



## Meeting Minutes | Health Care Policy Committee

Wednesday, December 7, 2022 | 10:00 a.m.

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

Minutes approved March 1, 2023

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

**Board Members Absent:** Mr. John Sowards

**Others Present for All or a Portion of the Meeting:** Peggy Boykin, Karen Brown, Phyllis Buie, Jeremy Cannon, Amber Carter, Kevin Crosby, Justin Ellis, Denise Hunter, Rachel Mabry, James Manning, Heather Muller, Glenn Plummer, Laura Smoak, Rob Tester, Travis Turner, Justin Werner, Chuck Wilson, and Heather Young from the South Carolina Public Employee Benefit Authority (PEBA); Jessie Epting, Dr. Tripp Jennings, and Carmen Wilson from BlueCross BlueShield of South Carolina; Karen Russell from Express Scripts, Inc., Sherry Bowling, Jeremy Pereira, and Jason Swanson from EyeMed; 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 10:00 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 5, 2022

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 5, 2022, Committee meeting.

### III. Insurance Operations Open Enrollment Review

Ms. Phyllis Buie, Director of Insurance Operations, provided an open enrollment update. Ms. Buie discussed open enrollment changes for 2022, including health plans; vision coverage; Optional Life and Dependent Life-Spouse coverage; MoneyPlus; Supplemental Long-Term Disability (SLTD) coverage, and the Health Savings Plan.

Ms. Buie also reviewed 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 27,700 insurance calls during 2022's open enrollment, with a satisfaction rate of 99.43 percent. Ms. Buie also reported that there were 327 phone consultations, 134 video consultations, and 806 in-person consultations during 2022'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 reviewed three initiatives that began in 2021 including: BioIQ, an at-home colorectal cancer screening program for members over age 55 who have not had a recent colorectal cancer screening; Meru Health, a 12-week mental health program designed to reduce anxiety, stress, and depression; and the No-Obsessive-Compulsive Disorder program, an online therapy program designed to reduce OCD severity, anxiety, and depression.

Ms. Smoak reported that Plan expenditures for medical and prescription claims totaled \$3.134 billion in 2021, and Plan spending for value-based benefits and programs accounted for 3.5 percent of the total.

Ms. Smoak reviewed home-based technology including Wondr Health, Telehealth utilization, Rally, and No-Pay Copay, as well as value-based benefits including preventative biometric screenings, vaccines, diabetes education, tobacco cessation, cancer screenings, well-child visits, and maternity management.

Ms. Smoak concluded by discussing active health management, dental exams and eye exams statistics, and the immunization registry overview.

#### **V. Third Party Service Provider Review (EyeMed)**

Mr. Jeremy Pereira from EyeMed, provided an EyeMed overview, and stated that EyeMed has partnered with BlueCross BlueShield of South Carolina to bring an insured vision benefit to PEBA for the last 12 years. In 2020, the program migrated to a custom PEBA network, and in 2021, the partnership saved PEBA members \$58.1 million.

Ms. Sherry Bowling, Senior Account Executive, turned the discussion to EyeMed benefits including vision care exams, frame allowance, lenses allowance, and a diabetic eye care benefit.

Mr. Pereira concluded by reviewing EyeMed's national network, South Carolina providers, and network utilization.

#### **VI. Old Business/Director's Report**

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

**VII. 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 11:05 a.m.