

## Meeting Minutes | Health Care Policy Committee

Wednesday, December 5, 2018 | 10:30 a.m.  
202 Arbor Lake Dr., Columbia, SC 29223 | First Floor Conference Room

Minutes Approved July 24, 2019

**Board Members Present:** Mr. Joe “Rocky” Pearce, Chairman, Mr. Audie Penn, Ms. Paige Lewis, and Mr. Alex Shissias

**Others Present for All or a Portion of the Meeting:** Phyllis Buie, Jeremy Cannon, Amber Carter, Sarah Corbett, Georgia Gillens, Joe Greene, Patrick Harvin, Heather Muller, Justice Perkins, Laura Smoak, Rob Tester, Travis Turner, Stephen Van Camp, Justin Werner, Chuck Wilson, and Heather Young from the South Carolina Public Employee Benefit Authority (PEBA); Sam Griswold from the State Retirees Association of South Carolina; Cathryn Adair, Brooks Goodman, Dr. Tripp Jennings, and Carmen Wilson from Blue Cross Blue Shield of South Carolina; Karen Russell and Robin Scott from Express Scripts, Inc.; Michael Craig and Warren Lambert from Novo Nordisk, Inc.; Austin Wilcox from ACAP Health; Gordon Sherard from ASIFlex; Charlie Mullikin from Mullikin Law Firm; Steve Hall from Deloitte; Jimmy Yi from Sanofi Genzyme; Mary Fullerton from Pfizer; and Jason Richardson from Allergan.

### I. Call to Order

Chairman Rocky Pearce called the PEBA Health Care Policy Committee (Committee) meeting to order at 10:30 a.m., and stated that the public meeting notice was posted in compliance with the Freedom of Information Act.

### II. Approval of Meeting Minutes – September 5, 2018

Mr. Audie Penn made a motion, which was seconded by Mr. Alex Shissias, and approved unanimously, to approve the September 5, 2018, Committee meeting minutes.

### III. Benchmarks

Mr. Rob Tester, Health Care Policy Director, presented the State Health Plan (SHP) update and benchmarking in which key SHP measures are compared with peer and national benchmarks. Mr. Tester reviewed the SHP enrollment as of December 2018; the SHP growth and expenditure per member compared to national trends; SHP contribution rate increases versus the Consumer Price Index growth for medical care; and the 2018 average monthly total premiums. Mr. Tester also discussed the 2018 average annual deductible; the 2017 average annual gross plan cost per active employee; and the 2019 composite monthly premiums. Mr. Tester stated that the State Health Plan continues to compare very favorably to other public and private employers.

### IV. Open Enrollment and MoneyPlus Update

Ms. Sarah Corbett, Chief Operating Officer, introduced Ms. Phyllis Buie, Director of Insurance Finance, and Mr. Jeremy Cannon, Call Center Manager, to provide an open enrollment and

MoneyPlus update. Ms. Buie discussed open enrollment changes for 2018, and reminded the Committee that ASIFlex is the new vendor for the MoneyPlus flexible benefits program administered by PEBA. Ms. Buie reviewed the MoneyPlus contract changes and enhancements, and how the changes will be communicated and implemented.

Mr. Cannon discussed Customer Contact Center statistics. Mr. Cannon reported that the Call Center received 31,644 total calls during 2018's open enrollment, with an average wait time of three minutes, and a satisfaction rate of 98.57 percent. Mr. Cannon stated that during open enrollment, calls were 37.36 percent higher than an average month. Mr. Cannon also reported that 1,739 visitors came into PEBA during open enrollment, which was an increase of 21.5 percent over an average month, and the satisfaction rate was 99.52 percent.

**V. Blue CareOnDemand- Extension to Behavioral Health**

Mr. Tester introduced Ms. Cathryn Adair, manager of Blue Cross Blue Shield of South Carolina's telehealth program, to discuss the recently-added opportunities to obtain behavioral health services through Blue CareOnDemand, the Plan's nationwide telehealth offering.

Ms. Adair walked through how to use the mobile app to schedule an appointment by date or provider, and discussed different communication methods to promote the benefits of Blue CareOnDemand telehealth services.

**VI. Naturally Slim Update**

Mr. Austin Wilcox of ACAP Health, presented an update regarding Naturally Slim, an online clinical behavioral counseling program proven to deliver positive outcomes with respect to weight management, diabetes prevention, metabolic syndrome reversal, blood pressure reduction and overall quality of life improvement for affected populations. The program promotes the concept of building skills that include mindful eating, physical activity, nutrition and mental health.

Mr. Wilcox reported on the progress of the program which started September 2018. Mr. Wilcox stated that 22,381 SHP members applied to participate in Naturally Slim; 19,616 participants were accepted; and 15,399 started the program. Mr. Wilcox discussed the demographics and risk of the participants; weight loss by gender per week; and clinical benefits of modest weight loss. Mr. Wilcox concluded his presentation by providing testimonials from participants that have been in the program for nine weeks, and how Naturally Slim has impacted their overall health.

**VII. Old Business**

It was noted that the Director's Report will be provided at the full Board meeting.

**VIII. Adjournment**

There being no further business, and upon motion by Mr. Penn, which was seconded by Mr. Shissias, and approved unanimously, the Committee meeting adjourned at 11:51 a.m.