

Program Manager Report

November 10, 2020

Prospects

Lower Township BOE

- Joining 1/1/21 Effective Date (BOE approve on 10/27/2020)

City of Ocean City

- Submitted to UW, Pending Proposal

Hamilton Twp BOE

- In review for 7/1/2021

Coastal Fund Meeting Dates (*Zoom Mtg till further notice*)

- January 27, 2020
- March 23, 2020 – Conference Call
- May 18, 2020 *3rd Monday
- July 27, 2020 **Location TBD for July meeting only
- September 21, 2020
- October 26, 2020
- November 23, 2020
- January 25, 2021

Coastal Fund Brokers

- Allen Associates
- AR Fanucci
- Assured Partners
- Brown & Brown Benefit Advisors
- J Byrne Agency
- Conner Strong & Buckelew
- Cornerstone Insurance Group
- Hardenbergh Insurance Group
- Innovative Risk Solutions
- Integrity Consulting Group

Executive Committee

- Pasquale Yacovelli, Chair
- Nicole Albanese, Secretary
- Bruce Harbinson, Executive Committee
- Jerry Velazquez, Executive Committee
- Gene Mercoli, Executive Committee
- Stephanie Kuntz, Executive Committee
- Richard Davidson, Executive Committee
- Paige Sharpe-Rumaker, Executive Committee Alternate
- Cherie Bratty, Executive Committee Alternate

2020 Committees

FINANCE & CONTRACTS

- Pat Yacovelli – Chair
- Jerry Velazquez
- Gene Mercoli

OPERATIONS & NOMINATIONS

- Nicole Albanese - Chair
- Jerry Velazquez
- Stephanie Kuntz

WELLNESS & CLAIMS

- Paige Sharpe Rumaker - Chair
- Bruce Harbinson
- Rich Davidson

WELLNESS COMMITTEE UPDATE

Please be advised that you still have time to submit an application for a wellness grant. Please go online to www.coastalhif.com and review the wellness grant guidelines and information in order to submit a new application. Applications received now would be granted for the 2021 year. Please note the new website information from Health Fairs Direct for Biometric Screening information and other new resources. Please contact us for any additional information or assistance. www.coastalhif.com/wellness

▪ **WELLNESS COMMITTEE**

- Wellness section has been added to Coastal HIF Website. Please note, applications can be submitted online.
- 2020 Grant Applications status
- 2021 Budget for Wellness Grants has changed to \$175,475

<u>COASTAL WELLNESS GRANTS - 2020</u>					
<u>Budget Amount: \$200,000</u>					
<u>Group Name</u>	<u>Date Submitted to Committee</u>	<u>Amount Requested</u>	<u>Amount Approved</u>	<u>Date Committee Approved</u>	<u>Date Resolution Passed</u>
Cumberland Co Tech	10/22/2019	\$7,000	\$7,000	10/22/2019	1/27/2020
Hopewell Twp BOE	10/31/2019	\$3,500	\$3,500	11/19/2019	1/27/2020
Cumberland Regional BOE	11/20/2019	\$7,500	\$7,500	11/20/2019	1/27/2020
Millville BOE	11/27/19	\$20,000	\$20,000	12/2/2019	1/27/2020
Bridgeton BOE	5/14/2020	\$20,000	\$20,000	5/14/2020	7/27/2020
Waterford BOE	6/3/2020	\$7,400	\$7,400	6/3/2020	7/27/2020
Cumb Co Improve Auth	6/17/2020	\$4,725	\$4,725	6/18/2020	7/27/2020
Vineland BOE	9/1/2020	\$30,000	\$30,000	9/10/2020	

Reminder: Just a reminder that the date for submission of wellness grant applications has been extended through July 2020 to November 2020. Due to the quarantine, the regular submission deadline of July was waived and all 2021 grant requests had a deadline of November 2020. Please visit the Coastal HIF website for more details on how to apply, what is eligible, ideas for an application and additional resource information. You can always contact us for any assistance that you might need. Here's the link: <https://coastalhif.com/wellness/application>

ADVANTA HEALTH SOLUTIONS ADDED AS NEW WELLNESS PROGRAM VENDOR TO COASTAL HIF

Many employers and health plan executives identify physical inactivity as a key modifiable health risk and are looking to the fitness and wellness industry to assist them in improving the health of their employees, increasing worker productivity, reducing healthcare costs, and providing competitive benefits to attract and retain employees. Advanta Health Solutions designs physical activity programs to engage and motivate people, and to foster personal accountability for healthy behaviors. Advanta Health Solutions has been a successful vendor for wellness programs in the Schools health Insurance Fund (SHIF). [see attached fliers]

GUARDIAN NURSES

A Coastal HIF member recently shared that the best thing that ever happened for all Coastal HIF members is the Guardian Nurses. ******* SEE ATTACHED LETTER FROM WIFE OF MEMBER*******

As most of you already know, the Guardian Nurses began serving the Coastal membership on April 1, 2020. Since then, the Nurses have had many encounters with our members, all with excellent reviews for services provided. The Nurses have already proven to be invaluable as a personal healthcare advocate, cutting through red tape, educating and clarifying medical information so important medical decisions can be made, providing emergency assistance and more. It is important to note that the Nurses are a key piece of your health care benefits and have been authorized to work with medical providers, labs and other facilities, hospitals and also the health care carriers Aetna and AmeriHealth Administrators.

Some of the services provided are:

- **VISIT YOU AT HOME** or in the hospital to assess your care needs.
- **BE YOUR GUIDE**, coach and advocate for any healthcare issue.
- **MAKE APPOINTMENTS** for you so you can be seen as quickly as possible.
- **GO WITH YOU** to see doctors, to ask questions and to get answers.
- **IDENTIFY PROVIDERS** for all care needs and second opinions.
- **GET THINGS YOU NEED** such as healthcare equipment.
- **PROVIDE DECISION SUPPORT** when you are thinking about treatments or surgery.
- **EXPLAIN A NEW DIAGNOSIS** to help you make informed decisions.

We have shared several informational email messages and several flyers since April for distribution to your employees. If your employees don't know who the Guardian Nurses are, they will not be inclined to request their services. So, we are asking for your help in getting the word out that the Guardian Nurses are available. If you would like them to attend a staff meeting, a faculty meeting, an in-service event, a professional development day, a wellness event or any type of opportunity to be introduced and be of service, they are available. Please consider having your school nurses develop a relationship with the Nurses so that they become part of your wellness endeavors. They are also available to address COVID-19 issues and have already successfully conducted virtual "town hall meetings" which can help deal with stress and anxiety...for adults, as employees, and also for dealing with children.

Please let us know if you have any questions about the Guardian Nurses and how to introduce them to your staff. We look forward to them becoming a more familiar face for our healthcare benefits. Our two Nurses assigned to the Coastal HIF are Lauren Gant/609-276-4990 and Charlie Reiter/609-276/5001.

Attached is the flyer again for distribution.

Also attached is the most recent Guardian Nurses newsletter "The Flame"

ADMINISTRATIVE UPDATES:

- **Online Enrollment System Training** - If you need training or would like a refresher course on the online enrollment system, please reach out to Karen Kidd at kkidd@permainc.com of PERMA.
- **Monthly Billing** -As a reminder, please be sure to check your monthly invoice for accuracy. If you find a discrepancy, please report it to the Coastal Fund enrollment team. The Fund's policy is to limit retro corrections, including terminations, to 60 days. We have noticed an increase in requests for enrollment changes, billing changes, terminations and additions well past the 60-day time frame. Moving forward, it is of the utmost importance to review bills for rate and enrollment accuracy on a monthly basis. If there is an error, please bring it to our attention.
- **Broker Contact Information** - Please direct any escalated claims, benefit coverages, prescription coverage, Medicare advantage or appeal related questions to our dedicated Benefit Specialists as follows: Rose Meimbresse rose@allenassoc.com , or Annie Jimenez annie@allenassoc.com .

ANNUAL OPEN ENROLLMENT (not to be confused with the Special Open Enrollment for School Districts)

As a reminder the annual Coastal Annual Open Enrollment for those groups who conduct their Annual Open Enrollment for January 1st, began on **11/2/2020** and will close on **11/13/2020**. The deadline for entities to enter Open Enrollment changes in Benefit Express is **11/20/2020**. As in the past, this will be a *passive Open Enrollment*. This means that only members who want to make a change need to complete an open enrollment form. Members who want to keep their current elections do not need to take any action.

EXPRESS SCRIPTS UPDATE

2021 National Preferred Formulary Update

ESI announced their Basic Formulary updates for the 2021 plan year. ESI will work to make the transition to more affordable medications as simple and seamless as possible for any member who is impacted:

- The percentage of members required to switch to preferred medications will receive personalized notifications, reminder communications and targeted alerts about preferred options. ESI will notify physicians and pharmacists before the exclusions become effective.
- ESI's Academic Detailing pharmacists and Accredo[®] Physician Engagement team are actively educating prescribers on lower-cost alternatives.
- Proair, Respiclick and Ventolin HFA are leading at a combined disruption of 0.966%
- We are seeing quick movement to albuterol HFA not only from Proair HFA but also the single source brands. At the end of July, we've already seen 63% of brand claims converted to generic.
- For this reason, we anticipate the disruption % will be significantly lower by 1/1/21.

AETNA UPDATE

Medicare Advantage Member Packages

In September 2020, Aetna announced they began sending out boxes of Over the Counter (OTC) items to all Medicare Advantage members that have been enrolled on or prior to 8/1/2020 on a group retiree plan. The purpose of this box is to provide members with a one-time box to help promote wellness and health.

DELTA DENTAL

Due to COVID 19, effective immediately Delta Dental will not be printing ID cards for members.

Attached is a flyer that will help members in need of an ID card. **** SEE ATTACHED FLYER FOR DISTRIBUTION ****

Update Call Center Hours- Due to COVID-19 restrictions, Delta Dental was operating limited office capacity and limited call center hours. As employees start to return to the office, Delta Dental has updated their call center hours are to 8:00AM-6:30PM (Mon-Thurs) & 8:00AM-5:00PM (Friday).

LEGISLATIVE UPDATES

As you may be aware, Governor Murphy recently signed Executive Order #172 allowing entities in the State Health Benefit Plan (SHBP) to waive the normal waiting period for new hires, allowing them to enroll in health benefits upon date of hire. The order became effective on 8/3/2020 and will remain in effect for the duration of the COVID-19 NJ Public Health Emergency. Fund entities wishing to comply with this order may do so by completing and returning the Plan Document Amendment form included with this agenda to their Risk Manager or to PERMA enrollment team specialist. We recommend that the amendment be ratified by the entity’s governing body.

Please note, plan document amendments may only be added to **Final** versions of plan documents. To finalize plan document **Drafts**, the entity or their Risk Manager needs to sign and return the signature sheet at the end of each plan document to the Fund Program Manager.

As of 10/13/2020 the below entities have advised the Fund they will be complying with EO#172

- City of Brigantine
- Cumberland County Improvement Authority
- Vineland Board of Education

CHAPTER 44

The NJ Legislature recently passed NJPL 2020 Chapter 44. This requires that **all** School Districts offer a new medical and prescription plan called the NJ Educator’s Health Plan (NJEHP).

- **A SPECIAL OPEN ENROLLMENT** was conducted in the beginning of October with all changes submitted by 10/30/2020.
- To help you manage the Special Open Enrollment process, the Coastal Health Insurance Fund offered tools to assist with tracking forms and making any needed system updates.
- Enrollment Tracker Sheets were distributed to each entity with instructions.

APPEALS (as of 10/26/2020) –

Type	Determination
Medical	IRO Review overturned Denial
RX	n/a

SPECIAL NOTICE: As Program Managers for the Coastal HIF, Shared Health Alliance prioritizes the health and safety of the communities we serve. The worldwide COVID-19 outbreak has us all concerned and taking extra

precautions. As a result, we wanted to assure members that we have activated our business continuity plan to ensure appropriate support to all members.