



Shared Strength · Trusted Care

III-A Annual Report for Agencies

Plan Year 2019-20

III-A Annual Report for Agencies

Plan Year 2019-20

Presented by:

Amy Manning, III-A Executive Director

Our Mission: To provide the best quality and structure of health benefits and services to our Agencies' employees by directly managing the costs and administration of those benefits through a cooperative pool in a manner that will be more efficient, economical and competitive than what the market can offer through traditional insurance providers.

Our 79 Partnering Agencies:

IDAHO CITIES (40)

Aberdeen
American Falls
Arco
Athol
Blackfoot
Bonners Ferry
Cascade
Council
Dalton Gardens
Donnelly
Dover
Downey
Dubois
Emmett
Firth
Fruitland
Grangeville
Homedale
Kamiah
Ketchum
Kooskia
Lava Hot Springs
Marsing
McCall
Menan
New Meadows
New Plymouth
Nezperce
Oakley
Parma
Paul
Payette
Potlatch

Preston
Rupert
Salmon
St. Anthony
Troy
Victor
Wilder

FIRST RESPONDERS (20)

Bear Lake Co. Fire
Blackfoot Police & Fire
Cascade Rural Fire
Eagle Fire
East Side Fire
Kootenai County EMS
Kuna Fire
McCall Fire
Meadows Valley Rural Fire
Minidoka County Fire
Nampa Fire
Nampa Police
Northern Lakes Fire
Sagle Fire
Sandpoint Fire
Shoshone County Fire #2
St. Maries Fire
Star Fire
Teton County Fire & Rescue
Westside Fire

HIGHWAY DISTRICTS (7)

Buhl Highway
East Side Highway
Filer Highway

Grangeville Highway
Hillsdale Highway
Power County Highway
Worley Highway

IRRIGATION DISTRICTS (2)

Lewiston Orchards Irrigation
Minidoka Irrigation

LIBRARY DISTRICT

American Falls Library

TRANSPORTATION AUTHORITY

Mountain Rides

ABATEMENT DISTRICTS (2)

Payette County Gopher
Twin Falls Pest Abatement

RECREATION DISTRICTS (2)

Middleton Parks & Recreation
Payette County Recreation

WATER & SEWER DISTRICTS (2)

Southside Water & Sewer
Star Sewer & Water

GROUNDWATER DISTRICT

American Falls-Aberdeen

LHTAC

Our Governing Board of Trustees, Staff & Advisors:

Chairman Rick Watkins, City of Fruitland
Vice-Chair Dan Hammond, City of American Falls
Secretary Ruth Bailes, Minidoka Irrigation District
Gilbert Hofmeister, Power County Hwy District
TBD, City of Ketchum
Tyler Lewis, Eagle Fire
Traci Malvich, City of McCall
Suzanne McNeel, City of Blackfoot
Danielle Painter, City of New Plymouth
Patty Parkinson, City of St. Anthony
Jacob Qualls, City of New Meadows
Pat Riley, Northern Lakes Fire
Lori Yarbrough, City of Athol

Executive Director: Amy Manning
Benefits Manager: Lisa Fritz
Benefits Specialist: Nicole Tuttle
Operations Manager: Susan Lasuen
Health Coach & Data Analyst: Megan Smith
Consultant: Charlynn Harless, Legacy Consultant
Accountant: Jacob Catmull, Poulsen, VanLeuven & Catmull
Attorney: Cherese McLain, MSBT Law
Actuary: Robert Schmidt, Milliman

Membership Information

Status on September 30, 2020

70 Agencies—20% increase from PY2018-19

1337 Employees—41.9% increase from PY2018-19

Contacts with Potential Agencies

Number of Agencies Receiving Information—44 Agencies

Number of Agencies Provided Rates—25 Agencies

Number of Agencies Joined III-A—12 Agencies

Buhl Highway District

Hillsdale Highway District

Kuna Fire District

City of Marsing

Star Sewer & Water District

Nampa Police & Fire

Filer Highway District

City of Firth

City of Kamiah

City of Payette

Sagle Fire District

Star Sewer & Water

Number of Agencies Declined—8 Agencies

Plan & Benefit Changes/Updates

Number of Agencies on Custom Plans—4

Number of Agencies Moved to Lower Deductible Medical Plan—2

Number of Agencies Adding Dental—1

Number of Agencies Adding Vision—1

No Agencies Dropped Benefits

Benefit Enhancements

- Medical Telehealth Program
- Annual Onsite Wellness Screening & Flu Shots – Provided By PCP
- Mental Health Program--Onsite Mental Health Screening & Mental Health Training
- Mental Health Video Counseling
- PT Visits – Copays Only
- Acupuncture Visits

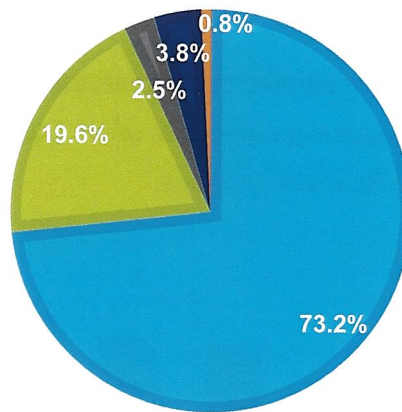
Financial Information

Budget Total PY2019-20

\$19.08 Million-- 49% increase from PY 2018-19

2019-20 CLAIMS

■ Medical ■ Rx ■ Internal ■ Dental ■ Vision



Stop Loss Contract Changes

Specific Stop Loss PY2019-20—\$325,000 Deductible with \$50,000 Corridor
Premium Decrease of 27% from Prior Year

Aggregate Stop Loss—DOI Director Dean Cameron granted III-A Waiver Request for 10/1/19.
Savings of \$.40 PEPM or \$6,418 Annually

Banking Information

Idaho Central Credit Union (ICCU) is Main Banking Institution

MM Account—Main Checking

MM Account—Claims Account BCI/ProAct

MM Account—III-A Internal Claims Account

21 CDs

LGIP Account

Financial Information (Cont.)

Interest Earned Analysis

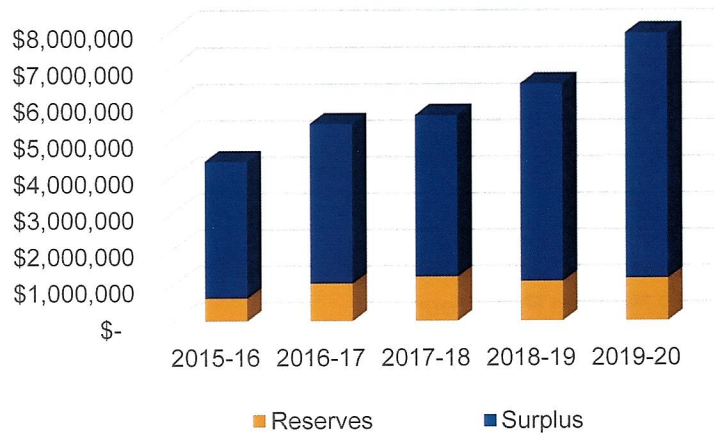
Interest Income - 14% increase from PY2018-19

Annual Pharmacy Rebates

Rebates Income - 6% increase from PY2018-19

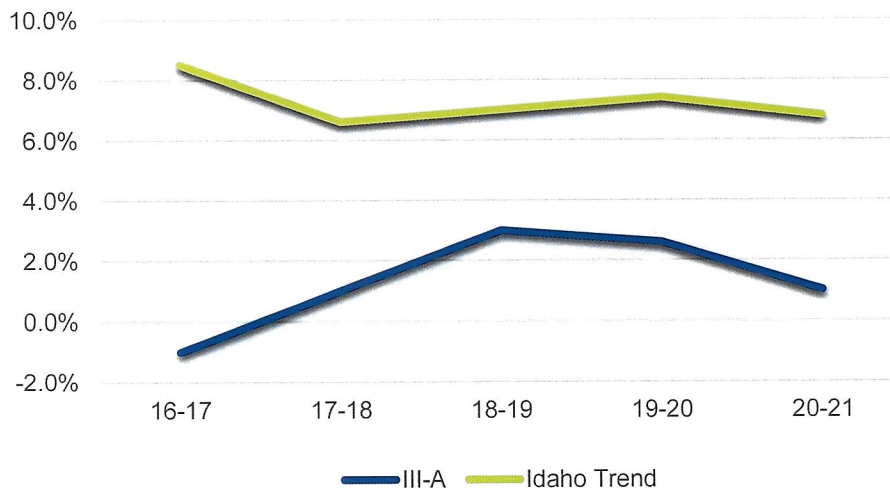
5 Year Reserve History

The financial stability of the III-A is illustrated in the chart below. Through careful management and secure investments, the Trust's surplus continues to grow. Surplus will be used to offset future rate increases at the discretion of the Board of Trustees.



5 Year Medical Renewal Rate

Comparison of III-A Annual Medical Renewals vs. Idaho Medical Trend



Administrative Services

Medical Third-Party Administrator (TPA)

The Trust contracts with Blue Cross of Idaho (BCI) to serve as TPA for the Trust. BCI provides access to superior contracts in the medical service industry. Additional services provided by BCI include:

- Rental of BCI PPO Network
- Processing of medical EOBs
- Prior Authorization processing
- Subrogation or collection of funds for third party liability issues
- Underwriting or rating and creating raw claim projection for new agencies
- Case Management

III-A staff meet weekly with BCI internal team to address any issues or concerns.

BCI Rates Renegotiated for PY2020-21

Legacy Enterprises (Charlynn Harless) negotiated greater cost savings for a low BCI administrative fee increase and a decrease in Specific Stop Loss fees.

Effective 10/1/20

- Administrative Fees—3% increase. Industry standard is 5% minimum but can increase additionally with plan changes.
- Stop Loss Fee—3% decrease. Industry standard is a 15% annual increase for this product.

Pharmacy Benefit Manager (PBM)

The Trust contracted with Innovative Rx Solutions to find an alternative pharmacy benefit manager because we were dealing with poor customer service and high drug costs. The Trustees selected ProAct as the Trust's PBM in 2018. ProAct is a smaller PBM that is able of providing the individual service and attention the Trust expects.

Cost Increase in Rx is due to:

- All diabetic supplies/monitors and one specialty medication being moved from the medical benefit to the prescription benefit—resulting in an overall savings to the Trust.
- Bulk purchasing of medications has increased because of COVID.
- Specialty Percent of Total Cost decreased slightly.

ProAct Rates Renegotiated for PY2020-21

Innovative Rx negotiated greater cost savings for III-A entering our third year with ProAct.

Effective 10/1/2020 - Increase in Rebates to III-A

COVID-19 Impacts & Data

When the U.S. Government declared COVID a pandemic and a national emergency in March 2020, the Trustees voted to have the Trust cover 100% of the cost of coronavirus testing and treatment for its members. This is in effect until September 30, 2021.

Trustees implemented a no-cost Telehealth program for members in March 2020 to assure members had access to medical care during the pandemic and shutdowns.

III-A Actuals for PY2019-20:

- No members in the ICU or admitted for COVID-19 treatment.
- 100% of our costs have been for suspected, and mild to moderate cases.
- III-A implemented extensive testing programs.
- III-A enhanced onsite rapid testing that slightly increased claim cost but also has helped prevent the spread. We calculate that 3% of III-A members have had COVID-19 (calculated by those who participated in testing and/or treatment) and we have had zero deaths.

Wellness Screenings

Onsite wellness screenings took place during September, October, and early November of 2019

Agency Wellness Screening Participation: 92%

4 agencies did not utilize this benefit and one agency had to cancel.

Member Wellness Screening Participation: 70%

688 members had a wellness screening—includes first responder screening reimbursements.

Mental Health Assessments:

The III-A piloted Mental Health screenings with eight agencies during their onsite wellness screenings. The intent during these 15-minute provider visits was to take the stigma out of mental health & wellness, provide each employee a PHQ-9 assessment and referrals, if necessary, and identify any critical situation and provide an action plan. A list of local BPA/EAP in-network providers was also provided to the members.



Administration Updates

Trainings/Certifications

Staff completed Mental Health First Aid Certification in September

Virtually attended Self Insurance Institute of America (SIIA) Annual Conference

Review of Goals & Additional Projects

*Marketing/Advertising/Partnerships—Completed, in use, and advertising items are in stock. Professional organizations have been contacted regarding our continued support for 2020-21.

*Website — Completed and updated to includes portals for members and Trustees.

*Staffing Plan—Completed and new employee will be added in January.

*Wellness Program—Enhanced and all wellness screenings will be completed in two weeks.

First Responder Mental Health Video—Completed and ready to distribute to our agencies.

Medical Videos for Website—Completed and will be added in December.

- Telehealth
- Diabetes
- Hormone Replacement Therapies

Facebook—Informational page created and in use.

New Reporting Documents created to share monthly and quarterly reports—Completed.

Updating of Policies & Procedures—Continuing.

Research and analyze cost saving measures for high claimants—Continuing.

**Denotes items reported as goals for 2019-20*

PY2020-21 Goals

- Research and analyze cost saving measures for high claimants
- Updating of Policies & Procedures
- Benefit Specialist added to staff in January
- Create a Mental Health Program
 - Resolve EAP issues and locate reputable crisis line
- Develop Health and Wellness section of website with videos, handouts, and resources
- Create and distribute a Wellness Guide to be shared with wellness coaching participants and use in presentations

III-A Member Testimonials

"I am very grateful for all that you and your team does for its members. Honestly though, I hardly drive past the hospital in Twin Falls without thinking of how much you all have done for our family!"

"I just wanted to take a quick minute to thank you both for what you do. I have only been using my Continuous Glucose Monitor for one day but WOW I am already making changes. I just want you both to know you are appreciated. People don't really seem to care these days but you both put me first and went to battle. I could not be involved with a better team Thank you again!!!"

"I appreciate the III-A. It is the first insurance I have dealt with that put the client first! You guys rock!"

"I would like to pass along my experience with both with the Medical side and Prescription provider, ProAct. The contact we have had for both regarding my wife's back issues have been the best in my career. So, thank you and your team for all that have done to make it better for us."

"I'm so excited about this new Infusion Program! I can't wait to see how far it goes! My most recent treatment was awesome, and the people are great. And Carrie swung by and said hello so even better. This has been the easiest thing I have ever done as far as this illness is concerned. Actually, I don't even really think about it much. Just to make sure my meds are on the way and I am there on time! You have no idea how nice that feels!!! Thanks again."

"Thank you so much for your help in getting us into the III-A. After Lisa's presentation today, we all agreed that we had never experienced great customer service in anything related to health insurance before today. The packets that you put together are one of a kind. It is refreshing to be moving to an insurance provider that our employees can trust and get excited about. I know it is just one thing/benefit, but it will certainly help us to recruit and retain great people. Thank you for all that you do!!!"

"Thanks for the follow-up. My employee is ecstatic and was singing your praises all over City Hall. Please thank the entire committee as III-A has really made a difference in her day-to-day while also improving her long-term prospects for kidney function with this decision. I genuinely appreciate your help. This is one of many reasons we're in III-A."

"I also want to take this opportunity to tell you how satisfied I am with the insurance and the extra benefits IIIA provide. More importantly your customer service and willingness to help exceeds any insurance experience I have personally experienced. To summarize, you all rock!"

III-A Member Testimonials

"I just wanted to email you a quick note to tell you how much I truly appreciate everything you and Lisa have done for me. I know it was a lot to jump through. But as of yesterday at 1:00pm I had my first treatment. And am finally on my way to health. Bonus is soon to be weaning off the steroids!"

"It is hard when you are sick and on drugs that make you really out of sorts. But it was nice when you both were in the background helping. It was so nice to get the phone call from IV therapy telling me they could get me in the next day. To know what Lisa had done as far as getting me the treatment while Blue Cross is dragging it's feet. And to know the financial part was taken care of. It certainly made things go so much easier. And I could go in and not have a million worries on my mind. I also wanted to let you know how amazing Lisa was getting this ball rolling downhill. She is absolutely wonderful for keeping me in the loop and getting these people know they can't pull this over on sick people. I know it happens everyday and it makes me sad that it has to happen. Everyone, including my mom who is a nurse wanted to know if you can be cloned to help the sick and frustrated people! I have been completely amazed by how much you both pulled off in a short amount of time. I know Lisa has told me several times it's her job and to help out all members. But to me it is not just doing your job, it is helping me to feel comfortable in this time. It has been pretty scary when you think you have a treatment and maintenance in place and your body turns against you again. It is hard to wrap your head around for sure. I have had to deal with it when I first got sick and I thought I was going to have to do it all over again. But now I am looking forward to remission. That is my goal and you both have given me more hope again. Thank you more than you will ever know"

I spoke with an employee not even 10 minutes ago with an issue. Lisa got on it and has it resolved. Just wanted you to pass along at the upcoming meeting that their customer service is amazing and we so appreciate being able to know they give 110% all the time! I just want to pass along a big THANK YOU to Lisa. We had an issue come up regarding a prescription with one of our past Commissioners that is on COBRA through June. We contacted Lisa and literally in less than 10 min she had the issue resolved, outstanding customer service. We are very appreciative of your staff."

"I was so impressed by the prompt response and individual care given. It was like they truly care about ME and my health needs. I highly recommend this service!!" (III-A Medical Telehealth)

"The wellness screening event went great. Thank you for offering this service. It's nice to actually have someone interested in your health instead of being a number and a check."

