

# TML MULTISTATE INTERGOVERNMENTAL EMPLOYEE BENEFITS POOL

*Board of Trustees Meeting  
June 28, 2018 @ 8:30 AM  
Pearl ~ South Padre Island  
310 Padre Boulevard  
South Padre Island, Texas 78597  
(956) 761-6551 ~ (956) 791-4181 Fax*

## AGENDA

**2017-2018 Healthcare Revolution, IEBP Transformation**  
*Improving the IEBP Membership Experience Invest in the  
Tenured Political Subdivision Employees with TML MultiState IEBP,  
your **"Trusted Advisor for all things Healthcare"***

### I. Organizational Items (Part I)

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- A. Call to Order
- B. Roll Call and Declaration of Quorum **(Tab A)**
- C. Approval of Minutes **(Tab B)**
  - 1. April 26, 2018
- D. Request for Excused Absences
- E. TML MultiState IEBP Mission Statement, Goals, Benefit Acronyms, Definitions, Committees, Board of Trustees Appointed/Elected, Management Staff Contact Information, Education Information, Staff Attendance 2014-2015, TML, TML IRP & NLC meeting dates, Trustee Training Hours, IEBP Chairman History, Organization Historical Overview Table and Active Trust Document executed 02/01/14 and Assumed Name Certificate 02/10/14. **(Tab C)**
- F. TML MultiState IEBP Update
- G. Chairman Trustees at Large Recommendation
- H. Election Preparation
- I. Correspondence **(Tab D)**
  - 1. Andy's Retirement
  - 2. Texas ruling on \$11,000 ER bill may have long-lasting effects, experts say
  - 3. Potential Aggregate Stop Loss Violation
  - 4. 2018-2019 MyIEBP Trusted Advisor "Everything Healthcare" Annual Conference Update
    - a. May 17, 2018 Membership
    - b. May 22, 2018 Membership
    - c. June 5, 2018 (Brokers/Consultants)
  - 5. Liberty Bank Refund
  - 6. 2018 MyIEBP Trusted Advisor "Everything Healthcare" Webcasts:
    - a. April 3, 2018: Supplemental Benefits (American Fidelity)
    - b. April 19, 2018: LTD, STD, Life (Standard)
    - c. May 8, 2018: Political Subdivision Budget Preparation for Healthcare "Cutting Edge Benefit Ideas for 2018-2019 Plan Year"
    - d. **May 17, 2018: Member Annual Meet and Greet IEBP Trusted Healthcare Advisors and Benefit Subject Matter Experts**
    - e. **May 22, 2018: Member Annual Meet and Greet IEBP Trusted Healthcare Advisors and Benefit Subject Matter Experts**
    - f. May 24, 2018: Self-Funded Managing the Transformed Stop Loss Relationship
    - g. **June 5, 2018: Broker Annual Meet and Greet IEBP Trusted Healthcare Advisors and Benefit Subject Matter Experts**
    - h. June 7, 2018: Plan Design Options in Managing the Healthcare Contribution/Premium Cost and impact to OOP cost for Covered Individuals. Defined Contribution, Choice and

- Select Medical, Choice and Select Rx, Spousal Plans, Value Tiered Networks, On-Site Clinic,
- i. June 21, 2018: Consumer Centered Plans, Making the Most of the Pretax Dollar with a Defined Contribution Plan
- j. July 10, 2018: IEBP Making the membership experience Positive: Patient Advocacy, Plan Advisor, Health Advisor, Website Network Upgrade, MyIEBP Educational Tools
- k. July 26, 2018: Effective Management of the Prescription Dollar
- l. July 31, 2018: Self-Funded Employers "What makes-up the Cost of the Healthcare Risk" Underwriting, Stop Loss, Attachment Factor, Medical, Rx, Trends in Utilization Part I
- m. August 7, 2018 Feb 27, 2018: Self-Funded Employers " Managing the Healthcare Risk" Admin Cost, Stop Loss, Utilization, Commission Fees, Network Access, OON, Part II (TTC and Self-Funded Article)
- n. **Eligibility and Actively at Work Requirements: September 6, 2018.**

## II. Executive Session

The Trustees will adjourn into Executive Session under authority of the Texas Government Section 551.0785 to deliberate a matter that includes a consideration of information in the medical or psychiatric records of an individual applicant for a benefit from this plan, under Texas Government Code Section 551.071, to consult with attorney about pending litigation or contemplated litigation, a settlement offer or a matter in which the duty of the attorney to the Pool under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with Chapter 155 of the Texas Government Code, and Texas Government Code Section 551.074 to deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee.

## III. Board Reports

- A. TML Report Bennett Sandlin
- B. Legislative Liaison Report Bob Kamm **(Tab E)**
- C. TML IRP Report: Michael Smith **(Tab F)**
- D. PEBA Report: Leah Gore **(Alliance Communication under Tab L)**
  - 1. Recruitment: Jennifer Otey – Retirement
  - 2. Request for Proposal Spring/Summer 2018 Workflow**Distribution Date: 07/20/18; Due Date: 08/22/18**
- E. Executive Committee Chairman: Stephen Haynes
  - 1. Employers on Hold
  - 2. Termed Employer Collection Efforts
  - 3. Provider Appeals
  - 4. Prescription Appeals
  - 5. Member Employer/Employee Litigation/Collections Overview
  - 6. HealthEdge Legal Proceedings
  - 7. Independent Review Organization (IRO) Appeals/Litigation/Collection Overview
  - 8. Late Enrollments – Executive Approval
  - 9. Employee Retrospective Termination Collection Outcome
  - 10. Medicare Secondary Payor Interface
  - 11. Medical Intelligence Medically Justified External Independent Review Organization (Executive Session)
  - 12. UMR Prompt Pay Penalties
  - 13. IEBP Right of Recovery/Subrogation Collections
  - 14. Potential Subrogation Litigation:
  - 15. Open Record Requests
  - 16. Executive Director Recruitment Update

#### IV. Organizational Updates

- A. Board Interviews of Executive Director Candidates (**Tab G**)
  - 1. Candidate I: 10:00 – 11:00
  - 2. Candidate II: 11:00 – 12:00
  - 3. Deliberation and evaluation of candidates
  - 4. Deliberation and evaluation of salary for new Executive Director
- B. Board Policies and Procedures (**Tab H**)
  - 1. IEBP Investment Policy Review
  - 2. Board Expense Policy and Procedure
- C. 2018-2019 Prescription Plan Update
  - 1. Coupon System Plan Management
- D. 2018-2019 Dental Benefit Update due to 10% Dental III Increase
  - 1. Blue Cross Blue Shield/DentaMax
  - 2. UMR 2017-2018 Dental Information
  - 3. The Standard
  - 4. IEBP 2018-2019 Dental II, III and IV Information
- E. CAPHS and HEDIS Update for Plan Year 2018-2019: DSS Research
  - 1. CAHPS Survey Requirement Discussion
  - 2. Member Demographic Profile
  - 3. Safety No open ended questions on the survey
  - 4. Methodology
  - 5. Patients who request removal from survey participation
  - 6. Costs - Adult
    - a. PPO (sample size of 1,100) 12,400 (mailing, internet and phone, analysis and client portal) 1/3 implementation, 1/3 second waive, 1/3 final report in June
      - i. Minimum sample size required
    - b. E-Mail to NCQA 'Janet Holzman' [Holzman@ncqa.org](mailto:Holzman@ncqa.org) on 06/12/18 regarding the Child/Adolescent Standard/Element/Factor Compliance.
    - c. Per 06/13/18 email – Adult only required
  - 7. April Approved Budget
- F. Underwriting (**Tab I**)
  - 1. Member Equity Update
  - 2. **Per Employee Per Year Costs**
  - 3. Loss Ratio
    - a. Medical
    - b. Dental
    - c. Vision
  - 4. Area Factor
  - 5. Reserve Calculation Update
  - 6. Regulatory Fees
  - 7. **High Dollar Claims**
  - 8. **Attachment Factor/Claim History**
  - 9. Historical Patient Protection Affordable Care Act (PPACA) impact on claim costs
  - 10. 2016-2017 Stop Loss Refund Update
  - 11. **Actual Cost Projection for 2018-2019 Plan Year**
- G. 2018-2019 Budget Revision
  - 1. Administrative Cost Percentage w/o Network: 10.60%
  - 2. Administrative Cost Percentage with Network: 15.04%
- H. 2017-2018 Financial Year to Date Review
- I. Collaborative Teaming Alliance, Vendor and/or Partners (**Tab J**)

- J. Competitive Proposal Activity (**Tab K**) and Alliance Communication (**Tab L**)
  - 1. Ernst and Young Agreement and Relationship potential underwriting service expansion
  - 2. IEBP Proposals
- K. Trustee Ethic Education (Gunnar Seaquist)
- L. Chapter 172 Education (James Forest)
- M. Network Customer Care Overview (**Proprietary Packet**)
  - 1. Annual Delegated Provider Contract Template
  - 2. Annual Delegated Credential and Recredential Plans
  - 3. Predelegated Agreements
  - 4. PPO Average Discount
  - 5. Network Discounts
  - 6. Network Emergency Room Update
  - 7. Direct Contract Providers
  - 8. Update on Dental Network Status
  - 9. UHG GeoAccess Delegated Providers
  - 10. Delegated Contract Mutually Agreed Upon Responsibilities
  - 11. Adequacy, Network Termination Impact, High Utilization Provider Review
- N. Business Administrative Services (**Tab M**)
  - 1. Background
  - 2. Income Summary
  - 3. Investment Update
  - 4. Collections
  - 5. OptumInsight/AIM Collections
  - 6. YTD Financial Overview
  - 7. Income Statement
  - 8. Balance Sheet
  - 9. IEBP Cost Allocation
  - 10. Membership Contribution
  - 11. Health Claims
  - 12. Pharmacy Claims
  - 13. Net Income
  - 14. Member Equity and Formula for Member Equity
  - 15. Historical Data: Investment Earnings Rate Increase and Equity Offset
  - 16. Replacement Ratio
  - 17. Reserve Calculation
  - 18. Electronic Fund Transfers
  - 19. PPACA Administrative Fees
  - 20. TMRS Funding
  - 21. Complaint Log
  - 22. Declinations
  - 23. Appeal Log
  - 24. Performance Improvement Plan (PIP) Action Plan
  - 25. Document Enclosure
  - 26. Executive Director's Expense Reports (Board Meeting On-Site Hand-Out Review)
- O. 2018 IEBP Performance Improvement Plan (**PIP Packet**)
  - 1. NCQA Next Survey Dates
  - 2. NCQA Appeal
  - 3. Resurvey in a year June 2019
  - 4. Functional Area Performance Improvement Plan Information will be reviewed
    - a. UMR Claim Adjudication Team
    - b. Quality Compliance Team

- c. Plan Installation Team
- d. Billing and Eligibility
- e. Customer Care
- f. Health Information (HITECH)
- g. Electronic Data Interchange (EDI) Service
- h. Human Resources
- i. Marketing and Membership Interface
- j. Medical Intelligence Team Incomplete from January 2018 to Current
- P. Internal Legal Counsel and Protected Health Information and Security (**Executive Session Packet**)
  - 1. Legal Service Metrics
  - 2. Privacy and Security Overview
- Q. External Legal Counsel Report
- R. Mercer Executive Director Recruitment Report

## V. Action Items

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- A. IEBP Board will take action on Chairman's Trustee at Large Position
- B. IEBP Board will take action on the Committee Reports
  - 1. Executive Committee Recommendations
- C. IEBP Board will take action on the Collaborative Board Reports
  - 1. IEBP Board will take action on the TML Report
  - 2. IEBP Board will take action on IRP Report
  - 3. IEBP Board will take action on PEBA Report
- D. IEBP Board will take action on the 2018-2019 Benefit Modifications
  - 1. Medication Therapy Management Plan and Benefits
    - a. Coupon Plan Management
  - 2. Dental: Network
- E. IEBP Board will take action on the Underwriting recommendations
- F. IEBP Board will take action on the Collaborative Teaming Alliance Recommendation
- G. IEBP Board will take action on the Business Model Alignment Report Recommendation
- H. IEBP Board will take action on the Alliance Relationship Recommendation
- I. IEBP Board will take action on the Competitive Proposal recommendations
- J. IEBP Board will take action on the 2018 Performance Improvement Plans (PIP)
  - 1. Billing and Eligibility
  - 2. Claim Adjudication – UMR
  - 3. Customer Care
  - 4. Electronic Data Interface (EDI)
  - 5. Finance
  - 6. Health Information Technology (HITECH)
  - 7. Human Resources
  - 8. Legal
  - 9. Marketing
  - 10. Medical Intelligence
  - 11. Plan Installation
  - 12. Provider Contract Specialist
  - 13. Quality Compliance
  - 14. Security
- K. IEBP Board will take action on the Legislative Liaison report
- L. IEBP Board will take action on the External Legal Counsel report
- M. IEBP Board will take action on Mercer Executive Recruitment Recommendation
- N. IEBP Board will take action on the hiring of a new Executive Director
- O. IEBP Board will take action on determining the salary of the new Executive Director

**VI. Organizational Items (Part II)**

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- A. 2018, 2019 & 2020 Board Meetings:
    - 1. June 28-29, 2018 Pearl, South Padre Island, Texas
    - 2. September 27-28, 2018 Four Seasons Resort, Las Colinas, Texas
    - 3. January 24-25, 2019 Mokara Resort & Spa, San Antonio, Texas
    - 4. April 25-26, 2019 Hyatt Lost Pines Resort, Bastrop, Texas
    - 5. June 27-28, 2019 Pearl, South Padre Island, Texas
    - 6. September 26-27, 2019 Four Seasons Resort at Las Colinas, Irving, Texas
    - 7. January 30-31, 2020 Mokara Resort & Spa, San Antonio, Texas
    - 8. April 30-May 1, 2020 Horseshoe Bay Resort, Horseshoe Bay, Texas
    - 9. June 25-26, 2020 Pearl, South Padre Island, Texas
    - 10. September 24-25, 2020 Four Seasons Resort at Las Colinas, Irving, Texas
  - B. NLC-RISC Conference
    - 1. October 22-24, 2018 Little Rock, Arkansas (Staff Conference)
  - C. TML Board Meetings
    - 1. June 28-29, 2018 Roanoke, Texas
    - 2. October 9 and 12, 2018 Fort Worth, Texas
  - D. TML Annual Conference
    - 1. October 9-12, 2018 Fort Worth Convention Center, Fort Worth, Texas
    - 2. October 8-11, 2019 Henry B. Gonzalez Convention Center, San Antonio, Texas
    - 3. October 13-16, 2020 Gaylord Texan Resort and Convention Center, Grapevine, Texas
    - 4. October 5-8, 2021 George R. Brown Convention Center, Houston, Texas
  - E. TML IRP Board Meetings
    - 1. July 20-21, 2018 San Antonio, Texas
    - 2. October 26-27, 2018 Kemah, Texas
    - 3. January 25-26, 2019 Southlake, Texas
    - 4. April 26-27, 2019 Tyler, Texas

**VII. Adjourn**


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The Board of Trustees of the IEBP reserves the right to adjourn into executive session at any time during the course of this meeting to discuss any of the matters listed above, as authorized by Texas Government Code Sections 551.071 (Consultation with Attorney), 551.072 (Deliberations about Real Property), 551.074 (Personnel Matters) and 551.0785 (Deliberations Involving Medical or Psychiatric Records of Individuals).