



Meeting Minutes | Health Care Policy Committee

Wednesday, December 4, 2024 | 9:30 a.m.

202 Arbor Lake Dr., Columbia, SC 29223 | First Floor Conference Room

Minutes Approved March 12, 2025

Board Members Present for All or a Portion of the Meeting: Mr. Steve Heisler, PEBA Board Chairman Joe “Rocky” Pearce, and Committee Chairman Alex Shissias.

Board Members Absent: Mr. John Sowards

Others Present for All or a Portion of the Meeting: Peggy Boykin, Robby Brown, Phyllis Buie, Amber Carter, Justin Ellis, Denise Hunter, Heather Kirby, Heather Muller, Jacalin Shealy, Laura Smoak, Rob Tester, Katie Turner, Travis Turner, Angie Warren, Justin Werner, Chuck Wilson, and Heather Young from the South Carolina Public Employee Benefit Authority (PEBA); Grace Chen, Jessie Epting, Dr. Tripp Jennings, and Carmen Wilson from BlueCross BlueShield of South Carolina; Robin Scott from Express Scripts, Inc., and Sam Griswold from the State Retirees Association of South Carolina.

Others Present for All or a Portion of the Meeting Via Virtual Means: Angie Warren from PEBA.

I. Call to Order

Chairman Alex Shissias called the PEBA Health Care Policy Committee (Committee) meeting to order at 9:30 a.m., and stated that the public meeting notice was posted in compliance with the Freedom of Information Act.

II. Approval of Meeting Minutes – October 23, 2024

Mr. Steve Heisler made a motion, which was seconded by PEBA Board Chairman Rocky Pearce, and passed unanimously, to approve the minutes from the October 23, 2024, Committee meeting as presented.

III. Open Enrollment Update

Ms. Phyllis Buie, Director of Insurance Operations, provided an open enrollment update. Ms. Buie discussed open enrollment changes for 2024 effective January 1, 2025, including health plans; dental plans; vision coverage; Optional Life and Dependent Life-Spouse coverage; MoneyPlus; Supplemental Long-Term Disability (SLTD) coverage; and the Health Savings Plan.

Ms. Buie reviewed notable enrollment trends and stated that there were 59,030 total transactions during the open enrollment period. Ms. Buie reported that there are 228,409 total subscribers, with 91.76 percent enrolled in the State Health Plan, and 92.54 percent enrolled in Basic Dental.

Ms. Buie also identified additional processes that are affected by open enrollment including vendor interfaces and reconciliations, billing and collections, and vendor payments.

Ms. Buie turned the discussion to Customer Contact Center statistics, and reported that the Customer Contact Center received 21,480 insurance calls during 2024's open enrollment, with a satisfaction rate of 99.88 percent. Ms. Buie also reported that there were 314 phone consultations, 117 video consultations, and 1,127 in-person consultations during 2024's open enrollment period.

IV. Value-Based Program Update

Ms. Laura Smoak, Analytics and Health Initiatives Director, discussed PEBA's annual Health Initiatives and Value-Based Benefits report which quantifies the output and expense derived from the State Health Plan's (SHP) value-based benefits and health initiatives. This report now includes Plan outcomes and benchmarking in the national Healthcare Effectiveness Data and Information Set (HEDIS) performance measures.

Ms. Smoak reported that Plan expenditures for medical and prescription claims totaled \$3.604 billion in 2023, and Plan spending for value-based benefits and programs accounted for 3.3 percent of the total.

Ms. Smoak reviewed home-based technology including Wondr Health, Hello Heart, Telehealth utilization, Strive (formally Rally), Virta (type 2 diabetes reversal), LetsGetChecked, and the No-Pay Copay Program.

Ms. Smoak also reviewed value-based benefits including preventative biometric screenings, vaccines, diabetes education, tobacco cessation, cancer screenings, well-child visits, and maternity management.

Ms. Smoak provided the financial impact that the PCMH Program is having on the State Health Plan, and stated that the Plan assumes more financial liability with a PCMH, by absorbing the patient's copayment, paying 90 percent coinsurance, and paying a care coordination fee to PCMH providers.

Ms. Smoak concluded by discussing active health management and dental exams and eye exams statistics.

V. Old Business/Director's Report

Ms. Peggy Boykin, Executive Director, stated that she would provide the Director's Report at the full Board meeting.

VI. Adjournment

There being no further business, and upon a motion by Mr. Heisler, which was seconded by PEBA Board Chairman Pearce, and approved unanimously, the Committee meeting adjourned at 10:36 a.m.