

2005 in Review

2005 was a year of several "firsts" for MBS, including:

- The first issue of **MBS Solutions** debuted in June. Subsequent issues were sent to our clients in August and September, with this fourth and final December issue closing out the year. Look for quarterly issues throughout 2006.
- We announced the MBS **Care Management** product suite, a state-of-the-industry package of health management services. When all components are purchased, Care Management addresses every health status found across an employee population.
- We announced **Prospective Case Management**, and devoted most of the September issue of this newsletter to this new, innovative type of case management. Relying on claims and Rx data, Prospective Case Management identifies and focuses on those with health issues which, if addressed early, may not develop into more serious and costly conditions.

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MBS Announces Disease Management Partnership with FutureHealth



Disease management is a proactive approach to health care that focuses on those with specific chronic conditions. Through coaching and personalized interventions, disease management seeks to improve member health status and keep risk factors at the lowest level.

Beginning in January 2006 MBS will partner with FutureHealth, an experienced, URAC accredited disease management company to provide disease management for:

- Diabetes
- Chronic Obstructive Pulmonary Disease (COPD)
- Coronary artery disease (CAD)
- Congestive heart failure (CHF)
- Low back pain
- Asthma

FutureHealth

The program also addresses co-morbidities.

MBS will contact all employer groups with more information. If you have any questions or would like additional information in the meantime, please contact your MBS sales representative at 800-217-5097.

MBS Holiday Schedule

MedCost Benefit Services will be closed on the following dates in observance of the Christmas and New Year's Holiday:

Christmas - Friday, December 23rd and Monday, December 26th
New Year's - Monday, January 2nd

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MBS also focused on these issues in 2005:

Trend Management. Our goal is helping employers control their health care costs by:

- (1) managing patients
- (2) managing provider relationships
- (3) managing the most costly diseases found in employee populations

Specialty Pharmacy. Through our partnerships with Catalyst Rx and Pharmacare, MBS has had phenomenal success in managing the high cost of specialty drugs such as those used to treat diseases like multiple sclerosis and hemophilia. Our efforts have created exceptional savings for our clients.

Looking for COBRA Administration?

Outsourcing COBRA to MBS is a smart choice. Here's why:

- **MBS handles all of the complexities of COBRA for you, start to finish.** Our no-hassle, no-headaches COBRA administration frees you to focus on your core business—not on administrative tasks that add nothing to your bottom line.
- **Our expert staff averages 15 years of COBRA administration experience.** MBS even employs an in-house COBRA compliance officer to ensure that we stay on top of every change in the laws.
- **We can help reduce your risk.** COBRA laws are complicated, and mistakes can result in very costly fines for employers. When COBRA is outsourced to MBS, employers can be confident they have selected a partner with the compliance expertise they need.
- **We keep you up-to-date.** We provide five monthly reports that detail:
 - o Qualifying events and coverage types
 - o New hires and/or new groups that received COBRA rights notices
 - o Employees who received termination/enrollment forms
 - o Those who enrolled in COBRA
 - o Those who terminated their coverage



Ever Heard the Saying “Beware of Those Who Profess Too Much”?

We have. MBS continues to hear from brokers and employers that one large carrier touts a 40% discount. Meanwhile, hospitals stand firm on the fact that they have **not** extended such discounts—to this carrier.

The rising cost of health benefits continues to plague employers. Their often frenetic search for network solutions has not been without casualties. In hindsight, some employers now regard their initial *perception* of better network discounts as more of a *deception*.

Here are three tips from MBS for recognizing the “fuzzy math” sometimes used to persuade employers to move to a different network:

- **Realize that purported savings variances may not be real.** Scrutinize marketing techniques and analytical methodologies for presenting savings numbers. You deserve information that is unbiased, current, and accurate from an “apples to apples” perspective. Don't settle for anything less.
- **Remember that its not all about discounts.** Managing utilization matters too. A 10% advantage on aggregate network savings can easily be offset by weak health management programs like utilization review and case management. MBS urges you to take a hard look at the big picture, not just the promised discount.
- **Managing trend is the “end game.”** In most companies, 20% of plan participants drive 80% of costs. Ultimately, using data to identify cost drivers and then managing the health status of those individuals is the most strategic way to impact trend and manage health resources.

MBS can help employers “get savvy” about fuzzy math. We also offer expertise on managing trend and effective utilization management. To learn more, contact Mike Cornwell at (800) 217-5097.