



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, September 16th, 2021 @ 8:30am
Microsoft Teams Meeting**

Commission members in attendance: Diane Bailey, Lois Baxter, Cecile Champagne-Thompson, Laurie Doucette, Jonathan French, Kelly John, Mara McGowen, Robert Omiecinski, Heather Perreault, Angela Porter, Michelle Probert, Shonna Poulin-Gutierrez, Joanne Rawlings-Sekunda, James Russell, Jeremy Roberts, Kim Vigue & Frank Wiltuck.
(total = 17)

Commission members absent: Peter Baker, Deidre Kinney, Thomas Lamontanaro, Peter Marcellino & Lew Miller
Vacant seat(s): 2

Others present: Erica Brown, Paige Lamarre, & Roberta Leonard – Employee Health & Wellness; Breena Bissell – Bureau of Human Resources/DAFS; Sabrina DeGuzman-Simmons & Kevin Fenton – Aetna; Stephanie Pike, Lisa Lagios, Jonathan Edwards & Kristine Ossenfort - Anthem Blue Cross and Blue Shield; Amy Deschaines, Kelsey Russell – Lockton; Cindy Walsh – Humana; Libby Arbour - MCD Public Health; Peter Hayes, Lisa Nolen & Trevor Putnoky – Healthcare Purchasers Alliance; Emily Kovalesky – Maine Health; Jackie Little – Legislature; Laura Roberts – SunLife; Kristen Dolphy & Laurie Roscoe - MedImpact; Tera Feldman, Heather DiLorenzo & Sarah Bowler - Dana Farber Direct Connect; Marie Bridges – Northeast Delta Dental.

Agenda Item	Discussion	Action/Next Steps
I. Call Meeting to Order (8:31 am)	Jonathan French called the meeting to order.	
II. Introductions		
III. Review & Approval of Minutes (August 19th, 2021)		Lois Baxter made motion to accept the minutes; Robert Omiecinski seconded the motion. Motion passed.
IV. Recurring Monthly Business		
a. Open Discussion/Questions on Vendor Reports - All	Discussion noted below:	
b. Highlights - Employee Health & Wellness - Shonna Poulin-Gutierrez	Information contained in written reports; highlights and discussion noted below: <ul style="list-style-type: none"> • <u>Covid-19 Vaccine:</u> The State of Maine Health Plan (Anthem) has processed 11,078 Covid-19 vaccination claims as of September 8, 2021. Of the vaccinations administered through the health plan, 5,719 members are fully vaccinated as of September 8, 2021. 	



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- Anthem: The most recent Anthem report indicates 3% of membership drove 47% of all costs on the State of Maine health plan. The most recent Anthem report indicates that 667 high-cost claimants (a high-cost claim is defined as over \$50,000.00) account for \$80,354,335.00 in spend.
- State of Maine Aetna Medicare: Covid-19 Vaccinations as of 8/28/21: First vaccination 4,319 & fully vaccinated: 4,013.
- Pharmacy Highlights: Total PMPM \$175.98, PMPM (under 65) \$157.83, PMPM (over 65) \$379.58, July transition preformed as expected. Hypertension is number one among the top ten diseases by paid amount with 5,712 claims. Average claim amount is \$10,262.00 compared to last month at \$9,910.00. The top ten medical catastrophic claims equal \$17,401,240.00 as reported 5/31/21.
- Committees: The Wellness Committee met on August 13th, 2021. The SEHC Appeal Committee met on August 17th and 20th, 2021. The Plan Design and Wellness Committee meeting schedule is to be determined.
- Pharmacy August KPI Summary: Total cost All PBPM: \$180.08. Total cost Actives PBPM: \$169.61. Total cost Retiree PBPM: \$295.43.
- WellStarME: WellStarME continues to support our office with ongoing COVID-19 Vaccination Clinics by managing the online scheduling tool, volunteering, and pushing out communications to the Wellness Ambassador Network. WellStarME has scheduled over 40 flu clinics which can be found on the Office of Employee Health and Wellness website. WellStarME is currently making enhancements to their online platform which will be released with the launch of the 2022 Health Premium Credit Program. Updates regarding the 2022 Health Premium Credit Program will be announced soon.
- Pilots: Headspace: Headspace: There are currently 757 members enrolled in the Headspace pilot. Wellbeats: There are currently 215 members enrolled in the Wellbeats pilot. A postcard to promote these two pilots will be sent to eligible members in October, to help support participation.
- Wondr Health: Recruitable: 582 members are currently participating in Wondr Health, our digital behavioral change program.



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- Upcoming Pumpspotting Launch: Pumpspotting will provide state employees, as well as their partners and spouses, access to the Pumpspotting mobile app, a community-driven platform that provides nursing, pumping, and breastfeeding parents with timely, evidence-based content, uplifting notes and supportive articles, a crowdsourced map of places to nurse and pump worldwide, one-on-one support from certified lactation consultants and, perhaps most importantly, a network of fellow parents to connect with 24x7.
- Statewide Emails: Statewide emails were distributed by EH&W on August 20th & September 7th to remind all active employees to announce COVID-19 Vaccination Clinics being held on August 26th & September 9th. Statewide email was distributed by Shonna Poulin-Gutierrez (EH&W) on August 23rd to announce the Premium Holiday.
- New Office Logos: The EHW & WC logos will be announced this month. A statewide email & Constant Contact will be distributed.
- Premium Holiday: Announcement letters were mailed out to direct billed legislators and retirees remaining on the Anthem plan. Ancillary groups were informed and received a FAQ document. EH&W website was updated to reflect the Premium Holiday information and contains the FAQ document.
- Constant Contact: A benefits bulletin was distributed on August 25th to remind subscribers of the COVID-19 vaccination clinic being held on August 26th
- Contracts: The employee assistance program RFP review has been completed and the award notification letters have been issued. The Medicare Advantage renewal is being reviewed and must be finalized in October.
- Joanne Rawlings-Sekunda asks if there have been changes to the MedImpact process, can you walk us through this new process? Shonna Poulin-Gutierrez states EH&W were having questions come through the office regularly, EH&W has developed a spreadsheet with MedImpact that reflects member issue statuses.

c. Financial Update – Frank Wiltuck

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



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- Balance Sheet: State FY2022 through 8/31/21 Equity is \$216M. Unappropriated Surplus should begin to decrease due to the Premium Holiday.
- Operating Statement: State FY2022 through 8/31/21 Revenues over Expenses is \$3M.

V. QUARTERLY PLAN UPDATES

**a. State of Maine Dental Plan -
Northeast Delta Dental -
Marie Bridges**

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

- Utilization Summary: Total claims paid: \$7M. Average enrollment: 13,308. Total number of claims: 51,224. Claim costs per subscriber: \$528.08.
- Claims Comparison Report: 9/01/18 – 8/31/19: \$7.4M. 9/01/19 – 8/31/20: \$5.9M. 9/01/20 – 8/31/21: \$7M.
- Claims Utilization 9/01/20 – 8/21/21: Subscriber total number of claims is 25,825. Spouse total number of claims is 9,269. Dependents total number of claims is 16,120.
- Members Oral Health Risk: 8,265 members at low risk. 4,831 members at moderate risk. 2,606 members at high risk. 7,432 members have no dental care.
- HOW Clinic Risk Assessments: 7,716 members completed the assessment. 6,961 members qualified for the assessment. 755 members were not qualified for the assessment.
- Favorable Member Oral Health Trends 9/1/20 – 8/31/21: 4,837 Members were Low Risk for two years in a row (58.52% of Low Risk members). 702 Members that had No Care last year and are now Low Risk (8.49% of Low Risk members). 506 Members that had No Care last year and are now Moderate Risk (10.47% of Moderate Risk members).
- Unfavorable Member Oral Health Trends 9/1/20 – 8/31/21: 4,447 Members had No Care for two years in a row (59.84% of No-Care members). 1,008 No-Care members are new enrollees (13.56% of No-Care members). 642 No-Care members were High Risk last year (8.64% of No-Care members).

VI. EDUCATION



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**a. Consumer Engagement –
Healthcare Purchaser
Alliance**

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

- The Patients Role in Health Care: Engaged patients can play an essential role in promoting their own health and in ensuring they receive the right care, at the right place, for the right price.
- The Right Care: Healthcare tests, procedures, and treatments carry inherent risks and can expose patients to potential harms—both physically and financially. Many surgeries and procedures performed in the U.S. are unnecessary. Getting appropriate care ensures that patients avoid unnecessary and invasive procedures and the poor outcomes associated with those procedures; it also avoids unnecessary—and often substantial—costs to both the patient and the plan/employer.
- The Right Place: Healthcare prices and quality vary substantially, but there is no correlation between quality and price. Patients who receive low-quality care can experience harmful outcomes and higher costs.
- The Right Price: Prices for the same procedure can vary substantially, depending on where patients receive care. Even in the same facility, prices vary depending on insurance carrier and plan type. New federal regulations require hospitals to publish prices for many procedures, allowing patients to find the most affordable option.
- Quality Data is Complex: Data are often complex, hard to find, and inconsistent. Quality ratings can vary depending on the metrics being evaluated, creating dueling and conflicting ratings and leaving consumers unsure what to believe.
- Price Data is Complex: Price estimates are often complex and may not include all components of a procedure. Data are often not specific to a patient’s health plan or network, and do not reflect actual out-of-pocket cost.
- Tough to Question Trusted Source: Doctors are consistently rated among the most trusted profession in America; even patients who distrust the healthcare system tend to like their own doctors. Such trust can make patients hesitant to question recommended procedures that may be unnecessary or inappropriate.



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	<ul style="list-style-type: none"> • <u>Appropriate Care Best Practices</u>: Proven strategies to encourage appropriate care include: Centers of excellence, second opinion programs, shared decision-making, patient navigators, prior authorizations & advanced primary care. • <u>High-Value Providers Best Practices</u>: Programs that encourage utilization of high-quality, affordable providers include: Benefit design that encourages utilization, incentive/reward payments, patient navigators & narrow or tiered networks. • <u>High-Value Rx Best Practices</u>: Several exist to encourage use of cost-effective medications and optimize medication management: Narrow/incentivized pharmacy networks, value formularies, specialty carve-out, step therapy and clinical support. • <u>Prevention Best Practices</u>: Programs that promote and support healthy lifestyles include: Diabetes reversal programs, diabetes management programs, diet and exercise programs, tobacco cessation programs, premium discounts & medication adherence. • <u>The Commission as a Market Force</u>: Consumers' collective market power can be a potent catalyst for change. The Commission has historically used its size and market leverage to lead the way in improving health care for all Maine residents. 	
<p>b. Benefits Program for Oncology Services - Dana Farber Direct Connect</p>	<p>Information contained in written report; highlights and discussion noted below:</p> <ul style="list-style-type: none"> • <u>Cost & Quality Outcomes</u>: Significantly higher outcomes/survival rates compared to other NCI-Designated Cancer Centers, academic medical centers, and community oncology providers. • <u>Maine Oncology Provider Relationships</u>: Dana-Farber is uniquely positioned to serve the State of Maine employee population because of our collaborations with top oncology providers in Maine. Eastern Maine Medical Center in Bangor is a member of the Dana-Farber Cancer Care Collaborative. • <u>Benefits of Dana-Farber Relationships with Maine Oncology Providers</u>: Streamlined access, expertise, clinical trials and convenient locations. • <u>The Dana-Farber Approach</u>: The Dana-Farber care approach and Direct Connect are designed to provide personalized treatments, a multidisciplinary team approach, and holistic support and guidance to employees. 	



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	<ul style="list-style-type: none"> • <u>Multi-Disciplinary Teams</u>: Nursing, Radiology, Palliative Care, Psychosocial Oncology, Lab Services, Medical Oncology, Pathology, Surgical Oncology & Nutrition. • <u>Direct Access</u>: Dedicated employee access through the specialized Direct Connect team. Virtual warm welcome and coordination from the Patient Liaison. Coordination with Dana-Farber clinical team, patient services & lodging support, as needed. Regular check-ins from Patient Liaison and clinical team throughout their treatment journey • <u>Health Plan Coordination</u>: Dana-Farber will work with the health plan(s) to ensure identified employees are supported through the Direct Connect program and have streamlined access to care at Dana-Farber. • <u>Oncology Wellness</u>: Customized Welcome Video; Basic Intranet site with Direct Connect contact info and brochures and digital signage for awareness. • <u>Patient Journey</u>: Initial contact, seeking support, getting here, getting setup & establishing care. 	
VII. OTHER BUSINESS		
<p>a. Appeal Committee Report - Lois Baxter</p>	<p>Discussion noted below:</p> <ul style="list-style-type: none"> • Three people have submitted appeals for their appeal denials and the committee will be holding a meeting on September 28th to interview those three individuals. 	
<p>b. Plan Design & Wellness Committee Scheduling - Jonathan French</p>	<p>Discussion noted below:</p> <ul style="list-style-type: none"> • Plan design will be scheduled. • Wellness Committee has already scheduled their meeting for September 24th from 11 am – 12 pm. 	
<p>c. Open Discussion - All</p>	<p>Discussion noted below:</p> <ul style="list-style-type: none"> • Michelle Probert asks if the commission can discuss COVID-19 testing and if the cost is still being 100% covered. Lisa Lagios responds that 100% coverage for COVID-19 testing is still active under the CARES act. Claims are being reviewed by Anthem for accuracy. 	
FUTURE UPDATES - SEMI-ANNUAL		
<p>a. Living Resources Program - ComPsych - Tricia Mahoney (Provided in January & July)</p>	<p>Formal report not due this month.</p>	



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b. WellStarME Medical Care Development – Libby Arbour (Provided in March and August)	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.	
VIII. REQUEST MOTION TO ADJOURN		
X. Adjourn Meeting (11:24am am)		Rob Omiecinski motions to adjourn; Angela Porter seconds the motion. Meeting adjourned

2021 meeting schedule available at www.maine.gov/bhr/oeht