

Texas Business Group on Health



**TBGH**



## **2022 REGIONAL BENEFITS FORUM**

### **NEW BENEFITS STRATEGIES FOR THE “NEW NORMAL”**



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**SAN ANTONIO ★ PRE4SA EAST EDUCATION CENTER**  
**SEPT. 22, 2022 ★ 8:45 AM TO 11:30 AM**

# **WELCOME**

**September 22**

**TBGH-SABGH 2022**

**Regional Benefits Forum**

# SESSIONS

**Session 1:** 9:00 am **Digital Healthcare Challenges & Opportunities**

**Session 2:** 9:50 am **Prioritizing Mental Health and Well-Being in the New Normal Workplace**

**Session 3:** 10:40 am **Mitigating the Impact of Delayed Cancer Care on Employee Health & Healthcare Costs**

Texas Business Group on Health



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# Mark Your Calendar!

A white F-16 fighter jet is shown in flight against a blue and purple sky. The jet is angled upwards and to the right. The number '263' is visible on the side of the fuselage and on the wings.

**TBGH & DFWBGH**  
18TH ANNUAL BENEFITS FORUM  
**DECEMBER 14, 2022**  
IRVING CONVENTION CENTER

**TOP GUN**  
*Strategies*  
FOR THE BEST IN BENEFITS

Texas Business Group on Health



# TBGH-SABGH 2022

## Regional Benefits Forum

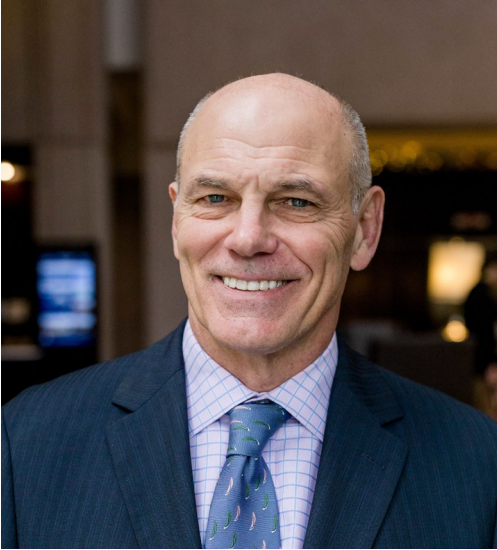
### Session 1

9:00 am – 9:45 am

*Digital Healthcare Challenges & Opportunities*



# Session 1 Moderator



## **Chris Skisak, Executive Director, Houston Business Coalition on Health**

Dr. Chris Skisak is the Executive Director of the Houston Business Coalition on Health. HBCH is the leading resource for Houston area employers and associate partners dedicated to providing health benefits at a sustainable cost while improving the quality and experience in their delivery. HBCH currently has 85 organizational members representing more than 800,000 local and more than 2 million national employer-sponsored lives. Dr. Skisak also serves on the Board of Governors and Executive Committee of the National Alliance of Healthcare Purchasing Coalitions, and Board of Directors of the Texas Business Group on Health. He serves on the leadership councils for Houston Cities Changing Diabetes and Houston Social Determinants of Health Council. Prior to HBCH he was President and Founder of Corporate Health Management Solutions, an organizational health and productivity management company which provided consulting and software to demonstrate the value of an integrated health management strategy. Dr. Skisak had previously worked 25 years with Houston Fortune 50 energy companies in a variety of population health management positions. He is originally from Chicago and attended the University of Illinois. He received his M.S. and Ph.D. from the University of Texas School of Public Health.

# Session 1 Panelists



## **Josh Berlin, CEO, Rule of 3, LLC**

Josh brings more than 20 years of experience, most of which has been in healthcare advisory, to his clients. Most recently, he has served as Principal and Co-Practice Leader of Citrin Cooperman's Healthcare Practice and Managing Partner for IBM Watson Health's Strategic Advisory Practice, leading a unique group of consultants in each instance to serve clients across the full healthcare ecosystem (Providers, Payers, Employers, Governments, Advocacy, etc.). Previously, he served as a Principal in the healthcare consulting practice at Dixon Hughes Goodman, helping to lead their Strategy Consulting business. Before that, he served as a leader in all versions of KPMG (KPMG Consulting/BearingPoint and KPMG). Currently, he serves on the Boards of the Validation Institute, Population Health Management Journal and Bettie Brand Mothers' Empowerment Fund.



## **Brand Newland, CEO and Co-Founder, Goldfinch Health**

Seeing the pitfalls of surgery and finding a lack of solutions to the opioid crisis, Brand worked with cofounder, John Greenwood, to bring a higher standard of care to surgery and recovery, founding Goldfinch Health in 2018. With 15 years of leadership in creating new healthcare solutions, Brand has worked to bring high quality approaches to payers, employers, healthcare providers and patients throughout his career. Dr. Newland received a Doctor of Pharmacy degree from the University of Iowa and holds a certification in pain management. He also earned an MBA from the University of Chicago Booth School of Business.



## **Ted Barrall, Director, Compensation and Benefits, The Friedkin Group**

Ted Barrall is Director of Compensation & Benefits at The Friedkin Group, where he has been for ten years. With 2,400 employees, Friedkin is a Houston-based group of auto-industry companies, including Gulf States Toyota, an independent distributor of Toyota Vehicles, US Auto Logistics, GSFS, and Westside and Northside Lexus and Ascent auto dealerships. At Friedkin, Ted pursues innovative ways to support the health of our associates and control our healthcare spend. Ted has 30 years of Human Resources experience in various leadership roles both overseas and in the US. Ted has a Bachelor's degree from UC Berkeley and a Masters from Indiana University, Bloomington.

# TBGH-SABGH 2022 Regional Benefits Forum Session 2

9:50 am – 10:35 am

*Prioritizing Mental Health & Well-Being in the  
“New Normal” Workplace*



# Session 2 Speakers



**Marianne Fazen, PhD, President & CEO, Texas Business Group on Health**

Marianne Fazen is President & CEO of Texas Business Group on Health, a statewide educational organization representing Texas employers in health benefits and healthcare policy issues. TBGH members include employers across the state and employer coalitions, including DFWBGH, HBCH and SABGH. TBGH members advocate for a value-driven approach to health benefits design and rapid transformation of local healthcare delivery services into high quality, efficient, accountable systems of care. Ms. Fazen also serves as Executive Director of the DFW Business Group on Health, a 135-member regional coalition of employers and healthcare organizations committed to market-based healthcare reform, value-based healthcare purchasing, and maintaining a healthy workforce.



**Abby Ammerman, Senior Manager, Benefits Program, H-E-B Grocery Co.**

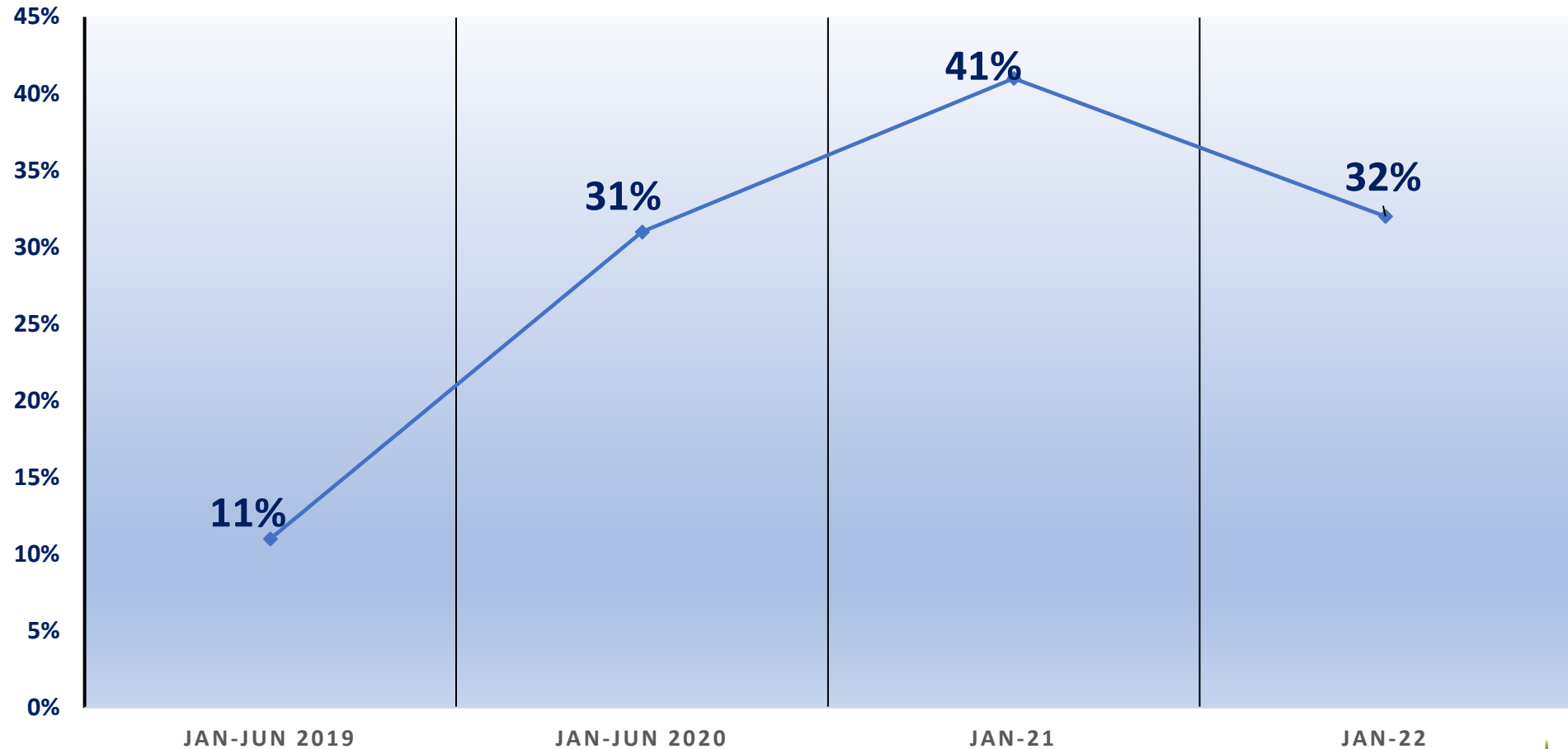
Abby Ammerman is a Sr. Manager of Benefit Programs at H-E-B, where she leads the team responsible for benefits plan strategy and design. The benefits team provides H-E-B Partners and their families with benefit plans that ensure access to quality healthcare and support for Partners health and well-being. Abby has been in the employee health and welfare industry for the past 15 years designing, implementing, and evaluating programs for large employer groups. Prior to H-E-B, Abby worked for Cooper Wellness Strategies and Cigna Healthcare as a consultant. She holds a Master's degree in public health with an emphasis on Health Promotion in the workplace from the University of North Texas Health Science Center and a Bachelor's degree in Organizational Communication from Ohio University.



**Buck Brockmam, Director, Employee Benefits, Southwest Research Institute**

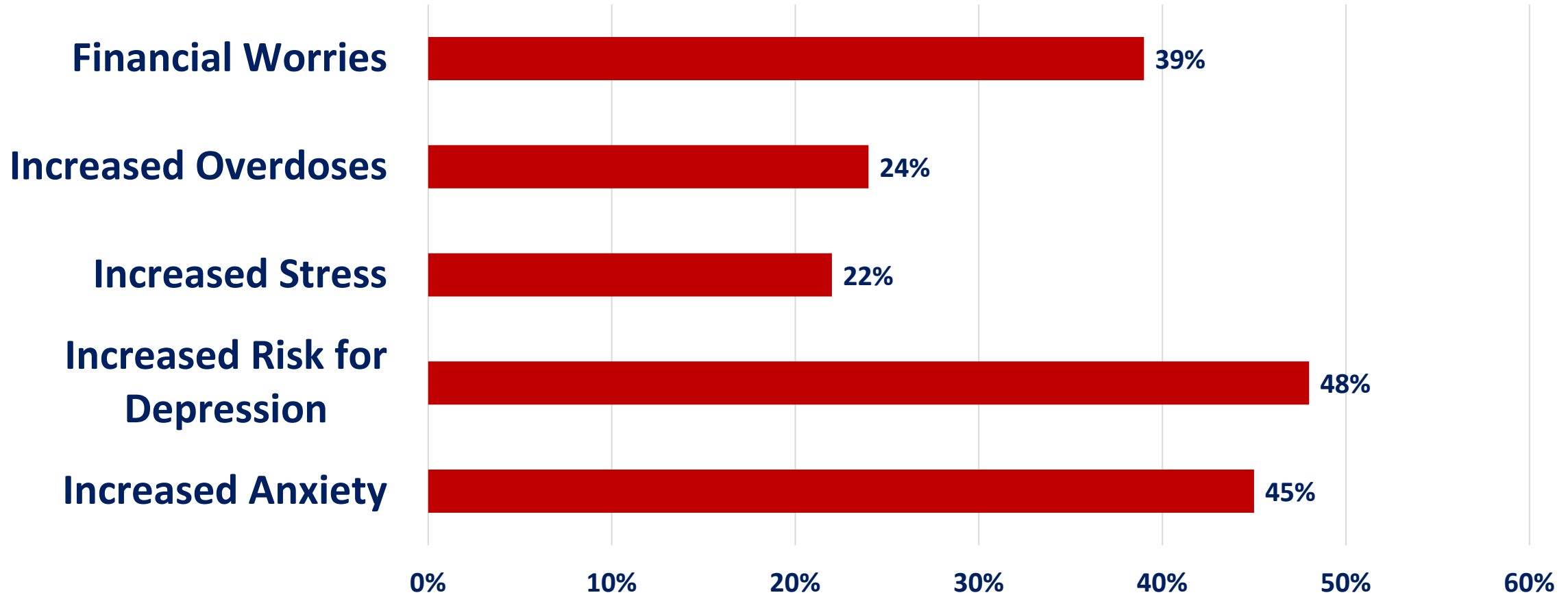
Buck Brockman is Director of Employee Benefits at Southwest Research Institute. He is responsible for the overall administration and communication of the health, insurance and retirement benefit programs offered to Institute employees and their family members. Buck is responsible for the evaluation of available benefit programs to ensure they meet the current and future needs of all Institute employees. Buck also oversees the Institute's wellness benefits programs and administration of the wellness activities.

# Symptoms of Anxiety & Depression Worse During COVID



Source: CDC & NHIS Early Release Program

# COVID's Impact on Employee Mental Health



Source: Total Brain Mental Health Index

# 64% of Employers Added Benefits During COVID

- ✓ Time off & flexible schedules (44% vs. 24% pre-COVID)
- ✓ Free Apps: Stress management, meditation, mindfulness
- ✓ Financial guidance
- ✓ Access to online therapists
- ✓ Subsidized lifestyle coaching
- ✓ Caregiving benefits (back-up childcare, eldercare)

# 34% of Employers Expanded Benefits During COVID

- ✓ Enhanced EAP benefits (increased number of visits)
- ✓ Enhanced behavioral telehealth (video & texting on demand)
- ✓ Requested health plan/TPA to increase access to in-network MH-SA providers
- ✓ Reimbursing primary care providers for depression screening & collaborative care

# How Some Employers Boost MH Support

## Texas Instruments

- 70% remote workers (engineers, professional, exempt)
- “Mindset” educational videos
- MD-Live “on-demand” therapy with MH professional
- Magellan Ascend: Library of online resources to work on stressors
- EAP: 8 Free counseling sessions

## AT&T

- 70% remote workers
- Anxiety is up 30+ points
- Offers virtual & phone counseling (via Optum)
- Stress management & mental wellbeing tools (via Optum)
- EAP: Free virtual therapy sessions for employees & families



# Strategies to Support Mental Health in the Workplace

## Make mental health more visible

- Reduce stigma: Talk openly about mental health and its importance
- Communicate regularly about MH benefits
- Train managers & employees to recognize symptoms
- Expand mental health resources, including digital MH apps
- Form Employee Resource Groups for peer support
- Utilize Employer MH Toolkits (e.g., One Mind at Work MH Toolkit)

# Strategies to Support Mental Health in the Workplace

## Improve access to MH professionals & other resources

- Expand access to EAP (e.g., increase # of visits, free coaching & therapy sessions)
- Offer Behavioral Telehealth (video & texting on demand)
- Work with health plan/TPA to expand in-network MH providers
- Promote **testing for depression** in the primary care setting
- Request & reimburse primary care providers for depression screenings (PHQ-9)

# Mental Health at H-E-B

Abby Ammerman

Sr. Manager Benefit Programs

*Central Market*

 **FAVOR**

**H-E-B**

  
**SMART SHOP**  
Meat • Produce • Groceries

**MI TIENDA**

# Who We Are

H-E-B employs over 140,000 Partners who serve over 10 Million Customers per week



## Stores

- 432 Stores

## Manufacturing

- 13 plants

## Warehousing

- 19 support centers

## Transportation

- 449 tractors
- 3,350 trailers



# Mental Health means many different things at H-E-B.

## Work / Life Stress

“Department managers struggle to cope with **stress from their jobs**”

- NWFD HRM

“I was working full time, in school full time, and my **girlfriend and I had just split** up – I sat in my Top Store Leaders office for 2 hours and cried”

- San Antonio Partner

“There is ‘a lot’ of **domestic violence** in West Texas and some stores are geographically isolated”

- NWFD HRM

“Financial stability – many partners live **paycheck to paycheck**”

- San Antonio HRM

“We have been giving so much **overtime** because partners are coming with a need for more hours right now because of **inflation**”

- SA Transportation Manager

## Clinical Need

“We have really high rates of **anxiety and depression**”

- Gulf Coast HRM

“My child has OCD and it was incredibly difficult to get the right **diagnosis and treatment** plan”

- Senior Leader

“Partners **cannot get in to see a therapist /** psychologist / psychiatrist when they need to”

- Benefits Leader

“Partners get diagnosed with health issues and are at a **breaking point**”

- Gulf Coast HRM

## Crisis

“We lost an MIC in CTX to **suicide** this summer”

- CTX HRM

“I have had Partners come to me with **suicidal ideation** and have had to call PartnerGuidance”

- San Antonio Digital Leader

“How do I ensure that my Partners continue going to therapy after intervening in the case of **suicidal ideation?**”

- Houston Store Leaders

“**Uvalde...and grief**”















- Border HRM

“**COVID** caused so many people to be isolated and stressed”

- Benefits Team

...& more

# Mental Health Resource Access

|                             |    |   |   |
|-----------------------------|---|--|--|
|                             | Self-Care   | Bridge to Care   | Provider of Care   |
| All Partners                |    | <div><div> Partner Guidance</div><div> Cares</div></div> <div>Store Leaders &amp; HRMs</div> | <div><div> Partner Guidance</div><div>On Site Crisis Counselor</div></div> <div><i>Proposed Regional Model</i></div>  |
| Benefit Enrolled            | <div></div> |  | <div></div> <div>OON Claims Payment</div> |
| H-E-B Wellness Primary Care |   |   |   |



# Mental Health care access is still a challenge.



**4 out of 5** Partners or family members who use Partner Guidance use it for counseling services



**7%** of all Partners utilize Partner Guidance

**5%** of all Partners utilize Partner Guidance for Counseling annually



**3%** of all short-term counseling cases involve suicidal ideation

Suicidal incidents on average are lower at H-E-B than US (4.6%) averages



Approximately **54%** of all Mental Health claims are for:

1. Mood Disorders (ex. Depression)
2. Anxiety Disorder

H-E-B has significantly more depression and anxiety claimants than benchmark

## Benefit Plan Stats: Mental Health Visits & Claims

Mental Health Services utilization for enrolled members increased **19%** since 2021. More members are seeking care

**80%** of all Mental Health Claims are for Outpatient Professional Office Visits

Mental Health Claims account for **5%** of our total medical plan spend

**63%** of Mental Health Claims are for covered Dependents (Children). This claims bucket includes ABA therapy



Telemedicine Visits for Mental Health now represents **44% of all Mental Health therapy claims**



- Medication utilization for Anti-Depressants increased **8%** from 2020 – 2021
- Medication utilization for all other Behavioral Health medications increased **6%** from 2020-2021
- Medication spend for Behavioral Health increased **13.3%** from 2020 - 2021



Prior to 2020, Substance Use inpatient claims were driven by dependents

In 2021 over **53%** of the Substance Use claims are for Alcohol Disorder in our *Partner* population

*Prioritizing Mental Health & Well-Being in the  
“New Normal” Workplace*

# Discussion

# TBGH- SABGH 2022 Regional Benefits Forum

## Session 3

10:40 am – 11:25 am

*Mitigating the Impact of Cancer Care on  
Employee Health & Healthcare Costs*

# Session 3 Speakers



## **Marianne Fazen, PhD, President & CEO, Texas Business Group on Health**


Marianne Fazen is President and CEO of Texas Business Group on Health, a statewide coalition representing Texas employers in health benefits and healthcare policy issues. TBGH membership includes employers across the state and employer-led coalitions, including DFWBGH, HBCH and SABGH. TBGH members advocate for a value-driven approach to health benefits design and rapid transformation of local healthcare delivery services into high quality, efficient, accountable systems of care. Ms. Fazen also serves as Executive Director of the DFW Business Group on Health, a 135-member regional coalition of employers and healthcare organizations committed to market-based healthcare reform, value-based healthcare purchasing, and maintaining a healthy workforce.



## **Andrea Cockrell, Administrative Services Manager, City of Plano**

Andrea serves as Administrative Services Manager for City of Plano. She is responsible for the city's strategic vision and operation of the compensation, benefits, and training areas in Human Resources. Andrea, a Certified Public Accountant, joined the City of Plano in 2010 as Controller. Before that, she was an audit manager for Grant Thornton LLP. Andrea has significant experience in internal controls, evaluation of processes, and financial reporting and analysis. Andrea is a member of the Government Finance Officers Association and serves as President the Texas Business Group on Health. Andrea earned bachelor's and master's degrees in Accounting at Texas A&M University.

# Why Promote Cancer Screenings

- Early Detection → Timely Treatment 
  - Better Outcomes
  - Lower Costs
- Cancer surpassed heart disease as leading cause of death in 2020
  - 609,360 people will die of cancer this year
  - 10,000 additional deaths expected from breast & colon cancer due to missed screenings during COVID
- 2 million new cancer cases expected in U.S. this year
- Estimated cost: \$200 billion in 2022
- Cancer is highest cost condition for most employers
  - Breast cancer requires the most services and most expensive to treat

# DFWBGH Employer Demonstration Project

## *Mitigating the Impact of Delayed Cancer Care*

Nov. 2021 – Sept. 2022

1. Employer Cancer Screening Survey
2. Employer Case Study
3. Employer Timely Cancer Care Toolkit



# Part 1. DFWBGH Cancer Care Screening Survey

*Oct. 2021: 17 Texas Employers Participated*

- All offer some types of cancer screenings, most with no cost share
- Many communicate screening availability to employees
- Very few offer incentives (other than no cost share)
- Nearly all are not aware of pre-pandemic or pandemic screening rates
- None have requested or examined screening rates

# Part 2. DFWBGH Employer Case Study

## City of Plano

March-July 2022

1. **Cancer Screenings Analysis & Observations**
2. **Current Benefits Assessment**
3. **Going Forward Plan Design & Communications Strategies**

# City of Plano 3-year Cancer Screenings Data Analysis

|                 | Pre-Pandemic<br>(2019) | Pandemic<br>(2020) | % Change<br>(2019-20) | Pandemic<br>(2021) | % Change<br>(2020-21) | 2-yr.<br>% Change<br>(2019-21) |
|-----------------|------------------------|--------------------|-----------------------|--------------------|-----------------------|--------------------------------|
| Mammogram       | 614                    | 501                | 18                    | 507                | 1                     | 17                             |
| Colonoscopy     | 223                    | 205                | 8                     | 202                | 1                     | 9                              |
| Colorectal FIT  | 168                    | 119                | 29                    | 107                | 10                    | 36                             |
| Cologuard       | 41                     | 35                 | 15                    | 38                 | 9                     | 7                              |
| Cervical PAP    | 743                    | 630                | 15                    | 605                | 4                     | 19                             |
| HPV vaccination | 154                    | 158                | 3                     | 143                | 9                     | 7                              |
| Lung            | 29                     | 30                 | 3                     | 22                 | 27                    | 24                             |

# Data Analysis Observations

- All pre-pandemic screening rates (2019) were far below recommended rates for eligible adults\*:
  - Mammogram goal: 81.1%
  - Colonoscopy goal: 70.5%
  - Cervical PAP goal: 93%
- All screenings declined during pandemic, but Mammograms and at-home Cologuard tests slightly rebounded in 2021.

\*Healthy People 2020 Goals

# City of Plano 3-year Cancer Claims Data Analysis

## # Cancer Claims

- 2019 5,295
- 2020 4,720 (11%)
- 2021 5,220 (11%)

## Cancer Claims Costs

- 2019 \$2.24M
- 2020 2.01M (11%)
- 2021 \$2.99M (50%)

# Looking Ahead:

## Adjustments to engagement & plan design strategies

- Remove cost-share barriers by covering preventive & second diagnostic screenings
- Improve communications & promotions for screenings
- Engage primary care physicians to follow-up re screenings
- Offer incentives (lower premium) for screenings
- Improve access via on-site mammograms & At-Home tests



# Part 3. Employer Timely Cancer Care Toolkit

(May –Sept. 2022)

## Toolkit Components:

**Section I: The Case for Cancer Screenings**

**Section II: Action Plan for Employers**

**Section III: Educate and Communicate**

**Section IV: Resources & More**

# Thank you for joining us today.