

CITY OF DETROIT POLICE AND FIRE RETIREE HEALTHCARE TRUST



Admin Committee Meeting Minutes

Monday, November 9, 2020

9:30 am via Conference Call

<u>Trustees:</u>	<u>Attending Remotely From:</u>	<u>Role:</u>
Chet Opolski	Sterling Heights, MI	Chairman
Dan Bojalad	Rochester, MI	Trustee
Tracy Shippy	Utica, MI	Trustee
Richard Kosmack	Grosse Pointe Woods, MI	Trustee
Brian Roehl	Roscommon, MI	Trustee

Legal Representation: Aaron Castle (via phone)

Others present: Beth Sinagra, Member Spouse (via phone)

BeneSys Representation: Violet Gjorgjevski, Jennifer Crosby (via phone)

The meeting was held via Conference Call

The meeting was called to order at 9:31 am.

Motion – To accept the agenda dated November 9, 2020: By T. Shippy, seconded by D. Bojalad.

- Motion Carried – Unanimously

Copy of the previously approved Administrative Committee Meeting minutes and Closed Meeting Minutes from the October 12, 2020 were presented.

Public Comment – Spouse of Member, Beth Sinagra, attended meeting via conference call.

Legal Report

A. Duty Disability & Surviving Spouse Benefits

Mr. Castle presented a memo outlining the benefit options for Duty Disability Members and Surviving Spouses which he has given to Trustee Allen per his request.

B. Custodial Bank

Mr. Castle provided to the Admin Committee a summary of the current Fifth Third Custody Service Agreement. A detailed discussion took place over the possibility of making a change and questions that still

need to be addressed with a successor custodial bank. It was determined that the Board with further the discussion at the next Board Meeting.

Mr. Castle also pointed out to the Admin Committee that the Board has a policy to conduct a Provider Review every year. The Board can elect to do so with Fifth Third. Chairman Opolski directed Attorney Castle to approach Fifth Third and try to renegotiate the rate of the Custody Service Agreement.

C. Remote/Virtual Meetings

Mr. Castle informed the Admin Committee that this is a work in progress, and he will have a draft available at the next Admin Committee Meeting in December 2020.

Administrative Report/Administrative Committee Report

A. Telephone Performance Report – Q3 2020

Ms. Gjorgjevski discussed with the Admin Committee that Attorney Castle brought to the attention of BeneSys that the Turn Around Time Performance Guarantee for the VEBA is currently 90% of claims processed within 17 days. This is out of the norm for BeneSys' client base and their standard Performance Guarantee of 98% of claims processed within 10 days. Ms. Gjorgjevski reviewed prior meeting minutes to see when it was determined to use the current Performance Guarantee and was unable to find anything. Attorney Castle didn't recall a decision being made on that either. Chairman Opolski feels that the Performance Guarantee should be amended to the BeneSys standard. Ms. Gjorgjevski will make a final check with the BeneSys Legal Team/Upper Management and report back at the Board Meeting for a final decision to be made.

Ms. Gjorgjevski also reported that in relation to the Telephone Response times reported, BeneSys did not meet the Performance Guarantees for first quarter 2020 and third quarter 2020. As a result, BeneSys will issue a credit to the VEBA on the November 2020 Invoice.

Chairman Opolski wanted an explanation as to why the Performance Guarantees were not met. Ms. Gjorgjevski stated that first quarter 2020 was during the Post Open Enrollment Period and call volumes were extremely high, a new phone system was put into place during third quarter 2020 so there was an adjustment period for the BeneSys staff during that time. BeneSys has also put in place the "Call Back Feature" which will provide members the opportunity to get a call back rather than wait on hold. This will feature will allow for great improvement.

Business Agent Report

Mr. Opolski stated that Open Enrollment calls have been focused on confirmation of current enrollment and not wanting to make changes for 2021 or members not receiving their Open Enrollment Materials either due to incorrect address or issues with the mail delivery. BeneSys has quickly sent out new packages or emailed the packages to members who needed the materials. He has also been sending out Newsletters and updating FB sites with reminders of the Open Enrollment Deadline which is November 13, 2020.

Mr. Opolski asked if there was any feedback from BeneSys regarding Open Enrollment. Ms. Crosby informed the Admin Committee that the calls coming in to BeneSys are centered around confirmation of current enrollment, verification of members not wanting any changes for 2021 and sending out materials not received. No negative feedback being relayed.

New Business

A. Actuarial Valuation Report December 31, 2019 – Final

B. 2021 Admin Committee Meeting Notice – Draft

Ms. Crosby presented the 2021 Admin Committee Meeting Notice for review. Tentative meeting dates approved by Chairman Opolski.

C. 2021 Board Meeting Notice – Draft

Ms. Crosby presented the 2021 Admin Committee Meeting Notice for review. The February 22, 2020 meeting needs to be moved to February 15, 2020. Tentative meeting dates approved by Chairman Opolski.

Unfinished Business

A. 2021 HRA Claim Form Draft

Ms. Crosby presented an updated Draft of the 2021 HRA Claim Form to the Board for review. Feedback was given. A Final Draft of the HRA Claim Form for 2021 will be presented in front of the full Board at the November 23, 2020 meeting.

B. Priority Health Out-of-State Mailer

Ms. Crosby updated the Admin Committee that the Priority Health Out-of-State Mailer was sent out to members on October 23, 2020.

C. Weiler Settlement Surplus Funds

Mr. Castle stated that there has been no new information on this matter.

D. Priority Health – End of Year Pandemic Credit

Chairman Opolski directed Attorney Castle to draft a letter to Priority Health inquiring about the End of Year Pandemic Credit.

Correspondence

BeneSys provided the following communication to the Admin Committee for review.

A. 67th Annual Employee Benefits Conference Registration

B. Verifi1 Brochure

Trustee Comment/Open Forum

Mrs. Sinagra left the meeting earlier so is no longer on the call.

Motion – To enter into closed session at 10:21 am to address appeals, administrative appeals containing confidential personal health information under HIPAA: By D. Bojalad, seconded by T. Shippy.

- Roll call vote: Bojalad – yes

Opolski – yes
Shippy – yes
Kosmack – yes
Roehl - yes

The Committee exited closed session at 10:30 am.

Motion – for participant 2810115928 to recommend that Board approve Appeal for member to be enrolled in 2020 HRA benefit beginning March 2020: By D. Bojalad, seconded by T. Shippy.

Adjournment

Motion – To adjourn the Administrative Committee Meeting: By R. Kosmack, seconded by B. Roehl.

Motion Carried – Unanimously

Meeting adjourned at 10:44 am.