

**Meeting Minutes**  
**Health Care Benefit Program Governing Board**  
**3/8/2023**

The meeting of the Governing Board was called to order at 3:05pm

Members Present: Iasmina Giurgiev, Program Manager, Natasha Ramras, Chief Financial Officer, Lisa Takach, Human Resources Director

Members Absent: Lisa Brandl, Chairperson

Others Present: Regence BCBS of Oregon: Janny Chan, Senior Account Executive.  
Alera Group: Bob Bentley, Senior Compliance Consultant.  
Davidson Benefits Planning: Erica Riggs, Katie Burdick.

Meeting Minutes:

I. Minutes:

Natasha Ramras made a motion to approve the meeting minutes from 2/8/23, seconded by Iasmina Giurgiev, the motion passed unanimously.

II. Communications:

a. none

III. Reports:

a. none

IV. Old Business:

a. none

V. New Business:

a. 2023 benefits

b. 2024 benefits and premiums

VI. General Information:

a. Introduction of Janny Chan to the Governing Board.

Janny Chan is new to the City of Vancouver account as of the Fall of 2022. She has been with Regence for 10 years and was previously at Moda for 6 years.

- b. Regence BCBS of Oregon Q4 CS Metrics & Performance Guarantee Review.

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**Lisa Brandl, Chairperson**  
**Natasha Ramras, Chief Financial Officer**  
**Vacant, Deputy Finance Director**

**Lisa Takach, Human Resources Director**  
**Iasmina Giurgiev, Program Manager**

Janny went over the details of the Q4 customer service metrics and performance guarantee report.

There were two appeals received and both were upheld. Iasmina Giurgiev asked if these numbers reflected the 1<sup>st</sup> level appeal, Janny confirmed the number reflects all levels of the appeal process.

Out of 19 prior authorizations, 17 were approved and 2 were denied.

There was a total of 5 escalations. Escalations consist of phone calls or emails from members. The average days to close these escalations was 5 days. The top 5 escalations reasons were 2 Administration, 1 claims, 1 fulfillment, 1 Provider Non-Quality Issue. Janny explained that Administration consists of member education about Deductible, Out-of-Pocket maximums, questions about coverage. Fulfillment consists of an ID Card request or a provider network question.

The report reflects Contact Channels & Reasons. Janny explained that the other channel consists of a member walk-in or mail.

The average speed to answer the phone was 24 seconds which is better than the standard of 45 seconds.

The abandoned percentage reflects the number of calls waiting in the queue to be answered but the caller hangs up before Regence can answer. The abandon % was 0.79% which is better than the standard of 5.00%.

First call resolution was 68.42% which is better than the standard of 72.00%

The Q4 Performance Guarantee metrics all exceeded target.  
Claims Dollar Accuracy – target is 97%, results were 100%  
Claims Processing Accuracy – target is 95%, results were 100%  
Claims Turnaround Timeliness – target is 97%, results were 99%

Iasmina asked if these reports reflected members who had called and were subsequently put on hold after the call was answered and how long they were

waiting on hold. Janny advised this report would reflect members who may have been on hold for a long period of time, and she does not see any inclination of this on the Q4 report.

c. NQTL Testing – Bob Bentley

Bob Bentley is the West Region Compliance Consultant for Alera Group from January 2020. He supports the Alera Group firms, including Davidson Benefits Planning from Colorado west.

Bob explained that NQTL is relatively new, the requirements came out in January 202. The requirements revolve around Mental Health & Substance Use Disorders to make sure that those services are the same as all other medical and surgical benefits. The requirements also include non-quantitative limits to make sure that those services are the same as all other in- and out-of-network as well as in-patient and out-patient services.

The DOL asked for testing results from about 200 companies in 2021 and essentially all failed. In the summer of 2022, the DOL said they will focus on more audits. Employees can also ask for these test results and Bob thinks that going forward this will be a bigger issue for employers rather than the DOL asking for test results.

There is a \$100 per day per plan participant penalty for employers if they are not brought in compliance within the timeframe allowed by the DOL, typically 30 days.

Erica and Katie confirmed that Regence will not do the testing for the City of Vancouver, but they will provide the data within 45 days of request if the City of Vancouver were to be audited by the DOL. Davidson Benefits Planning has had several clients hire a vendor to complete this testing and it is taking approximately 8 months to complete the testing, which is why Davidson Benefits Planning is recommending that the City of Vancouver explore this option now to be proactive should they get audited by the DOL or should an employee ask for the test results.

Bob also advised that there isn't an issue with not completing the testing in 2021, the issue is that if the City of Vancouver receives a request for a copy of the test results that they are able to provide them within the allowed timeframe (the DOL will want to see them inside of 30 days).

It is not necessary to complete this testing yearly unless there are significant changes to the plan coverage. Natasha Ramras asked if Regence could provide a list of those significant changes that are made yearly to help them determine if more testing is needed. She would also like the Regence contract to state this. Bob suggested working with the NQTL vendor to help facilitate language to be

added to the Regence contract. Erica & Katie will reach out to Regence to see what they can accommodate.

Iasmina Guirgiev asked the Governing Board if the City of Vancouver needed to get an RFP for an approved NQTL vendor. Natasha Ramras advised, no, as long as the cost is under \$35,000. She also noted that they will want an experienced vendor. Erica advised that these vendors have been approved and vetted with Alera Group.

- d. Erica shared the contribution modeling spreadsheet that Davidson Benefits Planning put together. They can play around with the spreadsheet and change the contribution percentages to create different models.

Erica also shared that Beaverton School District gives \$1,700 per employee per year towards benefits. She is still gathering more cafeteria style plans for example.

The meeting adjourned at: 3:58 pm.