

GROUP INSURANCE COMMISSION MEETING
Thursday, June 15, 2023
8:30 A.M. – 10:30 A.M.

Meeting held remotely through online audio-video platform (ZOOM), accessible
through YouTube

MINUTES OF THE MEETING

NUMBER: Six hundred seventy-five
DATE: June 15, 2023
TIME: 8:30 a.m.
PLACE: The Meeting was held virtually

Commissioners Present:

VALERIE SULLIVAN (Chair, Public Member)

BOBBI KAPLAN (Vice Chair, NAGE)

GARY ANDERSON (Commissioner of Insurance) Designee: Rebecca Butler

MATTHEW GORZKOWICZ (Secretary of Administration and Finance) Designee Cassandra Roeder

ELIZABETH CHABOT (NAGE)

ADAM CHAPDELAINE (Massachusetts Municipal Association)

EDWARD T. CHOATE (Public Member)

CHRISTINE HAYES CLINARD, ESQ. (Public Member)

TAMARA P. DAVIS (Public Member)

JANE EDMONDS (Retiree)

JOSEPH GENTILE (AFL-CIO, Public Safety Member)

GERZINO GUIRAND (Council 93, AFSCME, AFL-CIO)

PATRICIA JENNINGS (Public Member)

EILEEN P. MCANNENY (Public Member)

MELISSA MURPHY-RODRIGUES (Massachusetts Municipal Association)

ANNA SINAIKO, Ph.D. (Health Economist)

Commissioners Absent:

TIMOTHY D. SULLIVAN (Massachusetts Teachers Association)

Call to Order

Chair Valerie Sullivan called the Meeting to order at 8:30 a.m. The Chair welcomed viewers and staff and reviewed the list of Commissioners. She then turned the meeting over to the Executive Director to review the agenda.

I. Approval of Minutes

The minutes of the May 18, 2023 meeting were reviewed by the Commission. Vice Chair Kaplan moved to approve the minutes, as presented, which was seconded by Commissioner Chabot. A roll call vote was taken by GIC General Counsel Andrew Stern and passed unanimously by the voting members.

II. Executive Director's Report

The Chair turned the meeting over to the Executive Director to discuss the Executive Director's Report. The Executive Director offered to answer any questions the commissioners had on the written report shared prior to the meeting. There being no questions, he moved on to a review of the 2023 calendar. He also reviewed the reasons why there would not be an in-person meeting in September, but there would likely be one prior to winter. It was requested that the GIC aim for October or November for the in-person meeting. The Executive Director said he would speak with DCAMM regarding when work would be completed on the meeting spaces in 1 Ashburton that would be used for this purpose.

III. Member Benefits Portal and Annual Enrollment Report (INFORM)

The Executive Director then turned the meeting over to Paul Murphy, the GIC Operations Director. He introduced Stephanie Sutliff, the GIC's Chief Information Officer. The CIO reviewed the goals of Phase 1 of the Member Experience Transformation project, beginning in 2019, as well as the methodology and approach to all phases of the project. She then reviewed the timeline of the five phases of the project. She thanked the entire team of cross-departmental employees who worked together to advance this project.

The Chair asked the CIO to give her background to explain how she came onto the project and where the schedule of the project was at the time of the meeting. The CIO informed the Commission that the project was on schedule and on budget and had only one final

deliverable due at the end of June. The question was raised about how different populations, specifically retirees, were engaging with the portal and the Operations Director noted that there has been higher-than-expected engagement by retirees with the portal and the Executive Director noted that there would be additional data to answer that question in the future, as the staff conduct a review of lessons learned during annual enrollment. The Operations Director added that portal usage as a percent of members with valid emails on file with the GIC is around 39%. Usage has increased over threefold since its initial rollout in June 2021.

The Operations Director went over the various aspects of the portal and how people were able to use it to select benefits during the 2023 Annual Enrollment period. The CIO then explained the final aspect of the project, the Computer Telephone Integration (CTI), being rolled out in July 2023. This allows for a seamless interaction between the member and the GIC as relates to the member's actions in the portal. The Operations Director next reviewed the results of Annual Enrollment breaking it down by health plan and vendor and identifying where there were significant changes to last year. He then turned the meeting over to the Deputy Executive Director, Erika Scibelli, to discuss communications related to Annual Enrollment and the Portal.

The Deputy Director reviewed the strategies implemented by the Communications Director and the Chief of Staff through print, email, and the GIC website, to connect with the active and retired GIC members prior to and during Annual Enrollment. She noted that a variety of tasks, such as designing the benefit guides and creating enrollment forms as well as making both ADA compliant, were done in-house at the GIC this year, allowing for both a reduction in cost and less staff time spent coordinating with an external vendor. The Deputy Director went on to review the updates that have been made to the GIC website and all external communications. There has also been an increase in engagement with the GIC social media. She then opened the floor to questions. The Chair, Vice Chair and Executive Director all commented on the tremendous work that had been done.

IV. Carrier Performance Guarantees Update (INFORM)

The Executive Director turned the meeting over to GIC Director of Health Policy and Data Analytics, Margaret Anshutz. She reviewed the carrier performance guarantees (PGs), including an overview of the four aspects of these PGs: place service and operations, cost control, clinical processes, and best practices for equity. These are pegged to national industry standards. Ms. Anshutz outlined the details of each of these four goals, how they are measured and how they are to be met by the carriers. She opened the floor to questions.

During discussion commissioners noted the importance of members reporting equity data so that carriers could be accredited as necessary and the GIC could be sure that the equity PGs were being met.

V. CFO Report (INFORM)

The Executive Director turned the meeting over to Jim Rust, the GIC Chief Financial Officer who provided highlights of the report that had been provided to the Commission prior to the meeting. He noted that the GIC was approximately \$7 million over budget as of the end of May 2023, well within the normal margin of variability. He explained that this was largely due to the increase in medical and pharmacy costs and the timing of invoices and rebates.

VI. Other Business and Adjournment

There being no other business, the Chair thanked the staff and adjourned the Meeting at 10:25 A.M.

Respectfully submitted,

Matthew A. Veno
Executive Director