

Kentucky Group Health Insurance Board
MINUTES
 Personnel Cabinet
 Frankfort, KY 40601
Regular Monthly Meeting
Held on April 23, 2019

Board Members:

Administrative Office of the Courts	Jason McGinnis, proxy for Laurie Dudgeon
Advisory Committee for State Health Insurance Subscribers	Tommy Loving
Auditor of Public Accounts	Sara Beth Gregory, proxy for Mike Harmon
Department of Education	Rita Belen, proxy for Dr. Wayne Lewis
Department of Insurance	Nancy Atkins
Finance and Administration Cabinet	Troy Robinson, proxy for William Landrum
Kentucky Education Association	Antonia Lindauer, proxy for Brent McKim
Kentucky Education Support Professionals Association	Janet Allen
Kentucky Retirement Systems	Jerry Powell
Kentucky Transportation Employees Association	Absent
Office of State Budget Director	Teresa Sanders, proxy for John Chilton
Personnel Cabinet	Thomas Stephens, Chairperson
Teachers' Retirement System	Steve Gillespie

(Quorum Present)

Support Staff Present:

Matthew Hall, Deputy Commissioner, DEI
 Sharron Burton, General Counsel, DEI
 Donna Marcum, Staff Assistant, DEI
 Bruce Cottew, Healthcare Data Administrator, DEI
 Jessie Drury, Executive Administrative Secretary, DEI
 Paula Chisholm, Assistant Director, DEI
 Christie Burkhead, Assistant Director, DEI
 Mandi Flynn, Administrative Specialist, DEI
 LaDonna Koebel, Chief of Staff, Personnel Cabinet
 Katherine North, Executive Director, Personnel Cabinet

Vendor Staff Present:

Elizabeth Rael, WageWorks
 Barbara Gonzales, WageWorks
 Mike Jackson, WageWorks
 Courtney Kalina, WageWorks
 Eric Poston, IBM Watson Health

I. CALL TO ORDER

Secretary Stephens called the April 2019 meeting of the Kentucky Group Health Insurance Board (KGHIB) to order at 2:00 p.m., Eastern Standard Time on April 23, 2019, at the Kentucky State Office Building, Frankfort, Kentucky. The recording secretary called roll.

II. REVIEW AND APPROVAL OF MINUTES

Secretary Stephens presented the minutes from the March 2019 meeting to the Board for approval, whereupon motion duly made, seconded and unanimously adopted, the minutes were approved as submitted at the April board meeting.

III. KEHP UPDATE

Deputy Commissioner Matt Hall updated the board on the following:

- The Personnel Cabinet's LivingWell program is piloting a Community Supported Agriculture (CSA) program for the employees of the State Office Building
- Deputy Commissioner Matt Hall and Healthcare Data Administrator Bruce Cottew attended the State and Local Government Benefits Association National Conference in Texas April 8 – April 10, 2019:
 - Shared KEHP's success with the Dependent Eligibility Audit

IV. WAGEWORKS ANNUAL REVIEW

Barbara Gonzales and Elizabeth Rael of WageWorks presented an annual review to the Board on the following:

- Introductions:
 - Barbara Gonzales – VP, Public Sector Sales.
 - Elizabeth Rael – Relationship Manager, FSA & HRA
- Company overview:
 - Founded in 2000
 - Leading provider of Consumer Directed Benefits (CDB) programs
 - More than 58,000 employer clients, with approximately 7.5 million participant accounts
 - Top 10 HSA provider in 2018 year-end Devenir HSA research report
- Opportunities:
 - Health Savings Account (HSA)
 - Health Reimbursement Arrangement (HRA)
- Driving participant growth:
 - 2019 Open Enrollment Strategy:
 - KEHP email campaign
- Financial overview (plan performance):
 - Strong FSA growth year over year
 - Steady enrollment increases in LW CDHP
 - Auto-Adjudication Rate – 92.5% (significantly higher than book of business)
- Success and partnership – Striving for service excellence:
 - Dedicated account management team
 - Timely employee issue resolution

- Custom communications

V. PERSONNEL CABINET COMMUNICATIONS

Katherine North, Executive Director, Office of Public Affairs, spoke to board about media communications including the following:

- Understanding the effects that media has in your environment.
- Knowing all the avenues of media:
 - TV
 - Radio
 - Print
 - Digital/Blog
 - Social Media
- Court of Public Opinion:
 - No one is entitled to his or her side of the story
 - Public confirmation is hard to steer
 - It is important to monitor and rapidly respond
- Ensuring internal awareness is crucial:
 - Frontline of defense: front desk and secretaries:
 - Set protocol
 - Prepare responses
 - Reporters may approach staff for statements
 - Be aware of external messaging

VI. OLD / NEW BUSINESS

There being no further business, Secretary Stephens adjourned the meeting at 2:51 p.m., Eastern Standard Time. The next KGHIB meeting is Tuesday, May 28, 2019. The meeting will be at the Kentucky State Office Building, 501 High Street, in Frankfort, Kentucky.

Submitted by:



Jessie Drury
Recording Secretary

Chaired by:



Secretary Stephens
Chairperson