



The Commonwealth of Massachusetts

Group Insurance Commission



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Memorandum

FROM: Roberta Herman, M.D., Executive Director, Group Insurance Commission

DATE: September 28, 2018

RE: FY2018 Vendor Quality Improvement Report

I am pleased to enclose our Vendor Quality Improvement Report for FY2018. This information is submitted pursuant to Mass. Gen. Laws Ch. 32A, § 21. This report details a variety of quality improvement activities in FY2018 that comprise the oversight and actions necessary for the Group Insurance Commission (GIC) to fulfill its mission of providing more than 430,000 members with access to high-quality, affordable benefit options to employees, retirees, and dependents.

FY2018 was an important year for the GIC during which a rational and more consistent footprint was established for our medical, behavioral health, and pharmacy product lines. Our vendors introduced new products, prices were controlled and our vendors continued to engage in market leading innovations. The GIC conducted three separate procurements for vendor(s) to provide: pharmacy benefit management, medical and behavioral health services, and an Employee Assistance Program. The results of these procurements, along with member-friendly enhancements to benefit designs, are expected to yield positive impacts for GIC members.

The GIC offers its members access to some of the country's most well-known and well-respected health insurers. These insurers and the GIC's ancillary benefit vendors continue to improve the quality and customer service they offer to GIC enrollees. Some examples include:

- **Supporting the Commonwealth's effort to combat opioid and substance abuse issues**, by eliminating the prior authorization requirements and member copayments for generic buprenorphine-naloxone and naloxone products
- **Increasing focus on population health management**, through investments in tools that provide more comprehensive reporting and analytics to understand and address diverse member needs
- **Enhancing the GIC member experience**, through the introduction of customizable tools to access health care information based on their own product design.

Please do not hesitate to contact me if you have questions or need further information about this report.