



Greater Tompkins County Municipal Health Insurance Consortium

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"Individually and collectively we invest in realizing high quality, affordable, dependable health insurance."

Claims and Appeals Committee Meeting Agenda August 11, 2023 – 1:00PM Remote/Zoom Meeting

1. Call to Order Bud Shattuck

2. Changes to the Agenda

3. Approval of Minutes – December 22, 2022

4. Executive Director Report Elin Dowd

5. Discussion on the following topics: Elin Dowd
 - a) BMI Medical Claims Audit
 - b) Resolution: **Authorize Contract for Prescription Drug Claims Adjudication for Plan Years 2021, 2022, and YTD 2023**

6. Future agenda topics

7. Adjourn

Next Meeting: TBD

Minutes – DRAFT
Claims and Appeals Committee
December 22, 2022 – 3:30 p.m.
Town of Ithaca - Aurora Conference Room

Present: Bud Shattuck, Chair*, Don Fischer*, Tanya DiGennaro*, Tom Brown* (3:35p),
Absent: Donna Dawson; Locey & Cahill
Staff/Guests: Judy Drake, Board Chair; Elin Dowd*, Executive Director; Lynne Sheldon, Clerk
of the Board; Kylie Rodrigues, Benefits Specialist; Teri Apalovich, Finance
Manager

*Remote due to extraordinary circumstances

Call to Order

Mr. Shattuck, Chair, called the meeting to order at 3:34 p.m.

Changes to the Agenda

There were no changes to the agenda.

Approval of Minutes of May 9, 2022

It was MOVED by Mr. Fischer, seconded by Mr. Shattuck, and unanimously adopted by voice vote by members present, to approve the minutes of May 9, 2022, as submitted. MINTUES APPROVED.

Executive Director Report

Ms. Dowd referred to her Executive Director December Report. She reported the Consortium initiated a group restructure to add retiree codes to existing plans and cleanup Excellus and Proact files. This restructure led to some issues regarding faulty ID cards issued, benefit cancellations, and incorrect benefit information at the customer service level. Most of these issues have now been resolved but should fully be cleared up by January 1, 2023.

Mr. Brown arrived (3:35p)

Ms. Dowd commended Ms. Drake for her service as the Board Chair for nine years. Ms. Dowd mentioned she has met with Mr. Hart and Ms. Drake for transition meetings and the transition should happen seamlessly.

Ms. Dowd announced the Department of Financial Services (DFS) has started their virtual audit. The Consortium has not been audited in five years. The audit of information technology started this summer and the requested governance, internal files, along with Excellus and ProAct claim information has all been provided. Ms. Apalovich is heading up this audit which will be very time-consuming responding to their questions. The first meeting with DFS will be held January 6, 2023.

Ms. Dowd expressed that once the New Year begins, the Audit and Finance Committee will be looking at an amended budget and will take into consideration any changes that have happened the last month or two, including audit expenses.

Review RFPs for Claim Auditors

(J. Graham Inc., Claim Technologies, Inc. (CTI), Segal, BMI Audit Services)

The meeting was not called to executive session, however due to the sensitive nature of contract discussions, documentation is not shared within the minutes.

Ms. Dowd referred to spreadsheets prepared by Ms. Apalovich and distributed to the Committee comparing services of 4 above vendors who responded to the Request for Proposal (RFP). She explained what has been researched already between the different quotes. She also highlighted the abilities of each auditor to do both medical and prescription drugs, proprietary claims, software review, and if they have experience with Excellus and ProAct, and self-funded government agencies.

After thorough discussion of the four above vendors, the resolution to approve and continue with BMI Audit Services as a vendor was moved by Mr. Shattuck.

Ms. Dowd advised that due to COVID, the audit is behind and the plan years 2020 and 2021 will have to be audited as soon as possible. The Committee also would like to ask BMI about an additional sampling size quote and how much BMI will charge for a RX platform switch. The Consortium expects the audit to include an audit of the ProAct system platform change between 2020-2021.

RESOLUTION NO. xxx-2022 – AUTHORIZE CONTRACT FOR MEDICAL CLAIMS ADJUDICATION FOR PLAN YEARS 2020 and 2021

It was MOVED by Mr. Shattuck, seconded by Mr. Fischer, and the resolution was unanimously adopted by voice vote by members present, and visibly seem members via remote locations.

WHEREAS, The Greater Tompkins County Municipal Health Insurance Consortium (“Consortium”) is a self-insured municipal cooperative health benefits plan operating pursuant to a Certificate of Authority issued in accordance with Article 47 of the New York State Health Insurance Law, and

WHEREAS, being a self-insured health insurance plan the Consortium is responsible for the payment of claims as adjudicated by the Third Party Administrators, Excellus Blue Cross Blue Shield and ProAct, and

WHEREAS the Board of Directors believes that it is part of their fiduciary responsibility to conduct periodic medical claims audits to ensure the medical and RX claims are paid are in accordance with the benefit plan documents, Federal and State Laws, Rules, and Regulations, and industry standard practices, and

WHEREAS, a Request for Proposals for Medical Claims Auditing Services was issued on October 26, 2022, to perform medical claims auditing services for the Consortium for the 2020 and 2021 plan years, now therefore be it

RESOLVED, on recommendation of the Claims and Appeals Committee, the Executive Director is granted the authority to interview and finalize the terms of the agreement, with either of the top two finalists reviewed by the committee with terms and conditions agreed upon by the Committee.

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Next Agenda

It was discussed that a possible meeting may be held prior to April based on feedback from BMI Audit Services. There are currently no appeals.

Adjournment

The meeting adjourned at 4:06 p.m.

Respectfully submitted by Lynne Sheldon, Clerk of the Board