

Roberta Herman, M.D.
Executive Director

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Memorandum

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

DATE: September 27, 2019

RE: FY2019 Vendor Quality Improvement Report

I am pleased to enclose our Vendor Quality Improvement Report for FY2019. This information is submitted pursuant to Mass. Gen. Laws Ch. 32A, § 21. This report details a variety of quality improvement activities in FY2019 that comprise the oversight and actions necessary for the Group Insurance Commission (GIC) to fulfill its mission of providing more than 460,000 members with access to high-quality, affordable benefit options to employees, retirees, and dependents.

FY2019 saw GIC making considerable progress toward advancing our long term objectives through three key initiatives: the migration to a self-insurance model, reintegration of behavioral health coverage and carving out GIC's pharmacy benefits. The GIC conducted a procurement for the administration its flexible spending account plans (FSAs), which enabled us to implement our first fully online enrollment feature which went live for the FY2020 benefit year. As a result of a new pharmacy benefit manager, initial data is pointing to significant cost avoidance in the area of \$500 to \$750 million over the life of the GIC's PBM contract, all of which is accruing to the benefit of members and taxpayers.

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 engage in market leading innovations, control health care costs as well as improve the quality and customer service offered to GIC enrollees. Some examples include:

- **Optimizing GIC member experience:** Increasing use of new digital platforms such as web-based member enrollment information, mobile health applications, and text messaging capabilities
- **Continued focus on addressing substance abuse issue,** by offering comprehensive opioid management programming to prevent addiction
- **Continued focus on population health management,** through investments in tools that provide more comprehensive reporting and analytics to understand and address diverse member needs.

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