



**HEALTHIX AND 1199SEIU BENEFIT FUNDS
COLLABORATION IN ACTION:**

Transforming Healthcare Impact

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EXECUTIVE SUMMARY

The focus of the 1199SEIU Benefit Funds is the health and well-being of members. To support members on their health journeys, the Benefit Funds leverage claims data to learn about the member population their healthcare needs and their determinants of health. Historically, access to claims data alone limited the type of health information the Benefit Funds could utilize for its healthcare operations, which, in turn, limited its capacity to support members. To close care gaps, help members get the health care they need and support members on their health journeys, the Benefit Funds partnered with Healthix, to build a more complete picture of members' health. This comprehensive snapshot allows the Benefit Funds to avoid unnecessary outreach to members without care gaps and increase focus on members with true gaps in care and the most complex disease, supporting members wherever they are on their health journeys.

ORGANIZATION INTRO

1199SEIU Benefit and Pension Funds

The 1199SEIU Benefit and Pension Funds (1199SEIU Benefit Funds) are self-administered, self-funded, non-profit, Taft-Hartley trust funds governed by an equal representation of labor and management trustees. The Benefit Funds provide comprehensive health, pension and quality of life benefits to workers represented by 1199SEIU United Healthcare Workers East, the largest healthcare union in the country. The health coverage provided by the Benefit Funds covers hospital, medical, prescription, vision, dental care and innovative wellness programs with little or no out-of-pocket costs.

1199SEIU members are the essential workers upon whom New York's health care system relies and are the backbone of the hospital, nursing home and home care workforce. Nearly three-quarters of members are female, with an average age of 50, and mostly reside in the greater New York area. Members are community-focused, often living in or near the community they serve. The Benefit Funds are focused on supporting 1199SEIU members—who care for others—take the next steps on their own health journey toward healthier lives.

Healthix

Since the introduction of the Healthcare Efficiency and Affordability Law of New York capital grant program in 2005, Healthix has been a leader in the development of health information exchange (HIE) for New York State. Healthix, one of the largest public HIEs in the nation, serves the New York City and Long Island region, collecting and aggregating data from more than 8,000 health care facilities for over 20 million patients. As one of the Statewide Health Information Network for NY's six Qualified Entities (also known as RHIOs, regional health information organizations), Healthix collects real-time data from provider systems, outpatient clinics, health plans, labs and more to better support care coordination, quality improvement and better treatments for patients.

The 1199SEIU Benefit Funds has long been at the forefront of healthcare delivery and transformation as a guiding participant in the formation of the Brooklyn Health Information Exchange (BHIX, a predecessor organization which merged with Healthix in 2013). The Benefit Funds' leadership, in partnership with Healthix, helped to drive the policy framework, data governance, technical development and community expansion needed to ensure the success of an HIE for the state. The Benefit Funds provided leadership and guidance on the original BHIX Board of Directors, served on its committees and continues to serve on the Healthix Board.

The continued Healthix and 1199SEIU Benefit Funds partnership has been instrumental in driving adoption of HIEs in New York and innovating high-impact data use cases. Within the policy framework that includes patient consent as a standard for access, the Benefit Funds integrated the Healthix consent workflow into the Benefit Funds' online member account portal. This allowed members to consent for care coordinators and providers involved in their care to access comprehensive and crucial clinical data via Healthix.

SYNERGY

Though 1199SEIU Benefit Funds members have among the best healthcare coverage in the nation, their health outcomes, like all Americans, could be improved. The Benefit Funds have access to a wide range of data to drive strategic care and value improvement goals, monitor quality of care and implement care management initiatives. Access to additional clinical data from Healthix could improve quality review, gaps in care analysis and population health monitoring.

STRATEGY AND IMPLEMENTATION

With the benefit of clinical data from Healthix, the Benefit Funds can take a more targeted approach to chronic disease prevention and management, identifying gaps in care and addressing quality shortfalls by partnering with providers to increase cancer screenings access. To maximize impact, the Benefit Funds leverages data to 1) identify preventive screenings or care gaps that can have the biggest impact on the member's health and 2) engage providers to simultaneously contact members about care needs, increasing the likelihood for high-quality care delivery. Using this targeted approach, the Benefit Funds improve quality while closing care gaps and connecting members with necessary healthcare. Most importantly, because the Benefit Funds are a trusted voice among members and more likely to inspire action, the chances of getting the right information in front of the right member at the right moment could mean saving a life.

Chronic Disease Support

Healthix Gaps in Care data enabled the Benefit Funds to focus resources and outreach on those members who could most benefit from high quality care and chronic disease resources. Because of the long-term and far-reaching impacts of hypertension and diabetes, in particular, the Benefit Funds developed partnerships and resources to support members with these chronic diseases. Partnerships were built with care providers where Benefit Funds members were primary care patients to improve quality and comprehensiveness of care, as well as to close care gaps. In addition, the Benefit Funds identified partners who could best support members on their healthy living journeys and leveraged those partnerships to provide additional chronic disease programs and resources.

The Benefit Funds emails, mails, calls, and meets with members to consult on types of care they could be receiving for their chronic disease conditions; available providers and services; and other programs available to the member to support them with their chronic disease. Having current clinical information about what care gaps exist allows the Benefit Funds to focus on the patients who require follow-up on a priority basis and avoid unnecessary follow-up on patients whose chronic disease is well-managed.

Cancer Screenings

A significant benefit of partnering with Healthix is its history of 15 years of clinical encounters in New York's downstate region. This means it can identify colonoscopies, mammograms and cervical cancer screenings performed as long as 10 years ago, allowing the Benefit Funds to capture procedures that are not captured in their own claims data.

Using this Gaps in Care data from Healthix, the Benefit Funds were better able to identify covered lives who were eligible and due for various screenings, reducing costs and saving resources. This more precise outreach approach allowed for greater interaction with those who were truly in need of a screening without utilizing resources on covered lives for whom Benefit Funds data indicated a screening was overdue but had actually received care while covered under a different plan. The Benefit Funds' outreach efforts educated members on the importance of cancer screenings, explained screening options and informed covered lives of how they could initiate the screening process at a local hospital or with their affiliated primary care physician. Simultaneously, Benefit Funds' partnering care organizations contacted their physicians to inform them of the initiative and remind them of the importance of referring patients for preventative screening. The initiative, like Healthix's goal of data access, was founded in a comprehensive effort to educate and engage covered lives from both the provider and payor sides.

CONCLUSION

More data allows for more precise and consistent engagement with members and care providers. Building health provider relationships facilitates higher quality care, enables access to more comprehensive chronic disease management and achieves better health outcomes. Since implementation, the 1199SEIU Benefit Funds has contacted nearly 15,000 unique covered lives across various initiatives and provider partnerships. Although this represents a fraction of total membership, this more targeted approach allows for more intense and appropriate messaging to help members take the next step on their health journey.

About a year after implementation, early outcome data shows over 20% of covered lives included in outreach closed a care gap or engaged in chronic disease support. Considering that typical campaigns have success rates of 2-10%, and that the Benefit Funds' efforts were specifically targeting those members who were most in need of care, this is a high-engagement, successful outcome.

In addition to the impact on the Benefit Funds' covered lives, Healthix has carried forth learnings from this collaboration to other providers, payors and care organizations. Through their collaboration with the Benefit Funds, Healthix continually expanded product offerings designed to improve health outcomes for members across care organizations. The path blazed by the 1199SEIU Benefit Funds and Healthix has reverberated into the larger care space, elevating the standard of care for patients throughout the New York community.