

**KANSAS BOARD OF REGENTS**  
**Student Insurance Advisory Committee**  
MINUTES  
February 3, 2021

The February 3, 2021, meeting of the Student Insurance Advisory Committee (SIAC) was called to order at 12:30 p.m.

*Members Participating by Video Conference Call:*

Doug Ball, PSU, COBO rep, Chair	Chelsea Dowell, KSU
Mary McDaniel-Anschutz, ESU	Sheryl McKelvey, WSU
Amber Roberts Graham, KU	Suraj Shankar, KUMC student
Carol Solko-Olliff, FHSU	Karen Worley, PSU

Matt Anderson, KUMC, and Brayden Soper, ESU student, were not able to participate, along with Jennifer Dahlquist, MHEC. Also participating were Dale Burns, Matt Brinson and Traci Martin, UHC-SR; Julene Miller, KBOR; and Melissa Cole, KU.

**Minutes**

The minutes from the December 2, 2020, meeting were approved.

**ECI Waiver Report**

There were no questions or concerns raised about the ECI waiver reports.

**UHC-SR Reports**

Matt Brinson provided a high-level overview of the UHC-SR reports through December 2020, noting again that there is a slight decrease in enrollment this plan year. Doug Ball asked if there is anything unusual or concerning about the PY 21 info available to date. Matt Brinson replied that all looks as would be expected, but the decrease in membership is larger than was expected. Matt Brinson also noted that for PY 20 there were 10-12 large claims over \$100k and, so far with four months of data for PY 21 there are only two (but it takes a while for large claims to process through to payout). Historically each plan year there have been at least 7 large claims.

**Update on PY 21-22 Kansas Insurance Department Filing**

Dale Burns reported that UHC-SR was recently informed that the KBOR filing has been approved. An email from Traci Martin was shared with the university SIAC representatives to review and confirm enrollment dates as quickly as possible so the process of updating the brochures and forms can be completed.

**Payment Process for Option (3) – Graduate Students, Update from UHC-SR IT**

Matt Brinson shared this update from UHC-SR's IT: "The issues with Partner Center Payment Management payments related to times when we had higher loads on our databases resulting in individual payments not automatically posting successfully. This issue occurred 37 times this fall, with 19 in August, 13 in September, and 3 in October with the last time it occurred happening on 10/20. Each issue was resolved by completing the posting of the coverage to each student's account.

We have made several underlying system changes to prevent this issue occurring during times of higher loads on the system. Also, a nightly report that identifies if any coverages have not posted after the payments post alerts us so that if it occurs again those coverages will be loaded that night without the school or student needing to let us know of the issue. We will be actively monitoring the report throughout the year but especially during our busier months and will use it to identify if further performance enhancements are needed so that all Payment Management transactions flow automatically and without need for SR personnel

intervention to get loaded. The issues have all been resolved and we have continued to update our systems and processes to ensure it doesn't occur again are in place.”

### **Good of the Order**

1. Carol Solko-Olliff asked how information can be obtained by the new person overseeing the student health center about the UHC-SR plan. Dale Burns indicated that it would be helpful to schedule a meeting with any interested university representatives as quite a lot has changed. Agenda topics could include ledger billing, online enrollment, Option 3 enrollees. Dale Burns will draft and provide an agenda for the SIAC to review and provide feedback before the meeting is scheduled.
2. Suraj Shankar shared that one of the big initiatives at the KUMC student level is to maintain or increase state funding for mental health services and asked about benefits being provided under the plan and at the student health centers. Dale Burns shared that services can be provided within the university health center or through outside providers using United Behavioral Health. Information can be found on the uhcsr.com website, looking at the specific university's page. UHC-SR is also paying for some benefits at the student health center and will provide that information to the SIAC. Through a tele-med agreement, virtual care services are provided at no charge to the student; UHC-SR pays for a per member/per month fee. Traci Martin will provide information about the tele-med services.

### **Future SIAC meetings**

Future SIAC meetings tentatively scheduled for 12:30 (unless otherwise stated below):

- A. Wednesday, May 5, 2021
- B. Wednesday, September 1, 2021
- C. Wednesday, December 1, 2021