

Creating Value for Employers via Standardized Benchmarking Metrics



***EMPAQ® Workshop
Joint Forum on Health, Productivity and Absence Management
October 23, 2007***

EMPAQ®
Standardized Metrics for Health & Productivity Management

National
Business
Group
on Health



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EMPAQ[®]

Standardized Metrics for Health & Productivity Management



About The Business Group

- The Business Group is the only national, non-profit organization exclusively devoted to representing the perspective of large employers and providing practical solutions to its members' most important health care problems.



Council on Employee Health & Productivity (CEHP)

Aon Consulting
Ascension Health
Boston Scientific
Cisco
Dell
EDS
Emdeon
General Electric
GlaxoSmithKline
Hannaford Bros.
H-E-B Grocery
IBM

Ingenix
Johnson & Johnson
JPMorganChase
LewisCo
Lockheed Martin
Mercer HR Consulting
Pitney Bowes
QuadGraphics
Sedgwick CMS
UPMC
Verizon
Watson-Wyatt

*2007 CEHP Members Represent
Over 2.25 Million Employees*



OBJECTIVES:

- To learn and understand:
 - ❖ What is EMPAQ®
 - ❖ Results from EMPAQ® in 2007
 - ❖ How to participate in EMPAQ®
 - *including user feedback*



What is EMPAQ[®]?

- A set of standardized metrics to evaluate benefit program performance
- A benchmarking program in partnership with the *Health Management Resource Center* of the University of Michigan*
- A training and certification program to support awareness, usage and consistent application of the metrics



*UM-HMRC



What is EMPAQ[®]?

- EMPAQ[®] metrics are provided for these benefit program types:
 - ❖ Workers' Compensation
 - ❖ Short-Term Disability
 - ❖ Long-Term Disability
 - ❖ Family Medical Leave
 - ❖ Group Health
 - ❖ Incidental Absence



Categories and Metrics

Cost

1. Benefit Cost per Employee
2. Average Benefit Cost Per Claim
3. Benefit Cost as a % of Payroll

Productivity Outcomes

4. Lost Days per 100 Employees
5. Average Claim Duration
6. Annual Claim Incidence
7. Employee Satisfaction
8. Return to Work Effectiveness
9. Family Medical Leave Measures

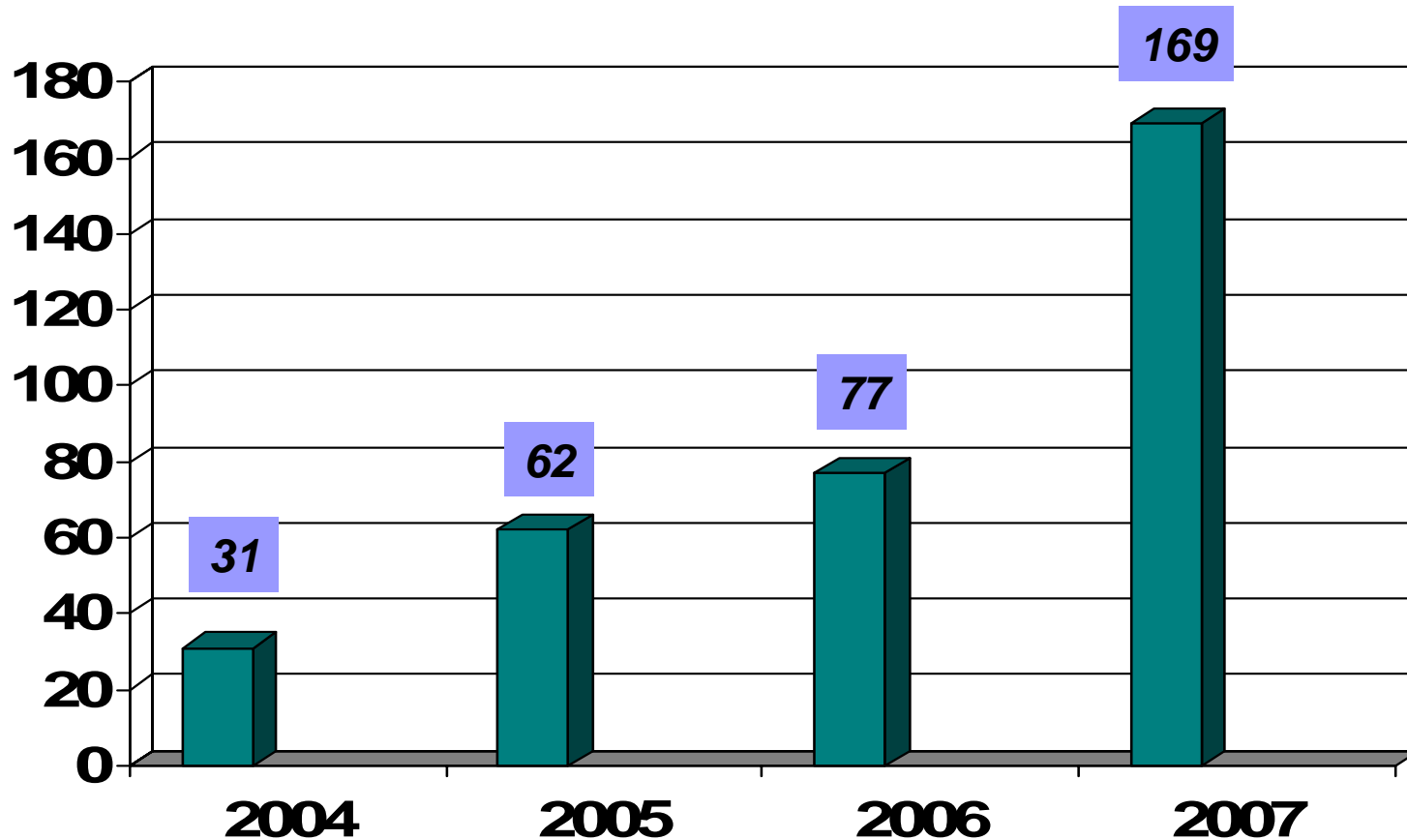


What can EMPAQ[®] do for your company?

- Employers use EMPAQ[®] to:
 - ❖ Evaluate internal program performance
 - ❖ Validate program improvement via external benchmarks
 - ❖ Help foster senior management support for their programs



Employer Participation: 2003 - 2007*



* For submission of certified EMPAQ® data by program type



EMPAQ Certified Data: Employer Submissions*

- ❑ Aetna
- ❑ AOL
- ❑ AON
- ❑ Ascension Health
- ❑ AT&T/Cingular
- ❑ Bayer
- ❑ Bear Stearns
- ❑ Boeing
- ❑ Chevron
- ❑ Coors
- ❑ Corning
- ❑ Dell
- ❑ Erie Insurance
- ❑ FedEx
- ❑ Fiserv
- ❑ GAMBRO BCT
- ❑ General Electric Co.
- ❑ General Mills
- ❑ General Motors Corp.
- ❑ Gulf Power
- ❑ Hannaford Bros. Co.
- ❑ Harley Davidson
- ❑ H. E. Butt Grocery Co.
- ❑ Honeywell
- ❑ IBM
- ❑ Intel
- ❑ JPMorgan Chase
- ❑ Lockheed Martin
- ❑ PepsiCo
- ❑ Praxair
- ❑ Pfizer
- ❑ Pitney Bowes
- ❑ Qwest Comm.
- ❑ TBS
- ❑ SCANA
- ❑ Sutter Health
- ❑ UPMC
- ❑ Watson Wyatt
- ❑ Verizon

* *Sample list of 169 direct participants*



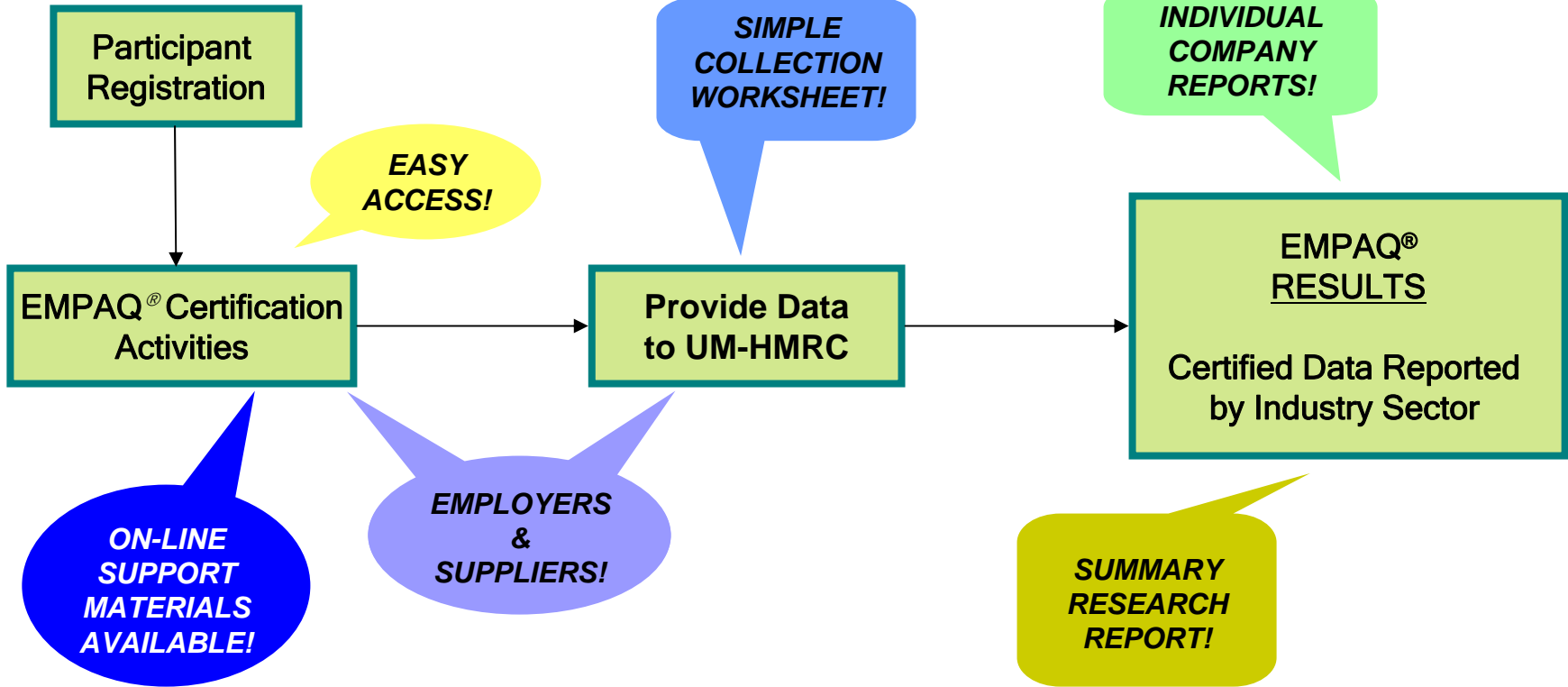
EMPAQ Certified Data: Participating Suppliers

- Aetna
- CIGNA
- Ingenix
- LCG
- Liberty Mutual
- MetLife
- OCI
- Prudential Group Ins.
- Reed Group
- Sedgwick CMS
- The Hartford
- Thomson MedStat
- UNUM
- UPMC

Process Flow



OPEN NOW!



University of Michigan
*Health Management
Research Center*

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EMPAQ[®]:

*User Group Feedback
Discussion Points*



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WHAT ARE THE CHALLENGES?



**WHAT COULD
EMPAQ®
DO BETTER?**



WHAT SHOULD FUTURE PROGRAM YEARS CONSIDER?



EMPAQ[®]: What's Next?

- Collect all participant feedback
- Consult with a sub-group of employer and supplier participants for:
 - ❖ 2008 process improvement planning
 - ❖ Data submission refinement
- Update training and communication tools
- New metric development



How to participate in EMPAQ[®]?

■ It's as simple as 1-2-3!

- 1) Register by contacting the EMPAQ[®] HelpDesk at empaq@businessgrouphealth.org
- 2) Obtain your EMPAQ[®] certification*
- 3) Submit certified EMPAQ[®] data to UM-HMRC*

** Your supplier can complete these tasks on your behalf; EMPAQ[®] data can be submitted throughout the year*

For more information about EMPAQ®

• *Visit www.empaq.org*

• *Contact Jim Curcio at 303-683-1426*

