first quarter of 2018.

Providers as Partners

The physician groups – with their nearly 600 affiliated primary care physicians – participating in the Regence Medical Neighborhood Network include:

- Catalyst Medical Group
- Clearwater Medical
- Community Health Center Network of Idaho (CHCNI)
- Mountain View Medical
- Northwest Medical
- Primary Health Medical Group
- Saltzer Medical Group

Since 2013, Regence health plans have implemented more than 50 value-based agreements – including the Regence Medical Neighborhood – with providers across Idaho, Utah, Oregon and Washington. ■



Regence

Regence BlueShield is an Independent Licensee of the Blue Cross and Blue Shield Association.

Blue Cross and Blue Shield Companies Partner with Onduo on Three State Pilot Programs to Address Diabetes

Members to be matched with wireless glucose monitors, mobile apps, lifestyle support and team of health care experts

The Blue Cross Blue Shield Association (BCBSA) has partnered with Onduo, a new diabetes management company created by Verily (an Alphabet company) and Sanofi, on a pilot program that will provide eligible members with access to personalized and convenient diabetes care. The pilot is designed to measure type-2 diabetes outcomes including those relating to clinical improvement, cost and member experience. Pilots will begin in the first quarter of 2018 in Arkansas, Georgia and South Carolina with select Blue Cross and Blue Shield (BCBS) members who are eligible.



“Blue Cross and Blue Shield companies have a long history of bringing locally tailored, innovative programs to the communities we serve,” said Jody Voss, vice president of development, innovation and the group purchasing organization for BCBSA. “We are pleased to be able to continue this tradition by partnering with Onduo on a new diabetes management program that will help eligible members better manage their type-2 diabetes.”

The Onduo platform integrates hardware and software to provide people with access to personalized, convenient diabetes care. Participating BCBS members will be matched to the clinically appropriate interventions including wirelessly-connected continuous glucose monitoring devices, lifestyle support, medication review and a team of Onduo health care experts. In collaboration with the members’ local BCBS network doctor, the program aims to provide care and support to members when and where they want it. In this way, the Onduo platform will extend physicians’ support by providing guidance and continuous support to members between doctor visits.

“My experience as a physician led to an understanding of the importance of both supporting the patient at the time of a visit as well providing individualized support throughout the year,” said Josh Riff, CEO of Onduo. “Onduo’s goal is to increase access to solid, evidence-based interventions in a personalized manner. Managing diabetes is a 24/7 job that we want to make easier for members. We are thrilled to partner with the Blue Cross Blue Shield Association to help members receive the support and care they need to become healthier.”

Diabetes ranks third nationally for its impact on the quality of life and cost for the commercially insured population among more than 200 common diseases and health conditions, according to the Blue Cross and Blue Shield Health Index. The “health impact” of a specific condition reflects the prevalence and severity of that condition as well as the years of life lost due to disability and risk of premature death. ■

ABOUT ONDUO

Onduo is a joint venture created by Verily (an Alphabet company) and Sanofi that makes high quality diabetes care more personalized, accessible and affordable – with the overall ambition to make people with type-2 diabetes live their best lives.



National Labor Office welcomes Vitals as Strategic Alliance

Vitals empowers everyone to shop for their health care like an expert. We bring together cost and quality transparency along with innovative consumer engagement programs to help people select high-quality, lower-cost care. Vitals leads the market with incentive and engagement programs that pay people to shop. Our solutions achieve measurable and sustainable savings for consumers, employers and health plans. Vitals helps more than 120 million people each year access better, more affordable care.

For more information, contact Courtney Campbell at courtney.campbell@vitals.com.



MASSACHUSETTS

Blue Cross Blue Shield of Massachusetts Members Get Paid to Shop

New Smartshopper Program Gives Cash Rewards to Members Who Shop for Care

Imagine getting paid to shop. It sounds like a dream for some people. But for some members of Massachusetts' largest health plan, that dream is becoming reality.

Starting January 1, members and their covered dependents in Blue Cross Blue Shield of Massachusetts' (Blue Cross) self-funded employer plans who select the benefit will be able to participate in the new SmartShopper Program. This means they can earn up to \$250 in cash rewards per procedure when they shop for and get care from lower cost, quality providers for eligible procedures like MRIs, mammograms, and colonoscopies. There is no limit to the amount of rewards members can earn in a year.

Compared to other health care shopping programs, SmartShopper was the first to be fully integrated with a health plan's provider search tool. Using Blue Cross' Find a Doctor & Estimate Costs tool members can view what their out-of-pocket costs for a procedure will be while they shop, sort providers by quality rating and distance, and read and write reviews.

Blue Cross is partnering with Vitals on SmartShopper and recently launched a pilot with six cities and towns from the Massachusetts Interlocal Insurance Association (MIIA).

"We've had a long and successful relationship with Blue Cross and are always looking for new ways to partner with them to help Blue Cross members in MIIA make smart health and financial decisions for themselves and their families. That's why we jumped at the chance to test out this new program," said Chris Bailey, MIIA Health Trust Manager. So far, over 200 members have shopped for services, and Bailey expects that number to grow. "Once people hear how easy it was for their colleagues to shop and earn cash rewards, we think more will want to shop, too."

Karen Mastrianni, Blue Cross' Senior Director of Product Development and Management, said, "We're excited to offer SmartShopper to our self-insured accounts and members beginning 1/1/18. We've bundled SmartShopper together with our Find a Doctor & Estimate Costs tools to enable a comprehensive shopping and consumer engagement experience."

Joel Coffin, Blue Cross' Director of Consumer Transparency Solutions, added, "By leveraging our partnership with Vitals and the extensive work we have done with them over the past few years, we believe 2018 offers exciting new opportunities for our members to continue to take control of their health care costs. New programs like SmartShopper are a natural evolution that provide an opportunity to change the way people shop for care. Members can lower the cost of care while earning cash incentives."

How do members earn cash rewards through SmartShopper? All they need to do is:

- Log into their MyBlue account at www.bluecrossma.com/myblue. Access SmartShopper through our **Find a Doctor & Estimate Costs** tool and search for an eligible procedure.

OR

- Shop by calling a Personal Assistant at 1-877-281-3722 Monday through Thursday 8:30 a.m. - 8 p.m. or Friday 8:30 a.m. - 5 p.m.

AND

- Receive a service included in the program from a reward-eligible provider.



CareFirst BlueCross BlueShield Announces New Efforts to Combat Opioid and Substance Use in Communities and Among its Members

\$1.5 Million in Community Funding; New Treatment and Prescribing Initiatives

CareFirst BlueCross Blue Shield (CareFirst) announced new efforts to combat the region's opioid crisis in the communities it serves, as well as programs to address substance use disorders and provide addiction and behavioral health services to CareFirst members. The efforts include \$1.5 million in funding for non-profit community organizations for programs aimed at addressing substance use disorders, as well as new prescribing limits and treatment programs to limit opioid abuse and improve care for members battling addiction.

"The impact of opioids in the region we serve has been well documented," said CareFirst President and Chief Executive Officer Chet Burrell. "As the region's largest health insurer and one with a unique community mission, we want to take a comprehensive approach to address the opioid crisis for the greater community, as well as to create and promote policies and programs for our members that address addiction and its disastrous health impacts on the individuals and families we cover."

"Far too many individuals are familiar with the toll on our community caused by the use and abuse of opioids. It takes a toll on individuals, families, and the entire community. The Baltimore City Health Department (BCHD) has developed a comprehensive, three-pillar strategy to combat opioid addiction: prevent deaths from overdose and save lives, increase access to on-demand treatment and long-term recovery support, and provide education to reduce stigma and prevent addiction," said Baltimore Mayor Catherine E. Pugh. "But, this is one of those situations which you can never do enough to address, and where you always welcome additional partners and resources. I'm glad to be here today with

representatives of CareFirst BlueCross BlueShield. We know CareFirst as the area's largest health insurer, but the company is also one of the biggest corporate philanthropists in the region, and this effort is a great example of their commitment to greater Baltimore."

CareFirst is taking a number of steps to address opioid and substance use disorders:

- **Funding for Community-Based Initiatives:** In January CareFirst will issue a request for proposals (RFP) to community non-profit organizations serving the company's Maryland, Washington, D.C. and Northern Virginia Service area. Through an RFP to be issued in the 1st Quarter of 2018, a total of \$1.5 million will be awarded for programs and initiatives designed to directly address opioid use, addiction, and related issues.
- **Expanded Network of Specialized Addiction Recovery Centers:** CareFirst has in place and continues to develop a network of high-performing addiction recovery centers. These partners are leaders in intensive outpatient programs, providing highly individualized treatment, including relapse prevention, coping strategies and medication assisted treatment.
- **New Behavioral Health and Substance Abuse Program:** Because many individuals with addiction have co-occurring medical and behavioral health disorders, CareFirst has developed a Behavioral Health and Substance Use Disorder program through which primary care providers, nurses, and behavioral health providers can refer CareFirst members. In the program, members are assessed and connected to specially trained clinicians who work one-on-one with patients to identify

mental health providers, assist with access, and coordinate their overall care.

- **New Quantity and Duration Limits:** Based on Centers for Disease Control Guidelines for the Management of Chronic Pain, CareFirst implemented in October of this year new requirements related to opioid prescription quantity and duration limits.
- **Enhanced Prescription Drug Monitoring:** CareFirst monitors controlled substance pharmacy data to identify members with multiple prescribers/pharmacies, excessive use and high claims costs which indicate behavior patterns that signal possible misuse. Pharmacists notify providers of the member's utilization history and work with them to outline and address concerns.

"All of these efforts are intended to work together, both to address what has become a public health crisis, and beyond that to treat addiction for what it is – a chronic disease," said Dr. Daniel Winn, CareFirst Senior Medical Officer and Vice President. "Unfortunately, only one in ten people in the United States with addiction to alcohol and drugs are diagnosed and receive treatment – compared to 70 percent with hypertension or diabetes. Community-based efforts, new guidelines and programs to staunch the dangerous flow of opioids, and programs that comprehensively treat addiction and its attendant medical issues, are all necessary to address this pressing problem."

The community funding RFP is expected to be released in January. Details on how to apply and specifics on the types of programs eligible for funding will be available at that time at CareFirst Community. ■

NEW DIRECTIONS BEHAVIORAL HEALTH

National Drug and Alcohol Facts Week is January 22-28

Did you know that alcoholism affects **one in ten Americans over the age of 60?** And while the majority of people with alcoholism are men, women are more likely to become alcoholics late in life, according to the U.S. Department of Health and Human Services.

Why be concerned?

Even if someone has not had a drinking problem in the past, drinking the same amount of alcohol when we're older has a different effect on our bodies. Studies show that sensitivity to alcohol increases with age. That's because our ability to break down the alcohol slows as we get older.

One reason that alcohol abuse is dangerous is because it is tough to spot. Sometimes, the symptoms of alcohol abuse and alcoholism are confused with other conditions, such as depression. Sometimes they are thought to just be part of the natural aging process. Symptoms common to aging...sleep problems, falls, unexplained bruises, loss of appetite, failing memory...also could be indications of alcohol abuse.

HOW MUCH IS TOO MUCH?

In the United States, a standard drink is one that contains about 14 grams of pure alcohol, which is found in:



12oz BEER
5% Alcohol Content



5oz WINE
12% Alcohol Content



1.5oz DISTILLED SPIRITS
40% Alcohol Content

The USDA defines moderate drinking as up to 1 drink per day for women and up to 2 drinks per day for men.

*<http://pubs.niaaa.nih.gov/publications/womensfact/womensfact.htm>

What should you do?

First of all, to be at lowest risk, drink safely. The National Institute on Alcohol Abuse and Alcoholism recommends that women over 65 have no more than one drink per day; two per day for men. Some people should not even have this much. See the chart below and talk with your health provider to better understand how much is safe to drink.

The good news is that seniors who seek help for a drinking problem have a good chance for recovery. How come? Because they are likely to stick with treatment programs, according to the National Institute on Aging. Treatment may include medication, therapy, behavior modifications, or a combination.

If you or someone you care about may have a drinking problem, get help. Discuss alcohol use with your health care providers. Open up to your family members. It's never too late.

Learn alcohol reduction tips and how to apply them in your daily life by working with your Employee Assistance Program (EAP) or taking advantage of your behavioral health benefits. EAP and health plan counselors are experts at personal and workplace issues. Free and confidential support is on hand through counseling, online resources and more.

For more information, contact New Directions at 1-800-991-5638 or www.ndbh.com.



NATIONAL LABOR OFFICE EDUCATIONAL WEBINAR SERIES

Who should register?

- BCBS Plan Employees
- Organized Labor Leaders, Healthcare Bargainers and Fund Managers
- Benefit Consultants
- Human Resource Administrators

To register for a webinar, contact nlo@bcbsa.com or 202.626.4815.

SCHEDULE		
Month	Date	Strategic Alliance
January	25	Teladoc
February	8	AIM
March	1	Best Doctors
March	29	Vitals
April	26	BREVENA
May	17	Teladoc/Best Doctors
June	21	TBA
July	19	TBA
September	20	Teladoc/Best Doctors
October	18	TBA
November	8	Davis Vision
December	6	HearUSA

2018 NLO CALENDAR OF EVENTS					
Jan.	5 – 7	National LERA Meeting ASSA/AEA (Philadelphia, PA)	May	1 – 2	State and Local Government Benefits Association National Conference (Jacksonville, FL)
	21 – 23	Made in America (Las Vegas, NV)		15 – 17	Self-Insured Workers' Compensation Executive Forum (Charleston, SC)
	22 – 24	Consortium Sales Advantage Conference (Tucson, AZ)		13 – 16	NCPERS Annual Conference & Exhibition (New York, NY)
Feb.	28 – 30	NCPERS Annual Legislative (Washington, D.C.)	June	11 – 14	Rutgers – BCBS Labor Studies Program (New Brunswick, NJ)
	15 – 20	National Labor Management Conference (Hollywood, FL)		14 – 17	LERA 70th Annual Meeting (Baltimore, MD)
Mar.	20 – 22	Consortium Healthcare Forum (Scottsdale, AZ)	Sep.	10 – 12	NLO Fall Board of Directors Meeting (St. Paul, MN)
	5 – 7	SIIA Self-Insured Health Plan Executive Forum (Charleston, SC)		24 – 26	NCCMP Annual Conference (Hollywood, FL)
Apr.	12 – 15	NLO National Labor/Management Healthcare Strategies Meeting (Scottsdale, AZ)	Oct.	14 – 17	IFEBP Annual Conference (New Orleans, LA)
	14	IBEW Construction & Maintenance Conference (Washington, DC)		21 – 24	NCPERS Public Safety Employees' Pension & Benefits Conference
	15 – 18	AFL-CIO Building Construction Trades Department (Washington, DC)	Dec.	10-12	Food & Drug Conference (Las Vegas, NV)
	16 – 18	NLO Spring Board of Directors Meeting (Washington, DC)			
29 – 30	State and Local Government Benefits Association National Conference (Jacksonville, FL)				

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

Follow us on Twitter @BlueLabor

1310 G Street, N.W.
Washington, D.C. 20005
www.bcbs.com/nlo

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