STATE EMPLOYEE HEALTH COMMISSION MEETING

**Thursday, October 11, 2018 @ 8:30am**

**Central Maine Commerce Center, Augusta**

Commission members in attendance: Diane Bailey, Lois Baxter, Kurt Caswell, Darcey Emery (appointment pending), Jonathan French, Becky Greene, Terry James, Kelly John (via phone), Carrie Margrave, Lew Miller, Karen O’Connor, Robert Omiecinski, Wanita Page, Holly Pomelow, Cecile Champagne-Thompson (via phone), Will Towers, Kim Vigue

(total = 17)

Commission members absent: Laurie Doucette, Derek Chase, Eric Cioppa, Sandra Doyon, Amy MacMillan, Peter Marcellino, Mara McGowen

Vacant seat(s): None

Others present: Joanne Rawlings-Sekunda – Maine Bureau of Insurance (Eric Cioppa’s designee); Roberta Leonard, Heather Albert, Shonna Poulin-Gutierrez – Employee Health & Benefits; Joseph Bataguas, Susan Guerette, Sabrina Deguzman-Simmons – Aetna; Burr Duryee, Lianna DellaTorre – USI; Lisa Lagios, Jean Wood, Bill Whitmore – Anthem Blue Cross and Blue Shield; Max Knutsen - Maine Health; Laura Roberts – Sun Life, George Watts, Stephanie Miller – Mercer; Alan Parks – Alliant Insurance Services, Ellen Fallon, Kerryanne Shuler, Dr. Patel (staff physician via phone) – Grand Rounds

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| Agenda Item | Discussion | Action/Next Steps |
| **I. Call Meeting to Order (8:35am)** | Wanita Page called the meeting to order. |  |
| **II. Introductions** |  |  |
| **III. Review & Approval of Minutes** (September 13, 2018) |  | Lois Baxter made motion to accept the minutes; Robert Omiecinski seconded; no abstentions. Motion passed.  |
| **IVa. UPDATES-MONTHLY** |
| a.i. State of Maine Health Plan (medical update)*Anthem Blue Cross & Blue Shield - Lisa Lagios* | Information contained in written report; highlights and discussion noted below:* Executive Summary (9/1/17-8/31/18): Rolling PMPM $437 active and $951 retiree; rolling claims $163M and total PMPM $499.
* High Cost Claimants (over $50k): Paid over $72M; 609 members (165 retiree members). Average age 51. Consistent with BOB High cost claim over 2M. Lung cancer added. Hospital infections Anthem follows the same guidelines as Medicare. Kurt Caswell asked Jean Wood is there any way to find where the infections are coming from and how Hospitals are handling.
* Paid Claims Distribution: 3,341 members have not filed a medical claim. 49% of members have claims less than $1,000. Very consistent.
* Emergency Room (rolling 12 months): $9.5M in E/R charges or 6% of total medical. There were 5,769 E/R visits of which 548 were admitted. 51% potentially avoidable (low intensity).
* Targeted Health Conditions: 67% of EE’s targeted
* Engagement Summary: 14% of membership identified, 18% of those engaged, 61% engagement success.
* Lifestyle Conditions: Claims attributed to specific lifestyle account for 22.7% of total dollars spent. Also included mammograms, pap test & colonoscopies.
* Preventive Screenings: 19% above the bench mark for adult men. 18% above the bench for adolescence.
* Joanne Rawlings-Sekunda - asked about the timing of the renewal letters. Lisa Lagios responded - Lab and imaging we printed today. The preferred PCP copay letter will print tomorrow. The cost shares letter will be the last one, Anthem is evaluating the mail list now.
* Karen O’Connor asked why can’t members get paper EOB’s and update demographics. Kurt Caswell responded call your benefits specialist.
* Jonathan French asked how can we get more walk-in centers. Lisa Lagios stated they just added Convent MD in Bangor and walk-in center Topsham Care Center recently opened. Jean Wood said Anthem is constantly working on more walk-in centers by talking to Health systems about building more ASC’s, PCMH’s and walk-in centers. Jean Wood also spoke about working with providers who have patient’s using the ER for potentially avoidable visits. Anthem continues to look at LiveHealth Online utilization.
 | Lisa Lagios will research claims resulting from hospital infections. Typically, “never events” are not paid for. (September meeting) Wanita asked about this issue. Lisa Lagios responded Anthem does not pay for “never events”. Jean Wood confirmed claims for Hospital acquired infections are not billed.Jean Wood will look into getting data for “never events” through possible quality reporting. Bill Whitmore suggested they (Anthem) run this risk formula among their BOB. Kurt Caswell requested a risk score on the targeted health conditions; Lisa will provide that. **This item remains pending from the June 2018 meeting.**Lisa Lagios will research cancer PMPM in response to Eric Cioppa’s question from the **July 2018 meeting**. *August response: Only preliminary findings available. Looking at regional pricing (north vs. south), age of population, site of care for infusion (out-patient vs. in-patient), facility mix, cost for biologicals, types of cancer, comparing SOM population to BoB, specialist spend. Breast, prostate & colorectal are top for State Plan; will compare to BoB. Also looking at breast reconstructive surgery. Noted prevalence is lower however PMPM is higher. Will provide more detail for future meeting.*  |
| a.ii. Medicare Advantage Plan*Aetna -* Sabrina Deguzman-Simmons | Information contained in written report; highlights and discussion noted below:* Sabrina Deguzman-Simmons announced that the department of Justice approved the purchase of Aetna. No impact to the plan.

Call Summary: No changesExecutive Summary - Medical: Jan 18 to Aug 18 membership has increased 2%. Medical pharmacy has gone up. Lew Miller asked what does surgeries per 1000 mean – use a consistent measurement of 1000. Sabrina Deguzman-Simmons mentioned the addition of TeleDoc effective 1-1-19.High Cost Claimants Over $75k: 9 of last 10 rendered in the last quarter.Top 10 Diseases by Paid Amount: Consistent Medical Cost Category: Consistent Top 10 Providers: ConsistentExecutive Summary (Part D) Pharmacy: 1,700 entered into donut hole through Sept 30 (not abdicable on our plan). Joanne Rawlings-Sekunda asked about the Part D being sold off? Sabrina Deguzman-Simmons stated part D is intergraded within our plan, no change to members. Top Drug Report (by cost): Reviewed top 20 Specialty and Brand medications. Gattex is the 7th most expensive with only 9 members utilizing. Health Risk assessment: Lois stated members are wanting to opt out, but keep getting calls. Sabrina said this is a CMS requirement. Members can only be removed for 1 year.Care management – 503 members engagedMember News: Flu and High blood pressure targeting mailing. Diane Bailey asked about Shingrix vaccine. Sabrina Deguzman-Simmons confirmed the new shingles vaccine is covered by the plan. The fall prevention brochure is now available  | Joe Bataguas and Sabrina Simmons will provide more information regarding the increase in pharmacy at the October meeting. (September)Sabrina Simmons to provide additional information regarding the high-cost claimants. **This item is outstanding from the August meeting.** Sabrina Simmons will provide a break-down of locations of Healthy Home Visits. **This item is outstanding from the August meeting.**Sabrina Simmons to get more information about the calculation of surgeries per 1000. |
| a.iii. Plan Experience Summary (active health & dental)*USI - Burr Duryee* | Burr Duryee handed out the standard monthly reports: Policy Period Monthly Claims Report – Medical/Rx/Behavioral, Enrollment, Fixed Costs & Expected Claim Calculation and two dental Policy Period Monthly Claims Reports (current period and year end). Discussion highlights below:* Medical Budget to actual (policy period): 100.4% (no rebates yet) Pharmacy increase 4.2M.
* Recap of FY18: Still being provided for reference.
* Medical Enrollment (policy period): Membership is down in every category.
* Dental: Met with NEDD to address stabilization fund. Exploring ideas on cost containment. Current loss ratio 104%.
* No rebate or large claims as of this calendar year.
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| a.iv. Executive Summary*Employee Health & Benefits – Kurt Caswell* | The Executive Summary report was provided to the Commission via e-mail prior to the meeting. Discussion highlights below:* Inform hospitals of the update for the COE.
* Wellness: setting up onsite Health Clinics – Statewide announcement just went out. Screenings start within the next week and a half. Reduce amount of screenings, because of the options added.
* Medicare Advantage premiums will be decreasing.
* After this meeting Health credit appeals discussion will take place.
* Diane Bailey asked when is the information going out about moving retirees from active plan to Medicare Advantage plan. Kurt Caswell replied shortly. Per Kurt Caswell 16 members have transitioned, which will be incorporated into the MA plan report. The larger group will transition effective 7-1-19.
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| **IVb. UPDATES – BIANNUAL** |
| b.i. Dental Plan*Northeast Delta Dental – Marie Bridges**(Provided in March & September)* | Formal report not due this month.  | Marie Bridges will send the Dental Action Report to Kurt. (September 2018 meeting) |
| b.ii. Living Resources Program – *ComPsych – Jim O’Connor**(Provided in April & October)* | Jim O’Connor provided a power point presentation. Discussion highlights below.* Reviewed program. Employee population 21,557. Start date 7/1/15. Contacted mostly online. Updating the website to be more user friendly in Jan 2019.
* Program Utilization is 12% (including web use) year to date. Active employee’s 6%, low because of lack of information that the program is there. Retirees are reading the home mailings, resulting in a small increase. Live use is about 1/3 of total use.
* Utilization Live Access: HR is #1 referral source.
* Service Access Points (Live): Financial is the least utilized.
* Counseling issues at a glance: Psychological, depression & anxiety make up more than half of the cases. Closure rate is 85%.
* 56% of employee’s that ask for a referral get a (legal) discount.
* Legal advice is one of the most popular reason for employees to reach out for assistance.
* Reviewed top three presenting issues. We had6 CISM this year related to death of an employee (none this quarter) (#1 across BoB).
* Key metrics: Busy first quarter. No calls abandoned this quarter.
* Next Steps: Webinars (up to 1,000 participants).
* Robert Omiecinski asked - What is the best way to refer somebody? Jim O’Connor responded the website.
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| b.iii. State of Maine Health Plan *Express Scripts, Inc. - Sue Wolf**(Provided in March & August)* | Formal report not due this month.  |  |
| *IVc. UPDATES – ANNUAL* |
| c.i. WellStarME*Medical Care Development – Erica Brown**(Provided in August)* | Formal report not due this month. |  |
| c.ii. Expert Medical Opinion*Grand Rounds – Kerryanne Shuler**(Provided in September)* | Kerryanne Shuler, Ellen Fallon, Dr. Patel (staff physician via phone)* Executive Summary: Saw 44 cases through 6/30/18 and savings total $333k. There was one visit that resulted in which the provider helped the member connect with a local provider
* Engagement & Utilization: 181 new activations. Looking to do additional communications. Carrie Margrave asked if the spouse can engage for member/spouse. Per Kerryanne Shuler, they would need POA. Kurt Caswell mentioned the conference calls with Anthem to establish a more formal referral system between the two organizations. Musculoskeletal highest frequency and $181k in savings.
* Top conditions – Neck and back pain
* Communications: Showed examples from 2017 & 2018. The goal not to scare people, just to let them know Grand Rounds is there.
* Jean Wood asked about neoplasm savings methodology; surgery avoided but biological was recommended. Savings are based on BoB and not our plan specifically. Not driven by cost but by quality, sometimes the recommendation is more expensive.
 | Kerryanne Shuler will ask her analytics team to provide more info/details regarding the savings methodology. |
|  | ***V. Other Business*** |  |
|  | Wanita Page asked about the HOW program and impact on spend. Kurt Caswell received a report but has asked for a simplified version to share with the SEHC. |  |
| VI. Meeting Recap | Kurt Caswell provided the meeting recap:* Tiering & quality with PCP’s; will call a plan design meeting by end of the year. Jonathan French asked if this would include the dental review; Kurt Caswell confirmed, yes.
* Wanita Page asked for the MA transition letter to be ready for the next meeting.
 | Heather Albert to send to preview of communications. Questions from SEHC members to Kurt Caswell.  |
| VII. Adjourn Meeting (10.53am) | Appeals committee to immediately follow. | Lois Baxter made motion to adjourn the meeting; Will Towers seconded; no abstentions. Motion passed. |

*2018 Meeting Schedule*

* *November 8, 2018*
* *December 13, 2018*

*Note: 2019 meeting schedule available at* [www.maine.gov/bhr/oeh](http://www.maine.gov/bhr/oeh)