2020 Year in Review

New Brand/New Website

In early 2020 we rebranded as Business Group on Health, with a new tag line “Driving Change Together.” This brought together our U.S. and global employer focus into one unified membership enabling us to more effectively leverage our robust multi-stakeholder community to influence and achieve meaningful impact on the most pressing health and well-being issues facing employers today. At the same time, we launched a new website designed to deliver the information and resources you need.

COVID-19 Response and Resources

Our rapid response allowed members to begin receiving essential resources early in the pandemic. We hosted 25 benchmarking calls during the last 10 months, ensuring that our employer community had frequent opportunities to convene, keep up with the latest news and share solutions to the changing workplace. View some of our highlighted resources and many more on our COVID-19 resource page.
2021 Large Employers’ Health Care Strategy and Plan Design Survey

The 2021 Large Employers’ Health Care Strategy and Plan Design Survey is the largest of its kind – focused on large employer perspectives on the changing health care landscape as well as key plan design strategies and considerations for the coming years. It helps inform future strategies for many large employers and signals to the market what employer needs and expectations will be in the years ahead. This year’s survey confirmed the direction of health care is focused on virtual care, underscored the need to move towards quality and value, and addressed the continued focus on mental health, to name just a few key insights.

Virtual Care

The pandemic accelerated virtual care to the forefront, shining a light on this offering which now spans an array of services from primary care to musculoskeletal to mental health and management of chronic conditions. Discussions in Business Group forums, including the Cost & Delivery Institute, the Executive Committee on Value Purchasing and the Health Innovations Forum, focused on prioritizing quality, experience and data integration to ensure that employees benefit from new options to access care.
Well-being Requirements for a Changing Workforce

Leave and leave strategy took on even more importance this year for employers and their workforces. We addressed leading practices, priorities and insights for the future. We also focused on telework and the important subject of grief and bereavement with the following resources:

- **Leave Strategy and Transformation Survey:** Employer Leave Strategy and Leave Structure
- **Modernizing Bereavement Leave**
- **Designing a Long-term Telework Strategy**
- **The Case for Honoring Caregivers During the Pandemic and Beyond** – Podcast with Alex Drane

Health Equity

We began to heighten our collective focus on Health Equity with numerous discussions and presentations throughout the year including our conference events, institute and committee discussions, member benchmarking calls, blog posts and podcasts, all bringing a heightened focus to achieve health equity. Topics and presentations included:

- **WORKFORCE STRATEGY 2020 HIGHLIGHTED SESSION:** The Future of Equitable Health Care, featuring Morehouse School of Medicine
- **WELL-BEING & WORKFORCE STRATEGY INSTITUTE:** Whiteboarding Session on the Impact of Equity, Diversity and Inclusion on Well-being Programs
- **COST & DELIVERY INSTITUTE:** Opportunities to Address Racial Inequities in Health Care Driving Change and Building the Economic Case for Reducing Health Care Racial Disparities in the U.S.
- **HEALTH INNOVATIONS FORUM:** Diversity and Equity in Digital Health
- **BLOG POST:** In Pursuit of Equity and Well-being
Social Determinants of Health

Social Determinants of Health play a significant role in overall health and well-being of the communities where employees live and work. This guide covers what social determinants of health are, how to strategically align them with business priorities and specific actions to identify the social needs of employees and fill gaps with internal benefits and programs.

COVID-19 Exposed Social Determinants, Now What?

Understanding and Addressing Social Determinants of Health – Podcast with Brian Castrucci

Mental Health at the Forefront

Mental health and the workplace is a topic that continues to garner tremendous attention, and in the year of COVID-19, it became more important than ever. The pandemic cast a spotlight on the growing need for employee resources in the area of mental health.

Addressing Mental Health from a Global and Local Perspective

Suicide Prevention and Postvention: National Guidelines and The Employer Role

Building Psychological Safety in the Workplace

Overcoming the Addiction Crisis – Podcast with Gary Mendell

Mental Health at Work

43% of large employers have a formal mental health strategy

DID YOU KNOW?

1 in 5 U.S. adults experience a mental illness in a given year
1 in 4 employees seek mental health supports from their employer

Most Prevailing Mental Health Issues Among Working Adults

- Anxiety Disorders
- Depression
- Bipolar Disorders
- Attention-Deficit/Hyperactivity Disorder

Triggers Causing Mental Health Conditions to Flare Up or Worsen

- Work Stress
- Financial Stress
- Social Stress
- Physical Stress

Work Positively Impacts Mental Health by Boosting...

- Brain Power
- Well Being
- Social Connections
- Resilience

BUSINESS IMPACTS

- One-third of missed work days attributed to mental health
- Say mental health conditions cause a lack of focus
- Say mental health conditions lower productivity

Sources:
- Washington, DC.
- National Alliance for Mental Health Minnesota. “Make It OK.” Presentation at: Well-being and Workforce Strategy Institute Meeting; February 2019; Minneapolis, Minnesota.
- Optum and NAMI Minnesota for the contributions provided by their team of subject matter experts in the development of this resource.

Acknowledgement

This is a product of the Business Group’s Well-being & Workforce Strategy Institute and Leave Optimization Forum.
Quality and Value

We continue to provide information to HR and benefits leaders and the resources needed to inform their decision making, help to manage costs and improve quality and access along the way. The pandemic underscored the need to address delivery system and payment reform to improve quality and outcomes, reduce costs and eliminate unnecessary and inappropriate care. Below is a sample of the solutions delivered to members this year:

Managing Your Pharmacy Benefit During the Pandemic

Principles for an Optimal Primary Care Experience

Employee's Guide to Precision Medicine: Genetic Testing, Treatments and Implications for Coverage

Mending the Cracks in Health Care – Podcast with Kavita Patel, MD

Large Employers’ Top Health Care Priorities, 2021

- Implement more virtual care solutions: 53%
- Expand access to mental health services: 36%
- More focused strategy on high-cost claims: 31%
- Expand centers of excellence to include additional conditions: 24%
- Implement high-performance networks: 12%
- Move away from full replacement high deductible health plan: 9%
- Implement advanced primary care solutions in advanced markets: 8%
- Eliminate out-of-network coverage for select services: 7%
- Implement a transparent PBM: 7%
- Implement accountable care organizations in select markets: 4%
- Implement boutique TPA: 4%
- Move to full replacement high deductible plan: 1%
Policy and Advocacy

Our policy and advocacy team worked diligently on behalf of our members to represent employer interests to regulators, legislators and other agencies. This work keeps members abreast of changing legislation and policy events that can impact their workforce.

- EEOC Issues Guidance for Employers on COVID-19 Vaccine
- Agencies Issue Final Transparency Rules for Employer-Sponsored Group Health Plans
- Update on COVID-19 Testing Coverage
- Copay Accumulators Can Stay, COVID-19 and Other Rx Roundup
- Comments on Proposed Transparency in Coverage Regulations
- Business Group on Health Letter to Congress with Legislative Recommendations for COVID-19 Relief
- Letter to Congress with Recommendations for Upcoming COVID-19 Legislation
Keeping Connected in a Virtual World

We pivoted quickly to an entirely virtual format across all our programming, creating more frequent touchpoints on many important topics and providing community during an extremely challenging year. Our Institutes and Committees met more frequently, we brought together new partners to meet new challenges like Returning to the Workplace, and we added additional benchmarking opportunities to dig deep on timely topics like leave, childcare and the future of fitness.

Virtual Conferences and Summits

Business Health Agenda 2020
Transitioned to an online series presented in segments including compelling keynote presentations, webinars and opportunities to benchmark and share best practices.

Global Summit 2020
Over 170 benefits leaders representing 80 companies in 9 different countries discussed key topics for supporting an international workforce. Additionally, members with global responsibilities attended our second Latin America Regional Summit and our first ever EMEA Regional Summit.

Workforce Strategy 2020
Provided attendees two full virtual days of impactful and timely presentations on topics such as workforce mental health, resiliency, the power of social connection, and connecting the dots between mental well-being and workforce productivity.
Virtual Community

Webinars & Benchmarking Calls

More than 50 webinars with over 5,000 attendees discussing topics from leave to mental health initiatives.

Over 35 benchmarking calls with over 450 participants.

More than 45 Institute, Committee and Forum meetings with unprecedented participation as our leadership groups met the needs of the day.

Health Care 101
Designed for internal-facing corporate benefits, HR and well-being professionals, newer to their roles, to gain foundational knowledge about the U.S. health care system and how to apply best practices for managing a health benefits program.

The Online Employer Community
Relaunched in 2020, this forum provides employers an opportunity to join with hundreds of their peers in a community to ask questions, respond to items posted by others and to leverage the collective learnings and experiences across our vast membership.

New Business Group on Health Podcast
The new Business Group on Health Podcast - a twice monthly conversation with industry visionaries discussing topics most pertinent to large employers - has been downloaded over 46,000 times since launch and continues to grow. Some of most listened to episodes include:

- Overcoming Health Disparities to Achieve Health Equity – with Dr. Valerie Montgomery Rice
- Strengthening Body and Mind Through Immune Resilience – with Dr. Amit Sood
- How the Pandemic is Accelerating the Future – with Professor Mauro Guillen
Looking ahead to a New Year filled with hope and optimism we are excited about the opportunities that await. No doubt the new year will bring with it continued challenges, however it is our belief that those will be eclipsed by the hope and promise of what we can achieve together to improve the health and well-being of your employees and their families. We are keeping a watchful eye on key trends and are excited to expand our programming and resources on your behalf in 2021. We will DRIVE CHANGE TOGETHER!

Health Care and Well-being Trends to Watch in 2021

Rethink of Health Care Delivery to Continue
Expanding virtual care delivery, moving lower acuity care out of the hospital, and monitoring patients with chronic conditions at home are some examples.

Evaluating the Explosion of Virtual Care
2021 will bring more focus on evaluating the quality, outcomes, effectiveness, patient experience and cost of virtual care options and innovations.

Mental Health and Emotional Well-being at the Forefront
The full spectrum of emotional, behavioral and mental health is even more front and center as employees look to their employers for support.

Addressing Gaps in Health Equity
Existing disparities in health care by race, ethnicity, geography and other factors have been magnified.

Adapting to Well-being Needs of a Changing Workforce
Employers will continue to demonstrate the flexibility they have shown throughout the pandemic to support employees.

SAVE THE DATE

Business Group on Health
2021 ANNUAL CONFERENCE
FROM CRISIS TO OPPORTUNITY
MAY 4-6, 2021 VIRTUAL