

Membership Caucus Highlight:

Plan participants share information on current challenges and opportunities related to membership and billing. A roundtable discussion provides an open forum for each Plan to give updates on current activities such as system migrations, Member Touchpoint Measures scores and process improvement initiatives. The group will also share best practices related to key topics, including quality improvement, implementation of the new ID Card formats, and workflow management.



Membership Caucus Agenda

Monday, July 14

- | | |
|---------------|---|
| 8:00 – 9:45 | General Session |
| 9:45 – 10:00 | Break |
| 10:00 – 10:15 | Welcome / Introductions
Steve Thompson , Sr. Director, Membership Processes,
Blue Cross and Blue Shield of Texas – Health Care Service
Corporation (HCSC) |
| 10:15 – 11:30 | Plan Updates
Plan participants provide an overview of significant changes, major process improvements, or current issues at their plan. (A request will be sent to all participating plans to complete a plan update prior to the July meeting. This provides statistics and relevant information regarding membership and enrollment for participants to review prior to discussing in this session.) |
| 11:30 – 12:30 | Working lunch
ROI driven compensation design (joint session with Human Resources Caucus) Presentation by Compensation Roundtable of the Corporate Executive Board

<i>Note: Lunch will occur within this time frame; boxed lunches will be delivered outside the caucus rooms.</i> |
| 12:30 – 1:00 | Joint Roundtable Discussion with HR Caucus
Topic: Discuss Compensation Roundtable presentation (compensation design) |
| 1:00 – 2:00 | Plan Updates (continued)
Plan participants provide an overview of significant changes, major process improvements, or current issues at their plan. |
| 2:00 – 2:15 | Break |
| 2:15 – 3:45 | Quality
Each plan will share information on the programs that are in place to improve quality and MTM scores. How are audits conducted? How is performance managed? |

Monday, July 14 continued

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 – 11:30 Process Improvement
Discussion of process improvement approaches. Plan participants will share information such as how they define where “Membership” begins and ends, how process improvement opportunities are identified, and what metrics are used?

11:30 – 12:45 ID Cards
Discussion of New BCA formats and Magnetic Stripe initiatives

12:45 – 1:00 Evaluations / Giveaways

1:00 Adjourn

Wednesday, July 16

8:00 – 9:00 Workflow Management
Plan participants will share information on how work is distributed and managed.

9:00 – 9:15 2009 Planning
Discuss topics of interest for the 2009 agenda

9:15 – 9:30 Evaluations / Giveaways

9:30 – 9:45 Break

9:45 – 11:30 General Session and Closing

