

**ARIZONA METROPOLITAN TRUST**  
**Draft - Minutes of Tuesday, August 20, 2024**  
**Trust Meeting**

**The following Trustees were present and a quorum was met:**

Jeanne Blackman, Vice Chairperson	Town of Youngtown
Rachael Goodwin	Town of Fountain Hills
Bryant Powell	City of Apache Junction
Rob Schmitz	Sun City Fire District

**The following Alternate Trustees were present:**

Dawn Kurek	City of El Mirage
Gina Monger	Town of Paradise Valley
Anna McCray	City of Apache Junction
David Trimble	Town of Fountain Hills

**The following Consultants/Vendors/Guests were present:**

Sheri Gordon	Gallagher Benefit Services
Jinnett Hancock	Town of Fountain Hills
Michael Hensley	JS&H
Tiffani Kueffer	Town of Fountain Hills
Laura Montini	Gallagher Benefit Services
Jaime Schulenberg	Gallagher Benefit Services

**1. Call to Order**

The meeting was called to order at 10:04 a.m.

**2. Roll Call**

Ms. Gordon performed roll call and confirmed a quorum was in attendance to act on applicable matters before the Board.

**3. Consent Agenda Items**

Vice Chairperson Blackman presented the consent agenda for approval, consisting of:

- **February 13, 2024 Work Session and February 14, 2024 Regular Meeting Minutes**
- **January through June 2024 Financial Reports**

*Trustee Powell made a motion to approve the consent agenda, seconded by Trustee Schmitz, and unanimously carried.*

**4. Discussion and Possible Action re Teladoc Appeal**

Ms. Schulenberg reported that the Trust received an appeal from a member who attempted to use Teladoc on July 17, 2024 for an eye infection; he was unable to access services. As a reminder, the Trustees made a decision to move from a direct contract with Teladoc to under the AmeriBen umbrella. GBS staff received several calls and emails in the first two weeks of July regarding an inability to use Teladoc and began working with AmeriBen to identify the issue, which turned out to be a file feed issue that showed all AzMT members as no longer active in the Teladoc system.

In this case, while the Appellant attempted to wait for the Teladoc issue to resolve, their eye condition worsened, and he was unable to wait and had to use Urgent Care. The Appellant is on

the HDHP Plan; therefore, the Urgent Care visit was \$172.50 versus the \$55 consultation fee that would have been applied had he been able to use the Teladoc services. The member is requesting a claim adjustment of \$117.50 since it was through no fault of his own that he was unable to use the least expensive alternative for help.

*Trustee Powell made a motion to approve the appeal, seconded by Trustee Goodwin, and unanimously carried.*

##### **5. Ratification of 2024-25 Reinsurance**

Ms. Schulenberg reported that the 2024-25 reinsurance was renewed with the incumbent, Highmark (HM), in June with the Chairperson's authorization. Coverage remained the same as outlined below:

- 36/12 Contract;
- \$240,000 Specific Deductible; and
- \$200,000 Aggregating Specific Deductible.

Ms. Schulenberg reported that the Trust budgeted for a 20% fee increase but were able to negotiate for an 11.49% increase to the Specific and a reduction to the Aggregate of -11.99%, for an overall increase of 8.44% for the 2024-25 plan year. Ms. Schulenberg is requesting the Board of Trustees ratify the 2024-25 reinsurance renewal.

*Trustee Schmitz made a motion to ratify the reinsurance renewal with HM as presented, seconded by Vice Chairperson Blackman, and unanimously carried.*

##### **6. Review of 06/30/24 Incurred But Not Paid Report (IBNP)**

Ms. Schulenberg reported that the Incurred but Not Paid (IBNP) claims reserve calculation is provided annually by the Trust's contracted actuary, Cheiron, and provides an estimate of the outstanding claim payments for services already delivered to plan members, but for which the claim has not yet been received by the Trust for payment. The IBNP estimate also includes an administrative settlement expense based on the actual contractual obligation associated with paying IBNP claims in the situation of a plan closure.

The IBNP liability for the 2023-24 Plan year is reported at \$1,353,000, which is \$292,000 less than the prior year.

Ms. Schulenberg reported that this item is informational only and does not require approval by the Trustees.

##### **7. Discussion and Possible Action re 2024-25 Plan of Risk Management**

Ms. Schulenberg presented the RMP (Risk Management Plan) for the 2024-25 plan year, noting that the RMP outlines the Trust's historical information, organizational structure, and financial performance from the prior plan year as well as work goals for 2024-25.

Ms. Schulenberg reported the following work goals for the 2024-25 Plan Year as outlined below:

- Legislative Mandates;
- Marketing to New Members;
- Entity Membership Renewals;
- RFP's;
- Vendor Innovation/Strategy Meeting (November);

- Wellness Program;
- Innovation;
- Review/Update Surplus Goals;
- Trustee Education/Annual Renewal Meeting

Mr. Hensley reminded the Trustees that this document is required by the Arizona statute.

*Trustee Powell made a motion to accept the Risk Management Plan as presented, seconded by Vice Chairperson Blackman, and unanimously carried.*

#### **8. Discussion and Possible Action re AzMT Credit Card**

Ms. Schulenberg reported that because of integration with Gallagher from ECA, their office has been experiencing issues with both the spending limits and allowable client purchases on the Gallagher credit cards. As a result, discussion began with Chase Bank regarding potentially issuing a Trust credit card, which would be issued in the name of your Account Executive, Jaime Schulenberg.

Ms. Schulenberg reported that her office would provide monthly statements and receipt for all purchases which would be sent to the AzMT Chairperson for approval to process. The card would have no annual fee and there is an option to select a rewards card. The rewards card would include a 1% rebate on all purchases, which could be applied as a statement credit. The Trustees discussed with Ms. Schulenberg typical purchases to help determine a spending limit of \$10,000 for the card.

After discussion, the Trustees requested that Ms. Schulenberg draft and provide a written policy for their review and approval at the next meeting.

*Vice Chairperson Blackman made a motion to authorize the issuance of an AzMT credit card to Jaime Schulenberg, seconded by Trustee Goodwin, and unanimously carried.*

#### **9. Discussion and Possible Action re AmeriBen Leadership Conference**

Ms. Schulenberg reported AmeriBen implemented a new process for the arrangements for the AmeriBen Leadership Conference this year which included all hotel, air and conference arrangements made and paid for by AmeriBen. Ms. Schulenberg reported in the past the Trustees have declined the registration fees being paid by AmeriBen, therefore; AmeriBen has agreed to bill AzMT if the Board wishes to decline any of the covered expenses.

Discussion ensued by the Trustees and legal counsel recommendations and thoughts were discussed regarding the value of the conference, content focus and the implications of accepting the waived expenses.

*Trustee Schmitz made a motion to accept the paid registration from AmeriBen and for the Trust to pay for all travel/hotel costs, seconded by Trustee Powell, and unanimously carried.*

#### **10. Discussion and Possible Action re RFP's**

Ms. Schulenberg reviewed the potential vendor RFPs for the 2025-26 Plan year for consideration and comments as outlined below:

1. FSA/HSA Administration – Ms. Schulenberg reported that there have been multiple issues discussed with the Trustees in previous years, in addition to current issues that have arisen this year with HealthEquity regarding reporting/files, not having a resolute Account Manager, etc. This process was started last year, but due to timing concerns it was determined by the administrative team not to move at that time.

2. Pharmacy Benefit Manager (PBM) Administration – Ms. Schulenberg reported that there could be additional potential savings for the Trust as determined by a review performed by Gallagher’s Pharmacy practice. The review noted potential additional savings could be obtained with the current PBM and some other options as well. Additionally, Gallagher offers some potential partnering with the Trust for their Pharmacy practice.
3. Third Party Administrator (TPA) – Ms. Schulenberg reported that there have been some current issues with AmeriBen throughout the Gallagher Arizona clients. Furthermore, recently Chairperson Matthew Williams had shared some concern with AmeriBen’s claims processing due to a recent personal experience.

Discussion ensued by the Trustees regarding the vendors and issues noted. The Trustees directed Ms. Schulenberg to request Gallagher to prepare a presentation regarding the pharmacy RFP process for review at the November meeting.

*Alternate Trustee Kurek made a motion to do an RFP for the FSA/HSA vendor, seconded by Trustee Schmitz, and unanimously carried.*

#### **11. Wellness Program Update**

Ms. Laura Montini, Wellbeing Specialist, provided an overview of the Virgin Pulse enrollment, screening participation, upcoming screening opportunities, Health Risk Assessment and the Sword Thrive and Bloom programs as outlined below:

1. Health Risk Assessment
  - a. 135 Members (10.17% of the population) participated in the on-site Health Risk Assessments in 2024; and
  - b. Fountain Hills has the highest participation rate with twenty-nine (29) members.
2. Mammogram Screenings
  - a. A total of 70 women (16.20 % of the population) had a Mammogram completed at one (1) of the on-site screenings;
  - b. This is higher participation from the prior year, but slightly lower than the target of 16.65%; and
  - c. The Wellness Committee has approved moving to a new vendor this year, Mobile On-site Mammography.
3. Skin Cancer Screenings
  - a. The Plan is currently without a Skin Cancer Screening option and Ms. Montini suggested two new vendors; Mobile Skin Screening and Skin IO and is recommending the Wellness Committee meet with both vendors for a thorough review of their services and costs.

Ms. Montini reported that there are 325 members enrolled in the monthly newsletter and provided the new phone number for test alert for text alerts.

Ms. Montini reported that the Sword Thrive and Blooms plan were launched as of 7/1/2024 and as of July 2024 the plan has fourteen (14) members already enrolled in a program. She further noted that all the feedback received has been positive.

Ms. Montini reported that the Trust has 25% participation in the Virgin Pulse platform.

#### **12. Discussion re AzMT Marketing**

Ms. Schulenberg reported the Gallagher Marketing and Art departments have agreed to spruce up

AzMT marketing materials. Ms. Schulenberg reported that she will be sending out a meeting invitation for the Marketing Subcommittee in November to discuss:

1. Updated marketing pieces;
2. Update target entities; and
3. Recommendations on how to market AzMT.

Ms. Schulenberg reported that Cave Creek has applied for membership and that the application will be brought to Trustees for a vote in November.

### **13. Administration Update**

Ms. Schulenberg provided updates on the following administrative items for the Trustees:

1. Conflict of Interest and HIPAA forms will be distributed via email for the 2024-25 plan year.
2. PCORI Payment was submitted.
3. CMS Reporting was completed in August 2024.
4. SPD/SBC Printing and Distribution is in process.
5. Renewal Meeting –
  - a. 2023-24 Survey Results (provided); and
  - b. 2024-25 Meeting Dates – February 11-13, 2025 at Rancho de los Caballeros
6. AmeriBen Staffing Changes
  - a. Kelly Schoonmaker Promoted; and
  - b. Krista Keller – Senior Account Manager
7. Pharmacy News
  - a. Bryan Espinoza replaces Jake Goll;
  - b. Amazon Pharmacy is in-network and .competitively priced; and
  - c. Humira removed from formulary effective June 01, 2024
    - Biosimilars available
    - Users notified by mail
8. Health Equity Cybersecurity Incident
  - a. No information on event;
  - b. Not subject to HIPAA; and
  - c. Formal notifications will be sent to affected individuals by HE starting 08/09/2024
9. Gallagher Updates
  - a. Laura Montini has been promoted to Account Manager – will continue to provide wellness duties to AzMT until they are reassigned
10. BCBSAZ New Product
  - a. BCBSAZ has officially implemented a new pooling option that competes with the Gallagher book of business including AzMT.
11. Updates for Town of Wickenburg
  - a. Stephen Erno has resigned his position as Town Manager; and
  - b. Interim replacement is Andy Granger

### **14. Future Agenda Items**

- AzMT Credit Card Procedures;
- PBM RFP Presentation in November;
- Marketing Update;
- FSA/HSA RFP Award; and
- Possible EAP RFP.

**15. Next Meeting Date**

The next meeting is scheduled for November 19, 2024 at 10:00 a.m. at The City of El Mirage.

Ms. Schulenberg reported that the November meeting will be our Innovation meeting and we will provide explicit direction/instruction to invited vendors on topic content and time constraints.

**16. Call to the Public**

N/A

**17. Adjourn**

*Trustee Powell made a motion to adjourn at 11:25 a.m., seconded by Vice Chairperson Blackman, and unanimously carried.*

Respectfully Submitted,  
Sheri Gordon  
Recording Secretary