

Oregon Educators Benefit Board
Vision/Guiding Principles
April 24, 2008

Deleted: Oregon Educators Benefit Board

1. VISION

OEBB will work collaboratively with districts, members, carriers and providers to offer value-added benefit plans that support improvement in members' health status, hold carriers and providers accountable for outcomes, and provide affordable benefits and services.

Key components of the OEBB program are:

- Value-added plans that provide high-quality care and services at an affordable cost to members.
- Collaboration with districts, members, carriers and providers that ensures a synergistic approach to the design and delivery of benefit plans and services.
- Support improvement in members' health status through a variety of measurable programs and services, ~~such as consumer education, disease management and wellness programs~~ **[Suggested revision based on the recommended changes to the guiding principles]**
- Measurable goals and programs that hold carriers and providers accountable for health outcomes.
- Encourage members to take responsibility for their own health outcomes.

2. GUIDING PRINCIPLES

SB426 outlines specific criteria that OEBB is to emphasize in considering whether to enter into a contract for a benefit plan. In September 2007, the Board further defined those criteria to serve as a guide in carrying out its charge.

- Employee choice among high quality plans

Board Definition – OEBB will offer employees a range of affordable benefit plan designs that provide high-quality care and services.

- Encouragement of a competitive marketplace

Board Definition – OEBC will encourage competition in the marketplace in the areas of quality, outcomes, service and cost.

- Plan performance and information

Board Definition – OEBC will consider plan performance in the areas of quality, administrative processes, costs and outcomes in making its decisions. It will promote system-wide transparency that provides members with comprehensive information on these issues.

- District flexibility in plan design and contracting

Board Definition – OEBC will offer a range of affordable benefit plan designs that provide districts **and employee groups** with the flexibility to choose options **through collective bargaining agreements and formal district-wide** policies that meet their and their employees' financial and health needs.

- Quality customer service

Board Definition – OEBC will demand that benefit plans and providers offer members consistent access to care and services, integrated care systems that provide effective treatment and personal and prompt service that meets customers' needs.

Revised Board Definition – OEBC will collaborate with districts and benefit plans to ensure that members receive efficient, effective and timely service in the areas of enrollment, benefit and service coverage, and claims administration.

- Creativity and innovation

Board Definition – OEBC will seek out plans and providers that use creative and innovative methods and practices that are evidence-based and/or have measurable outcomes.

- Plan benefits as part of total compensation

Board Definition – OEBC will recognize the impact of its decisions on employees' total compensation.

Revised Board Definition – OEBC will consider the impact on members' compensation devoted to benefit plan expenses when designing, selecting and renewing benefit plans and programs.

- **Improvement of employee health**

Board Definition – OEBB will promote employee health and wellness through a variety of means, including, but not limited to, plan design components, disease and case management and consumer education.

Revised Board Definition – OEBB will promote employee health and wellness through a variety of means with a focus on those activities supported by evidence of improvement in health outcomes.

- **Cost Affordable to the districts, employees and taxpayers**

Board Definition – OEBB will take into account the present and future costs of benefit plans (premiums, deductibles, copayments, etc.) in offering a range of affordable, high-quality benefit plan designs.

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3. GUIDING PRINCIPLES OF BOARD OPERATIONS

- The Board will operate as a cohesive unit that provides for open discussion on topics, and
- The Board will operate in a transparent manner that fosters public trust, input and understanding of OEBC decisions and policies.

4. BOARD DECISION-MAKING PROCESS

- The Board should strive to reach consensus on general direction, strategies, and final decisions, but the use of parliamentary process is acceptable for final decision-making,
- Board members should strive to raise concerns about specific issues or items prior to final decision-making,
- Board members disagreeing with a final decision are free to express their views to stakeholder groups, but should respect the final decision and not campaign to undermine it,
- Public explanation of Board decisions will be conducted by the Chair or designated staff,
- Requests for reconsideration or tabling of decisions will be directed to the Chair through parliamentary procedure, and
- Board members concerned with methods or processes of addressing issues should direct their concerns to the Chair.

5. ROLES OF BOARD, STAFF, AND CONSULTANTS

Board Roles

- Provide strategic direction and vision,
- Provide direction and context for the development of options,
- Prioritize and focus work of Board, workgroups, staff and consultants, and
- Make decisions that align with the intent and requirements of SB 426.

Workgroup Roles:

- Workgroups will undertake further analysis, discussion and development of options/recommendations for Board decision,
- Each workgroup will contain 1-2 Board members along with representatives from select stakeholder groups when it is deemed appropriate,
- Workgroups should provide periodic updates to the Board, and

- Administration, Communications, Plan Design and Quality Workgroups were formed by the Board.

Interaction with Staff and Consultants:

- Staff and consultants should feel free to suggest direction to the Board (at least as a starting point) rather than only waiting for the Board to determine its desired direction,
- Staff and consultants should feel free to identify implications for the Board if they believe that the Board may be going in a direction that may not be wise or may require more resources than anticipated to accomplish,
- Consultants should provide leadership in identifying issues, option, and timelines necessary to accomplish the work, and
- Requests for additional research or work by staff or consultants will be directed to the Chair or come through the workgroups.
- **Staff will implement decisions of the Board.**

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SUMMARY OF BOARD DISCUSSION REGARDING ROLES AND PROCESSES

BACKGROUND

The Oregon Educators Benefit Board (OEBB) met on September 14, 2007, in a facilitated session to discuss roles and processes for its work. Prior to the meeting, individual Board members completed a survey to determine their individual thoughts about the Board's roles and responsibilities, decision-making and public involvement. Two guiding principles emerged from the discussion of these issues:

- The Board will operate as a cohesive unit that provides for open discussion on topics, and
- The Board will operate in a transparent manner that fosters public trust, input and understanding of OEBB decisions and policies.

STAKEHOLDER INPUT

- Solicitation of stakeholder input on specific issues will play a key role in the Board's decision-making process, and
- Input from organized stakeholder groups and the general public should be solicited continually.

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