

## 2008-2009 Oregon Educators Benefit Board (OEBB) Business Plan

### Why We Exist

Under ORS 243.864, the goal of the board is to provide high-quality health, dental and other benefit plans for eligible employees at a cost affordable to the districts, the employees and the taxpayers of Oregon.

### What We Plan To Do

The table that follows outlines the actions that OEBB will take to pursue the Department of Administrative Services' goals and strategies.

### Contact Information

Denise L. Hall, OEBB Deputy Administrator, Phone: 503-378-5133, E-mail: Denise.Hall@state.or.us

Joan M. Kapowich, PEBA Administrator, Phone: 503-378-3899, E-mail: Joan.kapowich @state.or.us

DAS Goal	Strategy	Tactic	Action
Goal 1: Excellent Customer Service	Foster excellent customer relations	Use data gathered to improve service delivery to participating districts.	Participate in annual DAS survey to determine district business staff's satisfaction with OEBB customer services.
Goal 1: Excellent Customer Service	Foster excellent customer relations	Use data gathered to improve service delivery to participating districts.	Conduct annual survey of participating districts to determine their satisfaction with OEBB customer services.
Goal 1: Excellent Customer Service	Foster excellent customer relations	Use data gathered to improve service delivery to OEBB members.	Conduct annual member survey to determine satisfaction with benefit packages and with OEBB member services.
Goal 1: Excellent Customer Service	Foster excellent customer relations	Maintain open communication lines with members and future members.	Continue development of OEBB Outreach Network
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Meet the information needs of our key stakeholders.	Update Website on a regular basis to include FAQs or current topics of interest or concern.
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Maintain high standards for responsiveness to member issues.	Monitor turn-around times for OEBB responses to member appeals.

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<b>DAS Goal</b>	<b>Strategy</b>	<b>Tactic</b>	<b>Action</b>
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Maintain high standards for responsiveness to member issues.	Monitor turn-around times for OEBB responses to member phone calls.
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Maintain high standards for responsiveness to member issues.	Monitor turn-around times for OEBB responses to member and district written correspondence.
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Maintain high standards for responsiveness to member issues.	Monitor turn-around times for OEBB responses to member and district e-mails.
Goal 2: Effective Policies with Clear Direction	Involve Key stakeholders in developing policies that affect them	Use forums for including stakeholder input into policy decisions related to OEBB operations, eligibility and plan design.	Continue rule advisory committee meetings to review rules.
Goal 2: Effective Policies with Clear Direction	Involve Key stakeholders in developing policies that affect them	Use forums for including stakeholder input into policy decisions related to OEBB operations, eligibility and plan design.	Continue system advisory committee meetings to review system needs and requirements.
Goal 2: Effective Policies with Clear Direction	Involve Key stakeholders in developing policies that affect them	Use forums for including stakeholder input into policy decisions related to OEBB operations, eligibility and plan design.	Continue administrative advisory committee meetings to gather input on internal policies and procedures .
Goal 2: Effective Policies with Clear Direction	Use information to improve policies	Use claims data to identify potential policy changes to improve quality and minimize increases in healthcare costs.	Conduct analysis of plan data (including claims, evidence-based review, member input and health policy research data) to identify potential actionable policy changes.
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Design, procure and implement benefit plans that provide high quality coverage that encourages a competitive marketplace and allows flexibility to districts.	Implement medical, dental and vision plan selections for 2008-09 benefit year.
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Design and implement long-term care benefits plan(s)	Gather long-term care plan and eligibility information from districts and design comparable plans for implementation.
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Determine whether OEBB will provide life, disability, AD&D, supplemental medical and dental and/or flexible spending accounts for participating districts.	Use data gathered in district surveys and discussed with stakeholder groups to identify benefits currently offered in districts.
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Maintain and modify enterprise processes for use by staff, participating districts and members	Continue modifications of MyOEBB online benefit management system to serve as a single source for real-time information available to OEBB staff, participating districts and members.
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Measure plan performance in improving the quality of health services to members.	Monitor and analyze health plan performance on key health indicators of quality of care and report findings to the Board.
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Measure vendor administrative performance as required by contract.	Establish and monitor administrative performance measures for all OEBB vendors.

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<b>DAS Goal</b>	<b>Strategy</b>	<b>Tactic</b>	<b>Action</b>
Goal 4: Adaptable Government for Future Generations	Lead efforts to define and implement statewide visions	Collaborate on changes to the health care delivery system.	Participate with key initiatives to reform the health care system in Oregon.
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Provide OEBB employees with feedback and a safe environment.	Complete employee performance appraisals.
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Provide OEBB employees with feedback and a safe environment.	Conduct safety assessments and determine need for employee safety training.
Goal 4: Adaptable Government for Future Generations	Lead efforts to define and implement statewide visions	Promote an awareness of turnover data (resignations only) to be used in recruitment and retention strategies	Utilize DAS (division) comparative Workforce Turnover data (resignations only) to measure against state data. Use this data to stimulate discussion around recruitment and retention strategies.
Goal 4: Adaptable Government for Future Generations	Lead efforts to define and implement statewide visions	Promote DAS diversity in the workforce as a percentage of the total civilian labor force	Create a baseline expectation and awareness of the data based on the current AA goals and objectives
Goal 4: Adaptable Government for Future Generations	Lead efforts to define and implement statewide visions	Promote Sustainability practices in government	Support the strategies, goals and action items as outlined in the Sustainability Plan 2007-13