Board of Trustees **Human Resources / Labor Relations Committee**

October 16, 2023 1:00 PM ZOOM – No Physical Location is Available

The public is invited to view the meeting on YouTube. The link to the Board of Trustees YouTube page can be found the Board website: https://www.maine.edu/board-of-trustees/

AGENDA

1:00-1:55

Executive Session

The Human Resources & Labor Relations Committee will enter Executive Session under the provisions of: 1 MRSA Section 405 6-A & 6-D.

1:55-2:45

Public Meeting Agenda

| TAB 1 | Employee Health Plan Taskforce (EHPTF) Scorecard |
|-------|--|
| TAB 2 | Labor Relations Update |
| TAB 3 | Current HR Search Updates |
| TAB 4 | HR Structure Update |
| TAB 5 | HR Procedures Update |
| TAB 6 | Dr. LaLiberte Contract Compliance Update |

AGENDA ITEM SUMMARY

NAME OF ITEM: Employee Health Plan Task Force (EHPTF) Scorecard

INITIATED BY: Patrick Flood, Chair

BOARD INFORMATION: X **BOARD ACTION:**

BOARD POLICY:

N/A

UNIFIED ACCREDITATION CONNECTION:

N/A

BACKGROUND:

Denise Stephenson, Senior Director of Health and Benefits at Willis Towers Watson will present the Employee Health Plan Task Force (EHPTF) Scorecard – Executive Summary.

Attachment

Employee Health Plan Task Force (EHPTF) Scorecard Employee Health Plan Task Force (EHPTF) Presentation

Data as of 12/31/2022



EHPTF SCORECARD

Section I: Claims Cost Summary

| Demographics | 2020 | 2021 | 2022 | \$1,000 |
|---------------------------|----------|----------|----------|--------------------------|
| Avg.# Active Enrolled EEs | 4,378 | 4,300 | 4,212 | \$900 |
| % Change in Enrollment | -0.67% | -1.78% | -2.04% | \$800 |
| Average Contract Size | 2.18 | 2.18 | 2.16 | \$700 \$60 |
| Medical Claims PMPM | \$531.93 | \$607.53 | \$598.61 | \$600 \$528 \$572 \$565 |
| Medical Trend (%) | -15.0% | 14.2% | -1.5% | \$500 \$492 \$563 \$5627 |
| Pharmacy Claims PMPM | \$126.80 | \$173.12 | \$186.36 | \$455 \$493 \$4 |
| Pharmacy Trend (%) | 11.4% | 36.5% | 7.6% | \$414 |
| Total Claims PMPM | \$658.73 | \$780.65 | \$784.98 | \$300 2013 2014 2015 20 |
| Annual Trend | -11.0% | 18.5% | 0.6% | |



^{- 2020} claims suppressed due to COVID-19, with rebound in 2021

Section II: Network Management

| | 2020 | 2021 | 2022 | Cigna Norm | | | | |
|--|-------|-------|-------|------------|--|--|--|--|
| In Network % | 97.3% | 97.3% | 96.3% | 96.7% | | | | |
| UMS encourages in-network care | | | | | | | | |
| Primary vs Specialty Ratio | 60.8% | 58.4% | 59.5% | 63.4% | | | | |
| UMS encourages primary care | | | | | | | | |
| Cigna Care Designation % | 17.5% | 24.5% | 28.5% | 32.1% | | | | |
| Providers who meet quality and cost efficiency criteria | | | | | | | | |
| Collaborative (CAC) Aligned | 76.0% | 78.7% | 78.7% | N/A | | | | |
| Providers that are rewarded for improved health outcomes, affordability and experience | | | | | | | | |

Section III: Plan Management—Consumerism Statistics

| | 2020 | 2021 | 2022 | Cigna Norm |
|---------------------------------------|-------|-------|-------|------------|
| ER Visits per 1,000 members | 138.1 | 157.5 | 171.8 | 163.7 |
| Urgent Care per 1,000 members | 133.6 | 156.2 | 145.6 | 235.3 |
| Telemedicine Visits | 129 | 91 | 126 | N/A |
| Generic % | 92.5% | 92.9% | 93.0% | 93.4% |
| Mail Order and Retail 90 % | 82.7% | 70.4% | 71.7% | 62.4% |
| Use of EAP (Excludes Work/Life & Web) | 4.8% | 4.5% | 3.5% | 4.8% |

Section IV: Wellness

| | 2020 (#) | 2020 (%) | 2021 (#) | 2021 (%) | 2022 (#) | 2022 (%) |
|---------------------------|----------|----------|----------|----------|----------|----------|
| Level 1 Completions | 3,142 | 82% | 3,683 | 90% | 3,661 | 89% |
| Level 2 Completions | 1,907 | 29% | 2,479 | 39% | 1,588 | 39% |
| Engaged with Health Coach | 1,475 | 34% | 1,641 | 26% | 1,338 | 21% |

Note: Information above includes claims experience for Actives and Under 65 Retirees only.

Data as of 12/31/2022



EHPTF SCORECARD

| • | | _ | |
|---------|----|---------|---------|
| Section | v· | Communi | rations |
| | | | |

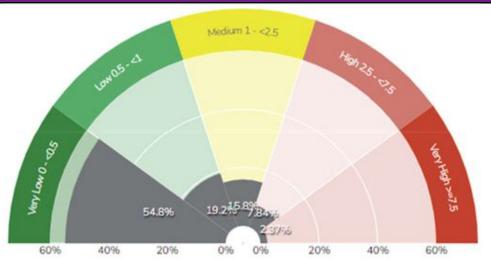
| Healthy & Maine | Sent | Open | Click |
|-----------------|-------|-------------|-----------|
| Dec-20 | 4,752 | 2,700 (57%) | 551 (20%) |
| Mar-21 | 4,722 | 3,043 (64%) | 692 (23%) |
| May-21 | 4,712 | 3,090 (66%) | 601 (19%) |
| Jul-21 | 4,673 | 2,936 (63%) | 310 (11%) |
| Rolling Average | 4,715 | 2,942 (62%) | 539 (18%) |

⁻ There were no Health & Maine emails sent in 2022

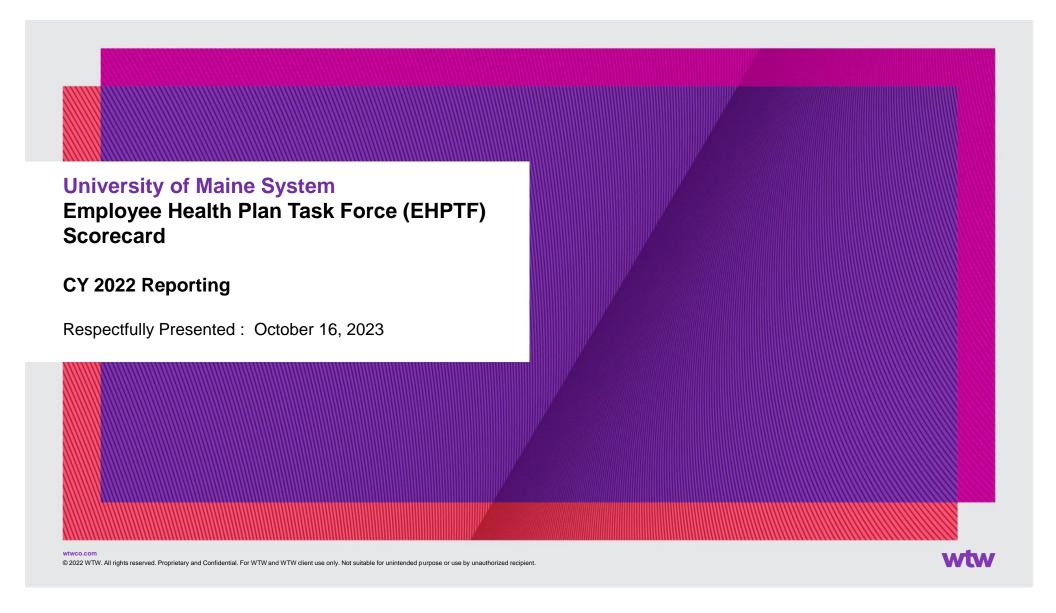
Section VI: Health Improvement—Preventive Care & Compliance Statistics

| | 2020 | 2021 | 2022 | Cigna Norm | | | | | |
|---|-------|-------|-------|------------|--|--|--|--|--|
| UMS encourages Preventive Care & Compliance | | | | | | | | | |
| Preventive Care Utilization | 51.3% | 33.4% | 70.9% | 44.6% | | | | | |
| Screening Compliance | | | | | | | | | |
| Mammograms | 77.0% | 78.0% | 79.0% | 72.0% | | | | | |
| Cervical Cancer | 56.0% | 56.0% | 55.0% | 52.0% | | | | | |
| Colon Cancer | 44.0% | 43.0% | 44.0% | 42.0% | | | | | |
| Gaps in Care | 76.5% | 80.4% | 83.6% | 76.8% | | | | | |
| Medication Adherence | 93.2% | 94.3% | 86.9% | 89.9% | | | | | |

Section VII: Overall Population Health

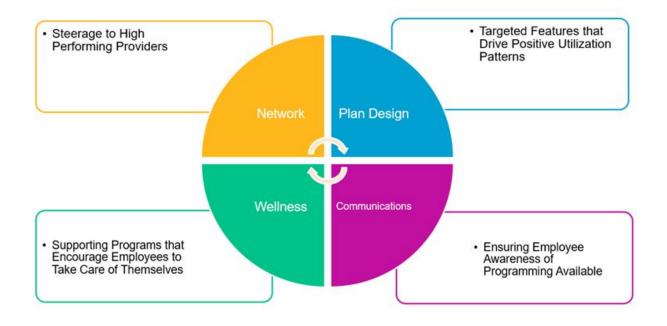


| Relative Risk Score | Avg. Age | Avg Risk Score | Very Low | Low | Medium | High | Very High |
|------------------------|----------|-------------------|----------|-------|--------|------|-----------|
| 2022 | 39.8 | 1.19 | 54.8% | 19.2% | 15.8% | 7.8% | 2.4% |
| 2021 | 40.0 | 1.22 | 55.0% | 18.9% | 15.1% | 8.7% | 2.4% |
| 2020 | 40.3 | 1.24 | 53.7% | 19.2% | 15.7% | 9.0% | 2.4% |



Background

- Employee Health Plan Task Force (EHPTF) was created in 2010 as a multi-stakeholder committee focused on Medical Plan management (commonly called "Bend the Trend")
- Members include Key Stakeholders from the Executive Team, Campus Leadership, Finance, Human Resources, Bargaining Leadership, Union Leadership & Non-Unionized employees
- EHPTF has an established charter & has identified four (4) primary pillars for its work focus



Section I – Enrollment & Per Member Per Month (PMPM) Costs

- Plan continues to see slight decrease in enrollment and membership through 2022
- After a decline in medical claims in 2020 (due to the COVID-19 related deferral of elective services), claims rebounded in 2021 back to historically normal levels
- Pharmacy claims saw a significant increase in 2021 driven by both Specialty and Non-Specialty drugs
- High dollar claims have an ever-increasing impact on costs, and represent about 30% of the total plan spend

| Demographics | 2020 | 2021 | 2022 | \$1,000 | \$937 |
|---------------------------|----------|----------|----------|---|-------|
| Avg.# Active Enrolled EEs | 4,378 | 4,300 | 4,212 | \$900 \$872 \$812 \$812 \$ | \$808 |
| % Change in Enrollment | -0.67% | -1.78% | -2.04% | \$800 \$756 \$781 | \$785 |
| Average Contract Size | 2.18 | 2.18 | 2.16 | \$700 \$654 \$675 \$752 | |
| Medical Claims PMPM | \$531.93 | \$607.53 | \$598.61 | \$611 \$629 \$700 \$528 \$572 \$565 \$652 \$659 | |
| Medical Trend (%) | -15.0% | 14.2% | -1.5% | \$563 \$564 \$553 | \$569 |
| Pharmacy Claims PMPM | \$126.80 | \$173.12 | \$186.36 | \$493 \$496 \$465 \$492 \$490 | |
| Pharmacy Trend (%) | 11.4% | 36.5% | 7.6% | \$414 | |
| Total Claims PMPM | \$658.73 | \$780.65 | \$784.98 | | 2022 |
| Annual Trend | -11.0% | 18.5% | 0.6% | PMPM Claims Costs National Trend Survey National Trend Survey w. High \$ Claims | s Rer |

^{- 2020} claims suppressed due to COVID-19, with rebound in 2021

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Section II – Network Management

- Network usage continues to be strong and is close to norms
- Primary care usage has remained relatively flat
- UMS uses "Cigna Care Designations" to identify Specialists who provide high quality at a lower cost
- Slight increase in members using CAC Aligned providers for CY2021

| | 2020 | 2021 | 2022 | Cigna Norm | | | | |
|--|-------|-------|-------|------------|--|--|--|--|
| In Network % | 97.3% | 97.3% | 96.3% | 96.7% | | | | |
| UMS encourages in-network care | | | | | | | | |
| Primary vs Specialty Ratio | 60.8% | 58.4% | 59.5% | 63.4% | | | | |
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| Cigna Care Designation % | 17.5% | 24.5% | 28.5% | 32.1% | | | | |
| Providers who meet quality and cost efficiency criteria | | | | | | | | |
| Collaborative (CAC) Aligned | 76.0% | 78.7% | 78.7% | N/A | | | | |
| Providers that are rewarded for improved health outcomes, affordability and experience | | | | | | | | |

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Section III – Plan Management

- Emergency Room (ER) visits have had modest increase in utilization for 2021 and 2022 after a dramatic decline in 2020 when employees tended to avoid emergency rooms due to the pandemic
- Urgent Care usage eroding; is an opportunity to promote these points of access as they provide lower cost than ER care
- Telemedicine continues to be an area of opportunity; note that UMS waived copays in 2021 in order to incent usage
- Generic drug utilization continued to increase; UMS has "Best in Class" metrics
- Usage of the EAP continues to decline, despite industry trends indicating that Emotional Wellbeing needs are increasing

| | 2020 | 2021 | 2022 | Cigna Norm |
|---------------------------------------|-------|-------|-------|------------|
| ER Visits per 1,000 members | 138.1 | 157.5 | 171.8 | 163.7 |
| Urgent Care per 1,000 members | 133.6 | 156.2 | 145.6 | 235.3 |
| Telemedicine Visits | 129 | 91 | 126 | N/A |
| Generic % | 92.5% | 92.9% | 93.0% | 93.4% |
| Mail Order and Retail 90 % | 82.7% | 70.4% | 71.7% | 62.4% |
| Use of EAP (Excludes Work/Life & Web) | 4.8% | 4.5% | 3.5% | 4.8% |

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Section IV - Wellness

- Level 1 requires employees (and spouses) to obtain either a preventive care visit and/or complete a coaching session with TrestleTree wellness coaches; Level 1 completion is rewarded with a premium incentive differential of 10%
- Level 2 applies once a Level 1 completion is obtained, and employees can participate in a variety of events to earn a cash incentive
- The majority of UMS employees earn their Level One incentive, with a lesser percentage participating in Level 2
- Engagement with Health Coaches has deteriorated in the 2022 period

| | 2020 (#) | 2020 (%) | 2021 (#) | 2021 (%) | 2022 (#) | 2022 (%) |
|---------------------------|----------|----------|----------|----------|----------|----------|
| Level 1 Completions | 3,142 | 82% | 3,683 | 90% | 3,661 | 89% |
| Level 2 Completions | 1,907 | 29% | 2,479 | 39% | 1,588 | 39% |
| Engaged with Health Coach | 1,475 | 34% | 1,641 | 26% | 1,338 | 21% |

Section V - Communications

- Since inception, the UMS Healthy & Maine newsletter has seen a steady increase in open and click rates through 2018, and then it stabilized in 2019 at about 2/3 Open Rate
- Since declining to just over 50% in 2020, Open Rate has increased back to near historic levels for 2021
- UMS lost their dedicated resource and no "Healthy & Maine" emails were issued in 2022

| Healthy & Maine | Sent | Open | Click |
|-----------------|-------|-------------|-----------|
| Dec-20 | 4,752 | 2,700 (57%) | 551 (20%) |
| Mar-21 | 4,722 | 3,043 (64%) | 692 (23%) |
| May-21 | 4,712 | 3,090 (66%) | 601 (19%) |
| Jul-21 | 4,673 | 2,936 (63%) | 310 (11%) |
| Rolling Average | 4,715 | 2,942 (62%) | 539 (18%) |

⁻ There were no Health & Maine emails sent in 2022

Section VI – Health Improvement

- Preventive care visit compliance increased significantly in 2021 after a slight drop in 2020; 2022 saw a surge in usage and is well above
 Cigna norms
- Screening rates were less affected in 2020, and have remained steady into 2021; modest drop in 2022.
- Gaps in Care continued to close; indicating employees continued to well managing their chronic disease
- Medication adherence dropped in 2022, but is close to Cigna norms

| | 2020 | 2021 | 2022 | Cigna Norm | | |
|---|-------|-------|-------|------------|--|--|
| UMS encourages Preventive Care & Compliance | | | | | | |
| Preventive Care Utilization | 51.3% | 33.4% | 70.9% | 44.6% | | |
| Screening Compliance | | | | | | |
| Mammograms | 77.0% | 78.0% | 79.0% | 72.0% | | |
| Cervical Cancer | 56.0% | 56.0% | 55.0% | 52.0% | | |
| Colon Cancer | 44.0% | 43.0% | 44.0% | 42.0% | | |
| Gaps in Care | 76.5% | 80.4% | 83.6% | 76.8% | | |
| Medication Adherence | 93.2% | 94.3% | 86.9% | 89.9% | | |

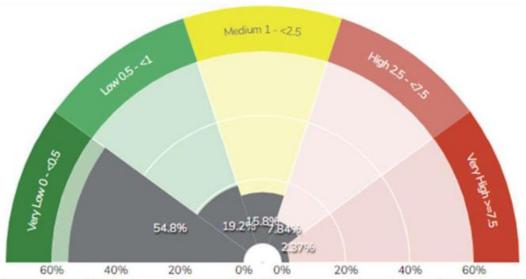
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Section VII - Overall Health Score

- Despite the challenges of the pandemic, UMS risk score has been relatively stable over the years
- Although the majority of employees have "very low" to "medium" risk scores, those with serious conditions are responsible for the majority of the spend



| Relative Risk Score | Avg. Age | Avg Risk Score | Very Low | Low | Medium | High | Very High |
|------------------------|----------|-------------------|----------|-------|--------|------|-----------|
| 2022 | 39.8 | 1.19 | 54.8% | 19.2% | 15.8% | 7.8% | 2.4% |
| 2021 | 40.0 | 1.22 | 55.0% | 18.9% | 15.1% | 8.7% | 2.4% |
| 2020 | 40.3 | 1.24 | 53.7% | 19.2% | 15.7% | 9.0% | 2.4% |

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AGENDA ITEM SUMMARY

NAME OF ITEM: Labor Relations Update

INITIATED BY: Patrick Flood, Chair

BOARD INFORMATION: X **BOARD ACTION:**

BOARD POLICY:

407 Labor Relations

UNIFIED ACCREDITATION CONNECTION:

N/A

BACKGROUND:

The Senior Director of Labor and Employee Relations, Ria DeMay, will provide a brief summary regarding the status of recent negotiations as well as a summary of collaborative labor/management working groups formed as a result of these negotiations.

Attachment

Labor Relations Presentation



Board of Trustees Labor Relations October Update

University of Maine Labor and Employee Relations



10/04/2023

Labor Relations Update

UAW/University of Maine Graduate Student Union:

 The Graduate Student Union has been officially recognized by the Maine Labor Relations Board. We are finalizing the bargaining team for negotiations. We are planning for initial conversations to begin with the union at the end of October.

Bargaining Updates:

- Service & Maintenance and Police: We have declared impasse and mutually filed for mediation with the police. We are awaiting the assignment of a mediator from the MLRB. We are working with outside counsel through the process.
- PATFA (Part-Time Faculty) is waiting for their members to approve the potential tentative agreement.

Distance Education:

 Our outside counsel has explored whether we can skip fact-finding and move to straight to arbitration, that doesn't seem to be a viable option at this time. The factfinding is being rescheduled for December.

10/04/2023

AGENDA ITEM SUMMARY

NAME OF ITEM: Current HR Search Updates

INITIATED BY: Patrick Flood, Chair

BOARD INFORMATION: X BOARD ACTION:

BOARD POLICY:

N/A

UNIFIED ACCREDITATION CONNECTION:

N/A

BACKGROUND:

Acting Vice Chancellor for Strategic Initiatives (VCSI), Carolyn Dorsey, will provide a brief update on current HR searches.

AGENDA ITEM SUMMARY

NAME OF ITEM: HR Structure Update

INITIATED BY: Patrick Flood, Chair

BOARD INFORMATION: X **BOARD ACTION:**

BOARD POLICY:

N/A

UNIFIED ACCREDITATION CONNECTION:

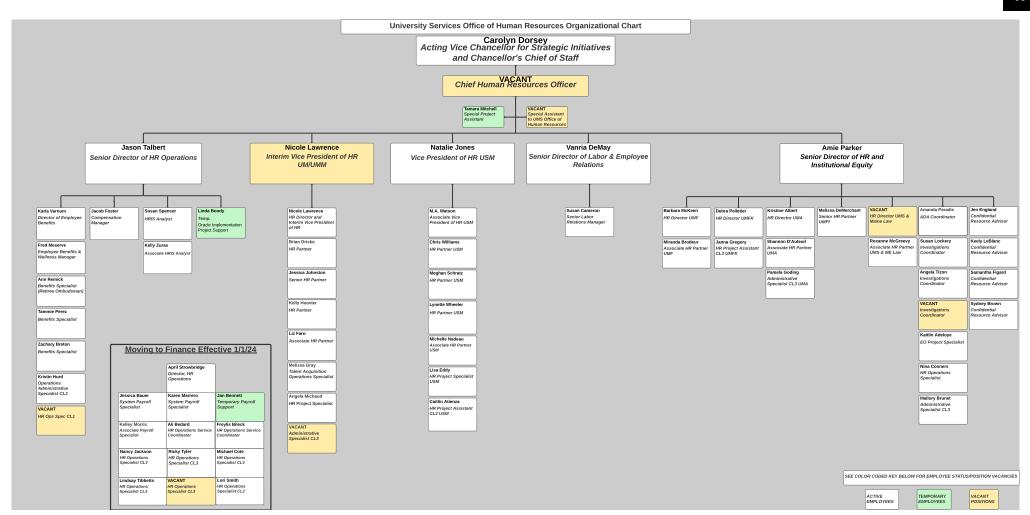
N/A

BACKGROUND:

Acting Vice Chancellor for Strategic Initiatives (VCSI), Carolyn Dorsey, will provide a brief update on the new structure that was implemented for the UMS HR department.

Attachment

UMS HR Organizational Chart



AGENDA ITEM SUMMARY

NAME OF ITEM: HR Procedures Update

INITIATED BY: Patrick Flood, Chair

BOARD INFORMATION: X BOARD ACTION:

BOARD POLICY:

N/A

UNIFIED ACCREDITATION CONNECTION:

N/A

BACKGROUND:

Acting Vice Chancellor for Strategic Initiatives (VCSI), Carolyn Dorsey, will present a brief update regarding revisions to HR procedures and practices.

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University of Maine System Board of Trustees

AGENDA ITEM SUMMARY

NAME OF ITEM: Dr. Laliberte Contract Compliance Update

INITIATED BY: Patrick Flood, Chair

BOARD INFORMATION: X BOARD ACTION:

BOARD POLICY:

N/A

UNIFIED ACCREDITATION CONNECTION:

N/A

BACKGROUND:

Acting Vice Chancellor for Strategic Initiatives (VCSI), Carolyn Dorsey, will provide a brief update on contract compliance.