

University of Maine System  
Board of Trustees Meeting

Zoom Meeting  
August 22, 2022

**Human Resources & Labor Relations Committee Meeting**

**Present:** **Committee Members:** Beth Dobson, Chair; Lisa Eames, Patrick Flood, Donna Loring, David MacMahon, Michael Michaud and Trish Riley. **Chancellor:** Dannel Malloy. **Presidents:** Joan Ferrini-Mundy, Joseph McDonnell and Jacqueline Edmondson. **Staff:** Loretta Shields, Ellen Doughty, Robert Placido, Carolyn Dorsey, and Ryan Low. **Others:** Susan Cameron and Ria DeMay.

**Absent:** None.

Trustee Dobson, Chair, welcomed everyone and called the meeting to order. The Clerk performed a roll call of the Committee members present.

**Executive Session**

On a motion by Trustee Eames, which was seconded by Trustee Michaud, and approved by a roll call vote of all Trustees present, the Human Resources & Labor Relations Committee agreed to go into Executive Session under the provisions of:

- 1 MRSA Section 405 6-A to discuss the evaluation of personnel and the consideration and discussion of appointments, evaluations, employment and duties.
- 1 MRSA Section 405 6-D to discuss planning for negotiations and communications with AFUM, UMPSA, ACSUM, Police, PATFA, and Service and Maintenance Units.

On a motion by Trustee Riley, which was seconded by Trustee Eames, and approved by a roll call vote of all Trustees present, the Human Resources & Labor Relations Committee concluded the Executive Session.

Following the Executive Session, the Committee reconvened the public meeting to discuss the following items:

**Employee Health Plan Taskforce (EHPTF) Scorecard Update**

Interim Director of Compensation James Clark and Denise Stephenson from Willis Towers Watson presented highlights of the Employee Health Plan Task Force (EHPTF) Scorecard. The UMS Plan continues to see a slight decrease in enrollment and membership through 2021. After a decline in medical claims in 2020 (due to covid related deferral of elective services), claims rebounded in 2021 back to historically normal levels. Pharmacy claims saw a significant increase in 2021 driven by both specialty and non-specialty drugs. The high dollar claims have an ever-increasing impact on costs and represent about 30% of the total plan spend. The Plan is performing well compared to industry and benchmark norms. During the past 2½ years, UMS has had one covid case in the ICU and about 7 cases requiring hospitalization. UMS did not have a high-cost claim due to covid. The high-cost claims are primarily oncology related claims.

Network usage continues to be strong and is well above norms. Primary care usage has remained relatively flat, with a slight drop in 2021. UMS uses Cigna Care Designations (CCD) to identify Specialists who provide high quality at a lower cost; in 2020, Cigna removed CCD designations from various specialty groups, so the decline in 2020 looks unusual compared to the prior year. There was

a slight increase in members using CAC Aligned hospital providers for 2021. Emergency Room (ER) visits continued to run lower than Cigna norms with a modest increase in utilization for 2021 after a dramatic decline in 2020 when employees tended to avoid emergency rooms due to the pandemic. Urgent Care continues to be an increased point of access at a lower cost than ER care. Telemedicine continues to be an area of opportunity and UMS waived copays in 2021 in order to incent usage. Generic drug utilization continued to increase, and UMS has “Best in Class” metrics. UMS continues to promote the value of the Employee Assistance Program (EAP). UMS EAP in-person utilization declined in 2021, however, was an increase in the utilization of the EAP website.

Wellness program Level 1 requires employees (and spouses) to obtain either a preventive care visit and/or complete a coaching session with TrestleTree wellness coaches. Level 1 completion is rewarded with a premium incentive differential of 10%. Level 2 applies once a Level 1 completion is obtained, and employees can participate in a variety of events to earn a cash incentive. The majority of UMS employees earn their Level 1 incentive, with a lesser percentage participating in Level 2. 2020 saw a decline in engagement, but this has normalized for 2021.

Since inception, the UMS Healthy & Maine newsletter has seen a steady increase in open and click rates through 2018, and then it stabilized in 2019 at about 2/3 Open Rate. Since declining to just over 50% in 2020, Open Rate has increased back to near historic levels for 2021. Preventive care visit compliance increased significantly in 2021 after a slight drop in 2020 and remains well above the Cigna Norm. Screening rates were less affected in 2020 and have remained steady into 2021. Gaps in Care continued to close; indicating employees continued to well manage their chronic disease, despite the disruption of the pandemic. Medication adherence continues to improve year over year. Despite the challenges of the pandemic, UMS risk score improved from 2019 to 2020 and throughout 2021. Although the majority of employees have “very low” to “medium” risk scores, those with serious conditions are responsible for the majority of the spend.

### **Proposed Changes to Board of Trustees Policy 401 *General Equal Opportunity***

UMS Director of Equal Opportunity Amie Parker explained that the Board of Trustees Policy 401 *General Equal Opportunity* is being changed to include protected classes outlined in Federal and State law and the American Bar Association standards. These changes will provide alignment and clarity for the UMS community. Additionally, these changes support the Chancellor’s *Imperative for Change* initiative in that it supports the goal to “rebuild systems that are fair and just for all people.

Trustee Dobson explained that the revised Policy was presented as an information item for this meeting before being presented to the full Board, as an information item, at the September 11-12, 2022, Board meeting. The proposed revisions to the Policy will then be presented as an action item at the October Human Resources & Labor Relations Committee meeting and the November Board of Trustees meeting.

### **Human Resources and Labor Relations Committee FY2023 Work Plan**

UMS Chief Human Resources Office Loretta Shields reviewed the draft Human Resources and Labor Relations Committee FY2023 Committee Work Plan. The Board Committee Work Plans will be submitted to the September 11-12, 2022, Board of Trustees Meeting as information items.

### **Review of UMS Hiring Policies & Procedures**

Acting Vice Chancellor for Strategic Initiatives, Carolyn Dorsey, provided a brief status update on the review of UMS hiring policies and procedures. As a follow-up to the July Board of Trustees meeting, where Chancellor Malloy presented his summary of the UMS Employment Search Process Review, the Chair of the Board has tasked the Human Resources & Labor Relations Committee (HR/LR) to work with System Staff to complete a review of all UMS hiring policies and procedures.

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The Human Resources Office with coordination with other System departments have started this review process. Regular updates on the process will be provided to the HR/LR Committee for discussion.

Additional information about the meeting can be found on the Board of Trustees website:  
<https://www.maine.edu/board-of-trustees/meeting-agendas-materials/human-resources-and-labor-relations/>

Adjournment

Heather A. Massey for  
Ellen N. Doughty, Clerk