



**Faculty & Staff Benefits Committee**

**DRAFT 3**

**Minutes**

Tuesday September 11, 2018  
3:30pm to 5:00pm  
Room B48, Zimmerman Library

*Attendees: (taken from sign-in sheet – for those who signed in)*

Fran Wilkinson	University Libraries & Learning Sciences
Joey Evans	Human Resources
Carol Bernhard	College of Education
Leslie Jones Easom	UNM Retiree Association
Pamina Deutsch	Policy Office
Mark Maddaleni	Arts & Sciences
Dimitiev Vassilev	Mathematics/Statistics
Gene Henley	Public Administration
Brooke Cholka	Research & Compliance

<i>Excused:</i>	Donna Smith	Retiree Association
	Keeta Harnett	Law Library
	Marcia Sletten	Health Science Center
	Shawn Berman	Anderson School
	Codruta Soneru	Anesthesiology

<i>Absent:</i>	Trudi Flynn	Payroll
	Dorothy Anderson	Human Resources

<i>Guests:</i>	Brenda De La Pena	HR Benefits
	Steve Borbas	UNM Retiree Association
	Eric Weinstein	Aon
	Heidi Castro	UNM Team Health
	Dr. Jamie Frost	UNM Team Health
	Jill C. Klar	UNM Medical Group
	Andy Baatz	UNM Medical Group

<i>Minutes:</i>	Dennis Dunn	Office of University Secretary
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**Meeting called to order @ 3:30pm.**

**Quorum was met.**

- Due to the number of guests present at today’s meeting the approval of the agenda and minutes, along with the election of the faculty and staff co-chairs and BLT representative election, will take place at the end of the meeting.



## Faculty & Staff Benefits Committee

### Agenda:

- Approved.

### Minutes:

- The August 14, 2018 minutes were approved with one change. The statement that 80% of UNM employees are former PERA employees is wrong. It should read 80% of UNM police are former PERA employees.

### Introductions:

- Introductions were made around the table.

### Human Resources Updates:

*Joey Evans, HR Benefits*

- Joey's primary presentation today was an update on changes to the employee's medical coverage that will take place July 1, 2019. The guests present are from UNM Team Health (previously titled UNM Health) and the UNM Medical Group.

*(see handout below)*

Points covered:

- The changes being made to the UNM Health Plan are to provide greater value to the plan for UNM employees and their dependents.
- Currently UNM has three medical plan options: Presbyterian, Blue Cross/Blue Shield, and, UNM Team Health.
- Moving forward UNM Team Health will no longer be an option for UNM employees. These members will be combined with Blue Cross/Blue Shield. UNM Team Health will become the service provider for Blue Cross/Blue Shield and will manage the combined populations. They will guide employees to the proper plan based upon their health and current health issues and will be the employee's first point of contact.
- Tier 1 cost shares are being looked at, such as copays, while Tier 2 will not be affected.
- Dr. Jamie Frost, UNM Team Health, explained that UNM Team Health oversees approximately five thousand students, employees and dependents. UNM Team Health is basically a call center to help coordinate treatment for health issues. They also have answers for benefits and claims issues. This is called Population Health Management.
- Heidi Castro, UNM Team Health, explained how the call center works and how they help the students, employees and dependents. Questions regarding claims, and billing, are also handled through the call center. Heidi also explained the qualifications required to work at the call center. Some call center employees have a medical background but there are always nurses on duty at the call center to answer questions and to give direction.

## Faculty & Staff Benefits Committee

- The call center operates eight a.m. to five p.m., Monday through Friday. Off hours are handled through a nurse line that will answer questions regarding medical expenses and medical issues. Also, after hours calls will go directly to Dr. Frost's voice mail and will be addressed the following day. There are currently four Care Coordinators working at the call center.
- In response to a question, "Is it a done deal" it was explained that though this package has not yet been approved it will be going before the Executive Vice President's Council tomorrow, September 12, 2018 for approval. It will then go before the Regents in October 2018. It will also be presented to the Faculty Senate and the Staff Council.
- **Moving Flexible Spending Accounts (FSA) to Fiscal Year:**
  - Joey explained the strategy of moving the Flexible Spending Accounts from the current Open Enrollment calendar to the same Fiscal Year schedule as the medical plan.
  - The \$500 Carry Over will continue.
  - The **recommendation** from the Benefits Committee is that Human Resources should start announcing this information to UNM employees right now and that it may take effect in 2020. This will give the employees a year's advanced notice.
- **ERB Proposed Changes:**
  - This item will be addressed at the October Benefits Committee meeting.
  - Leslie Easom, UNM Retiree Association, explained that the Retiree Association has sent out information to its members on this issue.
  - **ACTION:** Leslie will send a copy of this information to Dennis Dunn, University Secretary's Office, who will then forward it to the Benefits Committee members.
- **Life and Disability Insurance RFP Volunteers:**
  - 5.8.4 RFP – Life and Disability Insurance for Volunteers.
  - Joey stated that HR is looking at releasing the RFP around October 1, 2018.
  - **ACTION:** Fran will contact the Faculty Senate and Carol will contact Staff Council for volunteers.
- **Election of Benefits Committee Chair and Co-Chair:**
  - Fran announced that the Faculty Senate has one more faculty member to appoint to the Benefits Committee. Meanwhile, the election can be held today for the position of faculty and staff Co-Chairs and a representative to the Budget Leadership Team (BLT). Ballots were handed out and Ex-Officio member Pamina Deutsch counted the results. The results: Fran Wilkinson re-elected as faculty Co-Chair; Carol Bernhard re-elected as staff Co-Chair; and, Gene Henley re-elected as the representative of the Benefits Committee to the BLT.
- **VEBA Committee Update:**

*Fran Wilkinson,*  
The VEBA Committee meeting has been postponed.



## Faculty & Staff Benefits Committee

- **Budget Leadership Team (BLT) Update:**  
*Gene Henley, Public Administration*  
Gene reported that the next BLT meeting will be held next week on September 20, 2018.
- **Policy Update:**  
*Pamina Deutsch, Policy Office*  
Pamina announced that there were no new policies to report, but new policies will be coming out in the fall for the formal policy review process. She then thanked the committee for allowing her to serve and be a part of the Benefits Committee. Pamina will retire from UNM at the end of September.
- **Retiree Association Update:**  
*Leslie Easom, Retiree Association*  
(*Leslie's comments took place during the **ERB Proposed Changes** segment of this meeting.*)
- **Other Business:**  
**ACTION:** Joey Evans asked the committee to send him any questions, or thoughts, relating to today's UNM Health Team presentation and that he will address these questions at the next Benefits meeting in October.
  - The August 14, 2018 minutes were approved with one change (*see above*) and today's Agenda was approved.
  - Before adjourning Fran asked the committee if they would like the meeting time moved from 3:30pm – 4:30pm to 3:00pm to 4:00pm. Due to time constraints for certain committee members the meeting time will remain 3:30pm – 4:30pm.
  - Due to scheduling issues at Zimmerman Library the committee will continue to meet in room B48, in the basement of Zimmerman Library, for the rest of the fall 2018 semester.
- **Next Meeting:**  
October 9, 2018  
3:30pm – 4:30pm  
B48, Zimmerman Library

**Adjourn: 5:00 pm**

**Guiding Principles**

1. Invest in UNM employees to bring value and well-being to the employment experience.
2. UNM internal resources collaborate to administer and pay for health care service.
  - a. Identify innovative methods for reimbursing providers for health care services, including value based purchasing, that will result in measured outcomes for employees participating in UNM's plan.
  - b. Long-term goal: ensure efficient outcomes based on health care that is employee centered, reduces waste and provides employee satisfaction.
  - c. Provide incentives, resources and support for employees that meets individual needs and expectations.
3. Develop a high touch model so employees and dependents can receive help navigating the complex health care system, be educated in resources and methods for achieving individual, optimal health and well-being and be empowered and engaged in their own health and well-being.

**Why Change?**

1. Provide high quality health care benefits in an administrative and cost efficient manner.
  - a. BCBS providing certain administrative functions to both UNM Team Health and BCBS populations. Combining populations will provide administrative efficiency.
  - b. Utilize the combined strengths of UNM Team Health, Benefits Department and BCBS to provide efficient service to the combined population.
  - c. Provide high touch health management and customer service to help patients navigate the health care system and ensure patients receive timely, coordinated care from providers who focus on patient health outcomes.

**What will Change?**

1. Current UNM Team Health population will be combined with BCBS population.
  - a. UNM Team Health will no longer be a medical plan option.
  - b. UNM Team Health will provide population health management to the combined population.
  - c. UNM Team Health will provide concierge type customer service.
    - i. UNM Team Health will be first point of contact.
    - ii. UNM Team Health warm transfers to BCBS as needed.
  - d. BCBS will provide TPA functions such as claims processing, Explanations of Benefits, and other administrative services.
2. UNM Medical Plan design will continue to support choice while increasing incentive to utilize Tier 1 providers.
  - a. Evaluate Tier 1 network to provide a greater cost share (co-pays/coinsurance) discount.
  - b. Evaluate possibility of navigation to Tier 2 by UNM Team Health with Tier 1 level of benefits.
  - c. If utilize Tier 2 without UNM Team Health navigation, will receive Tier 2 level of benefits.

**UNM Team Health**

1. Who is UNM Team Health (UNMTH)? How are we evolving to address changes in health care? What is population health management and what is value based care?
  - a. Currently, UNM Team Health (previously UNM Health) is one of three employee health benefit choices for UNM and UNMMG. We are a care coordination, patient navigation, and



## Faculty & Staff Benefits Committee

- care concierge/customer service team partnered with BCBS to provide health benefit services to a subset of UNM & UNMMG employees.
- b. UNMTH is part of the Health System's population health management team, and value-based care initiatives.
  - c. Dr. Frost and her team are responsible for implementing the needed health system infrastructure required for the evolution in health care from fee for service to reimbursement based on high quality and good outcomes, and low cost: value-based care, or the triple aim.
  - d. Population based approach to chronic diseases, wellness and preventive health with new Enterprise Data Warehouse, Registries and value-based analytics that ties patients, diagnoses, clinical outcomes, satisfaction and cost/utilization.
  - e. Patient centered medical homes at all UNM Primary care clinics, and medical neighborhood model of care: PCMH: Teams of providers and staff who care for patients' health and education needs. Care Coordination and Disease Management outreach will be facilitated by UNMTH to patient's PCMH and medical neighborhood utilizing population health management tools.
2. What will UNM Team Health's role be?
    - a. Care Coordination, Personalized customer service and concierge service
    - b. First point of contact for billings, claims, benefits, provider network, authorizations.
    - c. Preventive Care and Chronic Disease Management including identifying gaps in care.
    - d. Patient Centered Medical Home (PCMH) and Medical Neighborhood Model of care.
    - e. Provider Network navigation.
  3. What data will UNM Team Health receive?
    - a. What will they do with my data?
      - i. By accessing data such as medical claims, pharmacy claims, enrollment, health risk assessment (HRA), lab & biometric, EMR/EHR, socioeconomic, etc., decisions can be made based on facts in order to improve patient/member health outcomes.
    - b. How will they keep my information private?
      - i. Data is protected by applying HIPAA regulations and restrictions on access to Cerner.
  4. How will UNM Team Health ensure access to providers meets my expectations?
    - a. Preferred Tier 1 scheduling.
    - b. Referred access outside Tier 1 when appropriate.
    - c. Provider agreements to ensure we receive the best available price for care.

### ***Move Toward Holistic Benefits Approach***

1. Well-Being becomes a significant focus.
  - a. High touch health care;
  - b. Broad, interactive wellness incentive program to support individual journey including annual exam, activity and lifestyle programs and financial wellness programs.
2. Better Coordination of Benefits
  - a. Move FSA to Fiscal Year to allow employees to better plan for increased expenses.
  - b. Ease of choice when choosing health plan—reduction to two options.
  - c. Retain choice but include accountability in choice.