**STATE EMPLOYEE HEALTH COMMISSION MEETING**

**Thursday, September 14, 2017 @ 8:30am**

**Central Maine Commerce Center, Augusta**

Commission members in attendance: Bret Achorn, Diane Bailey, Lois Baxter, Robert Omiecinski, Laurie Doucette, Jonathan French, Becky Greene, Wanita Page, Joyce Oreskovich, Cecile Champagne-Thompson, Amy MacMillan, Sandra Doyon, Carrie Margrave, Chris Brawn, Lew Miller, Will Towers, Derek Chase, Kim Vigue, Ellen Hughes, Karen O’Connor

(total = 20)

Commission members absent: Eric Cioppa, Kelly John, Terry James, Nickole Wesley

Others present: Kurt Caswell, Shonna Poulin-Gutierrez, Linsey Gervais, Heather Albert – Employee Health & Benefits; Sabrina Simmons, Joe Bataguas, David Norton – Aetna; Amy Deschaines, Michael Roseman– USI; Jodi Collins, Jean Wood– Anthem Blue Cross and Blue Shield; Trevor Putnoky, Sara Fitzgerald – Maine Health Management Coalition; Thomas Record – State of Maine, Bureau of Insurance; Marie Bridges- Northeast Delta Dental

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| Agenda Item | Discussion | Action/Next Steps |
| **I. Call to Order (8:34am)** | Joyce Oreskovich called the meeting to order |  |
| **II. Introductions** |  |  |
| **III. Review & Approval of Minutes** (August 10, 2017) |  | Diane Bailey made motion to accept the minutes; Bret Achorn seconded; no abstentions. Motion passed.  |
| **IV. Old Business** |
| **a. By-Law/ Executive Session Discussion-** Bill Laubenstein | Issue #1 (Article 5, section 5.2): Clarify rules about hearing protected health information (PHI). * PHI is protected from disclosure. For members who file an appeal can decide if they wish to disclose PHI in the public session. Note PHI is not relevant to the SECH’s appeal decision.
* Members should be informed that they have the right to request an executive session.
* A reimbursement (e.g. Health Credit Premium Program) could be a compensation issue (section 6-A) which is public information. Health credit eligibility is considered public information. Joyce Oreskovich recommended that appeals hearings begin with a cautionary note regarding this issue. PHI included on appeals forms will be addressed on case-by-case basis.

Jonathan French asked if this information could be made available up front when a member files an appeal. * Issue #2 (article 6, section 6): Who can attend Executive Session? Per Bill Laubenstein, guests are permitted in executive session however this should be extended to only those who *need* to be there.
 | Joyce Oreskovich will create guidance document and give to Kurt Caswell. Joyce Oreskovich made a motion to accept the revised appeal process language; by a show of hands the motion was passed. Kurt Caswell will make the information available and has requested it be added to the EH&B website. |
| **Va. UPDATES-MONTHLY** |
| a.i. Anthem Implantation/ Claims Update- Jodi Collins | Information contained in written report; highlights and discussion noted below:* Claims hold was taken down on August 20th.
* Jodi Collins provided preliminary claims information. This summary will become more robust. Too early to show any trends but wanted to at least provide a snapshot.
* The 100 High Cost Claimants (HCC) are making up 29.3% of costs.
* Thomas Record asked what if the HCC were YTD which they are (July, August)
* There are 3 members with over $100,000 in claims, and 23 members with over $50,000 in claims.
* Lois Baxter asked if we could identify the ages of the HCC which is being worked on.
* Top 3 trend of calls to Member Services have been: 1. PCP Selection, 2. Benefits/Prior Auth/Referrals, 3. OOP Amounts Met
* Anthem continues to work with members around deductibles and out of pocket costs while the transition of claims linger.
* Jonathan French asked about a communication to members for run out claims; Kurt Caswell mentioned it is still in the works but questioning the benefit at this point.
* Karen O’Connor asked how long the run-out period is which could last the full year; claims take a long time to process
* Derek Chase asked if there is a process in place to reimburse members who have paid claims in error, Jodi Collins said Anthem works with the providers to get the funds back to members
* Karen O’Connor asked if Anthem will be sending Explanation of Benefits (“EOB’s”), which Jodi Collins said is delayed because of the claims hold.
* Jodi Collins said that EOB’s will only be sent out if the member has financial obligation.
* It was discussed to have a communication sent out to members letting them know to check their deductibles and OOP amounts with Anthem to make sure the information was successfully transferred and all claims have been processed correctly.
* Bret Achorn asked for the member satisfaction rate and how the numbers are generated, 86.9% is the rate for the total book of business.
 | Jodi Collins will provide information on how the customer satisfaction rate is determined. |
| a.ii. Aetna Medicare Advantage Plan- Sabrina DeGuzman-Simmons | Information contained in written report; highlights and discussion noted below:Victims of Hurricane Harvey and Irma can seek care from any provider at any facility and Aetna will process at the in-network benefit level.*Resources for Living* is a new program that will roll out 1-1-18. It is a telephonic consultation program to provide members with assistance in their community. Flu shot reminder brochure is going out next week as a reminder and providing options where members can receive them. Thomas Record asked the timeframe of the claims being processed for disaster victims to which Sabrina was not sure but will provide that information. | Sabrina DeGuzman-Simmons will find out the timeframe of claims that will be processed in network for disaster victims  |
| a.iii. Plan Experience Summary-*USI* | Discussion highlights below:* Amy Deschaines will give a detailed report next month when claims are more solid, with a breakdown of high cost claimants (HCC).
* Pharmacy claims are $3.2-$3.5 million, right in line with previous months.
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| a.iv. Executive Summary Discussion-*Employee Health & Benefits* | The Executive Summary report was provided to the Commission via e-mail prior to the meeting. Discussion highlights below:* Chris Brawn wanted to point out that Bill Clifford is no longer with USI.
* Coalition will be moving away from labeling hospitals good, better, best.
* Wellness Bulletin has had some very positive feedback.
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| **Vb. UPDATES – BIANNUAL** |
| b.i. Dental Plan Report-*(Provided in March and September) Marie Bridges of Northeast Delta Dental* | Marie Bridges provided the Northeast Delta Dental biannual reports. Discussion highlights include:* $7 million in claims for year FY17
* High claims for March, May and June
* Preventive cost is right where they want it to be
* 54% of claims are going through Premier Providers; 32% of members are using the State of Maine PPO and 14% are not going to a participating provider, communications are going out to hopefully help with that.
* “How” Health Oral Wellness program was rolled out in July 2016, high risk members get better coverage where they need it.
* Program is free to any dentist
* Derek Chase mentioned how members have a large impact on recruiting dentists by talking with their dentists.
* Snapshot of oral health of the SOM population, 40% of members fall in the “Healthy” category; 20% in the ‘Moderate”; 11% in “Serious” and 29% in the “No Visit” category which is where we have been for several years.
* Heather Albert said that at her communication meetings for updates on the health plans 90% of members are asking questions around the dental coverage, seems to be something that employees struggle to understand. Will be working on more communications to go out to better clarify the plan.
* Chris Brawn mentioned it being very difficult for members to get into a PPO provider
* There are 248 providers in the SOM PPO network
* Derek Chase mentioned the lack of dentists in the State of Maine which we have one of the highest paying states.
* Diane Bailey suggested an incentive for member’s not seeking care to have preventative care paid at 100%; Derek Chase suggested looking into the financials.
* Thomas Record mentioned the lack of knowledge from members whether they are in or out of network to which Amy Deschaines said we are not alone, the costs are much less and people are accustomed to their providers.
* Robert Omiecinski asked to incorporate dental into the WellstarME for the health premium credit to at least mention it to members.
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| b.ii. Employee Assistance Program Report*(Provided in October and April)* | Formal report not due this month. |  |
| **b.iii. Express Scripts, Inc.** | Reporting schedule to be determined. |  |
|  | VI. Other Business |  |
| a. ACA Update- *Michael Roseman/ USI* | * ACA is still the law of the land.
* Plans need to be administered by ACA laws no matter what
* Congress is running out of time (deadline end of Sept) to implement change.
* Grant-Cassidy bill is still out there. This bill will essentially create block grants for the states.
* CHIP is up for re-authorization; expected to pass for another 5 years.
* Bernie Sanders released a single-payer plan. Setting up the political battle for 2018 & 2020.
* AARP has sued EEOC this summer because the rules were not correct, still in the works.
* Jonathan French asked about the lawsuit with AARP affecting our health premium credit requirements, Michael is unsure of the impact at this point.
* DOL sued Macy’s regarding their wellness program being discriminatory, several parts of the program was not in writing or communicated to participants. Going to court, facts are against Macy’s in this case.
* IRS released the draft 1099-1095 forms for ACA reporting
* Joyce Oreskovich asked the status of the Cadillac Tax- per Michael Roseman still going into effect 1-1-20. Could possibly tie into tax reform. If nothing changes, sometime into next year we should plan for the Cadillac tax; could go down to all level of plans. Will effect more than what was originally intended to. Need to have it in the current bill to make the fiscal numbers work.
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| Break 10:20am-10:30am |  |  |
| b. Executive Session |  |  |
| VII. Adjourn Meeting (10:52am) |  |  |

*2017 Meeting Schedule (invites to follow)*

* *October 12, 2017 (Central Maine Commerce Center, Champlain Room)*
* *November 9, 2017 (Central Maine Commerce Center, Champlain Room)*
* *December 14, 2017 (Central Maine Commerce Center, Champlain Room)*