



Legislation Text

File #: 19-0242, **Version:** 1

Item:

Approval for Change in Health Plan

Date of BOCC Meeting: May 13, 2019

Request for Board Action:

The Board is requested to approve a change in the health plan vendors for FY19-20 from Aetna to Cigna.

An extensive comparison of Cigna's options and Aetna's options show Cigna's to be the most robust when it comes to outcome-based health results, care coordination and lower employee cost. Specifically, Cigna's broad network of providers allows our employees to choose providers from various networks nationwide and locally from Duke, Wake Med, UNC, Moses-Cone and others with no pay differential or penalty.

Cigna also offers the County, at no additional cost, their Premium Concierge Service (Cigna One Guide - valued at \$3.50 PEPM - savings \$82,698 annually) that provides our employees a 24-hour, 7 day a week personal customer service advocate to advise on how to integrate County benefits offerings while connecting them with the appropriate services based on their needs.

Cigna provides Telehealth services through the Cigna App, which allows employees to connect with Board Certified providers without leaving their home or office through video chat or telephonic communications. This service reduces the cost and the delays in service associated with normal office visits. Furthermore, this service is available for behavioral health visits (ex. Mental health and substance abuse conditions), which allows for easier and quicker access to behavioral health professionals than what is typically allowed when attempting to schedule an in-person appointment.

By selecting Cigna as the health plan vendor instead of Aetna (who had a projected administration fee increase of 26% for FY 19-20) there is an estimated fixed cost savings projection of \$1,653,085 over 3 years.

Alignment with Strategic Plan: This action aligns with Goal 5 of accountable, efficient visionary government as it will enhance employee health through better care coordination while making most efficient use of employee and taxpayer dollars.

Resource Persons: Kathy Everett-Perry, CHRO/Chief Employment Counsel and Deidre Gonzales, Human Resources Benefits Manager.

County Manager's Recommendation: The County Manager recommends that the Board approve Cigna as the FY19-20 health plan vendor and authorize him to enter into a service agreement establishing the duties and obligations of each party in the contracting relationship.