



OPERATIONAL IMPACTS OF PPACA

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AGENDA

Lay the groundwork.

Explore what needs to be done in preparation.

Understand your staffing needs and options.





GROUNDWORK

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UNDERSTANDING THE BILL

While efforts to repeal all or part of the bill exist, employers are advised to comply with all deadlines to avoid significant fines and penalties.

Helpful Industry Resources

www.healthcare.gov/

[A highlighted PDF of the ruling from LifeHealthPro](#)

[NAIC's Patient Protection and Affordable Care Act Selected Health Insurance Provisions](#)



NEAR-TERM DEADLINES

Non-grandfathered health plans are required to provide **women's preventive services** free of charge to participants for plans beginning on or after August 1, 2012.

Beginning September 23, 2012, plans must issue a **Summary of Benefits and Coverage** to all group health plan enrollees at key points during open enrollment. Enrollees must be informed of their right to receive a "glossary of uniform terms."

Insurers must receive and distribute any **Medical Loss Ratio rebates** associated with 2011 insured health coverage.



ON JANUARY 1, 2014...

Mandated coverage provisions become effective.

A **new tax** is imposed on health insurance plans that sell policies to individuals, small businesses and beneficiaries enrolled in Medicare and Medicaid managed care.

A set of **minimum benefit requirements** is established:

- Essential Health Benefits (**Affordable Insurance Exchanges**)
- Minimum Actuarial Value
- New Benefit Mandates

Insurers must provide coverage on a **guarantee issue** basis without any pre-existing condition exclusions.





PREPAREDNESS

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THE GOALS

Improve best practices across all operations.

Reduce unnecessary operational costs.

Develop member and provider outreach programs (tutorials, flyers, etc.).

Create partnerships with support companies (recruiters, staffing organizations, outsourcing entities, technology automation and process improvement specialists, consultants).

Upgrade talent.

Improve technology.

Identify risk adjusters, coders and compliance personnel.



UNPARALLELED QUALITY

Exchanges heighten competition; quality of service offered is more important than ever!

- Branding and name recognition
- Breadth of services
- Customer service and operational support

“54 percent of employers will look to their carrier for reform-related guidance.”



THE TALENT POOL

About half of the industry's workforce will retire within the next 15 years.

There is a scarcity of employees between 30 to 40 years of age.

Companies that scaled back on staff and training during the recession are building back up.

The insurance industry is competing for this talent!



THE DEMAND



On a scale of 1 – 10 (10 being most difficult), companies responded that positions are still moderately difficult to fill and recruiting is slightly more difficult in most disciplines than it was a year ago.

Positions rated 5 or above are considered moderate or difficult to fill.



HIGH DEMAND FOR NURSES

Chronic disease management, preventative and wellness care, case management, disease management and utilization management skill sets are in high demand!



- Nurse Practitioners (expanded roles)
- Pharmacy Techs
- Patient educators
- Diagnostic staff
- Medical directors



ANALYTICS AND COMPLIANCE

When dealing with compliance issues, insurers will turn to automated processes and data to ensure accuracy for every claim.

22% of insurers said their top initiative is improving operational processes and related technology.

21% said navigating significant changes in the regulatory environment was their main priority, compared to 12 percent last year.





STAFFING OPTIONS

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THE OPTIONS

1. Recruit and hire
2. Utilize interim support solutions
3. Outsource



HIRE AND TRAIN

Pros:

- Grow-from-within approach develops long-term company relationships
- High level of interaction and control
- Buy versus lease; long-term commitment
- Incorporation of company values and processes
- Attrition

Cons:

- Skills shortage; difficult recruiting climate
- Utilization
- Attrition
- In-the-box thinking



INTERIM SUPPORT

Pros:

- Control over training, development, accountability and outcomes
- Control over personnel requirements and experience
- Ultimate flexibility:
 - Length of contract and need
 - Hourly utilization
 - Personnel utilization
- Rapid deployment
- Best talent to potentially convert to hire if needed
- Benefits, personnel issues and support handled by partner



INTERIM SUPPORT

Cons:

- May still require entire training program
- Potentially high attrition rates (local)
- Potentially high absenteeism rates (local)
- Less committed than full-time employees (?)



OUTSOURCING

Pros:

- Outsourcing unwanted, non-core capability functions
- Fixed budget
- Personnel issues handled by partner
- Partner manages and is held accountable to key performance metrics
- Perform all training functions

Cons:

- Usually non-dedicated personnel to reduce cost
- Contractual obligations – duration, workflow
- Scalability
- Attrition
- Control



QUESTIONS?

Thank you!



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