

STATE OF VERMONT
GREEN MOUNTAIN CARE BOARD

In re: Blue Cross Blue Shield of Vermont)
 2023 Individual Filing)
) GMCB-003-22rr
) SERFF NO. BCVT-133243519

In re: Blue Cross Blue Shield of Vermont)
 2023 Small Group Filing)
) GMCB-004-22rr
) SERFF NO. BCVT-133243509

**SUPPLEMENTAL RESPONSE OF BLUE CROSS TO
THE BOARD'S POST HEARING QUESTIONS**

Blue Cross and Blue Shield of Vermont provides the following *Supplemental Responses*¹ to the Board's July 20, 2022, Post Hearing Questions:

Question 2: Provide additional details regarding the return on investment for BCBSVT's low-value care programs (see Exhibit 14), including the Prior Authorization program and the Lab Insights program. Please rank the programs in order of most cost-effective to least cost-effective.

Response: Please note that the calculations below do not consider the positive financial benefit of the "sentinel effect," which is the tendency for human performance to improve when participants are aware that their behavior is being evaluated. The results below reflect the total book of business for Blue Cross.

- **Utilization Management for Pharmacy**
Vermont Blue Rx employs an array of utilization management programming, including retrospective medical and drug utilization review (RMDUR), prior authorization, quantity limits, step therapy, the Vigilant Drug program, and concurrent drug utilization review. Some of these programs have bundled costs, and we do not calculate savings independently for each program. We therefore present the combined ROI for all retail pharmacy utilization management programs.
ROI=█:1

¹ The original Responses were filed with the Board on July 26, 2022.

- **Fraud, Waste, and Abuse (FWA) for Pharmacy**
FWA prevention and recovery strategies for prescription drugs are spearheaded by a unique real time audit system. In concert with audits occurring at multiple levels, including on-site and desktop, this unique process provides sentinel monitoring for pharmacy, member, and physician FWA through various system edits and algorithms.
ROI=█:1
- **Physical Medicine Quality Program**
This program is not yet operational.

Dated: July 29, 2022

/s/ Benjamin D. Battles
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CERTIFICATE OF SERVICE

I certify that I have served the above Supplemental Responses to the Board's Post-Hearing Questions on Michael Barber, Laura Beliveau, Christina McLaughlin, and Jennifer DaPolito of the Green Mountain Care Board; and on Jay Angoff, Eric Schultheis, and Charles Becker, counsel for the Office of the Health Care Advocate, by electronic mail, this 29th day of July, 2022.

/s/ Benjamin D. Battles

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