



The School District of Osceola County Employee Benefits Committee Meeting

Agenda

February 16, 2022

- I. **Welcome (2 minutes)**
 - a. Speaking order volunteer
 - b. Timekeeper volunteer

- II. **Reports (5 minutes)**
 - a. Highlights and committee questions on monthly reports and Health Plan Analysis

- III. **MAP presentation (30 minutes)**

- IV. **Member concerns, tracking and brainstorming solutions (30 minutes)**

- V. **Other concerns and updates (18 minutes)**

The next meeting will be held on **March 23, 2022 at 4:30 pm** in the **Multipurpose Room** located at The Center for Employee Health 831 Simpson Road, in Kissimmee **or WebEx** (if needed).

Employee Benefits Committee Meeting

2021-2022 Membership

OCEA

Judi Crowell – St Cloud HS (v)
Kim Castro-Stevens – HTES(v)
April Isaacs – St. Cloud HS/VP (v)
Ruth Nelson – Osceola HS (v)
Lare Allen – OCEA/ESP Pres (v)
Vacant (Alternate)

Teamsters

Vacant (v)
Gary Conroy – Teamsters (v)

Provider Representatives

Kelly Johnson – Lincoln Financial Group
Mark Tafuri- VSP
Belinda Gonzalez – Humana (Dental)
Tom Remus - MetLife Life Ins.
Mayra Diaz – Aither Benefits Champion
Laura Hirsch – Aither Cofounder & co-CEO
Lisa True – Aither Cofounder & co-CEO
Melissa Fritz – Aither Director of Operations
Mohammad Abdallah – Aither Account Manager
Contance Crawford – Evolutions Healthcare
Jay Weingart – Trustmark

Risk & Benefits Management/SDOC

Lauren M. Haddox – Director
LaTasha Aponte – Employee Benefits Supervisor
Jack Achenbach – Wellness Specialist
Vanessa Louis - Secretary
Sarah Graber – Chief Business & Finance Officer
John Boyd – Chief Negotiator
Randy Shuttera – Chief Negotiator

Prof. Support Council

Felicia Bracy – School Operations (v)

ESP

Barb Gleason – OCSA (v)
Susan Compton – Custodial Servs. (v)

Retirees

Ray Lackey – Retired Teacher

Benefits Consultant

Ashley Bacot - ProvInsure
Carolyn Grant - ProvInsure
Barry Murphy – ProvInsure

Center for Employee Health

Kenneth Aldridge - RosenCare



SDOC Benefits Committee Meeting
February 2022

Medical Advocate Program

MAP Health helps employees navigate the constantly changing healthcare system. We assist employees in making more efficient and educated decisions about medical care. We answer their questions, help them find quality physicians, and then ensure that treatment plans are being followed for the best outcome. We are motivated by our genuine care for helping participants. We build on-going relationships with our participants and they trust us.

Identifying Quality Providers

Obtaining basic information on the surface is easy.

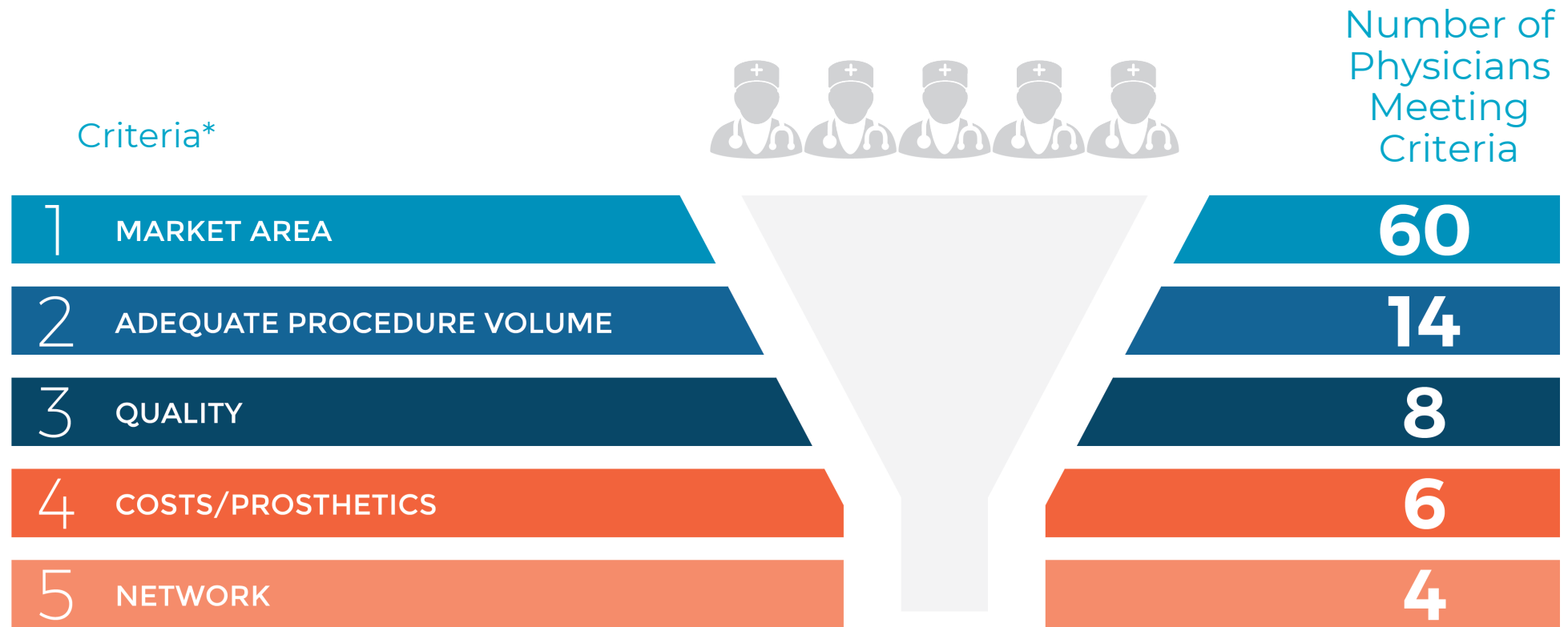
What's underneath is the most important information. It's what could kill you.

- Doctor's Name
- Address & Phone Number
- Appointment Availability
- Educational Background
- List of Questions, Etc.

- Number of Cases Performed
- Quality of Care: mortality, surgical complications, outliers, and readmissions
- Disciplinary Actions
- Malpractice Issues
- Network Participation
- Review Medical Alternatives & Date
- Getting the Right Care, the First Time
- Research by Medical Staff
- Medical Team Discusses Medical Request



Criteria for Becoming a Preferred Provider



*Other Key Criteria for Preferred Providers

Medical Experience
Education & Training
Fellowships
Board Certification

Surgical Complications
Disciplinary Actions
Malpractice Issues
Readmission Rates

Mortality
Outliers
Facility Affiliations
Hospital Ratings



Proven Results

100% of all calls are taken by a Registered Nurse.

30-40% of all members that engage with a MAP Nurse Advocate will be navigated in a different direction through our diagnostic analysis.

We profile all physicians and facilities in the US on a **"severity adjusted basis"** to benchmark providers on outcomes.

Less than 15% of network providers make our preferred list of physicians.

We examine a participating network physician's (1) procedural Volume, (2) Quality-mortality rates, surgical complication rates, outlier cases and (3) Credentials, including malpractice and disciplinary actions. We evaluate the individual physician quality, not a hospital that is the average of hundreds of physicians.

We deploy a proactive, high-touch model. **60-65%** of our calls are outbound.

High Utilization: Jan-Aug 2021, **over 55%** of eligible members used our services.

Utilization of MAP Services

2020-2021 Benefit Year [10/2020-9/2021]

- Employees Eligible to Participate in MAP program: **6482**
- **2980** unique members (employees & family members) utilized MAP services
- **8066** total requests completed=**2.7** requests per active member

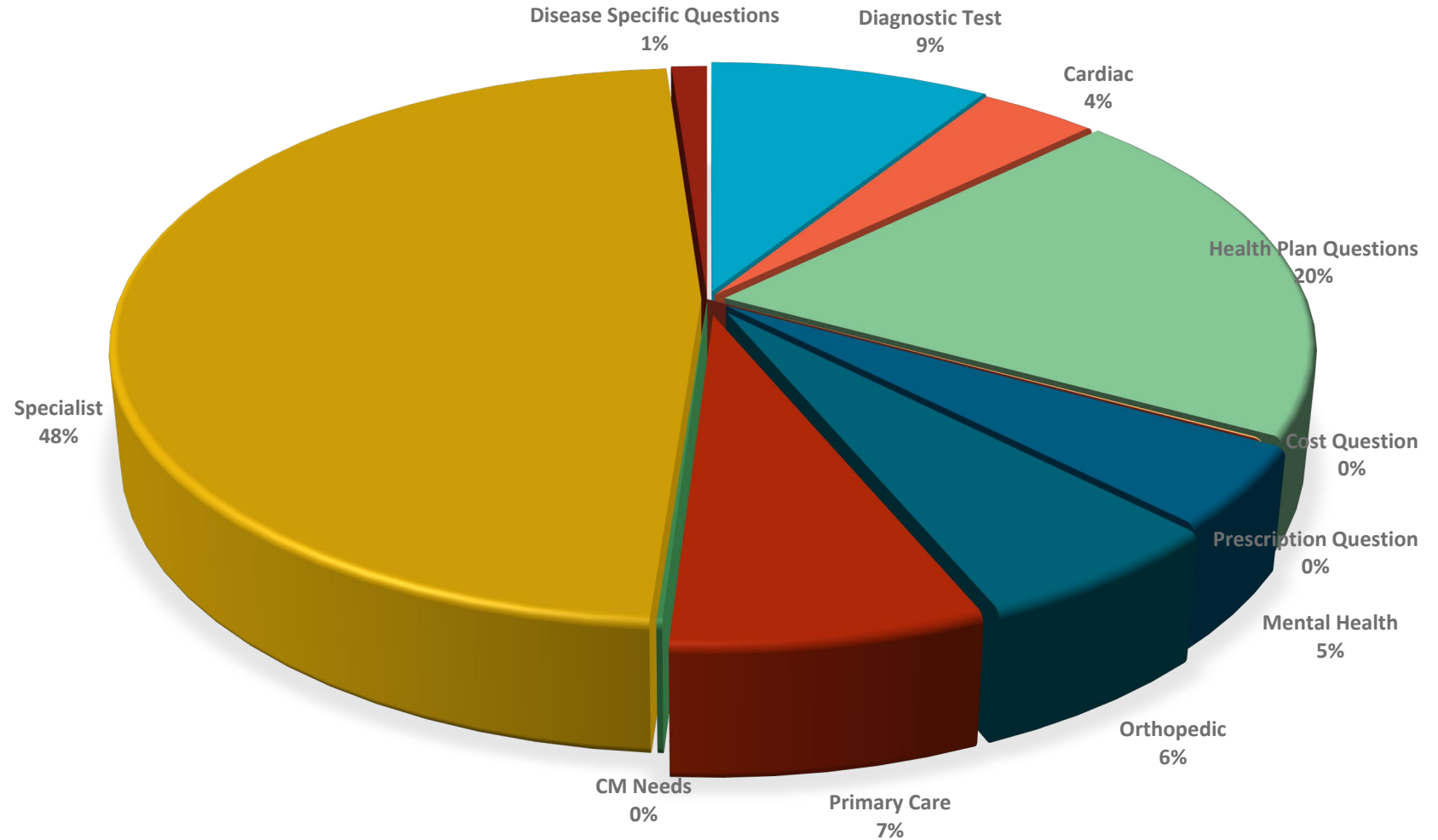


Utilization of MAP Services

Total Requests: **8066**

Specialist **3847**
Primary Care **595**
Health Plan Question **1623**
Diagnostic Test **726**
Orthopedic **489**
Mental Health **371**
Cardiac Testing **305**
Disease Specific Questions **92**
CM Needs **11**
Prescription Question **4**
Cost Question **3**

MAP REQUESTS 2020-2021 PLAN YEAR



Utilization of MAP Services

Quarter 4 2021 [10/2021-12/2021]

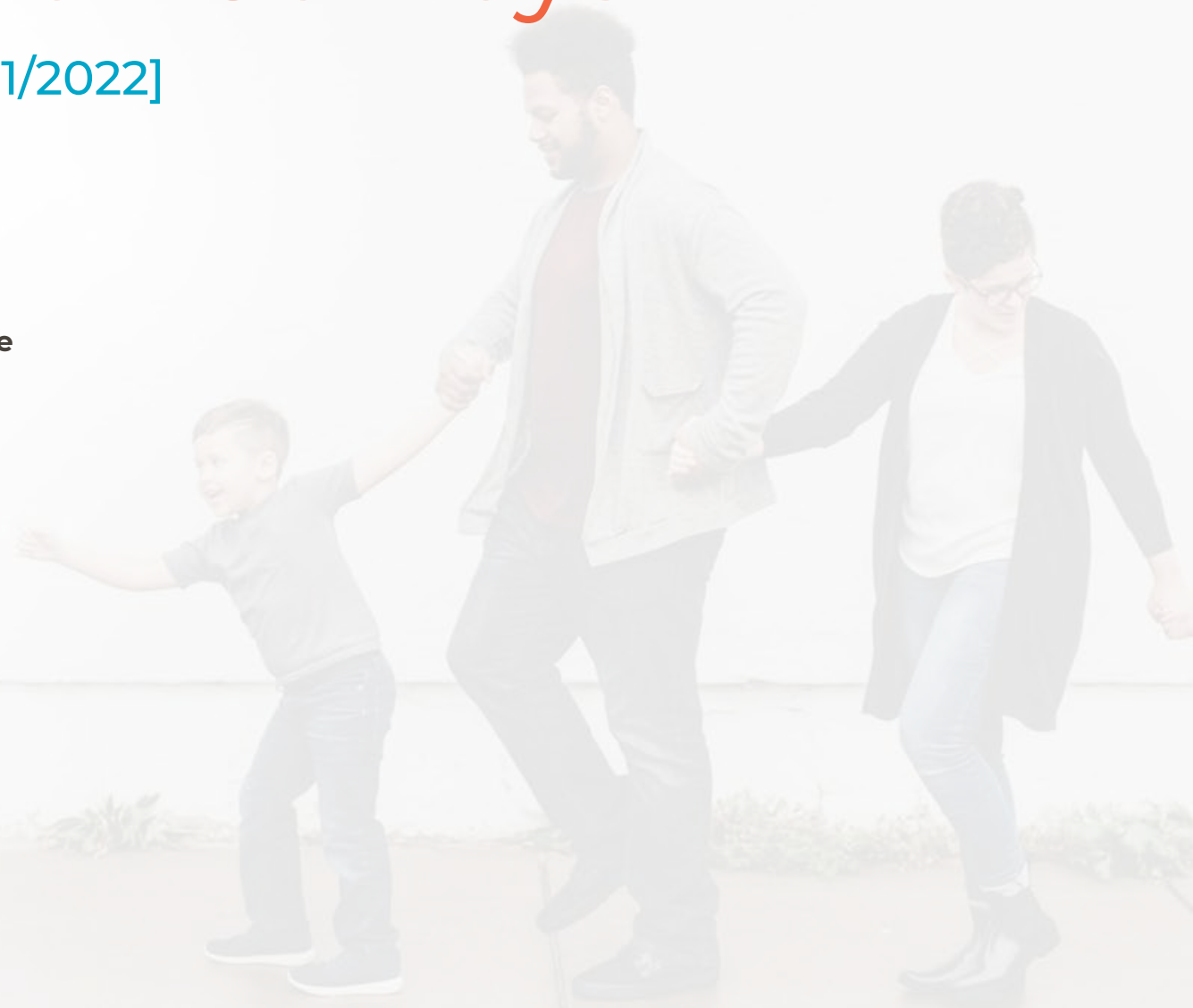
- Employees Eligible to Participate in MAP program: **6482**
- **1235** unique members (employees & family members) utilized MAP services
- **2070** total requests completed=**1.7** requests per active member



Patient Satisfaction Surveys

Total of 50 surveys completed [9/2021-1/2022]

- Q1: How satisfied are you with the nurse addressing your concerns/needs? **Score = 4.86/5=97%**
- Q2: How satisfied are you with the timeliness of the nurse responding to your questions or concerns? **Score = 4.88/5=98%**
- Q3: How satisfied are you with the nurse in providing resources to meet your needs? **Score = 4.80/5=96%**
- Q4: How satisfied are you with the nurse's assistance in providing information and education regarding your concerns/needs? **Score = 4.79/5=96%**
- Q5: Overall, how satisfied are you with your nurse? **Score = 4.88/5=98%**



Patient Satisfaction Surveys



The whole process was very easy and took the worry away from me searching for a specific doctor. The response time is awesome.



I expected good things from MAP and I received even better than good things so far. It has been excellent so far.



I've used them twice now and have had a very good experience.



It was refreshing to talk to someone instead of just using the computer to communicate your wants, needs | and concerns! What we used to say ""the human touch"".



All of my questions and concerns were addressed in an efficient manner!

Thank You



MAPHealth

Center for Employee Health and Advisor **Update**

Benefits Committee Monthly Update January 2022

Plan year: 10/1/2021 – 9/30/2022



People Helping People

Every Child, Every Chance, Every Day!



Every Child, Every Chance, Every Day!



Health Center Update

“People Helping People”

Center for Employee Health



UTILIZATION OVERVIEW

Service Type	Scheduled	Late Cancel	No-Show	Completed Encounters	Unique Patients	Patients Per Day (Average)
Medical	1,337	7	85	1,245	874	52
Chiropractor	197	2	6	189	109	10
Physical Therapy	320	3	19	298	100	12
Wellness Coaching	148	0	5	143	120	8
Disease Management	7	0	2	5	5	1
Occupational Health	157	0	7	150	48	8
Workers Comp	242	7	9	226	94	10
Overall - Total	2,408	19	133	2,256		

**December 1 –
December 31, 2021**

**MAIN
LOCATION**

Individuals that have accessed the Center for Employee Health 1-2 times, 3-5, 6+ times in the selected time frame.

Service Type	1-2 Times	3-5 Times	6+ Times
Medical	811	60	3
Chiropractor	90	16	3
Physical Therapy	49	37	14
Wellness Coaching	119	1	0
Disease Management	5	0	0
Occupational Health	46	0	2
Workers Comp	63	23	8

Center for Employee Health



UTILIZATION OVERVIEW

December 1 – December 31, 2021

**POINCIANA
LOCATION**

Service Type	Scheduled	Late Cancel	No-Show	Completed Encounters	Unique Patients	Patients Per Day (Average)
Medical	58	0	9	49	40	8
Disease Management	1	0	0	1	1	1
Overall - Total	59	0	9	50		

Individuals that have accessed the Center for Employee Health 1-2 times, 3-5, 6+ times in the selected time frame.

Service Type	1-2 Times	3-5 Times	6+ Times
Medical	39	1	0
Disease Management	1	0	0

Center for Employee Health



MAIN LOCATION: Medical

7am	20	24	37	20	18	1
8am	23	36	45	28	11	7
9am	38	38	37	36	22	12
10am	24	29	31	27	10	11
11am	22	29	19	22	10	5
12pm	23	21	8	22	9	
1pm	17	12	17	13	8	
2pm	23	26	24	21	15	
3pm	19	26	26	15	20	
4pm	19	18	21	17	18	
5pm	15	10	12	12	16	
6pm	11	5	6	5	3	
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

December 1 – December 31, 2021

POINCIANA LOCATION: Medical

7am	7	
8am	7	
9am	5	
10am	4	
11am	1	
12pm		1
1pm		5
2pm		5
3pm		4
4pm		3
5pm		5
6pm		2
	Monday	Friday

Center for Employee Health



7am		6			4	
8am		3			3	1
9am	3	5	6	7	1	2
10am	5	4	6	4	3	1
11am	6	3	9	6	3	
12pm	2	1		4	2	
1pm	6	4	6	8	2	
2pm	4	3	7	5		
3pm	5		5	8		
4pm	5		8	7		
5pm			6			
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

**December 1 –
December 31, 2021**

**MAIN LOCATION:
Chiropractor**

Center for Employee Health

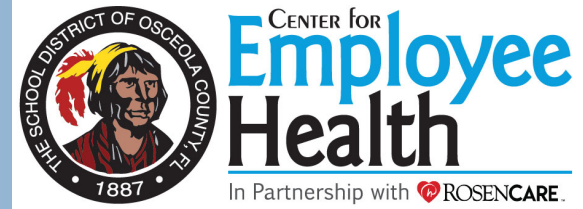


7am	4	7	4	6	1	
8am	3	10	3	2		4
9am	4	8	4	4	1	
10am	6	12	3	5		1
11am	7	9	5	5		1
12pm	3	4	4	1		
1pm	4		5	3	1	
2pm	3	6	2	2		
3pm	7	4	5	2	1	
4pm	3	9	8	3	1	
5pm		4	1		1	
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

**December 1 –
December 31, 2021**

**MAIN LOCATION:
Physical Therapy**

Center for Employee Health



TRENDING INFORMATION: Dec 2020 – Dec 2021

Completed Encounters	2020	2021												Total
	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
CON	3		9	4										16
EAP 60	31	37	35	41	24	16	15	16	8	7	6			236
EAP EST									12	5	4			21
EYE EXAM	27	26	23	33	18	26	12	45	16	14		25	36	301
MAMMO	7	17												24
MED EST	299	273	316	412	298	277	345	337	257	291	350	359	316	4,130
MED EST 60	153	141	221	223	167	140	218	184	161	144	141	149	130	2,172
MED NEW	62	61	73	67	58	39	43	41	42	41	45	37	41	650
MED URGEST	86	68	104	100	75	48	69	74	78	86	60	45	59	952
MED URGNEW	34	28	34	36	24	3	18	15	14	21	16	15	22	280
MNTLHEALTH							7	64	47	67	80	91	75	431
NV LAB	240	257	242	276	264	173	240	268	208	218	211	248	231	3,076
TELEHEALTH	106	104	124	150	147	168	156	134	213	184	194	224	241	2,145
TeleVisit	29	39	21	20	10	9	3	3	6	4	4	9	5	162
X-Ray 30	41	39	124	131	100	73	134	99	115	134	114	90	90	1,284
Total	1,118	1,090	1,326	1,493	1,185	972	1,260	1,280	1,177	1,216	1,225	1,292	1,246	15,880

Center for Employee Health



TRENDING INFORMATION: Dec 2020 – Dec 2021

Completed Encounters	2020	Physical Therapy												Total
	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
PT ESTPT	175	176	193	255	190	181	151	181	144	217	159	161	244	2,427
PT ESTPT45					2	12	16	15	1	3	9	6	6	70
PT NEWPT	44	39	47	43	47	37	61	38	42	39	32	39	48	556
Total	219	215	240	298	239	230	228	234	187	259	200	206	298	3,053

Completed Encounters	2020	Wellness Coaching												Total
	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
COACH GRP	9	9	6	3	8	5				1	3	1		45
NUTR EST	1	1	5	5	12	6	14	17	24	36	27	32	44	224
NUTR NEW	3	3	10	13	14	11	20	25	20	27	22	23	28	219
NUTRTELEST	71	96	91	100	98	88	97	72	58	82	77	50	60	1,040
NUTRTELNEW	22	20	21	27	19	24	22	14	8	7	7	7	11	209
Total	106	129	133	148	151	134	153	128	110	153	136	113	143	1,737

Center for Employee Health

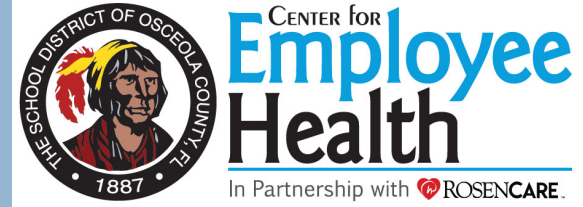


TRENDING INFORMATION: Dec 2020 – Dec 2021

Completed Encounters	2020	Workers Compensation												2021	Total
	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec		
MED WCEST							7	22	53	84	81	75	58	380	
MED WCNEW							6	15	41	57	73	51	23	266	
PT WCEST	63	61	34	43	40	44	32	67	71	93	104	115	119	886	
PT WCNEW	7	7	5	3	10	12	9	8	10	15	17	23	16	142	
WC Chiro45											2	2	1	5	
WC ChPT										10	5	6	9	30	
Total	70	68	39	46	50	56	54	112	175	259	282	272	226	1,709	

Count	2020	Telephone Interaction												2021	Total
	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec		
DM - Outreach									1					1	
Lab Results	205	172	183	199	182	103	96	109	82	51	30	29	35	1,476	
Medical - Outreach		1			7	15	9	8	3	6	2	9	10	70	
Professional Collaboration		10	17	12	25	20	13	21	35	27	34	42	54	310	
Question for Provider	18	28	15	15	20	20	18	17	21	12	16	15	24	239	
Rx	98	75	88	117	98	67	67	69	70	54	57	61	55	976	
Total	321	286	303	343	332	225	203	224	212	150	139	156	178	3,072	

Center for Employee Health



TRENDING INFORMATION: Dec 2020 – Dec 2021

Completed Encounters	2020	Occupational Health												Total
	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
OCC	150	149	146	121	102	65	125	318	353	227	265	177	135	2,333
OCC 60								11	17	14	10	18	15	85
Total	150	149	146	121	102	65	125	329	370	241	275	195	150	2,418

Completed Encounters	2020	Chiropractor												Total
	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
CHPT EST	114	132	190	194	181	160	201	173	149	139	148	144	151	2,076
CHPT NP	27	30	27	34	29	27	32	11	22	25	30	31	38	363
CHPT URG										1				1
Total	141	162	217	228	210	187	233	184	171	165	178	175	189	2,440

Satisfaction Survey for December 2021:

4.85 / 5



794 surveys completed December 2021:

Average score since 10/2019:

4.75

Number of surveys completed in past months

Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	June 21	July 21	Aug 21	Sep 21	Oct 21	Nov 21
388	410	322	406	385	388	559	652	643	799	718	715	776	788	760

Every Child, Every Chance, Every Day!



Advisor / Financial Update

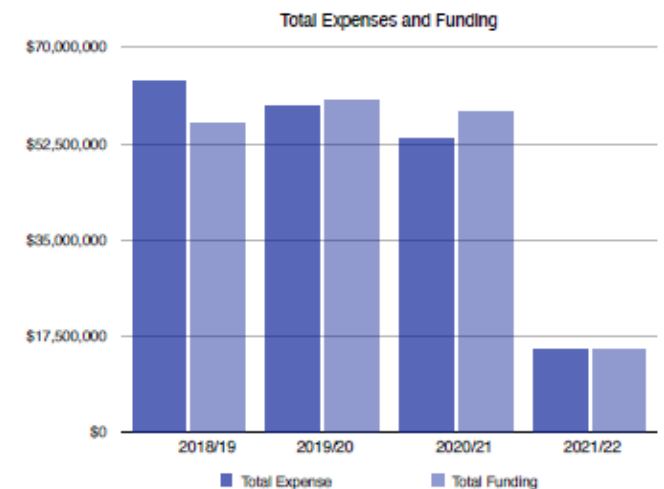
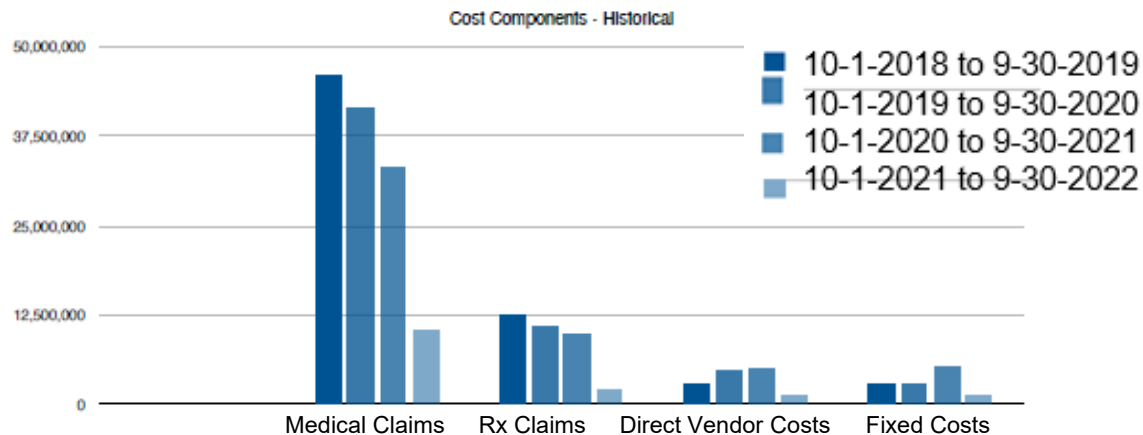


Historical Costs / Plan Year

School District of Osceola County

Date Range: (10-1-18 to 9-30-19) (10-1-19 to 9-30-20) (10-1-20 to 9-30-21) (10-1-21 to 12-31-21)

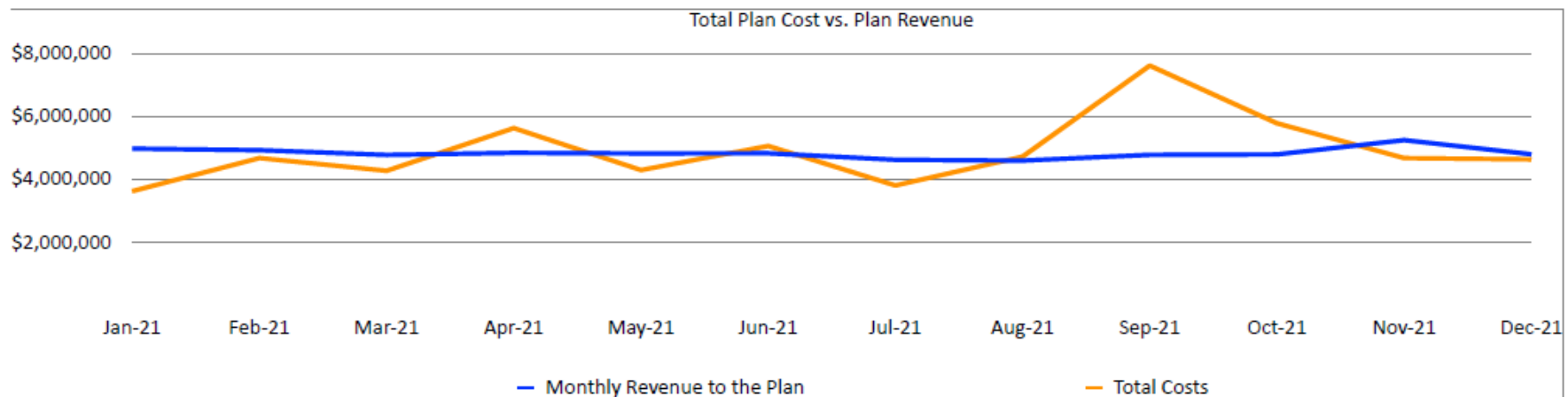
Cost Component	2018/19 Plan	2019/20 Plan	2020/21 Plan	2021/22 Plan
Medical Claims	\$45,967,272	\$41,566,112	\$33,140,969	\$10,416,362
Rx Claims	\$12,307,935	\$11,049,021	\$9,844,133	\$2,239,676
Direct Contract Vendors	\$3,000,000	\$4,835,823	\$4,916,176	\$1,355,949
Fixed Costs	\$2,906,857	\$2,860,047	\$5,347,984	\$1,082,248
Claims over Specific Stop Loss Level	(\$328,850)	(\$1,418,812)	(\$212)	\$0
Total Expenses	\$63,853,214	\$58,992,191	\$53,249,050	\$15,094,235
Average Medical Enrollment	6,563	6,464	6,330	6,157
PEPM Total Expenses	\$811	\$761	\$701	\$817
%PEPM Claims vs. Previous Year	105%	94%	92%	117%
Medical Claims PEPM	\$584	\$536	\$436	\$564
Rx Claims PEPM	\$156	\$142	\$130	\$121
Direct Contract Vendors PEPM	\$38	\$62	\$65	\$73
Fixed Costs PEPM	\$37	\$37	\$70	\$59
Total Funding	\$56,092,962	\$60,116,719	\$58,205,032	\$14,839,744
Additional Funding	\$10,000,000	\$0	\$0	\$0



Rolling 12 Months: 1/1/2021 – 12/31/2021



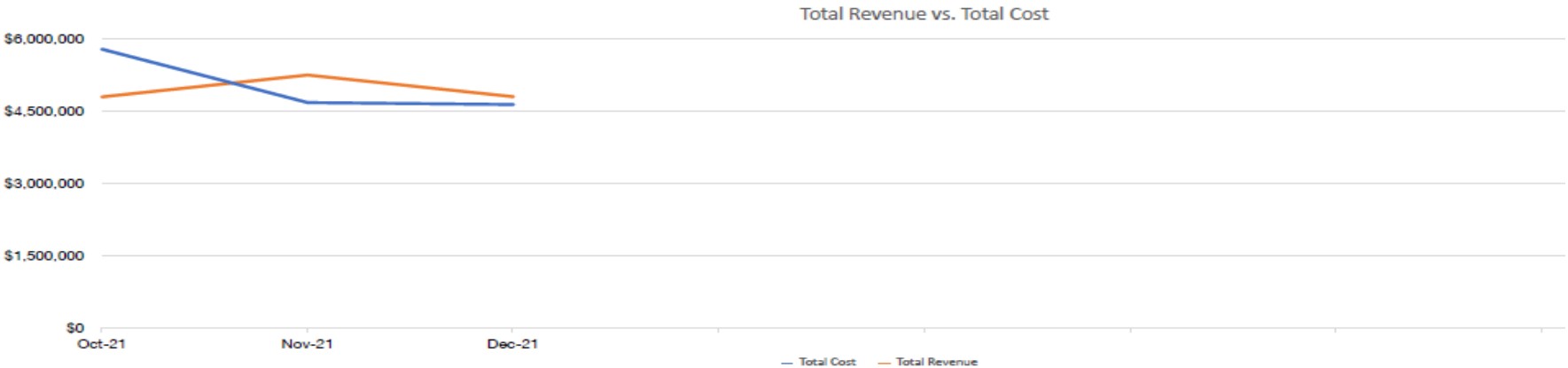
Medical Expenses / Plan Rolling 12 Months														
School District of Osceola County														
October 2021 - 2022 Plan Year														
Combined Medical Plans														
Month	Enrolled Employees and Retirees	Medical Claims	Rx Claims	Health Center Cost	International Rx	Green Imaging	Paid Claims	Fixed Costs	Total Costs	Monthly Revenue to the Plan	Board Contribution	Opt out Subsidy	Employee and Retiree Contribution	Budget Ratio
Jan-21	6,485	\$1,857,601	\$726,718	\$400,231	\$90,120	\$150,470	\$3,225,140	\$399,914	\$3,625,054	\$4,976,785	\$3,746,905	\$498,298	\$731,582	73%
Feb-21	6,420	\$2,844,336	\$738,966	\$438,567	\$89,015	\$132,800	\$4,243,684	\$433,977	\$4,677,661	\$4,928,016	\$3,705,949	\$504,555	\$717,512	95%
Mar-21	6,290	\$2,201,163	\$926,522	\$482,172	\$70,392	\$161,910	\$3,842,159	\$431,103	\$4,273,262	\$4,778,572	\$3,559,419	\$515,932	\$703,221	89%
Apr-21	6,312	\$3,848,000	\$663,802	\$414,278	\$114,220	\$163,275	\$5,203,575	\$425,836	\$5,629,411	\$4,843,211	\$3,624,806	\$525,802	\$693,003	116%
May-21	6,285	\$2,628,269	\$690,798	\$360,062	\$68,871	\$132,490	\$3,880,490	\$415,204	\$4,295,694	\$4,824,755	\$3,609,248	\$525,662	\$689,845	89%
Jun-21	6,294	\$3,354,678	\$699,735	\$360,062	\$116,526	\$132,165	\$4,663,166	\$398,673	\$5,061,839	\$4,829,948	\$3,631,432	\$509,106	\$689,410	105%
Jul-21	5,928	\$1,964,965	\$743,133	\$412,323	\$102,005	\$198,600	\$3,421,026	\$385,655	\$3,806,681	\$4,622,763	\$3,496,618	\$463,030	\$663,115	82%
Aug-21	5,918	\$3,046,355	\$698,801	\$450,479	\$93,004	\$135,300	\$4,423,939	\$299,180	\$4,723,119	\$4,596,583	\$3,471,021	\$462,462	\$663,100	103%
Sep-21	6,455	\$5,956,116	\$621,769	\$452,888	\$116,921	\$107,640	\$7,255,334	\$359,572	\$7,614,906	\$4,780,355	\$3,609,816	\$508,537	\$662,002	159%
Oct-21	6,153	\$4,096,488	\$650,472	\$452,738	\$93,317	\$124,956	\$5,417,971	\$365,030	\$5,783,001	\$4,794,095	\$3,590,476	\$511,950	\$691,669	121%
Nov-21	6,128	\$3,005,320	\$619,415	\$444,546	\$135,175	\$114,404	\$4,318,860	\$357,736	\$4,676,596	\$5,247,516	\$4,045,316	\$519,913	\$682,287	89%
Dec-21	6,189	\$2,946,869	\$676,541	\$458,656	\$64,756	\$128,325	\$4,275,147	\$360,482	\$4,635,629	\$4,798,133	\$3,612,661	\$521,617	\$663,855	97%
YTD	74,857	\$37,750,160	\$8,456,672	\$5,127,002	\$1,154,322	\$1,682,335	\$54,170,491	\$4,632,362	\$58,802,853	\$58,020,732	\$43,703,467	\$6,066,664	\$8,250,601	101%





Plan Year to Date: 10/1/2021 – 12/31/2021

Medical Expenses / Plan Year to Date														
School District of Osceola County														
October 2021 - 2022 Plan Year														
Combined Medical Plans														
Month	Enrolled Employees and Retirees	Medical Claims	Rx Claims	Health Center Cost	International Rx	Green Imaging	Paid Claims	Fixed Costs	Total Costs	Monthly Revenue to the Plan	Board Contribution	Opt out Subsidy	Employee and Retiree Contribution	Budget Ratio
Oct-21	6,153	\$4,096,488	\$650,472	\$452,738	\$93,317	\$124,956	\$5,417,971	\$365,030	\$5,783,001	\$4,794,095	\$3,590,476	\$511,950	\$691,669	121%
Nov-21	6,128	\$3,005,320	\$619,415	\$444,546	\$135,175	\$114,404	\$4,318,860	\$357,736	\$4,676,596	\$5,247,516	\$4,045,316	\$519,913	\$682,287	89%
Dec-21	6,189	\$2,946,869	\$676,541	\$458,656	\$64,756	\$128,325	\$4,275,147	\$360,482	\$4,635,629	\$4,798,133	\$3,612,661	\$521,617	\$663,855	97%
YTD	18,470	\$10,048,677	\$1,946,428	\$1,355,940	\$293,248	\$367,685	\$14,011,978	\$1,083,248	\$15,095,226	\$14,839,744	\$11,248,453	\$1,553,480	\$2,037,811	102%



Plan Year Large Claimants: +\$200,000



High Claimant Tracking

School District of Osceola County

Med/Rx Claims > \$200,000

2021 - 2022 Plan Year

Specific Deductible \$1,500,000 + \$135,000 aggregating deductible

Relationship	Diagnosis	Medical Claims Paid	Rx Claims Paid	Total Paid
Employee	Dermatopolymyositis - rare disease causing rashes and progressive muscular weakness	\$510,452	\$0	\$510,452 <i>Tier 1 provider</i>
Employee	COVID-19 Virus/Pneumonia	\$242,796	\$0	\$242,796
Spouse	Thyrototoxicosis with Diffuse Goiter, Vertical Strabismus, Left Eye	\$206,132	\$0	\$206,132
Total		\$959,380	\$0	\$959,380

Every Child, Every Chance, Every Day!



Questions / Comments