

FURTHER<sup>SM</sup>





# Agenda

<b>Further introduction: BCBSVT and VEHI</b>	Eric Daniels, Chief Growth Officer
<b>Product overview and benefits</b>	Dyan Daniels, National Account Manager
<b>Employee experience</b>	Chris Kent, Chief Operations Officer
<b>Employer experience</b>	Jordan Summers, VP National Sales
<b>Q&amp;A</b>	ALL

# Celebrating 30 years of health care spending administration



## ACCOUNT ADMINISTRATION

The 8<sup>th</sup> largest health care administrator in the country.



## TECHNOLOGY

Wholly-owned account administration platform that is secure, stable and scalable.



## CLIENT FOCUS

We work with providers, payers, employers and consumers of health care.



## HEALTH FOCUSED

The sole health care administrator focused on health outcomes.

## STRATEGIC ALLIANCE PARTNERS

- Blue Cross Blue Shield Group Purchasing Office (GPO)
- Blue Cross Blue Shield National Labor Office (NLO)
- Consortium Health Plans

## BLUE PLAN PARTNERS



## LARGE EMPLOYERS & SCHOOL DISTRICTS

- Cargill
- Concordia Plan Services
- Merck & Co.
- **Minnesota Healthcare Consortium**
- **One Digital**
- Pentair
- Perdue Farms
- Portico Benefit Services
- Schwan's Shared Services, LLC
- Sodexo
- Supervalu, Inc.
- The Board of Pensions
- Under Armour, Inc.

This is a conversation about more than money.



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MONEY

HEALTH

LIFE

60% of our members spend down their Health Savings Account balance each year.





Delivering everything you expect, but better.

ALL ACCOUNT TYPES

HSA      HRA

FSA      DCAP

LOWER FEES

Simple and affordable one-fee model, no hidden fees.

HIGH-INTEREST RATES

Best in market rates, with options for the spectrum of needs.



# VEHI Health Savings Account (HSA)

- Health Savings Account (**HSA**) allows you to set aside a portion of pretax payroll
- No taxes on money you put in or take out to pay for qualified medical expenses
- Interest earned is tax-free
- No “use it or lose it”; unused money rolls to next year
- Account stays with you, even if you change jobs or retire
- **VEHI specific** - For 2021 - HSA with employer contributions will be offered by school districts to help cover out-of-pocket costs
- If you have an HSA now and wish to retain it, **or** if you want to open an HSA for the first time, you must enroll in the **Silver CDHP**.
- Effective January 1, 2021, under the terms of the statewide agreement, you **cannot** receive or make contributions to an HSA if you are enrolled in the **Gold CDHP**.







## You can use your HSA to pay for:

- Out-of-pocket medical expenses such as
  - Deductibles, coinsurance, copayments
  - Prescription drugs
  - Over-the-counter medical products
  - Feminine hygiene products
- Health expenses not included in your health plan:
  - Dental
  - Vision materials (ex. Contact lenses, frames)
  - Acupuncture

\*\*The list of health care over-the-counter items and other services that are considered eligible under IRS Code Section 213(d) rules will be available on April 15, 2020\*\*



## You cannot use your HSA to pay for:

- Costs not on the list of IRS-qualified expenses (see [hellofurther.com](https://www.hellofurther.com))
- Over-the-counter medicine
  - Non-prescription drugs
  - Supplements
- Health insurance premiums

Always save your receipts to ensure proper validation of expenses, as required by the IRS.

# VEHI Product Pricing

	Pricing
Value HSA “Spender”	\$0.48 / PPPM
Select HSA “Saver”	\$1.75 / PPPM
Premium HSA “Investor”	\$2.40 / PPPM
Health Reimbursement Arrangement (HRA)	\$2.25 / PPPM
Medical Flexible Spending Account (FSA)	\$2.25 / PPPM

\*\*If an employee selected both Value HSA and FSA = \$2.73 Per Month\*\*

\*\*PPPM = Per Participant Per Month\*\*

# The culture

The foundation of what we do is built upon the culture that has been established over decades of serving customers. Our culture is why our associates come to work each day.



## COMPASSION FOR THE MEMBER

We understand that health care is complex and knowing how to pay for it can be stressful – we approach every member interaction as an opportunity to listen and educate.



## HIGH-TOUCH SERVICE

We go above and beyond to serve our members in a way we want to be served, by answering the question behind their question.



## LEVERAGE EXPERTISE

With an average tenure of more than eight years across all teams, we use this expertise to consult with groups and health plans to build the optimal experience for their employees and members.



# The Further customer service philosophy



## Hiring

- Compassionate, courteous and patient
- Communication – verbal and written
- College degree and strong communication background



## Customer focus

- Limit customer effort
- Get to the root of the problem
- Resolve the issue in one call
- Be an advocate for the customer



## Quality assurance

- 100% recorded calls
- Each representative is audited monthly for quality and customer experience
- Knowledge management
- Customer inquiry system



## Training

- Six-week training program includes two weeks of 1:1 mentoring
- Assessment-based program ensures associates are ready to progress to the next stage
- Daily update communications and weekly team meetings



## Outreach and education

- Outbound calls to prevent delays, claim denials and correct HSA over contributions
- Focus on educating the member, not call time
- Webinars for group leaders, agents and brokers



## Service channels

- Speak with a service representative
- Interactive Voice Response (IVR) self-service
- Online portal/mobile app
- Email/mail/fax



EVERYDAY  
HERO 

## Performance success

Measure	Results
Member satisfaction	Above 90%
First call resolution	> 95%
Percent of open items resolved within five days	98%
Outbound calls on the member's behalf	35%
Average claim turnaround time	1.12 days
Percent of claims processed within five days	99%
Financial claims accuracy	99.9%
Substantiation rate (with carrier claim files)	95%
Number of unsolicited member commendations (Everyday Hero)	542

## VEHI Experience

Serving each supervisory union / district is critical to our success.

Further understands and will support each of your unique needs, challenges, and opportunities when it comes to your employee population.



### PROACTIVE SERVICE AND ISSUE RESOLUTION

Further invests in technology to improve our ability to resolve issues and identify problems proactively.



### AWARD-WINNING SERVICE

Our investments have improved how quickly we resolve issues and increased group satisfaction.



### ACTIONABLE INSIGHTS

We developed insights that are used to improve service and communications.



# Surrounding people with what they need from Day 1.

## RESOURCES

Relevant tools, guidance and reminders to make the right moves

## ONBOARDING

A welcoming experience from plan selection to account migration

## INTEGRATED PORTAL

An integrated experience that meets people where they are



## COMMUNICATION

Connecting in the best ways for them: text, email, and letters

## PROACTIVE SUPPORT

Service that intercepts issues before they become problems

## ONE CARD

Simplified hassle-free payment for all interactions

# Employer Experience

We take a thoughtful approach with our partners that have intricate, layered organizations. Together, we work to align with leadership to ensure we support, engage, and educate their groups and members to address their unique needs.

## 2019 school district statistics:

- Serving 242 school districts
- Serving 46,669 school district accounts
- Implemented 18 school districts



- 563 groups  
*(schools, cities, municipalities)*
- 67,263 accounts



- 132 groups
- 20,145 accounts

Solutions for every step  
in the journey.



#### PRESALE READINESS

- VEHI discovery & program implementation
- VEHI channel partner training



#### CLIENT ACTIVATION

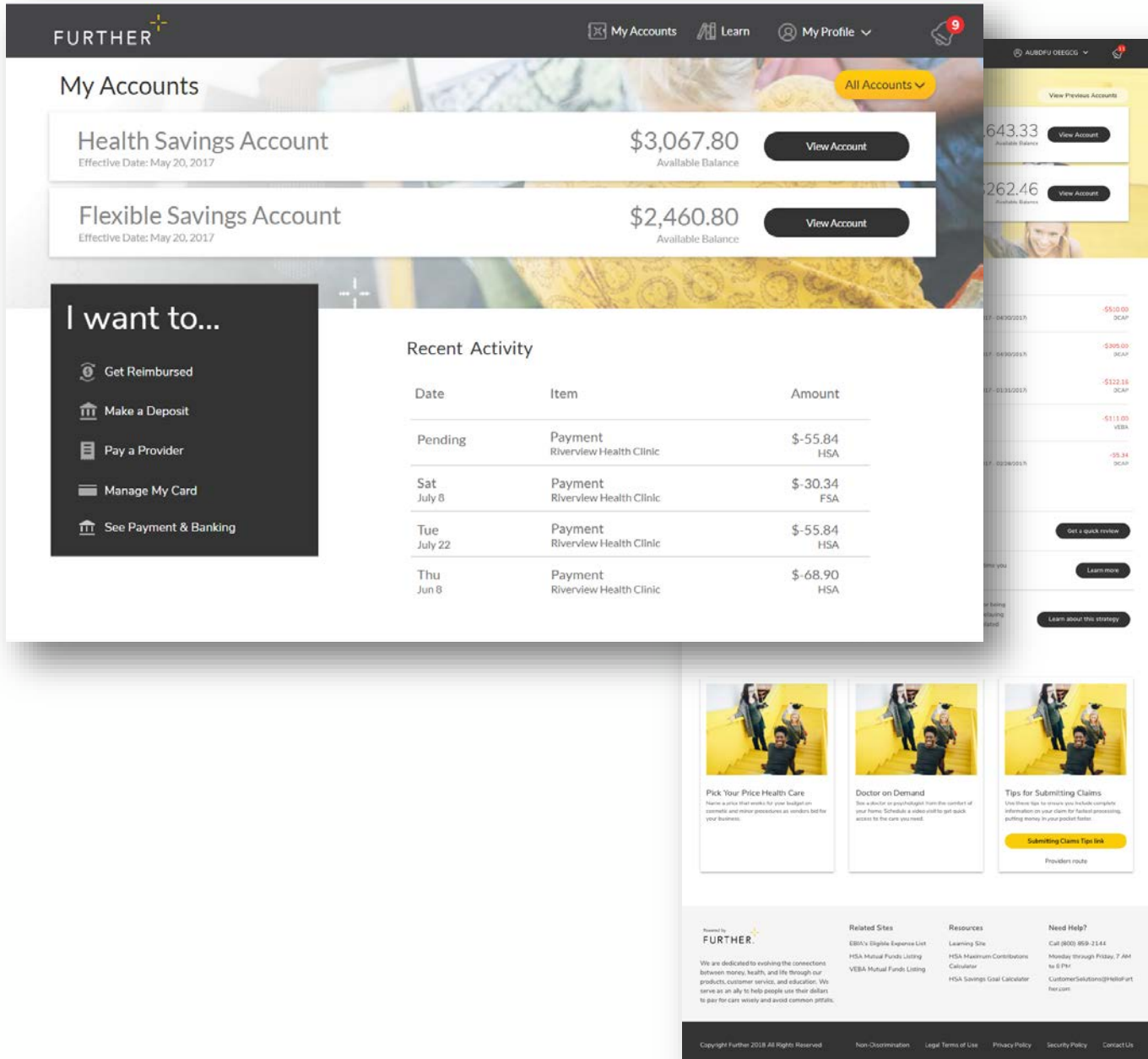
- Dedicated implementation resource
- Review spending account options



#### MEMBER ENGAGEMENT

- Welcome and onboarding
- Using and paying for care

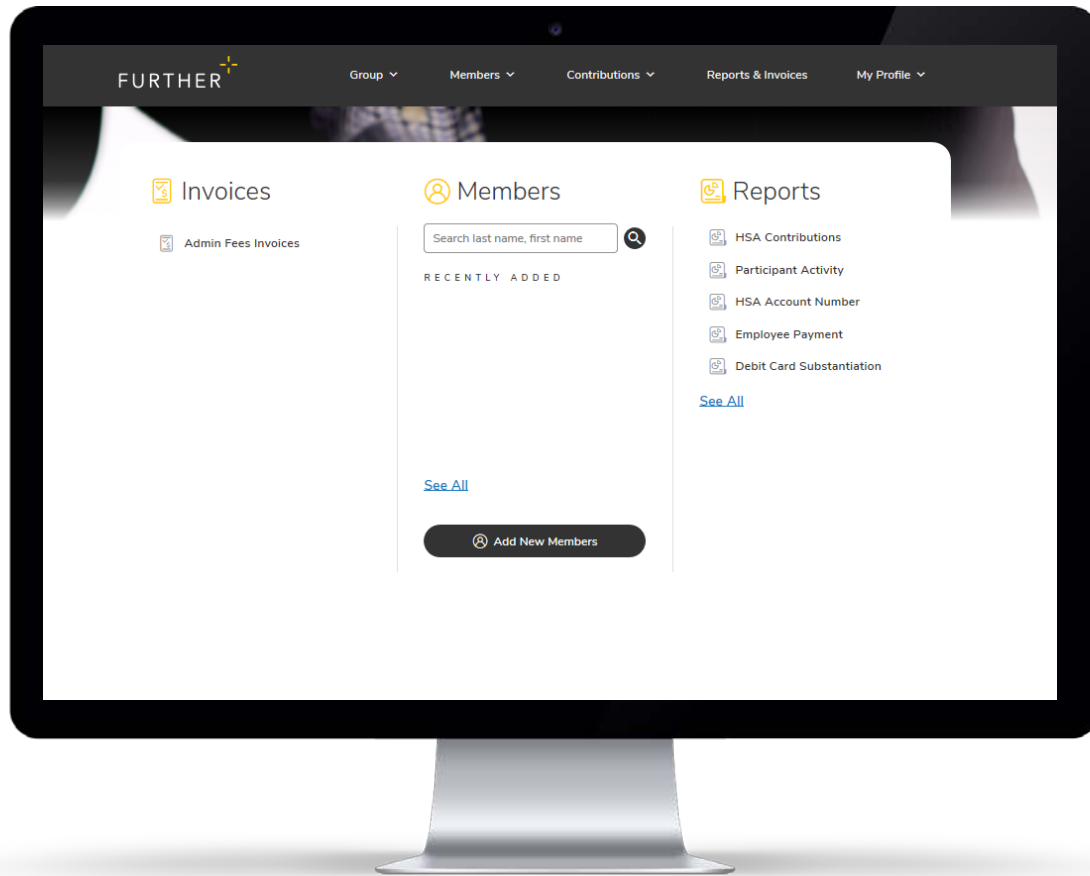




## Employee portal - dashboard

Employees can find everything they need right on their home page including:

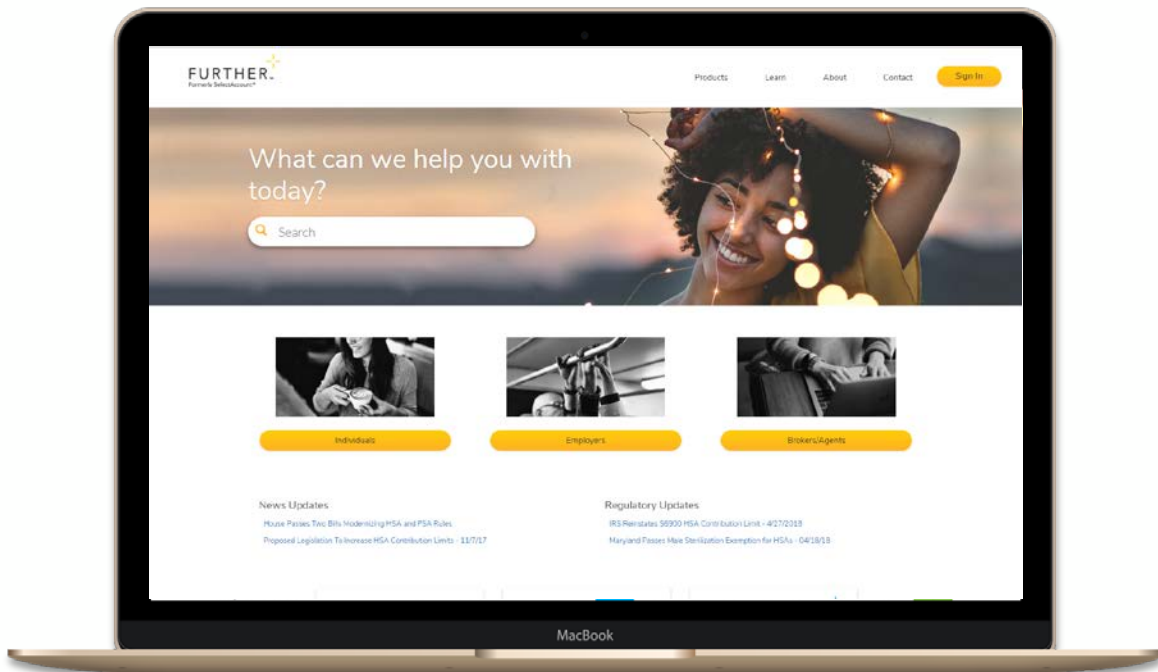
- Account balance
- Recent activity
- Get reimbursed
- Make a deposit (if applicable)
- Pay a provider
- Manage debit card (if applicable)
- Customized tiles to VEHI site



## Employer portal – dashboard

The employer portal dashboard provides a snapshot into your group:

- Plan design information
- Active and/or inactive employees
- Contributions
- Reports & Invoices
- Custom learn site link to VEHI page



## Learning Center

- Guidance to help compare products
- Savings calculators, videos and popular forms
- Employer walkthrough of open-enrollment communication
- Extensive employee educational resources:
  - Tips for submitting claims
  - Help using and managing their account
  - Tax implication information
  - How to get reimbursed
  - FAQs



## FAQ's on COVID-19 and Spending Accounts

### Dependent Care Assistance Program (DCAP)

Can my employees decrease their DCAP election amounts due to the COVID-19?

My employee's child's school is closed due to the COVID-19, and the employee still must work, can they increase their DCAP election?

What happens if an employee is laid off or terminated and we terminate their DCAP?

### Medical Flexible Spending Account (FSA)

My employee is not working at this time due to the COVID-19, can they decrease their FSA election amount?

My employee has increased medical expenses due to the COVID-19, can they increase the FSA election amount?

What happens if we terminate an employee's FSA due to layoff or termination of employment?

What does the Senate CARES Act entail?

### Health Savings Account (HSA)

My employees are not working at this time due to the COVID-19, can they change HSA election amounts?

What does the Senate CARES Act entail?

### Health Reimbursement Account (HRA)

What happens if we terminate an employee's HRA due to layoff or termination of employment?

[https://learn.hellofurther.com/Landing\\_Pages/COVID-19\\_Frequently\\_Asked\\_Questions](https://learn.hellofurther.com/Landing_Pages/COVID-19_Frequently_Asked_Questions)



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**Bringing it all together. Making life easier.**

For you. For your employees. We go above and beyond.

*Thank you.*