

Executive Director's Report

Date: November 21, 2024
To: Group Insurance Commission
From: Matthew Veno, Executive Director
Subject: Executive Director's Report

Purpose: The purpose of this memo is to provide Commissioners with the monthly Executive Director's report in writing. Questions and comments from Commissioners on the content of this memo are welcome during this portion of the agenda.

HUMAN RESOURCES

Staffing Updates

Joan Chase joined the GIC in October and is working in the Operations Department Audit unit reporting to Ari Gil. Joan brings a strong background in benefit administration and in municipal government, including experience as a GIC Coordinator. Joan joins us from the Town of Westborough and earned a Bachelor's degree from UMass Dartmouth.

HR Program updates

The GIC introduced a telephone language translation service with a company called LanguageLine Solutions earlier this year to ensure that GIC telephone services are accessible for GIC members who have limited English proficiency. GIC telephone representatives are able to arrange for LanguageLine Solutions staff to join calls with GIC members to provide translation in over 380 languages. The program has now been in place for 8 months and, while the volume of members requesting translation has been relatively small, the program has proved valuable. GIC representatives have generally engaged LanguageLine to provide translation on 2 to 3 calls each month on average. The most commonly requested language is Spanish, followed by Mandarin, and we have had calls translated into Farsi, Italian, and Amharic as well.

LEGISLATIVE & MUNICIPAL

Legislative

During this election season, the Legislature remained relatively quiet with regard to health care legislation that impacts the GIC. However, unlike previous sessions, it appears that the Legislature is more inclined to take up larger pieces of legislation, even at this late stage of the biennial session. As such, we will continue to closely monitor the actions of the Legislature.

Municipal

As is typical this time of year, municipalities and school districts continue to reach out to inquire about joining the GIC for the upcoming plan year. While we have held several meetings to share this information, we have not heard definitively from any that they will be joining or leaving GIC coverage. We will report any changes at the December public meeting of the GIC.

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REDUCTION IN WAITING PERIOD

Since the change in eligibility for benefits coverage for new hires was launched on July 1, 2024, 3,969 newly eligible GIC members benefited from the reduced waiting period. To date, the month with the largest number of newly enrolled new hires was September, with 1,487 enrolling in coverage. GIC staff continue to follow this initiative closely and report smooth implementation.

On October 17, 2024, the joint GIC-A&F IT team was recognized by Lt. Governor Kimberley Driscoll and other state leaders for their achievement with this project, and awarded the Manuel Carballo Award (see photo below).

