

Today's discussion

- GHIP strategic position
- Revisiting the draft strategic framework
 - Mission statement
 - Multi-year framework

GHIP Strategic Position



2015 Best Practices in Health Care survey results

Participation Subsidization	GHIP	Public Sector and Education	National Norm	Best Performers ¹
Offer a low-value plan option		24%	22%	30%
■ Use clinical-level data to inform program changes	\checkmark	36%	55%	71%
■ Use spousal surcharges		13%	27%	32%
Structure employee contributions based on employees taking specific steps		17%	39%	53%
■ Use value-based benefit designs in our medical plan²		21%	11%	17%

Workforce Health	GHIP	Public Sector and Education	National Norm	Best Performers ¹
Use fitness challenges or competitions between business locations or employee groups	√	60%	64%	78%
Offer nutrition education or seminars		64%	57%	66%
Sponsor worksite well-being campaigns	\checkmark	24%	30%	36%
Offer web-based/mobile lifestyle behavior coaching programs	\checkmark	36%	58%	69%
Onsite or near-site health clinic		28%	32%	29%
Have an articulated measurement strategy that supports multiyear evaluation ³		32%	39%	44%
Offer chronic condition (disease) management programs	\checkmark	80%	86%	95%

Your organization's recent focus



Comments

- Employers across the U.S. and the best performers group structure employee contributions based on employee participation in certain well-being activities, which will be evaluated as an incentive opportunity for GHIP participants
- While it remains to be seen whether spousal surcharges will be a near-term consideration for the GHIP, the State will evaluate opportunities to change certain plan inequities such as double state share
- The State will continue to evaluate the actuarial plan values.
- The feasibility of implementing value-based benefit designs by the GHIP is currently under evaluation
- The State is evaluating potential vendors' ability to offer educational programming on nutrition responses as part of the medical TPA RFP process
- The State will evaluate the feasibility of offering an onsite or near-site health clinic through a Request for Information this fall
- The goals outlined for the GHIP have incorporated SMART criteria that establishes how each goal will be measured across subsequent plan years
- Best performing employers are 43 employers who saved on average \$2,000 per employee per year and kept cost trends below benchmark
- While centers of excellence (COEs) may be considered value-based benefit designs, this best practice area is focused on high performing and narrow networks (such as ACOs and PCMHs)
- SEBC and SBO in process of developing overall strategic framework, of which, measuring the results of the goals will be articulated.

2015 Best Practices in Health Care survey results

Vendor Partner Strategy	GHIP	Public Sector and Education	National Norm	Best Performers ¹
■ Select health plan vendor based on availability ACO/PCMH		67%	36%	44%
Select health plan vendor based on willingness to partner with third parties	✓	67%	70%	83%
Formally monitor vendor performance through performance guarantees	\checkmark	65%	74%	88%
Select health plan vendor based on availability of expanded centers of excellence (COEs)		75%	61%	71%
■ Involve <u>all</u> vendors in strategic planning²		30%	47%	54%

	Engagement and Consumerism	GHIP	Public Sector and Education	National Norm	Best Performers¹
•	Use penalties for individuals who don't participate in well- being activities		4%	19%	29%
	Financial incentive for the use of web-based/mobile lifestyle behavior coaching programs		0%	17%	33%
•	Financial incentive for the use of worksite biometric screening		13%	47%	54%
•	Focus on strategies to build a healthy workplace and culture to encourage healthy behaviors	✓	35%	34%	39%
•	Offer price/quality transparency tools	\checkmark	46%	59%	68%
	Have year-round communication strategy for High Deductible/Account Based Health Plans (ABHPs)		8%	30%	40%

Comments

- The State is evaluating medical vendor capabilities to provide value-based care delivery models such as ACOs, PCMH and COEs through the medical TPA RFP
- Use of penalties and incentives are part of a broader evaluation of incentive opportunities, which is included as a recommended tactic within the GHIP strategic framework
- Providing ongoing education for GHIP participants on healthcare consumerism and the State's preventive care benefits, two tactics within the proposed GHIP strategic framework, are aligned with the development of a year-round communication strategy for ABHPs
- Best performing employers are 43 employers who saved on average \$2,000 per employee per year and kept cost trends below benchmark
- Some vendors are involved in helping the SBO with strategic planning, not all

Your organization's recent focus

Potential initiative for GHIP

2015 Best Practices in Health Care survey results

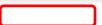
Health Care Delivery	GHIP	Public Sector and Education	National Norm	Best
Offer telemedicine for professional consultations	\checkmark	25%	46%	50
Provide lower copayment or charges for telemedicine consultations		13%	31%	38
Offer medical tourism ² services and cover employee expenses		17%	11%	17
Differentiate cost sharing for use of high-performance networks		9%	12%	17
Contract directly with provider(s) for services of ACOs		4%	7%	12

Pharmacy	GHIP	Public Sector and Education	National Norm	Best Performers ¹
Adopt a high-performance formulary with very limited brand coverage across the therapy classes	\checkmark	4%	14%	24%
■ Conduct an audit of your pharmacy benefit manager	\checkmark	29%	30%	38%
Evaluate and address specialty drug costs and utilization performance through the medical benefit	\checkmark	21%	26%	34%
■ Exclude compound drugs	\checkmark	42%	39%	57%
Evaluate your pharmacy benefits contract terms	\checkmark	50%	60%	79%

Comments

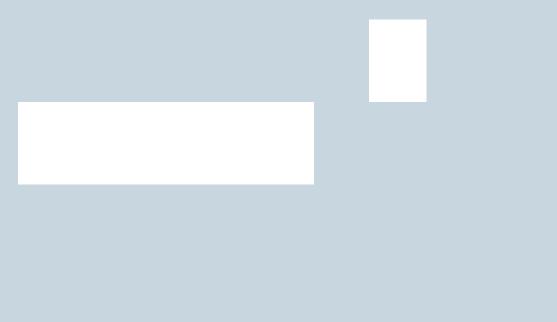
- The State is currently evaluating various alternatives for supporting emerging health care delivery models
 - Includes plan design decisions such as aligning member cost sharing (i.e., copayments, coinsurance) with use of emerging or valuebased care delivery models (e.g., telemedicine, high performance networks)
 - Includes vendor-delivered solutions such as ACOs and high performance / narrow networks
- Best performing employers are 43 employers who saved on average \$2,000 per employee per year and kept cost trends below benchmark
- Medical tourism offers members a travel benefit to seek care outside of their region. This is generally to steer members to high quality, lower cost facilities. Members are often reimbursed for travel expenses.
- Source: 2016 Willis Towers Watson Best Practices in Health Care Employer Survey. Implementation of high-performance/narrow networks category based on 2016 Best Practices in Health Care Survey Results

✓ Your organization's recent focus



Potential initiative for GHIP

Draft strategic framework



GHIP mission statement

Approved by SEBC

Offer State of Delaware employees, retirees and their dependents adequate access to high quality healthcare that produces good outcomes at an affordable cost, promotes healthy lifestyles, and helps them be engaged consumers.

GHIP mission statement

Approved by SEBC – *Core concepts defined*

Offer State of Delaware employees, retirees and their dependents

adequate access to high quality healthcare that produces good

outcomes at an affordable cost, promotes healthy lifestyles, and

helps them be engaged consumers.

Core Concept	Definition
Adequate access	Access to various types of healthcare providers that meets generally accepted industry standards (e.g., <i>x</i> number of <i>y</i> PCPs, specialists, hospitals within <i>z</i> miles of GHIP participant's home zip code).
High quality healthcare that produces good outcomes	Healthcare that meets nationally recognized standards of care established by various governmental and non-governmental health care organizations (e.g., AHRQ, NCQA, The Leapfrog Group). ¹
Affordable cost	Annual health care cost trend that is lower than national average for both GHIP participants and the State. For GHIP participants, at minimum, medical plans meet the minimum value and affordability requirements under PPACA; cost reflects both out-of-pocket cost sharing via plan features and employee payroll contributions. For the State, program costs are monitored and budgeted to promote greater fiscal certainty.
Healthy lifestyles	Combination of behaviors that reduce health risk factors, including regular exercise, proper nutrition, avoidance of tobacco, moderation of alcohol use, preventive care, and active management of chronic conditions.
Engaged consumers	GHIP members who have taken ownership of their health by using all available resources provided by the State (e.g., provider cost/quality data, SBO consumerism website and online training course) to make informed decisions on how, where and when they seek care.

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¹ AHRQ = Agency for Healthcare Research and Quality, a Federal agency within the U.S. Department of Health and Human Services (HHS).

GHIP goals – approved by **SEBC**

Tied to the GHIP mission statement

Mission Statement:

Offer State of Delaware employees, retirees and their dependents adequate access to high quality healthcare that produces good outcomes...



 Addition of at least net 1 valuebased care delivery (VBCD) model by end of FY2018

at an affordable cost...



 Reduction of gross GHIP medical and prescription drug trend by 2% by end of FY2020¹

promotes **healthy lifestyles**, and helps them be **engaged consumers**.



GHIP membership enrollment in a consumer-driven or value-based plan exceeding 25% of total population by end of FY2020²

¹ Gross trend is inclusive of total increase to GHIP medical plan costs (both "employer" and "employee") and will be measured from a baseline average trend of 6% (based on a blend of the State's actual experience and Willis Towers Watson market data).

² Note: To drive enrollment at this level, the State will need to make plan design and employee contribution changes that may require changes to the Delaware Code.

Framework for the health care marketplace

Proposed GHIP strategies – *Linked to GHIP goals*

Health Care Services

Health Status of the Population

Providers

Provider Care Delivery

- Evaluate the availability of VBCD models where GHIP participants reside
- O Continue managing medical TPA(s)

Provider-led Health and Wellness Initiatives

- Leverage other health-related initiatives in Delaware
- O Continue managing medical TPA(s)

Participants

Participant Care Consumption

- Implement changes to GHIP medical plan options and price tags
- Ensure members understand benefit offerings and value provided
- Offer meaningfully different medical plan options to meet the diverse needs of GHIP participants

Participant Engagement in Health and Wellness

- Offer and promote resources that will support member efforts to improve and maintain their health
- ▲ Drive GHIP members' engagement in their health
- Encourage member awareness of tools to evaluate provider quality

Goals:

- Addition of at least net 1 value-based care delivery (VBCD) model by end of FY2018
- Reduction of gross GHIP medical and prescription drug trend by 2% by end of FY20201
- ▲ GHIP membership enrollment in a consumer-driven or value-based plan exceeding 25% of total population by end of FY2020²
- Supply
- Demand

Group Health Insurance Program

Multi-year framework

Addition of at least 1 value-based care delivery (VBCD) model by end of FY2018 Reduction of gross GHIP medical and prescription drug trend by 2% by end of FY2020 Reduction et gross GHIP members hip evaluate bidder capabilities surrounding UM/DM/CM* via medical TPA RFP Evaluate reducting plan options and/or replacing copays with coinsurance* Evaluate incentive opportunities surrounding UM/DM/CM* via medical TPA RFP Evaluate centers, retail clinics Evaluate reenters, retail clinics) Evaluate incentive opportunities surrounding UM/DM/CM* via medical grid plan regions (i.e., telemedicine, urgent care centers, retail clinics) CHIP membership enrollment in a Evaluate bidder capsumers website Formollment in a Evaluate local provider capabilities to deliver VBCD models via medical third party administrator (TPA) RFP Evaluate incentive cape benefits (covered at 100% in-network) Evaluate regions or one Medicitil subsidy* Launch healthcare consumerism website Reduction of gross GHIP membership enrollment in a Evaluate local provider capabilities to deliver VBCD models via medical third party administrator (TPA) RFP Evaluate incentive acts to implement more value-based of the regions of the medical plan replacing copays with coinsurance* Evaluate reduction of VBCD models from RFP (including COEs) Look for leveraging opportunities with the partner on promotion of value based ne APCD initiative) Look for leveraging opportunities with the partner on promotion of value based ne APCD initiative) Look for leveraging opportunities with the partner on promotion of value based ne APCD initiative) Leducate GHIP prombers or ne importance guarantees Explore a venues for building "culture of Explore and implement medical TPA Explore and implement in a in promotion of the substance on the remainder of preventive and the State's preventive care benefits (covered at 100% in-networ	To prepare for 2020 and beyond (7/1/18 – 6/30/2019)
Select vendor(s) with most favorable provider contracting arrangements Select vendor(s) that can best manage utilization and population health Evaluate bidder capabilities surrounding Centers of Excellence via medical TPA RFP Educate GHIP members on the importance of preventive care and the State's preventive care benefits (covered at 100% in-network) Evaluate vendor capabilities surrounding UM/DM/CM* via medical TPA RFP Evaluate feasibility of reducing plan options and/or replacing copays with coinsurance* Educate GHIP members on lower cost alternatives to seek care outside of the engrency room (i.e., telemedicine, urgent care centers, retail clinics) Evaluate incentive opportunities through incentive-based activities and/or challenges Change certain plan inequities, e.g., double state share and Medicfill subsidy* Select vendor(s) with most favorable provider contracting at the selection and population health Select vendor(s) that can best manage utilization and population health Explore avenues for building "culture of Continuation of education of GHIP mem importance of preventive care benefits (covered at 100% in-network) Continuation of education of GHIP mem alternatives to seek care outside of the evaluation of education of GHIP mem alternatives to seek care outside of the evaluation of the evaluation of the evaluation of education of GHIP mem alternatives to seek care outside of the evaluation of education of GHIP mem alternatives to seek care outside of the evaluation of education of education of education of GHIP mem alternatives to seek care outside of the evaluation of education of education of GHIP mem importance of preventive care and the Scare benefits (covered at 100% in-network) Evaluate rendoical and Rx UM programs, who is care benefits (covered at 100% in-network) Evaluate vendor care the season of the evaluation of education of education of education of edu	PREP (including The DCHI and DHIN to tworks (including The courage participation and evaluate VBCD opportunities The courage participation and evaluate VBCD opportunities
	programs, such as tiered pricing for lab services, high cost radiology UM* and other medical and Rx UM programs, where necessary health" statewide abers on the state's preventive core on the importance of preventive care and the State's preventive care benefits (covered at 100% in-network) continuation of education of GHIP members on lower cost alternatives to seek care outside of the emergency room (i.e.,
consumer-driven or value-based plan exceeding 25% of total population by end of FY2020 participants Evaluate recommendations for creative ways to drive engagement and participation in consumer driven health plans via medical TPA RFP through leveraging vendor tools and technologies	employee/retiree contributions to further differentiate plan options* • Change the number of medical plans

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Next steps

- Move forward with 2018 planning, incorporating incremental steps to drive strategic framework forward, inclusive of RFP decision
- Continued revisiting of strategic framework to ensure goals, strategies and tactics are still relevant

Appendix

About the 20th Annual Survey

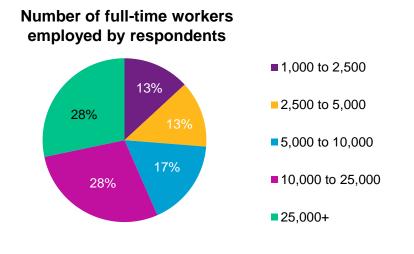


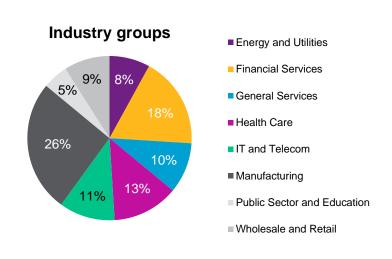


12M

Respondents have 12 million employees enrolled in their health care programs

Survey data collected between June and July 2015





Source: 2015 Willis Towers Watson/NBGH Best Practices in Health Care Employer Survey.

Proposed GHIP strategies and tactics

Goal: Addition of at least net 1 value-based care delivery (VBCD) model by end of FY2018

Strategies

Supply

Demand

Tactics

Evaluate the availability of VBCD models where GHIP participants reside

Evaluate local provider capabilities to deliver VBCD models via medical third party administrator (TPA) RFP

Implementation of VBCD models from RFP (including COEs)

State-sponsored Health Clinic Request for Information (RFI)

Evaluation of clinical data to implement more value-based chronic disease programs

Leverage other healthrelated initiatives in Delaware to drive better outcomes Look for leveraging opportunities with the DCHI and DHIN to partner on promotion of value based networks (including APCD initiative)

Identify opportunities to partner and encourage participation in value-based care delivery model using outside vendors, TPAs and DelaWELL

Encourage member awareness of tools to evaluate provider quality

Promote medical plan TPAs' provider cost/quality transparency tools

Educate GHIP population on other provider quality tools from CMS, Health Grades, Leapfrog, etc.

Value-based Care Delivery (VBCD) Models

Center of Excellence (COE)

High Performance Network (HPN) and Narrow Networks

Advanced Primary Care /
Patient-centered
Medical Home (PCMH)

Accountable Care Organization (ACO)

Proposed GHIP strategies and tactics

Goal: Reduction of gross GHIP medical and prescription drug trend by 2% by end of FY2020

	<u>Strategies</u>	<u>Tactics</u>
<u>></u>	Continue	Negotiate strong financial performance guarantees
Supply	managing	Select vendor(s) with most favorable provider contracting arrangements
S	medical TPA(s)	Select vendor(s) that can best manage utilization and population health
	Implement	Evaluate bidder capabilities surrounding Centers of Excellence via medical TPA RFP
	changes to GHIP medical	Explore and implement medical TPA programs, such as tiered pricing for lab services, high cost radiology UM* and other medical and Rx UM programs, where necessary
	plan options	Evaluate feasibility of reducing plan options and/or replacing copays with coinsurance
	and pricetags	Change certain plan inequities, e.g., double state share and Medicfill subsidy
Demand	Offer and	Educate GHIP members on the importance of preventive care and the State's preventive care benefits (covered at 100% in-network)
)em	promote	Evaluate vendor capabilities surrounding UM/DM/CM* via medical TPA RFP
	resources that will support	Promote wellness tools and resources available through the GHIP medical TPA(s) (e.g., tobacco cessation, DelaWELL resources)

resources that will support member efforts to improve and maintain their health

Educate GHIP members on lower cost alternatives to seek care outside of the emergency room (i.e., urgent care centers, retail clinics, telemedicine)

Evaluate incentive opportunities through incentive-based activities and/or challenges

Explore avenues to building of "culture of health" statewide

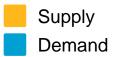
Proposed GHIP strategies and tactics

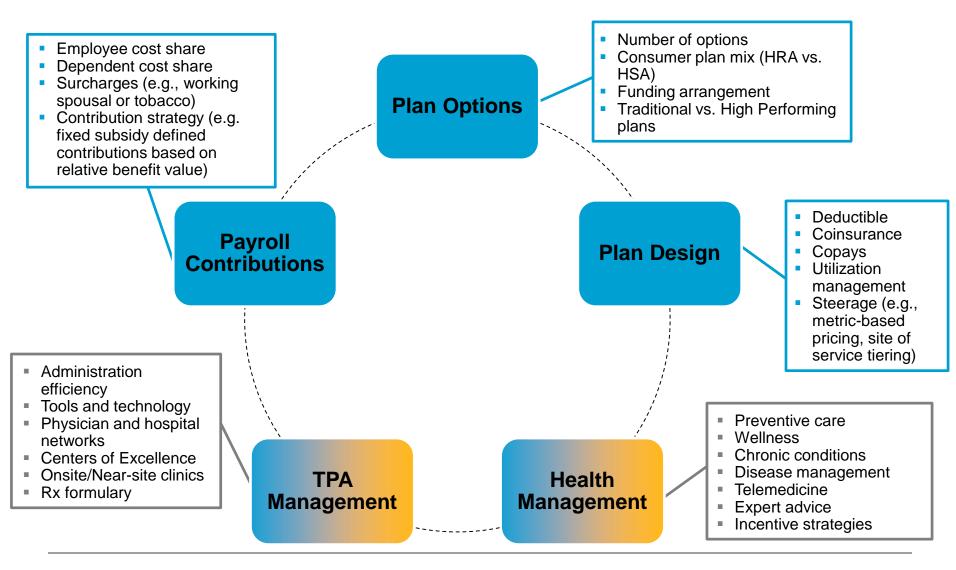
Goal: GHIP membership enrollment in a consumer-driven or value-based plan exceeding 25% of total population by end of FY2020

	<u>Strategies</u>		<u>Tactics</u>
			Launch healthcare consumerism website
	Ensure members understand benefit		Roll out and promote SBO consumerism class to GHIP participants
	offerings and value provided		Offer a medical plan selection decision support tool (e.g., Truven's "My Benefits Mentor" tool)
			Promote cost transparency tools available through medical TPA(s)
and	Offer meaningfully		Change medical plan designs and employee/retiree contributions to further differentiate plan options*
Demand	different plan options to meet the diverse participant needs		Change the number of medical plans offered*
			Communicate plan offerings, in conjunction with decision support tool to guide members into appropriate plans
	Drive GHIP members' engagement		Evaluate recommendations for creative ways to drive engagement and participation in consumer driven health plans via medical TPA RFP through leveraging vendor tools and technologies
	in their health		Evaluate feasibility of offering incentives for engaging in wellness activities

*May require changes to the Delaware Code

Influencing levers





Confines of strategic development

Requirements of legislation

Potential tactic to address strategy	Illustrative example(s)	Requires legislative change?
Traditional plan design changes	Increase deductible by \$100	No
Non-traditional plan design changes	Implement reference-based pricing Add a third coverage tier for a narrow network	No
Adding a new medical plan	Adding CDHP/HSA or adding a PPO option that has a narrow network	No*
Removing a plan option specified by the Delaware Code	Removing the First State Basic plan	Yes**
Freezing enrollment in a medical plan	 Freeze to new entrants Freeze to new hires 	Yes
Adding a vendor	Wellness vendor or engagement vendor	No
Adjustments in employee cost share	Increasing the payroll contribution for an employee from 12% to 15%	Yes
Adjustments in dependent cost share	Increasing the dependent cost sharing by 10%	Yes
Addition of surcharges	 Add a tobacco and/or spousal surcharge Wellness "dis-incentive" for non-participation 	Yes
Addition of an incentive program	Paying an employee \$100 to get their biometric screening from their PCP	No
Implement a medical or Rx utilization management programs	 Implement high cost radiology management program Discontinue coverage of certain high cost specialty drugs and/or compound drugs 	No

^{*}Procurement would be involved in reviewing any amendments to vendor contracts for the new plan(s). Additionally, cost share would have to fit within one of the existing plans to avoid legislative change.

^{**}May require legal input regarding Delaware Code.

State of Delaware health care initiatives

Terminology	Acronym	Explanation	Goal
All Payers' Claims Database	APCD	A large scale database created by state mandate that systematically collects medical claims, pharmacy claims, dental claims (typically, but not always), and eligibility and provider files from private and public payers. The Governor of Delaware recently signed an APCD into law.	To fill critical information gaps for state agencies, to support health care and payment reform initiatives, and to address the need for transparency in health care at the state-level to support consumer, purchaser, and state agency reform efforts. Additionally, to provide comprehensive, multipayer data that allows the state and other stakeholders to understand the cost, quality, and utilization of health care for their citizens.
Delaware Center for Health Innovation	DCHI	Created to develop, facilitate, and oversee the implementation of collaborative efforts aimed at transforming the delivery of health care services in the State. The DCHI has been convening stakeholders to establish goals for primary care transformation as a key element of <i>Delaware's Health Innovation Plan</i> .	To encourage payers to offer Total Cost of Care or Pay- for-Value models to primary care providers, to base outcomes measurement on quality and efficiency measures primarily from the DCHI Common Scorecard, and to support practice transformation and care coordination to help PCPs to be successful in outcomes- based payment models.
Delaware Health Information Network	DHIN	The State of Delaware's Health Information Exchange (HIE). One of the most advanced Health Information Exchanges (HIE) in the country, DHIN has a high rate of adoption among providers and hospitals and communicates lab findings and imaging reports along with hospital Admission Discharge Transfer reports and medication history.	To give providers an enhanced patient view to improve efficiency and effectiveness of care.

State of Delaware health care initiatives

Terminology	Acronym	Explanation	Goal
DelaWELL Health Management Program	DelaWELL	The DelaWELL Health Management Program is designed through the State of Delaware and Aetna to address specific health and wellness needs. The program reflects the State's commitment to healthy lifestyles. Eligible participants include benefit-eligible employees (state agency, school district, charter school, higher education and participating groups), state non-Medicare eligible pensioners, and their spouses and dependents over the age of 18 who are currently enrolled in a State of Delaware Group Health Plan. While there are no cash incentives (the reward is good health) for participation, and participation in DelaWell is voluntary, it is strongly encouraged.	Through wellness and disease management programs, DelaWELL aims to help participants become more involved in their health and make real health improvements. By encouraging participants to be proactive about wellness, engage in preventive care, control chronic conditions, and be a wise health care consumer, the State hopes to control health care costs.
Health Information Exchange	HIE	The electronic movement of health-related information among organizations which allows doctors, nurses, pharmacists, other health care providers and patients to appropriately access and securely share a patient's vital medical information electronically—improving the speed, quality, safety and cost of patient care.	To allow health care professionals to collaborate in delivering the best possible care to patients. This electronic collaboration can improve the completeness of patient's records, (which can have a big effect on care), as past history, current medications and other information is jointly reviewed during visits.
Healthy Neighborhood Campaign	n/a	A program supported by the Delaware Center for Health Innovation (DCHI) that will design and implement locally tailored solutions to some of the State's most pressing health needs including: healthy lifestyles, maternal and child health, mental health and addiction, and chronic disease and prevention. The State has been split up into ten Healthy Neighborhoods and three local Healthy Neighborhoods councils will be launched during 2016.	To bring local communities together to harness the collective resources of all of the organizations in their community to enable healthy behavior, improve prevention, and enable better access to primary care for their residents.

National health care initiatives

Terminology	Acronym	Explanation	Goal
Medicare Shared Savings Program	MSSP	Established by the Affordable Care Act, the Medicare Shared Savings Program is a key component of the Medicare delivery system reform initiatives included in the Affordable Care Act and is a new approach to the delivery of health care which includes facilitating coordination and cooperation among providers to improve the quality of care for Medicare Fee-For-Service beneficiaries and reduce unnecessary costs. Eligible providers, hospitals, and supplier may participate in the program by creating or participating in ACOs. The Program will reward ACOs that lower their growth in health care costs while meeting performance standard on quality of care and putting patients first. Participation in an ACO is purely voluntary.	reducing unnecessary costs.
State Health Care Innovation Plan	SHCIP	Developed by the State in February 2013 after being awarded a <i>SIM</i> grant, the program develops and implements a plan for broad-based health system transformation including new payment and delivery models. This health transformation will be organized into six work streams: delivery system, population health, payment model, data and analytics, workforce, and policy.	To improve the health of Delawareans, improve the patient experience of care, and reduce health care costs.
State Innovation Models	SIM	A national grant program administered by the Center for Medicare and Medicaid Innovation to support states to move toward value-based payment models and to improve population health. The State was awarded a "design grant" in February 2013 to fund the development of the State Health Care Innovation Plan and received an additional grant in July of 2014 to support the implementation and testing of the State Health Care Innovation Plan.	To encourage states to move towards value-based payment models in order to reduce unnecessary costs while improving population health.

SEBCIOMBISBO Collaboration Desired end state **Tactics** SEBC Articulation **Strategies** Goals **Tactics** Action-items intended to **Mission** advance a specific strategy Tactics are a means of **Strategies** achieving program goals through furthering specific Advances the goals strategies **Program Goals** Example: "Health Insurance Strategies will tie specifically Request-for-Proposal" to goals (each may advance Provides an outline of what the >1 goal) GHIP strives to accomplish over Mission Statement the 3-5 year time period Example: "Utilize incentives Goals will be SMART (Specific, (financial or otherwise) to Statement articulating GHIP Measureable, Attainable, drive behavior change" purpose Relevant and Time-bound) Varying level of specificity (can Example: "GHIP employee be a single statement or enrollment in a consumer-driven multiple bulleted missions) health plan exceeding 25% of Desired end state includes all four components total population by EOY 2019" Example: "Offer State of

above and should be revisited on an ongoing basis to ensure continued applicability based on GHIP objectives and experience

Delaware employees and

at an affordable cost"

retirees access to care that produces high quality outcomes