



# COMMISSION MEETING

## *JUNE 18, 2020*

 *Group Insurance Commission*

 *@MassGIC*

Thursday, June 18, 2020

(Public Notice: G.L. C-30A, Sec. 20, June 15, 2020)

# Agenda

	Topic	Speaker	Time
I.	Approval of 05/21/2020 Minutes (VOTE)	Valerie Sullivan, Chair	8:30-8:35
II.	Director's Report (INFORM) <ul style="list-style-type: none"> <li>• Calendar</li> <li>• COVID-19 Update</li> <li>• Plan Alignment with DOI Bulletins</li> </ul>	Matthew A. Veno, Executive Director	8:35-8:45
III.	Regulations: Proposed Amendments (INFORM & VOTE)	Andrew Stern, General Counsel	8:45-9:15
IV.	Annual Enrollment (INFORM)	Paul Murphy, Director of Operations Nick Vogler, Digital Engagement Manager	9:15-9:30
V.	Supplier Diversity Office (INFORM) <ul style="list-style-type: none"> <li>• Supplier Diversity Program: Overview</li> <li>• SDP Plans: Direct and Indirect Spending</li> </ul>	Bill McAvoy, A&F Deputy Assistant Secretary Dmitriy Nikolayev, Director SDO Program	9:30-9:50
VI.	Benefit Procurement & Vendor Management (INFORM & VOTE) <ul style="list-style-type: none"> <li>• Overview of Conjoint Surveys (INFORM)</li> <li>• Selection of Conjoint Survey Consultant (VOTE)</li> <li>• Retiree Dental Premium Rebate (INFORM)</li> </ul>	Denise Donnelly, Director of BPVM Jannine Dewar, Pharmacy Benefits Manager Cameron McBean, Ancillary Benefits Manager	9:50-10:15
VII.	Contracts & Amendments (INFORM & VOTE) <ul style="list-style-type: none"> <li>• Data Warehouse</li> </ul>	Andrew Stern	10:15-10:30
VIII.	CFO Update (INFORM & VOTE) <ul style="list-style-type: none"> <li>• FY20 &amp; FY21 Budget (INFORM)</li> <li>• Trust Funds (INFORM &amp; VOTE)               <ul style="list-style-type: none"> <li>• Information Technology</li> <li>• Communications</li> <li>• Human Resources</li> </ul> </li> </ul>	Jim Rust, Chief Financial Officer	10:30-10:45
IX.	Other Business/Adjournment (INFORM) <ul style="list-style-type: none"> <li>• FY21 GIC Commission Meeting Schedule</li> </ul>	Valerie Sullivan	10:45-11:00

## I. Approval of Minutes (VOTE)

### Motion:

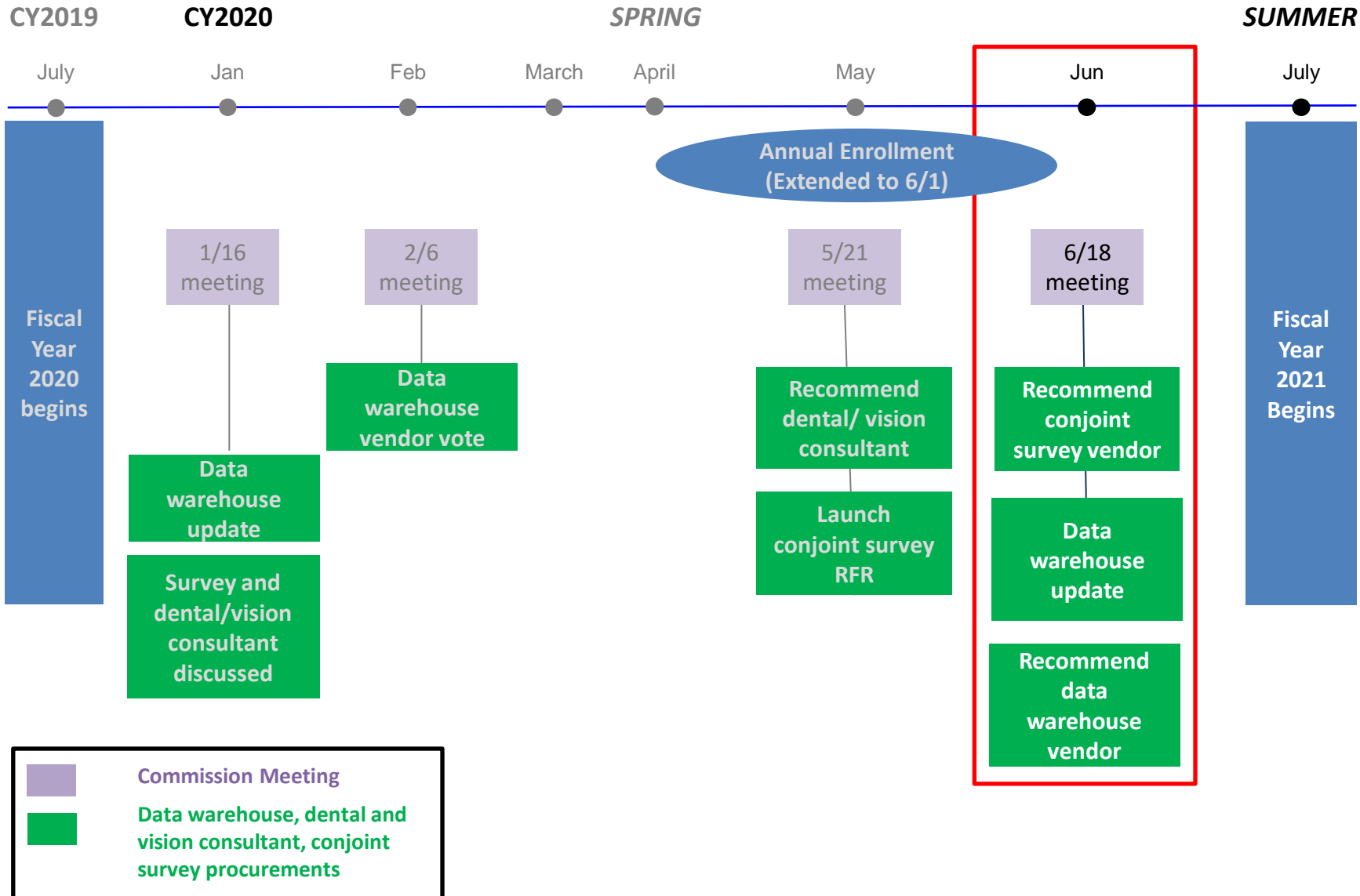
***That the Commission hereby approves the minutes of its meeting held on May 21, 2020 as presented.***

- Valerie Sullivan, Chair
- Bobbi Kaplan, Co-Chair
- Emily Jue Williams
- Rebecca Butler
- Elizabeth Chabot
- Adam Chapdelaine
- Edward Tobey Choate
- Christine Clinard
- Tamara P. Davis
- Kevin Drake
- Jane Edmonds
- Joseph Gentile
- Eileen P. McAnney
- Patricia Jennings
- Melissa Murphy-Rodrigues
- Anna Sinaiko
- Timothy D. Sullivan

## II. Directors' Report (INFORM)

- **Calendar**
- **COVID-19**

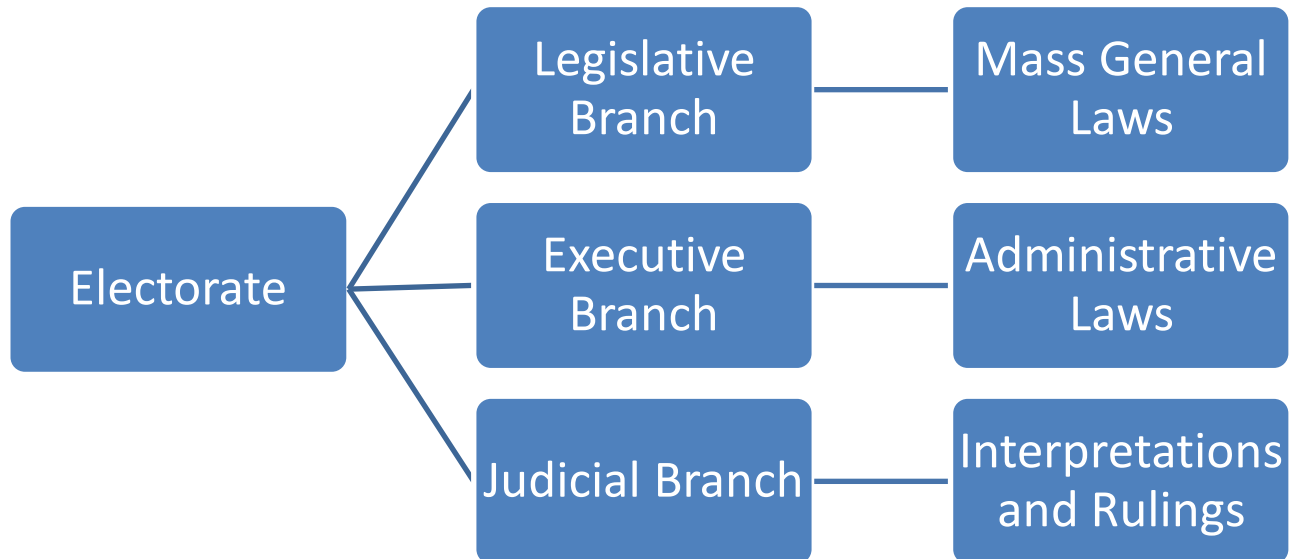
# FY2020 Calendar



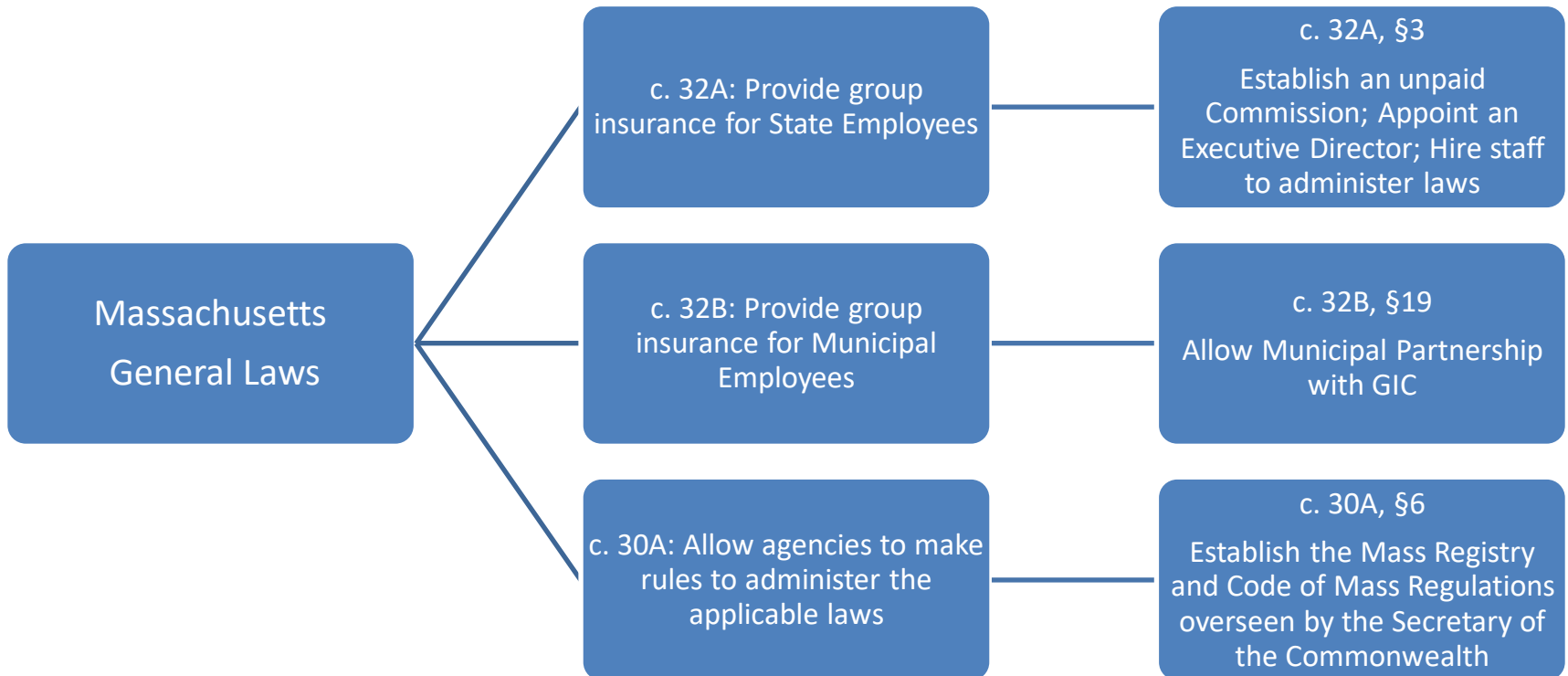
### III. Regulations: Proposed Amendments: (INFORM)

- **Regulatory Overview: Andrew Stern**
  - **Statutes and Regulations**
  - **Regulatory Promulgation and Amendment Process**

# Bodies Create Laws

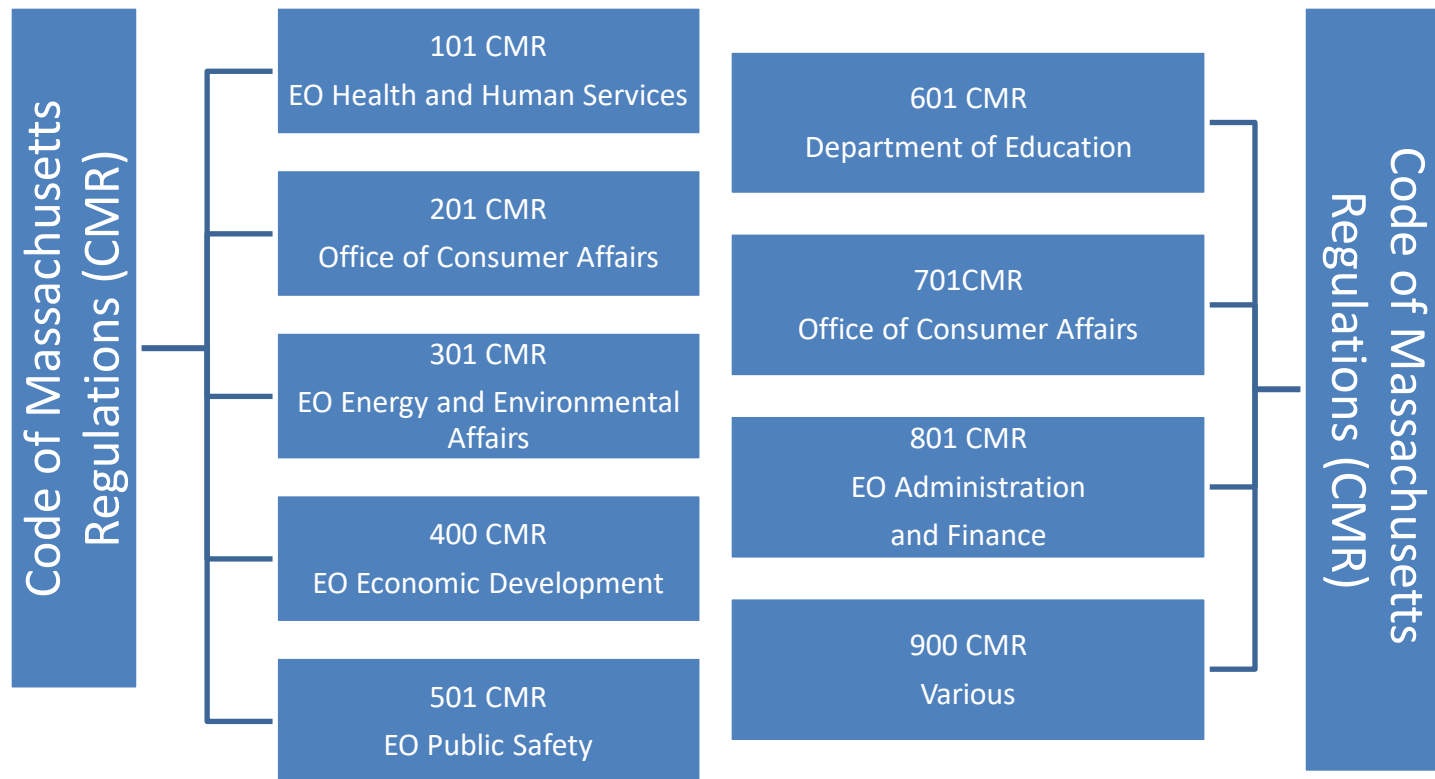


# MGL/Statutes: The What

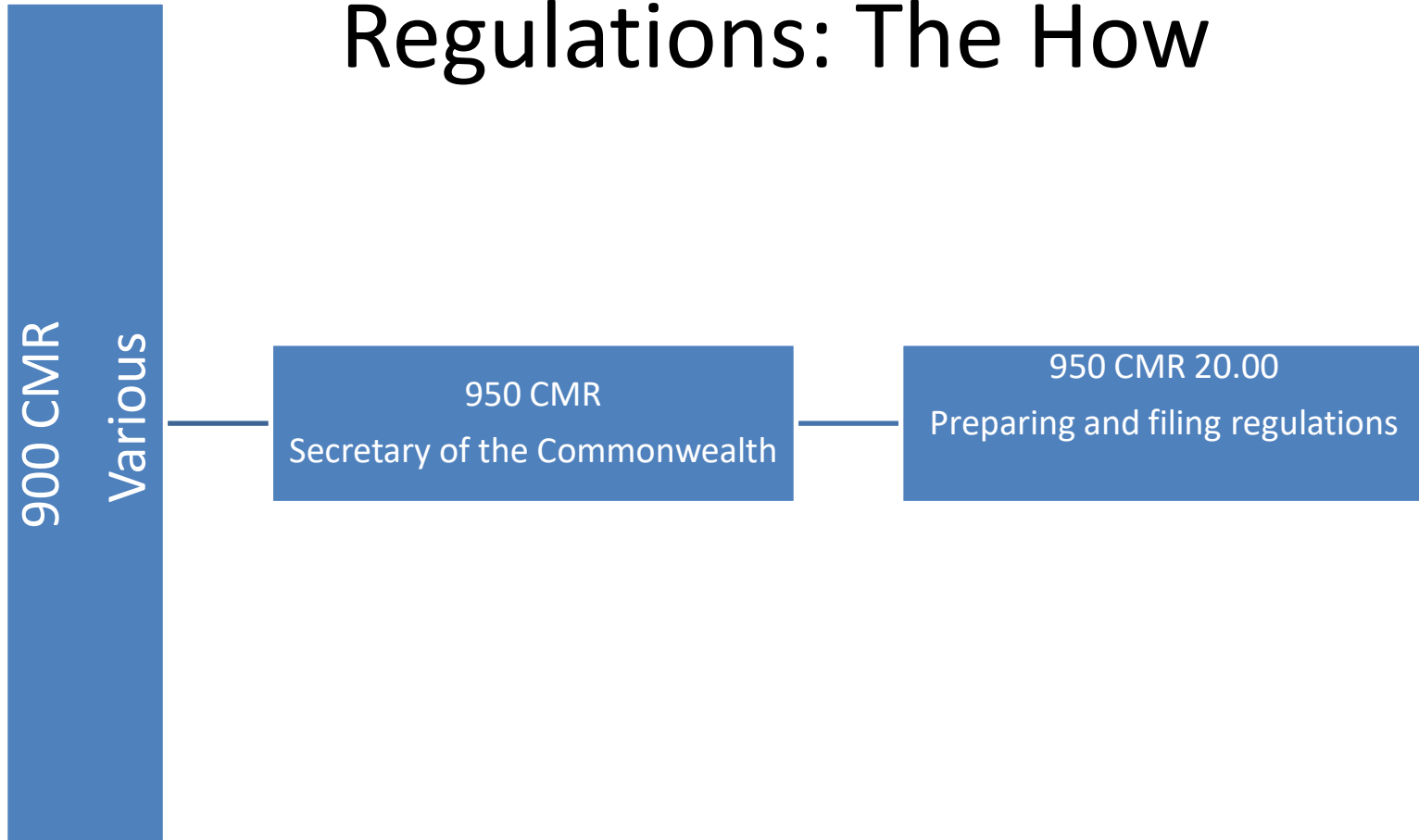




# Regulations: The How



# Regulations: The How



### III. Regulations: Proposed Amendments: (INFORM)

## Massachusetts Regulation Process

Proposal	Public Notification	Public Hearing and Comment Period	Promulgation
<ul style="list-style-type: none"><li>• GIC submits proposed regulations or amendments to the Commission</li><li>• The Commission votes to send back or approve the draft proposals or amendments</li><li>• GIC prepares Small Business Impact Statements</li></ul>	<ul style="list-style-type: none"><li>• GIC determines Public Comment Period and Hearing Date</li><li>• 35 Days prior<ul style="list-style-type: none"><li>• Notify Mass Municipal Association</li></ul></li><li>• 21 Days prior<ul style="list-style-type: none"><li>• Submit draft proposal to Regulation Division</li><li>• Advertise hearing in newspaper</li></ul></li><li>• 7 days prior<ul style="list-style-type: none"><li>• Publish proposed or amended Regulations in Mass. Register</li></ul></li></ul>	<ul style="list-style-type: none"><li>• GIC accepts public comments in writing</li><li>• GIC accepts public comments at a hearing</li><li>• GIC finalizes the draft proposals or amendments after reviewing public comments</li></ul>	<ul style="list-style-type: none"><li>• GIC submits final proposed regulations or amendments to the Commission</li><li>• The Commission votes to send back or approve the final proposal</li><li>• GIC files new or amended regulations with Division of Regulations</li></ul>

# 805 CMR

- 805 is the Code of Massachusetts Regulations assigned for all GIC regulations
- Five Chapters
  - 805 CMR 1.00: General provisions
  - 805 CMR 5.00: Miscellaneous
  - 805 CMR 7.00: Retired municipal teachers
  - 805 CMR 8.00: Municipal health coverage
  - 805 CMR 9.00: Eligibility and participation
- “Skipped” chapters indicate repealed chapters or those reserved for future use
- Before the Commission are the proposed amendments to 805 CMR

### III. Regulations: Proposed Amendments: (INFORM)

#### Overview: Proposed Regulation Amendments

- Updates:
  - Reflect new technology capabilities
  - Clarify equal responsibility and consequences between ex-spouses
- Changes:
  - Allow plan differences within families split between Medicare and active plans
  - Cover a surviving handicapped dependent with no surviving parent through continued coverage
  - Align with Federal regulations prohibiting plan geography residence exclusions for 19-26 year olds
- Adjustment and clarifications to address:
  - Employment reinstatement following an arbitration or court order
  - Member concerns about post retirement eligibility and beneficiary form review
  - Changes in state law
- Non-substantive, grammatical corrections or clarification

### III. Regulations: Proposed Amendments: (VOTE)

#### Motion:

***That the Commission approves the draft regulatory amendments and instructs the General Counsel to move forward with the regulatory amendment process.***

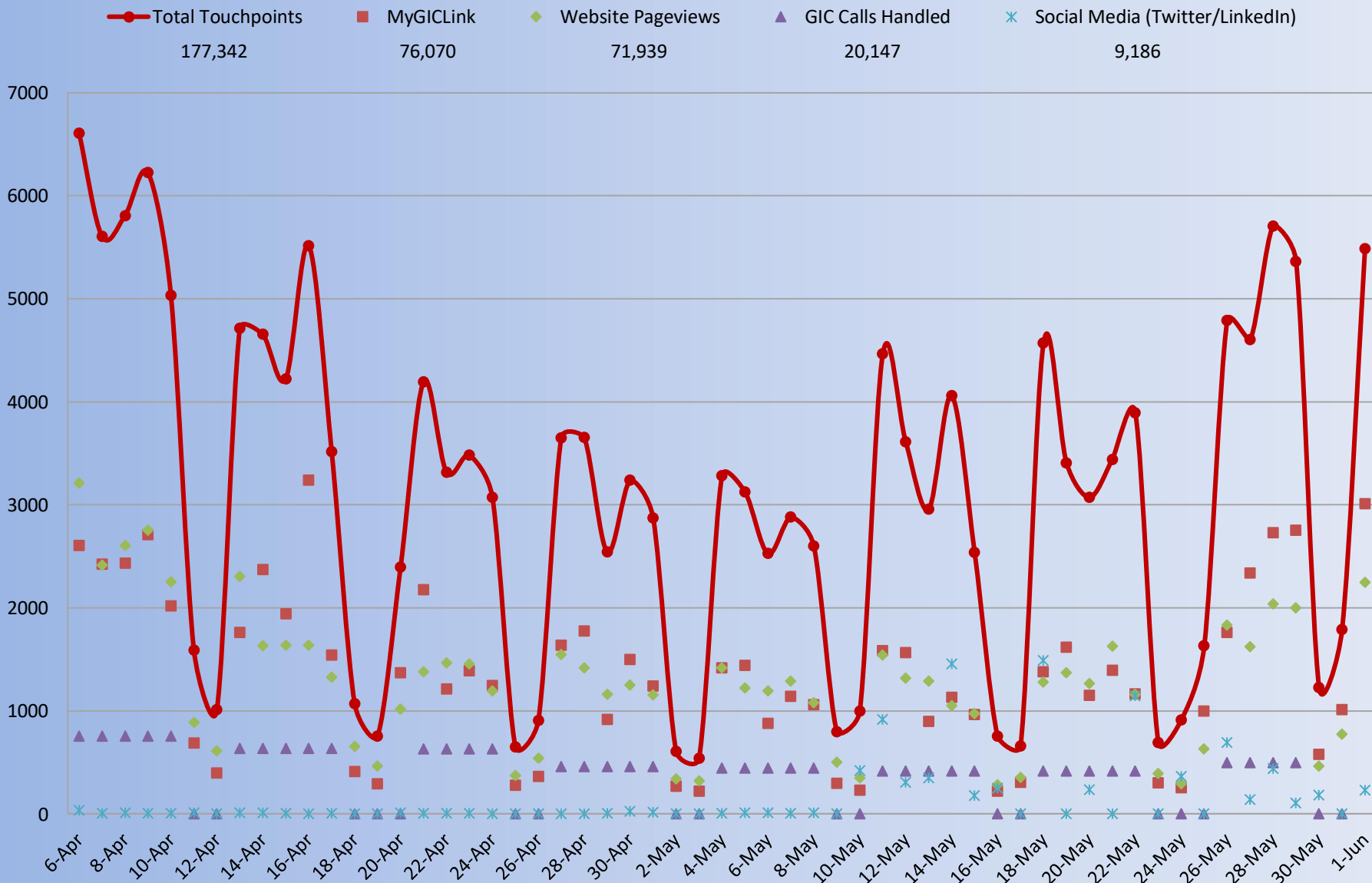
- Valerie Sullivan, Chair
- Bobbi Kaplan, Co-Chair
- Emily Jue Williams
- Rebecca Butler
- Elizabeth Chabot
- Adam Chapdelaine
- Edward Tobey Choate
- Christine Clinard
- Tamara P. Davis
- Kevin Drake
- Jane Edmonds
- Joseph Gentile
- Eileen P. McAnneny
- Patricia Jennings
- Melissa Murphy-Rodrigues
- Anna Sinaiko
- Timothy D. Sullivan

## IV. Annual Enrollment (INFORM)

- **Annual Enrollment: Paul Murphy & Nick Vogler**

# iv. Annual Enrollment Update: Member Touch-Points

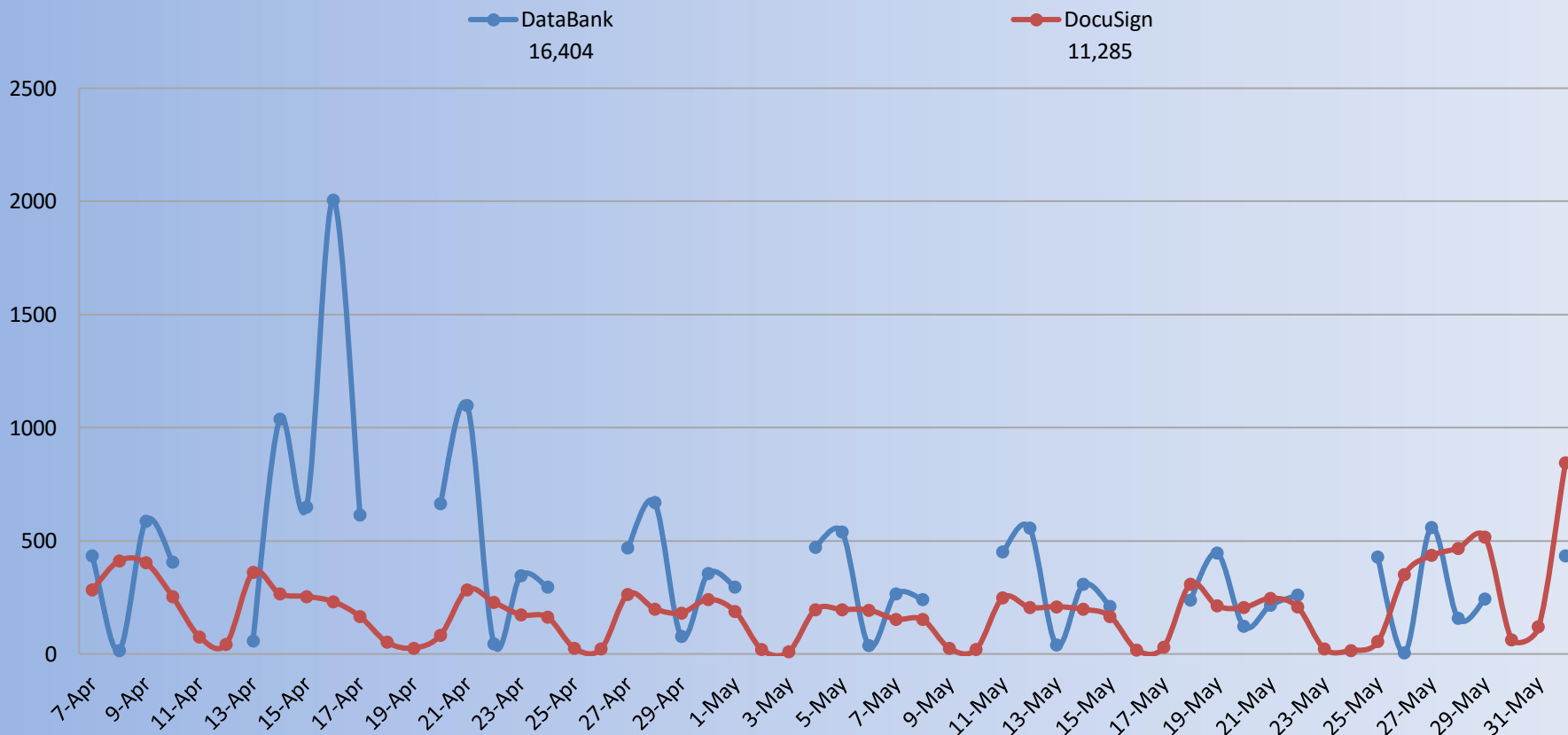
## 2020 Annual Enrollment: Member Touch-Points





# iv. Annual Enrollment Update: Member Touch-Points

### MyGICLink Cases



#### Top 5 Agencies using DocuSign

- MASSACHUSETTS DEPARTMENT OF TRANSPORTATION
- MASSACHUSETTS BAY TRANSPORTATION AUTHORITY
- UNIVERSITY OF MASSACHUSETTS - AMHERST
- CITY OF SPRINGFIELD
- UNIVERSITY OF MASSACHUSETTS MEDICAL SCHOOL

# IV. Annual Enrollment Update: Summary of Plan Transfers



Transfers out of (Read Down) Plan Name	Transfers into (Read Across) -->																			Total IN
	ALLWAYS	FALLON DIRECT	FALLON SELECT	HP INDEP	HP MED ENHANCE	HP PRIMARY CHOICE	HNE	HNE MED SUPP +	TUFTS MEDICARE COMP	TUFTS MEDICARE PREFER	TUFTS NAVIGATOR	TUFTS SPIRIT	UNICARE BASIC w/ CIC	UNICARE BASIC w/o CIC	UNICARE COMM CHOICE	UNICARE MEDICARE EXTENSION w/ CIC	UNICARE MEDICARE EXTENSION w/o CIC	UNICARE +		
ALLWAYS		8	5	12		11	5				22	16	5	2	23			4	<b>113</b>	
FALLON DIRECT			10	2		1					4	6			3				<b>26</b>	
FALLON SELECT	3	31		3		7	3				4	9			2				<b>62</b>	
HP INDEPENDENCE	6	5	6		3	82	7				25	14	17	1	13			21	<b>200</b>	
HP MED ENHANCE	4			50		15		1		3	2		1			4		2	<b>82</b>	
HP PRIMARY CHOICE	6	16	3	20			7				6	20	6	1	13			5	<b>103</b>	
HNE	4	9	11	8		4					11	15	10	2	16			9	<b>99</b>	
HNE MED SUPP +							20												<b>20</b>	
TUFTS MEDICARE COMP			3		6	1				27	63	3			3	17		1	<b>124</b>	
TUFTS MEDICARE PREFER		1			2	1		1	1		8								<b>14</b>	
TUFTS NAVIGATOR	27	22	18	33		49	18		2	1		138	24	5	25			60	<b>422</b>	
TUFTS SPIRIT	9	7	4	2		17	1				28		2		11			5	<b>86</b>	
UNICARE BASIC w/ CIC	10	3	7	52		21	13				60	4		17	82	2		87	<b>358</b>	
UNICARE BASIC w/o CIC	1		1	2		3	4				7	2	6		14			6	<b>46</b>	
UNICARE COMM CHOICE	34	13	6	9		14	27				28	15	42	7				71	<b>266</b>	
UNICARE MEDICARE EXTENSION w/ CIC	5	1	3	14	18	2	4	7	11	10	14	1	91		36		8	40	<b>265</b>	
UNICARE MEDICARE EXTENSION w/o CIC													2		2	1		1	<b>6</b>	
UNICARE +	27	16	9	41		32	35				95	26	93	9	170	1			<b>554</b>	
<b>Total OUT</b>	<b>136</b>	<b>132</b>	<b>86</b>	<b>248</b>	<b>29</b>	<b>260</b>	<b>144</b>	<b>9</b>	<b>14</b>	<b>41</b>	<b>377</b>	<b>269</b>	<b>299</b>	<b>44</b>	<b>413</b>	<b>25</b>	<b>8</b>	<b>312</b>	<b>2846</b>	

## IV. Annual Enrollment Update: Plan Change Report



Coverage	New Insured	Transfers To	Total	Terminated	Transfers From	Total	Gain Or Loss
ALLWAYS HEALTH PARTNERS	138	113	251	38	136	174	77
FALLON DIRECT CARE	60	26	86	23	132	155	-69
FALLON SELECT	42	62	104	14	86	100	4
HARVARD PILGRIM INDEPENDENCE	121	200	321	45	248	293	28
HARVARD PILGRIM MEDICARE ENHANCE	37	82	119	7	29	36	83
HARVARD PILGRIM PRIMARY CHOICE	169	103	272	56	260	316	-44
HEALTH NEW ENG	217	99	316	64	144	208	108
HEALTH NEW ENG MEDICARE SUPPLEMENT PLUS	15	20	35	2	9	11	24
TUFTS MEDICARE COMPLEMENT	34	124	158	6	14	20	138
TUFTS MEDICARE PREFERRED	4	14	18	1	41	42	-24
TUFTS NAVIGATOR	360	422	782	96	377	473	309
TUFTS SPIRIT	123	86	209	32	269	301	-92
UNICARE BASIC w/ CIC	147	358	505	42	299	341	164
UNICARE BASIC w/o CIC	27	46	73	3	44	47	26
UNICARE COMMUNITY CHOICE	249	266	515	85	413	498	17
UNICARE MEDICARE EXTENSION w/ CIC	158	265	423	27	25	52	371
UNICARE MEDICARE EXTENSION w/o CIC	1	6	7	0	8	8	-1
UNICARE PLUS	246	554	800	67	312	377	423
<b>Grand Totals</b>	<b>2,148</b>	<b>2,846</b>	<b>4,994</b>	<b>608</b>	<b>2,846</b>	<b>3,452</b>	<b>1,542</b>

## IV. Annual Enrollment Update: Other Activity

### *(Flexible Spending Accounts FSA)*



#### Benefit Strategies Enrollment Counts for July 1

- Health Care Spending-14,566
- Dependent Care-1,836
- Total enrollment -16,402

We have about 1,000 fewer participants this year overall. HCSA enrollment is about even compared to the FY 20 enrollment period. Dependent Care enrollment is down from last year as a result of the closed daycares. As Daycares open up, this is a qualifying event to allow members to enroll in the DCAP at that time.

### *Retiree Dental Met Life*



#### Met Life Enrollment Counts for July 1

- New Enrollments for Retiree Dental-1,003
- Total enrollment- 39,129

### *Buy Out Applications*

- GIC processed 128 Buyout applications for July 1

## IV. Annual Enrollment Update: Enrollment Summary July 2020



Members By Product (Medicare & Non-Medicare)	State		Municipality		Total
	Individual	Family	Individual	Family	
ALLWAYS HEALTH PARTNERS	2,905	7,894	1,282	5,070	17,151
FALLON DIRECT CARE	1,380	4,081	572	1,221	7,254
FALLON SELECT	957	4,749	336	2,443	8,485
HARVARD PILGRIM INDEPENDENCE	5,272	22,881	1,820	8,666	38,639
HARVARD PILGRIM MEDICARE ENHANCE	9,846	0	6,675	0	16,521
HARVARD PILGRIM PRIMARY CHOICE	3,075	10,705	1,905	7,693	23,378
HEALTH NEW ENG	4,006	13,489	1,443	5,579	24,517
HEALTH NEW ENG MEDICARE SUPPLEMENT PLUS	2,415	0	802	0	3,217
TUFTS MEDICARE COMPLEMENT	7,358	0	2,856	0	10,214
TUFTS MEDICARE PREFERRED	3,075	0	1,476	0	4,551
TUFTS NAVIGATOR	9,738	46,397	3,432	16,978	76,545
TUFTS SPIRIT	2,098	3,699	1,074	1,703	8,574
UNICARE BASIC w/ CIC	7,891	14,336	1,474	2,228	25,929
UNICARE BASIC w/o CIC	225	565	9	30	829
UNICARE COMMUNITY CHOICE	6,357	28,230	2,409	8,329	45,325
UNICARE MEDICARE EXTENSION w/ CIC	56,166	0	19,085	0	75,251
UNICARE MEDICARE EXTENSION w/o CIC	248	0	33	0	281
UNICARE PLUS	5,517	23,793	1,835	8,872	40,017
<b>Totals</b>	<b>128,529</b>	<b>180,819</b>	<b>48,518</b>	<b>68,812</b>	<b>426,678</b>

## V. Supplier Diversity Office (INFORM)

**Bill McAvoy, A&F Deputy Assistant Secretary**

**Dmitriy Nikolayev, Director of SDO Programs and Reporting**

- **Supplier Diversity Program: Overview**
- **SDP Plans: Direct and Indirect Spending**

# Supplier Diversity Office



OPERATIONAL SERVICES DIVISION

## Overview of the Supplier Diversity Program

June 18, 2020

Serving Public Buyers and Vendors of the Commonwealth of Massachusetts



@Mass\_OSD

[mass.gov/osd](https://mass.gov/osd)

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# Agenda

- **SDO Mission and Programs**
- **Supplier Diversity Program Benchmarks**
- **Departments' Responsibilities**
- **Resources Available from the SDO**
- **Discussion/Questions**





# The Supplier Diversity Office (SDO)



The mission of the Supplier Diversity Office is to serve minority, women, disadvantaged, Portuguese, veteran, service-disabled veteran, disability, LGBT-owned, and small businesses in the Commonwealth of Massachusetts, including the responsibility to certify eligible businesses.

## State Certification Program:

- Provides certification for Minority, Portuguese, Women, Veteran, Service-Disabled Veteran, Disability and LGBT-Owned Business and Minority and Women Nonprofit Organizations

## Procurement Programs:

### **Supplier Diversity Program (SDP):**

- Applies to Large Procurements (total value exceeding \$150,000)
- Promotes the utilization of certified diverse businesses in Commonwealth contracting for goods and services

### **Program Participants:**

Executive: 68

Non-Executive/Constitutional: 4

Quasi-Public: 2

### **Small Business Purchasing Program (SBPP)**

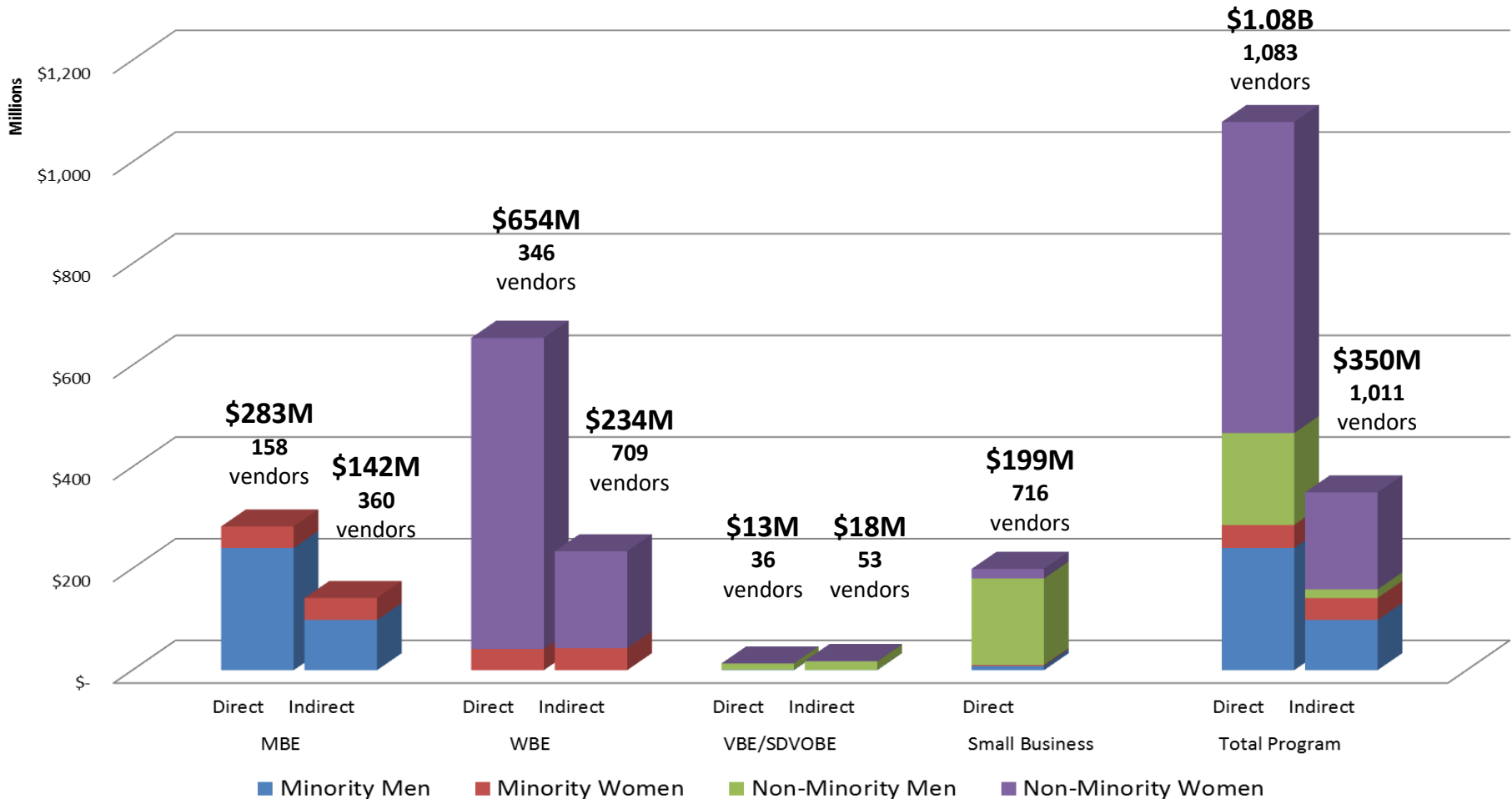
### **Municipal Construction Affirmative Marketing Program**

# Creating Business Opportunities:

\$1.4 Billion Spent with Diverse and Small Businesses in FY2018



OPERATIONAL SERVICES DIVISION



# The Supplier Diversity Program

## Benchmarks:

Business Type	FY2019
Minority Business Enterprises (MBE)	8%
Women Business Enterprises (WBE)	14%
Veteran Business Enterprise (VBE) and Service-Disabled Veteran-Owned Business Enterprises (SDVOBE)	3%

## Tracking Spending:

Disability Owned Business Enterprises (DOBE)
LGBT-Owned Business Enterprises (LGBTBE)

## Departments can meet these benchmarks by:

- **Direct spending:** Purchasing products and services from certified diverse contractors.
- **Indirect spending:** Requiring contractors (diverse and non-diverse) to direct a percentage of contract sales to certified diverse businesses.

# Supplier Diversity Program: Departments' Responsibilities



## Purchasing:

- **When purchasing through an existing contract**, departments should utilize diverse businesses to the extent possible based on contract terms, departmental policies, laws and regulations.

## Procurement:


- **When conducting a new large procurement (total value exceeding \$150,000), departments must:**
  - **At the time of bid:** Require that all bidders (diverse and non-diverse) submit an SDP Plan including a % of contract sales to be spent with certified diverse businesses.
  - **During evaluation:** Allocate at least 10% of the evaluation points to the bidders' SDP commitment. Note: no points are awarded to diverse firms for their own certifications.
  - **During the life of the contract:** Quarterly or semi-annually ask for partnership/SDP spending reports.
  - **At the end of each fiscal year:** Report partnership/SDP spending to the SDO.

# SDP RFR Specifications

**“...Partnerships with certified diverse businesses:** All bidders are **required** to make a significant financial commitment to partner with certified M/WBEs, M/WNPOs, VBEs, SDVOBEs, DOBEs and/or LGBTBEs certified or verified by the Supplier Diversity Office (SDO).

Bidders must identify a commitment in the form of a specific percentage of sales made under the resulting contract that will be spent with an SDP Partner(s) on a Massachusetts fiscal year basis, using SDP Plan Form #1 – SDP Plan Commitment. This percentage commitment will extend for the life of any resulting contract. This requirement extends to all bidders regardless of their certification status, and no bidder will be awarded a Contract unless and until the above requirement is met. Bidders may not list themselves or affiliates as SDP Partners. In order to ensure compliance with this section and encourage bidder participation, SDP Plans will be evaluated at 10% or more of the total evaluation score for all for Large Procurements (those with a total value of greater than \$150,000). SDP Plan submission is encouraged but not required for Small Procurements (those with a total value equal to or less than \$150,000)....”

# SDP Webpage



LIVING ▼ WORKING ▼ LEARNING ▼ VISITING & EXPLORING ▼ YOUR GOVERNMENT ▼

OFFERED BY  RELATED TO

## Learn about the Supplier Diversity Program (SDP)

The SDP encourages the award of state contracts in a way that strengthens and increases business opportunities for diverse companies.

### TABLE OF CONTENTS

- ▼ Overview
- ▼ How does the SDP work?
- ▼ How does the SDP work for Purchase of Services Providers (POS)?
- ▼ Which businesses are eligible to serve as SDP Partners?
- ▼ Program Resources for Departments
- ▼ Program Resources for Bidders and Contractors
- ▼ Contact

[www.mass.gov/sdp](http://www.mass.gov/sdp)

# SDP Resources for Contractors

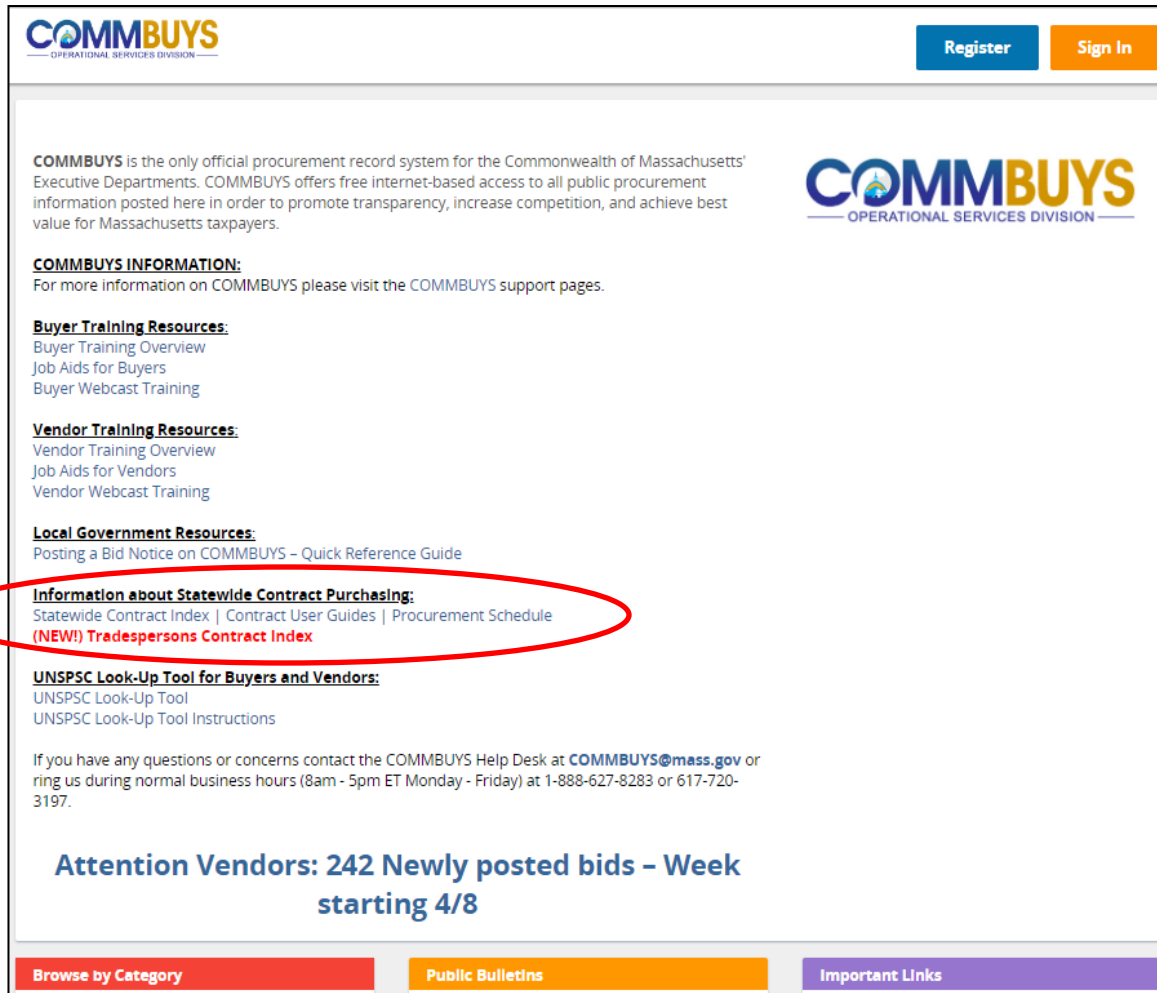
## Live webinars:

- Supplier Diversity Plan Overview for Bidders and Prime Contractors
- Supplier Diversity Plan Overview for Certified Businesses
- Fulfilling Your SDP Commitment
- Fulfilling Your SDP Commitment for Purchase of Service – POS Providers

## Webcast:

- Supplier Diversity Program Overview: Bidders, Contractors, and Certified Businesses

# Supplier Diversity Information in the Statewide Contract Index



The screenshot shows the COMMBUYS website interface. At the top left is the COMMBUYS logo with the tagline 'OPERATIONAL SERVICES DIVISION'. To the right are 'Register' and 'Sign In' buttons. The main content area includes a descriptive paragraph about COMMBUYS, followed by sections for 'COMMBUYS INFORMATION', 'Buyer Training Resources', 'Vendor Training Resources', and 'Local Government Resources'. A red oval highlights the 'Information about Statewide Contract Purchasing' section, which contains links to the 'Statewide Contract Index', 'Contract User Guides', 'Procurement Schedule', and '(NEW!) Tradespersons Contract Index'. Below this is the 'UNSPSC Look-Up Tool for Buyers and Vendors' section. At the bottom, there is a banner for 'Attention Vendors: 242 Newly posted bids - Week starting 4/8' and a navigation bar with 'Browse by Category', 'Public Bulletins', and 'Important Links' buttons.

**COMMBUYS**  
OPERATIONAL SERVICES DIVISION

**Register** **Sign In**

**COMMBUYS**  
OPERATIONAL SERVICES DIVISION

**COMMBUYS** is the only official procurement record system for the Commonwealth of Massachusetts' Executive Departments. COMMBUYS offers free internet-based access to all public procurement information posted here in order to promote transparency, increase competition, and achieve best value for Massachusetts taxpayers.

**COMMBUYS INFORMATION:**  
For more information on COMMBUYS please visit the COMMBUYS support pages.

**Buyer Training Resources:**  
Buyer Training Overview  
Job Aids for Buyers  
Buyer Webcast Training

**Vendor Training Resources:**  
Vendor Training Overview  
Job Aids for Vendors  
Vendor Webcast Training

**Local Government Resources:**  
Posting a Bid Notice on COMMBUYS – Quick Reference Guide

**Information about Statewide Contract Purchasing:**  
[Statewide Contract Index](#) | [Contract User Guides](#) | [Procurement Schedule](#)  
**(NEW!) Tradespersons Contract Index**

**UNSPSC Look-Up Tool for Buyers and Vendors:**  
UNSPSC Look-Up Tool  
UNSPSC Look-Up Tool Instructions

If you have any questions or concerns contact the COMMBUYS Help Desk at [COMMBUYS@mass.gov](mailto:COMMBUYS@mass.gov) or ring us during normal business hours (8am - 5pm ET Monday - Friday) at 1-888-627-8283 or 617-720-3197.

**Attention Vendors: 242 Newly posted bids – Week starting 4/8**

**Browse by Category** **Public Bulletins** **Important Links**

[www.commbuys.com](http://www.commbuys.com)



# Discussion/Questions



# Contact

Bill McAvoy  
Deputy Assistant Secretary and  
Chief Legal Counsel  
Phone: 617-720-3327  
[William.McAvoy@mass.gov](mailto:William.McAvoy@mass.gov)

Dmitriy Nikolayev  
Director, Policy and Programs  
Phone: 617-720-3351  
[Dmitriy.Nikolayev@mass.gov](mailto:Dmitriy.Nikolayev@mass.gov)

John B. Fitzpatrick  
Director, Massachusetts Supplier Diversity Pro  
Phone: 617-502-8851 | Cell: 508-287-9606  
[John.B.Fitzpatrick@mass.gov](mailto:John.B.Fitzpatrick@mass.gov)



## VI. Benefit Procurement & Vendor Management (INFORM/VOTE)

- **Overview of Conjoint Surveys (INFORM)**
- **Selection of Conjoint Survey Consultant (VOTE)**
- **Retiree Dental Premium Rebate (INFORM)**

## VI. Benefit Procurement & Vendor Management (INFORM)

- **Conjoint Survey: Denise Donnelly**

# What is conjoint analysis?

- The optimal market research approach for measuring the value consumers place on features of a product.
- This commonly used approach combines real-life scenarios and statistical techniques with the modeling of actual market decisions.

## How it will work for us

**If these were your only options for your benefits package and everything else remains the same, which would you choose?**

Choose by clicking one of the buttons below:  
(1 of 10)

<b>Monthly Premiums</b>	\$200 for employee only; \$500 for employee and family	\$150 for employee only; \$400 for employee and family
<b>Coinsurance</b>	0% in network	10% in network
<b>Annual Deductible</b>	\$500 for employee only; \$1,000 for employee and family	\$800 for employee only; \$1,600 for employee and family
<b>Prescription Drugs</b>	\$10 for generic / \$30 for branded (30 day supply)	\$25 for generic / \$75 for branded (30 day supply)
	<input type="button" value="Select"/>	<input type="button" value="Select"/>

*Note: if you are taking this survey on a smart phone, please turn the screen horizontally for the best view.*

## VI. Benefit Procurement & Vendor Management (INFORM)

# How we will use the data

### SINGLE TOP CONCERNS FOR INDIVIDUALS (overall)

Single Most Influential Attribute	% of Individuals Indicating Item is their Most Impactful
1. Medical: Deductible	33.45%
2. Prescription drugs	19.96%
3. Medical: Premiums	14.19%
4. Coinsurance	10.29%
5. Provider network	9.53%

### SINGLE TOP CONCERNS FOR INDIVIDUALS (Age: 18-23 years old)

Single Most Influential Attribute	% of Individuals Indicating Item is their Most Impactful
1. Prescription drugs	32.98%
2. Medical: Deductible	22.34%
3. Coinsurance	12.77%
4. Provider network	11.70%
5. Medical: Premiums	9.57%

## VI. Benefit Procurement & Vendor Management (INFORM)

- **Selection of Conjoint Survey Consultant – Jannine Dewar**



## VI. Approval of Selection of Conjoint Survey Consultant: (VOTE)

### Motion:

***That the Commission approves the GIC Conjoint Survey Consultant procurement team's ranking of bidders and directs the General Counsel to enter negotiations with the Apparent Successful Bidder, Deloitte Consulting, not withstanding the right to move to the next highest ranked bidder should negotiations fail, until a mutually agreeable contract is executed.***

- Valerie Sullivan, Chair
- Bobbi Kaplan, Co-Chair
- Emily Jue Williams
- Rebecca Butler
- Elizabeth Chabot
- Adam Chapdelaine
- Edward Tobey Choate
- Christine Clinard
- Tamara P. Davis
- Kevin Drake
- Jane Edmonds
- Joseph Gentile
- Eileen P. McAnneny
- Patricia Jennings
- Melissa Murphy-Rodrigues
- Anna Sinaiko
- Timothy D. Sullivan

## VI. Benefit Procurement & Vendor Management (INFORM)

- **Dental Premium Rebate for Retirees – Cameron McBean**

## VII. Contracts and Amendments (INFORM & VOTE)

- **Data Warehouse Contract Negotiations (INFORM) – Andrew Stern**

## VII. Approval of Selection of Data Warehouse Vendor: (VOTE)

### Motion:

***That the Commission directs the General Counsel to enter negotiations with the next ranked Bidder, Milliman, notwithstanding the right to move to the next highest ranked bidder should negotiations fail, until a mutually agreeable contract is executed.***

- Valerie Sullivan, Chair
- Bobbi Kaplan, Co-Chair
- Emily Jue Williams
- Rebecca Butler
- Elizabeth Chabot
- Adam Chapdelaine
- Edward Tobey Choate
- Christine Clinard
- Tamara P. Davis
- Kevin Drake
- Jane Edmonds
- Joseph Gentile
- Eileen P. McAnney
- Patricia Jennings
- Melissa Murphy-Rodrigues
- Anna Sinaiko
- Timothy D. Sullivan

## VIII. CFO Update (INFORM)

- FY20 & FY21 Budget Updates
- FY21 Trust Fund Requests

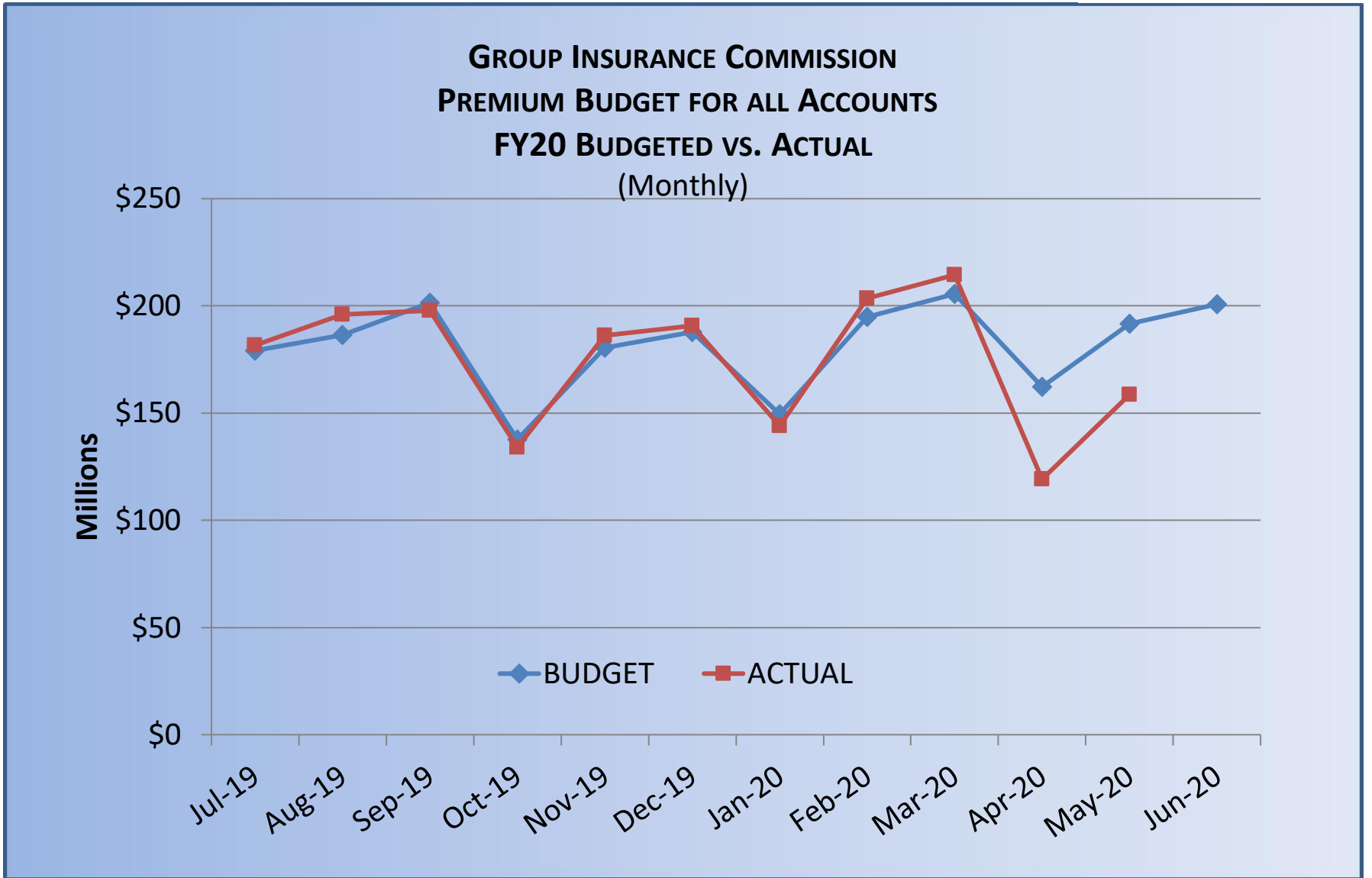
# VIII. FY20 & FY21 Budget Updates: *INFORM*

## State share of claims, premiums, admin fees by month (thru May 2020)

FY20 STATE SHARE EXPENSE FOR GIC PREMIUM ACCOUNTS												
	July 2019	August 2019	September 2019	October 2019	November 2019	December 2019	January 2020	February 2020	March 2020	April 2020	May 2020	TOTAL
Allways Health Claims	\$5,528,664	\$5,654,556	\$6,937,638	\$5,943,557	\$5,116,837	\$5,025,773	\$6,028,092	\$5,335,647	\$5,633,411	\$4,034,115	\$3,513,114	\$55,238,290
Beacon Claims	\$49,574	\$84,542	\$6,433	\$15,546	\$15,104	\$14,392	\$5,459	\$2,587	\$48,054	\$11,819	\$3,061	\$256,572
Caremark/Express Scripts/SilverScript Claims	\$19,375,601	\$58,385,504	\$52,109,190	-\$4,279,499	\$39,486,857	\$43,559,176	\$10,123,594	\$62,885,998	\$49,975,776	\$11,211,394	\$54,525,738	\$397,359,328
Davis Vision Claims	\$30,959	\$46,490	\$36,364	\$36,857	\$30,017	\$26,490	\$36,668	\$34,704	\$33,298	\$11,058	\$10,362	\$333,267
Fallon Health Claims	\$5,614,161	\$3,949,581	\$5,354,186	\$4,671,654	\$4,674,639	\$5,353,186	\$4,057,431	\$4,790,531	\$6,169,718	\$3,873,545	\$2,858,088	\$51,366,720
Harvard Pilgrim Claims	\$34,409,156	\$23,376,918	\$22,596,876	\$28,839,814	\$23,907,222	\$28,058,633	\$21,031,168	\$25,137,077	\$22,958,460	\$15,831,373	\$16,645,761	\$262,792,460
Harvard Pilgrim Medicare Enhance Claims	\$2,482,203	\$1,586,501	\$1,454,809	\$1,946,173	\$1,620,410	\$2,260,623	\$1,351,816	\$2,592,468	\$11,785,571	\$1,394,647	\$950,779	\$29,426,001
Health New England Claims	\$7,008,415	\$5,471,252	\$7,073,287	\$5,257,294	\$7,956,078	\$6,596,941	\$7,976,810	\$6,105,739	\$9,055,905	\$5,059,969	\$5,336,216	\$72,897,905
Tufts Navigator & Spirit Claims	\$34,893,991	\$37,057,362	\$27,415,988	\$27,575,217	\$35,648,702	\$29,598,112	\$35,334,347	\$32,399,368	\$29,981,970	\$20,783,625	\$24,652,505	\$335,341,185
Tufts Medicare Complement Claims	\$965,724	\$1,242,841	\$827,642	\$1,028,559	\$1,162,408	\$2,569,817	\$1,186,214	\$1,456,277	\$1,048,118	\$1,005,359	\$1,177,393	\$13,670,353
Unicare Claims	\$61,427,928	\$49,910,835	\$64,979,212	\$55,040,217	\$57,235,408	\$58,582,111	\$47,788,117	\$54,996,991	\$68,304,035	\$46,767,895	\$29,552,943	\$604,585,693
Other costs	\$869,942	\$104,534	\$103,329	\$312,569	\$381,660	\$293,192	\$142,965	\$203,233	\$342,373	\$151,221	\$467,614	\$3,372,633
<b>Claims sub-total</b>	<b>\$172,656,319</b>	<b>\$186,870,916</b>	<b>\$188,894,953</b>	<b>\$126,387,959</b>	<b>\$177,235,342</b>	<b>\$181,938,447</b>	<b>\$135,062,682</b>	<b>\$195,940,620</b>	<b>\$205,336,690</b>	<b>\$110,136,018</b>	<b>\$149,693,574</b>	<b>\$1,830,153,520</b>
Basic Life	\$825,747	\$826,028	\$825,872	\$826,168	\$828,150	\$829,390	\$829,014	\$828,954	\$828,462	\$829,203	\$830,280	\$9,107,267
Optional Life	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
RMT Life	\$46,029	\$49,966	\$42,219	\$46,761	\$46,801	\$46,762	\$46,638	\$46,623	\$46,573	\$46,553	\$46,562	\$511,487
Long-Term Disability	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Dental	\$699,962	\$701,195	\$701,488	\$700,310	\$704,374	\$708,876	\$711,325	\$712,414	\$693,865	\$695,624	\$698,962	\$7,728,396
Tufts Medicare Preferred	\$642,105	\$642,524	\$642,037	\$643,618	\$646,320	\$645,457	\$647,979	\$646,235	\$646,269	\$648,748	\$647,731	\$7,099,022
UBH Optum	\$111,384	\$111,384	\$111,384	\$111,384	\$101,837	\$111,384	\$111,384	\$111,384	\$111,384	\$111,384	\$111,384	\$1,215,677
ASO Administrative Fee	\$6,651,088	\$6,640,088	\$6,628,328	\$5,220,590	\$6,653,342	\$6,391,463	\$6,663,151	\$5,279,472	\$6,652,114	\$6,653,942	\$6,661,930	\$70,095,508
<b>Premiums sub-total</b>	<b>\$8,976,315</b>	<b>\$8,971,185</b>	<b>\$8,951,327</b>	<b>\$7,548,831</b>	<b>\$8,980,825</b>	<b>\$8,733,332</b>	<b>\$9,009,490</b>	<b>\$7,625,081</b>	<b>\$8,978,666</b>	<b>\$8,985,454</b>	<b>\$8,996,849</b>	<b>\$95,757,357</b>
<b>TOTAL</b>	<b>\$181,632,634</b>	<b>\$195,842,101</b>	<b>\$197,846,281</b>	<b>\$133,936,790</b>	<b>\$186,216,167</b>	<b>\$190,671,779</b>	<b>\$144,072,172</b>	<b>\$203,565,701</b>	<b>\$214,315,356</b>	<b>\$119,121,472</b>	<b>\$158,690,422</b>	<b>\$1,925,910,876</b>

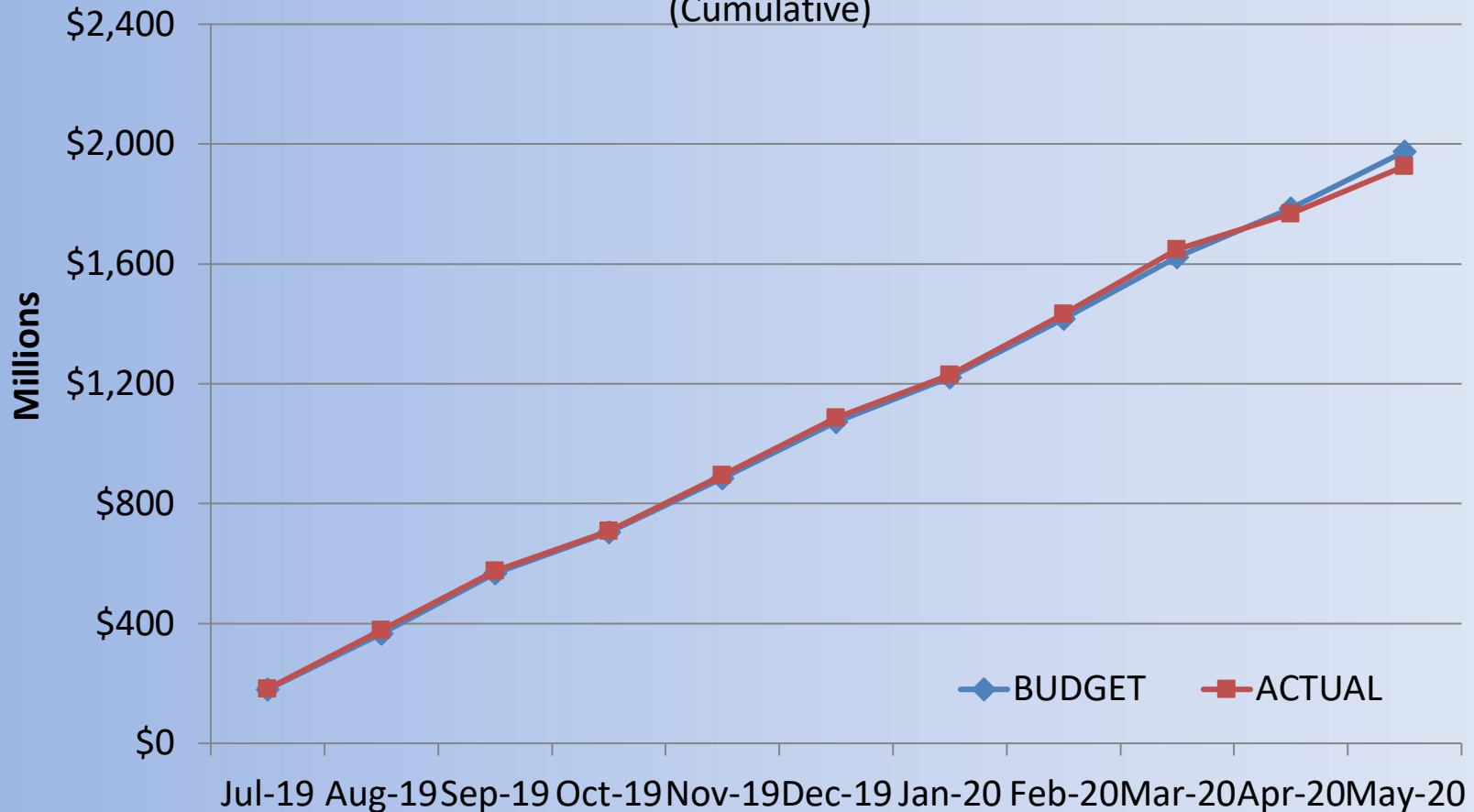
- May claims volume continued the April trend of being well below the FY20 monthly average. (Note: April claims also benefited from a pharmacy rebate credit)
- Employee share paid claims (not shown) have an identical pattern

# VIII. FY20 & FY21 Budget Updates: *INFORM*



# VIII. FY20 & FY21 Budget Updates: *INFORM*

**GROUP INSURANCE COMMISSION  
PREMIUM BUDGET FOR ALL ACCOUNTS  
FY20 BUDGETED VS. ACTUAL  
(Cumulative)**





## VIII. FY20 & FY21 Budget Updates: *INFORM*

FY20 STATE SHARE PREMIUM BUDGET FOR GIC PREMIUM ACCOUNTS AS OF MAY 31, 2020				
	BUDGET	EXPENSES	Under budget/ (Over budget)	% VAR
Basic Life & Health Account #1108-5200 & #1599-6152	\$1,968,320,628	\$1,917,849,214	\$50,471,415	2.6%
Active Dental & Vision Benefits * Account #1108-5500	\$7,806,252	\$8,061,663	(\$255,411)	-3.3%
<b>Total State Share YTD</b>	<b>\$1,976,126,880</b>	<b>\$1,925,910,876</b>	<b>\$50,216,004</b>	<b>2.5%</b>

\* This account has received \$450,000 supplemental funding for FY2020. The deficit shown above reflects only the GAA.

- The majority of GIC spending is in health insurance and basic life accounts
- Deferred care due to COVID-19 is the primary driver of the 2.6% favorable variance
- We project this trend to continue and a FY/E reversion of over \$50M
- Unfavorable dental variance is attributable to higher enrollment

## VIII. FY20 & FY21 Budget Updates: *INFORM*

- FY21 Trust Fund Spending Approval Requests

## VIII. FY20 & FY21 Budget Updates: *INFORM* *FY21 Trust Fund Request*

- GIC staff annually requests authorization to use money from the Commission's Employee Trust Fund to supplement the information technology, administrative services and communications budgets.
  - The funds, if needed, are spent on projects reviewed by senior staff and approved by the Executive Director that benefit employees, who are the contributors to the fund.
- Funds are only used when the agency's needs exceed the applicable ANF/IT and GIC appropriation.
- The Commission has historically supported these requests.
- GIC reports on prior year spending annually. In FY20, the existing budget was sufficient to cover expenses and the GIC did not spend from the Employee Trust Fund.

# VIII. FY20 & FY21 Budget Updates: *INFORM*

## *FY21 Trust Fund Request – Information Technologies*

<u>Information Technologies</u>	FY2020 Budget	FY2021 Budget
<u>Infrastructure Support</u>  Support For Mission Critical Equipment : Rapid response support for servers, switches, power backups and printers	\$6,738	\$7,075
<u>Software/Hardware/Supplies</u> Hardware: leased desktop computers, leased laptop computers, printers, cables, keyboards etc.  Software: Microsoft and other software licensing for all GIC users  Supplies: printer toner and cartridges, scanner cleaning kits, barcode supplies	\$110,000	\$140,000
<u>Business Continuity</u> Hardware, software, IT equipment needed for business continuity due to disaster, new EOTSS / Administration/ Legislative mandates or other unforeseen circumstances	\$40,000	\$80,000
<u>Communication Services</u> Virtual Private Network Services (VPN) and wireless data contracts	\$12,000	\$40,000
<u>MAGIC SYSTEM SUPPORT</u> Additional support for the MAGIC eligibility system and peripheral systems if needed	\$150,000	\$100,000
<b>Total</b>	<b>\$268,738</b>	<b>\$367,075</b>

## VIII. FY20 & FY21 Budget Updates: *INFORM*

### *FY21 Trust Fund Request – Administrative Services, Communications*

<u>Administrative Services</u>	FY2020 Budget	FY2021 Budget
Staff Training and Conferences	\$20,000	\$20,000
Publications, Memberships, Subscriptions	\$40,000	\$40,000
<b>Total</b>	<b>\$60,000</b>	<b>\$60,000</b>

<u>Member Engagement</u>	FY2020 Budget	FY2021 Budget
Video Production	\$25,000	\$39,600
Website Form Development (ADA Compliance)	\$700	\$700
GIC Transparency – Annual Report	\$60,000	\$7,500
Benefits Administration (ADA Compliance, digital)	\$0	\$7,300
Central Reprographics (Coordinator Training Sessions)	\$3,775	\$3,775
<b>Total</b>	<b>\$89,000</b>	<b>\$58,875</b>

#### FY2021 TEMPORARY HELP AUTHORIZATION REQUEST

The GIC requests the continued authorization for the use of up to 15 temporary employees from July 1, 2020 through June 30, 2021. We currently employ 3 temporary full-time staff while our Agency employees are largely working from home.

## VIII. CFO UPDATE: (VOTE)

### ***Motion:***

***That the Commission authorizes the Chief Financial Officer to use the Trust Funds as recommended.***

- Valerie Sullivan, Chair
- Bobbi Kaplan, Co-Chair
- Emily Jue Williams
- Rebecca Butler
- Elizabeth Chabot
- Adam Chapdelaine
- Edward Tobey Choate
- Christine Clinard
- Tamara P. Davis
- Kevin Drake
- Jane Edmonds
- Joseph Gentile
- Eileen P. McAnney
- Patricia Jennings
- Melissa Murphy-Rodrigues
- Anna Sinaiko
- Timothy D. Sullivan

## IX. Other Business/Adjournment

### FY21 GIC Commission Meeting Schedule

- Unless otherwise announced in the public notice, all meetings take place from 8:30 am - 10:30 am on the 3<sup>rd</sup> Thursday of the month.
- Meeting notices and materials including the agenda and presentation are available at [www.mass.gov/gic](http://www.mass.gov/gic) under Upcoming Events prior to the meeting and under Recent Events after the meeting.

#### **Please note these exceptions:**

- July and August do not have Commission Meetings, as usual.
- October does not have a Commission Meeting to allow GIC to dedicate time to Stewardship meeting, but the time and date are held in the event matters arise that must come before the Commission.
- February's meeting is scheduled on the 2<sup>nd</sup> Thursday and March's meeting is scheduled on the 1<sup>st</sup> Thursday to make decisions regarding the next Benefit Year in a timely manner prior to Annual Enrollment in May.

#### **Please note these changes:**

- April will have a meeting this year due to efficiencies gained through elimination and reduction of printed materials.
- Until the ban on public gatherings is lifted, Commissioners will attend meetings remotely via a video-conferencing platform provided by GIC.
- Anyone with Internet access can view the livestream via the MA Group Insurance Commission channel on YouTube. The meeting is recorded, so it can be replayed at any time.

# FY2021 Group Insurance Commission Meetings

July						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

October						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

January						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24/31	25	26	27	28	29	30

April						
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11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

August						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23/30	24/31	25	26	27	28	29

November						
S	M	T	W	T	F	S
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8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

February						
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14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

May						
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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23/30	24/31	25	26	27	28	29

September						
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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

December						
S	M	T	W	T	F	S
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6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

March						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

June						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			



## **APPENDIX**

- Commission Members
- GIC Leadership Team
- GIC Goals
- GIC Contact Channels

# Commission Members

**Valerie Sullivan (Public Member), Chair**

**Bobbi Kaplan (NAGE), Co-Chair**

**Michael Heffernan,  
Secretary of Administration & Finance**

**Gary Anderson,  
Commissioner of Insurance**

**Elizabeth Chabot (NAGE)**

**Adam Chapdelaine (Mass Municipal Association)**

**Edward Tobey Choate (Public Member)**

**Christine Clinard (Public Member)**

**Tamara P. Davis (Public Member)**

**Kevin Drake (Council 93, AFSCME, AFL-CIO)**

**Jane Edmonds (Retiree Member)**

**Joseph Gentile (Public Safety Member)**

**Eileen P. McAnney (Public Member)**

**Patricia Jennings (Public Member)**

**Melissa Murphy-Rodrigues  
(Mass Municipal Association)**

**Anna Sinaiko (Health Economist)**

**Timothy D. Sullivan  
(Massachusetts Teachers Association)**

# GIC Leadership Team

**Matthew A. Veno, Executive Director**

**Joan M. Matsumoto, Chief of Staff**

**Denise Donnelly, Director Benefit Procurement & Vendor Management**

**John Harney, Chief Information Officer**

**Paul Murphy, Director of Operations**

**James Rust, Chief Fiscal Officer**

**Andrew Stern, General Counsel**

**Brock Veidenheimer, Director of Human Resources**

**Mike Berry, Director of Legislative Affairs**

**Linnea Walsh, Director of Marketing and Communications**

## GIC Goals

- Provide access to high quality, affordable benefit options for employees, retirees and dependents
- Limit the financial liability to the state and others (of fulfilling benefit obligations) to sustainable growth rates
- Use the GIC's leverage to innovate and otherwise favorably influence the Massachusetts healthcare market
- Evolve business and operational environment of the GIC to better meet business demands and security standards

## Contact GIC for Enrollment and Eligibility

Enrollment	Retirement	Premium Payments
Qualifying Events	Life Insurance	Long-Term Disability
Information Changes	Marriage Status Changes	Other Questions

<b>Online Contact</b>	<a href="https://mass.gov/forms/contact-the-gic">mass.gov/forms/contact-the-gic</a>	Any time. Specify your preferred method of response (phone, email, mail) from GIC
<b>Email</b>	<a href="mailto:gicpublicinfo@mass.gov">gicpublicinfo@mass.gov</a>	
<b>Telephone</b>	(617) 727-2310	M-F from 8:45 AM to 5:00 PM
<b>Office location</b>	19 Staniford Street Boston, MA 02114	Not open for walk-in service during COVID-19
<b>Correspondence</b>	P.O. Box 8747 Boston 02114	Allow for processing time. Priority given to requests to retain or access benefits, and to reduce optional coverage during COVID-19.
<b>Paper Forms</b>	P.O. Box 556 Randolph, MA 02368	

## Contact Your Health Carrier for Product and Coverage Questions

Finding a Provider

Accessing tiered doctor and hospital lists

Determining which programs are available, like telehealth or fitness

Understanding coverage

Health Insurance Carrier	Telephone	Website
AllWays Health Partners	(866)-567-9175	<a href="http://allwayshealthpartners.org/gic-members">allwayshealthpartners.org/gic-members</a>
Fallon Health	(866) 344-4442	<a href="http://fallonhealth.org/gic">fallonhealth.org/gic</a>
Harvard Pilgrim Health Care	(800) 542-1499	<a href="http://harvardpilgrim.org/gic">harvardpilgrim.org/gic</a>
Health New England	(800) 842-4464	<a href="http://hne.com/gic">hne.com/gic</a>
Tufts Health Plan (THP)	(800) 870-9488	<a href="http://tuftshealthplan.com/gic">tuftshealthplan.com/gic</a>
THP Medicare Products	(888) 333-0880	
UniCare State Indemnity Plans	(800) 442-9300	<a href="http://unicarestateplan.com">unicarestateplan.com</a>