



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 20th, 2022 @ 8:30am
Microsoft Teams Meeting**

Commission members in attendance: Lois Baxter, Cecile Champagne-Thompson, Laurie Doucette, Jonathan French, Kelly John, Peter Marcellino, Lew Miller, Robert Omiecinski, Heather Perreault, Shonna Poulin-Gutierrez, Michelle Probert, Joanne Rawlings-Sekunda, Jeremy Roberts, Kim Vigue & Frank Wiltuck. (total = 15)

Commission members absent: Diane Bailey, Peter Baker, Deidre Kinney, Thomas Lamontanaro, Angela Porter & James Russell.

Vacant seat(s): 5

Others present: Erica Brown, Paige Lamarre, Lilianne Ford & 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, Ken Ralff, Marshall Johnson, Kelsey Russell & Edward Peirce – Lockton; Libby Arbour & Connor Huggins - MCD Public Health; Lisa Nolen, Liam LaFountain, Peter Hayes & Trevor Putnoky – Healthcare Purchasers Alliance; Jackie Little – Legislature; Laura Roberts – SunLife; Judy Paslaski - MedImpact; Mark Saunders – Maine General; Tricia Mahoney – ComPsych; Emily Kovalsky – Maine Health.

Agenda Item	Discussion	Action/Next Steps
I. Call Meeting to Order (8:33 am)	Jonathan French called the meeting to order.	
II. Introductions		
III. Review & Approval of Minutes (November 18th, 2021)		Lois Baxter made motion to accept the minutes; Frank Wiltuck 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>Anthem COVID-19 Vaccinations:</u> The State of Maine Health Plan (Anthem) has processed 11,777 Covid-19 vaccination claims as of January 10, 2022. Of the vaccinations administered through the health plan, 6,136 members are fully vaccinated as of January 10, 2022. <u>Anthem Medical Highlights:</u> The most recent Anthem report indicates 2.5% of membership drove 46.1% of all costs on the State of Maine 	



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

health plan. The most recent Anthem report indicates that 658 high-cost claimants (a high-cost claim is defined as over \$50,000.00) account for \$79,771,313.00 in spend.

- Aetna COVID-19 Vaccinations: Covid-19 Vaccinations as of 12/18/21: First vaccination 65.5% and fully vaccinated: 48.3%.
- Medicare Medical Highlights: Hypertension is number one among the top ten diseases by paid amount. The average claim amount is \$10,628.00 compared to last month at \$10,741.00. Total claim amount paid for hypertension is \$61,015,966.00 as reported through September 30, 2021.
- Committee Highlights: No committee meetings were held in December.
- WellStarME: WellStarME continues to support our office through the coordination of COVID-19 Vaccination Clinics. WellStarME is working with Osco pharmacies to coordinate on-site COVID-19 vaccine and booster clinics, at State of Maine offices, and at various Shaw's locations.
- Living Resources Program: The Office of Employee Health and Wellness is now offering health coaching through our Living Resources Program.
- Statewide Emails: Statewide email was distributed by EH&W on December 28th to all active employees to announce new 2022 Benefits and benefit enhancements. These include: Dana-Farber Direct Connect, Pumpspotting Pilot, and Living Resources Program enhancements.
- Home Mailers: A letter was mailed in December to all current COBRA participants to inform them of the transition from our previous vendor csONE to our new vendor TASC.
- Constant Contact: 2 Benefit Bulletins were distributed to email subscribers in since our last SEHC meeting. These bulletins promoted Carrum Health, and the new pumpspotting pilot program.
- Contracts: The Office of Employee Health and Wellness continues to review contract timelines. The RFPs on vision and dental still need reviewers.

c. Financial Update – Frank Wiltuck

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



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

	<p>11-30-21 Update:</p> <ul style="list-style-type: none"> • <u>Balance Sheet</u>: \$193M in Equity for State Fiscal Year 2022 through 11-30-2021 • <u>Operating Statement</u>: Revenues over expenses \$-19M <p>12-31-21 Update</p> <ul style="list-style-type: none"> • <u>Balance Sheet</u>: \$190M in Equity for State Fiscal Year 2022 through 12-31-21 • <u>Operating Statement</u>: Revenues over Expenses \$-22.7M 	
<p>a. Health Purchaser Alliance - Peter Hayes</p>	<p style="text-align: center;">V. QUARTERLY PLAN UPDATES</p> <p>Information contained in written report; highlights and discussion noted below:</p> <ul style="list-style-type: none"> • <u>National & SEHC Strategies to Promote Healthcare Value</u>: Accountable care organizations (ACOs), bundled payments, centers of excellence, claims audits, disease/chronic condition management, eligibility audits, second opinion programs, and tiered networks. • <u>Recognition for Innovation</u>: The SEHC is recognized for its innovation and leadership by the following local and national organizations: The Leapfrog Group, National Business Coalition on Health, Robert Wood Johnson Foundation, Center for Health Value Foundation, Center for Health Value Innovation, Employee Health Coalition of Arkansas, Oregon Coalition of Healthcare Purchasers, and Quality Improvement Leadership Award (nominated by Maine’s provider community). • <u>Lasting Impact</u>: Maine is named the first ever top state of the decade for patient safety. • <u>Critical Issues</u>: Affordability, access, quality, and lack of transparency. • <u>Why SEHC Choices Matter</u>: Decisions made by the SEHC are important. They have a direct impact on employee cost-sharing, health outcomes, and future plan performance. SEHC decisions also impact the overall affordability, access, and quality of care in our state, as well as the overall economic health of Maine. SEHC members should consider their fiduciary accountability to be good financial stewards. • <u>State Employee Plan Innovation Across the US</u>: Alternative Payment Models (11 states) through direct contracting, bundles and episodes of care, reference-based pricing, and growth caps. Consumer Driven Strategies through HDSA/HDHP (30 States) and incentivized shopping 	



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

	<p>for high-value care (3 states). Pooling state employees (allowed in 22 states).</p> <ul style="list-style-type: none"> • <u>Montana Case Study</u>: The state employee health plan is the largest self-insured employer in Montana, insuring over 31,000 lives. Other states, such as North Carolina and Colorado, are attempting to implement similar contracts. • <u>Colorado Case Study</u>: Partnering with the Purchaser Business Group on Health on centers of excellence and direct contracting with high-value (quality and cost) health facilities and physicians. Working with RAND and NASHP on reference-based pricing. • <u>Connecticut Case Study</u>: Direct contracting hospitals and physicians. The first state health plan in the US to contract physician groups under episode of care payments (Signify Health). Implementing an advanced primary care model. • <u>New Jersey Case Study</u>: New Jersey state health benefits plan insure over 820,000 lives using its market power to secure valuable and innovative contract terms. Savings to the state exceed \$700M annually, resulting in lower healthcare premiums as well as wage increases for public employees. • <u>Rhode Island Case Study</u>: State law in Rhode Island charges the state health insurance commissioner with promoting greater quality, accessibility, and affordability in the health insurance market. The RI commissioner implemented commercial affordability standards, resulting in 2.7 percent resulting in total spending growth, net of increased primary care spends. • <u>Self-Insured Schools of California (SISC)</u>: Coalition of over 450 public school districts joined together to reduce costs and spread risk. • <u>What is the future?</u>: Reflection on strategies shared at the December retreat. Respond to a survey and share your thoughts. • Jonathan French asks to hear more about the upcoming survey. Amy Deschaines states that EH&W and Lockton are working on a brief survey to distribute to the Commission to receive feedback. 	
	<p>VI. SEMI ANNUAL UPDATE</p>	
<p>a. Living Resources Program – Tricia Mahoney</p>	<p>Information contained in written report; highlights and discussion noted below:</p> <ul style="list-style-type: none"> • <u>Program Model for the State of Maine</u>: Clinical Support, HR Assistance, Legal Connect, Financial Connect, Family Source, 	



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

Guidance Resources Online, CISM/Training, Estate Guidance, and Healthy Guidance Coaching.

- 2021 Plan Achievements and Highlights: Added new program components, over 27 communication pieces created, utilization went up 4%.
- Current and Emerging Initiatives: Expanding accessibility, enhancing engagement, and supporting organizational resiliency.
- 2022 Communication Calendar and New Trainings: Two new trainings for managers and nine new trainings for employees.
- Program Utilization Snapshot: Total utilization in 2021 was 23% and book of business utilization is 16%.
- Client Demographics: employee 85% and spouse/dependent 15%. Female 67% and male 32%.
- Service Access Points: Consistent utilization, EAP counseling is the most requested service, 6 DOT cases, & 13 Better Help referrals.
- 2021 Top Presenting Live Issues: EAP: Psychological, Stress and Anxiety. Family Source: Elder Care, Moving/Apt Hunt, and Childcare. Legal Connect: Family Law, Divorce/Separation, and Wills. Financial Connect: Income Tax, Retirement, and Credit Card Debt.
- 2021 Key Metrics: Call Volume: 1,439. Average Speed of Answer in seconds: 20. Call Abandonment Rate: 0.1%.
- Michelle Probert asks what are the overall utilization levels? Tricia Mahoney states that overall utilization is 23%.
- Robert Om is the Public Safety check-in just for first responders? Tricia Mahoney states that this program is just for State Troopers.

VII. OTHER BUSINESS

a. Convenient MD – Lynn Derocher

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

- ConvenientMD at a Glance: 30 Clinics, 3 States, 8 am – 8 pm 7 days a week, Pediatric to geriatric care, 500k+ encounters per year, and 85 net promoter score.
- Clinic Locations: 12 locations in New Hampshire, 6 locations in Maine, and 12 locations in Massachusetts. 9 more locations opening soon.
- ConvenientMD partners with employers in an effort to help reduce their overall healthcare spend: ED Avoidance, Health and Wellness, Competitive Occupational Health Pricing, Plan Design Participation,



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

	<p>Preventative Care, X-ray, Lab Work, and IV Fluids, Injury and Illness, Creating a Culture of Safety, and Broad Scope of Care.</p> <ul style="list-style-type: none"> • <u>Revolutionizing the Patient Experience</u>: ~70% returning patients, <60 minutes 75% of visits are under an hour, and 85 promoter score since inception. • <u>ConvenientMD is a "Full-Service" Urgent Care Network</u>: Evaluate and treat the majority of non-emergent ED visits, Perform screening tests, In-site moderately complex laboratory, High quality on-site x-ray images, and on-site pharmacy. • <u>ConvenientMD Clinic Team</u>: Practice Manager, Lead Physician/AP, Clinical Nurse, Radiological Technician, and Medical Receptionist. • <u>Antibiotic & Narcotic Stewardship</u>: ConvenientMD is committed to providing safe, quality care for the communities we serve, pioneering the proper use of antibiotics and narcotics in urgent care. • <u>Out-Patient Capabilities</u>: Lab orders and X-ray. • Amy Deschaines asks what is the date and time of the Augusta Ribbon Cutting ceremony? Lynn Derocher responds that the ribbon cutting ceremony will be held on February 23rd at 4 pm and there will be food and a door prize. • Michelle Probert asks if someone goes to ConvenientMD to get a COVID-19 test, what is the cost share? Lisa Lagios responds that if someone goes to receive a COVID-19 test at ConvenientMD, the Health Plan covers the cost of the test and the plan member does not receive a cost share. 	
<p>b. Open Discussion</p>	<p>Discussion noted below:</p> <ul style="list-style-type: none"> • COVID-19 Testing: Lisa Lagios states that the State of Maine falls under LD1. Anthem has been covering over-the-counter test kits. There is a COVID-19 testing reimbursement form on the EH&W website that plan members can fill out and submit to Anthem. • Laurie Doucette asks if the Sydney App has information regarding COVID-19? Lisa Lagios says yes, and she will send over information to EH&W and reach out to Laurie directly. • Jonathan French states that the Wellness Committee will be meeting on January 28th and the Plan Design committee will be meeting on February 10th. 	

FUTURE UPDATES – SEMI-ANNUAL



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

a. Living Resources Program – ComPsych – Tricia Mahoney (January & July)		
b. WellStarME Medical Care Development – Libby Arbour (March & 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.	
<i>VIII. REQUEST MOTION TO ADJOURN</i>		
X. Adjourn Meeting (11:03 am)		Lois Baxter motions to adjourn; Peter Marcellino seconds the motion. Meeting adjourned.

2022 meeting schedule available at www.maine.gov/bhr/oeH