2009 NDPERS Wellness Forum

November 18, 2009

2009 NDPERS Wellness Forum

Opening Remarks

2009 NDPERS Wellness Forum

Governor’s Welcome

Wellness Forum

Sparb Collins

PERS appreciates our partnership with you to create a healthier work environment

Wellness works!

Why Wellness

- Most Importantly - Good for us
- The challenge we face – Bryan Reinhardt
  - Rising costs
  - Less coverage
  - Effect on salaries and other benefits

Results of the NDWHP Program

- 4 State agencies, 400 employees
- Both worksite-level & individual assistance
- 2 w/"high" and 2 w/"medium" interventions
- Outcomes incl. costs, health behavior, & satisfaction

Dr Nancy Vogeltanz-Holm

Accomplishments

- Flu Shot Clinics and Promotion of Seasonal Colds & Flu Avoidance
- Blood Pressure Checks & Cholesterol Screenings
- Walking Works/Start Walking Challenges
- Go Red Day
- Fruits & Veggies Challenges
- Wellness Fairs
- Know Your Numbers - AHA
- The Cholesterol Low Down – AHA
- Stress Management BCBS or EAP presentations
- Promotion of new BCBS Wellness Initiatives

- Plan orientation
- Incentives
- Help

Plan Orientation

Wellness Benefit

Onalee Sellhiem - BCBS

Incentives

MyHealth Center and Health Club Credit

BCBS

Help

Wellness Assistance

Existing Programs

- Tobacco Cessation – Rebecca
- Wellness Benefit Program – Kathy
- BCBS Member Education – BCBS
- Diabetes Management – Jayme Steig
- Go Red
- Nutrition – Fruits and Veggies
- EAP

Wellness toolbox

Good Luck and Thanks

NDPERS
Health Care Costs

Quiz?

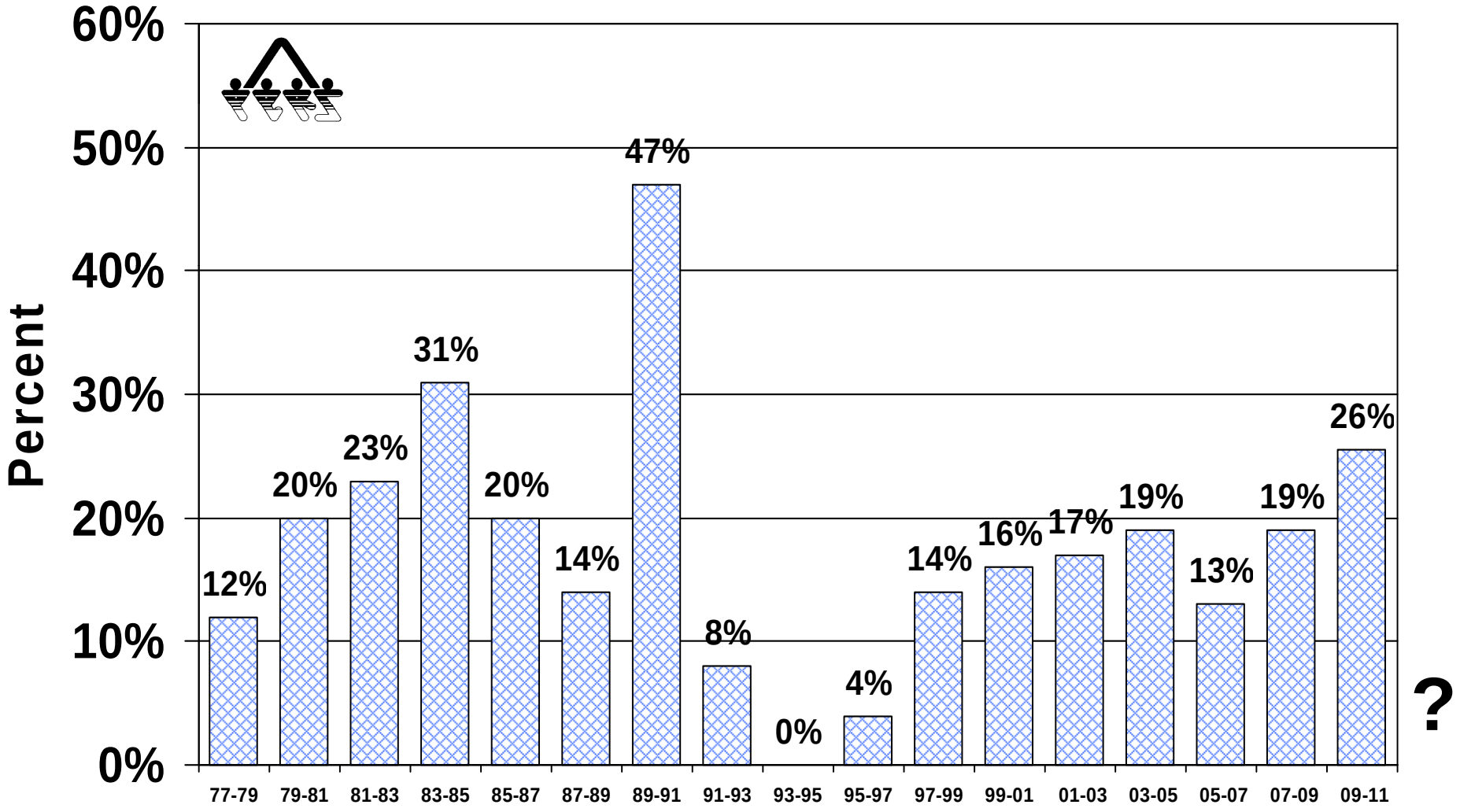
July 1, 2009

-24.4% 25.5%

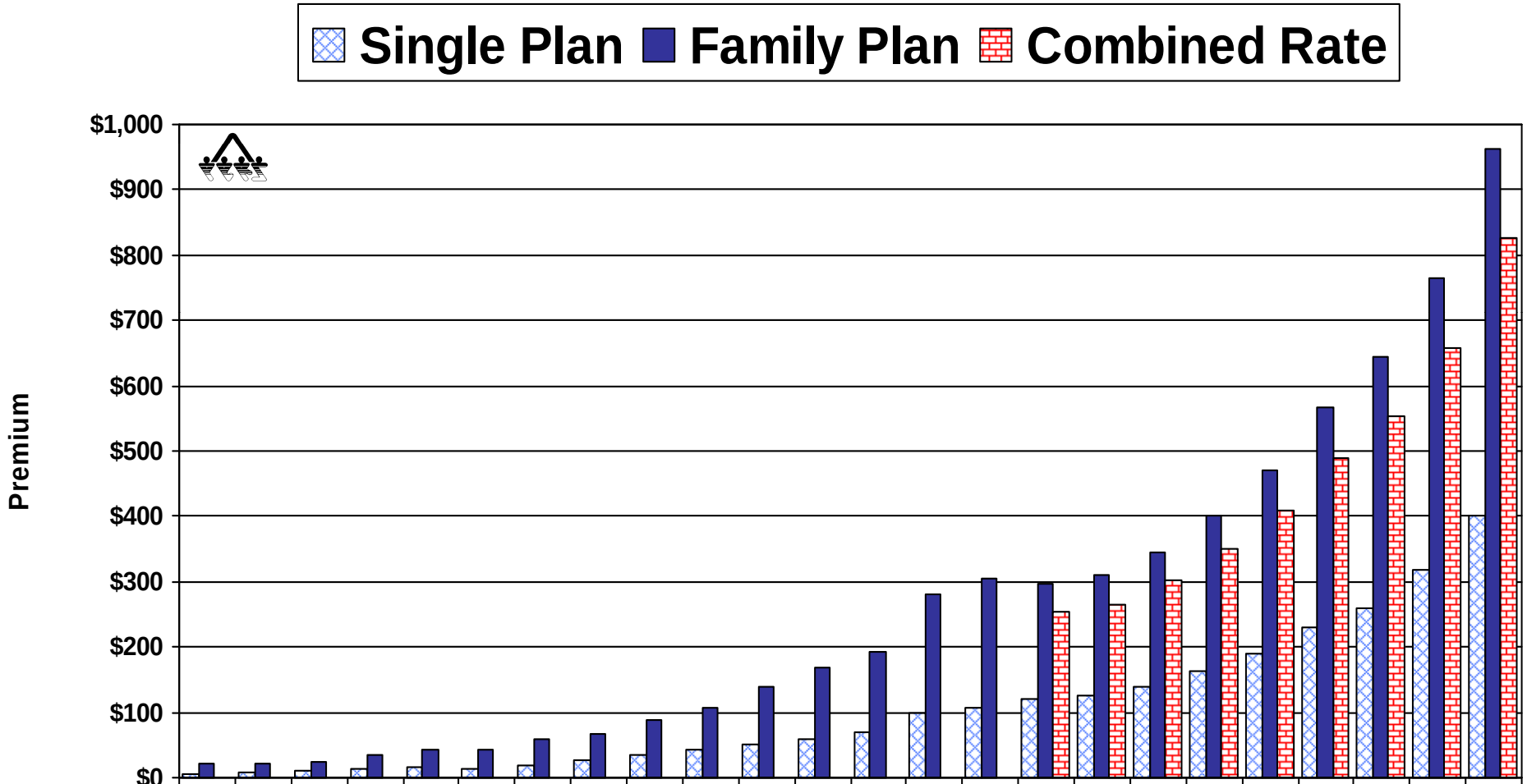
State Health Premium Percentage Increase

From Previous Biennium

(Excludes Plan Design Changes)

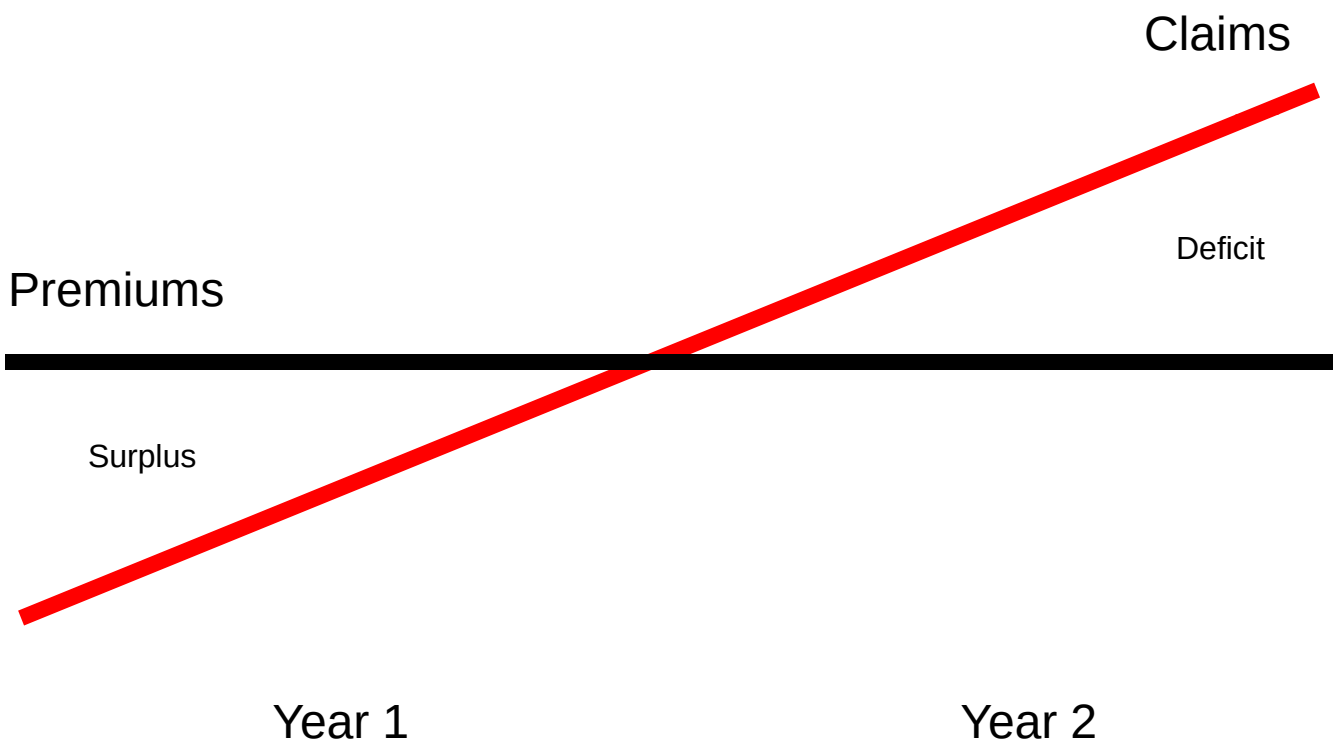


Active State Billed Health Insurance Premium



	63-65	65-67	67-69	69-71	71-73	73-75	75-77	77-79	79-81	81-83	83-85	85-87	87-89	89-91	91-93	93-95	95-97	97-99	99-01	01-03	03-05	05-07	07-09	09-11
Single Plan	$5.00	$8.55	$10.75	$14.45	$15.95	$14.46	$19.50	$25.50	$34.84	$42.68	$50.28	$60.00	$68.28	$99.82	$108.00	$120.00	$125.00	$139.69	$162.48	$190.33	$229.93	$260.62	$318.30	$400.06
Family Plan	$21.00	$21.50	$25.00	$34.90	$41.90	$41.90	$59.95	$67.42	$87.40	$107.07	$140.28	$168.00	$191.28	$280.39	$304.00	$297.00	$309.00	$345.32	$401.67	$469.78	$567.52	$643.12	$764.02	$962.84
Combined Rate																$254.00	$265.00	$301.00	$349.72	$409.09	$488.70	$553.94	$658.08	$825.66

Two Year Premium Budget

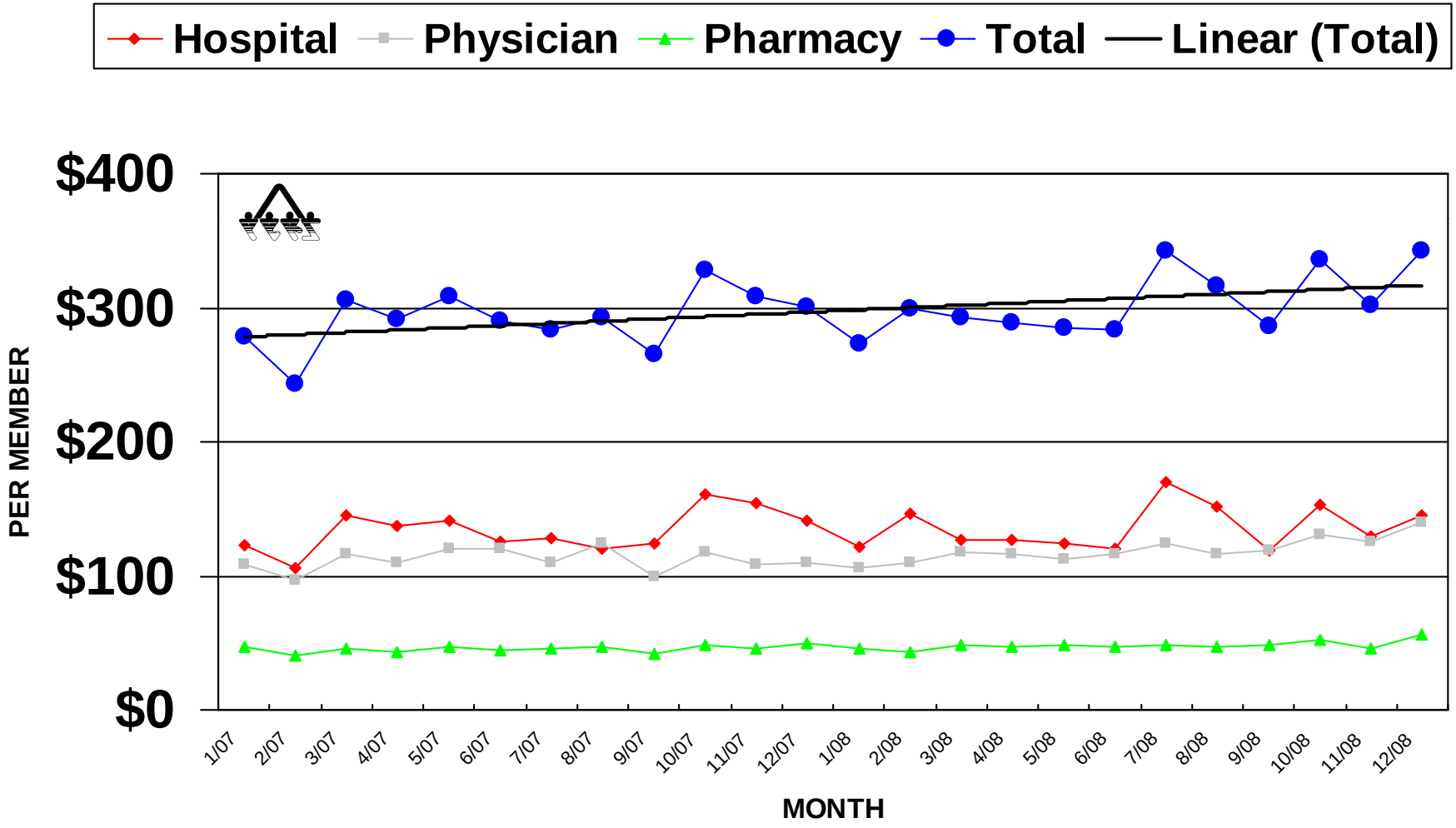


What's driving BCBSND costs

- Utilization
- Rx trends
- Aging population
- Regulations
- Reimbursement / Cost Shifting

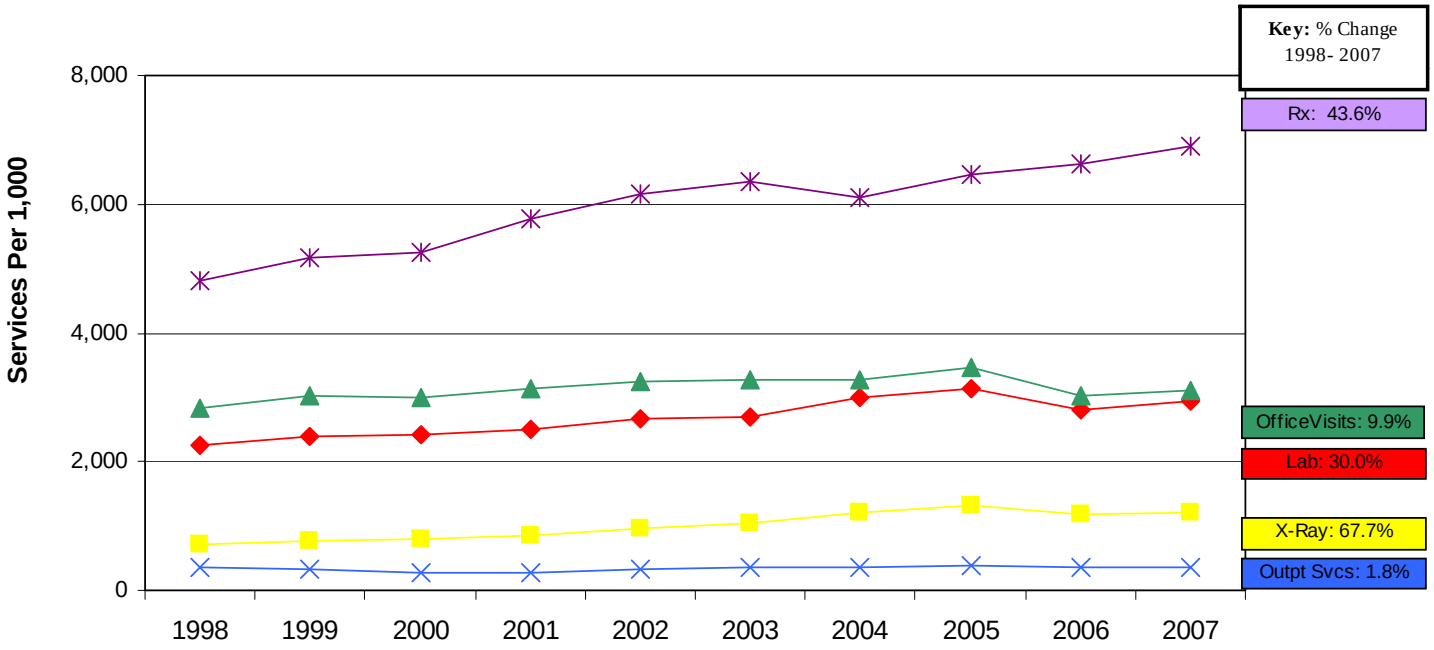
NDPERS HEALTH INSURANCE PLAN

ACTIVE EMPLOYEES



Utilization Trends

Number of Services Per 1,000 Members – 1997 to 2007



Parameters: Instate members only; FEP, Medicare, and those aged 65 and older were excluded. Rx drug rates calculated for members with a drug card.

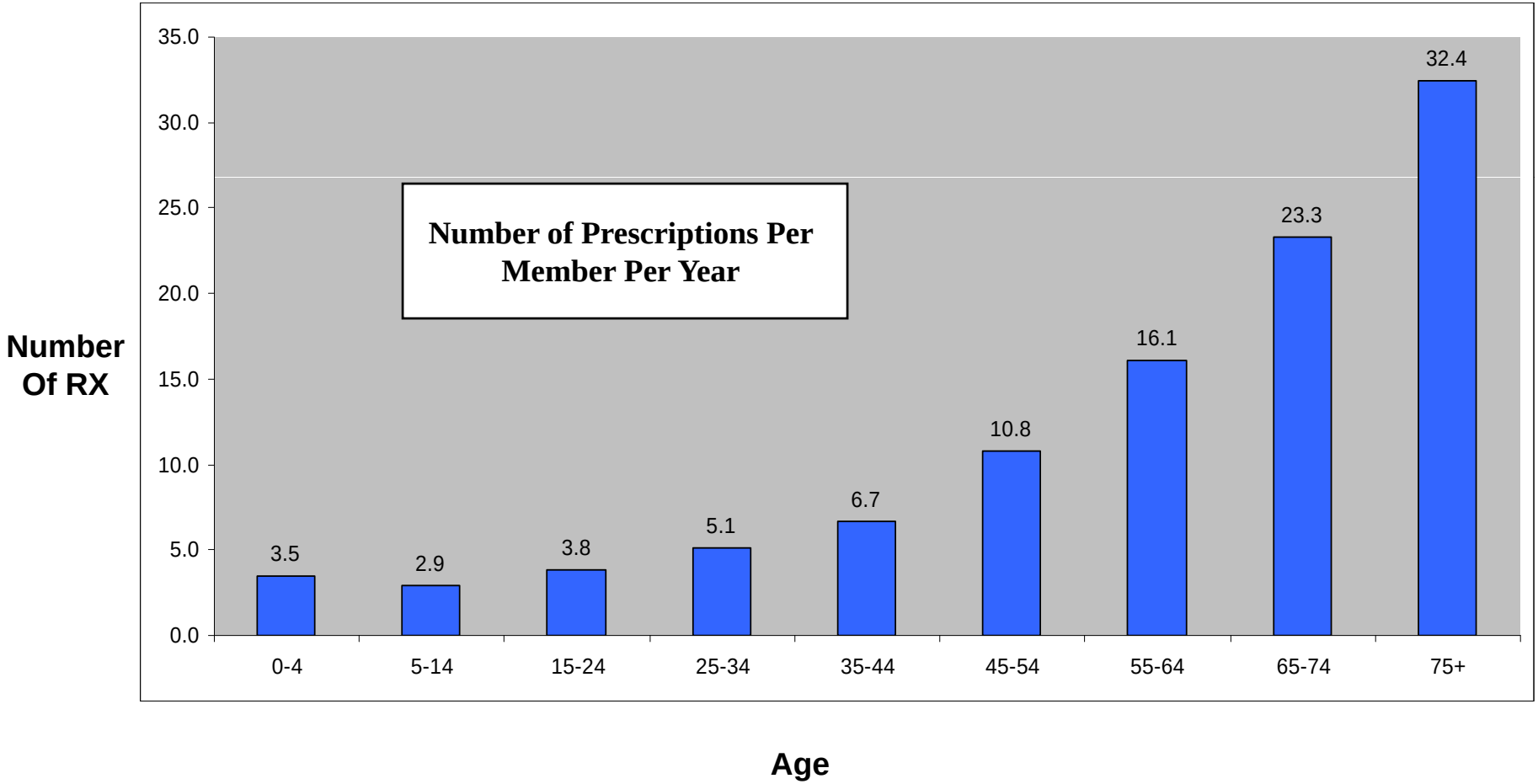
NDPERS RX Experience

Health Plan Paid	2008	2009	%
Generic	$18.75	$18.84	0.5%
Brand	$107.89	$125.26	16.1%

Generic Utilization	2007	2008	2009
	57%	63%	67%

The top 10 drugs were the same in 2008 and 2009.

Age and RX


Number of Prescriptions Per Member Per Year
Number Of RX
35.0
30.0
25.0
20.0
15.0
10.0
5.0
0.0
3.5
2.9
3.8
5.1
6.7
10.8
16.1
23.3
32.4
0-4
5-14
15-24
25-34
35-44
45-54
55-64
65-74
75+
Age

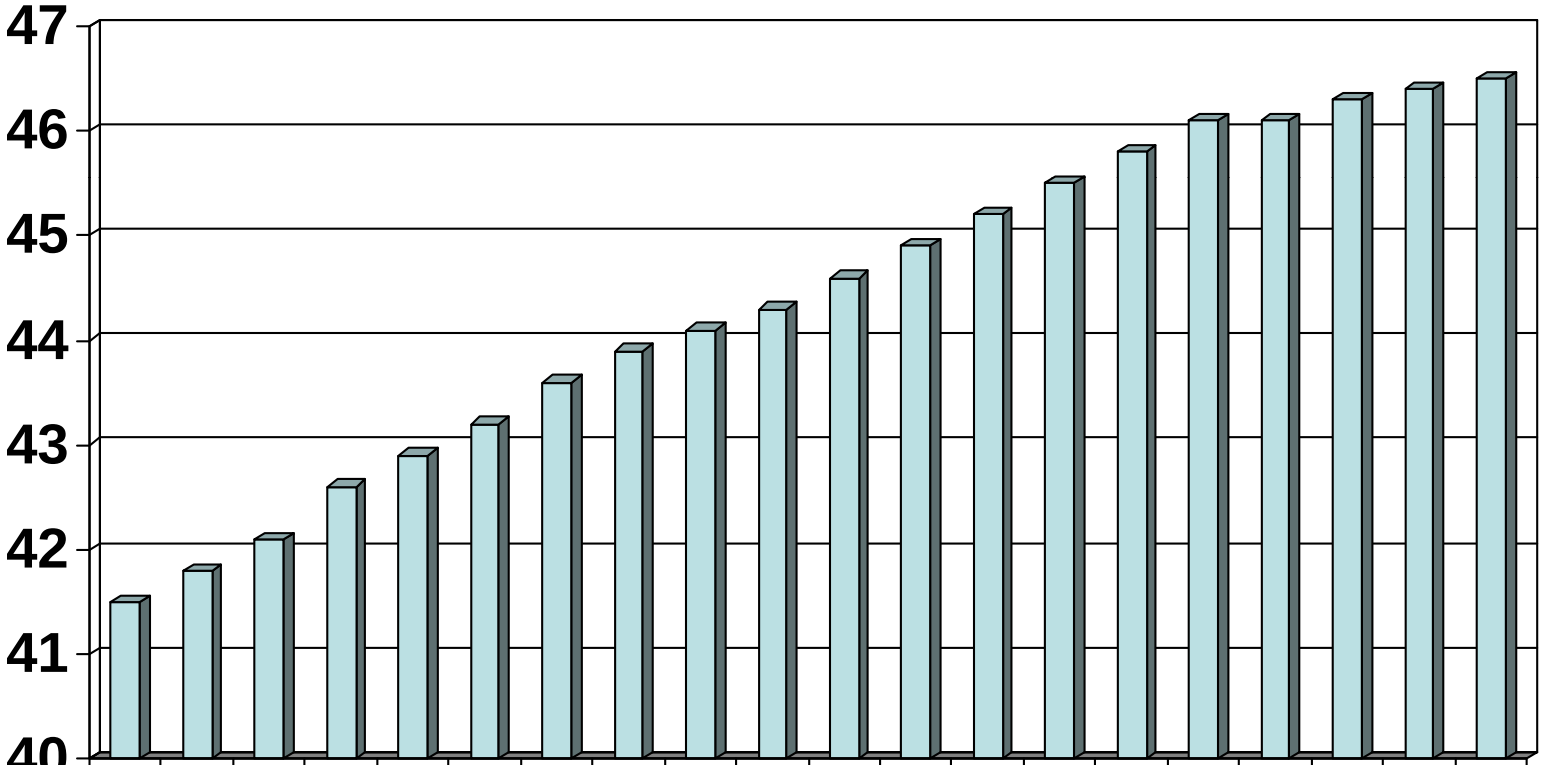
NDPERS Age Experience

- The NDPERS Average Employee Age had been Increasing 1 Year Every 3 Years. The Increase has now Slowed Down to 1 Year Every 10 Years.

- NDPERS Average Paid Per Member is 3% Higher for Every Year in Average Age.

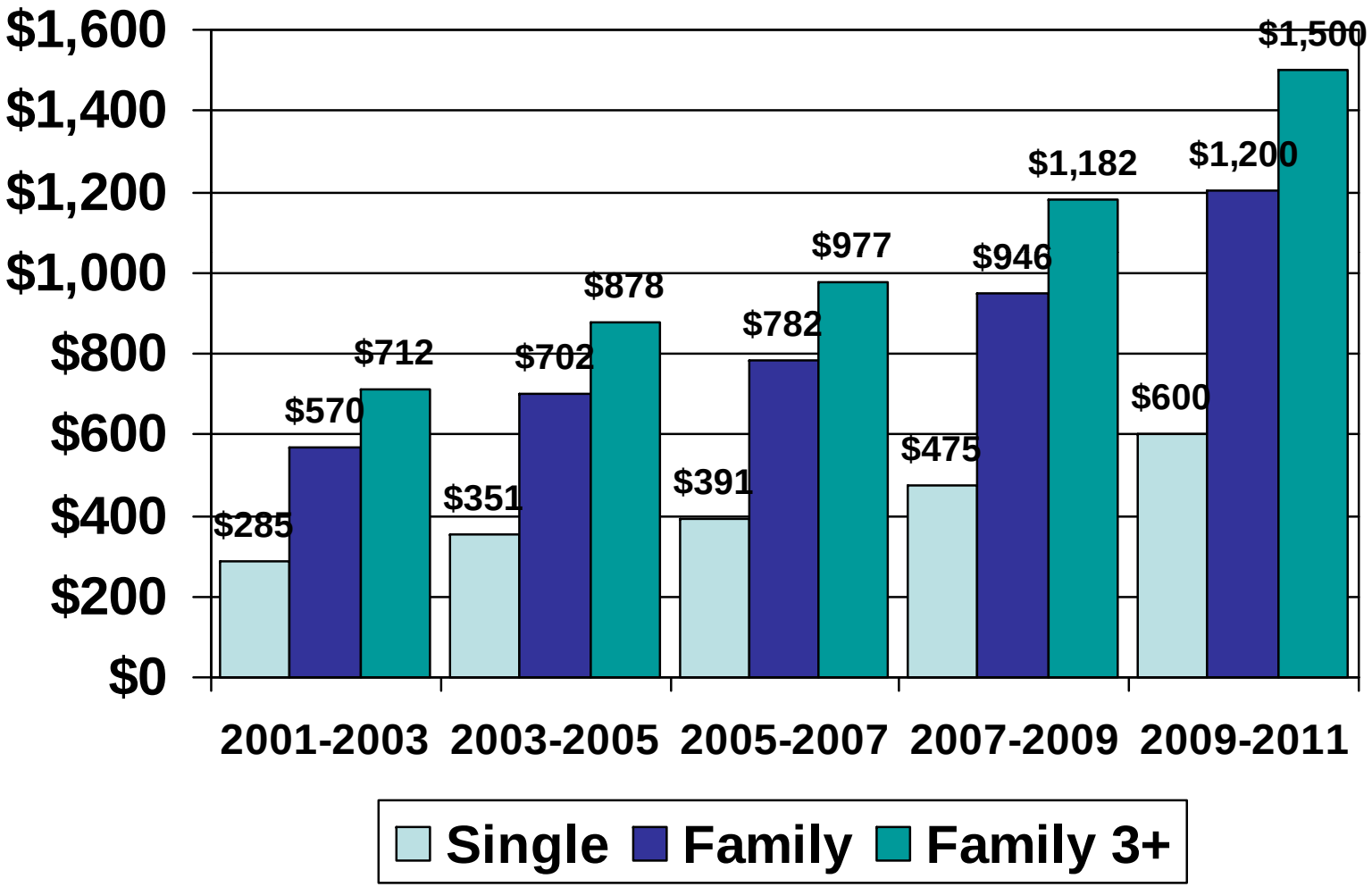
NDPERS Active Employees

Average Age



	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
Age	41.5	41.8	42.1	42.6	42.9	43.2	43.6	43.9	44.1	44.3	44.6	44.9	45.2	45.5	45.8	46.1	46.1	46.3	46.4	46.5

NDPERS Non-Medicare Premiums



Regulations

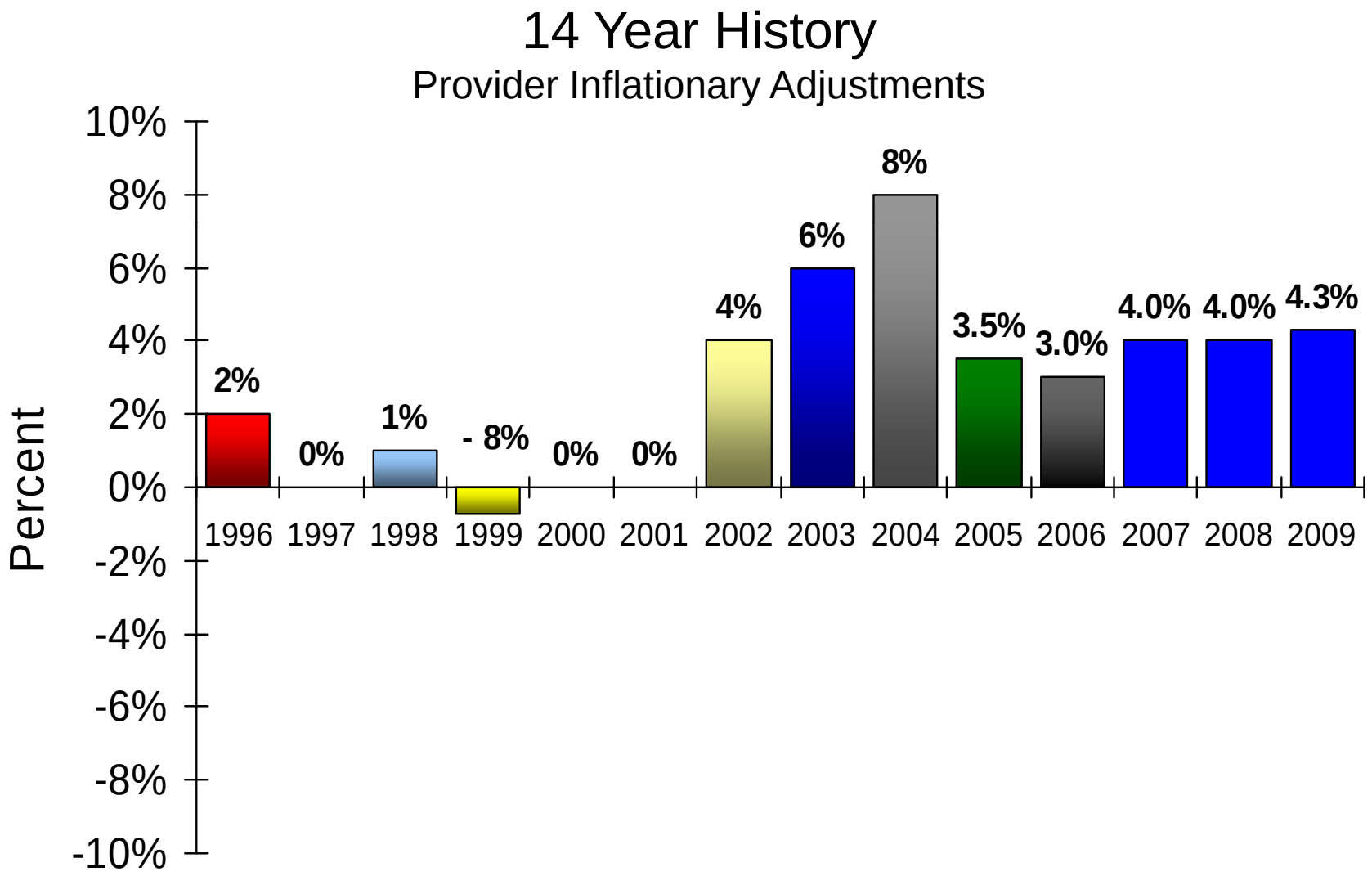
Health Care Reform???

- Mandates
- Uninsured

Cost Shifting

- When private payers make up the difference for public programs and those who can’t pay their medical bills.

Reimbursement



What's driving BCBSND costs

- Utilization
- Rx trends
- Aging population
- Regulations
- Reimbursement / Cost Shifting

Questions?

The University of North Dakota

School of Medicine & Health Sciences

North Dakota Worksite Health Promotion Program: 2006-2008 Health Claims Cost Analysis

Nancy Vogeltanz-Holm, Ph.D.
Center for Health Promotion & Prevention Research
School of Medicine & Health Sciences
University of North Dakota

Presented at the NDPERS Wellness Forum
November 18, 2009
ND Heritage Center, Bismarck, ND

Today's Presentation

- Description of NDWHPP
- Methodology of Cost Analyses
- Results
- Results in Action

NDWHPP Overview

- Interventions in 2006-2008
- 4 Worksites
  (Medium & High Services)
- Worksite- & Individual-level
  Interventions
- Evaluation of Changes in Health
  & Work Behaviors; Health Costs

Goals of the NDWHPP

- Increase Health Awareness
- Increase Healthy Behaviors
- Increase Employee Satisfaction & Productivity
- Decrease Health Costs

NDWHPP Components & Services

- Environmental, Employee, & Management Assessments
- Establish Health Councils & Coordinators
- Kick-off Meetings
- Provide Services to HCs & Employees:
  - Consultation & Tools for Health Councils
  - Personal Health Assessments w/Feedback ($25 Stipend)
  - Health Coaching for At-Risk Employees (2 Sites)
  - Health Screenings (2 Sites)
  - Tobacco Cessation Classes
  - Fruit & Vegetable Program
  - Summary of Results to Employees

Overall Results:

- Employees and their Worksites Changed
  - More awareness and attention to health
  - More health activities
  - More availability of healthy choices
  - More health assessment and education
    - ***Increases in healthy behaviors***
    - ***Increases in productivity***
    - ***Reported satisfaction with health programs***
    - ***Decreased healthcare costs***

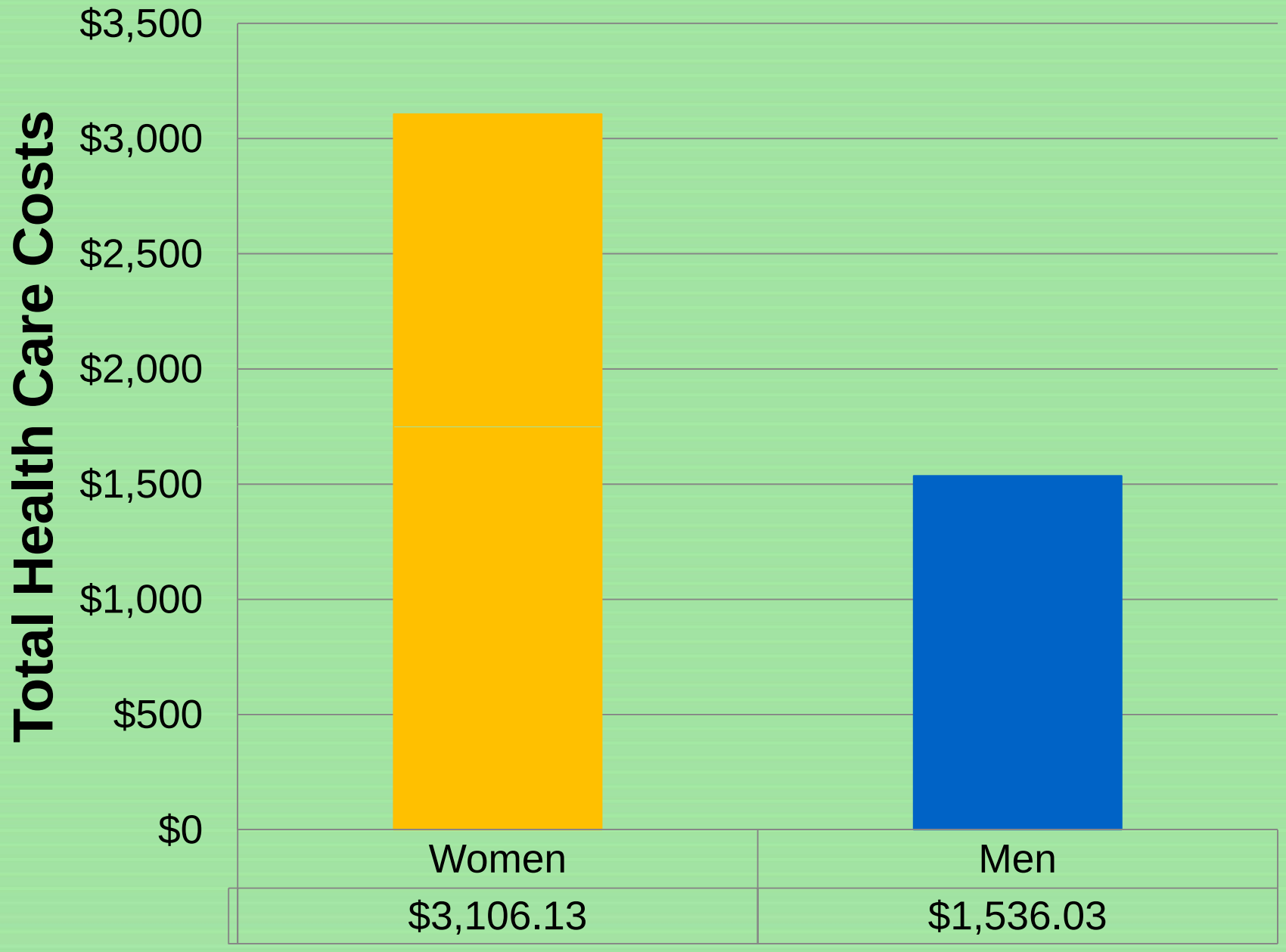
Health Care Cost Analyses: Methods

- 462 Intervention Employees
  - Employed at least one year (2006 or 2007)
  - Average age = 49 years
  - 52.4% women

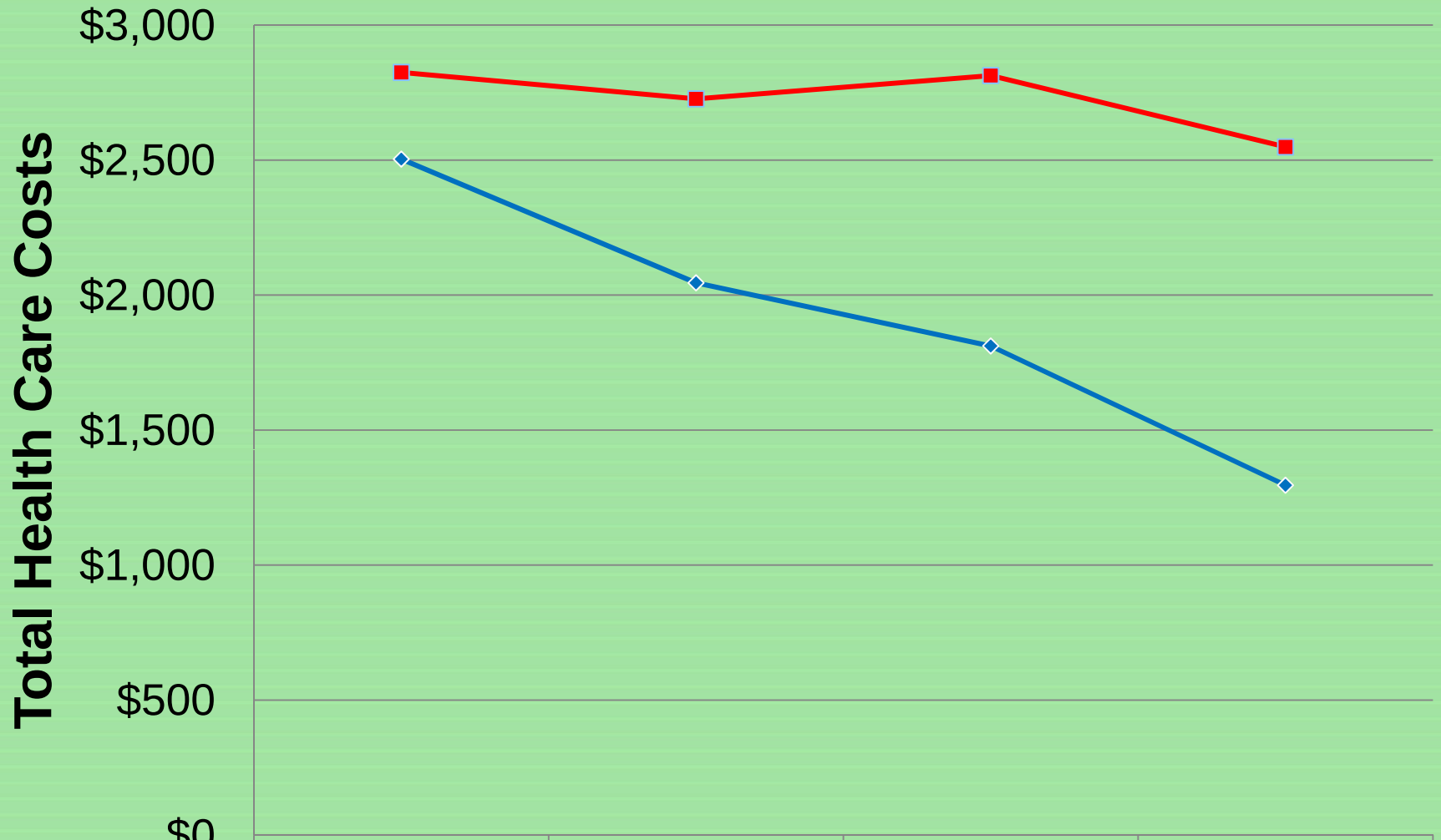
- 3,371 Control/Comparison Employees
  - All NDPERS employees from Bismarck-Mandan area
  - Employed at least one year (2006 or 2007)
  - Average age = 47.2 years
  - 54.7% women

Health Care Cost Analyses: Methods

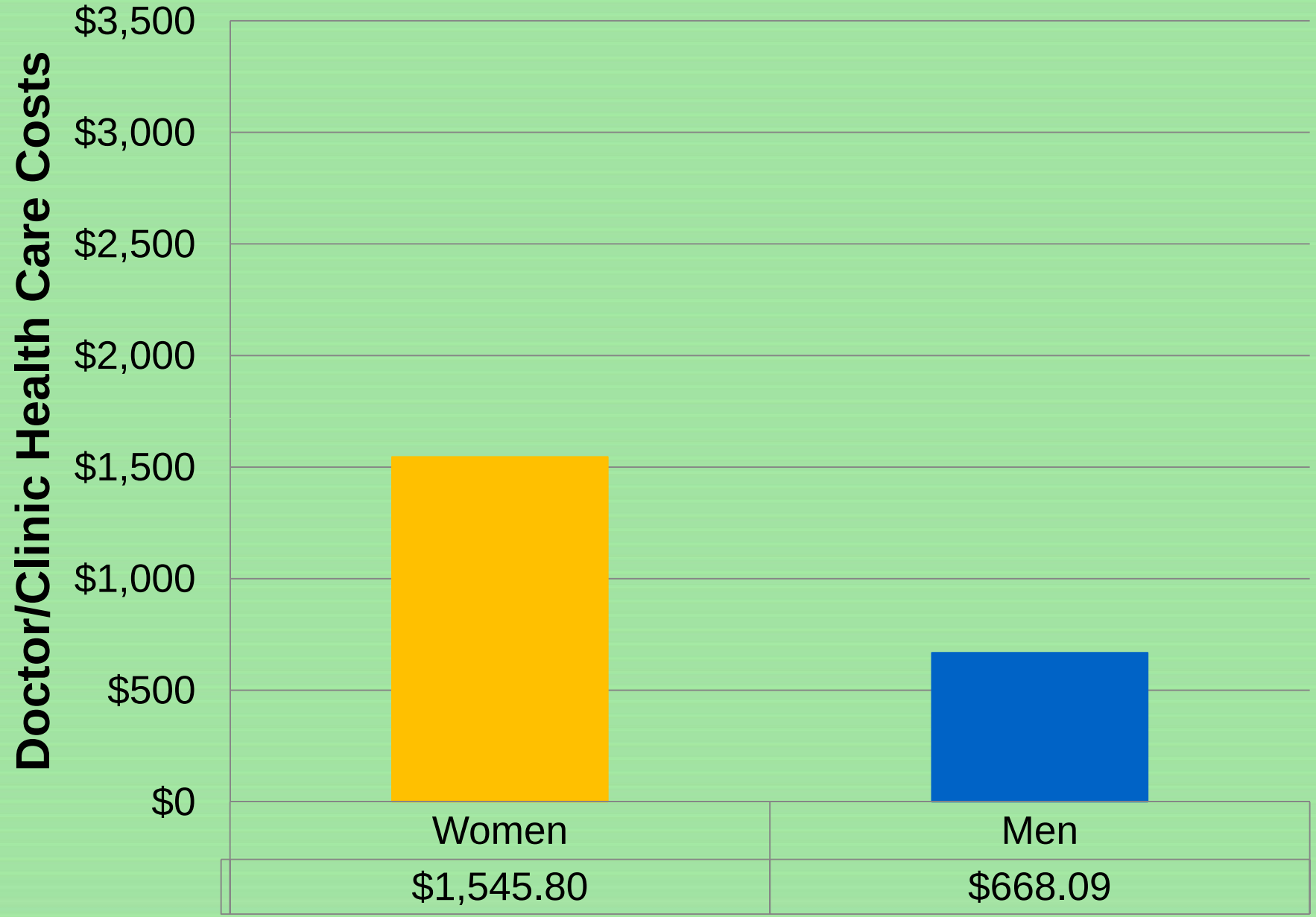
- Statistical Design
  - Data from 2003-2008 Claims Costs
  - Baseline averaged 2003-2005 Costs
  - Heavily skewed data log-transformed & back-transformed to original cost units (dollars)
  - Generalizing Estimating Equations
  - Examined Gender, Age, & Intervention Effects
    - Total Costs
    - Physician & Clinic Costs
    - Pharmacy Costs
    - Hospital Costs


Total Health Care Costs
$3,500
$3,000
$2,500
$2,000
$1,500
$1,000
$500
$0
Women
Men
$3,106.13
$1,536.03

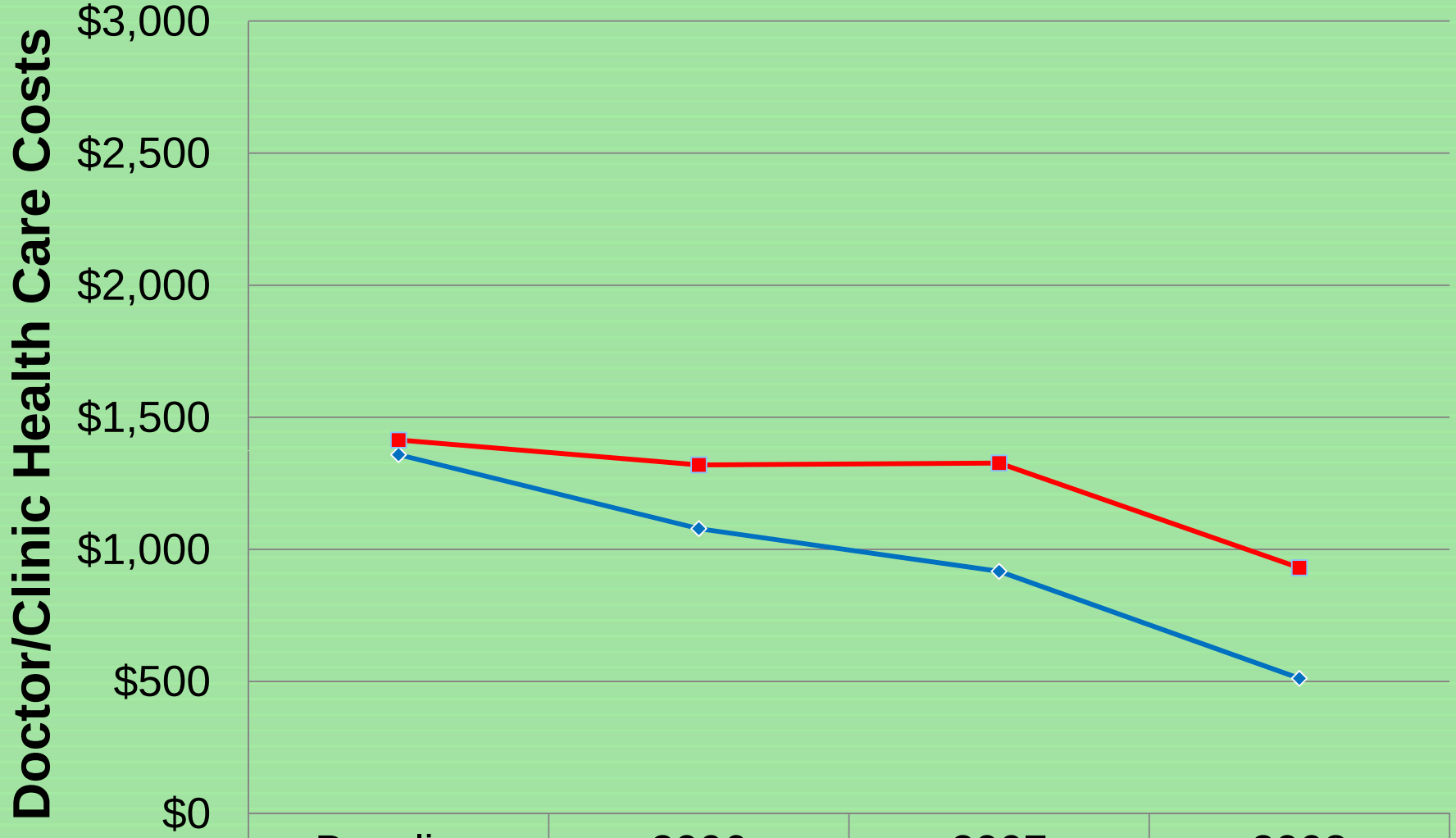
Total Health Care Costs
$4,000
$3,500
$3,000
$2,500
$2,000
$1,500
$1,000
$500
$0
18-29 Years
30-39 Years
40-49 Years
50-59 Years
60+ Years
$1,232.92
$1,752.64
$2,610.19
$3,289.80
$3,721.51



	Baseline	2006	2007	2008
Pilot	$2,503.69	$2,045.36	$1,811.53	$1,295.71
Control	$2,824.45	$2,726.59	$2,812.94	$2,548.35


Doctor/Clinic Health Care Costs
$3,500
$3,000
$2,500
$2,000
$1,500
$1,000
$500
$0
Women
Men
$1,545.80
$668.09

Doctor/Clinic Health Care Costs
$4,000
$3,500
$3,000
$2,500
$2,000
$1,500
$1,000
$500
$0
18-29 Years
30-39 Years
40-49 Years
50-59 Years
60+ Years
$783.71
$1,004.06
$1,307.00
$1,382.93
$1,466.58



	Baseline	2006	2007	2008
Pilot	$1,358.41	$1,078.48	$916.63	$511.59
Control	$1,413.79	$1,319.51	$1,326.74	$930.40

Results: Total Sample Pharmacy & Hospital Costs

- Pharmacy Costs
  - Gender Effect: $631 women vs. $391 men
  - Age Effect: $153 vs. $842 (youngest vs. oldest)
  - No significant effect for intervention

- Hospital Costs
  - Gender Effect: $1,179 vs. $985
  - Age Effect: $607 women vs. $1,499 men
  - No significant effect for intervention

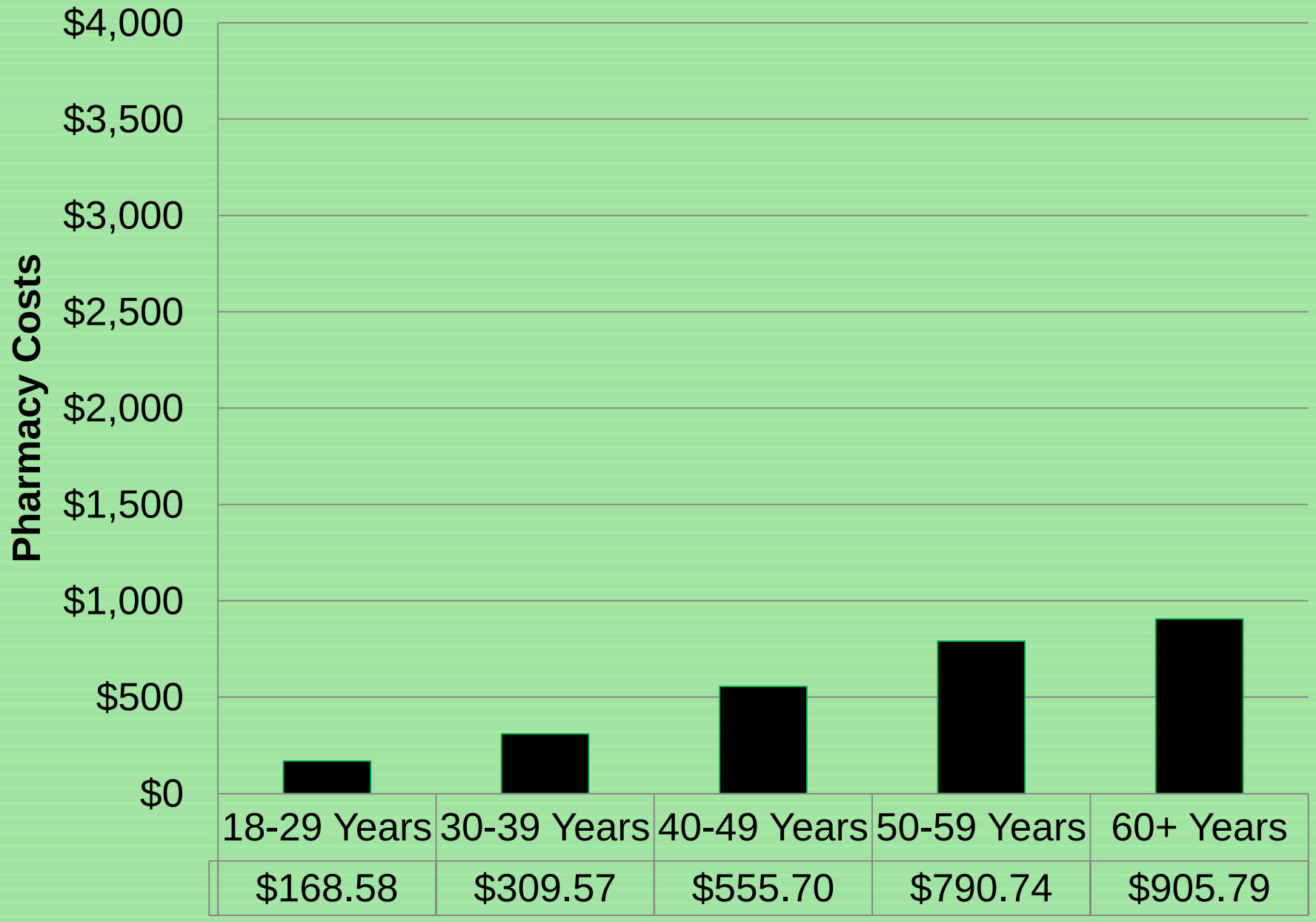
Results: Analyses for Lower Cost Employees

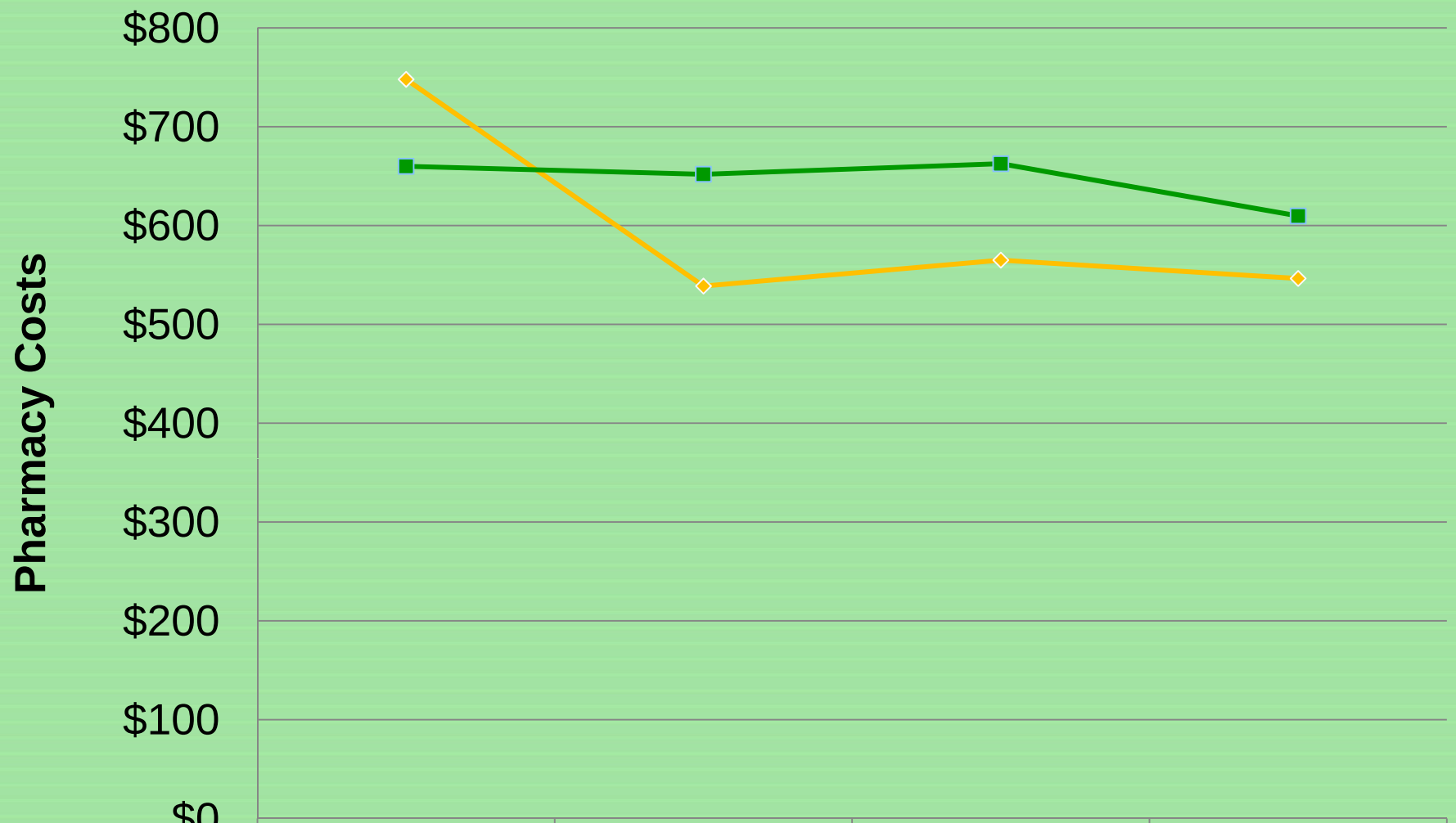
- Analyses Examined Intervention (n=312) vs. Control (n=2,365) Employees Who had < $2000 annual costs
- Results Mirrored Total Sample Effects Except:
  Additional Intervention Effect for Pharmacy

Results: Intervention Employees with Higher Level vs. Medium Level Services

- Analyses of Intervention Employees with higher level services (n=218) vs. medium level services (n=244)
  - Service differences: Health coaching & Onsite Health Screenings
- Results showed no differences between service levels for total costs, doctor/clinic, and hospital costs
- Gender & age effects present in all comparisons EXCEPT for gender with hospital costs
- Sig. differences were found for pharmacy costs

Pharmacy Costs
$3,500
$3,000
$2,500
$2,000
$1,500
$1,000
$500
$0
Women
Men
$761.19
$484.34


Pharmacy Costs
$4,000
$3,500
$3,000
$2,500
$2,000
$1,500
$1,000
$500
$0
18-29 Years
30-39 Years
40-49 Years
50-59 Years
60+ Years
$168.58
$309.57
$555.70
$790.74
$905.79



	Baseline	2006	2007	2008
High	$747.92	$538.71	$564.98	$546.41
Moderate	$659.97	$651.93	$662.54	$609.69

Conclusions

- The NDWHPP involving 450 employees was effective
- Improvements in health, productivity, & satisfaction
- Decreases in healthcare costs is an indicator of HIGH IMPACT success
- If savings could be generalized to all 18,500 active NDPERS members, ROI = $3.7 million per year
- Costs of improved productivity were not estimated and should be considered

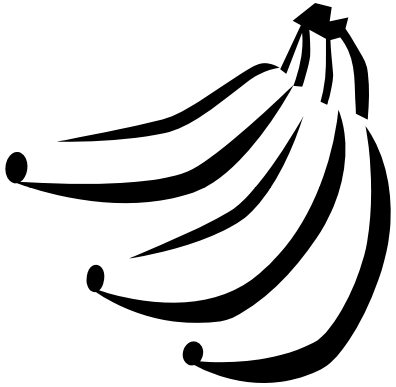
Taking A Small Step Forward

- Healthy Work Environments Improve Health
- Social Networks are Important Influences on Health
- Health Promotion Efforts Can Decrease Costs
- Action is Necessary, Action is Affordable
- SMALL STEPS, CONSISTENTLY MADE, WILL WIN THE RACE!

Questions/Comments?

Contact: Dr. Nancy Vogeltanz-Holm
CHPPR, UNDSMHS
vogeltan@medicine.nodak.edu
Phone: 701.777.3148

Employer Based Wellness Program Application Timelines



2009 NDPERS Wellness Forum

Rebecca Fricke

Administrative Issues

- 2009 Plan Year Reporting
- 2010 Plan Year Application Process
- Participant Voucher for BCBS Employee Incentives
- Wellness Page & Resources
- NDPERS Communications
- Changes in Coordinators
- Contact Information

2009 Plan Year Reporting

- 2009-2010 Plan Year
  - 188 of 282 Total Employers
    - 97 State Agencies & University Systems
    - 35 Counties
    - 21 Schools
    - 17 Cities
    - 18 Political Subdivisions
  - Receive 1% Premium Discount
  - 96% of covered employees work for employers offering worksite wellness

2009 Plan Year Reporting

- SFN 58437 for Coordinators to report on plan year activities
- New section for coordinator signature
- Available on website
- Must be submitted to PERS by May 31 for July 1, 2009 to June 30, 2010 plan year
- Email reminders will be sent

2009 Plan Year Reporting

- Confirmation Requested:
  - Communication of wellness materials provided by NDPERS to employees
  - Completion of wellness activity 1
  - Completion of wellness activity 2
  - Completion of comprehensive program (if applicable)

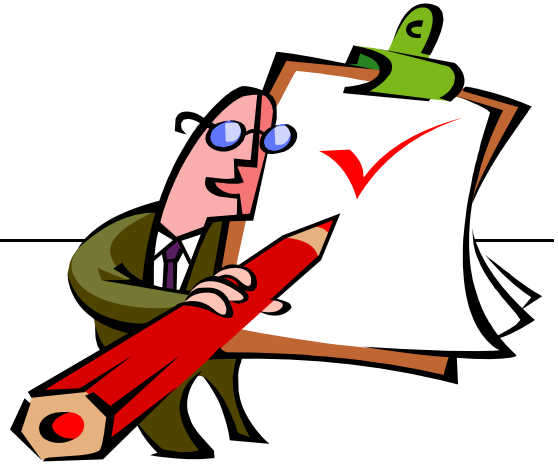
2009 Plan Year Reporting

- Percentage of employees that participated
- Was this the activity listed on application?
- Would you recommend activity or offer activity again to employees?
  - If not, why?

2010 Plan Year Timeline

- February 2010 - Submit your Wellness Program Discount Application SFN 58436 to PERS by the 28th
- March 2010 - PERS will review and evaluate the Wellness Program Discount Applications submitted
- April 2010 - PERS will provide all Wellness Programs that have not been approved a second opportunity to submit a revised copy
- May 2010 - PERS will review and evaluate the revised Wellness Program Discount Applications submitted
- June 2010 - PERS will notify employers requesting funding of approval or denial
- July 2010 – New Plan Year begins and runs through June 30, 2011
  - Timeline posted on website for your reference.

2010 Plan Year Components



- Commitment Agreement (new groups)
- Wellness Coordinator Appointed (new groups)
- Wellness Coordinator attends the Wellness Forum
- Distribute communication materials to your agency employees on a monthly basis and promote the PERS Tobacco Cessation Program (if applicable)
- Develop Wellness Program (Wellness Discount Application SFN 58436)
- Implement Wellness Program during Plan Year (July 1, 2010 through June 30, 2011)

2010 Plan Year
Wellness Application Process

- Total of 5 points needed
  - Communication materials and promotion of PERS Tobacco Cessation program (if eligible) = 1 point (required)
  - One Day Program = 1 point
  - Multi-Day Program = 2 points
  - Comprehensive Wellness Program = 4 points
    - Definition available on website

Participant Voucher for BCBS Employee Incentives

- Points awarded for participation in employer program if voucher submitted, member completes release form and completes HRA on site:

1 Point Program = 250 points

2 Point Program = 500 points

4 Point Program = 1000 points

Participant Voucher for BCBS Employee Incentives

Example 1 – Utilizing 1 Point Programs

- Wellness related topic presentation = 250 pts
- Wellness related topic presentation = 250 pts
- Wellness related topic presentation = 250 pts
- Wellness related topic presentation = 250 pts

1 Point Program = 1 day activity

Participant Voucher for BCBS Employee Incentives

Example: Utilizing 2 Point Programs

- BCBS Walking Works Program = 500 pts
  - Online activities
    - Fitness Plan = 400 points
    - Reporting on fitness plan = up to 125 points per week
- Fruits & Veggies Program = 500 pts
  - Online activities
    - Nutrition plan = 400 points
    - Reporting on nutrition plan = up to 125 points per week

2 Point Programs = Multi-day programs

Participant Voucher for BCBS Employee Incentives

Example: Utilizing 4 Point Comprehensive Program

- Comprehensive Program may include taking HRA, developing nutrition plan, developing exercise plan, monitoring progress, attending wellness related presentations, walking challenges, etc. = 1000 pts
  - Online Activities
    - Initial Enrollment = 1200 points
    - HRA = 1200 points
    - Fitness, nutrition or stress management plans = 400 points
    - Reporting = up to 125 points per week

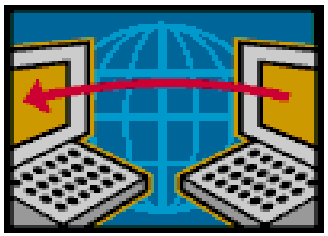
4 Point Program = See complete definition on website

Participant Voucher for BCBS Employee Incentives

- Wellness Coordinator will receive 1000 points for their efforts in coordinating program
- Based upon coordinator info on Year-end Activity/Program Confirmation SFN 58437

Participant Voucher for BCBS Employee Incentives

- Annual file upload will occur to BCBS that includes all wellness employers
  - Plan year July 1, 2009 to June 30, 2010
  - Send, secure email or fax vouchers to Healthways by August 31, 2010 (refer to information in training manual)
  - Redeemable by December 31, 2010



Participant Voucher for BCBS Employee Incentives

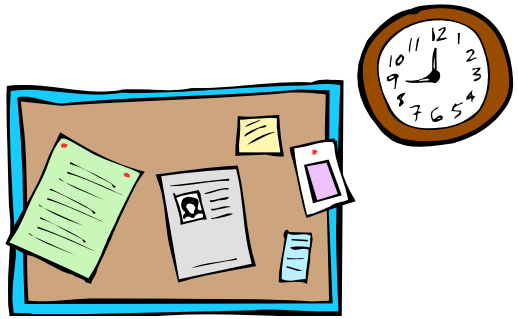
- Submission of vouchers is OPTIONAL
  - If you elect not to provide vouchers to employees and submit to Healthways, your employees will not receive the points on BCBS website associated with your employer based wellness program

Wellness Page & Resources

- Definition of Comprehensive Wellness Program
- Time-line for Application Process
- Resources and programs listed online and updated as we receive notices

NDPERS Communications

- Monthly Wellness Emails
- Wellness Posters
  - Post in highly visible employee area
- Tobacco Cessation Emails & Posters
  - Additional communications sent to eligible state agency, district health units & university system employers
- Coordinator Specific Emails



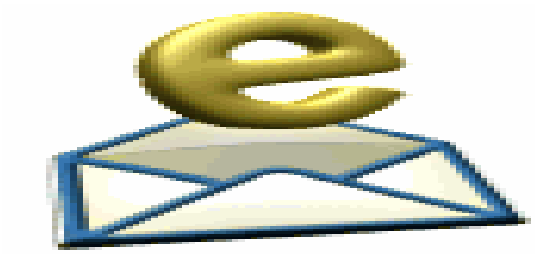
Coordinator Changes

- Review current coordinator to determine if better assignment may exist
- If the coordinator is reassigned, email Rebecca Fricke at rfricke@nd.gov

Contact Information

Employer Based Wellness Program (1% Premium Discount): Rebecca Fricke at rfricke@nd.gov or (701) 328-3978

Wellness Benefit Funding Program (funding assistance): Kathy Allen at kallen@nd.gov or (701) 328-3918



Questions

2009 NDPERS Wellness Forum

Update on Statewide Efforts

Pete Seljevold

2009 NDPERS Wellness Forum

New Position at BCBSND

Michael Carlson

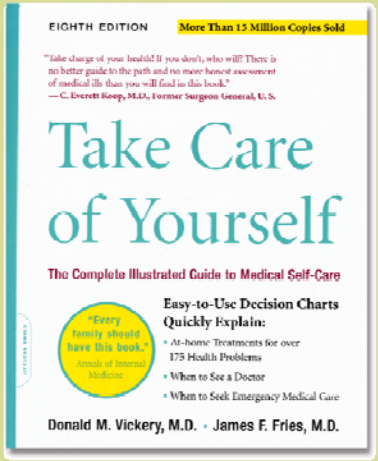
2009 NDPERS Wellness Forum

Morning Break

BCBSND Wellness Tools

Take Care of Yourself

- Know when to seek care
- Save $$ on prescriptions
- Questions to ask your providers
- Keep Health Care Costs Down



Walking Works

The Benefits of Walking

- Reduces the risk of diseases
- Inexpensive and convenient
- Briskly Walk 30 Minutes and Lose 10

Strength Training

Health benefits

- Weight loss and maintenance
- Better diabetes control
- Healthier heart
- Healthier state of mind
- Sleep better
- Strengthens bone
- Arthritis relief
- Improves or maintains balance and flexibility

Stress Management

- Immediate effects of stress
- Physical reactions
- Emotional Reactions
- Long term consequences
- Relieve stress today
- Relieve stress long term

Beat The Bug

Take prevention seriously

- Symptoms of cold and flu
- Prevention Tips
- Myths about Cold & Flu
- When to seek Medical Treatment

Summer Safety

- Sun Exposure / Skin Cancer
- West Niles
- Ticks
- Food Safety
- Heat

New Wellness Tools

There are several ways to earn your $250:

- Health Club Credit Program
  - Earn up to $20/month for exercising 12 days a month.
- MyHealthCenter
  - Earn points and redeem for prizes!!

When to redeem points on My Health Center?

- **Points have to be redeemed by December 31st**

Health Club Credit

Who is eligible?

- Subscriber
- Subscriber's enrolled spouse
- Must be at least 18 and older
- Exercise at least 12 days per month

What can participants earn?

- Up to $20 per month

Health Club Credit

How do I start?

- Take welcome letter & BCBSND ID card to participating health club
  - www.nd.gov/ndpers
- Complete enrollment form
- Complete Authorization for Release of Information online at NDWellnessCenter.com

My Health Center

Eat healthier

Lose Weight

Get in shape

Specialized tools

Rewards

NDWellnessCenter.com

Customized Plans

Get FIT: Customized fitness plan

Eat FIT: Personalized nutrition plan

Live FIT: Self-improvement plan

Family FIT: Engage the whole family

Premium Services

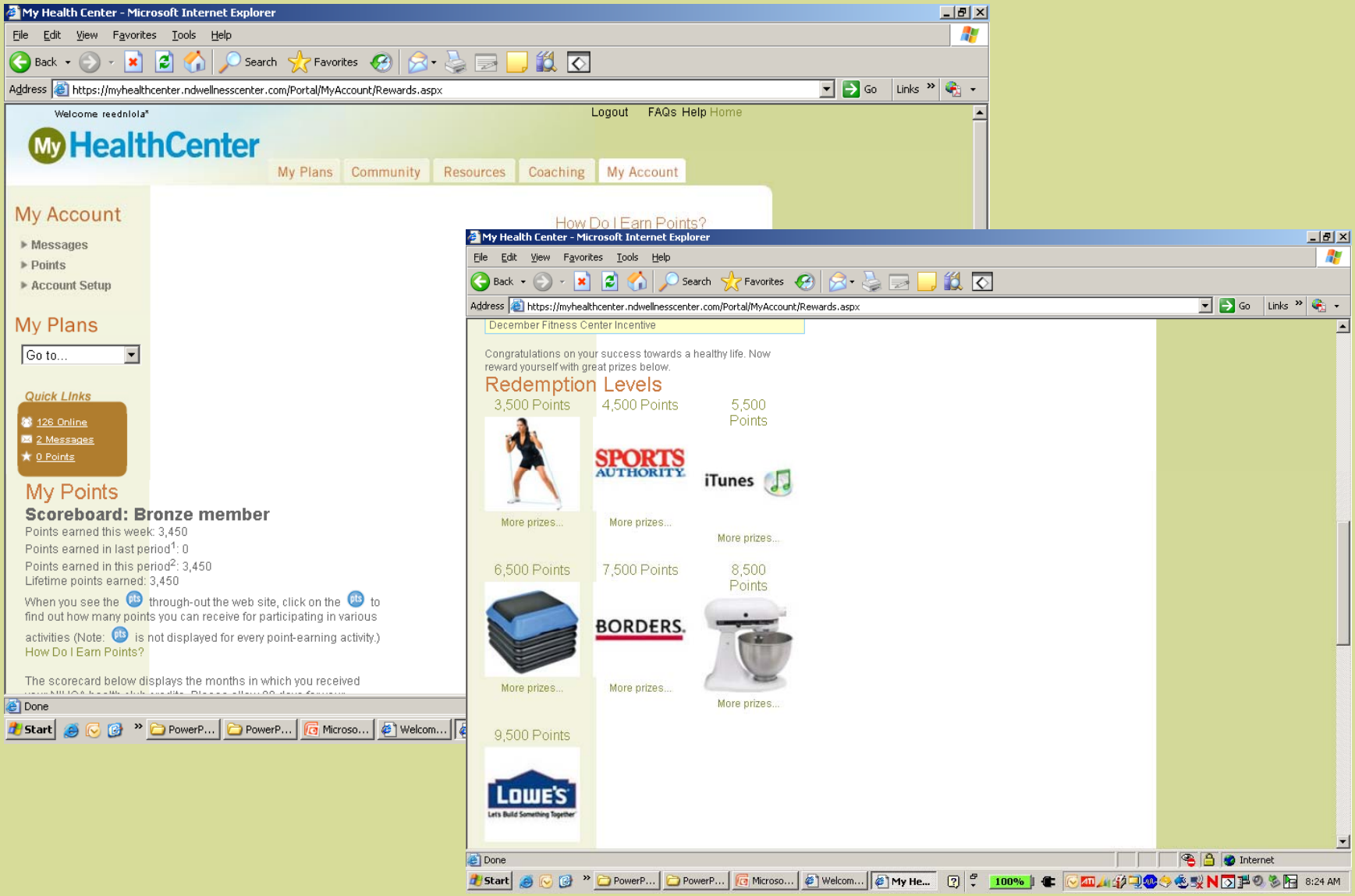
QuitNet

- Tobacco cessation Internet support program
- Evidence-based treatment methods
- 24/7 support from others trying to quit
- Access to cessation counselors
- Medication recommendations

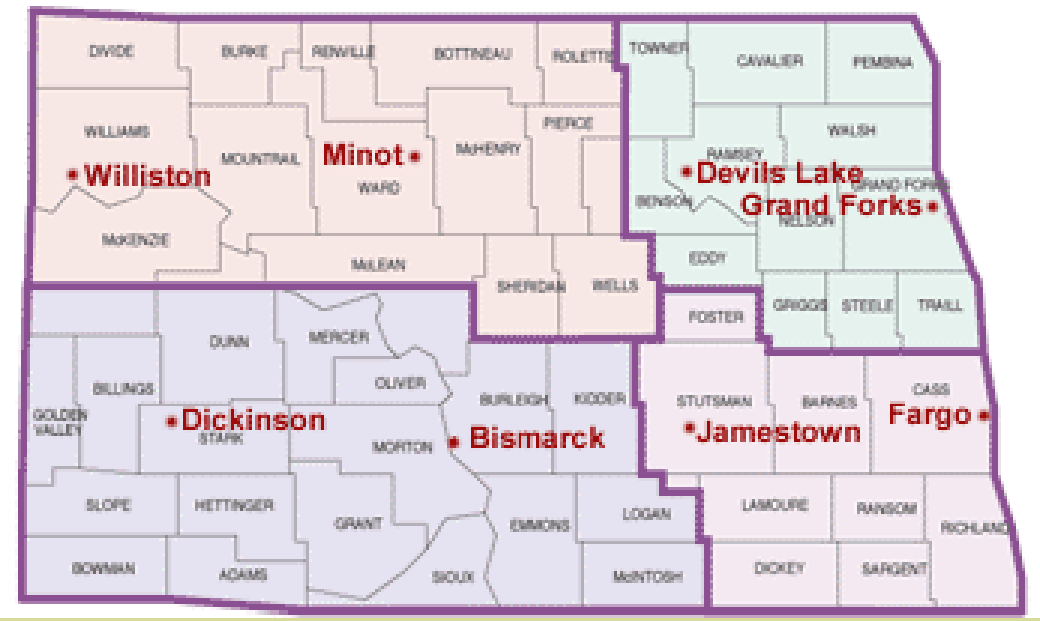
Tools And Resources

- The Clubhouse:
  Online health and wellness resource
- Online Personal Coaching
- Virtual Trainer
- E-Tracker

www.NDWellnessCenter.com



Member Education



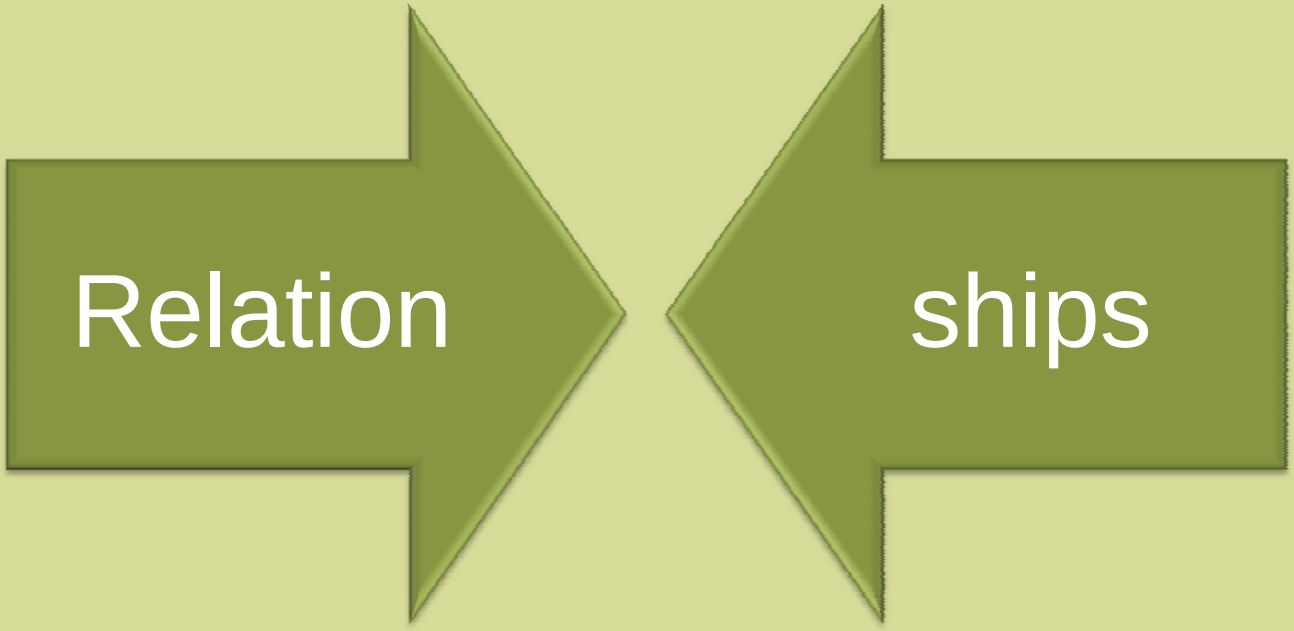
Bismarck/Dickinson
Minot / Williston:

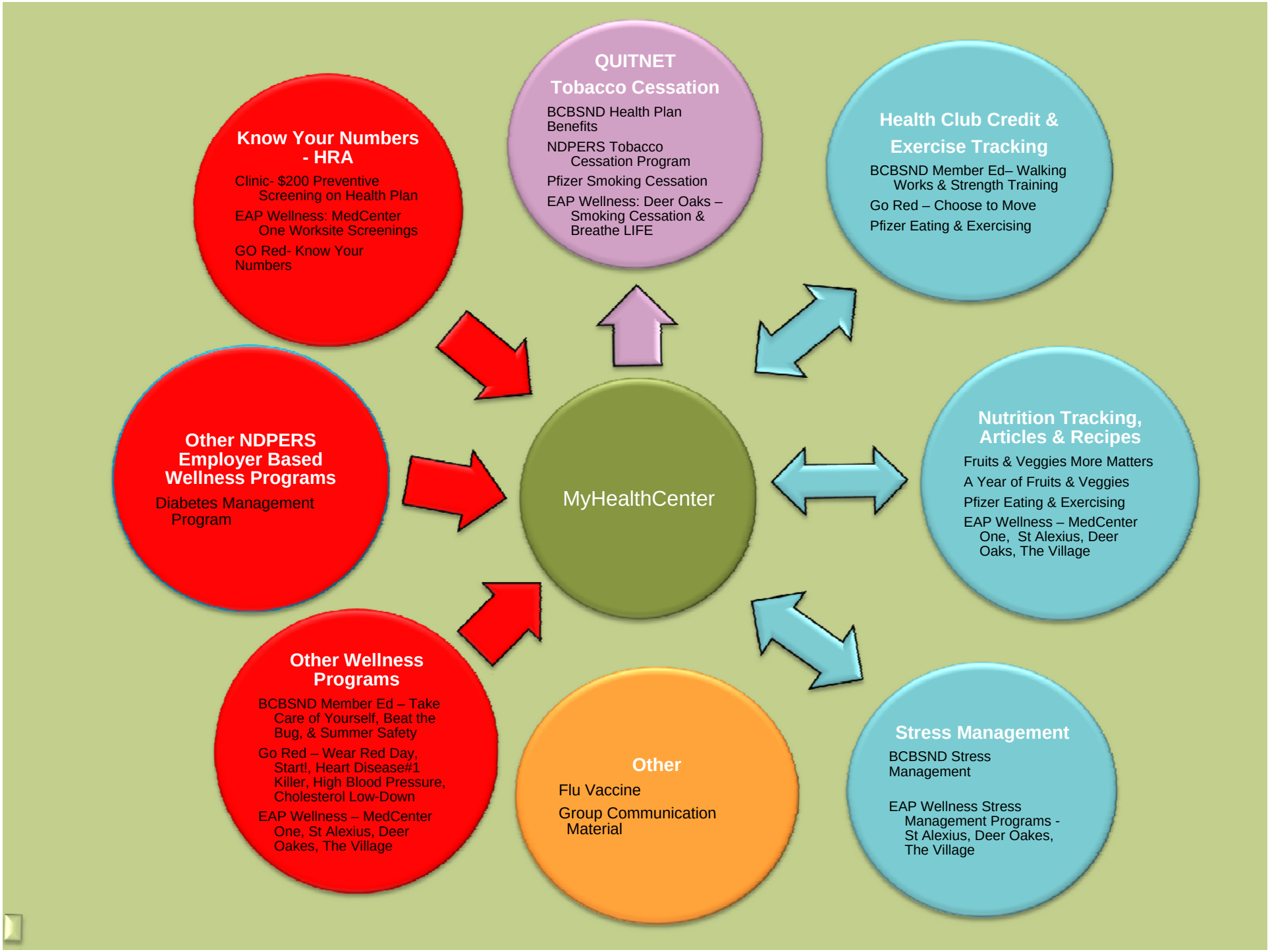
Jessica Petrick

Grand Forks/Devils Lake
Fargo/Jamestown:

*Milissa Van Eps

***Milissa will be on maternity leave mid-December through mid-March.**


Relation
ships


Know Your Numbers - HRA
Clinic- $200 Preventive Screening on Health Plan
EAP Wellness: MedCenter One Worksite Screenings
GO Red- Know Your Numbers
QUITNET Tobacco Cessation
BCBSND Health Plan Benefits
NDPERS Tobacco Cessation Program
Pfizer Smoking Cessation
EAP Wellness: Deer Oaks – Smoking Cessation & Breathe LIFE
Health Club Credit & Exercise Tracking
BCBSND Member Ed– Walking Works & Strength Training
Go Red – Choose to Move
Pfizer Eating & Exercising
Other NDPERS Employer Based Wellness Programs
Diabetes Management Program
MyHealthCenter
Nutrition Tracking, Articles & Recipes
Fruits & Veggies More Matters
A Year of Fruits & Veggies
Pfizer Eating & Exercising
EAP Wellness – MedCenter One, St Alexius, Deer Oaks, The Village
Other Wellness Programs
BCBSND Member Ed – Take Care of Yourself, Beat the Bug, & Summer Safety
Go Red – Wear Red Day, Start!, Heart Disease#1 Killer, High Blood Pressure, Cholesterol Low-Down
EAP Wellness – MedCenter One, St Alexius, Deer Oakes, The Village
Other
Flu Vaccine
Group Communication Material
Stress Management
BCBSND Stress Management
EAP Wellness Stress Management Programs - St Alexius, Deer Oakes, The Village

Wellness Voucher

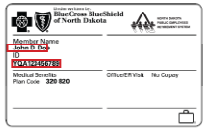
NDPERS Wellness Program Voucher

Last Name: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐

First Name: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Birth date: ☐☐-☐☐-☐☐☐☐
M M D D C C Y Y

Benefit Plan Number (found on BCBSND ID Card) Y Q A ☐☐☐☐☐☐☐☐☐



Failure to complete form with information as it appears on your card may result in forfeited points.
Please note: points will be credited to your account on the MyHealthCenter site.

Event Code & Point Value
(to be completed by Wellness Coordinator)

☐ Program 1 (250 points) ☐ Program 2 (500 points) ☐ Program 4 (1000 points)

Event date: ☐☐-☐☐-☐☐☐☐
M M D D C C Y Y

Print Coordinator Name: _____

Agency Name: _____ Group Number: ☐☐☐☐☐☐☐

Quarterly Reporting

Quarterly Activity Report

RebeNd - Filters Applied

3rd Quarter 2009

Eligible Members	40,525		
Enrolled Members	3,151	7.8%	7.8% for reference population

Enrollment Status

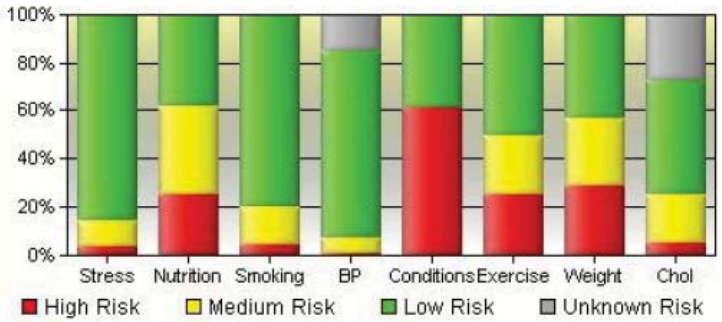
Enrolled and eligible members managed during the activity period.

	Current Period	Percentage
Enrolled Members	**2,429**	**100.0%**
Employee	2,429	77.1%
Eligible Members	**25,905**	**100%**
Employee	25,905	63.9%

Health Risk Assessment Results

Health Risk Assessment results by risk category through this activity period.

	Number	Percent
Enrollees who completed an HRA	2758	87.5%



Web Activity

This information illustrates the activity period performance of web based activities.

Web Site Activity	Number
Total Web Site Logins	13,365
Unique Logins	1,741
Employees	1,368
Non-Employees	373
Average Logins per member	7.7
Average Logins Reference Population	7.7
Involvement 3 months	1,661
Involvement 6 months	113
Involvement 9 months	4
Involvement 12 months	2

Tobacco Cessation	Number
Enrolled Members	15
Employees	14
Non-Employees	1
First Time Visitors	15
Members who set a quit date	9
Average Visits	0.4

Online Planning/Tracking

Access during the activity period.

Activity Category	Number	Percent	Avg. Times Accessed	Reference Population
Exercise Access	11,092	50.2%	12.0	12.0
Nutrition Access	5,155	23.3%	7.9	7.9
Wellness Providers	176	0.8%	1.4	1.4
Alternative Health Access	193	0.9%	2.0	2.0
Stress/Life Skills Access	2,399	10.9%	8.5	8.5
Online Coaching	138	0.6%	1.8	1.8
Biometrics	2,936	13.3%	6.9	6.9
Total	22,089			

Annual Reporting

Annual Activity Report

BcbsNd - Filters Applied

Eligible Members 41,510

Annual Report - 2009

Enrolled Members 3,628 8.7% 8.7% for reference population

Enrollment Status

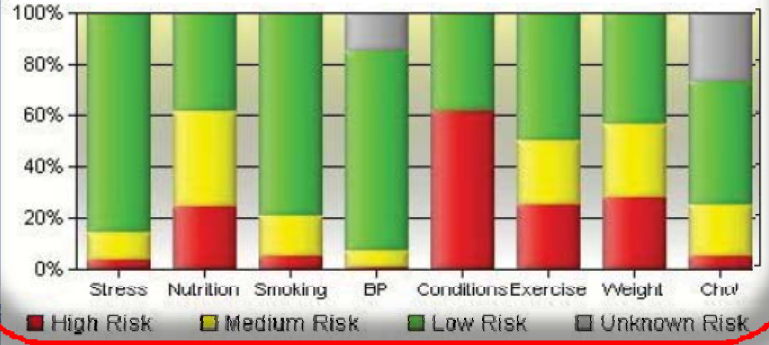
Enrolled and eligible members managed during the activity period.

	Current Period	Percentage
Enrolled Members	**2,779**	**100.0%**
Employee	2,779	76.6%
Eligible Members	**26,531**	**100%**
Employee	26,531	63.9%

Health Risk Assessment Results

Health Risk Assessment results by risk category through this activity period.

	Number	Percent
Enrollees who completed an HRA	3331	91.8%



Web Activity

This information illustrates the activity period performance of web based activities.

Web Site Activity	Number
Total Web Site Logins	17,716
Unique Logins	2,075
Employees	1,624
Non-Employees	451
Average Logins per member	8.5
Average Logins Reference Population	8.5
Involvement 3 months	701
Involvement 6 months	1,195
Involvement 9 months	172
Involvement 12 months	7

Tobacco Cessation	Number
Enrolled Members	20
Employees	19
Non-Employees	1
First Time Visitors	19
Members who set a quit date	11
Average Visits	0.4

Online Planning/Tracking

Access during the activity period.

Activity Category	Number	Percent	Avg. Times Accessed	Reference Population
Exercise Access	14,443	50.1%	13.4	13.4
Nutrition Access	6,625	23.0%	8.9	8.9
Wellness Providers	210	0.7%	1.4	1.4
Alternative Health Access	231	0.8%	2.1	2.1
Stress/Life Skills Access	3,226	11.2%	10.0	10.0
Online Coaching	162	0.6%	1.9	1.9
Biometrics	3,936	13.7%	7.9	7.9
Total	28,833			

Monthly Reporting

Monthly Activity Report

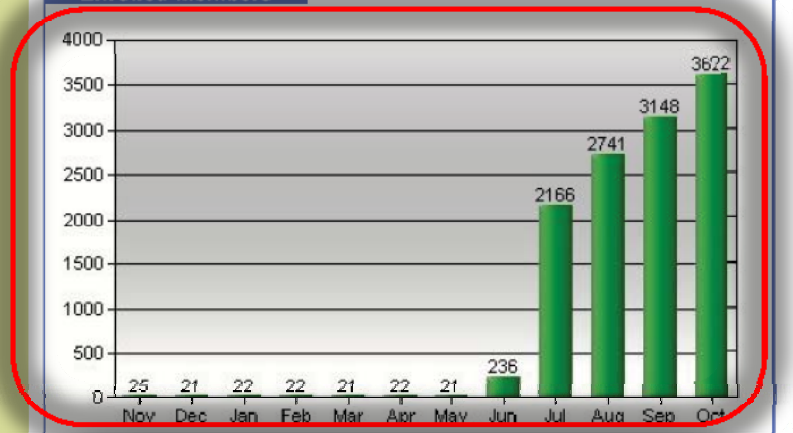
Eligible Members 40,218

Enrolled Members 3,622 9.0%

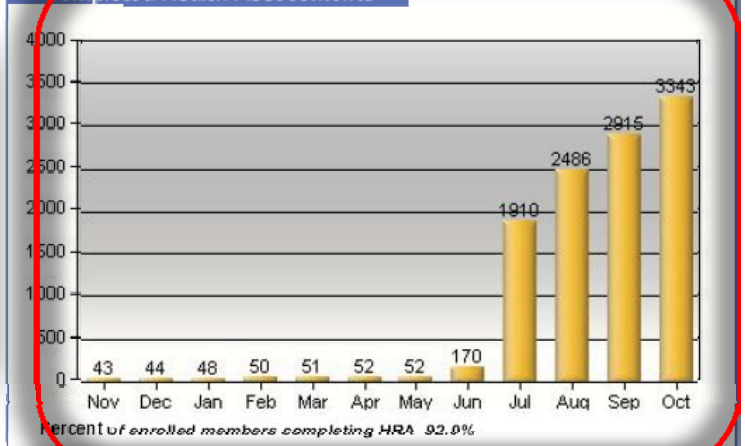
BcbsNd - Filters Applied

October 2009

Enrolled Members



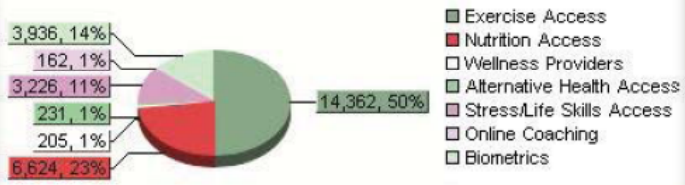
Completed Health Assessments



Enrollment Status

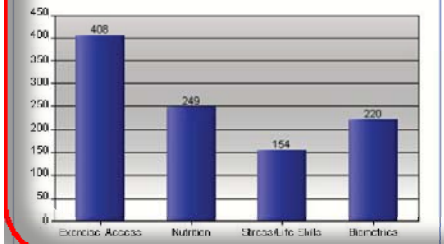
Enrolled Members	3,622
Percent of unique enrollees that that logged in to website	20.0%
Total website logins	4,011

Year To Date Online Activities

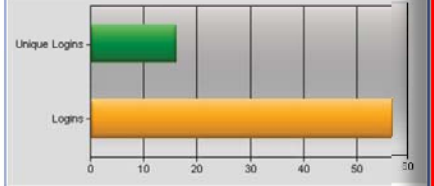


Monthly Activity Report

Unique Members Accessing Web Tools



Tobacco Cessation Logins



Average number of Logins	3.56
# of Employees who set Quit Date	3

Questions?

Preventive Screening Services for Members age 6 and older

- $25/$30 Copayment per Office Visit
  - Then 100% of Allowed Charge subject to a Maximum Benefit Allowance of $200 per Member per Benefit Period
  - Deductible Amount is waived

- Benefits Include:
  - One routine physical examination per Member per Benefit Period
  - Routine diagnostic screenings
  - Routine screening procedures for cancer

Services included

This Preventive screening program includes services such as:

- Urinalysis testing
- Cholesterol screening
- Hemoglobin testing
- Blood sugar screening
- Cancer screening
- Colonoscopy
- Sigmoidoscopy

Accessing Services

* When Making an appointment make sure you state this is for your preventive Screenings.

* The claim must be coded as Preventive when filed by the Provider.

* When receiving your EOB (explanation of Benefits) if you have any questions, please contact the NDPERS Member Service Unit at (701) 282-1400 or 1-800-223-1704.

Services that do not apply to the $200 Preventive Maximum

Cancer Screenings

- **Mammogram**
  - 100% of allowed charge
  - Deductible is waived and benefits are as follows:
    - One service for Members between the ages of 35 and 40
    - One service per year for Members age 40 and older

- **Routine Pap Smear**
  - 100% of Allowed Charge
  - Deductible is waived and benefits are subject to a Maximum Benefit Allowance of 1 pap smear per Benefit Period
  - $25/$30 Copayment for Office Visit related to Pap Smear

Services that do not apply to the $200 Preventive Maximum

Cancer Screenings cont.

- **Prostate Cancer Screening**
  - 75%/80% of Allowed Charge
  - Deductible is waived
  - Benefits available for an annual digital rectal exam and an annual prostate-specific antigen test for an asymptomatic male age 50 and older, a black male age 40 and older, and a male age 40 and older with a family history of prostate cancer.
  - 25/$30 Copayment for Office Visit related to PSA test.

- **Fecal Occult Blood Testing for Colorectal Cancer Screening**
  - 100% of Allowed Charge
  - Deductible is waived
  - Benefits are allowed for Members age 50 and older
    - Subject to a Maximum Benefit Allowance of 1 test per Benefit Period

Immunizations

- Immunizations other then well child care
  - 100% of Allowed Charge
  - Deductible is waived
- Covered immunizations are those published as policy by the CDC
  - Certain age restrictions may apply

Services that do not apply to the $200 Preventive Maximum

Immunizations included:

- Hepatitis
- Influenza Virus Vaccine
- DPT (Diphtheria/Pertussis/Tetanus)
- MMR(Measles/Mumps/Rubella)
- Chicken Pox(Vaicella)
- Pneumococcal Disease
- Meningococcal Disease
- Polio
- HPV(Human Papillomavirus) 12-26
- Shingles (Zostavax) 60+

H1N1 Pandemic

Vaccinations (Currently covered by the Government)

- 1 dose for adults
- 2 doses, 21 days apart, for children ages 6 months – 10 years
- Vaccinating Target groups first
- Administration of the Vaccine is covered by your Health Plan

H1N1 Symptoms:

Fever	Chills
Cough	Fatigue
Sore Throat	Vomiting
Runny or stuffy nose	Diarrhea
Body Aches	
Headache	

Program Update & Data Overview

Data current as of 10/20/2009

Jayme Steig, PharmD, RPh
Frontier Pharmacy Services, Inc
Clinical Coordinator Provider
1-877-364-3932
jsteig@frontierRx.com

Program Overview

- Diabetes care services are provided by a network of pharmacists and other providers who have completed an accredited diabetes certification program
- Providers “coach” eligible participants using motivational interviewing techniques on how to self-manage their diabetes
- Providers provide an assessment, develop a care plan and provide follow-up services and referrals
- Clinical, humanistic, and economic measures are recorded for analysis

About the Patient
www.aboutthepatient.net

Program Overview – cont'

- Provider Network
  - 80 pharmacies throughout ND participating
  - Urban and Rural
- Patient Visits
  - Initial (baseline) visit – approx 1 hour
  - Follow-Up Visits – ~ 30 minutes
    - Month 1, 3, 6, 9, 12
    - ***NEW*** – additional 18 and 24 month visits

About the Patient
www.aboutthepatient.net

Program Overview – cont'

- Patient qualification requirements
  - Be active in NDPERS health plan
  - Have been diagnosed with diabetes
- Patient Incentives
  - Health Education
  - No expense for the visits
  - Co-pay reimbursements
    - Receive quarterly reimbursements for the co-pay portion of out of pocket expenses on formulary brand and generic diabetes medications, ACEIs, and ARBs
    - ***NEW*** – co-insurance reimbursement on testing strips, lancets, and other supplies starting 1/1/10
    - Q3 2009 avg was $67.50 per patient

About the Patient
www.aboutthepatient.net

www.aboutthepatient.net

- Program website
- Sections for patients, providers, etc
- Patient education section
  - Info on general topics along with diabetes materials
  - Enrollment section – can also call or fax
- Provider section
  - All program documents, forms, materials are available

Data Overview

- Data from program launch to Oct 20, 2009
- Data is taken from that entered by providers into the central clinical data management system
  - No additional claim data, etc has been analyzed yet
  - Independent evaluation from UND

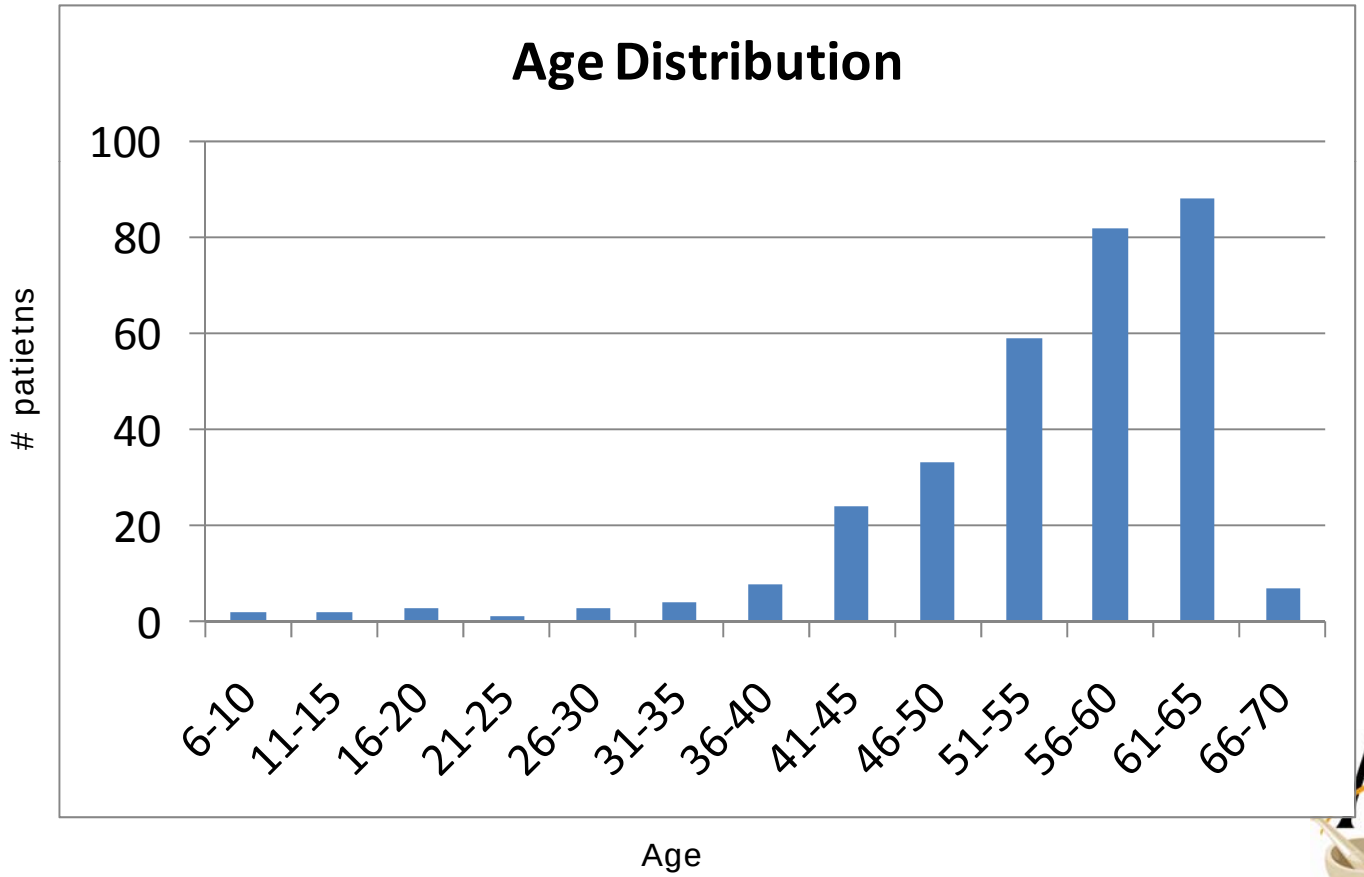
Patient Profile

- 316 patients with documentation
  - 1,430 encounters
- 52% female
- Average age = 54.4
- 6.0 medical conditions
- 11.2 medications
- 3.3 drug therapy problems

About the Patient
www.aboutthepatient.net

Patient Age

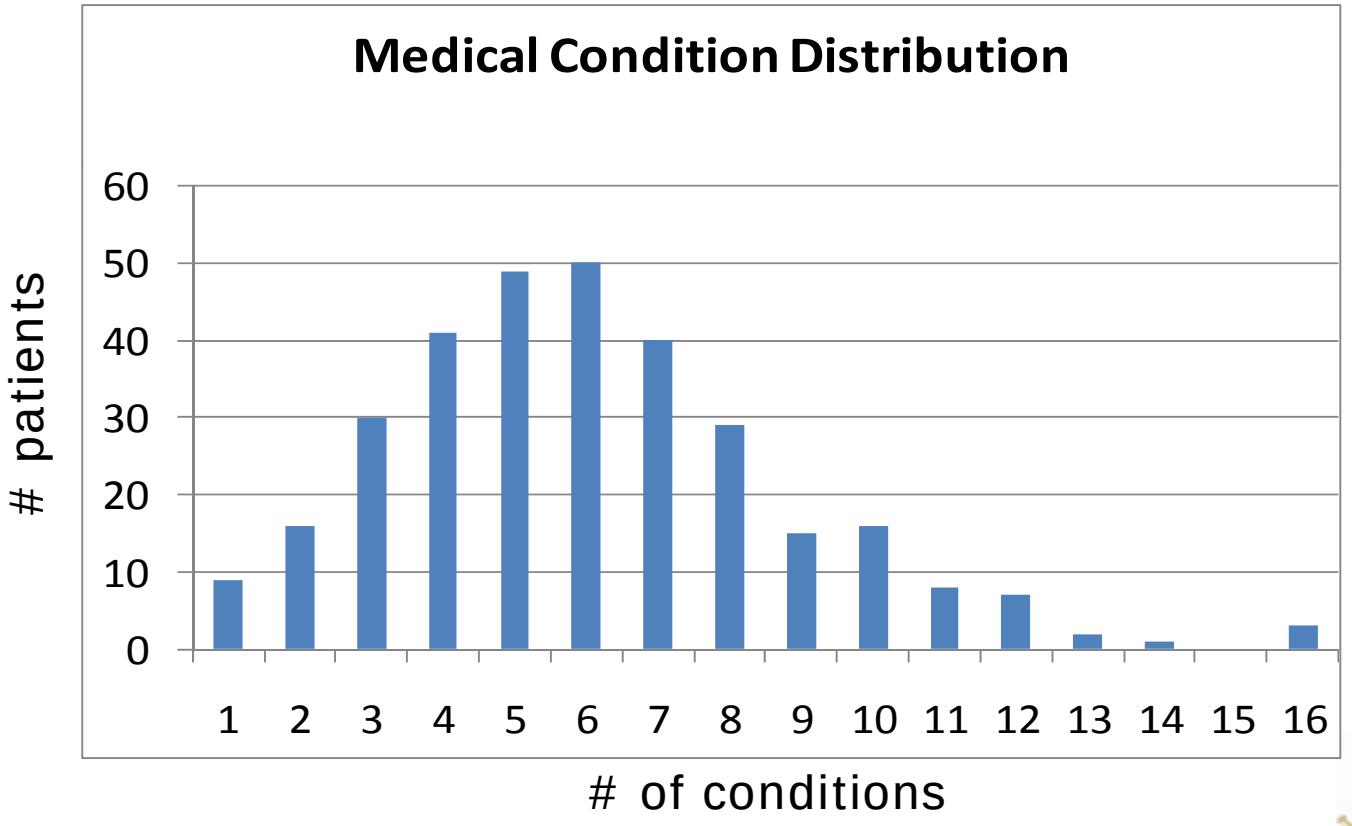
- Range 6 to 70 yrs, Std Dev 9.9



About the Patient
www.aboutthepatient.net

Medical Conditions

- Range 1-16

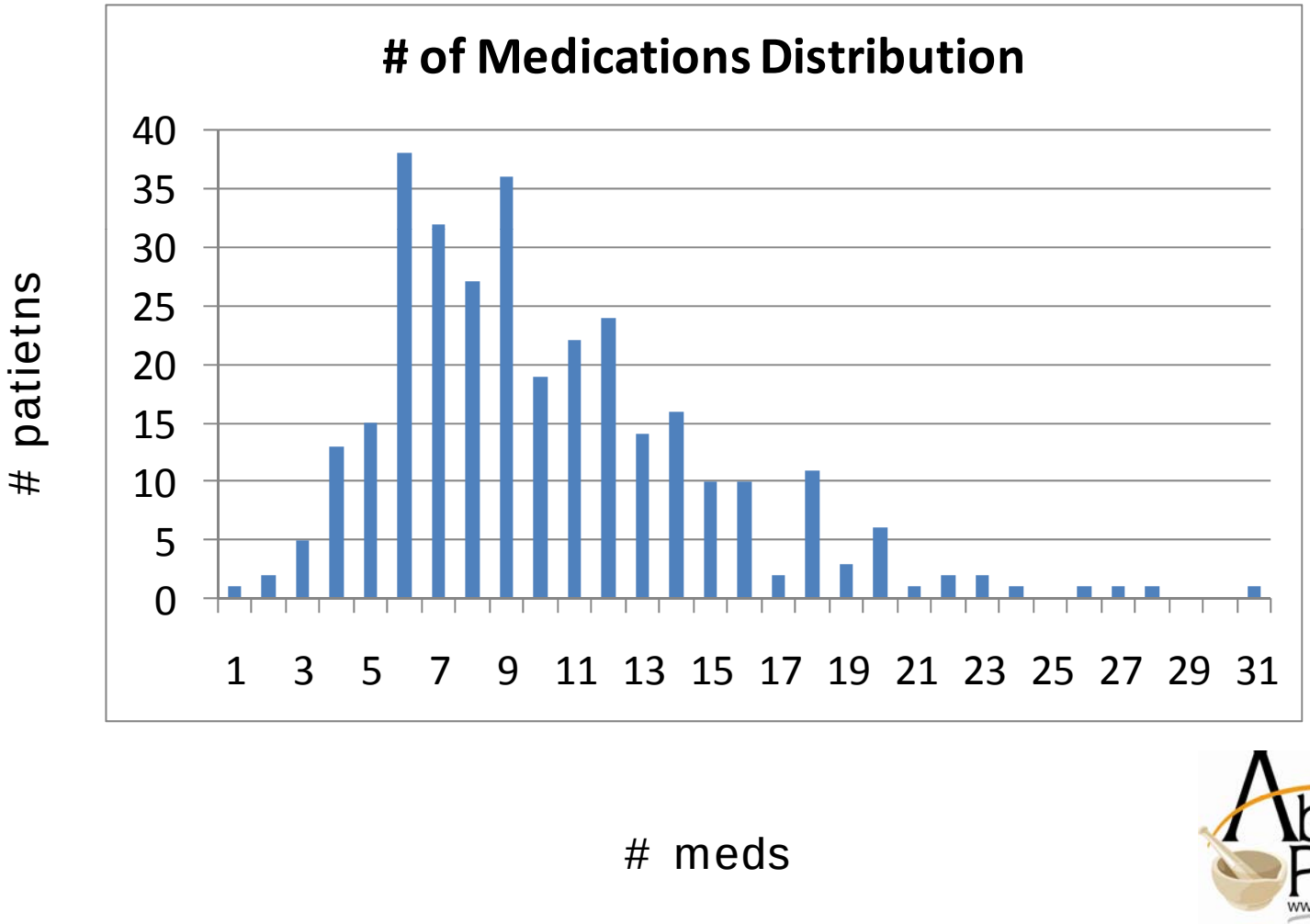


Most Frequent Co-morbidities

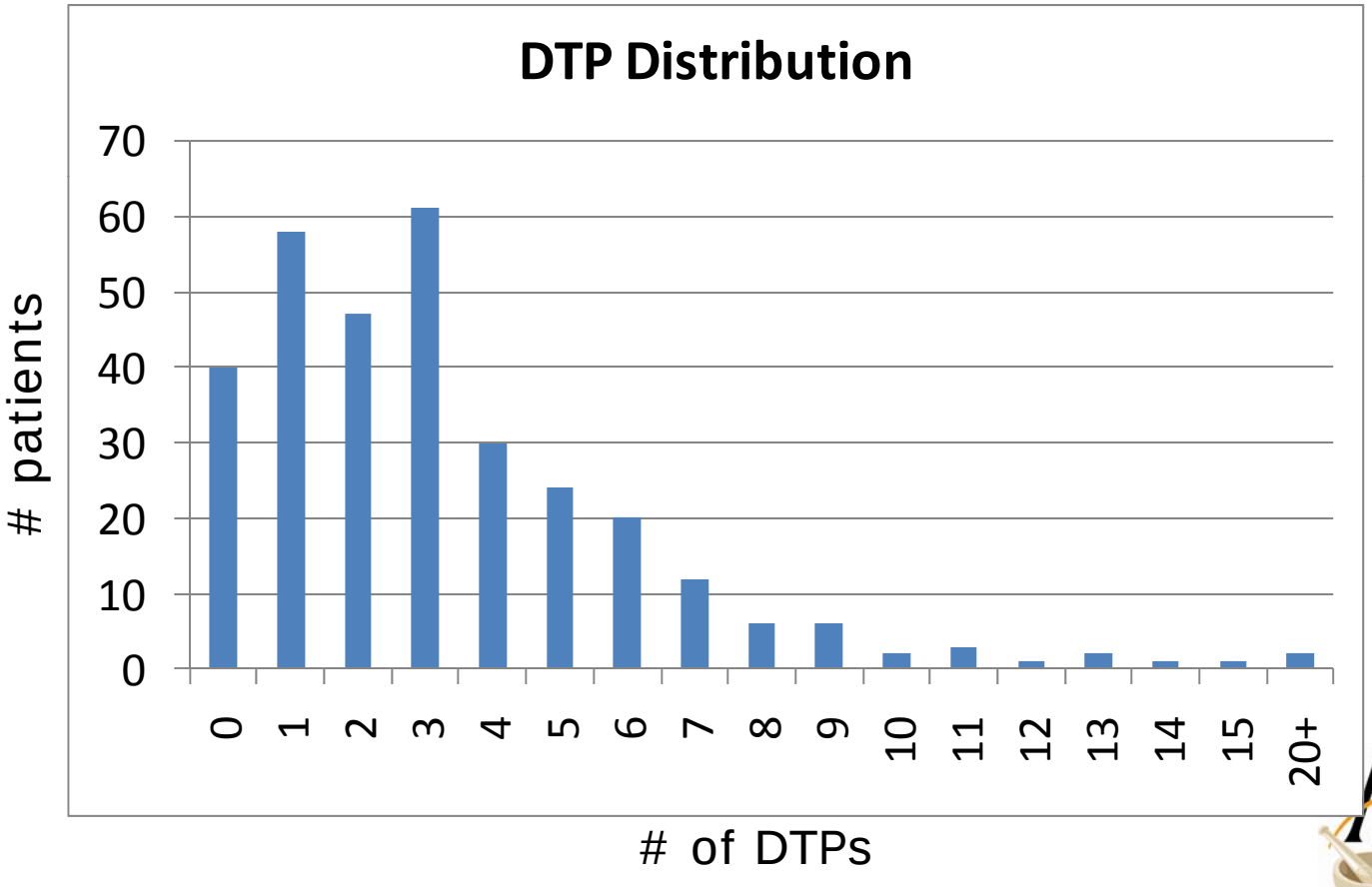
1. Hyperlipidemia
2. Hypertension
3. Prevent MI/Stroke
4. General Health – Vitamins
5. Immunization
6. Depression
7. Hypothyroidism
8. GERD
9. Osteoporosis
10. Pain
11. Allergic Rhinitis
12. Insomnia

About the Patient
www.aboutthepatient.net

Medications



Drug Therapy Problems



About the Patient
www.aboutthepatient.net

Drug Therapy Problem Type

- Indication
  - Unnecessary Drug Therapy – 4%
  - Needs Additional Therapy – 36%
- Effectiveness
  - Ineffective drug – 6%
  - Dosage too low – 21%
- Safety
  - Adverse drug reaction – 12%
  - Dosage too high – 4%
- Compliance
  - Noncompliance – 17%

About the Patient
www.aboutthepatient.net

Most common DTPs associated by medication condition

- Needs additional therapy – diabetes
- Dose too low – diabetes
- Need additional therapy – immunization
- Noncompliance – diabetes
- Dose too low – hypertension
- Noncompliance – hyperlipidemia
- Needs additional therapy – hyperlipidemia
- Adverse drug reaction – hyperlipidemia
- Adverse drug reaction – hypertension

- Accounted for 54% of all DTP

About the Patient
www.aboutthepatient.net

Most common DTPs associated by medication

- Needs additional therapy – vaccine
- Need additional therapy – ACE inhibitor
- Dose too low – insulin
- Noncompliance – glucometer testing
- Dose too low - biguanides
- Needs additional testing– glucometer testing
- Noncompliance – Statins
- Compliance - biguanides

- Accounted for 25% of all DTP

About the Patient
www.aboutthepatient.net

Clinical Outcomes

- Hemoglobin A1C (goal<7%)
- Systolic (goal 90-130)
- Diastolic (goal 60-80)
- Total cholesterol (goal 50-200)
- LDL (goal 60-100)
- HDL (goal 40-100)
- Triglycerides (goal 50-150)

About the Patient
www.aboutthepatient.net

Hemoglobin A1C

- 228 patients with multiple values
  - 1st value avg = 7.25
  - Last value avg = 7.6.93
    - P<0.0005, Std Dev 1.33, 1.02
- 45.6% of patients with multiple values had their initial result >7%
  - Avg A1C of these patients = 8.20
- 32.7% of those patients are now within range
  - Avg A1C of all out of range patients on most recent result = 7.56
    - P<0.0005, Std Dev 1.33, 1.07

About the Patient
www.aboutthepatient.net

Systolic

- 271 have multiple values
  - 1st visit avg = 133
  - Most recent avg = 129
  - P<0.0005, Std dev 16.9, 14.4
- 48% did not initially meet goal
  - 28% now meet goal
  - 1st value avg = 147
  - Most recent avg = 137
    - P<0.0005, Std dev 11.5, 13.4

About the Patient
www.aboutthepatient.net

Diastolic

- 268 have multiple values
  - 1st visit avg = 77.5
  - Most recent avg = 76.62
  - P<0.0005, Std dev 10.3, 9.3
- 42.5% did not initially meet goal
  - 53.5% now meet goal
  - 1st value avg = 84.7
  - Most recent avg = 79.5
    - P<0.0005, Std dev 11, 9.2

About the Patient
www.aboutthepatient.net

Total Cholesterol

- 158 have multiple values
  - 1st visit avg = 172.2
  - Most recent avg = 167.2
  - P<0.0005, Std dev 39,38
- 22% did not initially meet goal
  - 65.7% now meet goal
  - 1st value avg = 228
  - Most recent avg = 187
    - P<0.0005, Std dev 25, 34

About the Patient
www.aboutthepatient.net

LDL

- 152 have multiple values
  - 1st visit avg = 94.9
  - Most recent avg = 92.9
  - P<0.0005, Std dev 29,29
- 44.7% did not initially meet goal
  - 46% now meet goal
  - 1st value avg = 109
  - Most recent avg = 99
    - P<0.0005, Std dev 37,33

About the Patient
www.aboutthepatient.net

HDL

- 159 have multiple values
  - 1st visit avg = 44.1
  - Most recent avg = 44.2
  - P<0.0005, Std dev 16,15
- 46.5% did not initially meet goal
  - 27% now meet goal
  - 1st value avg = 36.7
  - Most recent avg = 38.6
    - P<0.0005, Std dev 18,16

About the Patient
www.aboutthepatient.net

Triglycerides

- 149 have multiple values
  - 1st visit avg = 189
  - Most recent avg = 166
  - P<0.0005, Std dev 182,117
- 53% did not initially meet goal
  - 25% now meet goal
  - 1st value avg = 264
  - Most recent avg = 208
    - P<0.0005, Std dev 223,136

About the Patient
www.aboutthepatient.net

Surveys

- Diabetes Awareness and Quality of Life surveys administered at baseline, 6 months, 12 months
  - Results indicate that patients are entering program believing they have a good awareness of their diabetes and an acceptable quality of life
- Program satisfaction survey administered at 6 & 12 months
  - Show high patient satisfaction

About the Patient
www.aboutthepatient.net

Surveys - examples

- Diabetes Awareness

1. Describe diabetes and what it does to my body

Agree	57.73%
Disagree	3.15%
Strongly Agree	23.97%
Strongly Disagree	0.95%
Unsure	10.73%

8. Take my medications and administer injections as instructed

Agree	31.55%
Disagree	0.63%
Strongly Agree	59.62%
Strongly Disagree	0.63%
Unsure	2.52%

11. Ask my pharmacist questions I may have about diabetes

Agree	47.95%
Disagree	5.05%
Strongly Agree	37.85%
Strongly Disagree	0.63%
Unsure	4.73%

12. Voice concerns to my doctor about my diabetes

Agree	43.22%
Disagree	1.89%
Strongly Agree	47.00%
Strongly Disagree	0.63%
Unsure	2.84%

About the Patient
www.aboutthepatient.net

Surveys - examples

- Patient Satisfaction

10. The provider's efforts to help you improve your health or stay healthy

2	1.11%
3	2.22%
4	23.33%
5	70.00%

9. Ability of the provider to answer your questions about your medications

2	1.11%
3	1.11%
4	13.33%
5	80.00%

15. The educational materials provided

2	1.11%
3	1.11%
4	21.11%
5	72.22%

7. The provider's efforts to solve problems that you have with your medications

2	1.11%
3	2.22%
4	14.44%
5	78.89%

EXCELLENT PROGRAM- THANK YOU!

I hope this program will continue after the 1st year.

Replace weight loss materials with materials that allow for & support health at any size.

THIS IS AN AMAZING PROGRAM AND IT HAS HELPED ME IMMENSLEY.

Wish this program would have been available 10-20 years ago.

About the Patient
www.aboutthepatient.net

Summary

- Program is showing positive health outcomes
- Less enrollment than expected
- Changes made to help increase participation
- High patient satisfaction with program

- QUESTIONS?

About the Patient
www.aboutthepatient.net

BUILDING A HEALTHY North Dakota

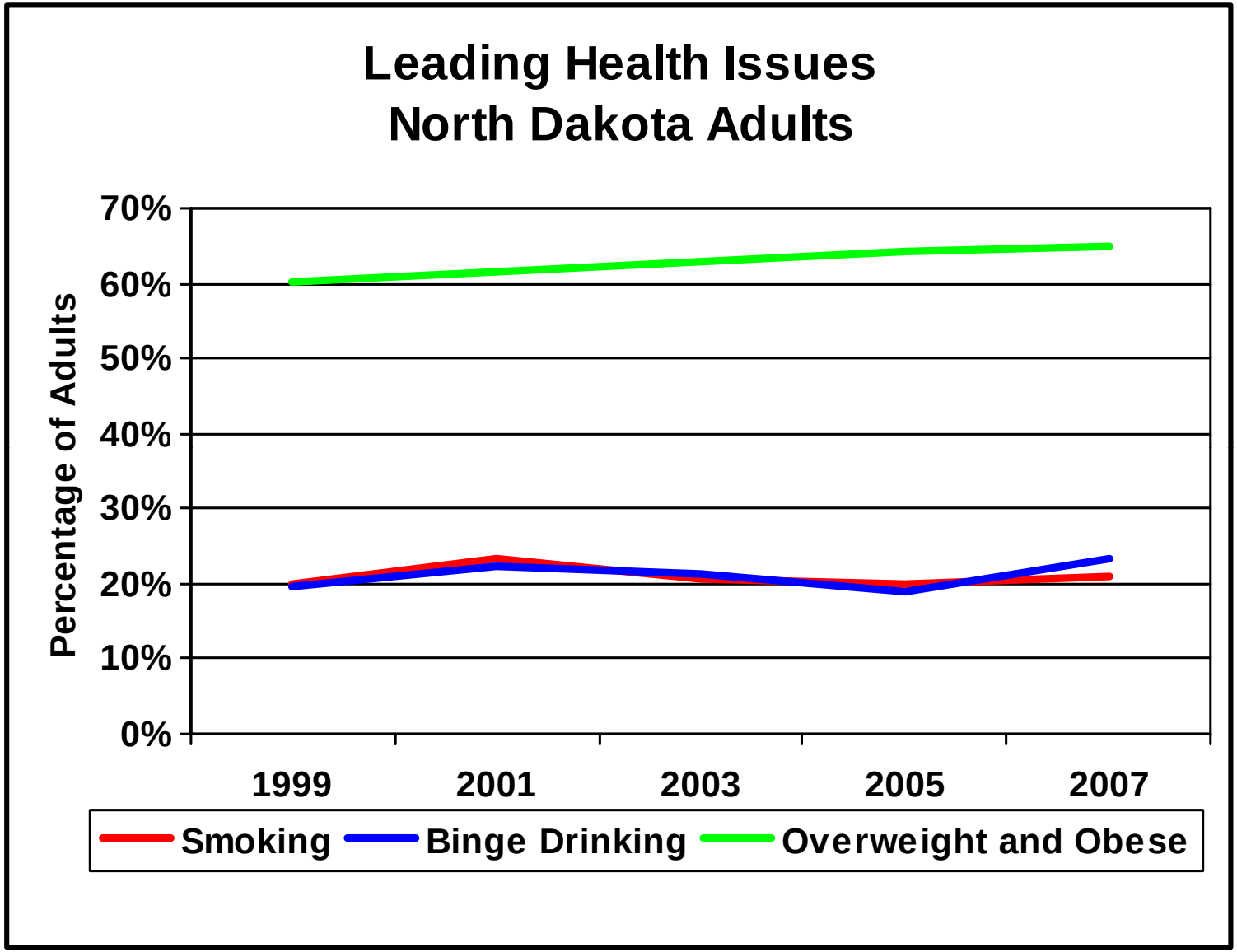
A Year of Fruits and Veggies

fruits & veggies more matters®
fruitsandveggiesmorematters.org

PERS Fruit & Veggie Challenge

Karen K. Ehrens, LRD
Consultant to Healthy North Dakota
NDPERS Wellness Forum
November 13, 2009

BUILDING A HEALTHY North Dakota

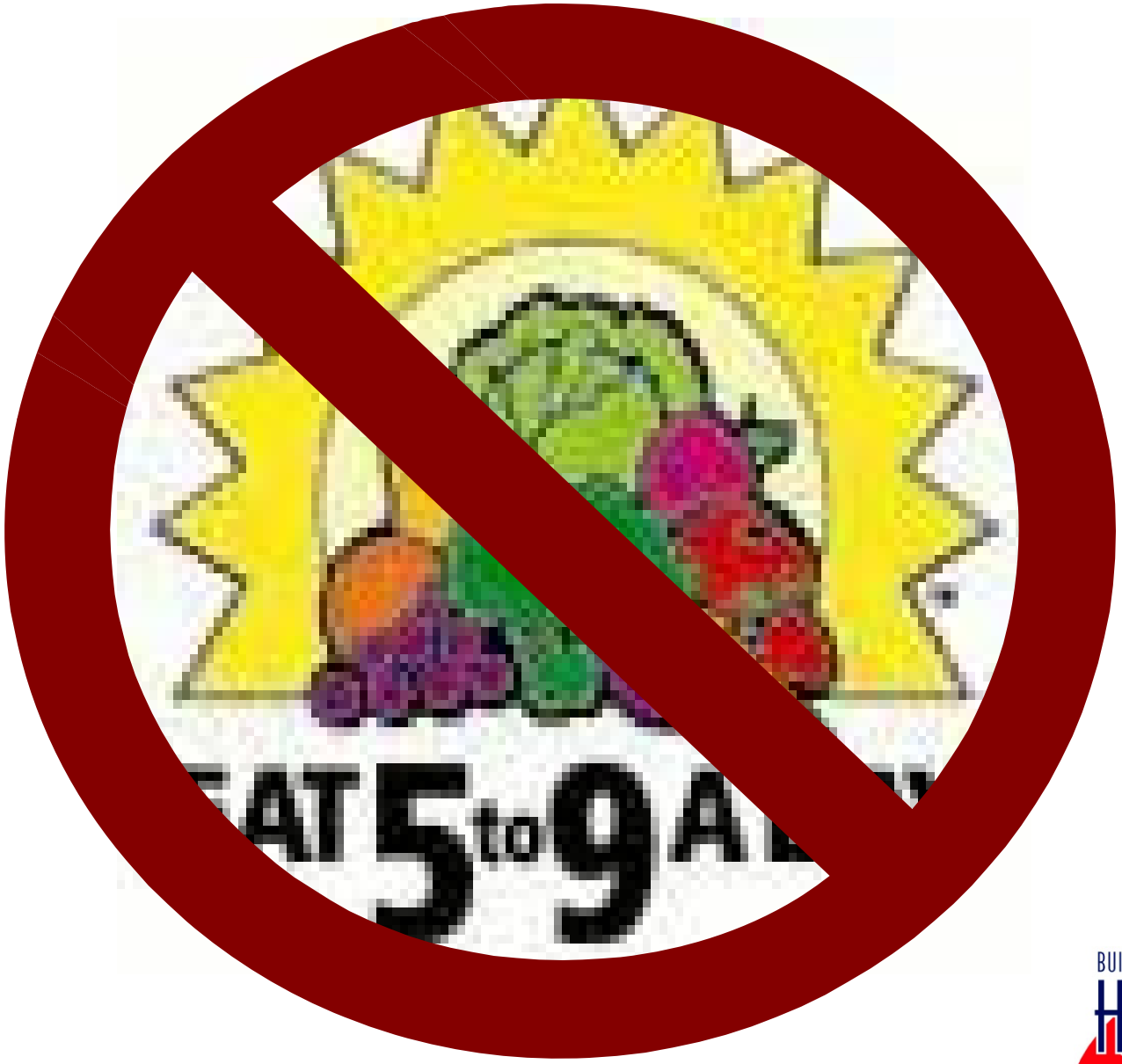


BUILDING A HEALTHY North Dakota

Americans receive 30% of calories from non-nourishing foods

BUILDING A HEALTHY North Dakota

90%
of
Americans
need to eat
more
fruits and
vegetables



BUILDING A HEALTHY North Dakota

Google PERS fruit and veggie challenge Search Bookmarks Check Translate AutoFill
Norton Phishing Protection on Identity Safe Log-ins
PERS Fruit and Veggie Challenge Page

PERS Fruit and Veggie Challenge

Participant Surveys

Pre-survey
Complete this on-line survey at the beginning of the project.

Post-survey
Complete this on-line survey at the end of the project.

Links

Information for Worksite Coordinator

Sponsors

Contact Us

North Dakota Department of Health

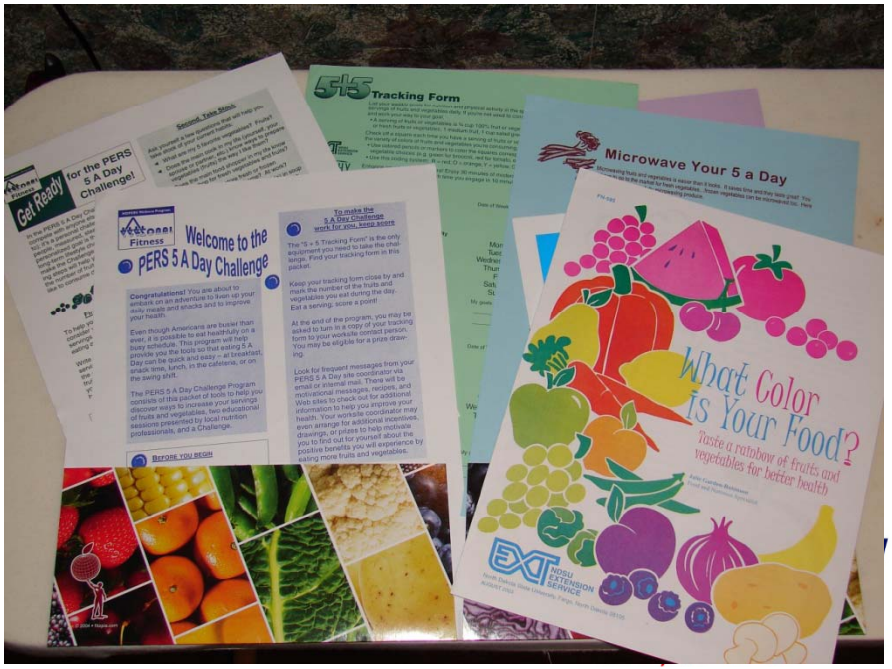
BUILDING A HEALTHY

NDSU Extension Service

Done Internet
start Inbox - Outlook Express NDPERS FV HND 11.09 HND 7.08 ww nutr & ... PERS Fruit and Veggi...

What does the program provide?

- Two on-site educational sessions by a public health nutritionist or extension professional
- Information packet



http://www.ag.ndsu.edu/pers/providers.pdf
PERS fruit and veggie challenge
Search Bookmarks Check Translate AutoFill Sign
Phishing Protection on Identity Safe Log-ins
http://www.ag.ndsu.edu/pers/providers.pdf
Page Tools
Collaborate Create Adobe PDF Using Acrobat.com Zoom Out Zoom In 66.7% Scrolling Pages One Full Page Find

NUTRITION PROGRAM PROVIDERS

January 2009

COUNTY	AGENCY	E-MAIL	PHONE	FAX
Barnes	City-County Health Department Sharon Buhr, MPH, LRD Mercy Hospital Nutrition Department 570 Chautauqua Boulevard Valley City, ND 58072	sharonbuhr@catholichealth.net	845-6456	845-6413
	NDSU Extension Service Ellen Bjelland Courthouse; 230 4th Street NW, Room 204 Valley City, ND 58072-2947	ellen.bjelland@ndsu.edu	845-8549	845-8538
Benson (see Ramsey, Eddy, Pierce and Towner)				
Billings (see Stark, Dunn, Golden Valley, Hettinger and Slope)				
Bottineau (see Ward, Burke, McHenry, McLean, Renville and Sheridan)				
Bowman (see Stark, Billings, Dunn, Golden Valley, Hettinger and Slope)				
Burke (see Ward, Bottineau, McHenry, McLean, Renville and Sheridan)				
Burleigh	NDSU Extension Service June Kraft 3715 East Bismarck Expressway Bismarck, ND 58501	june.kraft@ndsu.edu	221-6865	221-6845
	Bismarck/Burleigh Public Health Nutrition Services Wanda Agnew, LRD 500 East Front Ave Bismarck, ND 58501	wagnew@nd.gov	222-6525	221-6883
Cass	Fargo Cass Public Health Kim Lipetzky, MNS, LRD 401 3rd Avenue North Fargo, ND 58102	klipetzky@cityoffargo.com	241-8195	298-6929
	NDSU Extension Service Rita Ussatis 1010 2nd Avenue South; PO Box 2806 Fargo, ND 58108-2806	rita.ussatis@ndsu.edu	241-5700	241-5935

Unknown Zone

fruits & veggies more matters®
fruitsandveggiesmorematters.org

BUILDING A HEALTHY North Dakota

Healthy North Dakota: Content: A Year of Fruits and Veggies - Windows Internet Explorer

http://www.healthynd.org/YearOfFruitsVeggies.html

PERS fruit and veggie challenge

Google | PERS fruit and veggie challenge | Search | Bookmarks | Check | Translate | AutoFill

Norton | Phishing Protection on | Identity Safe | Log-ins

Healthy North Dakota: Content: A Year of Fruits and ... | Page

BUILDING A HEALTHY North Dakota

Building a Healthy North Dakota

HOME | CALENDAR | HOW TO PARTICIPATE

bringing **people** together to find **solutions** for **healthy living** where we...

LIVE

- Families
- Ages & Stages
- Special Populations

LEARN

- Early Childhood
- Schools
- Higher Education

WORK

fruits & veggies more matters

Welcome to *A Year of Fruits and Veggies*

- Celebrate the seasons!
- Experience fruit and veggies in new ways
- Obtain new information about produce, and
- Choose and find North Dakota-grown fruits and veggies.

http://www.healthynd.org/YearofFruitsVeggiesInstructionsforWorksiteCoordinators.htm

PERS fruit and veggie challenge

Search Bookmarks Check Translate AutoFill Sign

Phishing Protection on Identity Safe Log-ins

Healthy North Dakota: Content: A Year of Fruits and ... Page Tools

LEARN

- Early Childhood
- Schools
- Higher Education

WORK

- Worksite Wellness
- State Employees
- Resources

PLAY

- Move More
- Explore ND

Search

Go

A Year of Fruits and Veggies

Dear Worksite Coordinator,

The *Year of Fruits & Veggies* program is designed to be easy to use so that you don't need to spend hours each month on it. *A Year of Fruits & Veggies* provides fruit & veggie eating tips, recipes and health information once per month. These twelve modules are designed to send via e-mail each month to employees. Find each month's document on the Healthy North Dakota website at http://www.healthynd.org/YearOfFruitsVeggies.html

We have also included suggested texts to help you get the information about *A Year of Fruits and Veggies* to your co-workers in a way to help entice them to open up and read the monthly information.

Following is text for the e-mail subject lines and text for the e-mail bodies. You can use as is with the link to the month's module web page included in the e-mail body text. Or if an employee has limited internet connectivity, you can attach the PDF version to an e-mail. If an employee has no e-mail or internet connection, you can make copies of the PDF version and deliver as a paper document.

Also, IMPORTANT, there are three brief online surveys to send out, too, via e-mail.

You can start *A Year of Fruits & Veggies* any month of the year. However, **we need your help** to forward brief surveys to help us measure how well the program is

Internet 100%

Year of Fruits & Veggies "Before You Start" Survey - Windows Internet Explorer

http://www.surveymonkey.com/s.aspx?sm=GqpkKKjyKY8C3o55xVfw2g_3d_3d

PERS fruit and veggie challenge

Google PERS fruit and veggie challenge Search Bookmarks Check Translate AutoFill

Norton Phishing Protection on Identity Safe Log-ins

Year of Fruits & Veggies "Before You Start" Survey Page

A Year of Fruits and Veggies - "Before You Start" Survey

We are excited that you are going to explore the colorful world of fruits and veggies with us! Thank you for providing information to us before beginning "A Year of Fruits and Veggies." The information will be helpful to determine if the program is successful.

If you have any questions about this survey, please contact Karen Ehrens, consultant to Healthy North Dakota, 701.223.2616 or karen@ehrensconsulting.com.

*** 1. How many people are employed in your business/organization/agency?**

- [ ] 1-49 employees
- [ ] 50 or more employees

*** 2. Thinking about what you ate yesterday, how many times did you eat potatoes (not including French frie or hashbrowns)?**

- [ ] None
- [ ] 1 time per day
- [ ] 2 times per day
- [ ] 3 times per day
- [ ] 4 times per day
- [ ] Don't know

fruits & veggies more matters®
fruitsandveggiesmorematters.org

BUILDING A HEALTHY North Dakota

Build a
Healthy North Dakota
with us!

http://www.healthynd.org/

BUILDING A HEALTHY North Dakota

American Heart Association® | American Stroke Association®

Learn and Live®

American Heart Association | American Stroke Association
Learn and Live.

The American Heart Association ND PERS Worksite Wellness Program Opportunities

November 2007

Joan Enderle, Director Go Red ND

Heart Disease Touches Us All

Heart disease is not just an old person's disease

The Sachs family lost their wife and mother at age 41

American Heart Association | American Stroke Association
Learn and Live.

Our Mission

Building healthier lives, free of cardiovascular diseases and stroke

American Heart Association | American Stroke Association
Learn and Live.

Our Causes

Go Red for women
love your heart
American Heart Association

start!

POWER TO END STROKE

Alliance for a Healthier Generation
American Heart Association
Clinton Foundation

American Heart Association | American Stroke Association
Learn and Live.

Program Components

- Employee education and awareness component – newsletter in print or e-mail
- Education Opportunity – Online quiz, Online video, DVD, or Power Point presentation for Lunch n Learn.
- Activity – blood pressure screen, walking program, Wear Red Day, BetterU online, etc.
- Additional resources and materials available at website
- Low cost or no cost to employer

American Heart Association | American Stroke Association

Learn and Live.

American Heart Association | American Stroke Association
Learn and Live.

START!

The Start! Movement is here to motivate and encourage all Americans to take up walking and other healthy habits as part of their daily routine all year around, and to live longer, stronger heart-healthy lives

Why Walking?

Walking has the lowest drop out rate of any physical activity, and is the simplest positive change individuals can make to effectively improve their heart health.

American Heart Association | American Stroke Association
Learn and Live.

Start! Walking Tools

- Walking Program
- MyStart! Online Fitness Tracker
- Start! Nutrition Tools
- Start! Walking Day (April

www.americanheart.org/start

American Heart Association | American Stroke Association
Learn and Live.

Wear Red Day – February 5, 2010

- **Online Tool Kit**
  - **Wear Red Day How to Guide**
  - **Newsletters**
  - **Posters**
  - **Tribute Cards**
  - **E-mail**
  - **Risk Factor Sheets**
  - **Heart History Family Tree**
  - **Talking to your Doctor**

American Heart Association | American Stroke Association
Learn and Live.

BetterU

BetterU
THE GO RED MAKEOVER THAT CAN CHANGE YOUR LIFE

Go Red BetterU is a FREE 12-week online nutrition and fitness program that can makeover your heart.

Each week will focus on a different area and provide step-by-step guidance.

American Heart Association | American Stroke Association
Learn and Live.

Plan your escape route now from the "silent killer." Track your numbers.

High Blood Pressure

1. Learn About High Blood Pressure
2. Discover Why High Blood Pressure Matters
3. Understand Your Risk for Developing High Blood Pressure
4. Diagnose and Treat
5. Prevent

Know your risks and plan for wellness.

American Heart Association | American Stroke Association
Learn and Live.

Resources

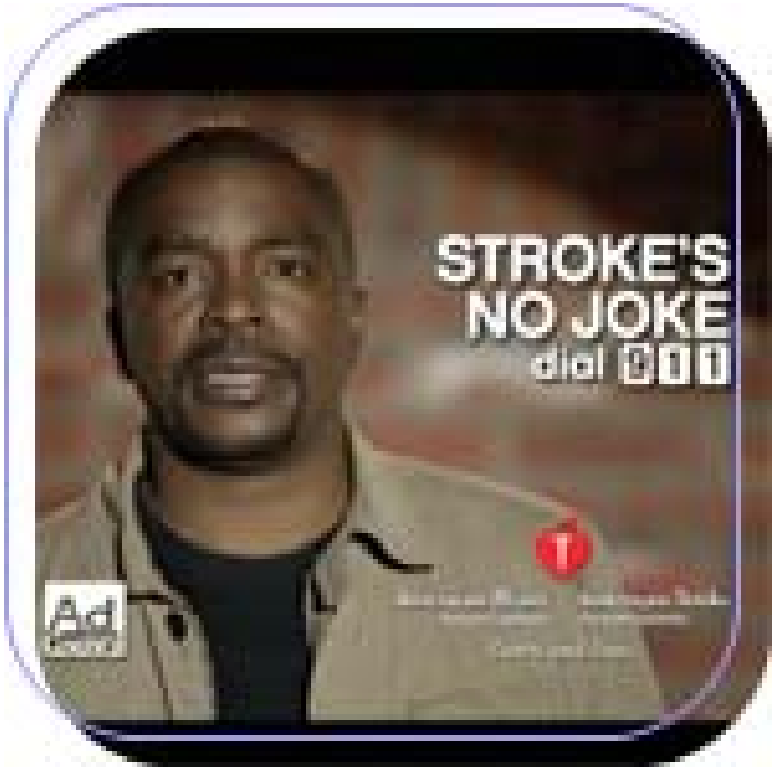
Web Sites

- Heart.org
- Bad Fat Brothers
- Heart of Diabetes
- Hands Only CPR
- Strokes No Joke

the HEART of DIABETES.

American Heart Association | American Stroke Association
Learn and Live.

Strokes No Joke



http://psa.americanheart.org/video/stroke/Internet_30.mpg

American Heart Association | American Stroke Association
Learn and Live.

www.handsonlycpr.org

Two steps to save a life:

Call 911

Push hard and fast in the center of the chest

Studies of real emergencies that have occurred in homes, at work or in public locations show that Hands-Only™ CPR can be as effective as conventional CPR.

Watch Video »

en Español »

Contact Information

American Heart Association, Midwest Affiliate

1005 12th Ave SE

Jamestown, ND 58401

(701)252-5122

Joan Enderle

Joan.enderle@heart.org

www.GoRedND.com

American Heart Association | American Stroke Association
Learn and Live

Web Sites

- Americanheart.org or heart.org
- GoRedND.com
- Goredforwomen.org
- Americanheart.org/start
- Badfatbrothers.com
- Strokesnojoke.org
- Handsonlycpr.org
- iknowdiabetes.org
- Healthiergeneration.org
- Empowerme2b.org

NDPERS Cessation Program & ND Quitline

Rebecca Fricke

Background

- The NDPERS Tobacco Cessation Program is funded by a grant made available through the ND Department of Health
- The grant is provided for the purpose of funding employee tobacco education and cessation programs for state employees
- BCBS has been contracted by PERS to provide the services

Promotional Materials

- Promotional materials developed and/or approved by ND Health Department
  - Email flyers
  - Posters
  - Postcards
  - PERSpectives Newsletter articles
  - Website

Eligible Employees

- The grant applies to:
  - State employees, including:
    - University system employees
    - District health unit employees
    - Garrison Diversion employees
  - Dependents of the above who are age 18 & over
  - Employees and/or dependents must be on the NDPERS Health Insurance plan

How To Enroll

When ready to quit, contact BCBSND at 1-800-223-1704

- Once eligibility is verified, member will receive a tobacco cessation program identification card to use when they visit your doctor, call the Quitline or buy medications
- Be sure to show this identification card to the health-care professional

When can participants enroll?

- July 1 to December 31, 2009
- January 1, 2010 to June 30, 2010
- July 1, 2010 to December 31, 2010
- January 1, 2011 to June 30, 2011
- The program ends April 30, 2011

What does the program pay for?

- The program will pay up to $700 every six months as long as you use the North Dakota Tobacco Quitline or one of the other program providers
- Up to $200 for tobacco cessation counseling (if a fee is charged) and the co-pay for an office visit
- Up to $500 prescription and over-the counter medications

NDPERS Cessation Providers

- City-County Health (Barnes County)
- Fargo Cass Public Health
- Grand Forks Public Health
- Custer Health
- Dickey County Health District
- Lake Region District Health Unit
- Sargent County District Health Unit
- Southwest District Health
- Jamestown Hospital
- First District Health Unit
- Richland County Health Department
- North Dakota Tobacco Quitline

North Dakota Tobacco
QUITLINE
1·800·QUIT·NOW

North Dakota Tobacco Quitline

- Telephone based counseling service
- Activated September 20, 2004
- Free service available to all North Dakota residents

North Dakota Tobacco Quitline

- Employs six counselors in North Dakota
- Hours:
  - Monday-Friday 7:00am – 9:00pm
  - Saturday 9:00am – 5:00pm
    - Voice mail available 24 hours/day

Contact Information

- Rebecca Fricke – NDPERS Program
  701-328-3978
  rfricke@nd.gov
- Michelle Walker – QuitLine/Other State Programs
  701-328-2315
  mlwalker@nd.gov

Wellness Program Funding

NDPERS Wellness Forum

November, 2009

Kathy Allen

OVERVIEW

- **Wellness Funding Program**
- **Application Process**
- **Wellness Programming**
- **Application Process**
- **Application Evaluation**
- **Reimbursement**
- **Ineligible Expenses**

Wellness Funding Program

- **Eligibility:**
  - **Must be a state agency or political subdivision that participates in the State's health plan, and**
  - **The Employer Based Wellness Discount Program.**

Wellness Funding Program

- **Provide funding assistance for on-site wellness and health promotion efforts.**
- **Provide educational opportunities for our Wellness Coordinators.**
- **Provide a resource of programs and tools for you to reference.**

Wellness Programming

- **PERS Sponsored Program – PERS works with various entities to make specific programs available for use by employers (PERS Fruit & Veggie Challenge, Go Red/ND Heart Association, Resource Library).**
- **Wellness Programs sponsored by BCBS (Walking Works, Beat the Bug, etc.)**
- **Employer Initiated Programs – Work site develops own program.**

Application Process

- **The Wellness Funding Application is combined with Employer Based Wellness Program Discount Application.**
- **If check ‘YES’ to funding assistance question on Discount Application, must complete the Wellness Funding Application.**

Application Process

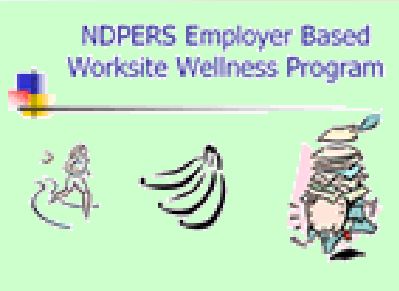
Considerations:

- **Estimate expenses – use previous year's budget, if applicable.**
- **If change in proposed program activities during year, may submit amended Discount and Funding application.**

Application Process

- **The funding request must correspond to programs proposed on the discount application.**
- **Must be signed by agency designated Wellness Coordinator.**
- **Applications and related information available from NDPERS web site:**

  www.nd.gov/ndpers → Program Administration



Application Evaluation

- **Reviewed by Wellness Benefit Committee:**
  - **BCBS (1)**
  - **NDPERS (2)**

- **Will be notified of Committee's decision within 60 days.**

Reimbursement

Calculation 1:

100% of the first $500 or actual program expense, whichever is less, plus 75% of actual expenses in excess of $500 to a maximum benefit of $1,000 <u>OR</u>

Calculation 2:

$2.00 times the number of health contracts

Eligible for funding to conduct one on-site program each fiscal year. Expenses applied to FY in which incurred.

Reimbursement

- **Two options:**
  - **Reimburse vendor direct**
    - **Provide an itemized invoice (no. receiving service x cost per service)**
    - **Cannot reimburse for bulk order of flu vaccine**
  - **Reimburse the employer**
    - **Provide an itemized invoice**
    - **Copy of cancelled check or other documentation indicating payment**
- **Submit to NDPERS**
- **Reimbursement is made by BCBSND**

Ineligible Expenses

- **Food items or services, bottled water or water dispensers**
- **Incentives, prizes or gift certificates**
- **Services for massages**
- **Individual memberships in diet programs, health, athletic or fitness clubs**

Ineligible Expenses

- **Exercise equipment or health monitoring equipment**
- **Printing expenses**
- **Expenses for mailing or office supplies**
- **Services provided for the benefit of dependents, the general public, or in the case of a campus or school, for students.**
- **CPR certification funding**

- **QUESTIONS?**

Additional Tools

2009 NDPERS Wellness Forum

Rebecca Fricke

Additional Tools

- EAP Resources
  - St. Alexius
  - MedCenter One
  - The Village
  - Deer Oaks
- Pfizer
  - Eating & Exercising Toolkit
  - Smoking Cessation Toolkit
- Health Finder – US Dept of Health & Human Services
- NDSU Extension Service
- Matrix of other resources

Home Page for NDPERS - North Dakota Public Employees Retirement System - Windows Internet Explorer

http://www.nd.gov/ndpers/insurance-plans/employer-based-wellness.html

File Edit View Favorites Tools Help

Home Page for NDPERS - North Dakota Public Employ...

Page Tools

- Deferred Comp Providers
- Request for Proposals

Online Services

- PeopleSoft Portal
- NDPERS Online Services
- Register for Logon ID
- Online Services FAQ
- Secure File Transfer (logon required)

Other Information

- Links
- Search
- Site Map

Insurance Notices

- NDPERS Privacy Policy
- Prescription Drug Creditable Coverage Notice

- View the webcast
- Forum Agenda
- Forum Presentations

Resources

- **NDPERS Wellness General Resources**
- **EAP Wellness Services Available**
  - Deer Oaks
  - Med Center One
  - St. Alexius
  - The Village

Walking Works — The Blue Program for a Healthier America

PERS Fruit & Veggie Challenge

NDSU Extension Service — North Dakota State University

North Dakota 2-1-1 — Get Connected. Get Answers.

My HealthCenter

Know Your Health — Pfizer

healthfinder®

GO RED North Dakota — Dakota Medical Foundation — Go Red for Women

BCBS Member Education

[Home] [News] [About NDPERS] [Contact Us] [Temporary/Part-Time Employees] [Active Members] [Retirees] [Employers]
[Deferred Comp Providers] [RFP] [Links] [Forms & Publications] [Search] [Secure File Transfer]
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W3C XHTML 1.0 W3C CSS AA Bobby

Internet 100%

2009 NDPERS Wellness Forum

Lunch Break

2009 NDPERS Wellness Forum

Interactive Wellness Segment

Michael Carlson

Putting It Together

Rebecca Fricke

Putting It Together

- Discount Application SFN 58436 to qualify for 1%
- 1 Point – Provide monthly email communications to employees & posters
- 4 Remaining Points Needed

Putting It Together

- Many tools discussed this morning
- How can you use the tools to provide a quality program to your employees while at the same time accruing the remaining 4 points needed for discount?

Putting It Together

- Consider putting the tools together!
- How?

Putting It Together

- Example:
  - BCBS Walking Works or AHA Start! Program
  - Encourage employees to also track activity & develop an Exercise Plan on MyHealthCenter Website
  - If health club member, promote health club credit program.
  - BCBS Voucher completion for additional points!

Putting It Together

- Example:
  - AHA Wear Red Day Program
  - Offer Blood Pressure Checks
  - Apply for funding to help with cost of checks
  - Encourage employees to have their cholesterol checked using the $200 preventive benefit
  - Once they have numbers, enter information on MyHealthCenter
  - BCBS Voucher completion for additional points!

Putting It Together

- Example:
  - BCBS Stress Management Presentation
  - EAP materials & information relating to stress management
  - Encourage employees to create a Stress Plan on MyHealthCenter Website & track activity
  - BCBS Voucher completion for additional points!

Putting It Together

- Example:
  - A Year of Fruits & Veggies Program
  - Encourage employees to develop a Nutrition Plan on MyHealthCenter website and track activity
  - Refer employees to healthy recipes on MyHealthCenter website
  - BCBS Voucher completion for additional points!

Putting It Together

- Example:
  - Beat the Bug Program
  - Offer a flu shot clinic or provide information about clinics in your area
  - Remind employees that it is a covered immunization
  - Send reminders about the cough & cold season from articles/materials on the internet
  - BCBS Voucher completion for additional points!

Putting It Together

- Other ideas:
  - Diabetes Management Program Promotion
  - Tobacco Cessation Program Promotion
  - Pfizer Programs
  - EAP Programs

Putting It Together

- Break-out Session Assignment
  - Small groups to prepare a program
  - Designee will provide a brief 5-10 minute overview of what your group developed
- Refer to Hand-out
  - Assignment
  - 4 Point Program Definition (what to work towards)
  - Wellness Tools as outlined this morning

Putting It Together

- Questions?

2009 NDPERS Wellness Forum

Break-out Session

Building Your Plan

2009 NDPERS Wellness Forum

Afternoon Break

2009 NDPERS Wellness Forum

What plan did you build?

2009 NDPERS Wellness Forum

Closing