

## Claims Caucus Highlight

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Controlling administrative costs, improving quality, and increasing efficiency are everyday challenges in managing Claims Operations. Join your peers at the Claims Caucus to share performance metrics, experiences, and best practices. Learn about the customer requirements that are driving changes in Inter-Plan Programs and how to prepare for the future. Participate in best practice sharing and take away new ideas for training and quality programs. Learn how Plans are using different vendors and solutions to support their operations and results. A fluid agenda allows for active participation and opportunity to “Make the Connection”.



## Claims Caucus Agenda

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### Monday, July 14

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| 8:00 – 9:45   | General Session   |
| 9:45 – 10:00  | Break   |
| 10:00 – 10:15 | Welcome / Introductions<br><b>Dave Koenig</b> , Caucus Chair<br>Group Leader, Wellmark Blue Cross and Blue Shield of Iowa   |
| 10:15 – 10:30 | Review Agenda   |
| 10:30 – 11:45 | Review of Benchmarking Data<br><br>Plans share information about electronic claim receipt percentages, first pass pay rates, quality and other benchmarking targets. Successes and challenges are shared to help all Plans succeed.   |
| 11:45 – 12:15 | Working lunch<br><i>Note: Lunch will occur within this time frame; boxed lunches will be delivered outside the caucus rooms.</i>  |
| 12:15 – 1:45  | Plan Updates<br><br>Plans share what has happened over the past year at their Plan. This is an ideal opportunity to discover that the issues you have been working through are also being experienced at other Plans. This is an excellent way to establish a network to help you through your day to day issues. |
| 1:45 – 2:00   | Break   |

**Monday, July 14 continued**

- 2:00 – 3:15 Best Practice Presentations for Training and Quality  
  
Presenters from Blue Cross and Blue Shield of Minnesota, Blue Cross and Blue Shield of Oklahoma, Pacific Blue Cross, Regence, and Wellmark Blue Cross and Blue Shield of Iowa will share best practices on their quality and training programs.
- 3:15 – 3:45 Question and Answer session to see how you can bring changes back to your Plans about the Training and Quality best practices
- 3:45 – 4:00 Evaluations / Giveaways
- 4:00 Adjourn

**Tuesday, July 15**

- 8:30 – 10:00 General Session
- 10:00 – 10:15 Break
- 10:15 – 11:15 Proactive Instead of Reactive Planning  
  
Wellmark Blue Cross Blue Shield of Iowa shares how they use an arrangement with a vendor to take the peaks out of claim volumes. The result: improved timeliness for the customer.
- 11:15 – 12:45 Blue Card Initiatives (Joint Session with Customer Service)  
  
**Craig Mudge**, Plan Relations Manager, Inter-Plan Programs  
Blue Cross Blue Shield Association  
This session will highlight the major accomplishments of the Blue System as we celebrate a monumental milestone with the Blue membership this year. Make the connection to major Blue initiatives that include where we've been, what's happening today and what's coming down the road. This session will focus on three important elements of BlueCard/inter-Plan business including:
  - Blue Plan Statistics and Why National Account Customers are Driving Us To Change The Way We Do Business
  - Why Improving Provider Satisfaction Has Us Focusing On Daily BlueCard/inter-Plan Operations and Customer Service
  - The Roadmap of Where We Are Headed Collectively To Continue Our Success
 After your participation in this session you will have made the connections to the System-wide Blue initiatives impacting claims and customer service.
- 12:45 – 1:00 Evaluations / Giveaways
- 1:00 Adjourn

**Wednesday, July 16**

- 8:00 – 8:45 Improving First Pass Resolution / Decrease Administrative Expense
- Ron Shelton**, Claim Director, Blue Cross and Blue Shield of Kansas  
Last year Ron shared why the Kansas Plan chose to use a software called *Initiate* to improve first pass resolution and decrease administrative expense. This year Ron will follow-up with the group to see if the Kansas Plan has met its goals.
- 8:45 – 9:15 Prepare / Brainstorm for 2009
- 9:15 – 9:30 Evaluations / Giveaways
- 9:30 – 9:45 Break
- 9:45 – 11:30 General Session and Closing

