

**Operations Committee
Minutes – APPROVED
January 24, 2022 – 1:00 p.m.
Zoom Conference Call**

Present: Lisa Homes, Mark Emerson, Laura Granger, Luann King, Ed Fairbrother (arrived at 1:08 p.m.), Sunday Earle, Janine Bond
Excused: Schelley Michell Nunn, Nancy Webster
Staff/Guests: Elin Dowd, Executive Director; Michelle Cocco, Clerk of the Board; Teri Apalovich, Finance Manager; Andrew Braman, Tompkins County Finance

Call to Order

Ms. Holmes, Chair, called the meeting to order at 1:01 p.m. and all present introduced themselves.

Changes to the Agenda

There were no changes to the agenda.

Approval of November 22, 2022 Minutes

It was MOVED by Ms. King, seconded by Ms. Earle, and unanimously adopted by voice vote by members present with Mr. Emerson abstaining, to approve the November 22, 2022 minutes as submitted. MINUTES APPROVED.

RESOLUTION NO. - 2022 – AUTHORIZING EXTENSION OF OFFICE SPACE LEASE AGREEMENT WITH THE TOWN OF ITHACA

It was MOVED by Ms. Earle, seconded by Mr. Emerson, and unanimously adopted by voice vote by members present, to approve the following resolution and submit to the Executive Committee for final approval. In response to Ms. Earle, Ms. Drake said the approximate square footage is 800 sq. ft.

WHEREAS, in 2019 the Executive Committee negotiated a lease agreement with The Town of Ithaca for office space, and

WHEREAS, the Consortium's legal counsel reviewed and approved the language contained in the lease agreement, and

WHEREAS, the lease agreement includes additional space to accommodate the Consortium's additional personnel needs, and

WHEREAS, the term of the lease is for one year with the ability to extend annually with all utilities being the responsibility of the landlord, now therefore be it

RESOLVED, on recommendation of the Operations Committee, That the Executive Committee authorizes the Executive Director to sign said lease agreement dated ____ 2022 with the Town of Ithaca for office space for the period April 1, 2022 thru March 31, 2023.

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Mr. Fairbrother arrived at this time.

RESOLUTION NO. - ADOPTION OF CYBER SECURITY AUDIT – 2022

Ms. Holmes said the responsibility to see that the audit has been conducted has been delegated to the Operations Committee and work is being done in conjunction with the Tompkins County Information Technology Services (ITS) Department. This resolution would accept the report and allow for it to be filed with the New York State Department of Financial Services. Ms. Dowd explained this work has been part of the Consortium's regular and ongoing work. Last year there were seven focus areas that the Tompkins County Information Technology Services was working on; one of those was the adoption of a cyber security assessment policy and procedure framework that involves several New York State and Federal cyber security requirements. She said the Consortium has benefitted from being able to go through this ongoing process with Tompkins County. With regard to what the Consortium has to do, she said the Consortium has put the necessary things in place; the assessment will be ongoing. She said Mr. Potter, Director of Tompkins County ITS, will report to the Committee when changes occur or a need arises.

It was MOVED by Mr. Fairbrother, seconded by Ms. Bond, and unanimously adopted to approve the following resolution.

WHEREAS, the Board of Directors adopted a Cyber Security Policy to adhere with NYS Department of Financial Services rules and Regulations requiring Article 47 Municipal Cooperative Health Benefits to comply with Part 500 of Title 23 of the Official Compilation of Codes, Rules, and Regulations (NYCRR) of the State of New York, and

WHEREAS, the Executive Committee has delegated responsibility for accepting the Audit to the Operations Committee, now therefore be it

RESOLVED, That the Operations Committee authorizes the Executive Director and the Tompkins County Department of Information Technology Services, through its contract with the Consortium, to continue to assess the Cyber Security Program, including its Policy and Procedures and to report any substantive changes to the Operations Committee,

RESOLVED, further, That the Operations Committee directs the Executive Director to file a Certificate of Compliance with the New York State Department of Financial Services by February 15, 2022.

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Executive Director Report

Ms. Dowd reported the Consortium has seen a lot of movement of members into different plans with a lot of people are moving away from the Classic Blue Plan as well as into the Medicare Supplement. She said there may be ramifications due to this and suggested the Committee review and amend the resolution that was adopted in 2020 so that when members leave the Classic Blue plan that they cannot come back as this will avoid having some adverse selection. This would also go to the Joint Committee on Plan Structure and Design and the Audit and Finance Committee as there will also need to be a look taken at financial ramifications.

Ms. Dowd said the Executive Committee is spending a lot of time on long-term business planning that includes looking at the Consortium's growth. She reviewed the list of topics the Committee will be discussing in greater detail at future meetings. She added that those discussions will include the topic of diversity and inclusion. One of the goals was to see that the Consortium's partners were also thinking about diversity, inclusion, and equity and noted that Excellus' diversity and inclusion policy was included in the agenda packet to inform members that these are also important values of Excellus.

Ms. Dowd reported on problems that have occurred with ProAct where claims were not being paid accurately. The Consortium has also been taking a lot of questions regarding plan payment and activity and most questions have been answered at this time. She said it has been a busy time for the Consortium and noted that Ms. Apalovich will be working on the annual JURAT and the financial audit for the first time. Ms. Dowd also reported she has been contacted by four potential new members from the Consortium's expanded territory.

Included in the packet was a lot of open enrollment information. Ms. Dowd said staff is looking for feedback from the Committee on the information as the Consortium wants to make sure members are informed and educated about the open enrollment process and deadlines that are in place. The open enrollment period is the time of the year when members can add dependents to a plan, change plans and make other changes without having a qualifying event. She said these materials have been prepared to help effectively communicate to members and asked the Committee to provide feedback on the documents provided.

Ms. Drake suggested on page 15 to add the effective date of January 1st. Ms. Earle suggested considering the addition of language stating there could be an after-tax if a domestic partner is added to a policy.

Ms. Dowd reported Don Barber has retired and Kylie Rodrigues will be taking over the Newsletter going forward. She is looking for feedback on how the Newsletter is organized.

The following suggestions were offered:

- Ms. Earle said TC3 would be willing to receive fewer paper copies. She also suggested the Newsletter include information on opportunities for members to save money. She provided an example of the addition of hearing aids to the Medicare Supplement.
- Ms. King suggested a Q&A be included in the Newsletter that includes frequent questions asked by members.
- Mr. Fairbrother suggested including information on ways to find in- and out-of-network providers.
- Ms. Holmes suggested a section be included on participation on Consortium Committees.
- Ms. Earle said although she understands there is a huge push for wellness she would like to see less information and suggested a single article. Mr. Braman and Ms. King agreed. Ms. Dowd said the Consortium recently launched a Facebook page; wellness information will also be posted so that members who want that information can easily find it there as well. Efforts are also being made to identify wellness champions at worksites.
- Ms. Dowd said efforts are continuing to reduce the number of paper copies that are printed and distributed.

Ms. Dowd reported the Joint Committee on Plan Structure and Design continues to work on increasing participation and an article on that will be included in the next newsletter.

Next Meeting Agenda Items

The next meeting will be April 25. The Committee will consider the following item at that meeting: Resolution: Adoption of Business Continuity and Disaster Response Plan Update.

Adjournment

The meeting adjourned at 1:45 p.m.