

REMIF Self-Insurance Committee Minutes

Date: July 25, 2019

Time: 2:00 p.m.

Telephonic Committee Meeting

Dial In: (646) 664-4400/ Conference ID: 17171#

AGENDA

Call to Order: 2:04 p.m.

I. ROLL CALL

A. Present:

- i. Amy Northam, REMIF
- ii. Danette Demello, Arcata
- iii. James Leon, Town of Windsor

B. Also in attendance:

- i. Carol Reid, RealCare
- ii. Pat O'Brien, RealCare
- iii. Royann Franchini, RealCare

C. Absent:

- i. Kelly Buendia, Lakeport
- ii. Sheri Mannion, Ukiah
- iii. Stephanie Garrabrant-Sierra, Willits

II. APPROVAL OF MINUTES

A. Meeting of July 11, 2019

- i. No quorum; will move to next meeting.

III. ITEMS FOR DISCUSSION

A. Income and Expense Report – Informational (Report Attached)

- i. The final Income and Expense Report for FY 18/19 will be finalized at later date after all stop loss reimbursements have been received.
- ii. Amy noted that the REMIF Financial Audit numbers will always be different than what is shown on the Income and Expense Report.

B. Medical Claims Audit – **Action Item** –Recommendation for Audit

- i. No quorum; will move to next meeting.

C. Live Health Online Pricing Change – **Action Item**

- i. No quorum; will move to next meeting.

D. Policies and Procedures project – Informational

- i. We have set time aside to sit down and look at what has been done thus far.

- E. Monthly/quarterly communications to promote services – Informational
 - i. RealCare is working on this. We are looking at tying communications to coincide with other monthly events such as Cancer Awareness month; etc.
 - ii. We are looking at something that can be easily emailed; include video links, etc.
- F. Feedback on Advocacy Services – Informational
 - i. There are two components of Consumer Advocacy services.
 - 1. A service that helps members with explaining why a claim was or wasn't paid; how do I find a doctor; educational services, etc. This service is what is being pursued.
 - 2. A clinical component such as the current HealthComp Care Advocacy program. We are not looking to replace this component.
 - ii. RealCare is working on finding a vendor for the non-clinical piece.
 - 1. Accolade is a vendor we are looking at and will get a proposal from them along with others.
- G. Benefit Satisfaction Survey – Informational
 - i. We had a telephonic meeting with NFP HR Services.
 - ii. We identified the importance of a survey being anonymous and done by a third party.
 - iii. We will be receiving a proposal from NFP HR Services. They use Survey Monkey.
 - iv. Annual satisfaction survey.
 - v. We will also look at other vendors for price comparisons
 - vi. James suggested that we include a question about what benefits employees would like to see.
 - vii. We will want to divide the results by agency.
- H. Voluntary Benefits Query – Informational
 - i. Voluntary Benefits are optional items for which the premiums are payroll withheld (AFLAC; American Fidelity)
 - ii. Amy stated that REMIF does not endorse one vendor or another. The cities can choose their own vendors.
 - iii. Does the benefit committee want to look into this or leave things "as is".
 - iv. Several years ago, RealCare looked at AFLAC in order to "pool" benefits. At that time, AFLAC was not able to pull together a "group" plan.
 - v. No strong feelings from the members on the call to do anything. At this point, we will leave things "as is".

Next meeting: Tuesday, August 8, 2019; 2:00 p.m.

Meeting adjourned: 2:45 p.m.

Health Insurance Committee Members:

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James Leon – Town of Windsor – 9291 Old Redwood Highway, Windsor, CA 95492; 707-838-5379; jleon@townofwindsor.com

Kelly Buendia – City of Lakeport – 255 Park Street, Lakeport, CA 95453; 707-263-5613 x30; kbuendia@cityoflakeport.com

Sheri Mannion – City of Ukiah – 300 Seminary Drive, Ukiah, CA 95482; 707-463-6244; smannion@cityofukiah.com

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