



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, January 21st, 2021 @ 8:30am
Microsoft Teams Meeting

Commission members in attendance: Diane Bailey, Lois Baxter, Cecile Champagne-Thompson, Laurie Doucette, Jonathan French, Kelly John, Deidre Kinney, Thomas Lamontanaro, Peter Marcellino, Carrie Margrave, Mara McGowen, Lew Miller, Robert Omiecinski, Heather Perreault, Shonna Poulin-Gutierrez, Michelle Probert, Jeremy Roberts, James Russell, Kim Vigue, & Frank Wiltuck
(total = 15)

Commission members absent: Peter Baker, Joanne Rawlings-Sekunda, & Jon Woodard.

Vacant seat(s): 2

Others present: Erica Brown, Kurt Caswell, Joel Hill, Paige Lamarre, & Roberta Leonard – Employee Health & Wellness; Breena Bissell – Bureau of Human Resources/DAFS; Sabrina DeGuzman-Simmons & Kevin Fenton – Aetna; Jonathan Edwards, Lisa Lagios, Stefanie Pike & Jean Wood - Anthem Blue Cross and Blue Shield; Amy Deschaines, Abby Brinkman, Ed Pierce & Oscar Tsao – Lockton; Laura Robert – Sun Life; Cindy Walsh – Humana; Libby Arbour - MCD Public Health; Lisa Nolen & Trevor Putnoky – Healthcare Purchasers Alliance; Kerryanne Shuler – Grand Rounds; Mark Saunders – Maine General; Angela Porter – Department of Labor; Tricia Mahoney – ComPsych;

Agenda Item	Discussion	Action/Next Steps
I. Call Meeting to Order (8:30 am)	Jonathan French called the meeting to order.	
II. Introductions		
III. Review & Approval of Minutes (November 19th, 2020)		Lois Baxter made motion to accept the amended minutes; Robert Omiecinski seconded the motion; Motion passed.
IV. Recurring Monthly Business		
a. Open Discussion/Questions on Vendor Reports – All		Michelle Probert asks if it's typical in the market for only about 10% of cases to result in consultations. Kyle Thompson says he will have to follow up. November 2020
b. Employee Health & Wellness Highlights - Employee Health & Wellness - Shonna Poulin-Gutierrez	Information contained in written reports; highlights and discussion noted below: <ul style="list-style-type: none"> <u>Dependent Audit:</u> HMS the vendor conducting the audit on the State of Maine Health Plan dependent audit and the initial steps for the 	Michelle Probert asks is there further flexibility regarding Dependent Care or Medical Care Flex Spending Accounts due to COVID-19? Shonna Poulin-Gutierrez responds that she does not have an update currently, but EH&W



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claims audit has begun. Audit deadline has been extended to 2/1/20. A final letter announcing the deadline was mailed on 1/13/21.

- Cecile-Champaign Thompson asks, will the ancillary employer groups receive a list of employees who will be losing coverage following the audit? Shonna Poulin-Gutierrez responded that EH&W is working with HMS to create a final workplan that will be communicated to ancillary groups once finalized.
- Anthem Migration to WGS: Has been completed. Members received new insurance cards to be used in 2021.
- Carrie Margrave says that she personally has not received her new Anthem ID card and she has contacted Anthem.
- Carrie Margrave asks if Anthem changed their invoicing process because she was unable to log in to the portal to pay their bill. Shonna Poulin-Gutierrez responds that yes Anthem has changed their invoicing portal and will reach out to Carrie offline.
- Anthem: If diagnosed with Covid-19, member has no out of pocket costs from in-network doctors, hospitals and other healthcare professionals through 1/31/21.
- Diane Bailey asks if the retirees will have the same access through Aetna? Shonna Poulin-Gutierrez responds that there is public effort as well through the CDC.
- Medicare Advantage COVID liberalization to 1/31/21: In-network PCP office and telehealth at \$0. Cost sharing waiver for inpatient treatment related to Covid-19.
- Express Scripts: 4.5% of prescriptions are mail order, this is up from 3% from reporting period 10/19-11/19.
- Health and Pharmacy Trends in Maine: Employee Health and Wellness met with representatives from Mainecare, Bureau of Insurance, Maine Purchasers Alliance and Maine Prescription Drug Affordability Board and The Advisory Council of public payers to learn more about health care cost in Maine and nationally.
- Health Credit Premium Program: The appeals deadline was 12/4/20, the Appeals Committee is scheduled to meet on 1/21/21.

and Lockton are carefully following it. Heather Perrault adds that the State of Maine as an employer has no control over this matter and that it's regulated at a Federal level.

November 2020

c. Financial Update – Frank Wiltuck

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

- Balance Sheet: State FY21 through 12/31/20 Equity is \$122.1M.



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- Reserve Calculation: Required Reserve Balance for FY20 is \$44.7M
- Operating Statement: State FY21 through 12/31/20 Revenues over Expenses is \$18.2M

V. SEMI ANNUAL UPDATE

a. Living Resources Program – ComPsych – Tricia Mahoney

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

- Program Model for the State of Maine: Clinical Support, HR Assistance, LegalConnect, FinancialConnect, Family Source, GuidanceResources Online, & CISM/Training
- Program Model for the State of Maine: Communication calendars and new training topics
- 2020 Plan Achievements and Highlights: Over 30 communication pieces developed for the State of Maine and utilization remains steady at 14%
- 2020 Client Demographics and Top Referral Sources: Client status was 85% employee, 14% spouse/dependent & 1% retiree
- Service Access Points – Live Access (Cases):
 - o Consistent utilization
 - o EAP counseling is the most requested service
 - o 24 DOT consultations
 - o Unique Users
- Top Three Presenting Issues – Live Access:
 - o Stress
 - o Psychological
 - o Anxiety
- 2020 Key Metrics: Call volume was 1,361, Average Speed of Answer in seconds was 9, and Call Abandonment Rate was .1%
- Conclusions & Next Steps – Living Resources:
 - o Conclusions: 2020 was an unprecedented year with many challenges and employees needed different types of support
 - o Next Steps: Financial awareness information (tax season), annual home mailing & opportunities for enhanced collaboration
- Breena Bissell asks if Tricia knows what resources are provided to our elder plan members or specific elder care issues are taking place within the State of Maine population. Tricia Mahoney answers that we



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have had employees call in with family specific issues regarding their elder family members who need help picking up medications or groceries.

VI. EDUCATION

**a. Mail Order Prescriptions –
Lockton – Abby Brinkman**

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

- The Basics:
 - Similar to Retail Pharmacies:
 - Registered pharmacists and pharmacy technicians dispense prescriptions
 - One NABP/NCPDP ID per mail order pharmacy facility
 - Typically, do not dispense Specialty medications
 - Different from Retail Pharmacies:
 - Leverage purchasing power with large quantities of medication
 - Automation
 - Sheer physical size
 - No retail storefront for patients to utilize
 - Typically owned by the PBM vendor
- Mail Order Pharmacy Considerations:
 - Advantages: High-tech dispensing process, Lower prescription costs, Delivery directly to home or address of choice, Member engagement tools (app and website) to manage RX orders, refills, etc. & Doctor can call, fax, or e-prescribe in script
 - Disadvantages: Delays in delivery due to mail, set-up and onboarding process can be tedious, medication substitution due to clinical rules or programs may occur without member being aware, pharmacist counseling via phone only & plan copays must be aligned to optimize cost savings potential
- Factors Impacting Success with Mail Order: Cost savings, adherence, plan design & member experience
- State of Maine Utilization by Delivery Channel:
 - Retail 30: Highest price, lowest adherence
 - Retail 90: Pricing and adherence performance between retail 30 & Mail



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	<ul style="list-style-type: none"> ○ Mail: Lowest price, highest adherence ● <u>State of Maine – Available Savings:</u> From Retail 30 \$950K available in savings & From Retail 90 \$1M available in savings ● Lois Baxter asks if all these numbers would change if the State of Maine no longer used Express Scripts as their PBM. Abby Brinkman answers that the numbers would probably shift slightly, but not very drastically. 	
<p>a. Committees & Meeting Schedules (Chair)</p>	<p style="text-align: center;">VII. OTHER BUSINESS</p> <p>Discussion noted below:</p> <ul style="list-style-type: none"> ● Heather Perreault asks Roberta Leonard if any upcoming meetings have been scheduled. Roberta Leonard responds that she has scheduled two upcoming Plan Design meetings as well as an HPC Appeals meeting today. ● Shonna Poulin-Gutierrez announces that Joel Hill has been recently promoted to Programs Coordinator within EH&W and will be able to coordinate some of these upcoming committee meetings. ● Heather Perrault states that the Health Commission members are always welcome to attend committee meetings, but only committee board members may participate in voting. ● Johnathon French states that Wellness Committee needs to meet at some point. 	
<p>b. Future Extension(s) (Chair)</p>	<p>Discussion noted below:</p> <ul style="list-style-type: none"> ● Jonathon French states that in these different times Anthem and Aetna continue to make rapid plan changes, he asks the commission how do we want to address these future changes in a timely manner? ● Shonna Poulin-Gutierrez states that we're talking about extensions of plan changes that have already been approved. ● Frank Wiltuck states that if they have a situation where they are anticipating an extension, is there any way we can formulate some sort of approval as we meet? Jonathon French responds that yes; he believes the Commission should have some kind of control of the matter. ● Diane Bailey states that she is always concerned about getting information out to the retirees, as active employees have access to Human Resources. 	<p>Frank Wiltuck made the motion to approve blanket approval of future COVID-19 extensions through Anthem coverage apart from the State of Maine being able to stop the extensions at any point; Lois Baxter seconded the motion; Motion Passed.</p>



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	<ul style="list-style-type: none"> • Robert Omiecinski, asks if the Commission could vote via email for quicker turn around? Jonathon French responds yes. • Lisa Lagios states that Anthem is looking at how they will be communicating possible plan extensions to the State of Maine at a timelier manner. • Jonathon French asks if blanket approval of any COVID-19 extensions going down the line is something that the Commission would be in favor of. Carrie Margrave states that she is comfortable with this idea. • Robert Omiecinski asks how long are we looking to have this blanket approval? Jonathon French answers that as long as Anthem is offering coverage extensions regarding to the Pandemic. 	
Call to Order Executive Session – Chair (10:29 am)		
Motion to Adjourn Executive Session – Chair (10:45 am)		
IX.. FUTURE UPDATES – SEMI-ANNUAL		
a. Living Resources Program – ComPsych – Tricia Mahoney (Provided in January & July)		
b. WellStarME Medical Care Development – Kelsey Robinson (Provided in March and November)	Formal report not due this month.	
c. Carrum Health Program – Kyle Thompson (April & October)	Formal report not due this month.	
d. Anthem/Lockton Compliance Review (May & November)	Formal report not due this month.	
e. Expert Medical Opinion Grand Rounds (June & December)	Formal report not due this month.	
IX. REQUEST MOTION TO ADJOURN		
X. Adjourn Meeting (10:47 am am)		Frank Wiltuck motions to adjourn; Laurie Doucette seconds the motion; Meeting adjourned



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2020 meeting schedule available at www.maine.gov/bhr/oeH