

Vendor Summit – Coordination of Care

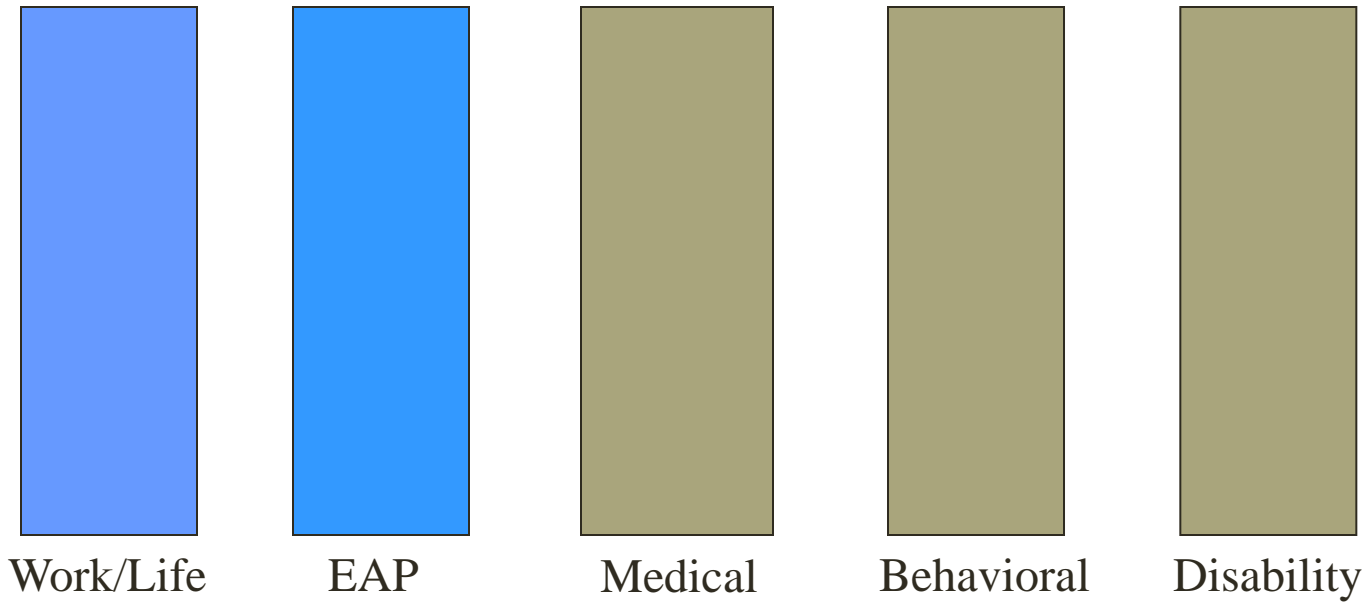
David J. Hay and Associates

djh@djay.com

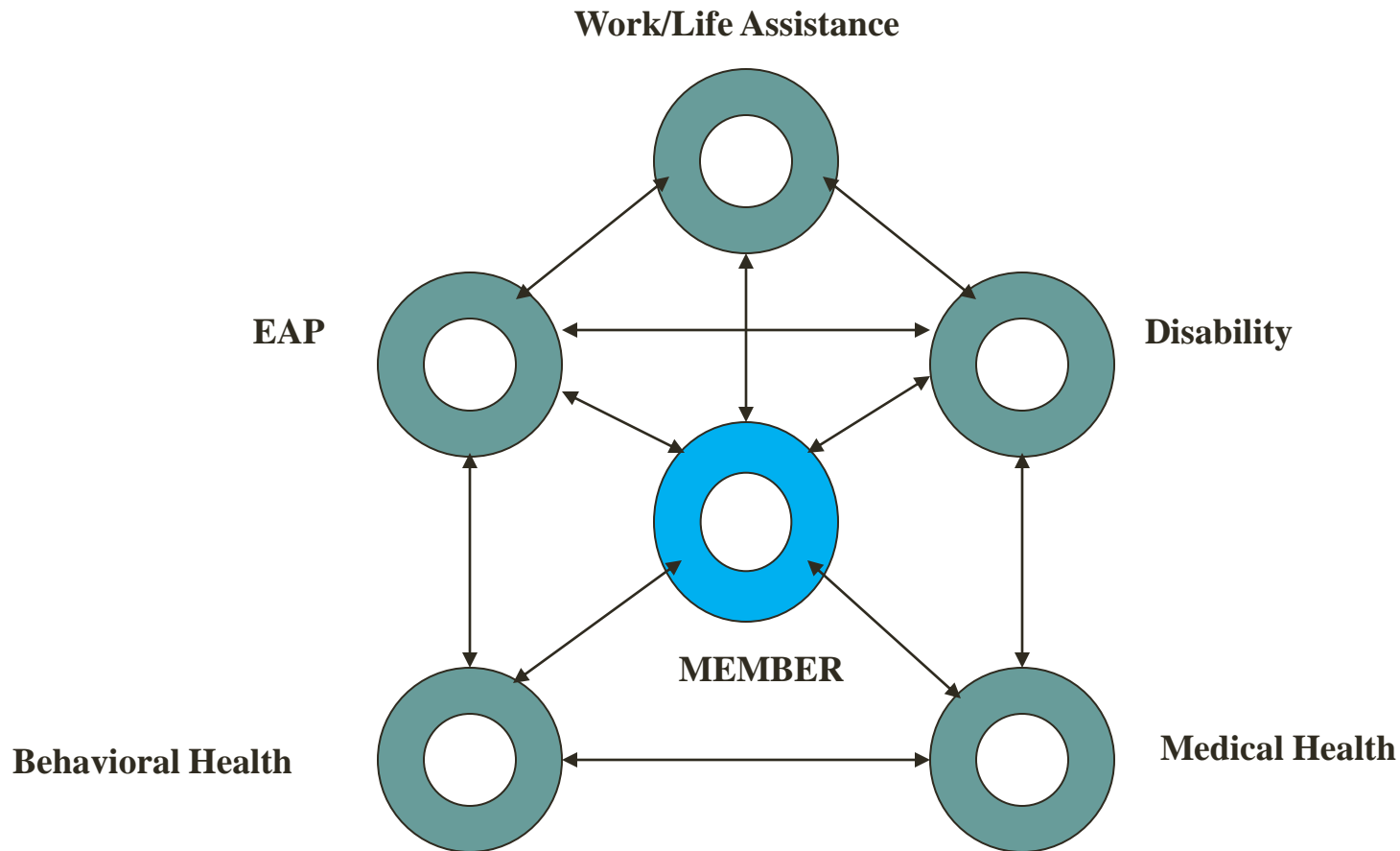
845 255-8461

Health Benefits

People have concurrent issues that are missed when benefits and services do not work together



Vendor Summit – Coordination of Care



Meet the needs of members by working together

Vendor Summit - Coordination of Care Delivers

- ROI by:
 - Reducing duration/cost of disabilities
 - *Bending* the trend in claims costs
 - Saving **lost time** (absenteeism, presenteeism)
- Demonstrates respect and caring for employees and their dependents

Step 1 – Assessment and Alignment

- Identify vendors and benefits to be included in the initiative and assess capabilities for coordination of care
- Align with Wellness Program and existing “navigational support” (advocates, coaches, etc.)
- Conduct brief “gap analysis” of existing health and wellness resources
- Identify all relevant “touch points”

Step 2 – Plan Vendor Summit

- Vendor Summit - Preparation
 - Establish client organization expectations for Vendor Summit
 - Develop case studies
 - Develop warm transfer and referral protocols and flow charts
 - Develop “script bank” to be used by vendors
 - Establish communications plan

Step 2 – Plan Vendor Summit

- Vendor Summit - Preparation
 - Develop vendor pre-work, worksheets
 - Function descriptions of services
 - Opportunities/tools for identifying co-morbid conditions
 - Prepare responses to case studies
 - Capability of incorporating warm transfer and referral protocols (outbound/inbound)
 - Reporting and data integration capabilities
 - Best practices from other customers

Step 3 – Hold a Vendor Summit

- Vendor Summit - Execution
 - Restate expectations of client organization
 - Warm transfers and referrals using script bank
 - Staff training
 - IT development and reporting inbound and outbound activity
 - Vendors/functions presentation of services and opportunities/tools for identifying co-morbid conditions
 - Case studies, in sequence, based on desired warm transfer and referral protocols

Step 4 – Reinforce Vendor Summit

- Vendor Summit – Post Summit Reinforcement
 - Finalize script bank for outbound warm transfers to:
 - “Hub” and/or
 - Secondary vendors
 - Ensure that process is integrated with vendor IT
 - Ensure that vendor staff are trained effectively
 - Monitor reporting and Measure success
 - Follow-up conference calls
 - Test compliance via mystery shopper calls
 - Plan for Summit #2 – Provider Engagement

For More Information

- Contact David J. Hay and Associates
- 845 255-8461
- djh@djhay.com

Visit our website at djhay.com