

# Membership Caucus Agenda

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## Monday, July 9

8:00 - 9:45 a.m.	General Session
10:00 a.m.	Welcome and Introductions - Steve Thompson, Sr. Director, Membership Processes, Blue Cross and Blue Shield of Texas, HCSC
10:15 a.m.	Plan Update - Plan participants provide an overview of significant changes, major process improvements or current issues at their plan.
12:00 p.m.	Working Lunch
1:45 p.m.	Quality - Each plan will share details of the programs that are in place to improve quality and Member Touchpoint Measures (MTM) scores. Discussion of how 2007 membership-related MTM changes are impacting the various plans.
3:45 p.m.	Evaluations
4:00 p.m.	Adjourn

## Tuesday, July 10

8:00 - 9:45 a.m.	General Session
10:00 a.m.	HR Related Topics - Plan participants will discuss best practices <ul style="list-style-type: none"><li>- How incentives/bonuses can be used to increase production and quality</li><li>- Policies/experience allowing staff to work off site</li><li>- Career paths, salary grades and cross training within operations</li></ul>
11:00 a.m.	eBilling Capabilities - Arkansas update on eBilling capabilities and their experience with the Benefit Focus eBilling tool. Plan participants will share their experience and progress in the eBilling area.
11:30 a.m.	Working Lunch
11:30 a.m.	Portal Adoption - Plan participants will discuss their experience with getting Employers to embrace use of online tools. Who is having success in getting Employers to adopt these tools? How was this success achieved?
12:00 p.m.	Open Forum - Plan participants will discuss current events that have not been discussed
12:45 p.m.	Evaluations
1:00 p.m.	Adjourn

## Wednesday, July 11

8:00 a.m.	Consumer-Driven Health Plans (CDHP) and Membership - Plan participants will discuss various topics related to how CDHP is impacting the world of membership: <ul style="list-style-type: none"><li>- Update on Blue Bank and how it impacts operations and products</li><li>- Health Savings Accounts (HSA) and each plans ability to pay providers directly</li><li>- The impact of shared accumulations (medical and drug), especially when prescription is carved out</li></ul>
9:00 a.m.	2008 Planning - Discuss topics of interest for the 2008 agenda
9:15 a.m.	Evaluations
9:30 a.m.	Adjourn
9:45 - 11:30 a.m.	General Session and Closing