



North Carolina
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES



Aon Hewitt
Eligibility and Enrollment Services Contract

Board of Trustees Meeting

May 22, 2015

A Division of the Department of State Treasurer

Presentation Overview

- Eligibility and Enrollment Services (EES) Contract Implementation Update
- Call Center Service Levels

EES Implementation Update

The June 1st **Go-Live** is just around the corner. Here is an overview of what has happened in the last twelve months:

- May 30, 2014 – Mailed letters to all employing units, notifying them of the intent to transition the EES contract to Aon Hewitt.
- June 2014 –
 - Kicked off the project by inviting all impacted vendors and partners to a two-day implementation planning session. Participants included:
 - Aon Hewitt
 - Plan Staff
 - Office of State Human Resources
 - Best Shared Services (BEACON)
 - Retirement
 - Active Health Management
 - BCBSNC
 - COBRAGuard
 - Humana
 - UHC
 - NC Flex vendors

EES Implementation Update

- July 2014
 - Began implementation planning with the 59 employing units requiring payroll file connectivity
 - BEACON (state agencies)
 - Universities
 - Community Colleges
 - Charlotte Mecklenburg Schools
 - Guilford County Schools
 - Wake County Schools
 - NC Education Lottery
 - Began to formalize business and technical requirements
- August 2014 – November 2014
 - Completed business and technical requirements
- December 2014 – May 2015
 - Testing

During this time, the Plan also established an Aon Hewitt transition section on the Plan's website and published periodic *Implementation Updates* to keep employing units updated on the progress and impacts of the transition.

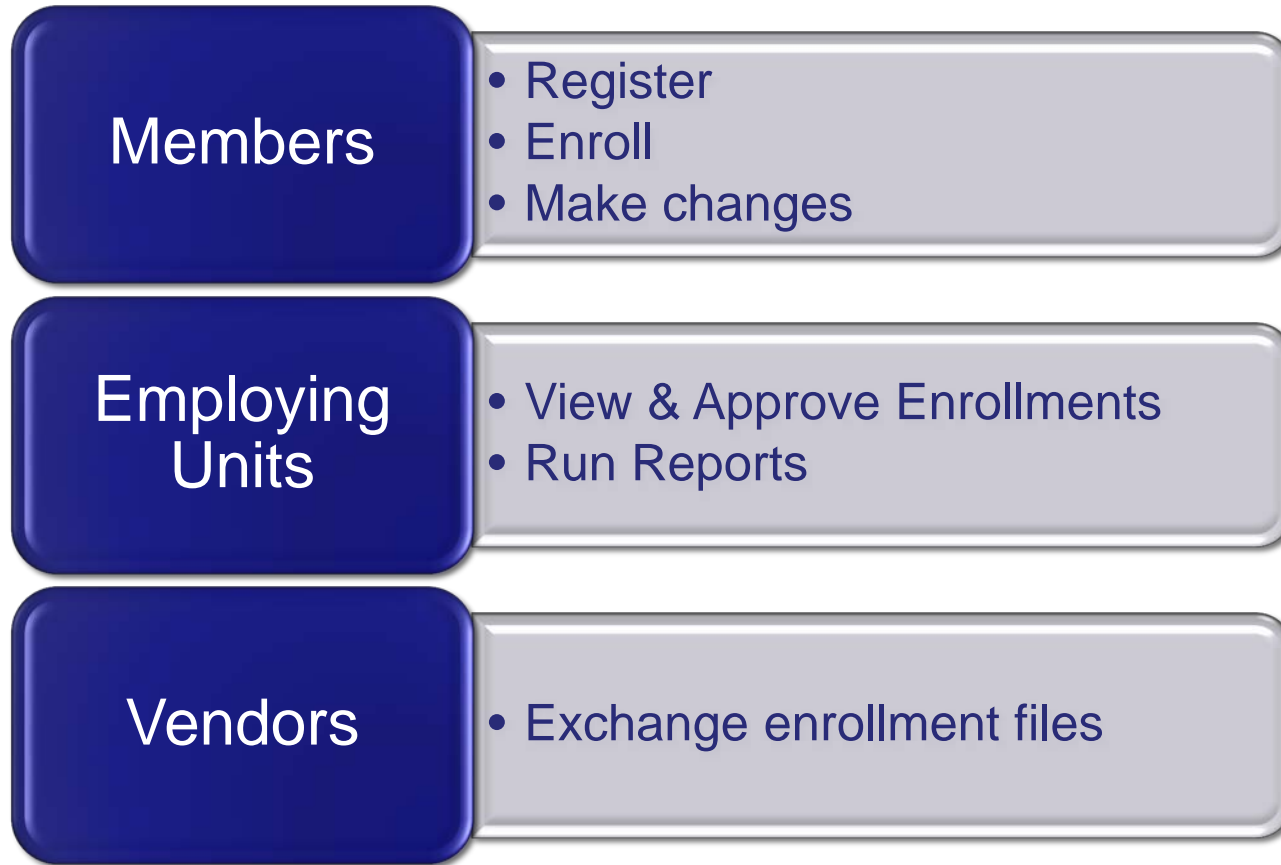
EES Implementation Update

Happening Now:

- Regional HBR Trainings (9 locations – multiple sessions per location)
- Webinar HBR Trainings
- Weekly Implementation Updates reminding employing units about cut-off schedules and upcoming events
- Member Mailers notifying members of the upcoming changes
- Cross-Vendor Customers Service Check Points
- Internal Plan training
- End-to-End Vendor and Partner Testing

EES Contract – *Go-Live!*

While testing is still on-going, basic enrollment and file transactions have passed testing.



EES Contract – *Go-Live!*

Do we have any known issues going into *Go-Live*?

Issue	Who Is Impacted	Workaround	Target Fix Date
Aon Hewitt not transmitting all PCP transactions correctly	Member/BCBSNC	BCBSNC will manually correct	TBD
Aon Hewitt not transmitting all split-contracts correctly	Member/BCBSNC	BCBSNC will manually correct	TBD
Not all Medicare Primary enrollment timeframes are supported online	Member	Retiree must call to enroll	TBD
New retiree who also ages into Medicare during retirement window unable to complete enrollment online	Member	Retiree must call to enroll	8/15/2015
Member enrollment transactions are not presented to HBR for approval	HBR	Interim workaround requires Aon Hewitt to notify HBRs of pending actions requiring their review	TBD
NCFlex FSA calculations	Employing Units NCFlex & payroll connectivity	None	5/31/2015

It is possible that some of these will be resolved prior to June 1. It is also possible that additional items will be uncovered during testing.

EES Contract – *Go-Live!*

What are we doing to monitor *Go-Live* events and keep employing units informed?

- Established an “open-phone” line for employing units to call with any issues or concerns. Aon Hewitt Account Managers will be available for any navigation or transaction assistance.
- Dedicated a page on shpnc.org to post any known issues and a status on the fix and/or workaround.
- Set-up daily Vendor/Partner calls to troubleshoot issues
- Set-up daily Vendor/Partner Customer Service calls to keep customer service teams informed
- Set-up daily Vendor enrollment call to handle any escalated enrollment issues

EES Contract – *Go-Live!*

Do Members have what they need for *Go-Live*?

In addition to mailing information to members' homes, we are working with employing units to communicate this change to their employees but we all know change is hard.

- **eEnroll Navigation** – It's different from what they are used to seeing. We've added verbiage to help members navigate the site but we expect some members will have trouble finding the right spot to complete a transaction or view their information.
- **Data Latency** – The transactions members completed in the weeks prior to *Go-Live* will not be visible on day one. Benefitfocus will be delivering those files to Aon Hewitt the first week of June at which time they will begin the load process.
- **Call Centers** – We expect high call volume during the first few weeks of June and all vendor call centers have to staff up appropriately.

EES Contract – *Go-Live!*

- We still have a lot of work to do between now and *Go-Live*, but we feel we have the required infrastructure in place to react and respond as needed.
- Plan Staff will provide the Board with status updates, as needed, throughout *Go-Live* week and beyond.

Member Experience – Enrollment Call Service

There are three primary service level agreements (SLAs) the Plan uses to measure vendor performance as it relates to answering member phone calls:

- **Average Speed to Answer (ASA)**, which measures how long members have to wait before their call is answered.
- **First Call Resolution**, which measures how many member calls are resolved during the initial call. (New Performance Guarantee.)
- **Call Accuracy**, which measures the accuracy of the information provided to the member. (New Performance Guarantee.)

While we have always tracked these results, we have only recently added Performance Guarantees for all three of these SLAs. Plan staff feel the combination of these measures will give us the best picture of the member call experience.

Member Experience – Enrollment Call Service

Given that we are taking a more holistic approach to the call service measurement, we have also adjusted the targets:

- **ASA Target** – Calls answered in 30 seconds or less 80% of the time. Aon Hewitt's standard is to measure ASA on a quarterly basis, but Plan staff feels a monthly measurement gives us better insight into the true level of service; therefore, we are upgrading this service level.
- **First Call Resolution Target** – Member inquiries resolved on the initial call 93% of the time.
- **Call Accuracy Target** – 90% accuracy rate. Aon Hewitt not only measures the accuracy of the responses but measures whether the call representative responds professionally and provides any additional information the member may need.

Member Experience – Enrollment Call Service

- In addition to weekly service reports, we will utilize the annual Member Satisfaction Survey, direct member inquiries and exception requests to monitor the service levels. If needed, we can adjust the targets.