

SERVICES LIST

THIRD PARTY ADMINISTRATION (TPA)

INCLUDED SERVICES

Account Manager- Clients have a dedicated account manager to reach out to with questions.

24/7 Crisis Line - U of U Health Plans has partnered with Huntsman Mental Health Institute for crisis services. No one should be expected to face a mental health challenge alone. This phone line provides support 24/7 for crisis intervention and suicide prevention, not just for our members but for their entire household.

24/7 Nurse Line - Members have access to call a registered nurse 24 hours a day for answers to health-related questions.

Care Management- Our care management program identifies members for care management through various avenues including, but not limited to, claims, member services, hospital services, behavioral health, disease management, high dollar claim reports, and pharmacy identifiers. Our data analytics and predictive modeling allow us to connect with members sooner and help effectively manage their care in a preventive manner.

Disease Management - Our nurse care managers work with members to manage chronic conditions.

Large Case Management- Cases involving serious or catastrophic injuries or illnesses are managed with the patient and providers to make the most efficient use of benefits over the course of long-term treatment

Admission & Concurrent Review- When a patient is admitted to the hospital we monitor their care to ensure timely delivery of service and the necessity of continued inpatient care.

Utilization Review- Evaluation of the medical necessity, appropriateness, and efficiency of health care services. This includes prior-authorizations. U Baby Maternity Program - Program for pregnant women to ensure they receive the best care to have a healthy pregnancy. High risk pregnancies are referred to the care management team to oversee care.

GATE Program- GATE Utah is a web-based consultation model aimed at extending mental health services to children and adults through patient-centered consultations between primary care physicians and psychiatric specialists.

Medical Virtual Visits – Through a partnership with MD Live, the leading digital provider of online healthcare, members can receive online care from expert providers 24/7, nationwide, through their phone, tablet, or computer.

Behavioral Health Virtual Visits – Through a partnership with MD Live, the leading digital provider of online healthcare, members care receive online care from expert licensed social workers, psychologists, and psychiatrists 9-5 Monday – Friday through their phone, tablet, and computer.

Interpreting Services- U of U Health Plans has bilingual staff on hand and will cover the costs of any member requiring interpreting services by telephone or at an appointment with their health care provider.

Access Assistance- U of U Health Plans has a dedicated team of nurses to help assist members in locating and scheduling appointments with in-network providers to best treat their needs.

Provider Network Access - U of U Health Plans has contracted with a number of hospitals, facilities, and providers throughout the state including University of Utah, Mountain Star, and Steward (IASIS). We have multiple network options and will work with the client to select the most appropriate one for their needs.

National Network- U of U Health Plans contracts with First Health (a fully-owned subsidiary of Aetna) for those who live out of state.

MyChart Employee Web Portal- Secure online access to claim payment and health plan information.

Member Materials & Plan Documents- U of U Health Plans will provide ID cards, member communication pieces and a mobile app where members can view, fax, or email their ID card. U of U Health Plans will provide plan document templates and amendments, SPD and SBC. These will be available online as well as hardcopy, if requested.

Employee Education- U of U Health Plans will work with the client to provide employee education through on-site employee meetings, open enrollment assistance, and member materials.

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Employer Benefit Website- U of U Health Plans will provide a dedicated page through the U of U Health Plans website where member materials specific to the client can be found.

Standard Reporting - Reporting package includes membership, customer service and call statistics, utilization trends, care-management reports, paid claims, large claims and reinsurance reporting.

Wellness Program (WELL YOU) - U of U Health Plans offers a wellness program including basic biometric screenings, smart phone / online application, health risk assessment, and quarterly newsletters. The application allows for self-managed challenges and goal tracking.

Subrogation, Fraud, Waste and Abuse Review - U of U Health Plans contracts with an outside agency to provide recovery services. 21.75% of the savings is retained by this agency, the rest is provided back to the client.

Claims Run Out- The administration fee includes 12 months of claims run out following the termination of the contract.
Appeals - U of U Health Plans will handle all aspects of appeals for the client. This includes cases that need to go through an Independent Review Organization (IRO).

Banking Account Management- U of U Health Plans will work closely with client to manage the banking relationship for the claims account. This may include reconciliation, positive pay, custodial banking, etc.

OPTIONAL SERVICES

Pharmacy Administration - U of U Health Plans and Industry Experts have partnered to create our own internal Pharmacy Benefit Manager (PBM), RealRx, in an effort to bring our members and clients an improved experience. RealRx is designed to balance cost, convenience, and quality. The Health Plan Pharmacy Team provides high touch customer service, medical management, and oversight of the pharmacy benefit, but now with improved savings for members and clients, all local services, greater flexibility and support, and no more PBM black boxes.

Health Savings Account Administration- Provided through Health Equity, U of U Health Plans will send enrollment and claim files for integration.

COBRA Administration - U of U Health Plans will provide COBRA administration for the medical benefits. This includes notices, billing and collecting the premium, and monitoring eligibility.

Employee Assistance Program (EAP)- U of U Health Plans offers a collaborative approach to mental health benefits. Utilizing both U of U Neuropsychiatric Institute (UNI) and Blomquist Hale to provide the highest quality, cost-effective care to members with mental health concerns and integrating directly into the health plan.

Wellness Program (WELL YOU Enhanced)- U of U Health Plans works closely with the employer to create a customized, data driven wellness program. In conjunction with the University of Utah Office of Wellness and Integrative Health we provide a more enhanced program including onsite coaching, targeted health information based on HRA's, and custom wellness challenges.

*Customized based on options chosen. Costs passed through to the employer group

Bluebook Transparency - Healthcare Cost Transparency tool designed to help employees identify the lowest cost quality provider for a specific procedure. Employer may also choose to fund an awards program for using a lower cost provider. These awards would be in addition to the PEPM and the employer's responsibility.

Broker Commission - U of U Health Plans will collect and pass through broker commission or consulting fees. Please complete the amount to be collected.