



Douglas County School District
Health Advisory Committee
Airport Training Center
1126 Airport Road Building
G-1
Minden, NV 89423
Tuesday, March 22, 2022
4:30 PM

Agenda

1. Call to Order

A. Roll Call of Committee Members

B. Adoption of Agenda (For Possible Action)

Committee members reserve the right to take items in a different order to accomplish business in the most efficient manner.

2. Public Comment #1

Public comment will be taken during this agenda item regarding any item appearing on the agenda. A sign-up sheet is provided and individuals may address the committee by indicating their desire to speak and the topic about which they will speak. The committee reserves the right to limit the amount of time that will be allowed for each individual to speak. (The time allotted is nontransferable for each speaker.) The committee is precluded from acting on items raised during Public Comment that are not already on the agenda. No action may be taken on a matter discussed under this item until the matter is included on an agenda as an item on which action may be taken. Public Comment #2 will provide an opportunity for public comment on any matter within the Committee's jurisdiction, control, or advisory authority.

3. Committee Members' Comment

Comments from committee members are invited at this time for any item not specifically addressed elsewhere in the agenda. The intent of this standing item is to allow committee members to provide feedback to the committee as a whole regarding membership questions and comments. Committee members should limit the amount of time and be respectful of time constraints and not be repetitive of other committee members' comments.

4. Approval of Minutes of the January 25, 2022 Meeting (For Possible Action) 3

Attached are the minutes of the January 25, 2022 Health Advisory Committee Meeting for review and approval.

RECOMMENDATION: Approve the Minutes of the Health Advisory Committee Meeting dated January 25, 2022.

5. Review of Claims (Information and Discussion)

Lloyd Barnes, Nate Kerr

A representative from DCSD's broker, LP Insurance Services, Inc., will review claims expenses for Douglas County School District's self-funded health insurance.

6. Customer Service Review (Information and Discussion) 6

Jose Sandoval

A representative from Douglas County School District's Third Party Administrator, Hometown Health, will review customer service statistics.

7. Self- Insurance Fund Projected Financials (Information and Discussion)

Joe Girdner

Joe Girdner, Executive Director of Human Resources, will provide an update in the projected financials of the district's self-insured health insurance fund.

8. Prescription Drug Savings Program (Information and Discussion)

Lloyd Barnes, Nate Kerr

Discuss possible options for prescription drug savings plans that could help offset the effects of high-cost prescriptions on DCSD's self funded plan.

9. Correspondence (Information and Discussion)

Committee members will discuss or review any correspondence received pertaining to the Advisory Health Insurance Committee.

10. Future Agenda Items (Discussion and for Possible Action)

Committee members will discuss or propose upcoming items for future agenda items in addition to setting the next meeting date(s) and times.

11. Public Comment #2

Public comment will be taken during this agenda item on any matter within the committee's jurisdiction, control, or advisory authority. No action may be taken on a matter discussed under this item until the matter is included on an agenda as an item on which action may be taken. A sign-up sheet is provided and individuals may address the committee by indicating their desire to speak and the topic about which they will speak. The committee reserves the right to limit the amount of time that will be allowed for each individual to speak. (The time allotted is nontransferable for each speaker.) The committee is precluded from acting on items raised during Public Comment that are not already on the agenda. No action may be taken on a matter discussed under this item until the matter is included on an agenda as an item on which action may be taken.

12. Adjournment

(*) Times are estimated. Items on the Agenda may be taken out of order. The Health Advisory Committee may combine two or more agenda items for consideration, and may remove an item from the agenda or delay discussion relating to an item on the agenda at any time. Generally speaking, the item will be heard no earlier than the time indicated.

If copies of the complete agenda (and supporting materials) are desired in advance, they may be obtained at the District Office on the Friday or Monday preceding a regular Tuesday meeting of the Committee. Please contact Caryn Harper at 775-782-5134 or charper@dcsd.k12.nv.us.

Notice to Individuals with Disabilities: Members of the public who require special assistance or accommodations are asked to notify the District Administration at 1638 Mono Avenue, Minden, Nevada, 89423, or by calling 782-5134, so that such notification is received at least twenty-four (24) hours prior to the meeting. In conformance with the Open Meeting Law, it is hereby noted that the agenda for the meeting of the Douglas County School District Health Advisory Committee has been posted at the following locations:

Douglas County School District, Minden, NV

District website: www.dcsd.k12.nv.us

State of Nevada website: <https://notice.nv.gov>

**DRAFT -- Minutes of the Health Advisory
Committee Meeting of January 25, 2022**

Committee Members Present

Joe Girdner, District Office
Darcy McInnis, DCPEA
Mike Ashton, DCPEA
Kerry Stack, DCPEA
Susan McNeall, DCAA
Kathy Jones-Tynes, DCSSO (for D. Monachino)

Absent

David Monachino, DCSSO

Lloyd Barnes, LP Insurance, Nate Kerr, LP Insurance, Jose Sandoval, Hometown Health, and Leeann Caires, DCSD Human Resources.

1. Call to Order

The meeting was called to order by Mr. Girdner.

Committee member and attendee roll call was taken.

Ms. Stack motioned to adopt the flexible agenda. Ms. McNeall seconded the motion.

Motion carried 6 – 0.

2. Public Comment #1

No Public Comment.

3. Committee Members' Comment

Ms. Stack asked when Hometown Health will be sending membership cards. Cards were mailed out the week of January 24th. A digital version of member ID cards is available in the Renown MyChart app.

Ms. McInnis commented that a couple of employees were unable to use Teladoc in December. According to Mr. Sandoval, all issues should be fixed and members do have access to Teladoc again.

4. Approval of Minutes of the November 30, 2021 meeting (For Possible Action)

Mr. Ashton motioned to approve the November 30, 2021 minutes. Ms. McInnis seconded the motion.

Motion carried 6-0.

5. Review of Claims (Information and Discussion)

Mr. Kerr reported on the paid claims through December 2021.

Exhibit 1 – Enrollment was fairly steady in 2021 through December (lines 1 & 2) but is down approximately 2% from 2020. Total monthly employee claims (line 10) for December were \$696,641 (monthly cost per employee is \$554.15, a 3.5% increase compared to 2020). Total medical claims for dependents (Line 12) was \$908,368 (19% more than in 2020). In December, there was a Stop Loss reimbursement of \$600,206 (may not actually have been received by DCSD until January 2022). Total dependent claims (line 18) for December were \$360,491. Total claims (line 27) for the month of December were \$1,057,132. Average monthly composite cost (Line 28) per employee is \$1,365.

Exhibit 3 – Total Plan Costs - paid claims plus fixed costs (fees such as operating costs, admin fees for Hometown Health, consulting fees for LP Insurance, pharmacy rebates, Stop-Loss reimbursements, etc.). Line 28 shows total monthly claims for December was \$1,657,338. Gross plan costs (line 29) for the month of December are \$1,739,985. Composite net plan cost (line 33) per employee is \$1,472.58 (18.94% more than last year).

Exhibit 5 - Claims utilization report (an indication of where plan dollars are being spent). Inpatient hospital was 26% of plan spend for calendar year 2021. Outpatient hospital was 15% of plan spend during calendar year 2021. All categories seem to be similar (in percentage of spend) to 2020, however, costs have increased across the board.

Exhibit 6 – Large claims report. Large claim tracking begins when a claim reaches approximately 50% of Stop-Loss deductible (\$250,000). As of December, there are 8 large claims (there were 5 large claims in November and 4 in October). In January 2022, the deductible and all large claims will “reset”.

Exhibit 7 - Incurred but Not Reported (IBNR) is the outstanding estimated liability that DCSD carries on an on-going basis. December 2021 estimated IBNR is \$1,082,300.

6. Customer Service Review (Information and Discussion)

Mr. Sandoval from Hometown Health reported on customer service from December 2021. Customer Service Call Volume report data shows approximately 6600 member calls in December (4500 were answered). Call volume continues to remain high as a result of open enrollment. For December, the Average Seconds to Answer was 312 – well above the 120 second standard. Hometown Health has seen many vacancies in the call center due to staff turnover and employees that are out sick. In addition, the new phone system inadvertently dropped some calls. December 2021 Abandonment rate was 26% (goal is 5% - 7%). Claims Turn Around Time – total claims paid within 30 days averaging almost 97% for December (1709 of 1766 claims processed).

Mr. Sandoval provided information about two new options for customer service. There is an icon on the bottom right corner of the Hometown Health web page that allows members to “chat” with a customer service representative. It is available Monday – Friday, 8:00 a.m. – 5:00 p.m. Hometown Health implemented an email address for customer service: Customer_Service@hometownhealth.com. The email address is available 24 hours a day with a response within one business day. The call center is available Monday – Friday, 7:00 a.m. – 8:00 p.m. with a dedicated DCSD member number: 775-982-5881.

Issues with the new system Hometown Health is now using were discussed including: delays with new ID cards, claims and billing, Renown MyChart (can’t see member card in Carson Tahoe MyChart), and communication (new member numbers, Hometown Health app no longer works). Mr. Sandoval offered to provide some info/demos and/or videos regarding MyChart functions (creating an account, accounts for dependents, viewing claims, etc.).

7. Self-Insurance Fund Projected Financials (Information and Discussion)

Mr. Girdner reported on the December financials. For the month of December paid claims were \$1,754,598. Total claims for the fiscal year 2021-22 are \$5,890,946. Number of employees covered in December was 774. Spouse/dependents covered was 448. Operating revenues for the month December \$847,696. Admin fees were \$89,277 for December. IBNR was \$1,082,300 in December and is currently in the “red” light.

Average monthly deficit is reported as approximately \$101,914 (through December 2021), putting DCSD’s ending fund balance in the red. Mr. Girdner noted that he added a number to the right of the columns on this report “to keep an eye on” because sometimes the ending fund balance numbers Sue (Director of Business Services) provides do not match the numbers on the report (may need to be an “adjustment” since the numbers do not always match). This results in a difference between the ending fund balance in this report and what is actually in the bank. Sue believes there are adjustments made over time to the

ending fund balance and the same adjustments are not made on this report. Mr. Ashton questioned the formula used to provide the balance in the rolling ending fund balance report (the number of months in the calculation).

Breakdown of Insurance Revenue & Expense report provides additional information regarding revenue, expenses and possible unique expenditures and abnormalities. Ms. McInnis noted the differences between this report and the LP Insurance report regarding prescription claims. Mr. Barnes said the numbers on the reports should be a little closer but may not be exact. Mr. Girdner would like to check with Sue regarding this discrepancy.

There was discussion about Stop-Loss and what is reported versus what has actually been received. LP Insurance believes we received approximately \$600,000 in December and another \$600,000 in January. However, DCSD has indicated the money has not been received.

8. Correspondence (Information and Discussion)

No Correspondence.

9. Future Agenda Items (For Possible Action)

The committee set the schedule for the 2021-22 school year HAC meetings. Meetings will be held at 4:30 p.m. at the Airport Training Center in Minden on the following dates:

March 22, 2022

April 26, 2022

May 24, 2022

10. Public Comment #2

No public comment.

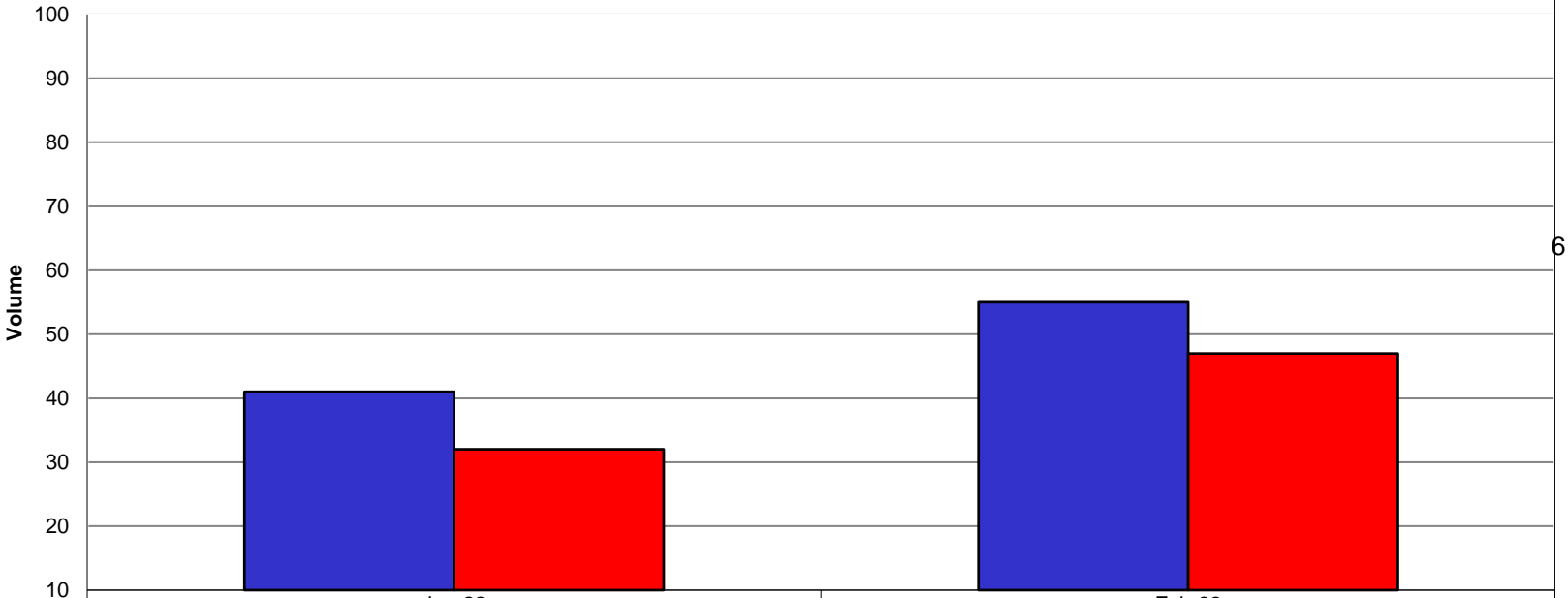
11. Adjournment

The meeting was adjourned by Mr. Girdner.

Submitted by,

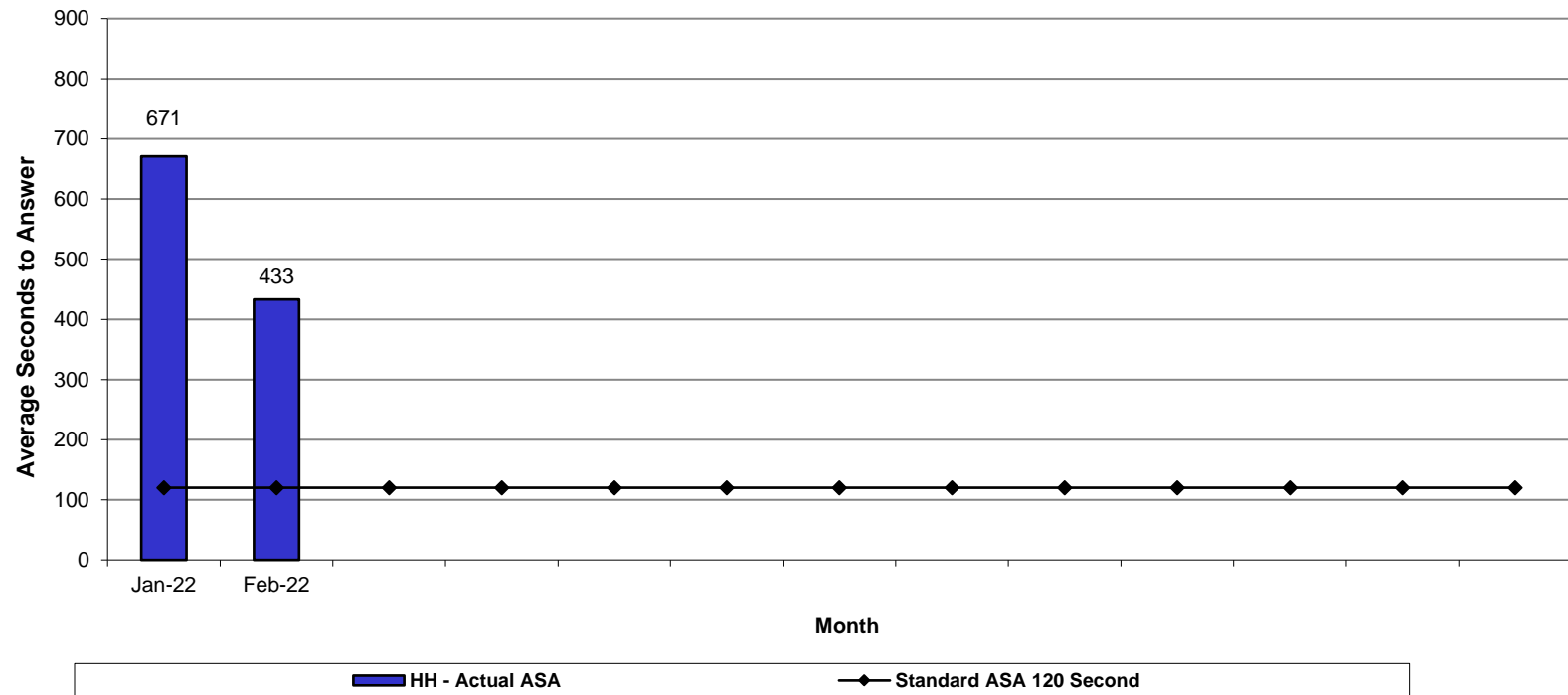
Leeann Caires,
Benefits & Risk Management Coordinator
Douglas County School District
(775) 782-7177

Hometown Health - DCSD Dedicated Phone Number Customer Services Department Call Volume

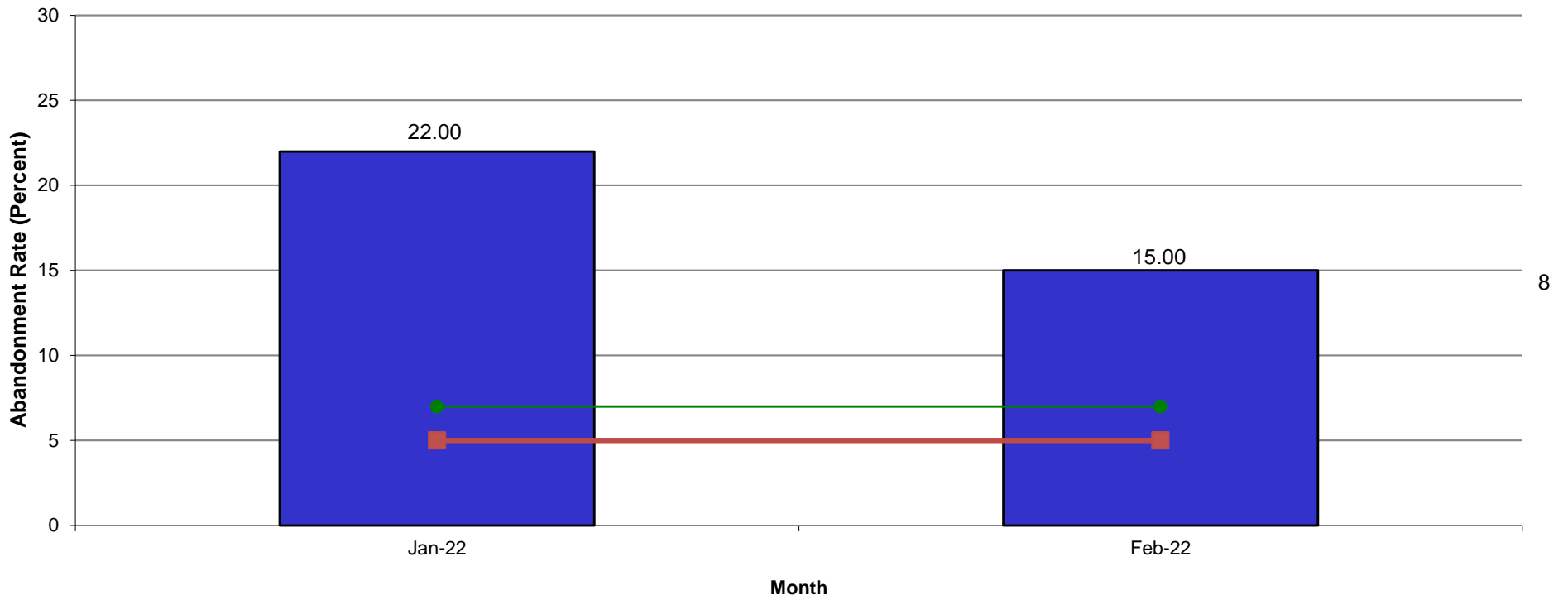


	Jan-22	Feb-22
Member Calls Offered	41	55
Member Calls Answered	32	47

Hometown Health - DCSD Dedicated Phone Number Customer Services Department Average Second to Answer (ASA)



Hometown Health - DCSD Dedicated Phone Number Customer Services Department Abandonment Rate



Member High End Low End



Claims Turnaround Time
332 - DOUGLAS COUNTY SCHOOL DISTRICT

	2022 Avg	January	February
Total			
Total Claims Received During Month	723	803	643
Total Claims Paid During Month	387	179	595
Claims Open at End of Month	357	277	436
Percentage of Claims Paid Within 15 Days	76.87%	94.97%	71.43%
Percentage of Claims Paid Within 30 Days	92.12%	100.00%	89.75%
Number of Claims Paid Within 15 Days	298	170	425
Number of Claims Paid In 16-30 Days	59	9	109
Number of Claims Paid Over 30 Days	31	0	61

	2022 Avg	January	February
Self-Funded PPO Dental			
Total Claims Received During Month	128	147	108
Total Claims Paid During Month	52	59	45
Claims Open at End of Month	71	2	139
Percentage of Claims Paid Within 15 Days	99.04%	100.00%	97.78%
Percentage of Claims Paid Within 30 Days	100.00%	100.00%	100.00%
Number of Claims Paid Within 15 Days	52	59	44
Number of Claims Paid In 16-30 Days	1	0	1
Number of Claims Paid Over 30 Days	0	0	0

	2022 Avg	January	February
Self-Funded PPO Medical			
Total Claims Received During Month	596	656	535
Total Claims Paid During Month	335	120	550
Claims Open at End of Month	286	275	297
Percentage of Claims Paid Within 15 Days	73.43%	92.50%	69.27%
Percentage of Claims Paid Within 30 Days	90.90%	100.00%	88.91%
Number of Claims Paid Within 15 Days	246	111	381
Number of Claims Paid In 16-30 Days	59	9	108
Number of Claims Paid Over 30 Days	31	0	61