

January 17, 2024

1:00 – 4:00 p.m.

MEETING:

**SUPERINTENDENT'S INSURANCE ADVISORY
COMMITTEE (SIAC)**

Location:
ESF–Facilities Conference
Room

Meeting called by: Lisa Schmidt, SIAC Vice Chair

Type of meeting: Advisory

Minutes by: Annette Spiegel

SIAC Members Present: Lisa Schmidt (Employee Benefits), Kyle Savage (Instructional Personnel/BFT), Dr. Neleffra Marshall (School Administrators)

Staff: Cindy Lesinski (CFO), Joe Strohfus (Benefits), Ryan Dufrain, (Assistant Superintendent Human Resources), Antonia Scipio (Director, Employee Benefits & Risk Management, remote), Annette Spiegel (Risk Management)

Absent: Amy Williams (BFT-Chair), Katye Campbell (Board Member), Anthony Colucci (Instructional Personnel/BFT), Dimarcus Simmons (Support Services/Local 1010), Support Services/Local 1010 Member (Position Vacant)

Guests: Debbie Poole (Lockton), Gabe Kramer (Marathon), Katie Vicars (Marathon), Robert Simes (Marathon), Laura Swanson (Hinge Health, remote)

MINUTES

Welcome and Introductions: In the absence of Chair Amy Williams, Antonia Scipio introduced Lisa Schmidt, SIAC Vice Chair, who called the meeting to order.

Approval of the December 13, 2023, Minutes: A quorum was not present and the approval of the minutes from the December 13, 2023, SIAC meeting was postponed to the next meeting.

BPS Financial Updates: (Joe, Debbie)

- Joe opened the financial discussion citing October 2023 data which is the last month closed by accounting. For the year, plan operations are favorable with a lower deficit of \$77K compared to 2022 with a \$201K deficit.
- Multiple high-dollar claims will potentially affect November with as much as a \$1.7 million deficit in operations, but through December/end of the plan year including another quarterly pharmacy rebate, total plan operations should end in a favorable position.
- Clinic operation costs remain consistent with calendar YTD October at \$2.7 million (\$270K per month).
- Debbie reviewed the Executive Summary. *Through November*, the combined plans are running “hot” with a deficit of \$3.2 million compared to total budget and a loss ratio of 104.5%.
- Pharmacy claims represent 21.5% of total cost and gross claims have increased 14.6% on a PEPM basis compared to the same time last year.
- Two claimants reached the \$500K individual stop loss threshold and one reached the aggregate specific deductible so stop loss reimbursements will result. There are 13 claimants above half the ISL, accounting for 8.1% of total gross claims.
- Compared to the previous year, total budget through November is running 9.1% higher, total claims are 13.2% higher, net claims are 11.5% higher, total fixed costs are relatively stable at 2.4% higher and total plan costs were 10.4% higher than prior year. Overall loss ratio is 104.5% compared to 103.3% through November of 2022.
- For November only, with only \$18,295 in stop loss reimbursements and including fixed costs and claim spend, the month’s loss ratio was 132.8% actual vs. budget. Over \$400K is owed in stop loss reimbursements that will hopefully level out December closer to budget.
- Loss ratios for individual plans reflect consistent performance with Gold running 115% compared to budget and Silver running at 89.5%.
- Kyle questioned why pharmacy claims increased \$2.5 million and medical claims increased \$5 million despite large claimants being half of what they were in 2022. Debbie replied that she will bring Inflock information to the next meeting to look at specific claims and address Kyle’s question.
- Debbie concluded with data from the EAP program. There is good utilization YTD: 1483 cases opened with an 18% utilization rate. EAP services include phone, text, e-counseling, and face-to-face assistance. The top presenting problems are depression and anxiety, with substance abuse representing a very low number of EAP cases.

Marathon Health Presentation: (Katie Vicars, SVP, Client Development, Robert Simes, VP, Data and Insights, Gabe Kramer, RVP, Client and Care Team)

- Katie started by stating Marathon's mission: to "transform lives, one at a time." Marathon supports 17 school districts across the nation and BPS is "the gold star," far surpassing outcomes and results they see in other school systems but there is still more work to do together. Katie then introduced Gabe Kramer to share background of the BPS-Marathon partnership.
- Gabe shared Marathon's partnership timeline beginning in late 2016, including the expansion history totaling three locations, increased staff and the biometric program. He commented on resources provided during COVID beginning in 2020 and noted the addition of a dietician, virtual behavioral health services and the annual physical incentive. Volume from 2016 through 2024 increased from 11,811 visits to 15,064 visits. Cindy asked for clarification on the addition of two health centers not increasing visits significantly. Gabe explained that the first center opened at the end of 2016, so the initial 11K visits is really representative of 2017, and that redirecting clients to the additional two centers took time to build visit numbers. He also clarified that visits include provider visits (M.D., N.P.). Lab visits are tracked separately from those in the Athena EMR system. Katie added that BPS is back to pre-COVID utilization numbers and some clients are not.
- Robert described Marathon's "quadruple aim" approach distinguishing Marathon from a primary care practice: (1) Patient experience, improvement (2) Clinical results (3) Financial shifts (4) Member satisfaction.

He explained the Full Engagement Cycle that keeps members aware and involved in their personal health. He reinforced the desired impact of preventive care visits vs. acute care and how the member and provider really understand where the member is regarding his/her health. Virtual Behavioral Health Services have doubled in the past 12 months. Overall engagement is 68-70%, a "gold star" trend compared to other school districts. The last 2.5 years show steady growth in provider engagement across all member types. Overall member satisfaction is 97.1%. Survey completion rate is lower than desired at 11.1%. Net promoter score is 88%. Seventy-eight percent of employees/spouses have improved at least one biometric marker. Robert reviewed the financial and claims trend analysis. The biggest savings found is total cost of care, a 27% difference between engaged/non-engaged populations (\$1,213 PMPY). BPS falls in the top 2 to 3 school districts with positive engagement and results. Robert cited that Marathon visits do not just treat symptoms, i.e., they're not purely transactional but drive provider/patient *relationships*. Marathon's presentation concluded.

- A pending request from previous SIAC meetings about whether industry experts are going to be included in the SIAC process was reiterated. An update will be provided at a later time.

Hinge Health Presentation: (Laura Swanson, Senior Client Success Manager, remote)

- Laura reviewed Hinge Health's corporate goal "to move people beyond pain" through clinical expertise, experience (500K members), commitment and credibility (substantial data). HH programs address typical industry service barriers by providing BPS customers with complete, immediate, virtual accessibility to the program/its tools from the 1st day of enrollment. Laura reviewed BPS's goals: cost savings, outcome/productivity, competitive/convenient user experience. 2023 data includes BPS members rating HH 8.9/10 having completed nearly 9K therapy sessions. Users reported 46% pain reduction, 43% reduction in surgery intent and 67% reduction in lost productivity. HH's all-time impact (JUN '21 – DEC '23) reports even higher member satisfaction. Laura reviewed engagement data for members and dependents in the chronic program, acute program and surgery program. Laura stated that 11.6% (964) of members all-time engagement is "fantastic." All programs save travel time, member copays and result in increased work productivity. Clinical outcomes were reviewed. Pain reduction in the first 12 weeks for all programs averaged nearly 50%, long term pain reduction (1 year) by 59%, and Women's Pelvic Health symptom reduction by week 12 averaged 56%. The pelvic health program is new and additional data will be collected. It is a painful and costly condition and HH is happy to be able to provide relief to members. 2023 YTD ROI resulted in a net savings of \$461K and all-time ROI at \$1.8 million. HH data for surgery intent reduction, mental health improvement and productivity improvement all showed significantly positive results (43-70% reductions, respectively) for the 12-week core program and for long term, one-to-two-year participation. Laura concluded by discussing a high customer satisfaction rating. Laura stated HH will be attending the March 2024 BPS Wellness Fair. Laura advised that the handout Appendix provides additional information. Debbie commented about HH's communication success using targeted mailers vs. inundating emails.

In Closing

- Lisa summarized since there was no quorum at this meeting, minutes from the December and January meetings will be reviewed at the February meeting.
- Antonia reminded everyone about her recent emails regarding the blood drive, the virtual wellness fair and the next 5K, "Run with Rendell," at Satellite High on Saturday, February 3rd. She also provided information about the ESF Wellness Fair in March. She encouraged everyone to motivate their teams to participate in these events as it ultimately results in better employee health and better workplace productivity. She announced February's SIAC meeting for Wednesday, February 28th in the Board Room.

Next SIAC Meeting: Wednesday, February 28, 2024, 1:00 p.m. - 4:00 p.m.