



## **Membership Caucus Agenda**

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### **Monday, July 20**

- 10:00 - 4:00           Caucus Sessions
- 10:00 - 10:15           Welcome / Introductions  
Daniel J. Duffy, *Caucus Chair*  
*Director of Group Membership, Blue Cross Blue Shield of MN*
- 10:15 – 11:30           Role of Membership – A discussion of the current common functions performed by each Membership area and the future evolution of the Membership function as healthcare migrates from a wholesale to a retail environment, including a discussion of data stewardship and membership’s role in the use and validation of member’s data from other sources.
- Plan Updates – Plan Participants provide an overview of significant changes, major process improvements or current issues at their plan.
- 11:30 - 1:00           Lunch. (Note: Lunch should occur within this time frame and last 45 minutes. Logistics TBD).
- 1:00 – 2:00           Pre Collections and Collections: Process review regarding pre collections and collections processes including delinquency and cancellations processes, and reinstatement criteria will be outlined. Identification of best practices and pain points.
- 2:00 - 2:15           Break
- 2:15 - 3:45           Plan Updates – Plan Participants provide an overview of significant changes, major process improvements or current issues at their plan.
- 3:45 - 4:00           Evaluations / Giveaways
- 4:00                    Adjourn

### **Tuesday, July 21**

- 8:30 - 10:00           General Session
- 10:00 - 10:15           Break



- 10:15 - 12:30      Alternative Work Arrangements – Flex time, Alternative work schedules, working from home – Discussion of what each area and plan is doing with regards to full and part time working from home options including benefits, concerns, hidden costs, and other issues for consideration.
- Plan Updates – Plan Participants provide an overview of significant changes, major process improvements or current issues at their plan.
- 12:15 - 12:30      Evaluations / Giveaways
- 12:30                Adjourn

### **Wednesday, July 22**

- 8:00 - 9:30            Quality Improvements – MTM Scores - Plan participants will discuss changes made to improve their quality and their MTM scores.
- Enrollment Automation - Plan participants will present their plans' statistics with regards to percentage of electronic file, portal submitted and manually entered business.
- 9:15 - 9:30            Evaluations / Giveaways
- 9:30 - 9:45            Break
- 9:45 - 11:30          General Session and Closing