








# Focus on High Impact Member Experiences

## WSHCA Narrowed in on Frequent, High-Cost Procedures with Varying Quality

Washington State Health Care Authority (WSHCA) worked with Premera and Virginia Mason (VM) to create a comprehensive joint replacement bundle experience for customers in the Public Employees Benefits Board (PEBB) Program Uniform Medical Plan. **HCA identified total knee joint replacement as one of the most frequent procedures with huge cost and quality variation—costing between \$23,659 and \$66,647 across 23 hospitals around the state.**

HCA then mapped out every step of a member’s experience and potential pitfalls and created an all-inclusive payment bundle to coordinate all the care among providers, and amenities like travel, lodging, and billing for members. Members receive a step by step itinerary for a simplified member experience and a care companion is funded to travel and stay with the member through the care episode. Premera coordinates all the steps in the care process while WSHCA pays for all costs in the bundle. The number of surgeries has quadrupled compared with previous years.

### WSHCA<sup>1</sup> and Premera’s Actions to Simplify Member Pathway

Plan Actions	Impact to Member Experience	Steps to Simplify Billing
 Coordinate appropriate SDM <sup>2</sup> process with provider in advance	▶ Right treatment with no plan denial	 Create database for both member concierge and billing departments to use
 Confirm care companion available	▶ Appropriate support through episode	 Send employer a single electronic invoice with all bundle costs
 Prepare step by step itinerary through concierge service	▶ No confusion about next step	 Suppress all regular plan mailings to bundle members
 Pay bundled claim for episodic medical costs and most travel costs	▶ Never sees claim or bill	

#### CASE EXAMPLE

### Washington State Health Care Authority

Health care purchaser for 2 million Medicaid and Public Employees Benefits Board (PEBB) members in Washington

- WSHCA, Premera, and Virginia Mason (VM) offer a total joint replacement bundle to Washington State PEBB employees in the self-insured plan

### Results

**4x**

More surgeries completed at VM compared to previous years

**10%+**

Cost savings in first year of COE compared to previous years