

# **OFFICE OF GROUP BENEFITS**

## ***Information Technology***

### **Streamlining Commission**

*Advisory Group on IT Integration*



***Thomas D. Benoit***

OGB General Counsel &  
HIPAA Compliance Officer

***Charles Jumonville Jr.***

Chief Information Officer



# Office of Group Benefits

## ***OGB Overview***



# Office of Group Benefits

*Administers health care benefits for  
over 240,000 enrollees & dependents*



# OGB Participating Employers

***371 government entities....***

- *State agencies*
- *State colleges & universities*
- *School systems*
- *Legislature*
- *Other government units*



# OGB Health Plans

***4 plans for all plan members...***

- *Preferred Provider Organization (PPO)*
- *Exclusive Provider Organization (EPO)*
- *Health Maintenance Organization (HMO)*
- *Medical Home HMO (MH-HMO)*



# OGB Health Plans for 2010-11

*New for July 1, 2010*

*For active employees*

- *High-deductible plan with health savings account (HD-HSA)*



# OGB Health Plans

***5 OGB Medicare Advantage plans for retired plan members with Medicare Part A & B***

- *2 private fee-for-service (PFFS) plans*
- *3 HMO plans*



# OGB Health Plans

***2 Medicare Advantage private fee-for-service (PFFS) plans with nationwide coverage — for retired plan members with Medicare Parts A & B...***

- *Humana PFFS*
- *SecureHorizons Medicare Direct*



# OGB Health Plans

***3 Medicare Advantage HMO plans for retired plan members with Medicare Parts A & B, with varying areas of coverage...***

- *Humana HMO*
- *Peoples Health HMO-POS option*
- *Vantage – HMO-POS option*

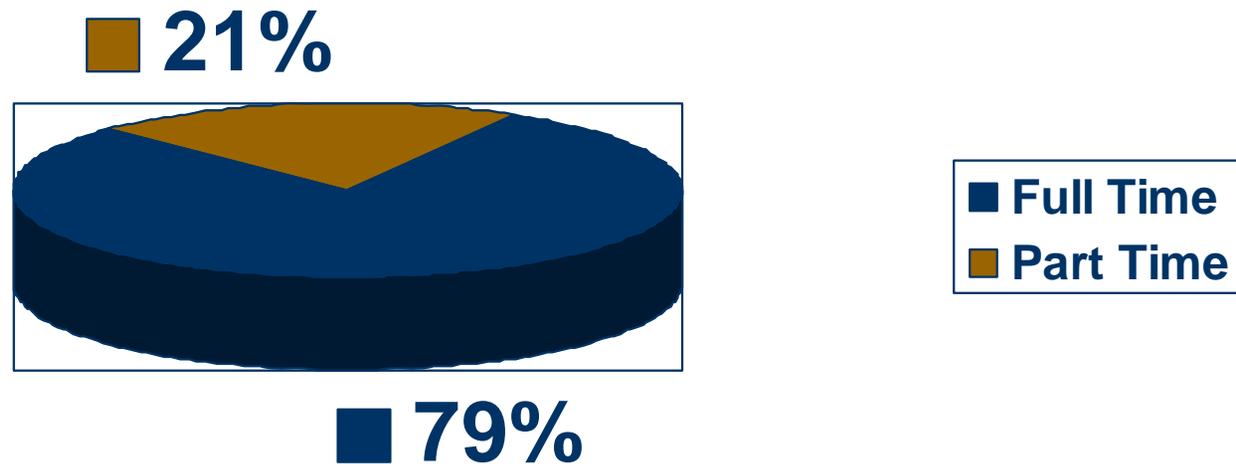


# Office of Group Benefits

***IT Section  
at a Glance***



# OGB IT Section Staff





## OGB IT Section

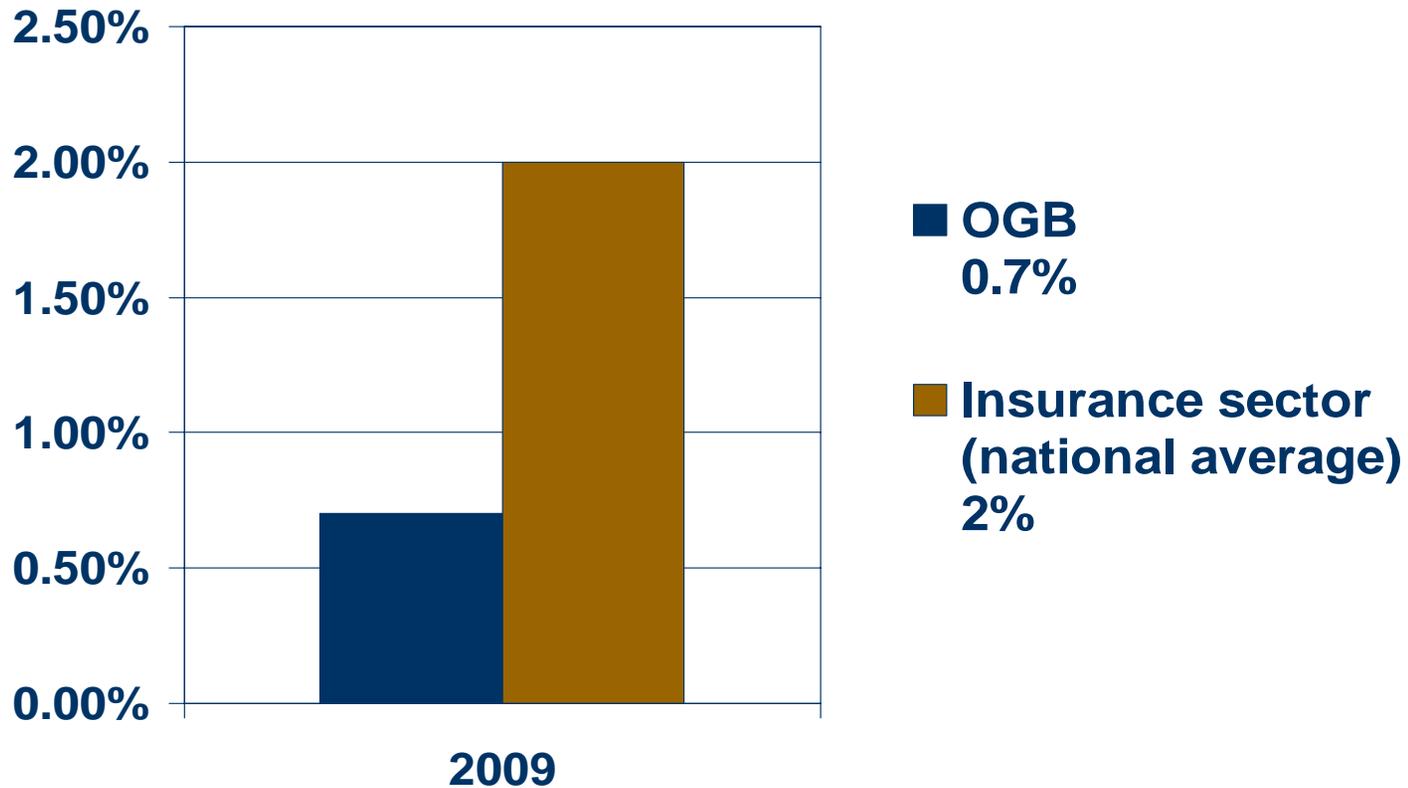
*OGB's IT employees have over 800 years combined experience*



## OGB IT Section

*Staff executes over 350 IT functions,  
utilizing 37 IT service attributes*

# Operating Budget as Percentage of Revenue



Source: Computer Economics 2009



# Office of Group Benefits

***IT Innovations***



# OGB IT Innovations

## Eligibility

- *Agency eEnrollment website tools*
- *Electronic ISIS interface*
- *Electronic Medicare information updates*
- *Real-time coverage verification for providers*



# OGB IT Innovations

## Premium Collection

- *Electronic interface with ISIS*
- *ACH premium payment option for individual billing*



# OGB IT Innovations

## PPO Claim Processing & Payment

- *75% of medical claims received electronically*
- *88% of claims auto-adjudicated*
- *EFT payments to providers*



# OGB IT Innovations

## In-Depth Data Analysis

*Receive & load claims data from third-party payers & claims service contractors*

- *Medical claims payers*
- *Utilization review contractor (UR)*
- *Pharmacy benefits manager (PBM)*
- *Mental health & substance abuse treatment (MHSA)*



# OGB IT Innovations

## Reporting

- *Two-year medical history online*
- *Operational database*
- *Data warehouse for all sources & systems*



# OGB IT Innovations

## Ancillary Functions

- *Disease Management (DM)*
- *Flexible Spending Accounts (FSAs)*
- *LSU First*



# Office of Group Benefits

## Ancillary Functions *(continued)*

- *DHH plans*
- *Medicare Retiree Drug Subsidy (RDS)*
- *Miscellaneous insurance products*

# Office of Group Benefits

