



Friends LifeCare
PartnersSM

Pioneer. Innovate. Inspire.



CliftonLarsonAllen

CCaH Networking Breakfast

Monday, October 30, 2017

TENTATIVE AGENDA (TIMES ARE APPROXIMATE)

- 7:05am Breakfast overview and with introduction of hot topics
- 7:20am Presentation of benchmarking results
- 7:35am Discussion of management software opportunities
- 7:50am Hot topic conversation
- 8:10am Wrap-up and discussion for next steps

SPONSOR CONTACTS:

AV Powell & Associates, LLC, AV Powell, av@avpowell.com, 404.845.0360 ext. 287

Friends LifeCare PartnersSM, Carol Barbour, cbarbour@flcpartners.org, 215.628.8964

CliftonLarsonAllen, Cathy Schweiger, cathy.schweiger@claconnect.com, 267.419.1546



**Friends LifeCare
PartnersSM**

Pioneer. Innovate. Inspire.



CliftonLarsonAllen

**CCaH Networking Breakfast
Monday, October 30, 2017
SUGGESTED TABLE TOPICS**

Plan Design

- What plan options do you offer?
- Is there one option that stands out as the most popular?

Admissions/Underwriting

- Who reviews your applications for enrollment?
- How long does the review process typically take?
- What percentage of your applications do you accept?
- Does the review include both health and financial qualifications?
- Do you provide referrals or other offerings to applicants who do not qualify for full membership?

Sales & Marketing

- What strategies other than direct mail have you found to be effective?
- What's the typical length of time from first contact through enrollment?

Finance & Operations

- How frequently do you conduct actuarial studies?
- What system/process do you use for tracking daily limits and copayments?

Care Coordination

- What is included in your wellness initiatives? What about prevention?
- What standardized assessment tools have you found to be useful?
- What is your ratio of members to care coordinator?