



Janet T. Mills
Governor

STATE OF MAINE
STATE EMPLOYEE HEALTH COMMISSION
61 State House Station
Augusta, ME 04333-0061

Jonathan
French
Labor Co-Chair

Jenny Boyden
Management Co-Chair

STATE EMPLOYEE HEALTH COMMISSION MEETING

Thursday, June 20th, 2024 @ 8:30am

Microsoft Teams Meeting

Burton M. Cross Building
111 Sewall Street
Room 103, A and B
Augusta, ME 04330

Commission Members in Attendance: Olivia Alford, Diane Bailey, Lois Baxter, Claire Bell, Jenny Boyden, Cecile Champagne-Thompson, Laurie Doucette, Jonathan French, Rebekah Koroski, Lew Miller, Doris Parenteau, Shonna Poulin-Gutierrez, Heidi Pugliese, JoAnne Rawlings–Sekunda, Kim Vigue, and Nathaniel Zmek.
(Total = 16)

Commission Members Absent: Lynn Clark, Kevin Dionne, Kelly John, Chris Russell, Danielle Murphy, and Frank Wiltuck.

Vacant Seat(s): 2

Others Present: Roslynn Wailus, Neva Parsons, Rebecca Adams, Joan Hanscom, Paige Lamarre, Devon French, Charles Luce, Nathan Morse, Roberta DuPont, and Emma-Lee St.Germain – Employee Health, Wellness, and Workers’ Compensation; Breena Bissell – Bureau of Human Resources; Sabrina DeGuzman-Simmons – Aetna; Stefanie Pike, Kristine Ossenfort, and Becky Craigue – Anthem Blue Cross and Blue Shield; Libby Arbour and Kristen Poulin – MCD Global Health; Lynn Hadley and Judy Paslaski – MedImpact; Marie Bridges – Northeast Delta Dental; Amy Deschaines, Jacqueline Scherer, Kim Greenburg, Terry LaMonica, Edward Pierce, and Ken Ralff – Lockton; Lisa Nolan – Health Purchasers Alliance; Laura Roberts – Sunlife; Jake Friesen – Hinge Health; Cindy Walsh – Humana; Thomas Young – Teledoc/Livongo; Cindy Pileski – Livongo; Joe Miller – Novo Nordisk; and William Savage – Member of the Public.

Agenda Item	Discussion	Action/Next Steps
I. Call Meeting to Order (8:36 am)	Jonathan French called the meeting to order.	
II. Introductions		
III. Review and Approval of Minutes (April 18th and May 16th, 2024)	<ul style="list-style-type: none"> Labor Member, Doris Parenteau, states she believes a previous suggestion made regarding a Medicare Advantage Plan home mailer during the May 16th, 2024, State Employee Health Commission meeting, should be included in actionable items, and would approve the minutes for this date if they are 	Labor Member, Lois Baxter, made a motion to approve the April 18 th , 2024. Labor Member, Claire Bell, seconded the motion. Motion passed.



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	amended. Commission Labor Member, Jonathan French and Management Member, Shonna Poulin-Gutierrez agreed to this amendment.	Labor Member, Doris Parenteau made a motion to approve the May 16 th , 2024, as amended. Labor Member, Rebekah Koroski, seconded the motion. Motion passed.
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IV. Recurring Monthly Business

<p>a. Open Discussions/Questions on Vendor Reports – All</p>	<p>Information contained in written report; highlights and discussion noted below:</p> <ul style="list-style-type: none"> • Labor Member, Jonathan French, questions whether the Experience Report spike in April with Anthem has increased the State of Maine’s loss ratio. Anthem explains in March they did see a dip in total paid claims to \$13M, but that they could look into the matter further. 	<p>Anthem will look further into the State of Maine’s loss ratio and whether the spike in April affected it.</p>
<p>b. Employee Health and Wellness Highlights – Shonna Poulin-Gutierrez</p>	<p>Information contained in written report; highlights and discussion noted below:</p> <p>Wellness Highlights –</p> <ul style="list-style-type: none"> • <u>Active and Retiree Demographics:</u> <ul style="list-style-type: none"> ○ Anthem Member Demographics (5/23-4/24): There were 25,608 total members and an average member age of 49.7. ○ Aetna Member Demographics (4/23-4/24): There were 9,076 total members and an average member age of 75.3. ○ Delta Dental Member Count: As of 05/31/2024 there were 25,631 covered lives. <p>Pharmacy Highlights –</p> <ul style="list-style-type: none"> • <u>KPI Summary:</u> The KPI summary shows that in 2024 the prescription count was 22,192, with a total cost of \$7.2M. 39.7% of members utilized prescriptions and the plan paid per member per month was \$263.48. Generic prescriptions accounted for 86.2% of prescribed medications while 98.3% were generic substitutions. 	<p>Book of business for click rates within our Constant Contact email messaging system is 2%.</p>



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Wellness Highlights-

- Bumper Crop Vouchers: The Bumper Crop program is currently underway. All employees enrolled in the State of Maine Health Plan as of 05/01/2024 will receive \$15 in vouchers to spend at participating local farmers’ markets.
- Living Resources Program Well-Being Coaching Program: The Living Resources Program offers a Well-being Coaching program with a certified health and well-being coach that will help individuals achieve their health and well-being goals.

Communications Highlights –

- 2024 Annual Open Enrollment: The 2024 Annual Open Enrollment was held from May 9th to May 23rd. Communications to promote Open Enrollment included 2 statewide emails, 2 Constant Contacts, 1 postcard home mailer, and one social media post. This resulted in 360 applications processed for Medical, along with 470 for Dental and 335 for Vision.
- Letters: Approximately 1,000 pharmacy disruption letters will be mailed to impacted plan members. Capital RX will go live on July 1. Retirees enrolled in the vision plan received a letter from our office regarding the vision plan administration transition.
- Constant Contact: There were 3 Constant Contacts sent throughout the month of May – Mental Health Awareness, 2024 Open Enrollment Promotion, and 2024 Open Enrollment Deadline Reminder. All had successful open rates of roughly 42% and a click rate of between 2-4%.

Other News –

- Digital Form Project: Now that Open Enrollment has concluded we are focusing on finalizing our plan to go fully live with our digital enrollment/address and name change form. We anticipate going live in early Fall.



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- Employee Health and Wellness Staff: We have recently added Neva Parsons as the new Assistant to the Executive Director and Roslynn Wailus has joined as our summer intern. Joan Hanscom and Doris Pietroski will be retiring.

Contracts –

- Contract Updates: The transition with Capital Rx is on track for implementation as of July 1st, 2024. New MCD Global Health contract will go into effect on July 1. We have signed a business associate agreement (BAA) with SmartLight and there is continued work on the Anthem medical contract - also slated for July 1.

V. QUARTERLY PLAN UPDATES

a.

- There are no quarterly plan updates.

VI. EDUCATION

**a. Behavioral Health, Lockton
– Kim Greenburg and Nathan
Morse**

Information contained in written report; highlights and discussion noted below:

- Mental Health Today: More than 50% of Americans will experience a mental illness in their life. In addition, 1 in 5 youth will experience a debilitating mental illness.
- The Ripple Effect of Mental Illness: Having mental illness can make it challenging to live everyday life and maintain recovery. Beyond the individual, these challenges ripple out through our families, our communities, and our world.
- The Importance of Behavioral Health and Mental Health: 1 in 5 U.S. Adults live with a mental illness. 88% of large employers are currently or expect to see an impact in long-term mental health issues due to COVID-19. Costs to treat combined conditions increase 3-4 times annually when a mental health condition is also present.



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- Meeting the Mental Health Needs of the Public Sector Workforce: Workers in the public sector, particularly first responders, law enforcement officials, and health care professionals, have increased rates of post-traumatic stress disorder due to pandemic era work conditions.
- State of Maine – Behavioral Health Trends: Two years since the COVID-19 pandemic, behavioral health utilization and spend has continued to increase and remains above the norm.
- State of Maine – Behavioral Health Insights: Behavioral health prevalence is driven by employees (57%) and child dependents (28%). The majority of members are between the ages of 18 to 64.
- How Employers are Supporting Mental Health in the Workplace: 77% of employers are highly focused on access to mental health services – more so than any other mental health concern.
- The Spectrum of Support: As we're thinking about solutions and the mental health space, members of the State fall under a spectrum of support needs that include coping (meditation, focus, happiness, and more), situational (grief, illness, stress, and more), and clinical (bipolar, depression, ADHD, and more).
- What Problems are we Trying to Solve:
 - Mental Health as a Benefit: The goal is to improve the culture and work/life fit experience.
 - Mental Health as a Cost Driver: The goal is to reduce risks related to medical, disability, and workers' compensation claims.
- Mental Health Solution Progression:
 - Traditional Employee Assistance Program Models: This model includes focusing on alcohol and substance abuse, providing 3-5 in-person visits for counseling services, and more.
 - Comprehensive Employee Assistance Program Models: This model includes offering additional services on top of traditional models, management consultations, and more.



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- Virtual Solutions: Can be offered as an overlay to the Employee Assistance Program or a stand alone with services only available to adults.
- Employee Assistance Program Replacement Solutions: This solution offers virtual care services for mental health, work/life fit services may be included at an additional fee, and more.
- Current State of Maine Behavioral Health Resources: Currently the State of Maine offers ComPsych Guidance Resources (The Living Resources Program) and Anthem Behavioral Health Support to it's employees.
- Virtual Behavioral Health: Anthem is offering virtual behavioral health visits as an easy way to connect with mental health support with a \$0 copay. 72% of members stated virtual self-guidance support improved their emotional health.
- New Innovative Whole-Health Providers: New innovative whole-health providers offer virtual and in-home solutions for behavioral health care that eliminate access barriers. These programs include – Aware Recovery Care, Aspire 365, InStride Health, Talk Space, and Carelon.
- Behavioral Health Best Practices for Considerations: Behavioral health best practices for consideration include identifying organizational goals, promoting mental wellbeing resources during onboarding, addressing network gaps between the health plan and the Living Resources Program, financial wellness and resources, minimizing mental health stigma, and more.

VII. SEMI-ANNUAL UPDATES

a. Teledoc/Livongo – Thomas Young and Cindy Poleski

Highlights and discussion noted below:

- Integrated Virtual Care Model: Individually powerful, all-together life changing - the Teledoc integrated virtual care model includes mental health, primary and specialty care, acute care, chronic care, expert medical services, and prescription delivery that drives utilization and betters outcomes.

Management Member, **Shonna Poulin-Gutierrez** asks what the biggest challenges are for those that have not seen a change in their numbers – or a worsening?

Management Member, **Oliva Alford** asks whether Teledoc/Livongo has



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- Member/Program Demographics as of May 31st: Member demographics show the primary age group for this program is 55-64 years, with 51% of members being female and 49% of members being male.
- Overall Engagement Dashboard: The average 90-day member engagement rates show 83% of members are utilizing their device monitoring, 75% are engaging in self-guided activity, 57% are participating in digital coaching and 8% in expert coaching.
- Enrollment and Activation Dashboard: There are currently 2,825 member eligible for recruitment, and 591 members enrolled, with 571 members activated.
- Clinical Outcomes – Diabetes Movement: For members enrolled at least 6 months, the share of members with controlled diabetes (HbA1c < 7%) has increased from 38.9% at baseline to 59.1%. The share of members with HbA1c > 8, which indicates an above normal blood glucose, has decreased from 29% at baseline to 20.5%.
- Clinical Outcomes – Diabetes Movement (Sankey) State of Maine (6M+): Movement shows a 38.3%-member improvement with 36.6% moved to eA1c < 8. In addition, 1.7% of members improved but are still above 8, 40.9% maintained and 20.8% worsened.
- Device Monitoring – Alerts Overview: Alerts are triggered when a member records a blood glucose value that falls outside their self-defined target range. If the member has no self-defined range, a default low (50 mg/dL) or high (400 mg/dL) value will trigger the alert. Self-defined target ranges can be updated by a member at any time.
- Cohort Checks Dashboard: 95% of members have type 2 diabetes. The type 2 cohort not on insulin are meeting the checks per day goal set by the Livongo Clinicians and the type 2 cohort using insulin are below the recommendation.
- Device Monitoring – Alerts Details: In the last 90 days, there were 200 alerts with 60 alerted members. The average alerts per member is 3.

the statistics on members who are maintaining or worsening.

Management Member, **Joanne Rawlings-Sekunda** asks when the last time they looked into these statistics.

Teledoc/Livongo states they will connect with their clinical team for follow up.



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- Executive Summary: The net promotor score (NPS) of all members is 41. The change in eHbA1c from self-reported HbA1c values for members who started uncontrolled (HbA1c >=7%) and enrolled at least 6 months was -1.09.

VIII. OTHER BUSINESS

a. Open Discussion

Highlights and discussion noted below:

a) Minute Taking Procedure (Chair)

- Labor Member, Jonathan French states According to Robert’s rules we only need a summary of what was said and capturing the basis of the conversation while capturing action items. Management Member, Olivia Alford asks whether there is a way to better track the action Items. Labor Member, Danielle Murphy states recording should be kept for 5 years and there needs to be follow up on what the retention policy is and whether the States retention policy supersedes that. Breena Bissell of the Bureau of Human Resources suggests adding outstanding action items to the agenda.

b) Vote on Executive Session (Chairs)

- Management Member, Joanne Rawlings-Sekunda made a motion to approve an executive session for July 18th, 2024. Labor Member, Doris Parenteau, seconded the motion. Motion passed.

c) Retreat Discussion (Chair)

- Labor Member, Jonathan French states they are looking to have a retreat – Members of the committee are in favor of having a retreat. The Chair and Management Member, Shonna Poulin-Gutierrez will talk about when it would be best to have it.

d) Open Discussion

- No items were brought to the commission.

Labor Member, **Jonathan French** states there needs to be follow-up with the Attorney General’s office regarding the matter of recording retention. Labor Member, **Diane Baily** expresses concern about deleting recordings when members are absent.

Management Member, **Olivia Alford** asks that a separate area for action items that have not been resolved be created in the minutes template.

Action items and take away items will remain in the current right hand column of the meeting minutes.

Management Member, **Shonna Poulin-Gutierrez** will speak with Chair regarding the best time to have a retreat.

IX. REQUEST MOTION TO ADJOURN

a. X. Adjourn Meeting (11:01 pm):

Labor Member, Lew Miller, made a motion to adjourn; Management



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Member, Olivia Alford, seconded the motion. Motion passed.

2024 meeting schedule available at www.maine.gov/bhr/oea