

Looking Outside The Box:

New Insights for Better Benefits

December 14, 2023

8:00 A.M. - 12:00 P.M. ET

East Tennessee Historical Society • Knoxville, TN

A HYBRID EVENT

HC / TN
HealthCareTN
One Voice. One Focus. Leading Employers.

CHAMPION



PATRON



SUPPORTER



Looking Outside The Box:

New Insights for Better Benefits

December 14, 2023
8:00 A.M. - 12:00 P.M. ET

East Tennessee Historical Society • Knoxville, TN

A HYBRID EVENT

HC/TN
HealthCareTN



Looking Outside The Box: New Insights For Better Benefits

Knoxville, TN
Thursday, December 14th, 2023

8:00 am

Registration/Exhibit Hall/Networking

9:00 am

Welcome

Phil Belcher, Co-CEO, HealthCareTN
Cristie Travis, Co-CEO, HealthCareTN

9:10 am

Pharma U: Top 10 Most Common Issues with PBM Contracts

Paul Holmes, Partner, Williams Barber Morel

9:40 am

Pharma U: Making the Switch from the Big Three

Jill Barnes, Senior Director of Administrative Services, Helen Ross McNabb (Epiphany)

John Lunn, Vice President of Compensation and Benefits, Covenant Health (Maxor)

Christine Stickler, Employee Benefits and Risk Management Director, City of Knoxville (Capital Rx)

10:15 am

Exhibit Hall/Networking

10:30 am

East TN Report Card Review

10:40 am

Acting on New Insights from SDoH and Equity

Tony Benton, CEO, Tennova Healthcare East Market

Stephanie Candler, Senior Director of HR & Benefits, Knox County Government

Jutanna Fulbright, System Director Clinical Quality Analytics, Covenant Health

Karen Sones, SVP, Director of Corporate Benefits, Wellbeing, HR Operations & Systems, First Horizon

11:55 pm

Closing Remarks

Phil Belcher, Co-CEO, HealthCareTN
Cristie Travis, Co-CEO, HealthCareTN

12:00 pm

Adjourn

Speakers

Paul Holmes



Paul is a seasoned ERISA lawyer with nearly 40 years of specialization in that field. Paul joined the firm recently, after 31 years with Nixon Peabody LLP and Ungaretti & Harris LLP. Paul has extensive and unique experience in representing large employers and Taft-Hartley welfare funds in their selection, contracting, auditing and litigation with large pharmacy benefit managers ("PBMs").

Paul has logged over 8,000 hours during the past 4-5 years, advising large employers and Taft-Hartley welfare funds managing their prescription drug benefit plans. This work includes active oversight of the RFP process for selecting a PBM, the negotiation of final PBM contracts (including pricing, rebates and audit rights), and regular audits of PBM compliance with their contracts.

- Providing guidance on the customization of PBM drug formularies and PBM prior authorization protocols, to neutralize the PBMs' bias as the primary sellers of prescription drugs to a plan.
- Providing guidance on "deeper dive" audits of PBM pricing, rebates and claims processing compliance, as standard audit protocols are not all-inclusive.
- Providing guidance on the selection of independent pharmacy benefit consulting firms (who do not receive indirect compensation from the PBMs), which independence is expressly required under Section 202 of Consolidated Appropriations Act of 2021 ("CAA").
- Providing fiduciary training for the administration of large prescription drug benefit plans, including best practices regarding the RFP process, the negotiation of PBM contracts and the negotiation of pharmacy benefit consultant service agreements. These efforts are necessary to clarify vendor service obligations, obtain fair market pricing, avoid conflicts of interest, help control plan costs and otherwise protect plan fiduciaries.
- Providing deep subject matter support to firm litigators in dispute resolution, arbitration and litigation against large PBMs and financially conflicted pharmacy benefit consultants.

Jill Barnes



Jill Barnes is a senior human resources professional and social worker with over two decades of experience in not-for-profit management and human resource management. Jill is driven by a genuine passion for improving systems to enhance the experiences of both internal and external stakeholders. Her career has been dedicated to implementing solutions in critical areas such as accountability, productivity, compliance, and ethics. In her role as the Senior Director of Administrative Services at the Helen Ross McNabb Center, Jill oversees a range of responsibilities, including personnel metrics and workforce management, employee relations, compliance management, research and evaluation, and grant writing. She has also played a helpful role in revising human resource policies and benefit design to align with changing environmental landscapes, rapidly increasing health care expenditures, and organizational culture.

Speakers

John Lunn



John is a seasoned professional with a proven track record in the field of Human Resources, primarily in the fields of compensation and benefits. He has been in the healthcare industry for nearly 10 years, all with the Covenant Health system in Knoxville. As the Vice President of Compensation and Benefits, he is involved in the strategic creation and evaluation of total rewards programs to ensure Covenant's ability to attract and retain talent across the region.

With over 20 years in multiple Human Resources functions for a diverse group of employers, John has successfully designed and implemented comprehensive compensation and benefits programs that not only attract and retain top talent but also drive organizational success. He takes pride in his understanding of market trends, compliance, and the ever-evolving landscape of employee rewards.

John is passionate about empowering organizations to create competitive and equitable compensation structures, fostering employee engagement, and promoting workplace well-being while managing the financial challenges that come with managing the highest expenses of the company.

Throughout his career, John has been in multiple industries, working in the public and private for-profit sides as well as the not-for-profit world, allowing him a unique and diverse perspective on how to meet the needs of the employees. He has played a lead role for Covenant through multiple acquisitions and a recent HRIS implementation and overhaul. His willingness to take calculated risks and his ability to quickly observe and make sound recommendations and decisions have made him an invaluable asset, most especially through the dramatic market changes seen in the last few years.

Christine Stickler



Christine Stickler joined the City of Knoxville the fall of 2011 as the Benefits Coordinator. In 2013, she was promoted to Benefits Manager with responsibility for planning, developing, implementing, and daily administration of the employee benefit programs offered through the City. In July 2017, Christine was promoted to Employee Benefits and Risk Management Director with the added responsibilities of overseeing the City's Risk Management Division, including occupational health, workers' compensation, general liability and property insurance.

Prior to her work at the City, Christine worked for 10 years as an Account Manager for a global consulting firm, specializing in Employee Benefits. She has also worked as a Financial Consultant, where she obtained her Series 7, 63 and 65 and Life & Health Insurance License. Christine is a graduate of The University of Tennessee with a bachelor's of science degree in Business Administration.

Christine can be reached by email at cstickler@knoxvilletn.gov or by phone at (865) 215-4236.

Speakers

Tony Benton



Tony Benton serves as CEO of Tennova East's flagship hospital, Physicians Regional Medical Center, as well as oversees the Knoxville market, which includes North Knoxville and Turkey Creek medical centers.

Prior to Tennova, Benton worked for the Tri-Cities' Mountain States Health Alliance hospital system, where he became vice president and chief operating officer over Washington County operations, including Johnson City Medical Center (a Level 1 trauma and academic medical center), Niswonger Children's Hospital, Woodridge Psychiatric Hospital and Franklin Woods Community Hospital. Previously, he was chief executive officer of Franklin Woods and vice president of strategic planning for the network.

Benton holds a master's degree in business administration and a bachelor's degree in biology, both from the University of Kentucky, and is a fellow of the American College of Healthcare Executives. He is also board chairman of the Tennessee Center for Performance Excellence.

Stephanie Candler



Stephanie Candler is the Senior Director of Human Resources and Benefits for Knox County Government. She is responsible for the oversight and administration of HR for the County Mayor as well as Benefits administration for all Knox County offices except Schools. Stephanie has been in her current role for two years and has served Knox County for over seven years total. During that time, her main focus has been workforce development, human resources and continuous quality improvement. She is a graduate of the University of South Dakota with a Master of Business Administration and received her undergraduate degree from the University of Tennessee, Knoxville.

Speakers

Jutanna Fulbright



Jutanna Fulbright's nursing career began in 1995 as a staff nurse at Patricia Neal Rehabilitation Center. She gained valuable experience as a member of the spinal cord injury team and eventually advanced to an Admission's Liaison for the center in 2003.

Life decisions led her to transfer to Morristown Hamblen Healthcare System (MHHS) as a case manager in 2011 and then was fortunate to become Manager of the case management department in 2013. Subsequently, she became the MHHS Quality Manager in 2015. In April 2019, Fulbright joined the Covenant Health corporate team as the System Director for Clinical Quality Analytics where she educates and leads in endeavors such as LEAPFROG, Electronic Quality Measures driven by CMS, standard work for mortality reviews, sepsis care and the SEPI bundle, and Covenant Health's initiative to collect social determinants of health, to name a few. Fulbright's journey as a nurse has been full, and it has placed her in a constant learning environment for which she is truly grateful.

Karen Sones



Karen Sones is the Senior Vice President, Director of Corporate Benefits, Wellbeing and HR Operations at First Horizon Corporation, with 7,500+ associates operating in 12 states in the southeast. First Horizon recognizes their associates are the single greatest asset and is committed to making investments in the health and wellbeing for everyone in the First Horizon family, including their associates and their families.

With over 40 years of HR expertise in employee benefit design, compliance and administration, payroll, HR call center operations, benefits, compensation, HR systems and corporate insurance and risk management she is recognized as an innovative and inclusive thought leader with a proven ability to create a shared vision, develop and execute comprehensive strategies, driving meaningful organizational change.

She currently manages strategic projects in the areas of HR technology and operations, health care plan design, education, cost management, and leads First Horizon's strategic initiative to create and sustain a culture of health and wellbeing that is embedded in the company's culture.

She is a University of Memphis alumni, serves on the Board of Directors for the Memphis Business Group on Health and a leadership mentor at First Horizon. Outside of work she enjoys spending time camping and boating with her family and grandkids.

We're stronger together

HCTN is a true partner, making it easy for you to get the support you need. Organized across Tennessee, HealthCareTN serves employers by creating:



One Voice

Join the only organization that unites leading employers to drive change in healthcare meaningful to health plan sponsors.



One Focus

Align with other employers who understand they have the reasons, responsibilities and leverage to create a value-based healthcare market.



Leading Employers

Engage with other leading employers to get expertise and crucial resources - allowing you to focus on the healthcare benefits your organization needs to succeed.

Collaboration: Create **One Voice**

- Take an active role in collectively tackling industry pain points with other employers
- Align with other employers who understand your struggles and can help you optimize your strengths and recognize your blind spots

Changing the Conversation to **One Focus** of What Matters

- Focus on driving value into healthcare. HCTN is agile to the crisis of the moment; Steadfast to establish lasting improvements

Participation: **Leading Employers**

- Support employer fiduciary responsibilities with more confidence in dealing with vendors, providers, and brokers; Clarity in establishing strategic objectives
- Change the dialogue with your current and future vendors to establish priorities and expectations through HCTN educational meetings and benchmarking
- Access the knowledge of peers; breed intelligence and contribute to the knowledge of all
- Collaborate nationally and regionally to enhance your effectiveness achieving results across a broader footprint

HealthCareTN Founding Board of Directors

These directors:

- Represent the three grand divisions in Tennessee and a diversity of size, private/public sector, and industry.
- Have a passion for creating market reform through the collective voice of Tennessee employers, having been active in the state's business coalitions for years.
- Are innovative benefits leaders driving meaningful change in healthcare value for their employees and families.
- Represent organizations that care deeply about Tennessee and are invested in better health, better care and lower cost for our state's economic vitality.

Thank you to all of them for their guidance, support, and leadership in creating a successful HealthCareTN that provides meaningful value for our members and our state.



David Hines
Chair, Metro Nashville
Public Schools



Jay Arkle
Vice Chair, FedEx



Diana Morgan
Secretary, Pilot/Flying J



David Clothier
Treasurer, Pilot/Flying J



Laurie Lee
State of Tennessee



Philip Ransdell
Cracker Barrel



Karen Sones
First Horizon



Christine Stickler
City of Knoxville

HCTN Full Member List

2023

Alliant Insurance Services
Baker Donelson
Baptist Memorial Health Care Corporation
BARInet
Bayer
BlueCross BlueShield of TN
Bush Brothers & Company
Capital Rx
CIGNA Healthcare
City of Germantown
City of Knoxville
City of Memphis
Clarksville Montgomery County School System
Cornerstone of Recovery
Covenant Health
Cracker Barrel
FedEX
First Horizon
Fountain Rx
Genentech
Genesco
GSK
HealthNEXT
HealthSmart
Helen Ross McNabb Center
Hello Heart
Innovu
Johnson and Johnson
Knox County Government
Knox County Schools
Lakeside Behavioral Health
Lockton Companies
Manufacturers Chemicals, LP
Merck & Company, Inc.
Methodist Le Bonheur Healthcare
Metro Nashville Public Schools
Moderna
Nashville Electric Service
Nissan
Novo Nordisk
Omada
OrthoTN
Paramount
Pfizer
Pictsweet
Pilot Corporation
Primasun
Progyny
Quantum Health
Rhodes College
Rightway
Sanofi-Aventis
State of Tennessee
TeamHealth
Tennessee Pension Administrators LLC
The Memphis Medical Society
Trinity Benefit Advisors
University Health System, Inc.
University of Memphis Health Promotion Program
Vida Health
WeCare
Williamson County
Willis Towers Watson



Provide peace of mind for your employees

To learn more,
please call
901-227-BHSG.

A comprehensive health care plan is more than a standard job benefit. It's peace of mind that your employees and your business need during these extraordinary times. No one understands that better than Baptist Health Services Group. As a provider-owned health care network, BHSG represents 5,000 physicians, more than 50 hospitals, and about 200 health care facilities throughout the Mid-South. And of course, BHSG is backed by one of the largest and most trusted names in integrated health services. Get better with Baptist.

 **BAPTIST**[®]

baptistonline.org

901-227-BHSG (2474)

Get Better.



With Innovu's HPT Spotlight Advisors Can:

- ✓ Optimize the procurement process
- ✓ Compare hospital/payer rates to YOUR client's claims data
- ✓ Benchmark against: metro service area, region, point of care, utilization, and much more

Reach out to us today to see how you can access unique comparison tools and powerful process enhancements, to benefit your clients.

www.innovu.com





BEST
REGIONAL HOSPITALS

U.S. News & World Report

MEMPHIS METRO
RECOGNIZED IN 11 TYPES OF CARE
2022-23



Nationally recognized care. Fully dedicated to the Mid-South.

Methodist Le Bonheur Healthcare provides quality care for patients across the Mid-South. All five of our adult hospitals received an “A” Hospital Safety Grade*, and we are consistently recognized by *U.S. News & World Report*, including our nationally ranked children’s hospital. We are unwavering in our commitment to deliver expert, compassionate care that improves every life we touch.



methodisthealth.org

*Recognized by The Leapfrog Group, a national organization committed to the highest quality of patient safety standards.

Hannah
Obesity

Support

Because we know she's trying her best...

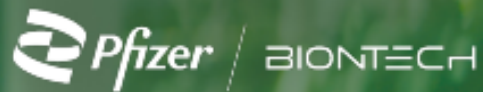
Managing weight isn't easy. Did you know that after losing weight, the body actually fights to put the lost pounds back on? Care that respects the person, with lifestyle changes, medicines or even surgery, is important for long-term weight management and health. Not everyone gets that. That's why we believe in joining advocates to reduce weight bias, empowering people with obesity and expanding access to support, long-term treatment and care. Together, we're changing how the world sees, prevents and treats obesity.

For more information on all that we're doing, visit www.novonordisk-us.com



Stay up to date with reliable info on COVID-19.

Scan below to sign up for important updates and resources on COVID-19 and a vaccine option by Pfizer and BioNTech.



© 2023 Pfizer Inc. All rights reserved. PP-CWV-USA-2689 May 2023

“

In our first 60 days with Quantum Health, we identified our highest-cost cases and engaged with 93% of them. We also had a 97 employee NPS. And morale on our HR team has never been higher.

”

– Chief financial officer, national retailer



5.7%: Cost savings in year one.

84%: Member household engagement.

#1: Quantum Health industry rank in employee satisfaction.*

QUANTUM HEALTH. BUILT TO ENGAGE. BUILT TO CARE. BUILT TO LEAP AHEAD.

*According to Net Promoter Score, the most transparent and universally respected way for industries to measure consumer satisfaction. In fact, Quantum Health ranks first in all three categories – by members, by clients and by providers.



HEALTH PROMOTION

MASTER'S DEGREE

Whether you want to promote wellness across communities or manage the wellness of corporate employees, you can get there from here!



100% ONLINE

This program can be completed in as little as four semesters in a flexible online format that's convenient for working professionals like you.



College of Health Sciences



Vanderbilt's
MyHealth Bundles

Exceptional care. Better experience. Lower costs.



Support your employees with an all-in-one healthcare solution from Vida

Healthcare designed for body and mind





Create the ultimate competitive advantage for your company: **Keep your employees healthy and happy.**

Join fellow leading employers in providing advanced primary care services for your team at a **WeCare tlc health and wellness center.**

Your business can benefit from:

- Improved employee health outcomes
- Increased recruitment and retention
- Healthy and energized workforce
- Long-term healthcare cost savings



Scan to learn more about how WeCare tlc can work for you

Or call **1.800.941.0644**



VISITS

Quick, easy, and in-person



WAIT TIME

6 minutes on average



COST

Little to no out-of-pocket expense for employees



Right here for our Memphis neighbors.

We're honored to support the
Memphis Business Group on Health
as they help improve the health and
wellness of our community.

See more of our local efforts at [bcbst.com](https://www.bcbst.com).



© 2021 BlueCross BlueShield of Tennessee, Inc., an Independent Licensee of the Blue Cross Blue Shield Association



A PHARMACY BENEFITS MANAGER WITH ALIGNED AND PREDICTABLE PRICING

Find out how we are
reimagining pharmacy
benefits to rebuild trust
in healthcare

[CAP-RX.COM](https://www.cap-rx.com)





Creating healthier futures.

Cigna HealthcareSM is proud to support HealthCareTN and its commitment to bringing meaningful change in health care value to employers throughout Tennessee. Together, we can do so much more to meet that challenge and find new ways to build employee benefit solutions that matter.

All Cigna Healthcare products and services are provided exclusively by or through operating subsidiaries of The Cigna Group.
969985 07/23 © 2023 Cigna Healthcare. Some content provided under license.



CONNECT
HEALTHCARE COLLABORATION



When it comes to understanding how to market benefits to employees, there's nobody better.

We are the best resource benefits leaders can turn to for educational marketing.

Our four business lines address the full spectrum within our industry - from helping point solutions build their brand, to helping brokers identify and educate around solutions, and ultimately helping employers reach optimal employee engagement. We deliver results through skillful communication and product knowledge, combined with a healthy dose of creativity and care.

[BENEFITS MARKETING](#)

[ADVOCACY SERVICES](#)

[ENROLLMENT SERVICES](#)

[THE GRANITE LIST](#)

HealthNEXT

A culture of health and well-being is a competitive advantage.

Achieve it with 1-on-1 support from experienced corporate population health experts and Chief Medical Officers.

 Controlled illness burden and healthcare cost trends

 Enhanced leadership buy-in

 Improved employee performance, retention, and engagement

info@healthnext.com

HealthNEXT.com



welcome to brighter

Mercer is helping to redefine the world of work, reshape retirement and investment outcomes and unlock real health and wellbeing.

www.mercer.com

A business of Marsh McLennan



Real help,
not
"hang in there!"

Our coaches
are armed with
a decade of data
and know what
really works.



Smarter fertility and family building benefits

Progyny's comprehensive fertility and family building solution helps everyone grow their family with equitable access to care, a network of top fertility specialists, and 1:1 high-touch member support for every journey, including adoption and surrogacy.

Happier,
more supported
employees

Meet DEI goals

Recruit and
retain diverse
workforce



Learn more at or progyny.com
email jan.brackett@progyny.com

