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Health Plan User Group Toolkit Introduction

For the past two years, CPR's Health Plan User Groups have provided purchasers with a critical opportunity to track their health plans' progress toward paying doctors and hospitals in a more value-oriented way. These groups bring together plan representatives and their employer and other health care purchaser customers and are moderated by CPR staff. CPR purchasers, such as Dow Chemical, GE, Ohio Medicaid and Walmart, have successfully used this model working with the nation's largest health plans to achieve real progress on payment reform.

Now, CPR is giving others the opportunity to replicate this successful approach and host their own health plan user groups with additional health plans. The Health Plan User Group Toolkit provides host organizations with what they need to convene and manage the User Group process, including:

- Health Plan User Group Toolkit End User Agreement
- Health Plan User Group Toolkit: Steps Required to Launch
- Health Plan User Group Preparation Timeline
- Health Plan User Group Purchaser Invitation Template
- Health Plan User Group Plan Invitation Template
- Health Plan User Group First Quarterly Meeting Presentation and Discussion Guide
- Health Plan User Group Prep Call Agenda Templates
- Health Plan User Group Agenda Templates
- Health Plan User Group Progress Report

The **Health Plan User Group Toolkit End User Agreement** must be signed by anyone interested in using CPR's Toolkit to host a User Group.

The **Health Plan User Group Toolkit: Steps Required to Launch** outlines the User Group process and provides instruction on how to use each piece of the Toolkit. It also covers the expectations of host organizations, purchasers, and plans who choose to participate.

The **Health Plan User Group Preparation Timeline** guides the User Group planning process. The timeline provides a suggested progression of invitations, reminders, and key planning steps to prepare successfully for ongoing, quarterly Health Plan User Group meetings.

The **Health Plan User Group Purchaser Invitation Template** can be used to invite purchasers to participate in the User Groups. Purchaser participation is critical to the process. The User Groups are only worthwhile for health plans when a significant number of customers or prospective customers align their "ask," helping to make a business case for them to implement reforms to payment. Similarly, adequate participation by purchasers means that each can gain a louder voice in support of payment reform as part of a larger group all asking for the same type of progress and change.

The **Health Plan User Group Plan Invitation Template** can be used to invite a health plan to participate in the User Group. The template introduces the User Group process to the plan and outlines the specific commitments required throughout. This invitation will initiate communication with the plan and help the health plan determine which staff to assign to the User Group.

The **Health Plan User Group First Quarterly Meeting Preparation and Discussion Guide** outlines the topics the health plan should cover in a presentation to purchasers during the inaugural Quarterly Health Plan User Group meeting. The outline of questions helps health plans prepare for the meeting and creates a framework for robust discussion. Plans should prepare a discussion document (e.g. PowerPoint presentation) that addresses the priority issues outlined in the guide.

The **Health Plan User Group Prep Call Agenda Templates** can be used for any advanced preparatory calls you schedule with purchasers to get organized for an upcoming User Group discussion. There is one template for the prep meeting for the inaugural User Group meeting and another for all subsequent meetings.

The **Health Plan User Group Agenda Templates** can be used to organize your User Group calls. There is one template for the inaugural User Group meeting and another for all subsequent meetings. The agenda is structured around the Health Plan User Group Progress Report, designed by CPR (see below).

The **Health Plan User Group Progress Report** contains a defined set of metrics covering CPR's priority areas: price transparency, reference and value pricing, maternity care payment, and value-oriented payment more generally. The final section (E) reserves room for the health plan to identify another area of payment reform on which they would like to keep the user group updated. The Progress Report metrics have been developed with feedback from Aetna, Cigna, UnitedHealthcare, and WellPoint as part of CPR's User Group process. The Progress report should be used in its entirety. Any customization should be limited to added metrics only. If you are hosting multiple User Groups, CPR suggests using one consistent Progress Report across plans to allow for comparison.

If you are interested in learning more about CPR, CPR's Health Plan User Group Toolkit, and how to host your own User Groups, please contact Andrea Caballero at ..