

NEWS

from SIIA
Members



2018 MAY MEMBER NEWS

SIIA Diamond, Gold & Silver Member News

SIIA Diamond, Gold, and Silver member companies are leaders in the self-insurance/captive insurance marketplace. Provided below are news highlights from these upgraded members. News items should be submitted to Wrenne Bartlett at wbartlett@siaa.org. All submissions are subject to editing for brevity. Information about upgraded memberships can be accessed online at www.siaa.org. For immediate assistance, please contact Jennifer Ivy at jivy@siaa.org. If you would like to learn more about the benefits of SIIA's premium memberships, please contact Jennifer Ivy and jivy@siaa.org.

Diamond Members

MultiPlan Achieves HITRUST CSF® Certification to Manage Risk, Improve Security Posture and Meet Compliance Requirements

MultiPlan, a leading healthcare cost management company, announced its data transmission and service portal applications have earned Certified status for information security by HITRUST.

HITRUST CSF Certified status demonstrates that the organization has met key regulations and industry-defined requirements and is appropriately managing risk relating to these systems and infrastructure. This achievement places MultiPlan in an elite group of organizations worldwide that have earned this certification. By including federal and state regulations, standards and frameworks, and incorporating a risk-based approach, the HITRUST CSF helps organizations address these challenges through a comprehensive and flexible framework of prescriptive and scalable security controls.

"Securing clients' data has been a long-standing priority at MultiPlan. Each year, we make substantial investments in infrastructure and implement the industry's latest best practices as part of our commitment to keep PHI secure," said Michael Kim, MultiPlan's CIO. "This certification, which is the gold standard for organizations trusted to keep PHI confidential, validates our commitment to information security and gives clients added assurance that we have the necessary controls in place to protect their sensitive data."

"HITRUST has been working with the industry to ensure the appropriate information protection requirements are met when sensitive information is accessed or stored in a cloud environment. By taking the steps necessary to obtain HITRUST CSF Certified status, MultiPlan is distinguished as an organization that people can count on to keep their information safe," said Ken Vander Wal, Chief Compliance Officer, HITRUST.

About MultiPlan

MultiPlan is committed to helping healthcare payers manage the cost of care, improve their competitiveness and inspire positive change. Leveraging sophisticated technology, data analytics, and a team rich with industry experience, the company interprets clients' needs and customizes innovative solutions that combine its payment integrity, network-based and analytics-based services. MultiPlan is a trusted partner to over 700 healthcare payers in the commercial health, government and property and casualty markets, and saves these companies more than \$15 billion annually. MultiPlan is owned by Hellman & Friedman and other investors. For more information, visit multiplan.com.

Voya Financial Launches Next Generation Critical Illness Insurance

New Voya Compass Critical Illness Insurance redesign includes features for more ease of use, ease of mind, and greater flexibility.

Voya Financial, Inc. (NYSE:VOYA) announced that it has launched the next generation of its critical illness insurance, part of Voya Employee Benefits' Compass product suite of group voluntary benefits. In addition to a lump-sum check, the new Compass Critical Illness Insurance includes reconfigured modules, additional coverage conditions and new benefits to complement the employer's benefit strategy. Product highlights continue to include: a Perpetual Guaranteed Issue, for which there are no health questions to answer to obtain



coverage; portability, if the insured chooses to continue their coverage when employment is terminated; and self-administered billing for the employers' ease of administration. The product can also be included on virtually any enrollment platform or benefits administration system.

“We’ve learned a lot from both our employer and employee customers over the years and based on their feedback, we revamped this product to make it easier for our end consumer, the employee, to understand and included the features they value most,” said Rob Grubka, president, Voya Employee Benefits. *“Our new Compass Critical Illness Insurance goes beyond just a payout and includes options to help insureds get through some of the complexities that come along with a critical illness diagnosis.”*

To partner with companies' efforts to improve the overall health and morale of its employees, employers that include wellness programs for their employees may select the new Health Reward Increase Benefit option. This option gives employees participating in their company-sponsored wellness program an opportunity to earn an annual increase to their Compass Critical Illness Insurance benefit amount.

To help address both the physical and financial toll a critical illness can take, Voya Employee Benefits also now offers the Compass Care Package as an option the employer may choose with Compass Critical Illness Insurance. This option provides counseling and support to help insured employees and their families more easily understand the benefits, billing and other resources related to the diagnoses and treatment of the critical illness.

“We all know someone who has dealt with a critical illness. Sometimes the complexity of diagnoses, billing and other paperwork can take a toll on the insured and their loved ones, when they should be focusing on their wellness,” said Grubka. “The Compass Care Package helps round out our insurance product by guiding people, as well as helping them find emotional and educational support.”

Voya Employee Benefits' Compass insurance products offer “voluntary” or employee-selected coverage that is

processed and administered similarly to traditional group insurance. With Compass Critical Illness Insurance, employers may choose to fund the plan for their employees; offer it as an option employees can purchase through their workplace benefits; or create a combined option in which the employer pays a portion of the benefit and the employee can purchase additional coverage.



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Voya's Employee Benefits business offers stop loss, group life, voluntary benefits and disability income insurance products to employers and their employees. The business has extensive experience in the design, implementation and administration of employee benefits plans, and it offers a full range of supplemental voluntary products that include critical illness, accident and hospital confinement indemnity insurance.

As an industry leader and advocate for helping Americans retire better, Voya Financial is committed to delivering on its vision to be America's Retirement Company®, and its mission to make a secure financial future possible — one person, one family, one institution at a time.

About Voya Financial®

Voya Financial, Inc. (NYSE:VOYA), helps Americans plan, invest and protect their savings — to get ready to retire better. Serving the financial needs of approximately 14.7 million individual and institutional customers in the United States, Voya is a Fortune 500 company that had \$8.6 billion in revenue in 2017. The company had \$555 billion in total assets under management and administration as of Dec. 31, 2017. With a clear mission to make a secure financial future possible — one person, one family, one institution at a time — Voya's vision is to be America's Retirement Company®. Certified as a "Great Place to Work" by the Great Place to Work® Institute, Voya is equally committed to conducting business in a way that is socially, environmentally, economically and ethically responsible. Voya has been recognized as one of the 2018 World's Most Ethical Companies® by the Ethisphere Institute, one of the 2018 World's Most Admired Companies by Fortune magazine and one of the Top Green Companies in the U.S. by Newsweek magazine. For more information, visit voya.com. Follow Voya Financial on Facebook, LinkedIn and Twitter @Voya.

Silver Members

ELAP Services Named a 2018 Top Workplace by The Philadelphia Inquirer

ELAP Services, LLC, a leading healthcare solution for self-funded employers across the U.S., has been named No. 9 on The Philadelphia Inquirer's "Top Workplaces 2018" list in the small-size company category (50 to 149 employees). The list ranks leading employers in the Philadelphia region based on a survey of employee feedback.

ELAP employees completed a comprehensive survey about their position, the ELAP executive team and work environment. Employees named their passion for the ELAP mission to rationalize healthcare costs and advocate for families, the supportive culture focused on developing individuals and the inspirational leadership of the CEO as to why ELAP was worthy of the Top Workplaces recognition.



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"ELAP is honored to be named in the top 10 small-business workplaces in the Philadelphia region, and I'm inspired that the results reflect our employee's opinions about our company," said ELAP Co-founder and CEO Steve Kelly. "At ELAP, we believe in fostering a community in which our employees are passionate about a common mission: making healthcare fair. Our goal is to empower all of our 137 employees, so that they know that we value their work. It's rewarding to know that we've successfully created a company culture that our employees can rally behind. We can feel confident that they'll bring that productivity forward to provide the best possible service to ELAP clients nationwide."

ELAP offers a variety of benefits to its employees, including a comprehensive healthcare package, with 100 percent paid costs of medical, vision and dental coverage, and 60 percent of dependent coverage. The company also supports employee philanthropic efforts through monetary donations and volunteerism, provides surprise gift celebrations and a kitchen stocked with snacks. ELAP also has an annual tradition of awarding an all-expense paid vacation to an employee who has been nominated by other team members for going above and beyond in representing the company's values.

ELAP plans to continue to grow its workforce and fill up to 50 open positions in 2018 in areas of client services, operations and information technology (IT).

The Philadelphia Inquirer's "Top Workplaces" is administered by research partner Energage, LLC, and for the 2018 list, the group surveyed more than 36,000 people and recognized 125 employers.

About ELAP Services, LLC



ELAP Services is a leading healthcare solution for self-funded employers across the U.S., offering unparalleled cost savings and advocacy services. ELAP's full-service program works in conjunction with a company's health plan to promote the responsible and sustainable management of healthcare costs. ELAP's services include plan design, claims auditing, member advocacy and legal defense, and emphasize collaboration and strengthening partnerships. ELAP builds meaningful connections with employers, members, and hospitals and health systems, to ensure a fair price for quality healthcare. Visit www.elapservices.com.



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Cottrill's Specialty Pharmacy

ACHIEVES ACCREDITATION WITH ACHC and URAC

Cottrill's Pharmacy proudly announces its approval of accreditation status by Accreditation Commission for Health Care (ACHC) for the services of Specialty Pharmacy and Home/Durable Medical Equipment Services. Cottrill's Pharmacy also has been awarded full accreditation for Specialty Pharmacy with URAC

Achieving accreditation is a process where healthcare organizations demonstrate compliance with national standards. Accreditation by ACHC and URAC reflects an organization's dedication and commitment to meeting standards that facilitate a higher level of performance and patient care.

"Our team consists of experts in the fields of Pharmacy, Nursing, Data Collection, Compliance and Patient Advocacy" said David Obrochta, Owner and President of Cottrill's. *"This allows us to maximize each patient's treatment plan in the most effective and cost efficient manner possible. We understand that every patient is unique, and that their needs may change, so we truly offer personalized care for every patient. Our goal is to exceed the expectations of our patients, providers, manufacturers and payers. Achieving accreditation with URAC and ACHC are two more ways that we demonstrate this commitment to providing the highest standards in patient care."*

"The development of new, complex, and costly drugs makes good patient management an imperative. This makes accrediting pharmacies that manage patients more important than ever. We applaud Cottrill's Pharmacy on achieving an accreditation of the quality of their pharmacy services through URAC," said URAC President and CEO Kylanne Green. "Cottrill's shows a dedication to patient education and safety through the recognition of quality it received with URAC's independent accreditation."

Cottrill's Specialty Pharmacy is an independent pharmacy licensed in 47 states and has been servicing patients since 1899. Cottrill's specializes in the treatment of chronic conditions, genetic disorders and rare diseases.

ACHC is a not-for-profit organization that has stood as a symbol of quality and excellence since 1986. ACHC is ISO 9001:2008 certified and has CMS Deeming Authority for Home Health, Hospice and DMEPOS.

URAC is a nonprofit organization developing evidence-based measures and standards through inclusive engagement with a range of stakeholders committed to improving the quality of healthcare. URAC accreditation is a symbol of excellence for organizations to showcase their validated commitment to quality and accountability.

For more information, please visit www.cottrillspharmacy.com, or contact patientcare@cottrillspharmacy.com or 716-508-8481.



Custom Design Benefits Expands into Columbus, Ohio Market

Central Ohio employers that select Custom Design Benefits to administer their self-funded employee health plans now have access to a reference-based reimbursement plan that includes direct contracting with Mount Carmel Health, one of the largest hospital systems in Columbus.

Direct contracting arrangements cover the amount an employer's health plan will reimburse providers for medical services. The Custom Design Benefits product called TrueCost sets reimbursements on a cost-plus basis versus the standard preferred provider organization model of a discount on billed charges.

"Since launching this reference-based pricing plan in Cincinnati and Dayton over seven years ago, our TrueCost clients have experienced significant savings on health care benefits – one of their major business expenses," said Julie Mueller, CEO of Green Township-based Custom Design Benefits. "We are delighted that our agreement with Mount Carmel Health Partners allows us to offer this proven health care cost containment strategy to employers in Central Ohio."

The CDB direct contract arrangement with Mount Carmel includes all of the hospital system's facilities and providers, including those enrolled in the system's clinically integrated network. There are 2,000 providers included in the arrangement.

Mount Carmel does offer employers bundled arrangements, and those can be managed and reimbursed by Custom Design

Benefits for self-funded employers, said Amanda Guinan, CDB's vice president of business development and compliance.

About Custom Design Benefits

Custom Design Benefits is the fifth-largest employee benefits firm in Greater Cincinnati, according to Business Courier research. CDB claims to be Greater Cincinnati's largest independent third-party administrator of self-funded health benefit plans and consumer-driven services.

Established in 1991, CDB administers self-funded health plans for more than 110 Greater Cincinnati employers. The Green Township company has another 450 clients in its consumer-driven services division, which includes those who rely on the firm for compliance services such as leave administration/FMLA and COBRA administration. Visit www.customdesignbenefits.com.

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HIIG Creative Solutions Seeks Clinical Assessment Nurse

HIIG Creative Solutions has an opening for a Clinical Assessment Nurse open to any of our HIIG office locations: Wakefield, MA; Malvern, PA; Kennesaw, GA; Indianapolis, IN; Scottsdale, AZ; Dallas, TX; Houston, TX.

Key Job Functions

- Ensure effective risk management. Perform reviews, assessment of new business, and renewal large claims/disclosure to identify known and potential risk.
- Assist underwriters in the evaluation and assessment of clinical and claims data to identify and quantify known and potential risk through the provision of concise, detailed, and accurate reporting of data analysis findings, observations and recommendations to underwriting.
- Consult with clients and TPA's on case management issues, alternative levels of

care, program development, quality improvement, claims issues and educational needs.

- Consult with internal and external clients on high cost claims and successfully engaged effective clinical risk management strategies

Requirements

- Bachelor's Degree with 5 years of related experience, or equivalent combination of education and experience.
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- RN license required, CCM preferred.
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- A competitive base salary with performance based commissions
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- Interested candidates should email their resume to HR@hiig.com.

About HIIG Creative Solutions

HIIG Creative Solutions (HCS) is a joint venture between Houston International Insurance Group (HIIG) and Creative Risk Underwriters (CRU), offering seasoned claims and clinical assessment experience with best-in-class service to our policyholders and employees. HCS is proud to serve CRU and HIIG Accident & Health. HCS operates in Kennesaw, GA, as well as locations in Malvern, PA and Wakefield, MA. Visit www.hiigcs.com and www.hiigah.com.

Gold Members

Nationwide Innovative Solutions is Now a SIIA Gold Member

The Self-Insurance Institute of America, Inc. (SIIA) today announced that Nationwide Innovative Solutions has upgraded to SIIA Gold member status, confirming the company's leadership position within the self-insurance marketplace.

This latest membership announcement is part of an ongoing strategic initiative to increase membership support of the association so that it is better positioned to protect and promote the business interests of organizations involved in the self-insurance/captive insurance marketplace.

Upgraded members (Silver, Gold, and Diamond) receive a variety of additional membership benefits. Details can be accessed online at www.siaa.org, or by contacting SIIA Membership Director Jennifer Ivy at jivy@siaa.org.

Learn more about Nationwide Innovative Solutions by contacting Tom DeNoma at denomat@nationwide.com. ■

The banner features a teal and white hexagonal pattern background. At the top, the 'Windsor Strategy Solutions' logo is displayed in white on a dark teal bar, with the tagline 'Innovation in Health Plan Pricing & Design' below it. The main text reads 'Windsor Strategy Solutions is now' in teal, followed by the 'CLAROS ANALYTICS' logo, which consists of a stylized blue and teal square icon and the company name in large, bold, blue letters. Below the logo, the text 'SAME GREAT APPLICATIONS * SAME GREAT SERVICES * NEW NAME' is written in small, teal, all-caps letters. A dark teal bar at the bottom contains the text 'CUTTING EDGE APPLICATIONS FOR ANALYSIS & DESIGN OF HEALTH CARE PLANS' and the website 'www.clarosanalytics.com' in white. The footer of the banner provides the address 'CLAROS ANALYTICS | 777 ALEXANDER ROAD, SUITE 201 | PRINCETON, NJ 08540' and the phone number '(609) 779-2700' in white.

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Do you aspire to be a published author?

Do you have any stories or opinions on the self-insurance and alternative risk transfer industry that you would like to share with your peers?

We would like to invite you to share your insight and submit an article to *The Self-Insurer*! SIIA's official magazine is distributed in a digital and print format to reach over 10,000 readers around the world. *The Self-Insurer* has been delivering information to the self-insurance/alternative risk transfer community since 1984 to self-funded employers, TPAs, MGUs, reinsurers, stop-loss carriers, PBMs and other service providers.

Articles or guideline inquiries can be submitted to Editor Gretchen Grote at ggrote@sipconline.net

The Self-Insurer also has advertising opportunities available. Please contact Shane Byars at sbyars@sipconline.net for advertising information.

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