

**KENTUCKY PUBLIC PENSIONS AUTHORITY
JOINT CERS-KRS BOARD OF TRUSTEES
RETIREE HEALTH PLAN COMMITTEE MEETING
FEBRUARY 10, 2022 at 10:00 A.M., E.D.T.
VIA LIVE VIDEO TELECONFERENCE**

At the February 10, 2022 meeting of the Retiree Health Plan Committee of the Joint CERS and KRS Board of Trustees, the following Committee members were present: CERS – Jerry Powell, Chair and JT Fulkerson; KRS – Larry Totten. KPPA Staff members present were Erin Surratt, Rebecca Adkins, Connie Pettyjohn, Vicki Hale, Abby Sutherland, Brian Towles, Shaun Case, Glenna Frasher, Ashley Gabbard and Sherry Rankin. Others in attendance included CERS CEO Ed Owens III and Tracy Garrison, Larry Loew, Carrie Lovell, Dianna Cunningham, and Brandon Steinbrook from Humana.

Mr. Powell, Committee Chair, called the meeting to order.

Ms. Hale read the Legal Public Statement.

Ms. Rankin called roll.

There being no public comment, Mr. Powell introduced the agenda item *Approval of Committee Minutes- November 9, 2021*. Mr. Fulkerson made a motion and Mr. Totten seconded to approve the minutes as presented. The motion passed unanimously.

Mr. Powell introduced the agenda item *Account Management 2021 Review - Humana Presentation*. Ms. Tracy Garrison with Humana stated that today's presentation would be a review of the 2021 Account Management. Ms. Garrison reviewed the Member Engagement report which included six (6) live online enrollment events in October with a total of 170 participants, six (6) live online educational events with a total of 29 participants, and 592 views of the annual enrollment education video which is accessible through the KPPA website.

Ms. Garrison continued with a review of the Call Center Report for 2021 which showed a total of 63,125 calls from KPPA members. She reviewed the other call metrics that are tracked for all calls coming from KPPA members. She indicated that the top three call drivers for the 2021 benefit year included questions regarding Benefits, Claims, and Pharmacy.

Ms. Garrison stated that Humana focuses on Member Satisfaction. She reviewed data regarding the number of surveys and the Net Promotor Scores over the 2021 calendar year. The Net Promotor Score for transactional satisfaction, which results were based on surveys conducted immediately after the ending of a call which came into the call center, was 61.97. Ms. Garrison reviewed the Overall Satisfaction rate of 90% for 2021, which was a decrease from the 95% rate for 2020. She stated that the 2020 rate may have been a little elevated due to COVID and the activities surrounding COVID, but historically the satisfaction rates have been 90% or higher for KPPA. Ms. Garrison indicated that a full copy of the survey, including the summary of the results, would be sent to Connie Pettyjohn should anyone be interested in the full report. Ms. Garrison reviewed the satisfaction rates for Time on Hold While Representative, Researched Question, Representative Took Responsibility for Getting Answers, Knowledgeable Representative, and Caring Representative. She indicated that these ratings are reflective of the changes Humana has made internally to improve services.

Ms. Garrison introduced Dianna Cunningham who discussed information on the provider network. Ms. Cunningham reviewed the Humana Value-based Continuum, which is a broad spectrum program where Humana can provide financial rewards to primary care providers for improving quality in outcomes and costs. She reviewed the Non-Value Based, Value-Based: Upside Only, and Value-Based: Downside Risk including the financial opportunity and risk associated with each program. Ms. Cunningham then discussed the various programs available to the providers including the Population Insights Compass which provides the value-based providers with a platform for health insights and analytics. She indicated that Humana also has a Provider Engagement Team to support the value-based providers as they transition to value-based care. She discussed the Care

Decision Insights program that is used to increase quality and value to the value-based providers. Ms. Cunningham discussed the Electronic Medical Record Interoperability, which is essentially data exchange between provider groups and Humana for the purposes of improving quality, increasing satisfaction for providers and patients, and reducing administrative burden.

Ms. Garrison introduced Brandon Steinbrook who reviewed Humana's differentiated provider network and partnerships drive better patient outcomes and lower costs for KPPA retirees. He stated that Humana is the number one (1) provider network across all payers with 100% of Kentucky facilities contracted and participating in-network with Humana. He reported that 54% of Humana's Group members in Kentucky use a Primary Care Physician that partner with Humana to deliver value-based care, aligning financial incentives to reduce cost and improve health outcomes. He stated that there are 42 unique provider groups in Kentucky that participate in value-based care with retired members. He announced that there are seven (7) new value-based physician offices bringing best-in-class performance to the retired members in the Louisville area as of the 2022 plan year.

Mr. Powell introduced the agenda item *Other Business*. Ms. Pettyjohn discussed a mistake that was presented in the Premium Amount for the MA Mirror PDP Essential/Premium Plan that was presented to the Committee in the September 2021 meeting. The premium amounts of \$36.45 for the PDP Essential for 2022 and \$136.30 for the PDP Premium for 2022 were previously approved by the Boards. Ms. Pettyjohn reported that those premium amounts have been lowered to \$36.18 for the PDP Essential for 2022 and to \$135.31 for the PDP Premium for 2022.

There being no further business, a motion to adjourn was made by Mr. Fulkerson and seconded by Mr. Totten, the meeting adjourned.

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CERTIFICATION

I hereby certify that I was present at this meeting, and I have recorded above the action of the Committee on the various items considered by it at this meeting. Further, I certify that all requirements of KRS 61.805-61.850 were met in connection with this meeting.


Recording Secretary

I, Jerry Powell, the Chair of the Joint Retiree Health Plan Committee of the Board of Trustees of the County Employees Retirement System and the Kentucky Retirement Systems, do hereby certify that the Minutes of the meeting held on February 10, 2022 were approved by the Joint Retiree Health Plan Committee on May 19, 2022.


Committee Chair

I have reviewed the Minutes of the February 10, 2022 Joint Retiree Health Plan Committee meeting for form, content and legality.


Executive Director
Office of Legal Services