

KANSAS BOARD OF REGENTS
Student Insurance Advisory Committee
MINUTES
November 5, 2008

The November 5, 2008, meeting of the Student Insurance Advisory Committee (SIAC) was called to order at 1:30 p.m. The meeting was held in Board offices at the Curtis State Office Building, 1000 S.W. Jackson, Suite 520, Topeka, and some members participated via telephone conference call.

Members Present:

Ed Phillips (COBO, chair)
Diana Malott, KU
Mary McDaniel, ESU (representing Jim Williams)
Lisa Shryock, KUMC
Marilyn Yourdon, WSU
Madi Vannaman, KBOR
Lannie Zweimiller, KSU

Members Participating by Telephone:

Zach Gearhart, WSU student representative
Luke Hachmeister, (representing Tyler Hughes, FHSU student representative)
Chuck Olcese, PSU
Carol Solko-Oliff, FHSU

Also in attendance were Elvia Brown, KUMC; Matt Brinson and Summer Craven, UHC-SR; Ben Coates, Peoples Benefit Group; and Julene Miller, KBOR General Counsel. Also participating by telephone was Mary Karten, KU.

Minutes

The September 3, 2008, SIAC minutes were approved as distributed.

Various Topics

1. *Refund of premiums for international students*

At the SIAC's request, UHC-SR submitted proposed guidelines for premium refunds for international students:

- Withdraw before first day of classes: 100% refund (shouldn't be any claims paid),
- Withdraw after the first day of class but before the 20th day of class (approximately 31 calendar days): 100% refund (less claims paid)
- Withdraw after 20 class days, no refund. Student maintains the coverage since they met UHCSR eligibility requirements.

The SIAC discussed whether any refund policy should be available to all students, whether a delay would need to be built-in to provide time for bills to be processed before refunds were paid and whether refunds should be net of claims paid or whether the refund should be 100% or nothing. It was acknowledged that situations that would result in a refund do not arise very frequently. The question was raised initially by KU, and Diana Malott will take the issue back for further discussion and to determine if the auto bill list could be checked to validate if students had paid fees (and the insurance premium) before that student is included on the list submitted to UHC-SR for coverage. This would obviate the need for a special refund policy.

2. *Brochures - provision of labels by the campuses*

The goal is to have the student insurance brochures available and distributed timely, as early in the spring as possible, so that students and parents have an opportunity to look at the insurance plan. Under Kansas Department of Insurance (KDOI) rules, the policy has to be issued as a certificate and UHC-SR is required to do a separate filing each year if there are benefit changes. If changes can be identified early, information can be filed earlier than the normal renewal process. The timing of the brochures is a direct result of the time needed to secure KDOI approval.

Matt Brinson provided marketing questionnaires for each campus, including contact information for campus representatives who have responsibility to provide label information to UHC-SR. Each state university was asked to confirm with Matt that the contact individuals listed are correct and to ensure that UHC-SR receives updated contact information timely.

3. *SR's completion factor for claims*

Dale Burns previously indicated that additional claims historically would be expected to be a factor of 1.2 to 1.4 times the claims paid through July of the academic year. Information through July 2008 showed paid claims of approximately \$2.8 million. UHC-SR anticipated that the ultimate paid claims for PY 08-09 would be between \$3.36 million and \$3.92 million. The difference between the estimated amounts (\$560,000) will decline over the next few months as the actual claims are paid.

Matt Brinson provided updated information through September 30, 2008 of \$3.1 million in paid claims. UHC-SR anticipates that ultimate paid claims, based on historical data of both their block of business and previous Kansas plans, will be roughly 1.1 to 1.2 times or between \$3.41 million and \$3.72 million.

Diana Malott inquired about the final premiums paid for PY 07-08 and Matt Brinson will provide that information.

4. *SR use of a List-serve*

Dale Burns had asked whether KBOR would consider a list-serve related to student insurance issues that would be used to provide information about changes, updates on the receipts of lists, and other pertinent information related to the plan that needs to be disseminated. Matt Brinson reported they had identified two options for a list-serve. The SIAC requested that UHC-SR acquire list-serve software and host it on a server completely disconnected from the uhcsr.com domain. Matt indicated he had received names to include on the list-serve.

5. *Student marketing outreach*

The SIAC marketing committee would like an email to be generated from the Board Office and sent to the SIAC members to distribute to the appropriate area on their campus and emailed to students bi-annually. The purpose of the email would be to ensure that all students are made aware of the Board sponsored student health insurance plan. The marketing committee will provide Julene Miller with the draft email message.

Matt Brinson shared advertisement drafts for the student newspapers and a postcard that could be mailed to students mid-year. UHC-SR has been in contact with each of the student newspapers.

6. *Athletic rider request*

In response to a request by ESU's athletic director, Mary McDaniel requested information for an optional "athletic rider" for student athletes in the KBOR state university system. Matt Brinson relayed information from the UHC-SR underwriter that providing the rider on a voluntary basis will make the program very expensive, and the claims would be grouped with the regular KBOR student insurance plan.

The SIAC was not in favor of offering a voluntary athletic rider because of the adverse impact it would have on the regular KBOR student insurance plan. Matt Brinson reiterated that intramurals are covered under the KBOR policy, but intercollegiate and club sports are not.

7. *Utilization reporting for international students*

Matt Brinson provided international student utilization data as of October 31, 2008. The information is generated based on the listings provided by the state universities. Information will not be included for international students who are not on those listings, and who do not self-identify when applying on-line or with a paper application.

8. *UHC-SR's provision of renewal information for the KBOR student insurance plan*

PY 09-10 will be the third year of the three year contract for the UHC-SR KBOR student insurance program. The contract provides for the possibility of two additional one year extensions. For the February 2009 meeting, Matt Brinson will provide projected premium information, premiums versus claims paid, discuss possible Plan changes (premium changes, benefit changes, Admin Fee payment changes) or other items that will impact renewals.

Any suggestions from the state universities for changes to the application forms or brochures need to be provided by late December to Madi so she can consolidate the information and provide it to UHC-SR for consideration.

PBG Review of SR Reports

Ben Coates reviewed the reports PBG provided for the KBOR student insurance plan.

1. *Enrollment Figures*

Enrollment figures were reviewed – October 2008 enrollment was 6,866 (compared to October 2007 enrollment of 6,386) or an increase of 480.

2. *Claims over \$3000*

a. Total amount of claims for PY 08-9 to date \$174,144 with claims over \$3000 totaling \$60,611 or approximately 35% of total claims. (Claims for services that started in prior plan years will be included in the current plan year if the charges in the current plan year exceed \$3,000.)

3. *Premiums processed*

Premiums processed as of October 20, 2008: \$3,549,896 (compared to October 23, 2007: \$2,524,421).

4. *Administrative Fees Paid*

For Plan Year 08-09, the 1.5% administrative fee UHC-SR paid to KBOR was \$39,385.

5. *Performance Results – Claim Payment and Customer Service*

Ben Coates reported that SR continues to perform these tasks at a very high rate. 99.90% of claims were paid within 30 days, with 98.90% financial accuracy and 99.40% procedural accuracy. (Total number of claims received and processed, July through September, 4,313; total claims amount for this time period: \$1,723,599.)

For Customer Service, 93% of calls were answered within 30 seconds and the abandonment rate was 0.43%. Calls for this time period were 2,798. All of those figures exceeded the target rate.

6. *Consolidated Utilization Report*

Premiums Processed vs. Claims - As of October 20, 2008, there were \$3.550 million in premiums processed (compared to November 14, 2007: \$3,294 in premiums processed or approximately a 7% increase). The top six charge and four cause codes for KBOR were provided; benchmarking for UHC-SR's entire book of business was not available because the plan year is too new.

Other Items

1. Diana Malott asked about the pre-existing conditions provision that impacts students who have spring and fall coverage, but no coverage in the summer. Because coverage for the spring (January 1 to May 31) is less than nine months, even though the gap of no summer coverage is less than 63 days, the student who then enrolls in fall coverage will be subject to pre-existing conditions.

For the February 2009 meeting, the SIAC asked Matt Brinson to look at the nine months coverage aspect to see if that could be changed so that the student with coverage in the spring and fall, but no coverage in the summer, will not be subject to pre-existing conditions.

2. For the February 2009 meeting, Matt Brinson was asked to provide information about how UHC-SR policies have addressed on-line students and eligibility for the insurance plan. Lannie Zweimiller stated that "on-line" needs to be differentiated from "distance education." If coverage for on-line students is pursued, Matt will need to inform the SIAC about the type of information that UHC-SR would need about students under such a proposal (potential number of students, criteria for utilizing the university student health center and/or paying the health fee to utilize it, etc.)

Next SIAC meetings

Future SIAC meetings are tentatively scheduled at 1:30 on

1. Wednesday, February 4, 2009 (we will request that UHC-SR provide renewal information from SR for plan year 09-10 for this meeting) – Room 530, (exit to the left off the elevators)
2. Wednesday, May 6, 2009 in the Kathy Rupp Conference Room