

# STATE EMPLOYEE GROUP BENEFITS ADVISORY COUNCIL MEETING MINUTES

Wilderness Conference Room, 2401 Colonial Drive  
Helena, Montana

March 4, 2013

## SEGBAC Council Present

Chairman: Russ Hill, Administrator, Health Care and Benefits Division  
Member: Kelly DaSilva, Human Resource Director, Legislative Services Division  
Member: Richard Cooley, Senior Investment Officer, Dept of Commerce, Board of Investments  
Member: Erin Ricci, Admin. Asst., Department of Natural Resources & Conservation  
Member: John McEwen, Representative, State of Montana Retirees  
Member: Quint Nyman, Montana Public Employees' Association  
Member: Beth McLaughlin, Administrator, Supreme Court

## SEGBAC Council Not Present

Member: Brian Ehli, Representative, MEA-MFT  
Member: Senator Jim Keane  
Member: Mary Dalton, Branch Manager, DPHHS, Medicaid and Health Services Branch  
Member: Amy Sassano, Assistant Budget Director, Office of Budget and Program Planning  
Member: Christopher Abbott, Office of Public Defender

## Staff

Karen Wood, Deputy Administrator  
John Thomas, Senior Health Officer  
Amber Godbout, Attorney  
Jackie Dunbar, Medical Management Supervisor  
Charlotte Hafer, Customer Service Assistant  
  
Kelly Grebinsky, FSA, Principal, Actuaries Northwest  
Nancy Schultz, Senior Account Manager, Cigna

## Guests

|  |                                 |
|--|---------------------------------|
| Jacqueline Gomes, BCBS                   | Mark Eichler, MAHCP             |
| Don Creveling, MAHCP                     | Brittany Chandler, Delta Dental |
| Sherri Rickman, Nurse Case Manager, HCBD | Jim Dole, Delta Dental          |
| Sheri Parsons, HCBD                      | Melanie Denning, HCBD           |
| Amber Thorvilson, HCBD                   |                                 |

## Call to Order & Old Business

Russ Hill called the meeting to order at 8:35 AM. He introduced Beth McLaughlin. She is the newest member of SEGBAC. He then had everyone introduce themselves.

Russ called for approval of the minutes from the December 4, 2012 meeting. John McEwen moved to approve the minutes. Kelly seconded the motion. Motion passed.

## Plan Financial Performance

Kelly Grebinsky, with Actuaries Northwest Inc, went over the fourth quarter financial report. He presented the report in a [power point presentation](#). He noted that 2012 was a great year.

Russ gave a quick update on the Health Center. He said that as of the end of February, there were over 12,000 visits. Of those, 9600 were with either a Doctor or a Mid-level provider. He said that tracking is also being done on about 2,000 people who in the past 2 years hadn't been to a doctor and have now been seen at the Health Center. There will be more information on the Health Center at the next SEGBAC meeting.

## **TPA Transition Update**

Nancy Schultz with Cigna did an update on the transition. So far eligibility has done well. There have been a couple of hiccups along the way. The first complaint has been about calls. People were complaining that their calls were getting dropped. This turned out to be a nationwide issue, not just a Montana issue. That has now been fixed. Another issue was with calls being transferred into a nationwide cue when a person is on hold for too long. This has now been resolved to where if a member on the State of Montana plan calls, their call will get rerouted within the call center. There has also been an issue with claims. Many of the issues are due to the fact that the providers sent the claims to the wrong place. Providers were sending them straight to Cigna in TN instead of to Allegiance in Missoula. All of those claims had to be denied and sent back to the provider so they could be processed correctly. All providers were notified of where to send claims. The final issue is with prior authorizations. Here again, all of the providers have been educated on how to find out if a procedure needs prior authorization.

Jim Dole did a quick update on the Delta Dental transition. He noted that there has been a few claim issues and those are being addressed as they arise.

## **High Deductible Health Plans**

Nancy gave a [power point presentation](#) on Cigna's high deductible health plan. This plan assumes that the State of Montana will contribute into employee's accounts. Nancy had two handouts for the committee. The [first handout](#) was about a study that Cigna completed on Health Savings Plans. The [second handout](#) talked more about Health Savings Accounts. There were a lot of questions and lots of discussions about Health Savings Accounts.

The next SEGBAC meeting will be April 23, 2013 in the Wilderness Room.

Russ asked if there was any public comment. Seeing none, he asked for a motion to dismiss. Quint moved to adjourn, John seconded the motion. Motion pass. Meeting adjourned at 11:37 a.m.