

Campus Fringe Benefits Committee Meeting  
November 15, 2012

Members in attendance: Patricia Kirkwood, Carleton Holt, Carol Reeves, Nancy Hart, Michael Johnson, Jamie Bentley, Richard Ray

I. Agenda accepted without revision

II. Minutes approved without correction

III. Old Business

- a. Faculty/Staff Maternity/Family Leave not discussed (Debbie McLoud not present)
- b. Healthcare and Wellness Program Status Report

Comments from Richard Ray: A faculty member in the WCOB raised a privacy issue with the On-Life and distributed her concerns to the WCOB "Personals" listserve. The issue resulted from a physical theft of computers at the company. On-Life was praised by Consumer Reports two years later for the steps they took to protect patients' privacy. The UA brought in IT experts to check the security of the system, and they were impressed with it. HR is comfortable with the security situation with On-Life. The data that are entered are protected by HIPAA – the UA will get only summary information.

HR has received positive feedback about the wellness program. They have gotten queries from employees about various issues, like air quality in the library, and are addressing those as appropriate.

The mailers about the new health plan are going out in a timely manner. There will be changes to coverage to comply with ACA. These changes would have been implemented regardless of the change of provider. All of the changes increase benefits to employees.

V. New Business

- a. Mental Health Providers

Reeves pointed out that UMR lists only 9 psychologists in Fayetteville vs. the 28 that were available under Qualchoice (QC).

Committee members were concerned about the veracity of UMR's claim that 90% of providers would remain the same as under QC. Ray explained that the 90% figure was across the state and across all providers; it did not take into account specific specialties.

If an individual is in the process of treatment with a mental health provider, they can submit a continuity of care form; if approved, the individual can continue to use the out-of-network provider, who would continue to be reimbursed at QC rates, for a limited period of time.

We were facing double-digit increases in healthcare costs, which is why the UA System went with UMR.

Ray stated that we still have mental health coverage; the provider list is just different. Ray asked if we knew if providers are choosing not to go to UMR because of reimbursement rates or for other reasons. The impression of the committee is that that reimbursement rates are the issue, but the committee did not know and wanted to gather data about the reason so few providers are on the UMR list.

Richard has heard concerns from mental health providers about the controls that will be in place with UMR, but he has not heard concerns about reimbursement rates.

The committee can make a proposal to system office to review mental health care reimbursement rates if that is the issue.

We need information on the number of mental health practitioners who are being lost under the new plan.

Data the committee would like:

1. Who is on the QC list but not the UMR plan?
2. How far off is this from the 90% same providers UH told us would be included in the new plan?
3. Why are providers not signing up for UMR?

Committee action:

If someone's provider's name is not on list, they should send the provider's name to Ray. He will forward the name to United Health, who will try to get the provider enrolled. If the provider decides not to enroll, we would like the UA employee or his/her provider to provide feedback to Ray on why they chose not to enroll.

Practitioners no longer have to submit a treatment plan (new ACA rule), which will be seen as a benefit for providers.

b. Pharmacy formulary appeals process status report

Exceptions to formulary denials are being approved.

There will be a note on health care benefit forms that an appeal can be filed and exceptions are possible if an approved drug is not working.

Minutes submitted by Carol Reeves, Acting Secretary

Minutes Approved by Committee

Thursday, January 17, 2013