



CUCRA-CUCEA 2022 Spring Conference

Health Care Facilitator Program

April 27, 2022

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Systemwide Human Resources
Health & Welfare Benefits

IN STRICT CONFIDENCE – DO NOT FORWARD

HCF Program Background

- Pilot launched in 1999
 - Expanded to all locations in 2003
 - Merced included in 2005
- Funding
 - \$1.5M/yr paid by Systemwide HR
 - \$125k/yr issued to 12 locations, unchanged since inception
 - 6 campuses subsidize funding
- 13 HCFs
 - Campuses with UCMC nearby are serviced by same HCF(s)
 - 2 HCFs at Davis, SD and SF
 - UCOP and UC Path have no formal HCF (RASC)
- Reporting structure (varies by location)
 - 7 Manager/Supervisor
 - 2 Director
 - 1 Assistant Vice Chancellor
 - 2 Not reported

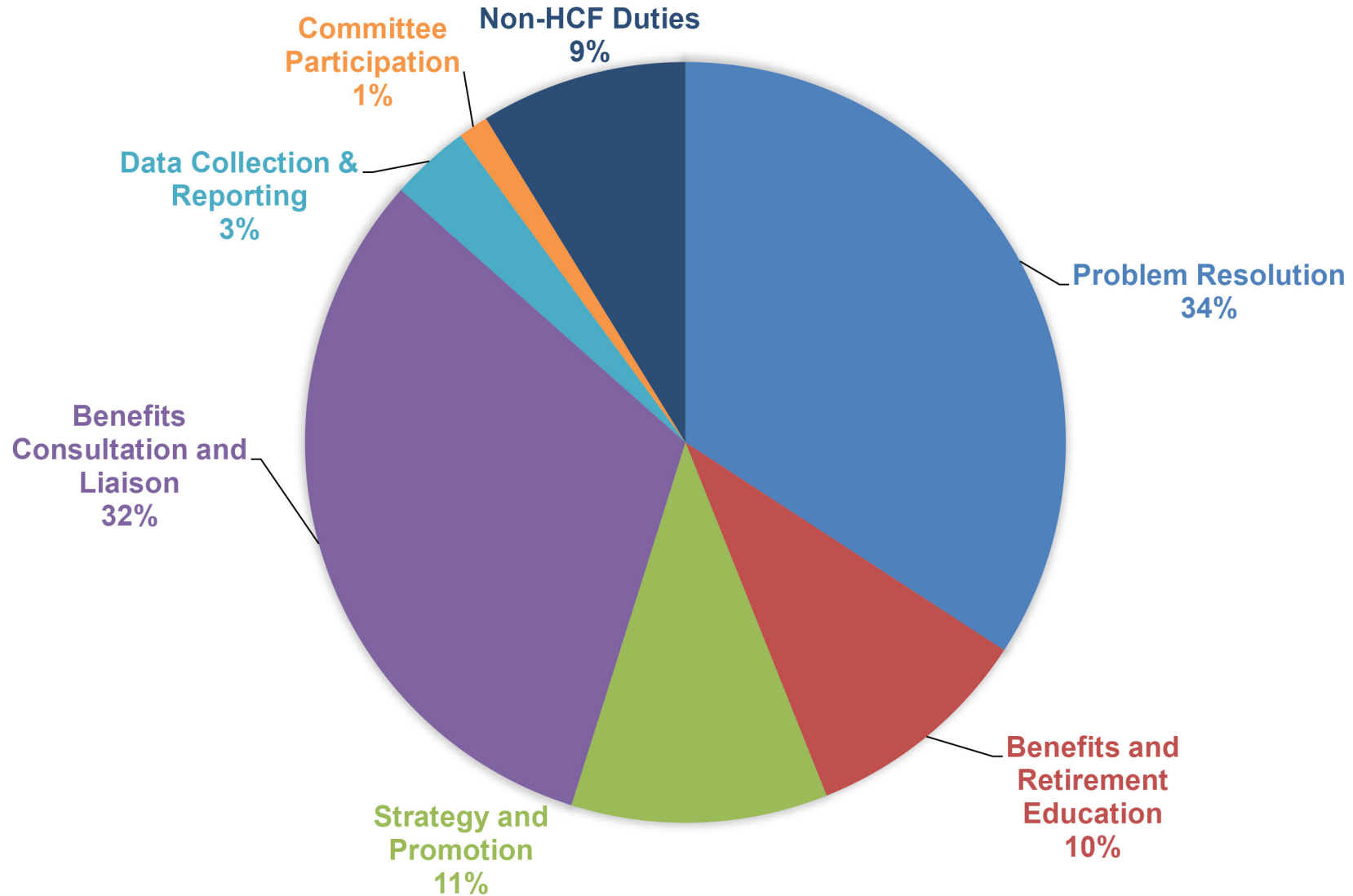
HCF Role/Responsibilities

Counsel employees on problem-solving with their UC health benefits coverage:

- Clarify health plan coverage with patient rights
- Explain how Medicare benefits coordinate with UC-sponsored medical plans
- Help with billing issues for services that are covered by their health plan
- Provide detailed comparison of employees' benefit options when they have a complex medical condition
- Explain how employees can appeal a decision made by their health plan
- Intervene on employee's behalf with health plan representatives

<https://ucnet.universityofcalifornia.edu/forms/pdf/hcf-brochure.pdf>

HCF Time Allocation - Aggregate



Program Investment

73% Funding increase to Program

Category	Description	Owner	Cost Impact
Tools/Technology	Case management database RFP (Tool will require separate cost)	H&WB	\$50k
Training	New HCF orientation and materials	HCF	N/a
Mar/Comm	Marketing campaign	H&WB/ HCF	TBD
Staffing	<ul style="list-style-type: none"> New headcount for HCF to service UCOP and UCPath Program funding <ul style="list-style-type: none"> \$125k/yr to \$150k/yr (20%) Additional \$150k/yr to budget 2 HCFs at locations that service campus and UCMC 	H&WB SHR	N/a \$300k/yr \$750k/yr
Other	Periodic HCF Program Assessment	H&WB	N/a
Total Funding			\$1.1M

Next Steps

- ✓ Meet with HCF supervisors to review/modify roles/responsibilities; revise job descriptions as necessary
- ✓ Ascertain approval to increase funding for HCF Program; disbursement in late April/early May 2022
- Case Management Database Assessment
 - Establish team comprising members from Procurement, HCF Program, local benefits offices, Health & Welfare Benefits (lead)
 - Develop goals
 - Create project plan and timeline
- Marketing/Communications
 - Inventory/gap assessment
- Shared Services Model Exploration (Deferred until database assessment is completed)