

Letter from the Administrator of the Oregon Educators Benefit Board (OEBB)

OEBB's contributions to the OHA mission

The OEBB supports the Oregon Health Authority's vision of a healthy Oregon and its goal to improve the lifelong health of all Oregonians. OEBB is focused on improving the health status of its members and access to quality care and has taken several actions to increase the quality, reliability, and availability of care for its members in accordance with the OHA.

The Oregon Educators Benefit Board designs, contracts and administers benefit plans for about 145,270 educational entity employees and early retirees, and their eligible dependents, in 231 school districts, education service districts, community colleges and charter schools throughout Oregon. The Board's mission is to provide quality health care plans and other benefits that are affordable to the employees, the state and taxpayers.

OEBB changed the way educational entities provide benefits for their employees. In the past, educational entities purchased plans for their employees through one of two health trusts, through brokered plans, or through direct contracts with carriers. Now, most are benefiting from the pooled purchasing power available through OEBB. The Board also provides oversight and management of coverage for eligible retirees of Oregon's educational entities. The OEBB benefit plans currently include coverage for health, dental, vision, life, disability and accidental death and dismemberment and will add long-term care and employee-assistance programs in 2010.

OEBB works collaboratively with educational entities, members and carriers to offer benefit plans that support evidence-based practices, hold carriers and providers accountable for outcomes, provide affordable, high-quality benefits and ensure adequate access for healthcare needs. OEBB is committed to designing and delivering benefit plans that support the members' health through measurable healthcare outcomes and member education.

The Board consists of 10 members appointed by the Governor that include representatives from districts boards, management and non-management and two individuals with expertise in health policy or risk management. The Board holds public meetings at least monthly to make policy and program-related decisions in the areas of:

- Designing, purchasing and contracting for benefit plans valued at \$736,054,465 million annually.
- Managing enrollment and premium payments for educational entities and carriers.
- Designing evidence-based programs and benefits that improve members' health and ensure high quality care and services.
- Developing and administering rules that govern the program.
- Communications with members and entities about benefits, operations and Board actions.

OEBB works to improve member health and ensure high quality plans by:

- Developing and maintaining value-based plans that encourage the use of evidence-based services while discouraging the use of low-value or inappropriate services.
- Designing evidence-based benefits and programs that assist members in addressing chronic conditions and health risk factors.
- Regularly monitoring the health status of members through claims, clinical and survey data.
- Working with carriers to monitor and improve systems of care and provider services.
- Requiring that patient safety provisions be included in OEBB carriers' contracts with hospitals and other facilities.
- Working with stakeholders and educational entities to encourage the establishment and maintenance of worksite wellness programs.
- Requiring that OEBB carriers ensure that contracted physicians, providers and facilities render quality care at a sustainable cost.

Organization

OEBB is organized into operational and administrative areas.

Program and Policy: Leads efforts supporting employee health, cost containment, and evidence based health policy.

Communications: Oversees all mediums of communications with OEBB stakeholders.

Client services: Administers MyOEBB, the online benefit management system, and provides technical support. Provide customer service to OEBB members, educational entities administrative staff and the contracted insurance carriers.

Fiscal: Performs monthly premium collection, reconciliation and pass-through of \$1.4 billion biennially using the online MyOEBB system.

Contracts: Oversees the development, execution and management of all OEBB contracts and ensures their legality.

Administration: Leads OEBB's strategic planning, policy and ongoing administrative activities. Ensures Board has the resources necessary to meet all statutory requirements and the needs of its members and participating entities.

Administration

OEBB has executed a consistent delivery of administrative support to all educational entities in all regions of Oregon through the use of **Creativity and Innovation** (an OEBB Guiding Principle) by clearly defining the roles and responsibilities of OEBB, entities and carriers from the outset.

In order to identify specific services and functions related to the administration of benefits and the level of complexity involved, OEGB conducted extensive surveys of educational entity personnel to gain an introspective look into the “pre-OEGB” environment. The surveys enabled OEGB to develop a strategic plan for how to best support entities of varying needs and capabilities and to ensure a consistent standard of customer service among entities of varying sizes. OEGB met their support needs by:

- Equipping all entities and individual members with the effective resources available to answer all benefit-related questions and support the administration of benefits. Resources include OEGB staff, designated entity personnel, carriers, and online tools.
- Clearly defining roles and responsibilities of the plan carriers, entities, and OEGB staff, and ensuring that effective processes are in place for entities to transfer successfully to OEGB.
- Preventing duplication of services and resources.
- Providing sufficient oversight and proper application of internal control measures governing the OEGB program.
- Provide entities with hands-on support for member relation activities at benefit fairs and open enrollment meetings.
- Determining the level of training necessary for employees to accommodate the needs of districts and develop a strategic plan to assist, guide and tutor them in administering benefit plans.

This model aligns with the OEGB Guiding Principal of **Plan Performance and Information** by promoting system-wide transparency that is executed most efficiently when each component knows their role and responsibility.

Performance Measurement

Measurability. The administration model was created with a focus on the development of reporting tools for establishing baseline metrics used for evaluating measurable goals and performance outcomes the Board has enacted. This includes:

- Ad Hoc reporting capabilities through the MyOEBC Benefit Management System.
- Annual customer service surveys.
- Consultant studies and carrier reporting on health outcomes, utilization of preventive and medical services and costs.

The annual customer service surveys have indicated that OEBC has executed a consistent delivery of quality customer service to educational entities by:

- Listening to entity and members' needs, and responding as appropriate via communications, training, appeals, or research.
- Educating entities and members on processes, policies, and procedures.
- Training entities and members in new or ongoing processes and systems.
- Assisting entities and members in resolving issues or problems relating to the administration of benefits offered through OEBC.
- Providing entities with resources and tools supporting the administration of OEBC benefits.
- Partnering with entities and carriers to provide educational tools and benefit management support as needed.
- Collaborating with entities and carriers to enhance and improve processes and systems on an ongoing basis.

OEBC has embraced the opportunity to transform the administration of benefits for Oregon's educational entities. Under the Oregon Health Authority, OEBC will continue its efforts in identifying, designing and implementing innovative ways to provide high-quality benefits at the lowest possible cost to entities, entity employees and the taxpayers of Oregon.