

KANSAS BOARD OF REGENTS  
**Student Insurance Advisory Committee**  
MINUTES  
September 3, 2008

The September 3, 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)  
Marilyn Yourdon, WSU  
Madi Vannaman, KBOR

Members Participating by Telephone:

Luke Hachmeister (representing Tyler Hughes, FHSU student representative)  
Chuck Olcese, PSU  
Mary McDaniel, ESU (representing Jim Williams)  
Carol Solko-Olliff, FHSU  
Lannie Zweimiller, KSU

Member Unable to Participate:

Zach Gearhart, WSU student representative  
Diana Malott, KU  
Lisa Shryock, KUMC

Also in attendance were Dale Burns, UHC-SR, and Ben Coates, Peoples Benefit Group. Others participating by telephone were Joe Potts and Mary Karten, KU.

**Minutes**

The May 29, 2008, SIAC minutes were approved as distributed.

**Follow-up on items from May 29, 2008 meeting**

*1. SR weekly Excel download*

KU receives a weekly Excel download of information that is loaded into KU's system of all student enrollees: name, coverage begin and end dates, address, date of birth and student ID (if that was provided by the student) and the SR number assigned. Other campuses expressed an interest in receiving the same type of data and Matt Brinson was to arrange a conference call with Polly Pauley to provide additional information.

Update: Dale Burns indicated the information is available to any school and can be requested by contacting him.

*2. Chest x-rays for positive TB tests*

Matt Brinson stated that all the FHSU claims for follow-up chest x-rays for a positive TB test were reprocessed to ensure correct payment. Matt was to check with the claims examiner again and audit claims from all campuses to ensure they were processed correctly.

Update: Dale Burns indicated that a processing error occurred and claims have been reprocessed correctly. Carol Solko-Olliff stated that FHSU has not been contacted further on this issue by any students.

3. *Multiple submissions of claims before processing*

Five FHSU students sought assistance because they received a bill stating that a claim had been sent to SR but had not been paid after several months. For some, Hays Medical Center was asked to resubmit the claim and when SR was contacted again they indicated they still had not received the claim. One SR customer service rep suggested that the claim be faxed. Our concern is that the claim should be processed whether it is submitted via paper or fax. Matt had the claims reprocessed and was to investigate why multiple submissions were necessary.

Update: Dale Burns stated that internal discussions have occurred to try and determine what happened but that no good answers emerged. UHC-SR is unsure whether claims came in that were not identifiable to a student or a policy. If this situation arises in the future, Dale requests that information be provided directly to Matt Brinson so UHC-SR can try and identify any systematic issues. (After the meeting, Dale reported that UHC-SR had contacted the billing department at Hays Medical Center and discovered they had an incorrect electronic Payer ID number. They now have the correct number, as well as the correct Customer Service phone number and mailing address, and the multiple submission problem should be corrected.)

4. *Timing of insurance brochure distribution*

Dale Burns stated that 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 which impact the timing of the process. If changes can be identified early, the information can be filed earlier than the normal renewal process. The timing of the brochures is a direct result of approval from the KDOI.

Dale will report back about the timing of the shipment of the brochures to the campuses and the mass mailing to students. (Update: Dale Burns provided the following information from SR on September 10, 2008.)

	Option 1	Option 3
<b><u>Fort Hays: (2008-2005-1/3)</u></b>		
Date Bulk Brochures mailed to school:	7-7-08	7-7-08
Date Brochures distributed to individual students - Mail		
Labels were not provided (Doreen, FHSU, has been contacted and will send labels.)		
<b><u>Kansas State University (2008-470-1/3)</u></b>		
Date Bulk Brochures mailed to school:	7-7-08	7-7-08
Date Brochures distributed to individual students – Mail		
Labels were not provided (Amanda, KSU, has been contacted and will send labels.)		
<b><u>Emporia State University (2008-197-1/3)</u></b>		
Date Bulk Brochures mailed to school:	7-7-08	7-7-08
Date Brochures distributed to individual students - Mail		
Labels were provided the week of 9/8/08 and brochures will be mailed the same week.		
<b><u>University of Kansas (2008-471-1/3)</u></b>		
Date Bulk Brochures mailed to school:	7-7-08	7-7-08
Date Brochures distributed to individual students - Mail		
Labels received 7-16-08	7-18-08	7-18-08
<b><u>Wichita State University (2008-180-1/3)</u></b>		
Date Bulk Brochures mailed to school:	7-7-08	7-7-08
Date Brochures distributed to individual students - Mail		
Labels received 7-16-08	7-18-08	7-18-08

**Pittsburg State University (2008-2009-1/3)**

Date Bulk Brochures mailed to school:	7-7-08	7-7-08
Date Brochures distributed to individual students - Mail Labels received 7-16-08	7-21-08	7-21-08

**University of Kansas Medical Center (2008-2070-1/3)**

Date Bulk Brochures mailed to school:	7-7-08
Date Brochures distributed to individual students - Mail Labels received 8-12-08	8-16-08

A future agenda item for the SIAC will be to establish a protocol for the universities to efficiently provide labels to SR so that brochures can be timely mailed to all students.

**PBG Review of SR Reports**

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

1. Consolidated Utilization and Group Ledger Explanation
  - a. Premiums Processed vs. Claims - As of July 31, 2008, there were \$6.1 million in premiums processed and \$5.8 million in claims. From this amount there were \$1.9 million in discounts and \$2.8 million in paid claims. Paid claims are roughly 46% of the total premiums processed. Dale Burns will report back what SR expects in additional claims payments for PY 07-08.

Update: after the meeting, Dale Burns reported: "As a follow up to one of the questions that came up at the meeting, I received some information from underwriting related to the additional claims that can be expected to be paid under the 2008-2009 academic year. Historically, we would expect that the additional claims would be a factor of 1.2 to 1.4 times the claims paid through July of the academic year. Therefore, based on paid claims of approximately \$2.8 million through July 2008, we would anticipate that the ultimate paid claims for the 2008-2009 academic year will 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. We will be in a position to better estimate the claims expense using actual paid claims through September or October." Dale was asked to provide updated information for the next SIAC meeting scheduled for November 5, 2008.

- b. The top six charge and cause codes for the UHC-SR entire book of business shows that the same information for KBOR is very similar.
  - c. Information about Group Ledger Billing was reviewed.

2. Enrollment Figures were reviewed
  - a. Enrollment info (May and December comparisons for 2005, 2006, 2007 and 2008)
  - b. Report of total enrollment, total premiums and total percentage of claims for each campus.

3. Claims over \$3000 were reviewed
  - a. Total amount of claims over \$3000 was \$1.5 million.
  - b. Report of total claims and total claims over \$3000 for each campus.

4. Administrative Fees Paid  
As of July 2008, the 1.5% administrative fee UHC-SR paid to KBOR was \$98,573.

5. Performance Results – Claim Payment and Customer Service

Ben Coates reported that SR continues to perform these tasks at a very high rate. 100% of claims were paid within 30 days, with 99.30% financial accuracy and 98% procedural accuracy. For Customer Service, 95% of calls were answered within 30 seconds and the abandonment rate was 0.33%. All of those figures exceeded the target rates.

6. Provider Network

a. Ben Coates reported that UHC-SR is continually recruiting new providers. Provider listings were supplied for each university except for KSU. Quarterly, Ben Coates will track UHC-SR's recruitment of providers to see what new additions or deletions are made to the listings.

Dale Burns encouraged the campuses to review provider information on-line as it will be the most up-to-date. Dale stated that not a lot of movement is seen except when a large practice group quits. And, if there is a major change or disruption, for example a hospital becoming a non-provider, UHC-SR will be proactive and inform KBOR of this change as they will have forewarning.

b. SR is in the process of adding an after-hour care provider. Ben Coates reported that SR wrote: "In terms of after hour care in the Wichita area, we are in the process of contracting with Immediate Medical Care, which is an after hours urgent care provider. We have agreed to all contract provisions with them, and are just finalizing the actual agreement. They should be participating within the next 30 days. There is a real shortage of after hour urgent care centers in Wichita, but we continue to look for any opportunities we can find to contract." Ben indicated he did not know the location for this service and whether it would be conveniently located for WSU students.

Marilyn Yourdon, WSU, indicated that Walgreens has recently opened up after hour care providers in the Wichita area.

Update: after the meeting, Dale Burns emailed that SR is waiting to receive the signed contract from Immediate Medical Care, very soon. And the facility name and address is: 4722 West Kellogg, Wichita, Kansas 67209, (316) 440-2565.

**Other Items**

1. Student Survey - At the May 2008 meeting, when asked whether SR could help with marketing perspective, Matt Brinson stated he would check with the marketing department regarding surveys and other helpful information. Dale Burns will arrange a conference call with Susan Berry, manager of the UHC-SR marketing department and the subcommittee ((Diana Malott, Lannie Zweimiller, Marilyn Yourdon and Carol Solko-Olliff) for additional discussion and information.

2. Joe Potts, KU, asked if an F-1 or J-1 international student, who withdraws from the University completely, is subject to the insurance requirement. Joe stated this might be a policy issue that KBOR may need to rule for all universities in the plan, perhaps in consultation with UHC if partial term coverage is desired. Or, would the decision be made by each campus?

Categories Joe thought should be considered:

a. Student enrolls and then withdraws before the first day of classes. Joe thinks that a "no coverage requirement" would be justified here and he asked if an insurance charge has been placed on the billing account, should it be removed as the first day of class was not reached.

b. Student enrolls and then withdraws before the final deadline to submit a waiver request (9/1 in Fall, 2/1 in Spring). Joe thinks this could go either way, or the campus could try to program billing for a single month but many times people who drop out never pay their bills. So the insurance company could end up providing coverage, but the University would have to pay the premium (at least the way KU is set up now). (The insurance charge is on the account, but if the student is a new (non-continuing student), he would not have been required to pay tuition and fees until 9/15. If he drops out of school prior to that 9/15 date, should the insurance premium be charged for the full semester?)

c. Student enrolls and then drops out before 20th day of classes, etc.

Carol Solko-Olliff stated that at FHSU, refund of the insurance premium would depend on the reason the student dropped out. If it is because of a family issue, and the student totally withdraws, FHSU would refund the premium. But, if it is past the 20<sup>th</sup> day, there would be no refund. Carol could not recall that this has ever been an issue.

Marilyn Yourdon, WSU, recalled that one semester a student dropped out to return home mid-semester and requested a refund. As the semester had started, no refund was processed and the student was informed he would have coverage if he returned.

Joe Potts, KU, stated that if any student has to drop out for medical reasons, at any point in the semester, if the student is not going to receive academic credit, the registrar's office provides 100% refund of tuition and fees (whether the student is domestic or international). Joe was uncertain whether other situations, like family issues, would be treated the same.

Dale Burns indicated that UHC-SR sees a wide variation in refund policies. Some campuses provide a 50% refund up to a certain date. But, if a claim has been filed, a refund is not allowed. As international are here on visas, if they are in-status, the universities require them to maintain insurance. One institution requires an annual premium, but if the student is graduating and leaving the country and not returning, the student can petition for a refund. If the premium is paid by semesters, if the student does not have summer coverage, the student would be subject to pre-existing conditions if the student only had coverage the previous spring semester and did not have coverage the previous fall semester. (Under the KBOR plan, if the student has coverage for both fall and spring semesters, that coverage would exceed 9 months. If the student did not have summer coverage, but enrolls in coverage that fall, the summer period break is less than 63-days and no pre-existing conditions would apply for the fall coverage.)

Julene Miller, KBOR General Counsel, will be asked about the three scenarios to determine whether insurance coverage will be mandated. If refund options can be considered, we will ask Dale Burns to provide ideas for a refund policy for the KBOR student insurance plan.

3. Lannie Zweimiller, KSU, asked for clarification about the UnitedHealth Allies Program, the discount program provided by various types of providers, with information on the UHC-SR website. Dale Burns stated that UHC-SR transmits eligibility information to the Health Allies group, so discounts cannot be offered until students are enrolled with SR or enrollment information has been provided by the universities to UHC-SR. To access the discounts, students need their identification number and card, and the only way students can easily get on-line and locate providers is by using their identification number.

4. The inquiry from and response to a parent of a KUMC student about information contained in a Business Week article was shared.

5. Carol Solko-Olliff asked if utilization reporting could be provided for international students, at least for those campuses that bill international students and remit information to SR for them as a group. Matt Brinson was asked to check about this and Dale Burns will report back.

**Other Items**

1. Dale Burns shared information about the UHC-SR facilities in Plano and encouraged the SIAC members to consider visiting to gain additional information and insight directly from the experts in the area, about the services provided and how other clients are using those services.

**Next SIAC meeting:**

Ed Phillips indicates that he has a conflict with meeting on Thursday afternoons and requested consideration to hold the SIAC meetings on the afternoon of the first Wednesdays of the month as he will be in Topeka on those days attending a Council of Business Officers meeting.

The next SIAC meeting is scheduled at 1:30 on Wednesday, November 5, 2008, in Room 530 (to the left as you exit the elevators on the 5<sup>th</sup> floor).

Future SIAC meetings are tentatively scheduled at 1:30 in the Kathy Rupp Conference Room in KBOR Office 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)
2. Wednesday, May 6, 2009