

**Minutes of the Advisory Health Benefit  
Committee Meeting of January 22, 2014 at the  
District Office, Minden, Nevada**

**Committee Members Present**

Marie Parola, DCSSO  
Paula Henricks, DCSSO  
Jim Mathews, DCPEA  
Andrew Fromdahl, DCPEA  
Shannon Brown, DCAA (*arrived at 4:40p.m.*)  
Dwight Langdon, DCBDA  
Christine Cooley, DCPEA

**Absent**

Holly Luna, District Office

Tom Marshall and Mark Garrett of L/P Insurance Services were in attendance along with Emma Guzman of Hometown Health. Rich Alexander ran the meeting in Holly Luna's absence, along with Cori Isherwood from HR. Meeting began at approximately 4:29p.m. Meeting began with member and attendee roll call.

**Call to Order:** Committee member roll call was called.

**Public Comment:** None presented.

**Consent Items:** Andrew Fromdahl moved to adopt the minutes of the regular meeting on December 17<sup>th</sup>, 2013, seconded by Marie Parola; motion passed 6-0.

**Claims Review:** Mark Garrett of L/P Insurance indicated that the monthly claims reports would be delayed until the following month's review in order to ensure incorporation of the PBM change to MedImpact and associated prescription benefits.

**Hometown Health Statistics Review:** Emma Guzman presented the HHP Statistics Review, and issued copies of the "Claims Turnaround Time Report" and "Hometown Health Customer Service Department Stats" – both of which reflect HHP's entire book of business, not solely DCSD stats. She presented the Turn Around Time data reporting that of 1,393 claims received + 287 remaining open from the prior month, 1,436 were paid by month's end, leaving 243 claims remaining open. Regarding claim payouts, 1,037 Claims were paid within 15 days (72.2%). 366 Claims were paid within 16 – 30 days (97.7% in total), and claims that extended past 30 days totaled 33. Customer Service call volume was reported at 10,221 calls, answering 10,006 averaging 36 seconds to answer with a 2% noted abandonment rate of calls.

*Shannon Brown, DCAA arrived at approximately 4:40 pm.*

**Health Care Reform Update (Report):**

Tom Marshall of L/P Insurance indicated nothing further than the pending two-year fee reprieve for self-insureds. Potentially, the two-year reprieve would affect the following two years of reinsurance fees, and that any future amounts were to be on a reduced amount from the 2014 fees.

**Correspondence (Report):**

None reported.

**Future Agenda Items:**

*\*From December meeting,* Andrew Fromdahl requested that the committee receive updates on the actual results of the plan benefit changes – an update from what had been presented in the October meeting but which was incomplete with regards to a full calendar year of expenditures – for individuals/family for out of pocket expense and deductible costs. Hometown Health will follow up with potential reporting in February or March.

**Next Meeting(s):** The next Committee Meeting was set for **February 18, 2014 at 4:30 p.m. at the District Office.**

The meeting adjourned via motion at approximately 4:49 p.m.

Respectfully Submitted on behalf of Rich Alexander,  
Holly Luna, CFO, Business Services  
Douglas County School District  
(775) 782-5131

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