

BENEFITS ADVISORY COMMITTEE  
MINUTES OF MEETING  
MAY 15, 2008

[In these minutes: Healthways Plan Review]

[These minutes reflect discussion and debate at a meeting of a committee of the University Senate; none of the comments, conclusions, or actions reported in these minutes represent the view of, nor are they binding on the Senate, the Administration, or the Board of Regents.]

PRESENT: Gavin Watt (chair), Linda Aaker, Tina Falkner, William Roberts, Jody Ebert, Jennifer Imsande, Rhonda Jennen, Sandi Sherman, Nancy Fulton, Joseph Jameson, Michael Marotteck, Carla Volkman-Lien, Carl Anderson, George Green, Richard McGehee, Fred Morrison, Michael O'Reilly, Theodor Litman, Rodney Loper

REGRETS: Karen Wolterstorff, Amos Deinard, Dann Chapman

ABSENT: Jerremy Mlenar, Carol Carrier, Frank Cerra, Keith Dunder

OTHERS ATTENDING: Ted Butler, Karen Chapin, Joyce Carlson, Shirley Kuehn, Kathy Pouliot, Curt Swenson

GUESTS: Healthways representatives John Harris, Keith Cavendar, Tiffany Nauman and Shanley Slikes

I). Gavin Watt called the meeting to order.

II). Gavin Watt welcomed today's guests from Healthways, (formerly known as Harris HealthTrends, Inc.) a provider of health promotion and health information resources for UPlan members. Healthways was invited to provide the committee with an annual review of its performance.

John Harris, Healthways senior vice president, began by introducing his colleagues, Keith Cavendar, Tiffany Nauman and Shanley Slikes. He noted that Healthways was founded in 1981 and is based in Nashville, Tennessee. Currently, Healthways has 4,500 employees. The company is publicly traded on the Nasdaq under HWAY. Healthways is the nation's largest provider of health (wellness) and care (disease management) support services. To give committee members a sense of the number of lives that Healthways works with, Mr. Harris reported that over 2.5 million members are presently receiving disease management services from Healthways and over 27 million members are receiving wellness-related services. In terms of its customer base, Healthways has 90 health plan customers and over 800 employer customers. Healthways spends a lot of time and research is invested in developing proven programs with large scale, third party validated outcomes, which are accredited by the NCQA (National Committee for Quality Assurance) and the URAC (Utilization Review Accreditation Commission).

Healthways serves the whole person and the whole population from those that are healthy to individuals who are seriously and/or terminally ill. Given the variety different people served by Healthways, a wide range of solutions are used e.g., health and wellness programs, chronic programs.

Components of the UPlan Wellness Program include:

- Wellness Assessment (provided by Staywell Health Management).
- On-line programs including the 10,000 Steps Program, which is delivered by HealthPartners and Healthy Living Programs, which are administered by Staywell.
- Lifestyle Management programs administered by Healthways.
- Disease Management provided by Healthways.
- Nurseline provided by the Mayo Clinic.
- Incentive programs administered by Healthways.
- Aggregate data reporting provided by Healthways.

The UPlan Wellness Program participation is not currently being maximized noted Mr. Harris. Efforts to increase participation, particularly by dependents, are an ongoing challenge, which Healthways is focusing on. Members of the BAC are in a great position to drive increased participation in the various programs.

Mr. Harris turned members' attention to a series of charts containing Lifestyle Management and Disease Management program results and reviewed this information in detail with members. He walked members through a series of charts, and answered several questions related to how the charts were to be interpreted.

Mr. Harris explained that the Healthy Behavior Score (HBS) is used to measure the impact of the overall program. The HBS measures behaviors that an individual is able to change, e.g. weight. The goal is to steadily increase the HBS; 100 is the highest/healthiest score.

The return on investment (ROI) data for the UPlan is very encouraging (measured by Healthways by calculating the value of risk reductions among UPlan members). Additional years of data will be need before any solid conclusions can be drawn. Besides Healthways review of the data, University of Minnesota researchers are also looking at claims cost comparisons for ROI evaluation purposes.

Next, Mr. Harris highlighted the concerns mentioned in the comments collected from UPlan members. Concerns and examples of each were shared with the committee:

- Incentive timing and delivery concerns.
- Wellness Assessment access concerns.
- Confidentiality/privacy concerns.
- Health coaching communication and credential concerns.
- Training concerns.
- Quality concerns.

Mr. Harris stated that Healthways takes all of these concerns very seriously, and will

make every attempt to mitigate them. In part, noted Mr. Harris, these concerns can be attributed to the significant number of Healthways acquisitions of late. Healthways is working diligently to resolve these concerns.

Mr. Harris then highlighted UPlan success stories. De-identified examples of these stories were shared with the committee.

A member voiced concern over how Healthways measures its performance given the fact that much of the data used is self-reported by program participants. How does Healthways know if it was their coach that was responsible a participant's healthier lifestyle or his/her physician? Mr. Harris explained that Healthways tries to control the variables it measures as much as possible.

Another member expressed concern over the health coaching services delivered by Healthways, and why Healthways does not do a better job of training their coaches to specialize in certain areas such as weight loss, smoking cessation, etc. instead of having the coaches provide very general information, which most people know already. Better outcomes could be achieved by doing this. Mr. Harris acknowledged that this is a concern of Healthways, which it realizes it needs to address. Having said this, Healthways struggles with how best to assign its coaches, but all of their coaches have the ability to bring in another coach in order to deliver the best possible service. It is a fine line in terms of not passing people around, yet providing them with the level of expertise they desire.

A member requested that Healthways provide Employee Benefits with its annual prospectus. Mr. Harris stated that he would be happy to do so, and noted that for further information committee members can visit the Healthways website at <http://www.healthways.com/>. Another member requested that Healthways provide Employee Benefits with samples of some of the materials that their coaches send out to program participants. It would also be interesting to learn about what other program models Healthways uses with its other clients and how these differ/compare with what is offered at the University. Mr. Harris stated that there is only one other model, which he could share.

III). Mr. Watt announced that the next BAC meeting is June 5<sup>th</sup>, and the main agenda item for this meeting will be the Medica annual review. Then, on June 19<sup>th</sup>, the primary agenda item will be the HealthPartners' plan review.

Hearing no further business, Mr. Watt adjourned the meeting.

Renee Dempsey  
University Senate

