

**MINUTES OF MEETING
KENTUCKY PUBLIC PENSIONS AUTHORITY
JOINT CERS-KRS BOARD OF TRUSTEES
RETIREE HEALTH PLAN COMMITTEE MEETING
FEBRUARY 13, 2025, at 10:00 A.M., E.S.T.
VIA LIVE VIDEO TELECONFERENCE**

At the February 13, 2025, Regular Meeting of the Retiree Health Plan Committee of the Joint CERS and KRS Boards of Trustees, the following members were present: CERS – Jerry Powell (Chair) and J.T. Fulkerson; KRS – Keith Peercy and Dr. Crystal Miller. Staff members present were CERS CEO Ed Owens III, KRS CEO John Chilton, Ryan Barrow, Erin Surratt, Victoria Hale, Nathan Goodman, Connie Pettyjohn, Abby Sutherland, Michael Lamb, Brian Towles, Ashley Gabbard, Phillip Cook, Sandy Hardin, and Sherry Rankin. Others in attendance included Carrie Lovell, Jessica Young, Shannon Tefft, Larry Loew, and Tracy Garrison with Humana.

1. Mr. Powell called the meeting to order.
2. Ms. Hale read the Opening Video Teleconference Statement.
3. Ms. Rankin called Roll.
4. Ms. Rankin noted no ***Public Comment*** was submitted.
5. Mr. Powell introduced the agenda item ***Approval of Committee Minutes –October 21, 2024*** (Video 00:08:46 to 00:09:20). A motion was made by Mr. Fulkerson and seconded by Dr. Miller to approve the October 21, 2024, minutes as presented. The motion passed unanimously.
6. Mr. Powell introduced the agenda item ***Humana***. (Video 00:09:20 to 00:48:12)

Ms. Tracy Garrison from Humana presented the 2024 Member Satisfaction Results. Starting with a discussion on member satisfaction for 2024, she focused on the annual survey and Net Promoter Score (NPS) results. The survey, conducted in early December,

gathered feedback from approximately 450 to 500 members, aiming for a satisfaction score of 7 or higher on a scale of 1 to 10. The results showed that over 92% of members were satisfied with how Humana administered their plan in 2024, with 91% willing to recommend Humana to their family and friends, and 86% of surveyed members had utilized their plan.

Ms. Garrison then addressed customer satisfaction, emphasizing the customer experience. She mentioned that feedback came from customers who contacted the call center and interacted with the team. Overall satisfaction with the plan remained consistent, with 12% of contacted customers having interacted with the call center and being satisfied with the overall service. Over 80% of members reported satisfaction with their interactions, and the ability to resolve issues remained relatively high at 79%.

The disposition of issue resolution was also examined, focusing on customer feelings about the timing and resolution of their issues. Sixty-six percent of customers were able to get their calls resolved within the first call, without needing a follow-up, while an additional 13% felt their issue was resolved within that timeframe. However, 21% of customers did not feel their issue was resolved. Satisfaction with the resolution showed that 58% were satisfied, and an additional 16% felt satisfaction, giving a total of 74% overall satisfaction. Scores continue to be consistent in this area, indicating good overall satisfaction, though there is always room for improvement to ensure customers feel heard and their issues resolved when contacting the call center.

Ms. Garrison then reviewed the Net Promoter Score (NPS), which ranges from -100 to +100, with scores above 0 considered good, while scores above 50 are considered excellent. The NPS is calculated as the percentage of promoters (customers likely to recommend Humana, rating 9 to 10) minus the percentage of detractors (rating 0 to 6). The focus was on the transactional NPS, based on surveys taken by retirees after each interaction with Humana. Over the years, there has been a positive upward trend in NPS, starting at 73 in 2022 and reaching 74.68 in 2024. While the scores are pleasing, continuous effort is made to meet member requests and needs. For context, Mr. Larry

Lowe noted that the overall NPS for Humana's entire block of business is approximately 71, indicating above-average satisfaction for our population.

Ms. Garrison presented the 2024 Call Center Statistics, highlighting a year-over-year comparison of call center data from retirees. In 2024, there was a significant decrease in the number of calls received, with 71,651 calls compared to 83,000 in 2023. The spike in calls in 2023 was primarily driven by the Baptist Health issue in the fall, which later settled to a more consistent level in 2024. Despite the decrease, the number of calls in 2024 was still higher than in 2022. The presentation also covered the number of calls offered versus answered, call abandonment rates (very low, less than 1%), average speed to answer (13 seconds in 2023 and 14 seconds in 2024), and average handle time (624 seconds in 2023 and 614 seconds in 2024). Additionally, most of the calls were related to benefits and claims, followed by communication, prescriptions, authorizations, provider questions, outbound calls, fulfillment (e.g., ID card requests), demographic changes, and interactions with online/mobile/web pages.

Ms. Connie Pettyjohn reminded the group that these statistics and surveys are part of the performance guarantee that Humana fulfills each year according to the contract. Depending on the results, there may be financial implications, with potential monetary returns if these guarantees are not met. Therefore, these metrics are crucial and are reviewed throughout the year by both the staff and the Board.

Ms. Garrison provided updates on the 2025 Enrollment Implementation, highlighting an issue at the beginning of the year where 7,000 KPPA members were mistakenly moved from one contract to another within the Humana system. This error resulted in letters being sent to members, mistakenly informing them that they were terminated from the system. However, there was no disruption in coverage, as members continued to have active coverage. The issue was identified as an automated process error, and Humana worked closely with KPPA to align their messaging. Humana made outbound calls to approximately 1,400 of the 7,000 affected members and sent reinstatement notices to rectify the confusion.

Ms. Pettyjohn added that the call center partnered with Humana to communicate the same message to retirees from December 30, 2024, through the first week of January 2025. This collaboration led to an increase in calls. The uptick in calls at the end of the year was likely related to this issue. Ms. Garrison and Mr. Powell acknowledged that this error caused unnecessary confusion and concern for the members, and efforts have been made to prevent similar issues in the future.

Ms. Garrison provided updates on Humana's collaboration with Personify Health, a third-party administrator organization, related to medical-only and mirror plan members. The transition of members to Personify Health was effective from January 1, 2025, following six to nine months of preparation. Initially, there were some delivery delays with the welcome letter and ID card, causing confusion and increased calls. Additionally, inconsistent communications from both Humana and Personify Health added to the confusion. All issues were escalated with expedited resolution. Members who had access to care issues were provided their Personify Health ID number, and outreach was made to providers who needed assistance from Personify Health. KPPA has direct Personify Health contact information for any escalated issues that may arise in the future with a response from Personify Health within 24-48 hours. Humana, Personify Health, and KPPA continue to meet regularly to address any future issues.

Next, Ms. Garrison provided an overview of the annual enrollment events held in 2024. Humana hosted in-person events in Lexington, Louisville, Frankfort, and Erlanger, along with virtual events. Attendance was typical compared to previous years, with a higher turnout last year.

Mr. Larry Lowe provided an update on the 2025 Centers for Medicare and Medicaid Services (CMS) notices, beginning with the advance notice. The funding for these plans is largely provided by the federal government through CMS, which announces rate changes via the advance notice. Released earlier than usual on January 10, 2025, it allows for a public and industry comment period before finalizing the 2026 rates by April 7, 2025. The

advance notice indicated a 2.25% increase compared to 2025, higher than in previous years. However, the industry faces challenges, including higher trends in medical and pharmacy utilization and uncertainty tied to Part D funding due to IRA changes. The final rate notice, expected by early April, will provide more definitive information. The renewal rates for 2026 will be finalized and provided to KPPA by July 1, 2025.

The discussion also touched on potential impacts from the new administration and executive orders. The final rate notice will provide more clarity on this matter, and the legislative affairs team is available for updates. It was noted that the \$2,000 maximum out-of-pocket amount, which went into effect in January, will rise to \$2,100 for 2026. There were no material changes revealed in the advance notice for the structure or methodology for the group Medicare Advantage (MA) plans. The Board may consider discussing these updates further in the May meeting.

Ms. Garrison reviewed the 2025 Value-Added Services, which Humana provides to retirees each year around January and February. These services are available to Humana Medicare Advantage plan members and include the various discounts and benefits. Some of the most utilized services include:

- Humana Dental: A 25% discount on certain services with Humana dental providers, in addition to the KPPA dental benefit.
- EyeMed Discount: Discounts on eyeglasses and eye exams.
- TruHearing: A 60% discount on hearing services for Humana Medicare Advantage members using the TruHearing network.
- Lifeline Alert System Savings Program: Discounts on alert systems for those who need them.
- Mom's Meals: An in-home delivery service providing balanced, nutritious meals, available at a discount to Humana members. These meals can be delivered free of charge to members who were inpatient in the hospital.
- Drug Discount Program: Discounts on various over-the-counter medications and other items.

For 2025, two new programs were added:

- A travel discount program offering a 5% discount through the IMG Travel Medical Evacuation Program for members traveling abroad.
- The Petzey Pet Telehealth Discount: For \$1.00 a month, members can sign up for unlimited telehealth services for their pets. It is available 24/7, with typical consultation prices around \$20.00.

Mr. Powell suggested adding links to these services on the Retiree Health webpage to simplify access for members, which Ms. Pettyjohn supported. However, Ms. Garrison and Ms. Pettyjohn noted that CMS regulations limit the promotion of these services. Humana is exploring ways to make the information more accessible to current members. They have already sent details about these value-added services via mail and provide information on their website. Ongoing efforts are being made to enhance communication and ensure members are aware of the benefits available to them.

7. Mr. Powell introduced the agenda item ***Other Business – 2025 Open Enrollment Statistics*** (Video 00:48:12 to 00:59:09). Ms. Sutherland presented data on 2025 Open Enrollment, Designation of Spouse and/or Dependent Child for Health Insurance Contributions (Form 6256), KEHP Open Enrollment Communications, KEHP Open Enrollment Email Notification, and KPPA Outreach. The number of enrollments completed online and processed by counselors was similar for both years, with a slight increase in enrollments processed by counselors for 2025. There was a small increase in the number of forms completed online for hazardous duty retirees verifying their dependents' eligibility, and a small decrease in forms processed by counselors. Phone calls decreased for 2025, while email communications remained comparable to the previous year. There was a slight increase in office visitors.

The annual open enrollment email notification showed an increase in the number of members who opened and viewed the contact, although fewer members utilized the enclosed links. These links included benefit information, premium contributions, online enrollment, and online forms. Despite no significant plan or cost changes for 2025, the

online recorded presentation saw 593 views, up from around 400 the previous year, allowing members to access information at their convenience.

Humana attended three KEHP benefit fairs, with the largest attendance in Frankfort. The KEHP webinar recording received 792 views, continuing to rise annually. Humana also participated in various KPR meetings, with the largest attendance in Frankfort, providing an opportunity for direct interaction with retirees. Regarding the Living Well Promise, a list of members who did not complete it is received annually, and efforts are made to remind members through email blasts. Challenges remain in ensuring new retirees understand the requirement. Discussions with retirees and continued evaluation of outreach methods aim to improve compliance.

Before adjourning the meeting, Mr. Powell expressed his gratitude, stating it was his last meeting for the Joint Retired Health Plan Committee. He thanked everyone for their support, understanding, and guidance over his eight years of involvement. He shared his appreciation for working with and getting to know everyone at Humana, the Board members, and KPPA staff. Mr. Powell specifically thanked everyone for their collaboration and the accomplishments they achieved together.

In response, Ms. Connie Pettyjohn and the committee members expressed their gratitude for Mr. Powell's service, emphasizing the positive impact he had on the committee and the retirees.

8. There being no further business, Mr. Powell ***adjourned*** the meeting.

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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 13, 2025, were approved by the Joint Retiree Health Plan Committee on May 14, 2025.

Committee Chair

I have reviewed the Minutes of the February 13, 2025, Joint Retiree Health Plan Committee meeting for form, content, and legality.

Executive Director
Office of Legal Services