

**NORTHERN ARIZONA PUBLIC EMPLOYEES BENEFIT TRUST
MEETING MINUTES
March 24, 2016**

The following Consultants/Vendors were present:

Amy Girardo	Segal
Mike Ondracek	Vera Whole Health
Bonnie Sweeney	Vera Whole Health

The following Trustees were present and a quorum was met:

Jami Van Ess	Coconino Community College
Shane Dille	City of Flagstaff
Bob Kuhn (Chairperson)	Flagstaff Unified School District

The following Alternate Trustees were present:

Jennifer Moore	Flagstaff Unified School District
Shannon Anderson	City of Flagstaff
Margaret Penado	Coconino County
Erika Philpot	Coconino County

The following guests were present:

Katie Wittekind	Flagstaff Unified School District
Gayle Benton	Coconino Community College
Dean Coughenour	City of Flagstaff
Tasha Wilson	Coconino County
Lauree Battice	NAIPTA
Heidi Derryberry	Coconino County
Drew Baecker	City of Flagstaff
Shannon O'Neill	Trust Intern (Wellness)

CALL TO ORDER 9:02 a.m.

Unanimous approval of the agenda as posted.

1. ACTION ITEMS

A. Discussion and Possible Board Action on Vera Onsite Clinic Update Katie Wittekind

Mike and Bonnie presented the 90- day clinic update. They plan to have 80 percent engagement at the clinic by the end of the year. The clinic has strong engagement now. The last 3 months the clinic has had approximately 300 encounters per month. Vera is reviewing the claims data from Blue Cross and annualizing it to provide the Trustees with an update on trends during the April trust board meeting

Bonnie explained that they have provided a lot more service in acute care due to the flu season than they had anticipated. 52 Worker's compensation patients have been seen thus far and physical therapy visits continue to grow.

Bonnie reviewed the same day/next day commitment for office visits and explained that March 10-12 were days that they were not able to meet that commitment due to one of their staff members being ill. Bonnie reported they were at 100% capacity for acute care at the clinic. She explained they still have availability for physical therapy appointments prior to 3 p.m., however, there is a week wait to obtain appointments after 3 p.m. because the school district employees want appointments at the end of their work day. The clinic has approximately a 65% fill rate and a high cancellation rate for physical therapy so they are going to review those statistics more closely.

The clinic is looking at back filling and utilizing care providers that are in place now to assist in the demand for care. They are also looking at the days and times that are most highly utilized and potentially changing the hours the clinic is open. The clinic is turning people away on Saturdays because they are full so they are going to look at trying to expand hours on Saturday. Bob agreed this would be a good idea.

Bonnie said that they have been able to add staff as needed to assist in time-off of regular staff members.

Mike and Bonnie spoke about adding flexibility to the physical therapy appointment slots.

Bonnie said that the provider scores are the best they have seen after opening a new clinic. Bonnie said 98% of employees would recommend the clinic to their co-workers. Mike commented that they have reached out to plan participants that have not been satisfied and requested feedback. Bonnie reviewed additional comments with the Trustees made by participants on the providers.

Katie commented that participants have expressed concerns on the length of the time it takes for the biometrics screening appointment and some plan participants are confused on whether or not family members can go to the clinic. Some members also have the impression they can walk-in to the clinic. Bob commented that Saturday capacity is not good and there is not a bike rack available. Bob is investigating the installation of a bike rack.

Vera shared the comments made by plan participants on improvements that could be made. Mike commented they are working on the capacity for Workers Comp and pre-employment testing to provide same day service.

Bonnie commented that the Whole Health Council and the website for the clinic have been established. Workers Compensation and Pre-employment testing services are available. Shannon asked about forms and information because she does not have them and she is concerned that the timeline states the services were open and running in 90 days when they were not up and running during that time. Mike commented that some of the agencies were up and running in the first 90 days but some agencies were not. Shannon commented that she has not seen the revisions to the forms from their last meeting. Erika commented that pre-employment and CDL exams are not taking place for the County either and they would like to know who is sending their employees to the clinic. Mike stated that they will bring information to the 10:30 a.m. Clinic Operations meeting today for further discussion.

Bonnie said that as of March 30th the phone service will be fully functional. Marketing, planning and communications will be reviewed for the Spring roll out.

Bonnie commented that they have reserved 3,000 flu shots for next year. She also commented that coaching will begin in Page soon and Mike will obtain details for the Operations meeting that will be held later this morning. Erika would like a schedule of locations, times, etc. for the services to be provided in Page.

No action was taken.

B. Discussion and Possible Board Action on Trust Administrator **Bob Kuhn**

Bob has a conference call meeting with Ashton Tiffany this morning and he will provide information during the April Trust Board meeting.

No action was taken.

C. Discussion and Possible Board Action on Onsite Clinic Cost **Bob Kuhn**

Bob explained that a deposit was paid to Vera and the bills for the clinic through February have been approximately \$1.4 million. The most recent monthly bill has stabilized at approximately \$137,000.

Bob and Amy commented that the Blue Cross medical claims invoice was high for March and Segal is in the process of analyzing the data. Segal will update the monthly reporting package and provide it to the Trustees.

No action was taken.

D. Discussion and Possible Board Action on Segal Evaluation **Jamie Van Ess**

This item was moved to the April Trust Board meeting.

No action was taken.

E. Discussion and Possible Board Action on Trust Attorney **Shannon Anderson**

Shannon updated the Trustees on the Committee's progress in reviewing potential legal firms to provide services to the Trust. The next step is to obtain pricing from the agencies identified in the review. Bob mentioned that the District has a contract with one of the firms identified and pricing could be obtained from their existing contract. Shannon is going to ask each of the firms if there are other governmental agency contracts already in place that can be used to obtain pricing.

No action was taken.

F. Discussion and Possible Board Action on Administrative Manual **Shannon Anderson**

Shannon explained that the Trust's attorney sent some changes to her on the Administrative Manual.

Gayle mentioned that she noticed the retiree medical benefits are slightly different for the College and that the College wants their language updated to include early retirees to match the other agencies. Shannon will update the language to remove the word “normal”. Margaret has a few updates that need to be made to the life insurance language for retirees. Margaret will send the language to Shannon for the updates.

No action was taken.

G. Discussion and Possible Board Action on Wellness Budget

Katie Wittekind

Katie reviewed the budget with the Trustees. Katie pointed out that the biometric screenings will be performed through Vera so the Wellness Committee would like to reallocate those funds towards a new wellness points tracking system. She would like to review a points tracking system with the Trustees in a future meeting.

No action was taken.

H. Discussion and Possible Board Action on the 2015/2016 Project Plan

Amy Girardo

Amy presented the project plan and some modifications were discussed. Amy will update the project plan for review and discussion during the April Trust Board meeting.

No action was taken.

- 2. EXECUTIVE SESSION: None**
- 3. CURRENT EVENT SUMMARIES/ANNOUNCEMENTS: None**
- 4. NEXT REGULAR MEETING: May 19, 2016**
- 5. ADJOURNMENT: 9:52 a.m.**