

Human Resources Committee Meeting
Douglas County, Nebraska
Tuesday, June 25, 2019

The meeting convened at 10:32 A.M. in Room 903, Omaha-Douglas Civic Center, 1819 Farnam Street, Omaha, NE. A copy of the Open Meetings Act is located on the wall near the entrance of the room. A notice of the meeting was published in the June 19, 2019, issue of *The Daily Record*. County Commissioners present at the meeting were Mary Ann Borgeson, Mike Boyle, Jim Cavanaugh, Clare Duda, Marc Kraft, P.J. Morgan and Chris Rodgers. Others present included Patrick Bloomingdale, Diane Carlson, Catherine Hall, Joe Lorenz, and Marcos San Martin, Administration; Karen Buche and Colleen Fredricksen, Civil Service Commission / Human Resources; Dan Dahl, Mary Barnes, Elisa McHatton, Cara Kirsch, Michael Pietro, Jolene Froendt, Emily Perry, Beau Reid, and Phil Krohn; and Kim Bollow, County Clerk/Comptroller's Office. Commissioner Borgeson chairs the committee.

A video recording of the meeting is available on the Douglas County Website:

<http://commissioners.douglascounty-ne.gov/board-meetings/videos>.

Time markers for when each topic/item occurs during the video are in parentheses.

Introduction (0:00 to 1:18) Commissioner Borgeson opened the meeting and led introductions around the room.

1. Blue Cross Blue Shield IT platform update (1:20 to 17:45)

Phil Krohn, Blue Cross Blue Shield of Nebraska (BCBS): provided an update on the BCBS IT platform, current market and vendors; important takeaways for changes in 2020.

Mary Barnes, Blue Cross Blue Shield of Nebraska: explained the transition to the new system including for January 1, 2020, revamping member documents (schedule of benefits, explanation of benefits), using member feedback for redesign, updating coordination of benefits if member has secondary insurance; will be able to coordinate pharmacy at point of sale; small changes to Telehealth through Amwell. She explained the member packet example (Attachment A); explained member eligibility file process, different reporting capabilities; explained Walgreens/Alliance mail order process.

Patrick Bloomingdale, Administration: clarified intentions of utilizing consultants and a 1 year renewal with BCBS.

Elisa McHatton, Blue Cross Blue Shield of Nebraska: explained the BCBS transition process, including their own staff transitions similar to what Douglas County will encounter.

Commissioner Kraft: verified the only change to benefits and providers is ID numbers; requested phone numbers in larger font on insurance cards; asked for estimates of county savings.

Commissioner Morgan: asked for clarification of pharmacy process.

Commissioner Borgeson: asked for clarification of mail order process; requested follow-up data on Telehealth participants.

Commissioner Boyle: asked about mail order benefits.

2. *Benefit consultant RFP review and recommendations* (18:06 to 46:18)

Mr. Bloomingdale: explained committee process to review multiple benefit consultants [committee was formed, submitted RFP, conducted interviews with 5 companies, met multiple times to discuss, then built summary spreadsheet (Attachment B)]. He also explained how commissions work, clarified balance billing and direct contracting, relayed goals of the committee, and provided opinions on the proposals. He relayed their official recommendation to the Human Resources Committee is Lockton. Mr. Bloomingdale spoke of next steps, timelines of contract negotiation, the need for review by the County Attorney; all of which is expected to be complete by the end of July or early August. He relayed previous, current & expected large claims.

Karen Buche, Civil Service Commission / Human Resources: highlighted some points on the spreadsheet; provided contrasts and comparisons; explained commissions, savings and performance guarantees, possible additional fees, who determines premiums, our medical trends, our current large claims, and relayed which networks employees are using.

Commissioner Boyle: asked for clarification about commissions, referral and in-network issues, who determines premiums and for clarification on direct contracting.

Commissioner Kraft: asked for clarifications on Attachment B; relayed in-network and appeal process concerns; asked about savings, additional fees, and additional HR services.

Ms. Barnes: added data about in-network providers.

Commissioner Borgeson: asked about timeline; recapped recommendation & timing.

3. *Other business* (46:19 to 48:04)

Boyle: relayed concerns about an issue with Discovery Benefits and UNMC, frustrations with Explanation of Benefits.

The meeting adjourned at 11:20 A.M.