

Advisory Panel on Improving Healthcare Systems – Oct. 2, 2014 Meeting Enrollee Support Topic Discussion Hand-out

Broad question

“What types of enrollee support **provided by employers, insurers, or health organizations** positively impact access to and utilization of health care services and patients’ care experiences in insurance arrangements with high deductible plans?”

Sub-questions

What are the most effective mechanisms to **communicate aspects of plan design** to members that will positively affect access, use of appropriate healthcare services and patients’ care experiences? Such as communication around:

- Coverage of preventable services
- Tiered copayments to dis-incentivize use of ER or preference-based treatments
- Co-payments for medications

Within the above, what are the most effective mechanisms to **educate patients and providers about these benefit structures** to positively impact patient care?

What are the most effective mechanisms to provide members with information on provider **cost and quality** to improve **transparency** of such information, encourage prudent purchasing and positively impact patient outcomes?

What are the most effective mechanisms to provide ongoing **care/disease management support to the chronically ill population** within high deductible plans and who should do it to most effectively improve patient outcomes?

What are the most effective **decision support mechanisms** to encourage members to more judiciously select among alternative available treatments (e.g., preference based treatments, Choosing Wisely) within a high-deductible health plan.