



Janet T. Mills  
Governor

**STATE OF MAINE  
STATE EMPLOYEE HEALTH COMMISSION  
61 State House Station  
Augusta, ME 04333-0061**

Jonathan  
French  
*Labor Co-Chair*

Heather Perreault  
*Management Co-Chair*

STATE EMPLOYEE HEALTH COMMISSION MEETING

**Thursday, September 21st, 2023 @ 8:30am  
Microsoft Teams Meeting**

Burton M. Cross Building  
111 Sewall Street  
Room 103, A and B  
Augusta, ME 04330

Commission Members in Attendance: Olivia Alford, Lois Baxter, Claire Bell, Cecile Champagne-Thompson, Lynn Clark, Jonathan French, Kelly John, Rebekah Koroski, Heather Perreault, Angela Porter, Shonna Poulin-Gutierrez, Heidi Pugliese, Joanne Rawlings-Sekunda, Kim Vigue and Frank Wiltuck  
(Total = 20)

Commission Members Absent: Diane Bailey, Kevin Dionne, Laurie Doucette, Lew Miller, Chris Russell

Vacant Seat(s): 4

Others Present: Charles Luce, Roberta Dupont, Nathan Morse, and Emma-Lee St.Germain – Employee Health and Wellness; Sabrina DeGuzman-Simmons and Kevin Fenton– Aetna; Kristine Ossenfort, Becky Craigue, – Anthem Blue Cross and Blue Shield; Libby Arbour – MCD Global Health; Judy Paslaski – MedImpact; Marie Bridges – Northeast Delta Dental; Lisa Nolan and Trevor Putnoky – Healthcare Purchasers Alliance of Maine; Amy Deschaines, Ken Ralff, Edward Pierce, Terry LaMonica, and Kim Greenberg – Lockton; Cindy Walsh – Humana; Thomas Young and Eileen Fallis – Teledoc/Livongo; Laura Roberts – Sunlife.

Agenda Item	Discussion	Action/Next Steps
<b>I. Call Meeting to Order (8:26am)</b>	Jonathan French called the meeting to order.	
<b>II. Introductions</b>		
<b>III. Review and Approval of Minutes (July 20<sup>th</sup>, 2023)</b>		Frank Wiltuck made a motion to accept the July 20th, 2023, minutes; Clair Bell seconded the motion. Motion passed.
<b>IV. Recurring Monthly Business</b>		



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<p><b>a. Open Discussions/Questions on Vendor Reports – All</b></p>	<p>Information contained in written report; highlights and discussion noted below:</p> <ul style="list-style-type: none"> <li>• There were no items brought to the commission.</li> </ul>	
<p><b>b. Employee Health and Wellness Highlights – Shonna Poulin-Gutierrez</b></p>	<p>Information contained in written report; highlights and discussion noted below:</p> <p>Medical Highlights-Anthem-</p> <ul style="list-style-type: none"> <li>• <u>Setting of Care Spend (8/2022-7/2023)</u>: Setting of care spending shows an increase in Inpatient of +19%, an increase in Outpatient of +2%, an increase of Emergency of +18%, and an increase in Professional of +3%.</li> <li>• <u>Top Spend Conditions (8/2022-7/2023)</u>: The top spend conditions are as follows – Cancer with 11% of spend (-6.3% per member per month trend), Health Status with 10.4% of spend (+4.2% per member per month trend), and Musculoskeletal with 10.2% of spend (+5.9% per member per month trend).</li> </ul> <p>Medical Highlights-Aetna-</p> <ul style="list-style-type: none"> <li>• <u>Top Specialist Physician Visits by Specialist</u>: The top specialist physician visits by specialists are Dermatology, Cardiovascular Disease, Ophthalmology, Surgery, Orthopedic, and Urology.</li> </ul> <p>Dental Highlights-</p> <ul style="list-style-type: none"> <li>• <u>Utilization Summary 09/01/2022 through 08/31/2023</u>: The utilization summary for 09/01/2022 through 08/31/2023 shows 53% of claims paid were for Diagnostic/Preventative, 30.45% of claims paid were for Basic Restorative, 12.01% were for Major Restorative, and 4.55% Orthodontics.</li> </ul> <p>Pharmacy Highlights-</p>	



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- KPI Summary for Q2: The KPI summary for Q2 shows in 2023 there was a prescription drug count of 62,455 – a slight decrease from 2022. There was an increase in the total cost, however, of almost \$3.5M from 2022 to 2023 with cost peaking at \$18.1. Generic prescription use stayed roughly the same with 84.5% of prescription being written.

Anthem and Covenant Health-

- Anthem and Covenant Health announced an agreement effective July 5, 2023.

Flexible Spending Accounts-

- There are 1,975 employees enrolled in both the Health Care Flexible Spending Accounts and Dependent Care Flexible Spending Accounts.
- There are 33 employees are enrolled in only the Dependent Care Flexible Spending Accounts.
- There are currently 1,751 employees are enrolled in only the Health Care Flexible Spending Accounts.
- The State Employee Health Commission voted to cover the admin fee for those enrolled in only the Health Care Flexible Spending Account in 2019
- Proposed: The State Employee Health Commission cover the administrative fee of \$2.35 per member per month associated with the State of Maine Dependent Care Flexible Spending Account.

Wellness Highlights-

- Vaccination Clinics: As of 09/7/2023 there were 81 total confirmed State of Maine vaccination clinics, 71 on-site, and 10 in-store clinics have been scheduled.
- Headspace Pilot: There are 971 members enrolled in the Headspace pilot (as of 8/31/2023). The top courses accessed are as follows:
  - Managing Anxiety: 18%
  - Letting Go of Stress: 16.3%
  - Basics: 12.8%



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- Wellness Wallet Pilot: The Wellness Wallet program has reached the maximum number of seats available during the July – December 2023 pilot. The top Reimbursement Categories are Massage, Athletic Shoes, Home Gym Equipment, and Athletic Clothing.
- Wondr Health Program: There were 635 State of Maine members that started the program on 04/24/2023. In the first 12 weeks of the Wondr Skills portion of the program there were 1,353 Wondr Skills sessions accessed. Employee Health and Wellness has begun planning for the 2024 Spring program.

Communications Highlights-

- Aetna Vision Retiree Mailers: A postcard was mailed to Retirees who did not re-enroll in the Aetna Vision plan by August 15th to inform them the enrollment period has been extended to September 30th. Refund letters were mailed out to 265 retirees who paid for 12 months of premium up front during enrollment, July premiums were waived for retirees. Refund letters were sent out to 277 retirees who were charged for July premiums in error.
- Digital Benefits/Change Enrollment Form Update: The online Benefits/Change Enrollment form that will replace our paper form is in its design phase with InforME. We are hopeful to hold trainings for Human Resources and Ancillary Groups in October.
- Constant Contact: The following campaigns were sent via constant contact in July and August:
  - National Parks and Recreation Month – Open Rate 51% (6% above Book of Business)
  - Sun Safety Month – Open Rate 48%
  - National Immunization Month – Open Rate 40%
  - Back to School Resources – Open Rate 50%



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<p>Contract Highlights-</p> <ul style="list-style-type: none"> <li>• The Medicare Advantage Review is complete.</li> <li>• The Medical Plan Proposal is currently in review.</li> </ul>
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***V. QUARTERLY PLAN UPDATES***

<p>a.</p>	<p>Highlights and discussion noted below:</p> <ul style="list-style-type: none"> <li>• There were no items brought to the commission.</li> </ul>
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***VI. EDUCATION***

<p>a. <b>Family Friendly Benefits – Kim Greenberg and Amy Deschaines</b></p>	<p>Highlights and discussion noted below:</p> <ul style="list-style-type: none"> <li>• <u>Family Building and Caregiver Support</u>: Family building and caregiver support shows 23% of females in the Infolock book of business are of childbearing age and 89% of millennial parents value benefits over-pay raises. Women will make up 47% of the workforce by 2024 and 43% of new moms leave the workforce within three months of childbirth.</li> <li>• <u>Fertility and Family Forming Care</u>: Fertility and family forming care survey participants indicate that 89% of employees indicated fertility and family forming negatively impacted their mental health and 88% would consider changing jobs for access to fertility benefits.</li> <li>• <u>Maternal Health</u>: Access to care is still inequitable notably among BIPOC mothers and maternal mortality rates are increasing in the United States. There are also decreased numbers of OB’s and difficulty in getting time off for neonatal care.</li> <li>• <u>Fertility and Maternity Benefits</u>: An Optum Survey related to “Wellness in the Workplace,” shows employers are continuing to offer programs to support women in the workplace.</li> </ul>
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Frank Wiltuck asks where the numbers came from.

Kim Greenberg responds that they come from a survey, and she can get him specifics if he wants it.

Heather Perreault suggests a topic for wellness could be a caregiver support toolkit.



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- Fertility and Family Benefits Benchmarking: The average fertility covered in the us is \$36K, 37% of employers cover some type of infertility services and 8% of employers have expanded plan definitions to include fertility support to same sex single females.
- State of Maine – Pregnancy and Maternity Analysis: The State of Maine spend is about \$16k per member per year. Maternity prevalence is 2% - which is below the benchmark of 2.7%. There is also an increased rate in high-risk pregnancy at 59.4% and with that in increase of c-section rates at 35.3%.
- Family Building Market Overview: The is more app-based family planning support available as well as maternity management and family support and fertility and maternity intervention and management. These apps offer cost reduction, assist in people management, manage cost trends and attract and retain employees.
- Caregiving Trends: 3 in 4 workers have caregiving responsibilities and 79% of parents are worried about their child’s mental health. 1 in 6 workers assist in the care of an elderly or disabled loved one.
- Work/Life Integration Considerations: There is a bit of a disconnect in what employees want verses what they have. The State is starting to address Paid Parental Leave. There are conversations about flexible return schedules too.
- Employees Demanding More from their Employers: The pandemic accelerated the focus on the need for caregiving. Employees are willing to leave their employers if they can find an employer with caregiver benefits.
- Caregiver Support: The big disconnect between employees and employers show 80% of employees state that caregiving affected their productivity and 24% of employers responded that caregiving influenced their employees’ performance.
- Equality Verses Equity: We need to start to look at various levels of support so we can provide assistance to employees and their needs.



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- Social Determinants of Caregiving: Social Determinants of Caregiving consider physical environment, social environment, economic stability, healthcare, occupation, and disproportionate impacts. 21% of Americans are caregivers (48 million). In total, 19% of Americans are providing unpaid care to an adult with health or functional needs.
- Trends in Leave Policies: How can we create policies that are more equitable for employees? Options include family leave policy expansion, equalization of maternity/paternity benefits, creating policies that support all employees equally, flexible leave arrangements for working parents, paid child-care leave, and paid sick leave policies.
- Learning What Employees Want: Employees want emotional support, help navigating benefits, flexible work options like telecommuting, legal advice, leave options and respite care as well as mental health benefits.
- Employee Journey Mapping: Consider mapping a walk in your employee’s shoes to figure out where there might be gaps in resources and how to promote them.

***VII. SEMI-ANNUAL UPDATES***

**a. MCD Wellness Program –  
Libby Arbour**

Highlights and discussion noted below:

- 2022 Vaccination Clinics: There were 79 vaccination clinics in 2022. There were 3,392 total vaccinations administered.
- Health Navigation Model: There were 94 health navigation dates, 654 participants reached, and 2,864 resources distributed.
- Participant Feedback Survey: Participants rate their experience with their Health Navigation Appointments as excellent.
- WellstarME Totals: There were 19,998 individuals active WellstarME registrations.



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- My Health Options: Of the My Health Options, 654 individuals had Health Navigation Appointments, 1,137 participated in "My Numbers," (a 19.3% decrease), 2,999 received flu shots (a 8% decrease), 4,594 had Dental Visits (a 27.4% increase), and 1,697 had a well-being visit.
- My Numbers - Average for Each Metric: Results for the lab testing done for "My Numbers," show each metric remain about the same from last year's figures.
- Risk Factors: The highest risk factors among "My Numbers" participants were pre-hypertension at 51%, fasting blood glucose at 38%, and obesity – at 38%.
- Self-Reported Prediabetes Risk Quiz: The risk breakdown for participants shows 60% are low risk, 31% are high risk and 9% have diabetes.
- Self-Reported Health Risk Assessment Overview: Health Risk Assessment participants stated:
  - 32% consume sugar sweetened drinks or soda sometimes, 52% state never and 16% usually.
  - 57% of employees would prefer to participate in physical activity utilizing their outdoor surroundings.
  - 80% of employees visits their Primary Care Provider in the last year.
  - 91% of employees brush their teeth at least twice a day.
  - 85% visit the dentist at least once a year.
  - 38% of employees never have issues falling asleep.
  - 61% of employees have a medium level of stress.
  - 67% of employees are managing their stress well.
  - 47% of employees never have to think about their mental health and 38% think about it 1-3 days a month.
  - 72% of employees are able to preform their everyday activities with no problem.
- Headspace Pilot: There are 971 members enrolled in the Headspace pilot as of 09/01/2023 and the key areas of use are sleep and mediation.





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- WellstarME Totals: The total Number of Resources Accessed on the WellStarME Resource Hub is 14,966 and there were 257 participants utilizing the “My Message” feature.
- 2024 Resource Hub: There are 3 new categories available in the resource hub, Asthma and COPD, Weight Management, and Healthy Recipes.
- 2023 Accomplishments and Enhancement: 2023 Accomplishments and Enhancements include:
  - Reviewed all participant feedback related to WellStarME programs and offerings.
  - Updated the WellStarME platform design and usability for the 2023 Health Premium Credit Program year.
  - Increased awareness of the WellStarME platform.
  - Increased access to health and wellness resources on the WellStarME platform through the addition of over 420 evidence-based resources on 24 health and wellness topics.
  - Increased visibility to the Health and Wellness Navigation Team by adding a secure messaging center within members WellStarME accounts.
  - Enhanced the annual “Wellness Questionnaire” by adding additional questions related to oral hygiene, sleep hygiene, and nutrition.
  - Relaunched a mindfulness pilot through Headspace.
  - Assisted with the implementation of a 6 month “Wellness Wallet” pilot.
  - Assisted with the implementation of a survey data analysis project for the talent management division.
  - Conducted quarterly Wellness Ambassador Network meetings to promote health and wellness opportunities and updates to the Network.
  - Adapted to meet employee needs and assisted program participants in identifying and implementing individual strategies for improving and/or maintaining their health and wellness.
  - Revised WellStarME offerings to be more sustainable and timeless.



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	<ul style="list-style-type: none"> <li>○ Assisted with facilitating 79 in-store and on-site vaccination (Flu and COVID-19) clinics for State of Maine employees, their friends, and families.</li> <li>○ Assisted with the coordination and scheduling of Health Navigation appointments.</li> <li>○ Created numerous flyers, handouts, and informational sheets for the State of Maine to use for promotion of their wellness offerings and resources.</li> <li>○ Developed customized wellness initiatives throughout various State of Maine departments.</li> <li>○ Revitalized a signage program to combine evidence-based resources with State of Maine employee health and wellness benefits.</li> <li>○ Assisted the Office of Employee Health and Wellness with a new project around Deferred Compensation and employee financial wellness.</li> <li>○ Supported the Office of Employee Health and Wellness with presenting at the Managing in State Government and Check Up Series meetings.</li> <li>○ Assisted in the dissemination of Office of Employee Health and Wellness newsletters.</li> </ul>	
<p><b>b. Teledoc/Livongo – Thomas Young, Eileen Fallis</b></p>	<p>Highlights and discussion noted below:</p> <ul style="list-style-type: none"> <li>• <u>Condition Management – The Open Enrollment Period Experience At-A-Glance:</u> The Open Enrollment Period will include plan sponsor announcement emails launched over a 6–10-month period. There will also be a promotion of other client channels via the intranet, newsletters, new hire packets, open enrollment materials, etc.</li> <li>• <u>Overall Engagement Dashboard:</u> The average 90 days member engagement rates (% of activated) are as follows: <ul style="list-style-type: none"> <li>○ Device Monitoring, 82%</li> <li>○ Self-Guided Activity, 75%</li> <li>○ Digital Coaching, 56%</li> <li>○ Expert Coaching, 6%</li> </ul> <p>Members engage with the chronic condition management programs on average 19 times per month.</p> </li> </ul>	



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- Member Enrollment By Program Dashboard: There were 2,628 recruitable potential members for the Diabetes Management Program, with 602 enrolled and 556 activated.
- Clinical Outcomes – Diabetes Movement: For members enrolled at least 6M, the share of members with controlled diabetes (HbA1c < 7%) has increased from 39% at baseline to 52.9%. The share of members with HbA1c > 8, which indicates an above normal BG, has decreased from 27.8% at baseline to 23.1%.
- Device Monitoring – Alerts Overview: Alerts are triggered when a member records a blood glucose value that falls outside their self-defined target range. If the member has no self-defined range, a default low (50 mg/dL) or high (400 mg/dL) value will trigger the alert. Self-defined target ranges can be updated by a member at any time. In the last 90 days there were 178 alerts, and 49 alerted members.

**VIII. OTHER BUSINESS**

**a. Vote: Dependent Care FSA Admin Fee – Shonna Poulin-Gutierrez**

Highlights and discussion noted below:

- Proposed: The State Employee Health Commission cover the administrative fee of \$2.35 per member per month associated with the State of Maine Dependent Care Flexible Spending Account.
- There are 33 employees are enrolled in only the Dependent Care Flexible Spending Accounts which would cost the Commission \$930.60 which covers both childcare and older adult care.

Frank Wiltuck makes the motion for the State Employee Health Commission to cover the administrative fee of \$2.35 per member per month associated with the State of Maine Dependent Care Flexible Spending Account, Lois Baxter seconded the motion; motion passed.

**b. Open Discussion**

Information contained in written report; highlights and discussion noted below:

- **Heidi Pugliese asks**: Is there potential for a premium holiday?
- **Heather Perreault states**: We will discuss this at the retreat next month.
- **Heather Perreault states**: She and Joanne Rawlings–Sekunda participated in a meeting regarding pharmacy benefits and plans on discussing the information she received with Joanne Rawlings–Sekunda, Shonna Poulin-Gutierrez and the Employee Health and Wellness regarding this.
- Next month is the retreat – please complete the survey as soon as possible.



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***IX. REQUEST MOTION TO ADJOURN***

**a. X. Adjourn Meeting (10:58  
am):**

Frank Wiltuck made a motion to adjourn; Heidi Pugliese seconded the motion. Motion passed.

2023 meeting schedule available at [www.maine.gov/bhr/oeH](http://www.maine.gov/bhr/oeH)