



2019 Commercial Broker Meeting

Welcome

Jamie Reynoso, CEO

Memorial Hermann Health Plan Executives

Houston-Based, Local Leadership Team



Jamie Reynoso
Chief Executive Officer



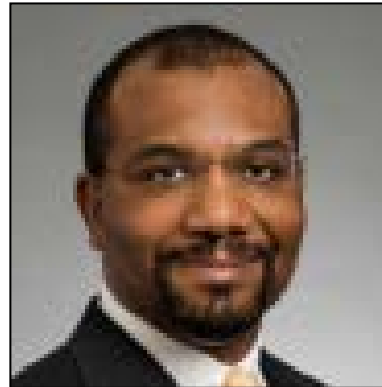
Kristyn Greifer, MD
Chief Medical Officer



David Stratton
Chief Operating Officer



Glen Dawes
Chief Financial Officer



Jason P. Nichols, MD
Health Plan Medical Director

2019 Commercial Broker Event

- Baylor Scott and White News
- A review of 2018
- Overview of what's coming in 2019
- New commercial HMO entity and county expansion
- Deeper physician alignment and engagement
- Smart growth



2019 Sales and Underwriting Update

Buck Colomy, Director of Sales

Sales Team

Buck Colomy

- Director - Sales, Marketing, Sale Operations and Product Development

Pete Dutka

- Sales Manager

Introducing our new Small Group Sales Representative: **Candice Boyce**

Large Group Sales Team: **Christie Bonczek** and **Jamie Garza**

2019 Microsite

<http://healthplan.memorialhermann.org/brokers/2019/>

Sales Strategy for 2019

- A continued focus on our HMO Product
- Large group plan improvements and strategic growth
- Rolling out a new small group product
- New entity and new expanded HMO service area
- Underwriting Improvements
- Updated broker commissions
- New agent agreements

Large Group Growth

2019 Large Group

- Heightened focus on the quality of our large group population
- Aggressive growth targets
- HMO focused
- Slice business
- Location carve-outs

Large Group Plan Changes

CHANGE TO THE HMO 002 Plan: There will no longer be limited free visits for PCP, Specialist and Urgent Care. These 3 benefits will be under a copay with unlimited visits. This will apply to the 002 PPO and 003 HMO.

Select 001 HMO

Select 002 HMO

Select 003 HMO (NEW PLAN)

Select 500-80 HMO

Select 1000-80 HMO

Select 1000-100 HMO (NEW PLAN)

Select 1500-80 HMO

Select 2000-80 HMO

Select 2000-100 HMO

Select 2500-80 HMO

Select 3000-80 HMO

Select 5000-80 HMO

Select 6600-100 Standard HMO

Select 3000-100 HSA HMO

Select 5000-100 HSA

HMO Select 6550-100 HSA HMO

Select 002 PPO (NEW PLAN)

Select 1000-80 PPO

Select 1000-100 PPO (NEW PLAN)

Select 1500-80 PPO

Select 2000-80 PPO

Select 3000-80 PPO

Select 3000-100 PPO (NEW PLAN)

Select 5000-80 PPO

Select 6600-100 Standard PPO

Select 5000-80 HSA PPO

Select 6550-100 HSA PPO

**Discontinued PPOs: Select 2500 – 80 PPO &
Select 3000– 80 H.S.A. PPO**

**Discontinued HMO: Select 4000 – 80
HMO**

The New Hybrid Plan Offerings

- Why did we create the new Hybrid Plan Offering?
- Available for groups 2-50 only
- Groups 2-50 will have a choice between Metal Tier Plans and Hybrid
- Limited offering in our Metal Tier Plan offering
- The Hybrid is a combination of Metal Tier underwriting fundamentals and partially self-funded financials
- Hybrid plans will mainly match our current Metal Tier plan benefits, no Pediatric/Dental/Vision and age restrictions on Cochlear implants
- No group or individual medical underwriting

The New Hybrid Plan Offerings

- Hybrid plans will have two sets of community rates
 - Groups 2-9 enrolled employees & groups 10 plus enrolled employees
 - Group size = determined at the time of enrollment

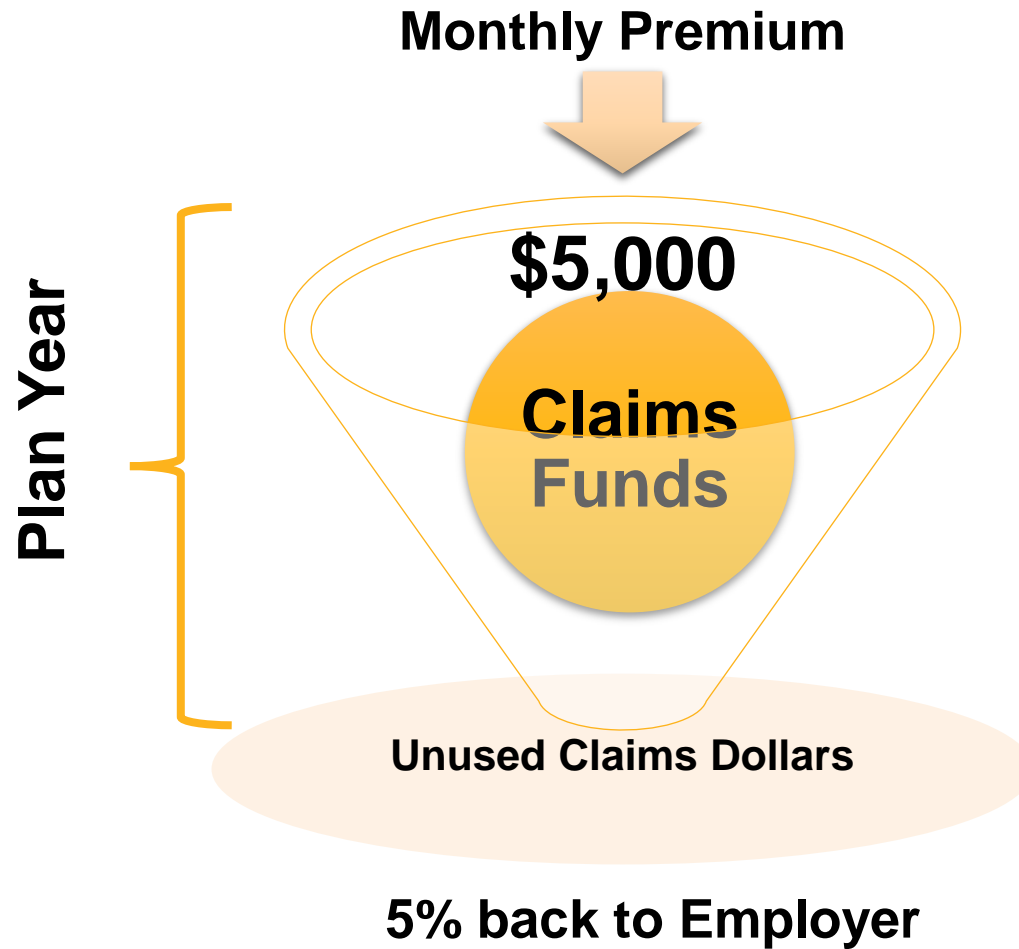
- Hybrid groups will have the ability to receive a small return on premium

Groups 2-9: Claims fund of \$5,000 - 5% return on remaining claims fund

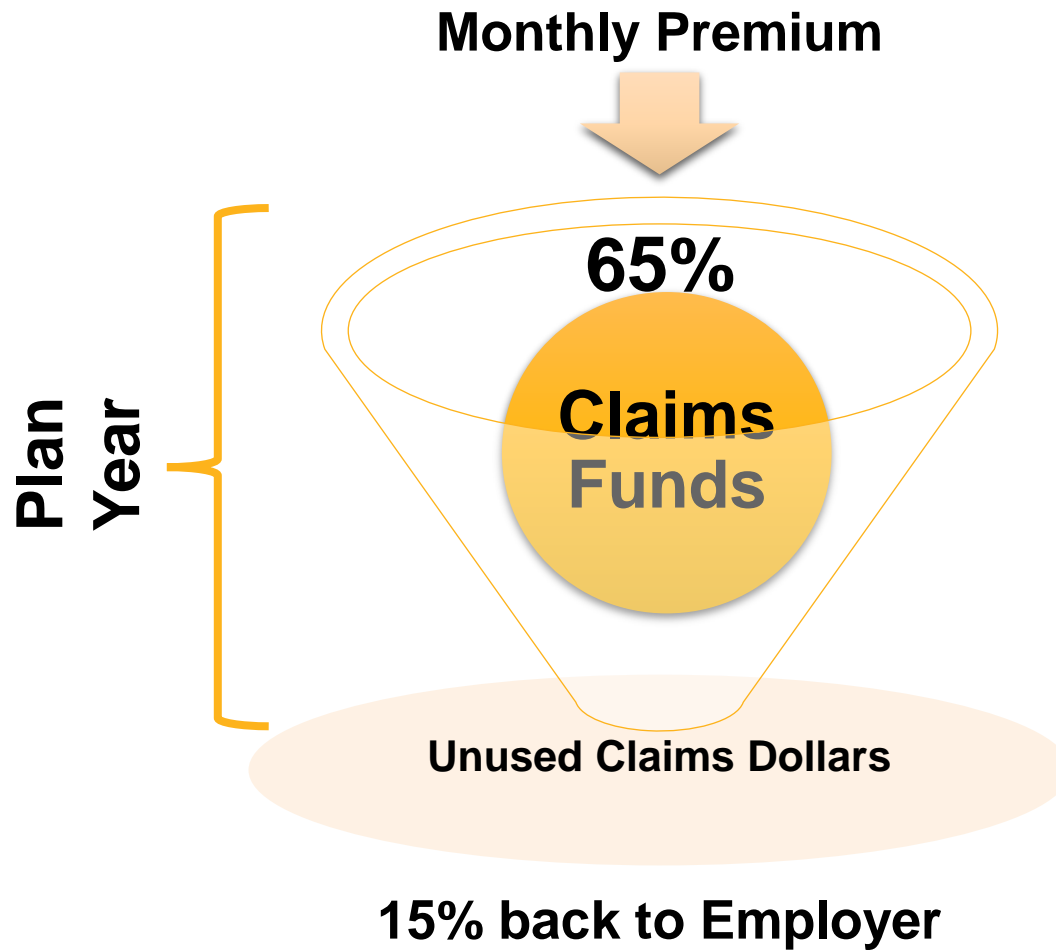
Groups 10 plus: Claims fund based on 65% of annual premium - 15% return on remaining claims fund

- 2 Hybrid marketing pieces within the microsite
- Hybrid groups will be administered by the Memorial Hermann Health Solutions

Hybrid: 2-9



Hybrid: 10+



Hybrid Plan Offerings

HMO PLANS

Select 001 HMO
Select 500 HMO
Select 1000 HMO
Select 1500 HMO
Select 2000 HMO
Select 002 HMO
Select 3000 HMO
Select 3000 HSA HMO
Select 6850 HMO
Select 7500 HMO

PPO PLANS

Select 2000 PPO
Select 3000 PPO

THE HMO 002 Plan: There will be no limited free visits for PCP, Specialist and Urgent Care. These 3 benefits will be under a copay with unlimited visits.

Metal Tier Plan Changes

Select Gold 001 HMO
Select Platinum 500 HMO
Select Gold 1000 HMO
Select Gold 1500 HMO
Select Gold 2000 HMO

Discontinued HMO:

2018 Select Bronze 6850 HMO

2018 Select Silver 002 HMO

2018 Select Silver 3000 HMO

2018 Select Silver 3000 HSA HMO

Select Gold 2000 PPO

Discontinued PPOs: N/A

Virtual Care Options

Memorial Hermann Medical Group Virtual Visits

- Urgent Care Co-Pay
- MHMG doctors
- Standard Business Hours apply
- For more information: <http://www.memorialhermann.org/virtual-care/>

Teladoc Services

- 24 hour availability
- Available on all plans
- \$0 co-pay or \$40 service fee for H.S.A. qualified plans
- 74.6% of Memorial Hermann Health Plan Teladoc visits results in a pharmacy benefit being fulfilled
- Advise that members register with Teladoc as soon as they are enrolled with Memorial Hermann

New Entity

- As of 1/1/2019 commercial HMO business will be written under Memorial Hermann Commercial Health Plan, Inc. DBA Memorial Hermann Freedom HMO
- Why the new entity?
- Current groups will remain on the current written entity until their 2019 renewal
- Discontinue and Replace Letters



Memorial Hermann Health Plan, Inc.
Memorial Hermann Health Solutions, Inc.
Memorial Hermann Health Insurance Company
Memorial Hermann Commercial Health Plan, Inc.

New County Expansion

As of 1/1/2019 **COMMERCIAL** HMO business expanded to Brazoria and Waller Counties

Here is a break down of commercial business' counties and product offering based on group headquarters:

	HMO	PPO
Brazoria	X	X
Galverston *		X
Fort Bend	X	X
Harris	X	X
Montgomery	X	X
Walker*		X
Waller**	X	
Wharton *		X

PPO COMING TO WALLER SOON!

****Groups headquarted in Waller - PPO will only be available to those employees that live outside of Waller County – NEW Hybrid product will not have this restriction**

*Groups headquarted in Galveston, Walker, Wharton, – HMO will only be available to those employees that live within one of our 5 HMO counties

Underwriting Updates for 2019 Effective Dates

Based on the new county expansion here is the break down of requirements for group demographics:

- **Small Group ACA (NEW): Group must be HQ'ed within one of our 8 counties and the group must have 80% of the enrolling employees within the 8 counties**
- Small Group Hybrid: Group must be HQ'ed within one of our 8 counties and the group must have 80% of the enrolling employees within the 8 counties
- Large Group: Group must be HQ'ed within one of our 8 counties and the group must have 75% of the enrolling employees within the 8 counties
- The Live/Work HMO zip code radius (100 Miles) has not changed – only groups HQ'ed in a HMO county can offer Live/Work – this will require members to drive into the service area to receive care in a non-emergency situation.
- No changes to the out of area dependent guidelines

Underwriting Updates for 2019 Effective Dates

- 5 or more employees enrolled = required to submit excel enrollment
- LARGE GROUP - TWC or payroll verification required: groups with 19 or less employees enrolled (underwriting discretion)
- SMALL GROUP - TWC or payroll verification required: groups with 9 or less employees enrolled (underwriting discretion)
- Retirement of the Cobra/Medicare Survey form
- Expansion of the small group eligibility requirements
- Small group new groups submission has been extended by 5 days to the 25th

Reminder:

- Large group: able to offer 4 plans including PPO buy-up
- Hybrid: able to offer 3 plans
- Metal Tier Plans: able to offer 3 plans

2019 NEW Business Submission Deadlines

- New Large group – 1st of the month of the requested effective date
- New Small group – 25th of the month prior to the requested effective date
- Deadline falls on holiday or weekend: deadline is the following business day

Commission Update

6%

New Agent Appointment

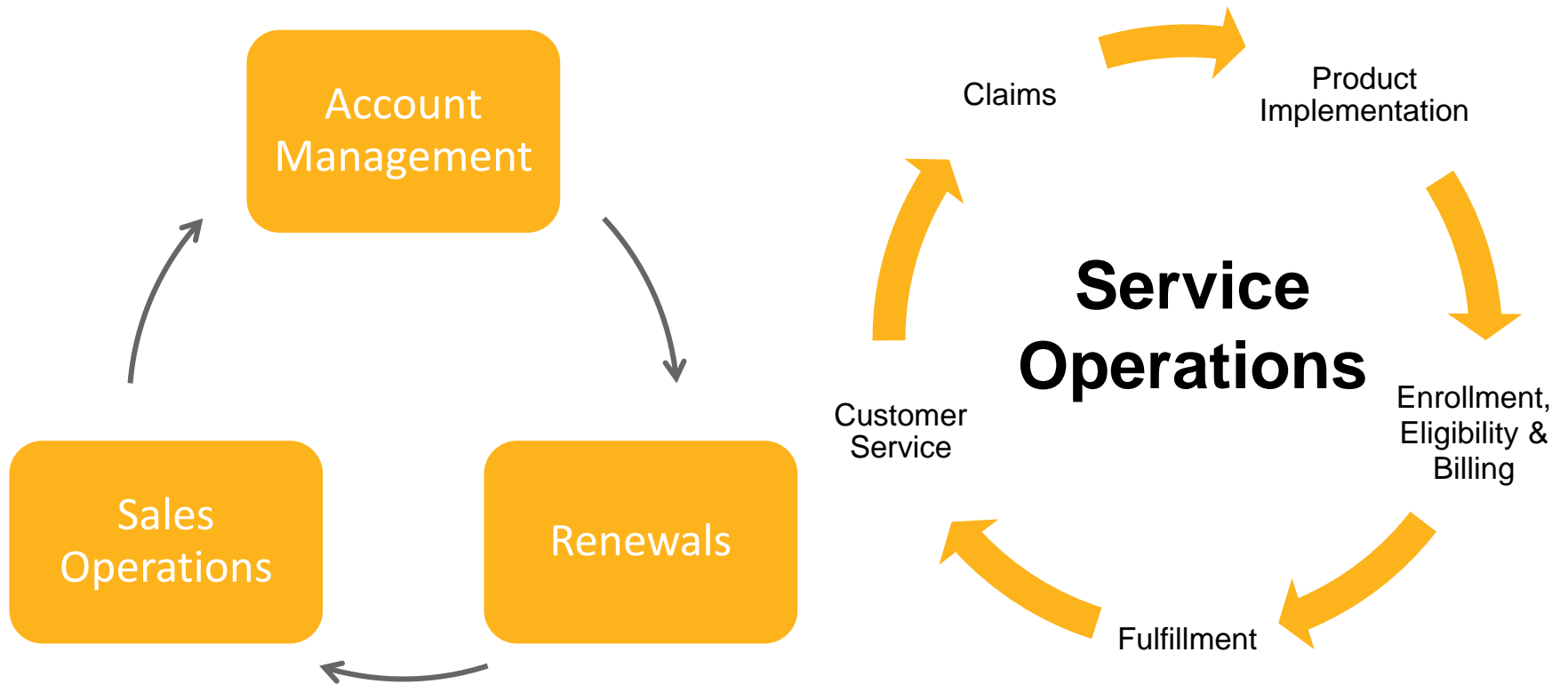
- New agent appointment paperwork will be required to write business in 2019
- Copies available upon departure



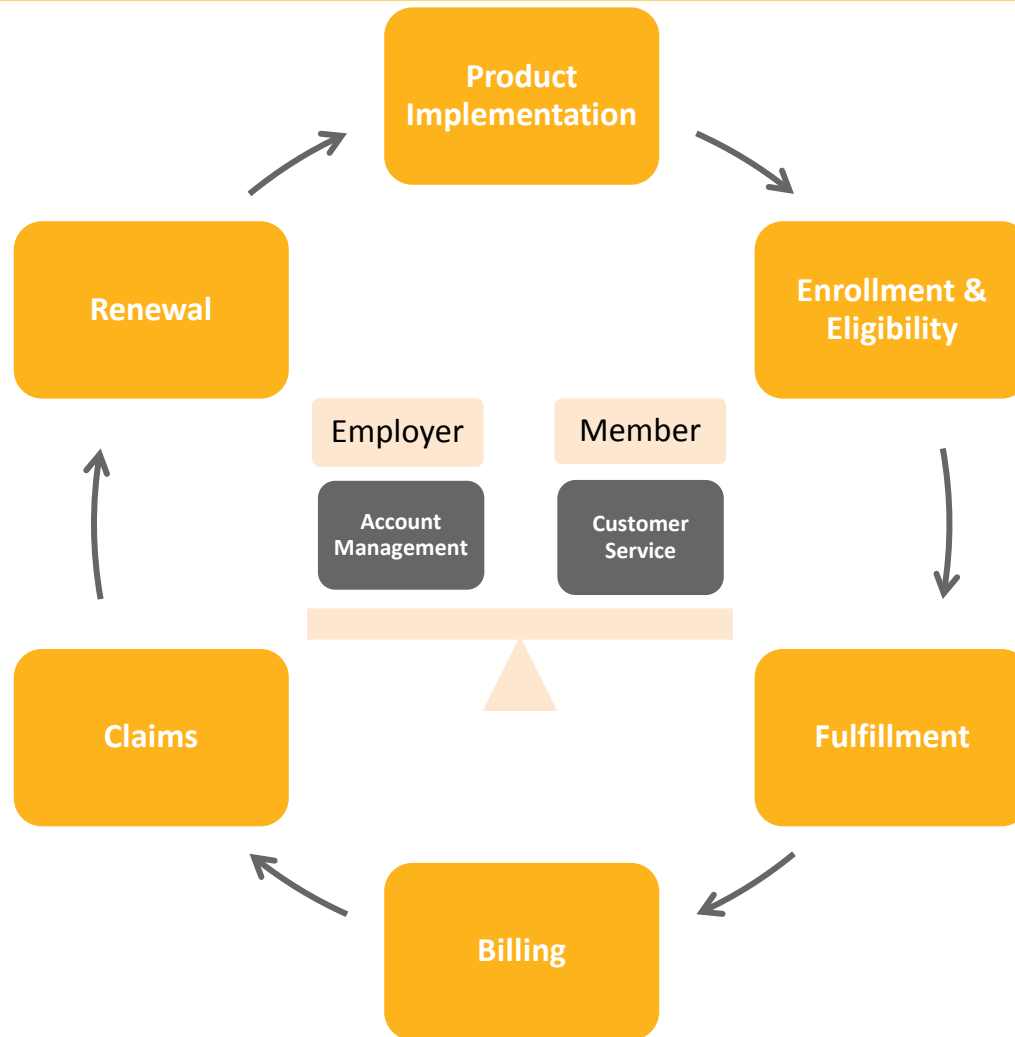
Account Management and Operational Updates

Amy Jeffryes, Director Service Operations

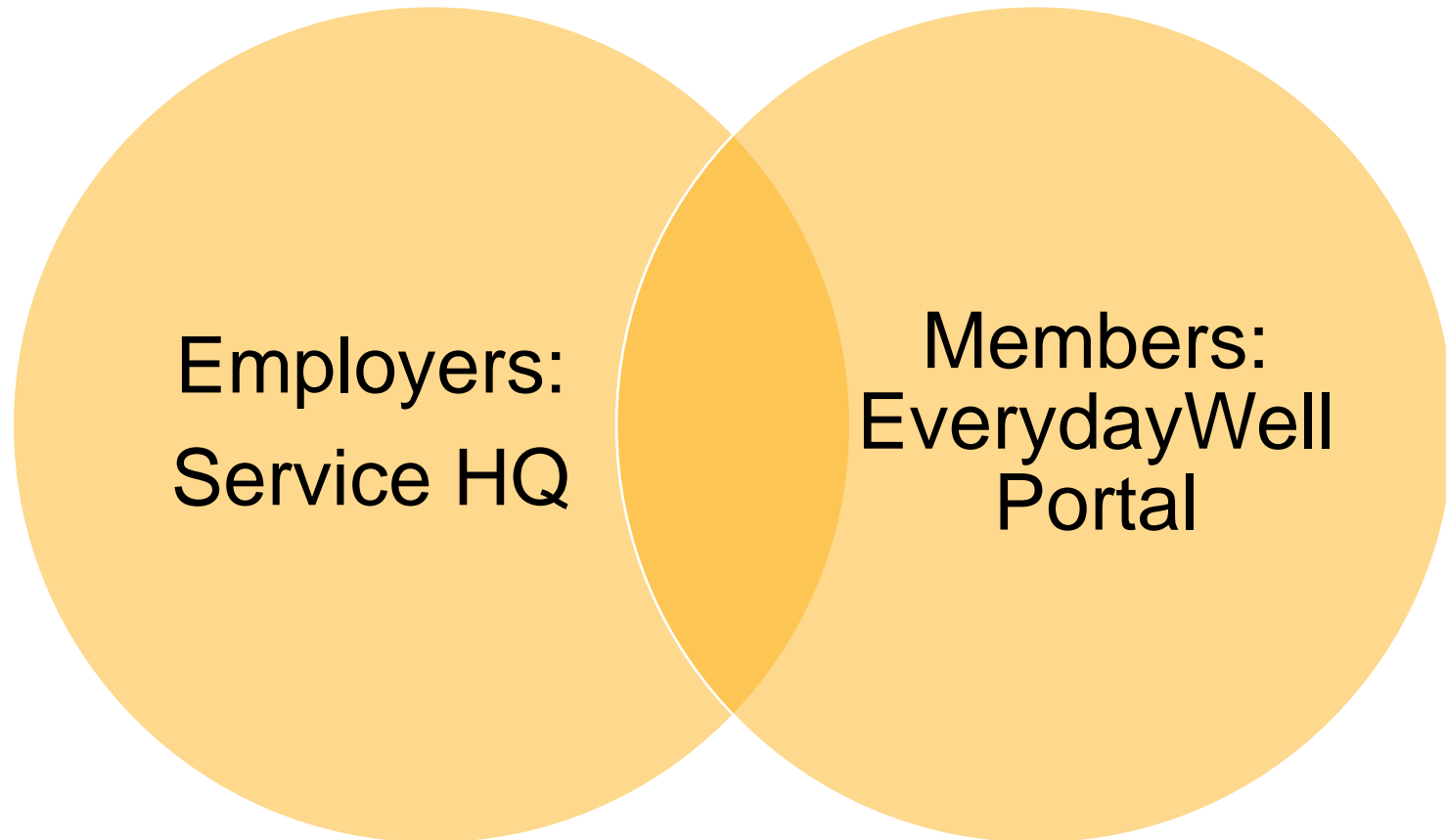
Service Organization



New Service Operations Organization



Accessible, Agile Service Model



Service Team Update

LARGE GROUP

MHHPLargeGroup@memorialhermann.org

Debbie Sotelo | Rosa Peraza

SMALL GROUP

MHHPSmallGroup@memorialhermann.org

Amanda Lopez | Julia King

EMPLOYER/BROKER SUPPORT

MHHPAccountMgmt@memorialhermann.org

Cheryl Daniels | Alyssa Sotelo

Team Phone: (713) 338-6556

Option #1:	Members	>	Customer Service
Option #2:	Sales Team	>	Inside Sales Team
Option #3:	Brokers	>	Broker Appointments & Account Management
Option #4:	Employer	>	Account Management

MH Network vs. PHCS – 2019 ID CARD UPDATE

BENEFIT PLAN	PPO	PPO & HMO*	PPO Buy-Up
RESIDENCY:	Subscriber/ Dependent lives in MH Service Area	Subscriber/ Dependent lives outside MH Service Area	Subscriber/ Dependent lives in MH Service Area
<u>IN</u> NETWORK:	MH	MH + PHCS	MH + All Others (PHCS)
<u>OUT</u> OF NETWORK:	All Others	All Others	All Others Outside MH Service Area
EXCEPTIONS:	Traveling Outside MH Service Area = PHCS	*HMO Dependent lives outside MH Service Area = PHCS	Traveling Outside MH Service Area = PHCS

NO CHANGE to status of MD Anderson or Texas Childrens Hospital



2019 Renewals and Administrative rules

2019 Renewals

LARGE GROUP (51+)

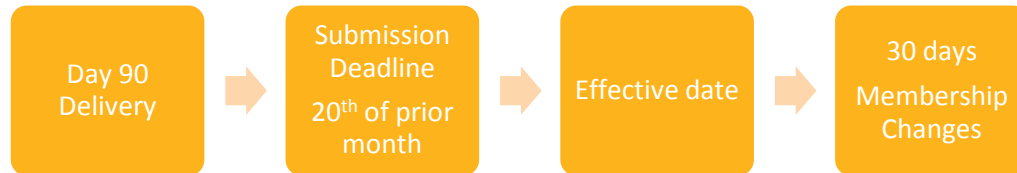
- **NO** changes to the **large group** renewal process
- NEW submission deadline for changes:
20th of the month prior to the effective date

SMALL GROUP (2-50)

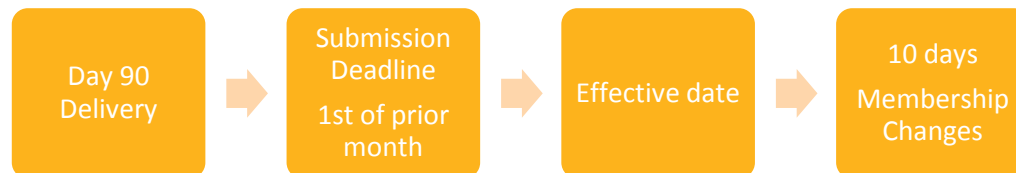
- **NO auto-renewals in 2019**
- NEW submission deadline:
1st of the month prior to the effective date
- Groups moving from ACA/Metal tier plans will be able to receive deductible and coinsurance credit

Small Group Renewal Strategy

Current Process for ACA & Auto Renewal



Proposed Process for ACA > Hybrid Renewal



- **ACTION REQUIRED** for every renewal
- **NO AUTO MAPPING** between Metal Tier Plans and Hybrid Plans

Administrative Rules

- Hybrid Grace Period – 10 days
- Fully Insured Grace Period – 30 days
- Voluntary Termination
 - NO reinstatement for Large or Small Groups
 - Hybrid Product – 6th months premium or remainder of plan year due (lesser)
- Involuntary Termination (nonpayment)
 - Fully Insured (Small & Large): Pay full balance within 30 days after termination date
 - Hybrid Small Group: Pay full balance due within remainder of termination month
- Termination and Re-Writes > 60 day waiting period and new group number

Questions?

