

KANSAS BOARD OF REGENTS
Student Insurance Advisory Committee
MINUTES
May 7, 2014

The May 7, 2014, meeting of the Student Insurance Advisory Committee (SIAC) was called to order at 12:30 p.m.

Members in Attendance:

Diana Malott, KU
Sheryl McKelvey, WSU

Mary McDaniel, ESU
Madi Vannaman, KBOR

Members Participating by Telephone:

Carol Solko-Olliff, FHSU
Dugan Keaton, KSU Student

Jim Parker, KSU

Also participating were Lesley Gagnon, Mercer, and Julene Miller, KBOR. Participating by phone were Alisha Wittstruck, KUM; Vickie Mense, representing PSU as Cathy Lee Arcuino was unavailable; Mary Karten, KU; Tina Scott, FHSU's Director of Student Health; Rozita Smith and Teresa Yount, with ESU's International Office; Matt Brinson and Dale Burns, UHC-SR; and Jennifer Dahlquist, MHEC. Mary Herrin, WSU and COBO Chair and student representatives, Angela Wary, KU, and Dugan Keaton, KSU, were unable to participate.

Minutes

The minutes from the February 19, 2014 meeting and the February 24 and February 27, 2014 conference calls were approved.

2014-2015 KBOR Voluntary Enrollment Guidelines

Matt Brinson reviewed the updated Voluntary Enrollment Guidelines including the definition of full-time student, both undergraduate and graduate, for PY 2014-2015.

Voluntary Enrollment Guidelines- KBOR 2014/2015 Policy Year

1. A Qualifying Life Event (QLE) is required for primary insured students and dependents to be eligible to enroll in a Student Health Insurance Plan at a time that does not coincide with a pre-determined Coverage Period/Enrollment Period. Premiums are not pro-rated. Enrollment in the plan must occur within 30 days of the QLE. QLEs include:
 - a. New Born Child (this is only the new born not the family of the new born too)
 - b. Adoption or Change in Legal Guardianship
 - c. Change in Marital Status (primary insured only)
 - d. Loss of coverage under parent's plan due to age restrictions
 - e. Special situations approved by UHCSR
2. Enrollment periods for voluntary Primary Insured and voluntary Dependents
 - a. Information from the spreadsheet for 2014-2015 Coverage Effective Dates, Enrollment Availability and Enrollment Availability Cut Off Dates copied below

Academic Calendar 2014-2015 and Coverage Effective Dates						
Use for On-Line Voluntary Enrollment for the -1 Plans						
2014-2015 Academic Schedule			Fall	Spring	Summer 1	Summer 2
Emporia State			8/18/2015	1/21/2015	5/18/2015	
Fort Hays State			8/18/2015	1/20/2015	6/1/2015	
Kansas State University			8/25/2014	1/20/2015	5/26/2015	6/8/2015
KUMC			8/25/2014	1/20/2015	5/26/2015	
Pittsburg State			8/18/2014	1/12/2015	UNK	
University of Kansas			8/25/2014	1/20/2015	6/9/2015	
Wichita State			8/18/2014	1/20/2015	6/1/2015	
Coverage Effective Dates 2014-2015			Fall	Spring	Summer 1	
All Universities			8/1/2014	1/1/2015	6/1/2015	
Enrollment Availability for All Students			Fall	Spring	Summer 1	
All Universities			7/1/2014	12/1/2014	5/1/2015	
Enrollment Availability Cut Off for All Students			Fall	Spring	Summer 1	
ESU; FHSU; PSU; WSU			8/18/2014	1/21/2015	6/1/2015	
Kansas State; KU and KU Med			8/25/2014	1/21/2015	6/1/2015	

3. Enrollment Period for dependents when Waiver coverage offered to Primary Insured (i.e., international students under the -03 plan)
 - a. Waiver period deadline
4. Coverage Periods offered limited to any periods except sliding and monthly
5. Verifying Eligibility
 - a. Each period a premium payment is made, student must meet the eligibility (i.e. be a full time student)
 - i. If premium payment is made on an annual basis and student meets eligibility requirements at the beginning of the school year and graduates in the Spring or does not return for Summer session, coverage would remain intact for the annual period.
 - b. Use existing process of sending letter to student and directing them to verify enrollment with the bursar or registrar.
6. Eligibility
 - a. Limited to Full Time Students. School and UHCSR can mutually define what a full time student is, but definition should be consistent with the school's "official" definition. Exceptions need to be approved by underwriting. (This topic was discussed further during the meeting as noted below.)
 - b. Full Time may be, but is not required to be, a combination of On-line and Attending Classes
 - i. On-line may be no more than half of Full Time Course Load

- c. The eligibility statement in the brochure can simply say “Full Time Students,” but the definition of a Full Time student for that institution has to be documented with UHCSR (in the master Data Sheet/MDS)
- d. Information from the spreadsheet that contained Credit Hours to be considered Full-Time for Undergraduate and Graduate is copied below. These hours would not apply to the international students under the waiver requirement.

Credit Hours to Be Considered Full Time				Fall	Spring	Summer
				UG/G	UG/G	UG/G
ESU, FHSU, KSU, KU, PSU, WSU				12/6	12/6	5/5
KUMC				9	9	9

Dale Burns stated that UHCSR could use each individual university’s definition of full-time student. The proposed change to using “full-time” eligibility is driven by the desire to protect the plan from adverse selection given the plan’s enhanced and rich benefits. Diana Malott asked how UHCSR would monitor the student’s status and Dale Burns responded that whenever a claim exceeding \$1,000 is received, a “student status letter” is sent to the student that requires the registrar to confirm credit hours based on when coverage is first purchased during the plan year.

Julene Miller stated that universities may use different definitions of “full-time” depending on the issue, whether it is financial aid related or otherwise. The current student plan regulation specifies a student’s eligibility for the health plan and if eligibility is changed to “full-time” that term will need to be defined or there may be difficulty getting the revised regulation approved.

Dale Burns agreed to continue discussing this topic with the goal to make changes for Plan Year 15-16. Leslie Gagnon suggested that it might help to collect each university’s definition of full-time student, for both undergraduate and graduate students, and then compare that information with UHCSR’s proposal.

- 7. Refunds - No refunds except
 - a. Entry into Armed Services
 - i. Refund is a pro-rata amount regardless whether claims received and/or paid
 - b. Verification of Student Status fails
 - i. Refund is 100% of amount paid as premium less any amounts paid as claims, including Rx
 - ii. If amount paid in claims exceeds premium, enrollee is sent a demand letter for the amounts paid in claims that exceed the premium amount

2014-2015 KBOR Policy and Brochure Update

Matt Brinson reported that due to ongoing benefit and policy changes as a result of the Affordable Care Act (ACA), UHCSR has had to update policy filings with each State Department of Insurance (DOI). The KBOR Student Plan is a single case filing and is therefore filed with the Kansas Insurance Department (KID); the specific KBOR Student Health Insurance Plan as it is not a blanket policy filing. The additional State Benchmark Benefits and ACA required benefit changes have impacted the policy brochure that has been historically provided.

As Kansas is a Certificate State, UHCSR has to either mail or electronically provide a Certificate of Coverage that has been our “Brochure Certificate.” The required benefit changes will increase the size of

the Brochure Certificate. For example, including the ACA required Pediatric Vision and Dental benefits will take about 5 pages of definitions. And, UHCSR is also required to expand upon its definitions of benefits and services. The current KBOR Brochure Certificate is 28 pages and will increase to approximately 70 pages. Due to the increase in size, it will only be produced electronically and will be posted on the KBOR and UHCSR websites prior to the policy effective date.

Due to this change, Matt Brinson outlined a breakdown of the marketing pieces available for 2014-2015.

1. UHCSR will produce a new “8 Page Brochure or Summary Brochure” marketing piece that will include a high level overview of policy benefits and exclusions. It will be available on the UHCSR website and PDF versions will be made available to send electronically. On a limited basis, UHCSR can print the brochure for universities to distribute and use.
2. As provided last year, UHCSR will continue to provide a postcard if requested. The postcard will have a QR code that will direct the recipient back to the UHCSR KBOR website to review the Certificate Brochure or the Summary Brochure.
3. As discussed last year, UHCSR is continuing efforts to go completely Green for all marketing materials and ID Cards. Hundreds of postcards mailed last year hundreds were returned to UHCSR as undeliverable. This is a very costly effort and, based on the number of returned postcards, a very unproductive marketing effort. UHCSR would like to again discuss the opportunity of providing information to students via an email blast either by the University or by UHCSR. UHCSR can provide one of marketing pieces mentioned above to include as an email attachment. UHCSR has found distributing info via email is more successful than trying to provide information through a regular mailing address.

Matt Brinson stated that UHCSR has internally approved the KBOR policy, compliance is reviewing the Brochure Certificate, and the Summary Brochure is being created. UHCSR is awaiting policy approval from the Kansas Insurance Department (KID). Dale Burns stated that the Summary Brochure will be the first item created and then the Policy Web Brochure. The Brochure Certificate will be completed prior to the plan’s effective date. UHCSR will enable on-line enrollment once the Summary Brochure is approved by the universities. Matt Brinson will provide an estimated date when the Summary Brochure will be available for review.

Mary Karten asked whether KID approval is needed before the premium information can be made public. Matt Brinson responded that the rates have been approved and can be made public; any changes will be noted but will not impact the rates.

Matt Brinson reiterated that UHCSR will send an email blast of the insurance information to students for any university that will provide email addresses, and UHCSR will also provide a pdf of the Summary Brochure and postcard that the universities can use to email information directly to students or to parents.

Lesley Gagnon asked whether the post cards could be placed in the student health centers or provided for orientation, and Diana Malott stated it would be useful to have postcards to get into the hands of parents at new student orientation. Dale Burns stated that other universities find it is very helpful to make parents aware of the student plan so they can compare the premiums against retaining the student as a dependent under the parents’ plan.

Frontier MEDEX

Matt Brinson reported that, as previously discussed, UHCSR became aware of certain restrictions on covered services offered through their Frontier MEDEX product. Research revealed that the Office of

Foreign Assets Control (OFAC), an agency of the US Department of Treasury under the auspices of the Secretary of the Treasury for Terrorism and Financial Intelligence, administers and enforces economic and trade sanctions, based on US foreign policy and national security goals, against targeted foreign states, organizations, and individuals.

OFAC permits payment to certain countries that have varying degrees of economic sanctions. The most severe sanction does not allow any payments to anyone in the country and impacts Frontier MEDEX and any business, including other travel assistance providers. UHCSR has determined the countries currently affected by the most severe sanction are Afghanistan, Cuba, Iran, Iraq, North Korea, North Sudan, Somalia and Syria.

Diana Malott asked what happens if a student purchased this coverage, as a stand-alone product, and the request for medical evacuation or repatriation is with one of the sanctioned countries? Dale Burns responded that the student could secure a refund.

Sheryl McKelvey asked if a student enrolls in the KBOR student insurance plan, that has this coverage incorporated, and the student is from one of the sanctioned countries, should the student be charged the full premium amount knowing that the student will not be able to access these benefits? Dale Burns stated that the Frontier MEDEX benefits cover sending individuals back to these locations if the individual is in a non-sanctioned country. But, if the individual is treated in one of the sanctioned countries, payments cannot be made to health care providers in that country.

Jim Parker asked who makes the disclosure of the plan's limitations to the student. Dale Burns stated that UHCSR refers the individual to the OFAC website as it is updated almost daily.

PSI-International Insurance Plan

Matt Brinson provided information to respond to questions raised about the PSI International Insurance plan offered by UHCSR. This plan has been reviewed by Mercer for ACA compliance and is included in the posted KBOR waiver information. Mercer's review identified certain plan benefits that did not allow the plan to be ACA compliant and that is reflected on the posted spreadsheet. Additionally, this plan is insured by an offshore company, so it would never be considered a compliant plan.

Lesley Gagnon stated the PSI plan does not meet the requirement for unlimited contraception care. Dale Burns suggested that if there are plans the universities do not want to be accepted, then maybe the plans should be required to be licensed in Kansas. Sheryl McKelvey stated that this type of information would have been helpful to have earlier since some students have already bought the plan.

Mary McDaniel and Sheryl McKelvey noted that UHCSR's customer service indicates that the other plans are also compliant. Lesley Gagnon asked if the SIAC wanted the plans to be included and the response was no.

A "diamond plan" is ACA compliant and Dale Burns indicates the premium is approximately \$1370 so it would cost about the same as the KBOR plan.

Diana Malott asked whether stronger language should be incorporated into the international waiver forms. For example, the off-shore plans still meet the basic guidelines on the waiver form. Dale Burns asked how many students are enrolling in these plans and Sheryl McKelvey responded that a lot are. Mary McDaniel noted that staff from ESU's international office believe it would be great if the KBOR plan was mandatory

for international students and that a clear statement needs to be communicated that some plans do not meet the university's health insurance coverage requirements. Dale Burns mentioned that the Minnesota system requires their student plan to be mandatory for international students unless the student's home government requires some other plan. Diana Malott stated that this topic needs to be monitored and further discussion is needed.

MHECare/Mercer Reports

Lesley Gagnon reviewed the Mercer report information and highlights noting that it is still too early to compare the current and past claims for the KBOR plan against other MHEC university plans but that information will be provided at the next meeting. The prescription drug information reflected an increase in usage which is not unexpected due to increased benefit coverage. Matt Brinson stated that the increase usage is something the UHCSR will continue to monitor.

Good of the Order

Mary McDaniel reported that ESU will bill international students for premiums beginning this fall and asked for assistance. Carol Solko-Olliff stated that FHSU will work with the ESU staff to help.

Vicki Mense asked about PSU international students who have claims questions, especially ESL students who have to complete the status forms. Carol Solko-Olliff states that FHSU international students have also received the status letter and claims were for less than \$1000. Dale Burns stated that international students should not have received the status letter.

Vicki Mense stated that PSU students are not actually registering for an online UHCSR account to obtain their claims info and that is problematic; Carol Solko-Olliff stated that FHSU also faced the same issue.

Madi Vannaman shared that the Health Care Commission voted to use 1,560 hours for students to determine eligibility for the state employee health plan under the Affordable Care Act. Julene Miller stated that the Health Care Commission had been considering using 1,000 hours instead and that could have been potentially devastating to the KBOR student insurance plan as students with a choice could have elected the state employee health plan instead of the student plan.

Future SIAC meetings

Future SIAC meeting tentatively scheduled for 12:30, KBOR Board Room

1. Wednesday, September 3, 2014