



Janet T. Mills  
Governor

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

Jonathan French  
Labor Co-Chair

Heather Perreault  
Management Co-Chair

STATE EMPLOYEE HEALTH COMMISSION MEETING

Thursday, December 12, 2019 @ 8:30am  
Central Maine Commerce Center, Augusta

Commission members in attendance: Diane Bailey, Lois Baxter, Kurt Caswell, Cecile Champagne-Thompson (via phone), Laurie Doucette, Darcey Emery, Jonathan French, Kelly John, Deidre Kinney, Peter Marcellino, Mara McGowen, Lew Miller, Karen O'Connor, Robert Omiecinski, Heather Perreault, Michelle Probert, Joanne Rawlings-Sekunda, Will Towers, Kim Vigue, Jon Woodard.  
(total = 21)

Commission members absent: Derek Chase, Terry James, Carrie Margrave, Frank Wiltuck.

Vacant seat(s): None

Others present:– Roberta Leonard, Shonna Poulin-Gutierrez – Employee Health & Benefits; Breena Bissell – Bureau Human Resources/DAFS; Becky Greene – Maine Department of Transportation; Sabrina DeGuzman-Simmons, Melissa Evans, Louise McCleery – Aetna; Lianna Della Torre, Burr Duryee – USI; Lisa Lagios, Jonathan Edwards, Stephanie Pike - Anthem Blue Cross and Blue Shield; Tashia Fenzi, Tina Marie Cappabianca – The TGN Agency; Mike Sisk – Cross Benefit Solutions; Mark Sounders – Maine General; Bill Bourassa – Harvard Pilgrim; Ellen Fallon, Elizabeth Baorto – Grand Rounds; Christina Fairbanks, Brandon Cohen – Head Light Benefit Group; Cindy Walsh – Humana.

Agenda Item	Discussion	Action/Next Steps
<b><i>I. Call Meeting to Order (8:35 am)</i></b>	Jonathan French called the meeting to order.	
<b><i>II. Introductions</i></b>		
<b><i>III. Review &amp; Approval of Minutes (October 10, 2019)</i></b>		Lois Baxter made motion to accept the minutes; Robert Omiecinski seconded; 1 abstention, 3 extensions. Motion passed.
<b><i>IVa. UPDATES-MONTHLY</i></b>		
<b><i>a.i. Plan Experience Summary (active health &amp; dental) USI - Burr Duryee</i></b>	Information contained in written report; highlights and discussion noted below: <ul style="list-style-type: none"> <li>• <u>State of Maine Fees (1/19-10/19)</u>: Summary of fees totaling over 20M.</li> <li>• <u>Medical Budget to actual (policy period)</u>: 94.6% total including rebates &amp; guarantees. Over \$16M in medical claims. Over \$4M in pharmacy claims. Over \$21M in total claims. Spouse in 50% of deductible.</li> </ul>	



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	<ul style="list-style-type: none"> <li>• <u>Recap of FY18</u>: Still being provided for reference.</li> <li>• <u>Dental (7/19-10/19)</u>: Stabilization fund has paid down over \$280K.</li> </ul>	
<p><b>a.ii. State of Maine Health Plan (medical update)</b> <b>Anthem Blue Cross &amp; Blue Shield</b> <b>- Lisa Lagios</b></p>	<p>Information contained in written report; highlights and discussion noted below:</p> <ul style="list-style-type: none"> <li>• <u>Executive Summary (11/18-10/19)</u>: Rolling medical claims over \$165M, total PMPM \$519K. Retiree population \$33M out of the \$165M. Total paid claims for current month over \$16M. Bump in October due to high cost claimants and membership.</li> <li>• <u>Administrative Fees and Claims (5/19-10/19)</u>: Display of weekly and monthly invoices broken into categories. \$407K in admin fees for Oct. MAGARA fees. Kurt Caswell stated he has had multiple discussions with the Attorney General's office to gain clarification on the fee.</li> <li>• <u>High Cost Claimants (over \$50k)</u>: Paid over \$72M to 640 members, 158 are retiree members that account for over \$19M. 22 children under the age of 1 at over \$2.5M. This number reflects newborn claims, not multiple births and is increasing.</li> <li>• <u>Paid Claims Distribution</u>: 3,158 members have not filed a medical claim in the past 12 months. 49.2% of members have claims less than \$1K. Less than 1% of members have claims over \$100K. Very consistent with benchmark.</li> <li>• <u>Top Ten Facilities</u>: Consistent based on population.</li> <li>• <u>Emergency Room (rolling 12 months)</u>: Over \$10M in E/R charges or 6.3% of total medical paid amount. 50% of total visits are potentially avoidable, costing over \$3.4M. Members could utilize 24/7 NurseLine, walk in centers or LiveHealth online. 818 members have registered on LiveHealth On-line. 388 last month. 182 members called the nurse line, increasing from 6 last month. Communication efforts to members regarding LiveHealth On-line a news pop up on WellStar and a direct link.</li> <li>• <u>Top 20 ER Providers by paid amount (rolling 12 months)</u>: Breakdown per facility. Maine General Medical Center had the highest number of ER visits at 1313 and the largest amount in paid claims over \$2M.</li> <li>• <u>Targeted Health Conditions</u>: Consistent. Decrease in cancer 925, 917. All others have increased.</li> </ul>	



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- Cancer Summary (rolling 12 months): Breakdown of type of cancer, number of members and claims amount. 134 members with breast cancer. Togus VAMC is new to the list.
- Engagement Summary: Total members 26,509, with 407 members engaged. Engaged members work with nurse case managers. Members receive a phone call, then a follow up of 5 letters asking members to participate.
- Chronic and Complex Conditions: New name, used to be lifestyle conditions. Claims attributed to specific chronic and complex conditions make up for over 24% of total dollars spent. Osteoarthritis except low back represents the primary lifestyle related condition by paid amount and is 4% of total paid claims amount. Hypertension represents the highest chronic and complex related condition per 1000 over 19% above the benchmark. Weight, diet, tobacco use, exercise, obesity and preventative screenings are key factors. Hypertension represents the highest condition per 1000.
- Preventive Screenings: Above benchmark for most screenings. Cervical and colon cancer under.

**a.iii. Medicare Advantage Plan  
Aetna – Sabrina DeGuzman-  
Simmons**

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

- Call Summary (3/19-11/19): Trending consistent. Members use of AetnaNavigator.com is increasing. November call-ins decreased.
- Executive Summary – Medical (rolling 12 months): Membership has increased by 3.3%. Medical pharmacy cost has increased by 3.8%. Members on the Medicare Advantage plan are steadily increasing. Females outnumber males.
- High Cost Claimants Over \$100k: Consistent.
- Top 10 Diseases by Paid Amount: Hypertension and Hyperlipidemia still the top two. Consistent month to month.
- Utilization Detail by Medical Cost Category: Total number of claims 288,511. Total admits 1,939. Total paid amount over \$80M. Out patient #1, specialist office visit #2 & ambulatory #3. Consistent month to month.
- Top 10 Provider Services Profile by Paid Amount (9/18-8/19): Consistent. Fresenius Medical Center in Wilton ME is new to list.



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	<ul style="list-style-type: none"> <li>• <u>Pharmacy Utilization Summary (1/18-10/19)</u>: Members increased from 8,548 to 8,702. Medicare part D Generic dispensing would like to see utilization increase. Mail order low, no incentive in place to use. 1489 members using opioids. CMS limits where members get opioids and quantity limits.</li> <li>• <u>Top 20 Utilized Drug Report</u>: Consistent</li> <li>• <u>Care Management</u>: Reported on a quarterly. Identification rate slightly below BOB.</li> <li>• <u>Member Outcomes (2018-2019)</u>: State of Maine Stars performance results. Flu vaccine has decreased. Limited supply on the flu vaccine for this population.</li> <li>• <u>SilverSneakers</u>: Utilized well by retirees of the State of Maine.</li> <li>• <u>Aetna Medicare Programs</u>: Access2Care transportation, trips to and from medical appointments within a 60-mile radius. AbleTo well-being support- treat PTSD, depression and anxiety. Meal program, 14 meals for the first 7 days of post discharge. Designed to reduce readmission. Access2Care.net specializes in Medicare, Medicaid population.</li> <li>• <u>Member Updates</u>: 2020 calendar mailed on 11/6, Part B enrollment mailing when out on 12/9 and 2020 annual notice of change was mailed 12/6.</li> <li>• <u>4 Star rated plan, just got bumped up to 4.5</u>: Maine Medicare plan received 5 stars.</li> </ul>	
<p><b>a.iv. Executive Summary Highlights</b> <i>Employee Health &amp; Benefits – Kurt Caswell</i></p>	<p>The Executive Summary report was provided to the Commission via e-mail prior to the meeting. Discussion highlights below:</p> <ul style="list-style-type: none"> <li>• <u>Communication</u>: Flex Spending Open Enrollment for 2020, Only applies to active SOM employee, not ancillaries and retirees.</li> <li>• <u>Medicare Advantage Plan</u>: About 300 members are still on the Anthem plan over the age of 65. A mailer to members that qualify for Part B only went out on 12/9. Attempts are being made to the approximate 60 members that have Part A only to enroll in Part B.</li> <li>• <u>Marking initiative with Carrum Health</u>: Shared a video testimonial.</li> </ul>	
<b>IVb. UPDATES – BIENNIAL</b>		
<p><b>b.i. Dental Plan</b> <i>Northeast Delta Dental – Marie Bridges</i></p>	<p>Formal report not due this month.</p>	<p>Jonathan French asked is there a way to track individuals participating in the HOW program and the benefit this has on members. Marie</p>



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<b><i>(Provided in February &amp; September)</i></b>		Bridges said they are working on this data. September 2019
<b>b.ii. Living Resources Program – ComPsych – Tricia Mahoney <i>(Provided in June &amp; October)</i></b>	Formal report not due this month.	
<b>b.iii. State of Maine Health Plan Express Scripts, Inc. - Sue Wolf and Brian Hammons <i>(Provided in March &amp; August)</i></b>	Formal report not due this month.	
<b><i>IVc. UPDATES – ANNUAL</i></b>		
<b>c.i. WellStarME Medical Care Development – Erica Brown <i>(Provided in August)</i></b>	Formal report not due this month.	
<b>c.ii. Expert Medical Opinion Grand Rounds – Ellen Fallon, Dr. Elizabeth Baorto <i>(Provided in December)</i></b>	<p>Information contained in written report; highlights and discussion noted below:</p> <ul style="list-style-type: none"> <li>• <u>Business Update</u>: Goal: to match members to the best health care possible. 3 Core principles – unmatched clinical expertise, actionable data &amp; unparalleled care.</li> <li>• <u>Engagement &amp; Utilization (10/18-06/19)</u>: 15 expert opinion cases, 1 office visit. 230 total members that have registered, 58 of them received expert opinions. 67% of members that completed the program were recommended to make changes in treatment.</li> <li>• <u>Clinical Impact</u>: Musculoskeletal (2 spinal cases and 1 non-spinal), Circulatory and Digestive System are the top 3.</li> <li>• Dr. Baorto shared 2 case stories:</li> <li>• Kurt Caswell spoke about the challenges to get members engaged in services like this that are offered. One idea is to have a one stop shop model for members to go to, such as a toll-free number for members to call, a website and/or mobile app.</li> <li>• <u>Communications</u>: Q4 collaborate on communication with Carrum Health.</li> </ul>	



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	<ul style="list-style-type: none"> <li>• <u>Program Financial Summary</u>: Flat rate each year of \$266,667. Estimated savings of \$125,278. ROI is positive each month.</li> <li>• <u>Proposal for renewal</u>: Identify local, in-network, high-quality physician that are the best match for members. Post opinion office visit, via phone, website or mobile app. Treatment decision support, members can call and be connected within 24 hours with a staff physician. Communications, flyers, posters, home mailers, webinars and on-site presentations.</li> <li>• Breena Bissell stated communication can be added to the HR newsletter. Training HR representatives to be able to offer services to employees.</li> </ul>	
	<b>IVd. EDUCATION</b>	
<b>d.i.</b>		
	<b>V. Other Business</b>	
<b>V.i. Open Discussion – Retreat items -All</b>  <b>i.a. Review &amp; Re-establishment of Vision &amp; Vision/Goals</b>  <b>i.b. Committee roles and structures</b>	<p>Information contained in written report; highlights and discussion noted below:</p> <ul style="list-style-type: none"> <li>• Heather Perreault presented on Statute: Title 5 258-A</li> <li>• <u>Vision Statement</u>: Starting working on updating.</li> <li>• <u>Mission Statement</u>: Current statement needs to be updated to include language about wellness.</li> <li>• <u>Meeting Format</u>: Vendor presentation, education, committee reports, strategic planning, identify priorities and provide guidance and policy and general discussions.</li> <li>• <u>Standing Committees</u>: Appeals, Legislative Affairs, Plan Design and Wellness. The Commission discussed adding By-Laws and Finance Committee and have the Chairs report per month even if no meeting took place.</li> </ul>	<p>Roberta Leonard to send a copy of the word.doc to all Commission members of the Vision Statement ideas that was worked on.</p> <p>Heather Perreault made a motion to send an acknowledgement to Becky Greene for her service and dedication to the Commission; Lois Baxter seconded; no abstentions. Motion passed.</p>
<b>VI. Adjourn Meeting (11:40 am)</b>		Lois Baxter made motion to adjourn the meeting; Louise Doucette seconded; no abstentions. Motion passed.

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