

Board of Trustees
Human Resources / Labor Relations Committee

October 28, 2024

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

1:00-1:30

Executive Session

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

1:30-2:15

Public Meeting Agenda

- TAB 1** Employee Health Plan Taskforce (EHPTF) Scorecard
- TAB 2** Labor Relations Update
- TAB 3** HR/LR Work Plan Updates

Action items within the Committee purview are noted in green.

Items for Committee decisions and recommendations are noted in red.

Note: Times are estimated based upon the anticipated length for presentation or discussion of a particular topic. An item may be brought up earlier or the order of items changed for effective deliberation of matters before the Committee.

University of Maine System
Board of Trustees

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

[EHPTF Scorecard Presentation](#)

University of Maine System
Employee Health Plan Task Force (EHPTF)
Scorecard

CY 2023 Reporting

Respectfully Presented : October 28, 2024

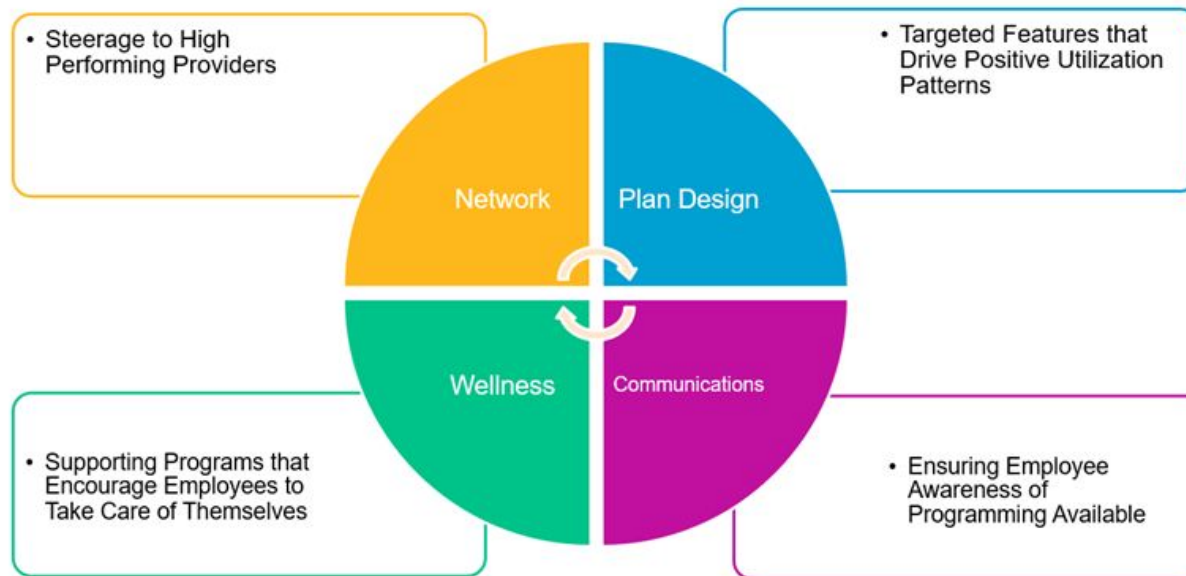
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Background

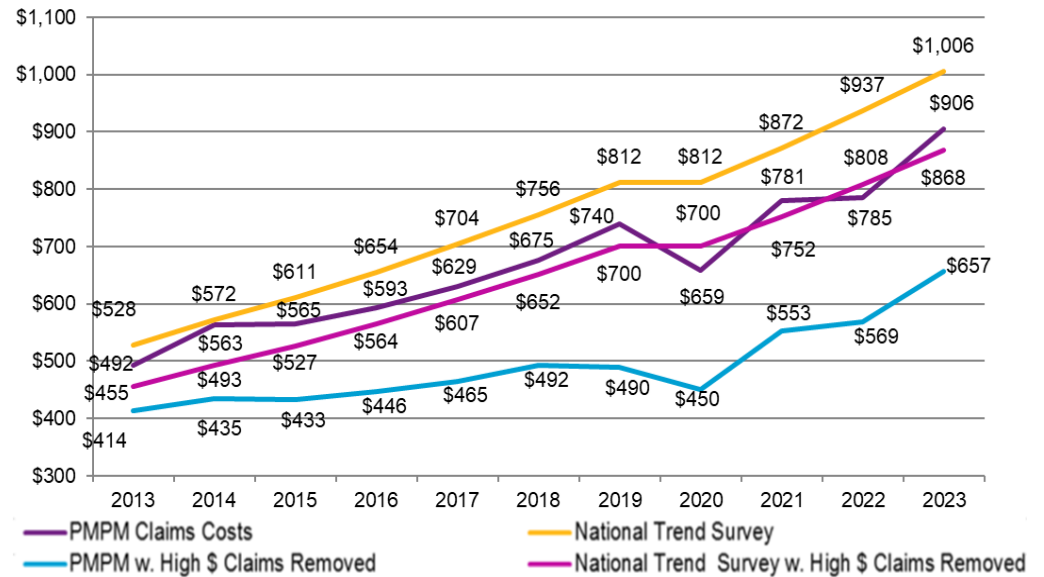
- Employee Health Plan Task Force (EHPTF) was created in 2010 as a multi-stakeholder committee focused on Medical Plan management (commonly called “Bend the Trend”)
- Members include Key Stakeholders from the Executive Team, Campus Leadership, Finance, Human Resources, Bargaining Leadership, Union Leadership & 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 2023
- 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 2023 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	2021	2022	2023
Avg.# Active Enrolled EEs	4,300	4,212	4,190
% Change in Enrollment	-1.78%	-2.04%	-0.52%
Average Contract Size	2.18	2.16	2.15
Medical Claims PMPM	\$607.53	\$598.61	\$677.79
Medical Trend (%)	14.2%	-1.5%	13.2%
Pharmacy Claims PMPM	\$173.12	\$186.36	\$227.84
Pharmacy Trend (%)	36.5%	7.6%	22.3%
Total Claims PMPM	\$780.65	\$784.98	\$905.64
Annual Trend	18.5%	0.6%	15.4%



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
- CAC Aligned providers are those providers that are aligned with a Hospital that has agreed to CIGNA’s quality care contracting

	2021	2022	2023	Cigna Norm
In Network %	97.3%	96.3%	97.2%	97.5%
<i>UMS encourages in-network care</i>				
Primary vs Specialty Ratio	58.4%	59.5%	59.6%	54.8%
<i>UMS encourages primary care</i>				
Cigna Care Designation %	24.5%	11.0%	10.0%	28.0%
<i>Providers who meet quality and cost efficiency criteria</i>				
Collaborative (CAC) Aligned	78.7%	78.7%	79.0%	55.0%
<i>Providers that are rewarded for improved health outcomes, affordability and experience</i>				

Section III – Plan Management

- Emergency Room (ER) visits continue to see year over year increases in utilization, however utilization remains below the Cigna Norm
- Urgent Care usage is stable; 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
- UMS conducted an RFP in 2024 and will be awarding program to a new vendor as of 1/1/2025

	2021	2022	2023	Cigna Norm
ER Visits per 1,000 members	157.5	171.8	191.0	210.9
Urgent Care per 1,000 members	156.2	145.6	158.3	394.7
Telemedicine Visits	91	126	234	N/A
Generic %	92.9%	93.0%	93.6%	92.8%
Mail Order and Retail 90 %	70.4%	71.7%	74.0%	53.8%
Use of EAP	4.5%	3.5%	3.2%	6.6%

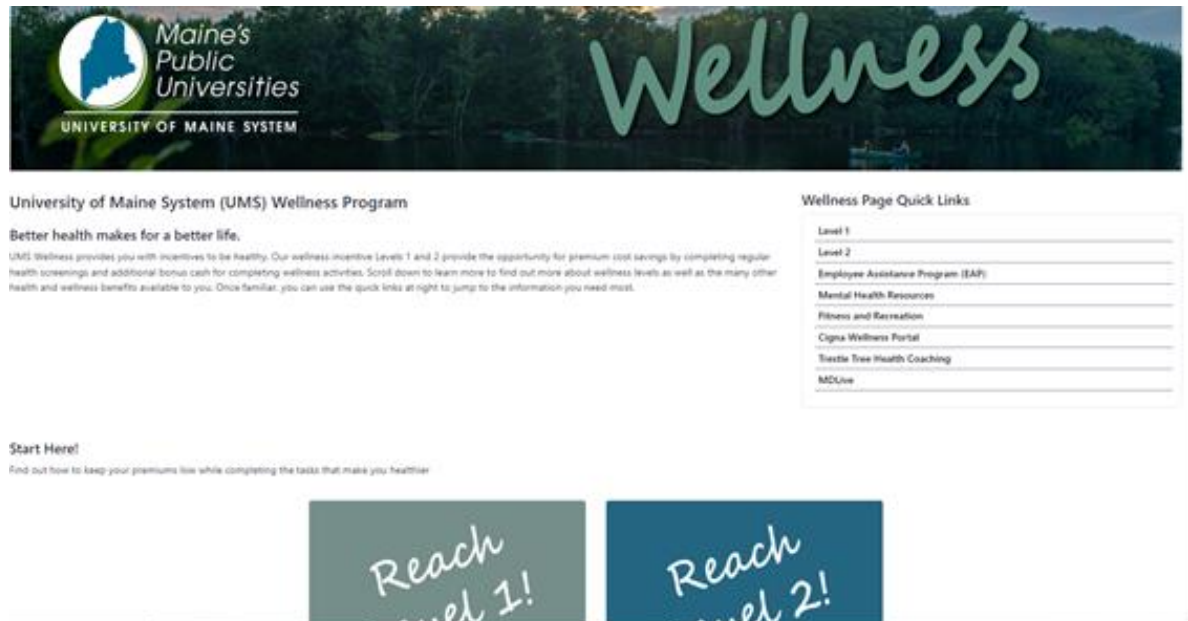
Section IV – Wellness

- 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 1 incentive, with a lesser percentage participating in Level 2
- Engagement with Health Coaches has deteriorated in the past several years
- EHPTF has discussed creating a SubCommittee to review the structure of the incentives; goal is to commence work in November 2024

	2021 (#)	2021 (%)	2022 (#)	2022 (%)	2023 (#)	2023 (%)
Level 1 Completions	3,683	90%	3,661	89%	3,557	89%
Level 2 Completions	2,479	39%	1,588	39%	1,376	34%
Engaged with Health Coach	1,647	26%	1,338	21%	1,224	20%

Section V – Communications

- Key Messages and themes are identified at EHPTF and incorporated into broader UMS distributions
- Task Force members have also developed pieces for their specific bargaining units in an attempt to further understanding of health plan decision-making
- In addition to University developed material, we engage vendor partners (CIGNA, TrestleTree) to send content when appropriate



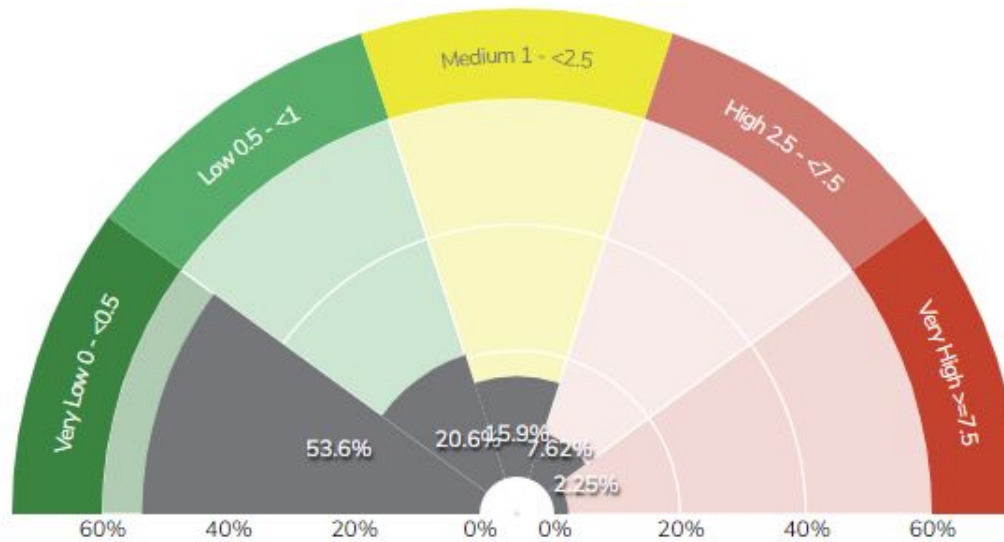
Section VI – Health Improvement

- After a drop in 2020 & 2021 due to the pandemic, preventive care visit compliance restabilized in 2022 and remains well above Cigna norms
- Screening rates were less affected in 2020, and have remained steady over the past 3 years
- Gaps in Care continued to close; indicating employees continue to well managing their chronic disease
- Medication adherence increased in 2023 after a drop in 2022

	2021	2022	2023	Cigna Norm
UMS encourages Preventive Care & Compliance				
Preventive Visits (Adult)	33.4%	70.9%	73.1%	58.8%
Screening Compliance				
Mammograms	78.0%	79.0%	79.0%	67.0%
Cervical Cancer	56.0%	55.0%	56.0%	58.0%
Colon Cancer	43.0%	44.0%	43.0%	46.0%
Gaps in Care	80.4%	83.6%	84.3%	81.7%
Medication Adherence	94.3%	86.9%	91.5%	88.3%

Section VII – Overall Health Score

- While the overall relative risk score has slowly lowered over the past few years, there has been a slight shift from members moving from “Very Low” to “Low” risk score
- 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
2023	39.7	1.17	53.6%	20.6%	15.9%	7.6%	2.3%
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%

University of Maine System
Board of Trustees

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:

Vice Chancellor Carolyn Dorsey, and Senior Labor Relations Manager, Susan Cameron, will provide a 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.

University of Maine System
Board of Trustees

AGENDA ITEM SUMMARY

NAME OF ITEM: Human Resources and Labor Relations Committee FY2025 Work Plan 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, Carolyn Dorsey, will provide a brief update on final changes to the Human Resources and Labor Relations committee Work Plan for FY 2025.

Attachment
[HR/LR FY2025 Work Plan](#)

University of Maine System
Board of Trustees

Human Resources/Labor Relations Committee
Fiscal Year 2025 Work Plan

Standing Agenda:

1. Collective Bargaining Update (may occur in HR/LR Committee or in Executive Session of the Board of Trustees)
2. Human Resources and Labor Relations items requiring Committee and/or Board approval
3. Strategic Plan Implementation Goal Updates relating to HR/LR functions (see Strategic Plan Goals & Projects below)
4. Briefing on compliance and regulatory issues
5. Retiree Healthcare Updates

Ad Hoc Agenda Items with rolling submission dates:

Note: *Italicized items require a vote of the Committee*

- *Collective Bargaining Agreements (as tentative agreements are reached)*
- *Policy and compensation changes for non-represented employees*
- Update on significant HR initiatives
- In January - HR/LR Chair to initiate work of both the Chancellor and BOT Chair Review Committees in January, with self-assessments due in advance of the March BOT meeting and final report due at the May BOT meeting

Date based committee deliverables and informational reporting:

June 24th

- Discuss priorities for HR Strategic Planning (currently under development in alignment with UMS Strategic Plan).
- Report of Management Group appointments (Information item for the July BOT meeting, no presentation/presenter needed)

October 28th

- Collective bargaining goals for upcoming Fiscal Year
- Employee Health Plan Task Force Scorecard Review
- Report of Management Group appointments (Information item for the November BOT meeting, no presentation/presenter needed)

August 25th - No Meeting

December 16th - TBD

February 10th

- Report of Management Group appointments (Information item for the March BOT meeting, no presentation/presenter needed)
- HR/LR Chair to initiate Chancellor's Review Committee and BOT Chair's Review Committee with Self-Assessments due at the March BOT meeting and final outcome due at the May BOT meeting

April 28th

- Workforce Profile and Turnover reports

June 23, 2025

- Discuss priorities for HR Strategic Planning (currently under development in alignment with UMS Strategic Plan).
- Report of Management Group appointments (Information item for the July BOT meeting, no presentation/presenter needed)

Strategic Plan Goals & Projects to be reported at the HR/LR Committee: (HR/LR agenda items being developed in these key reporting areas) and will be assigned in future committee work plans.

- Service Actions 1 - *"UMS will identify ways to support faculty, staff and administrators seeking to serve Mainers and Maine Communities through outreach projects and related activities"*
 - Discuss outreach projects and other activities/initiatives with the committee and will document these with updated reports on progress and how these support initiatives are made available to the community (as needed)
- Place to Work Action 1: *"Increase our capacity to address student and employee mental health as a prerequisite for student persistence, completion, and well-being, and employee effectiveness and well-being through plans..."*
 - Report a plan to begin engaging in this work that will include a project lead, project goals, an outreach plan to each campus that will fall within the current and available budget as well as include additional, outside resources (Spring 2024)
- Justice, Equity, Diversity and Inclusion Action 2: *"UMS will identify and address systemic barriers to student, faculty, and staff recruitment and retention, particularly for underrepresented and underserved populations."*

- Progress will be reported as part of the regular HR initiatives and hiring practices updates are provided (as needed)
- Justice, Equity, Diversity and Inclusion Action 3: *“UMS and its universities will cultivate a safe and welcoming community and a genuine sense of belonging in our university and law school communities and throughout the System for all students, faculty and staff.”*
 - Progress will be reported as part of the regular HR initiatives and hiring practices updates are provided (as needed)

Meeting Schedule:

Committee Meetings are scheduled by the Board of Trustees Office on a 2-year cycle and will occur prior to each full Board meeting (approximately five times per year).