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In The Matter Of:

*PUBLIC EMPLOYEES' BENEFITS PROGRAM BOARD
VIDEOCONFERENCED OPEN MEETING*

July 28, 2022

*Capitol Reporters
628 E. John St # 3
Carson City, Nevada 89706
775 882-5322*

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1 PUBLIC EMPLOYEES' BENEFITS PROGRAM BOARD

2 TRANSCRIPT OF PROCEEDINGS

3 VIDEOCONFERENCED OPEN MEETING

4 THURSDAY, JULY 28, 2022

5 CARSON CITY AND LAS VEGAS, NEVADA

6
7 The Board: LAURA FREED, Chairperson
LINDA FOX, Vice Chair
8 BETSY AIELLO, Member
TOM VERDUCCI, Member
9 JENNIFER MCCLENDON, Member
LESLIE BITTLESTON, Member
10 JAMES BARNES, Member
JANELL WOODWARD, Member
11 MICHELLE KELLEY, Member

12
13 For the Board: RADHIKA KUNNEL, Deputy
Attorney General

14
15 For Staff: LAURA RICH
Executive Officer
16 NIK PROPER
Operations Officer
17 MICHELLE WEYLAND
Administrative Services Officer
18 TIM LINDLEY
Quality Control Officer
19 WENDI LUNZ
Executive Assistant

20
21 Reported by: CAPITOL REPORTERS
Certified Shorthand Reporters
22 BY: CHRISTY Y. JOYCE
Nevada CCR #625
23 628 E. John Street #3
Carson City, Nevada 89706
24 (775)882-5322

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THURSDAY, JULY 28, 2022, 9:03 A.M.

---oOo---

CHAIRPERSON FREED: Good morning, everybody. It is 9:03 a.m. I'm going to call the July 28th, 2022, meeting of the Public Employees Benefits Program to order.

With that, PEBP staff, would you please call the roll.

MS. LUNZ: Laura Freed.

CHAIRPERSON FREED: Here.

MS. LUNZ: Linda Fox.

MEMBER FOX: Here.

MS. LUNZ: Betsy Aiello.

MEMBER AIELLO: Here.

MS. LUNZ: Jim Barnes.

MEMBER BARNES: Here.

MS. LUNZ: April Caughron is excused today.

Leslie Bittleston.

MEMBER BITTLESTON: Here.

MS. LUNZ: Jennifer McClendon.

MEMBER MCCLENDON: Here.

MS. LUNZ: Tom Verducci.

MEMBER VERDUCCI: Here.

MS. LUNZ: Janell Woodward.

MEMBER WOODWARD: Here.

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1 MS. LUNZ: And Michelle Kelley.

2 MEMBER KELLEY: Here. I'm sorry.

3 MS. LUNZ: Thank you. We have a quorum.

4 CHAIRPERSON FREED: All right. Thank you.

5 Agenda Item 2 is public comment. A reminder that
6 public comment is limited to three minutes per speaker.

7 People making public comment, please do our court reporter a
8 favor and state and spell your name when you are -- for the
9 record when you are beginning your public comment.

10 And, with that, I'll turn it over to PEBP staff.

11 MR. HOPKINS: One moment, Madam Chair.

12 As a reminder, Zoom is used for public comment
13 only. This meeting is streaming live on YouTube if you
14 wanted to just listen in to the PEBP board meeting. The
15 YouTube link is located on the agenda.

16 For those who have joined for public comment,
17 your name or last four digits of your phone number will be
18 announced. You will be advised that you have been unmuted.
19 As a reminder for those on the phone, please press star six
20 to unmute. Please slowly state and spell your name for the
21 record and proceed for the comments. Due to time
22 considerations, each caller will be limited to three minutes.

23 Okay. Would the caller with the last four digits
24 of 0891, you have permission to speak. Please unmute your
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1 phone.

2 MS. LAIRD: Thank you. Good morning, Chair Freed
3 and fellow board members. My name, for the record, is Terri
4 Laird, spelled T-e-r-r-i. Last name Laird, L-a-i-r-d. I'm
5 the executive director for RPEN, the Retired Public Employees
6 of Nevada, a non-profit, non-partisan group formed in 1976
7 that now serves close to 8,000 due-paying members, most of
8 whom are retirees and many who are on PEBP's Medicare
9 exchange.

10 While we are saddened to hear that the staffing
11 shortages still exist at PEBP, we are not surprised, as we've
12 heard similar concerns from other state agencies like DETR
13 and DMV during recent Interim Finance Committee hearings.

14 As Executive Officer Rich mentioned in her report
15 to you today, it will take legislative action to fix this
16 problem that's existed for years with lower wages and less
17 benefits that are barely affordable on a new employee
18 starting salary, which can't compete with local government
19 offices in cities and counties across the state. When
20 testified to this issue during recent IFP meetings and will
21 carry that message in to interviews that RPEN will be
22 conducting next month with those state senate and state
23 assembly candidates that agree to sit down and talk about our
24 issues.

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1 Until then, we thank PEBP staff for the
2 assistance you've always offered to our members when we bring
3 their concerns to you and we look forward to our great
4 working environment in the future. But we are hoping that
5 the 82nd session of the Nevada State Legislature will listen
6 to yours and our concerns when they convene in February.
7 We'll also continue to push for PEBP to get more American
8 Rescue Plan Act funds that remain available according to the
9 July 26th IFP meeting, where we learned there remains a
10 little more than one million left to be spent.

11 Like other public employee advocacy groups, we
12 would like to see PEBP benefit for actives and retirees,
13 return to pre-pandemic levels. And we'll continue pushing
14 for that in the legislative session as well.

15 Again, we thank you for the time and for the
16 board and the staff efforts.

17 MR. HOPKINS: Thank you.

18 Will the caller with the last four digits of 6837
19 please slowly spell and state your name for the record and
20 press star six to unmute.

21 MR. ERVIN: Hello. This is Kent Ervin, K-e-n-t
22 E-r-v-i-n, for the Nevada Faculty Alliance, the Independent
23 Association of Faculty at Nevada's Public Colleges and
24 Universities. We work with the entire faculty to be fully
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1 engaged in our mission to succeed.

2 I would just like to echo all of the comments of
3 Ms. Laird. The staffing shortages at PEBP are causing
4 constituents, our constituents, a lot of difficulties to get
5 through to the line and it's really a long-term problem based
6 on the low wages and benefits for state workers overall. And
7 that needs to be fixed.

8 I would just like to also ask the executive
9 officer in her report to address issues with the transition
10 to the new health savings account bank. Currently there's no
11 method to change monthly payroll deduction contributions and
12 it's an opt-in process to have the transfers occur. And I
13 hope that the new contract has provisions so that any future
14 change, that that process will be smoother. Thank you very
15 much.

16 MR. HOPKINS: Thank you.

17 Will the caller with the last four digits of 8884
18 please slowly state and spell your name for the record and
19 press star six to unmute.

20 MS. SUMNER: Good morning. My name is Ravn
21 Sumner, R-a-v-n S-u-m-n-e-r, and I'm calling as an employee
22 from UNLV. I've been an employee for just over 18 years, and
23 I have never been so frustrated, humiliated, and completely
24 unnerved by the lack of service and lack of respect I have
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1 received from the PEBP employees, as well as Dignity Health
2 Care, over an incorrectly processed claim for an ER visit I
3 had in November.

4 I spent hours on the phone with representatives
5 from both companies. And, every time I called, I heard
6 different answers from both, with a lot of finger pointing.
7 It was billed wrong. It was coded wrong. Oh, your plan
8 doesn't cover that. I was on hold for 55 minutes with a PEBP
9 employee while they were looking up my plan to see if the ER
10 visit was actually covered.

11 EOBs went missing from my online dashboard. And
12 I was told more than once, oh, no, no. We can see it here,
13 which means you can see it too, it's not missing. Dignity
14 Health also complained about the multiple EOBs for the same
15 visit that had different information, incorrect payments, and
16 they weren't marked either updated or revised. I was being
17 overbilled about \$400 for a visit that should have been
18 covered. And it took from February to June to get this
19 matter resolved, by actually going up the chain through a
20 back channel.

21 And I should not have to play the Saul Goodman
22 card and call a guy who knows a guy that will call another
23 guy that can get it fixed with one phone call. I should have
24 received the appropriate service the multiple times that I
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1 called.

2 And, as I put this matter behind me and carry on
3 with managing my health care, I'm, again, dealing with the
4 same chunk, missing and multiple EOBs for the same visit,
5 which is getting overbilled. I actually have an EOB that has
6 a date on it for a doctors visit I never went to on that
7 date. This time it's with Inter Mountain Health and they
8 can't figure out why they're getting these EOBs with this
9 different information on it. And I am exhausted.

10 I've spoken with several colleagues and they have
11 had similar issues, missing and multiple EOBs and being
12 overcharged and getting different answers when they try to
13 call. A couple of them even told me they were going to
14 forego being health care professionals because of this
15 ongoing issue.

16 And I don't want to hear the rationale that PEBP
17 is short-staffed. We all are. But, I implore you, please
18 get your house in order so I can go back to the doctor and
19 get the health care that I need and get it managed with some
20 dignity and competence that we're not getting ripped off for
21 the sake of health care. Thank you.

22 MR. HOPKINS: Thank you.

23 Will the caller with the last four digits of 9199
24 please slowly spell and state your name for the record and
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1 please press star six to unmute.

2 MS. OPFERMAN: Good morning, Chair and Members of
3 the Committee. For the record, my name is Tess Opferman.
4 That's T-e-s-s O-p-f-e-r-m-a-n. I am here speaking on behalf
5 of AFSCME retirees.

6 I want to echo the concerns that Ms. Laird and
7 Mr. Ervin stated this morning. We, too, have been receiving
8 complaints about PEBP wait times and calling in. And we
9 hope -- we know that this is a staffing issue that is not new
10 and we hope that there is something that can be done. We
11 look forward to working with the committee, with fellow
12 stakeholders in the future legislative session to try to
13 address this issue, so this is something that cannot be
14 rezoned and I know wait times are only getting longer and
15 longer.

16 So, I appreciate your time this morning, and we
17 look forward to working with you in the upcoming months and
18 through the legislative session.

19 MR. HOPKINS: Thank you.

20 Will Larry Coffey please -- you have permission
21 to speak. Please unmute your mic. Caller with the first
22 name Larry, you have permission to speak. Please unmute your
23 mic.

24 Can you say that one more time? You were a
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1 little choppy. You're very faint on my end.

2 (The court reporter interrupts)

3 MR. COFFEY: Can you take someone else and come
4 back to me, please?

5 MR. HOPKINS: If not, can you please call the
6 1669 number and we'll make sure you get your public comment.
7 And, if not, there is going to be another public comment
8 session towards the end of the board meeting, okay.

9 The caller with the first name Carrie, please
10 slowly state and spell your name for the record and unmute
11 your mic. You have permission to speak to make public
12 comment. Caller with the first name Carrie, you have
13 permission to speak. Please unmute your mic if you wish to
14 make public comment.

15 Okay. Caller with the last four digits 0137,
16 please slowly state and spell your name for the record and
17 please press star six to unmute your phone. Caller with the
18 last four 0137, please press star six to unmute and make
19 public comment.

20 Larry, you have permission to speak again. Can
21 you give that a try.

22 MR. COFFEY: Are you able to hear me better now?

23 MR. HOPKINS: Yes, I can. Can you please slowly
24 spell and state your name for the record.

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1 MR. COFFEY: Yes. My name is Larry Coffey,
2 L-a-r-r-y C-o-f-f-e-y. And I am a member of AFSCME Local
3 4041. I am a state employee with DETR under the Bureau of
4 Services for the Blind and Visually Impaired. And, to be
5 honest with you, I have not really been able to really
6 utilize my medical because of all the extra co-pays and
7 amount that I'm having to pay out of pocket. I don't have
8 the money a lot of times to go to the doctor or use my dental
9 plans because of the extra high costs.

10 The costs have gotten too much for a good portion
11 of state employees to afford treatment and testing as
12 requested by their physicians. Far too much of the cost has
13 been transferred to the employees. PEBP continues to
14 increase health insurance rates while cutting services.
15 We're paying more for less insurance coverage than a year
16 before and the year before that.

17 And so I really would request that PEBP really
18 look at how the decision really impact the lives of state
19 employees. And that's my comment. Thank you.

20 MR. HOPKINS: Thank you.

21 Caller with the last four 0137, please press star
22 six to unmute your phone and please slowly state and spell
23 your name for the record before you make public comment.

24 Will caller with the first name Carrie, you have
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1 permission to speak. Please slowly spell and state your name
2 for the record if you wish to make public comment.

3 Okay, Madam Chair, that concludes public comment.

4 CHAIRPERSON FREED: Okay. Thank you. Reminder
5 that we have a second public comment period at the end of the
6 meeting to everyone who is listening and had technical
7 difficulties.

8 With that, we'll go to Agenda Item 3, PEBP board
9 disclosures for applicable board meeting agenda items. And
10 I'll hand it off quickly to Deputy Attorney General Kunnel.
11 Thank you for joining us, by the way.

12 MS. KUNNEL: Thank you, Madam Chair. This agenda
13 item is to allow me to make a disclosure regarding conflicts
14 of interest on behalf of the board members who are eligible
15 for PEBP benefits.

16 Pursuant to NRS 281A.420, on behalf of the board
17 members who are eligible for PEBP benefits or whose families
18 are eligible for PEBP benefits, I offer this disclosure that
19 they will be voting on those items that may affect the
20 benefits available to them or their family members. The law
21 does not require abstention from voting merely because the
22 board member or their family member is eligible for PEBP
23 benefits.

24 At this time, I invite any member of the board
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1 who has additional disclosure to make it now. Thank you.

2 CHAIRPERSON FREED: Okay. Seeing nobody raise
3 their hand, we will move on to Agenda Item 4, which, as you
4 all know, is the consent agenda, comprised of a variety of
5 our reports. And, as is our habit, I will accept a motion to
6 approve all of the items under Number 4 unless there are
7 individual items board members would like to pull for
8 discussion. So if you would raise your hand.

9 Mr. Barnes, right out the gate.

10 MEMBER BARNES: Yes. Thank you. For the record,
11 Jim Barnes. I would like to pull Item 4.2.1 and 4.4.

12 CHAIRPERSON FREED: Okay. Got it.

13 Anyone else, are there agenda items you would
14 like to discuss? Ms. Kelley.

15 MEMBER KELLEY: I just -- I will need -- I was
16 not in attendance at the May 26th meeting, so I would lead
17 towards abstaining from voting on those minutes, so I'm not
18 sure if we want to pull them.

19 CHAIRPERSON FREED: All right. Sounds good.
20 Duly noted. Anyone else, are there items you want to pull
21 for discussion? Okay.

22 MS. RICH: This is Laura. Staff would like to
23 pull 4.3.5, please.

24 CHAIRPERSON FREED: 4.3.5. I didn't know I could
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1 let you guys pull your own items. That seems a little weird,
2 just for the record. Okay. All right. Hearing nobody else
3 or seeing nobody else raise their hand, I'll accept a motion
4 to approve all the items and reports on the consent agenda
5 with the exception of 4.2.1, 4.3.5, and 4.4.

6 MEMBER BITTLESTON: This is Leslie. So moved.

7 CHAIRPERSON FREED: Thank you. Do I have a
8 second?

9 MEMBER FOX: Linda Fox for the record. I'll
10 second.

11 CHAIRPERSON FREED: Thank you. All in favor
12 signify by saying aye or raise your hand in your little box.

13 (The vote was unanimously in favor of the motion)

14 CHAIRPERSON FREED: Any opposed, say nay. Okay.
15 Motion carries.

16 All right. Let's return to 4.2.1, which is the
17 budget report. Mr. Barnes.

18 MEMBER BARNES: Yes. For the record Jim Barnes.
19 I have a question for Laura Rich regarding the budget report.
20 Am I correct in understanding that this is essentially a
21 snapshot in time and that there will be an additional budget
22 report in September? Or I'm just wondering how that works.

23 MS. RICH: You are correct, Mr. Barnes. Laura
24 Rich for the record. Yes, this is a snapshot in time. And
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1 one of the things we struggled with as a board is that this
2 budget report, because of, you know, just the way that the
3 claims come in and the wild swings and, you know, ups and
4 downs throughout the year, we have decided that as a board to
5 really just look at that September report when basically what
6 that is, is in September it takes in to account all of the
7 fiscal year closing. And so we're -- it's a more accurate
8 statement, once everything is said and done and closed for
9 that year.

10 And, so, looking at that September budget report
11 is more beneficial and helps the board really, you know, see
12 where we are in terms of the end of the fiscal year. So we
13 do provide this budget report quarterly. But the reality is
14 that September report is, you know, what we determine to be
15 that -- You know, that snapshot in time is at the end of the
16 fiscal year and takes everything in to account. And so it's
17 more accurate at that point.

18 MEMBER BARNES: Thank you.

19 CHAIRPERSON FREED: Mr. Verducci, do you have a
20 question on 4.2.1? Unmute yourself.

21 MEMBER VERDUCCI: Thank you very much. Tom
22 Verducci for the record. I do have a question on the report.
23 I was reading here that the state subsidies are projected to
24 be less than the budgeted amount by .9 million dollars. And
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1 I was just wondering what the rationale was of what would
2 cause the rejected amount to be less than budgeted.

3 MS. RICH: Laura Rich for the record. So what
4 that essentially means is that our trend is higher than what
5 we projected and so -- or that was in our budget, what was in
6 our budget. And so rates are set based on what the projected
7 trend is and, you know, it's set on a two-year basis. And,
8 as we discussed, you know, trend is coming in higher. We are
9 seeing that bounce back in claims. And so this is something
10 that, you know, we expected really.

11 CHAIRPERSON FREED: This is Laura Freed. Isn't
12 it also true that vacancy contributes to this? Because state
13 subsidies are generated -- Amos is generated on field
14 position and Reggi is generated on gross payroll. If we have
15 fewer field positions and we have lower gross payroll, we're
16 going to have lower subsidies with which to buy things.

17 MS. RICH: That is correct. That is also another
18 factor and something that we are definitely discussing with
19 the actuaries and GFO as we build that budget. Moving
20 forward, it's also something that's affecting not just PEBP
21 but PERS as well for the same reasons.

22 MEMBER VERDUCCI: Thank you very much. And just
23 one follow-up question. On page three of the budget report
24 it appears that differential cash available has increased by

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1 one million dollars for this period. Is that correct that
2 that is still increasing?

3 MS. RICH: Laura Rich for the record. Yes and
4 no. So, again, this is a snapshot in time. Those numbers
5 fluctuate dramatically based on the claims that have come in
6 and the claims lag. And, so while this is informational,
7 really, Mr. Verducci, that September report is going to be
8 the more accurate number, because everything will have closed
9 in the fiscal year -- that's reflecting the fiscal year
10 closing.

11 MEMBER VERDUCCI: Thank you very much.

12 CHAIRPERSON FREED: Thank you. If nobody else
13 has any questions on the budget report, I'll move to 4.3.5,
14 the Willis Towers Watson individual market place enrollment
15 and performance report.

16 MS. RICH: Laura Rich for the record. So the
17 reason that staff had this pulled is because, as you can see,
18 there were some missed performance guarantees in this report.
19 And really this is due to high call volume associated with
20 the transition of our enrollment and eligibility system.

21 You know, back in March and April and even before
22 that, there was a really significant impact on the retirees.
23 And during that transition that affected retirees
24 specifically. And so Towers Watson or via benefits was hit
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1 really hard with call volume that was specific to -- related
2 to re-enrollment and eligibility transition of PEBP and
3 really the chaos that was involved in that project.

4 And so staff was recommending that the penalty
5 associated with this performance guarantee be waived because
6 of that. And the penalty is \$2,000.

7 CHAIRPERSON FREED: Okay. Thank you very much.

8 Not seeing any questions, so we'll move on to
9 4.4, the FY 22 OPEB valuation.

10 MEMBER BARNES: Yes. Jim Barnes for the record.
11 And I guess actually the people that I would have to address
12 this to aren't present because I believe it would actually be
13 for Aon. But the question I had -- And I believe they're not
14 here. But the question I have is if we do add these benefits
15 back what is the impact? Is there some impact on the state
16 budget? Or what will be the fiscal impact of adding these
17 benefits back? And, like I say, Aon is not here, but I don't
18 know if we can get the question to them or what.

19 CHAIRPERSON FREED: Mr. Barnes, this is Laura
20 Freed. Let me see if I can clarify your question. By adding
21 these benefits back what specifically do you mean? Do you
22 mean pre-funding the retiree health care liability or did you
23 mean something else?

24 MEMBER BARNES: No. That's what I mean.
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1 CHAIRPERSON FREED: Oh, okay. Well, I mean, I'll
2 let Ms. Rich take that one.

3 MS. RICH: All right. Laura Rich for the record.
4 So, you are correct, Aon is no longer a contract descender
5 with PEBP. However, let me just clarify that the PEBP board
6 does not have the ability to reinstate these benefits. This
7 is something that the legislature decided a long time ago.
8 And so those benefits have been cut off since that point.

9 The OPEB liability, which is other
10 post-employment benefits, really just takes in to account our
11 long term -- the program's long-term liability and what we
12 are on the hook for. So, right now, that long-term liability
13 is slowly reducing. Because, at some point, we won't have
14 any long-term liability because the retirees will no longer
15 be eligible for benefits, for medical benefits. And so,
16 eventually, that number will become zero.

17 To add those benefits back in, that number will
18 not only -- And I'm not an actuary, so I will, you know, I
19 can't give you the numbers as to, you know, what that's going
20 to look like. And I'm sure it takes a whole lot of analysis
21 in projections. But those numbers would increase
22 dramatically if we were to reinstate those. And it would be
23 very complicated because what about those employees that fell
24 through the crack, you know, that are in that time period

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1 where this -- they were hired, you know, during that time
2 period where those benefits were not eligible. And so that
3 liability would definitely increase. How much, I don't know.
4 That would be a -- something that the actuaries would have to
5 really do an analysis on.

6 MEMBER BARNES: So are you referring to the
7 retiree benefits for the post-2011 hires or -- is that what
8 you're referring to?

9 MS. RICH: Correct.

10 MEMBER BARNES: Okay. All right. Well, thank
11 you.

12 CHAIRPERSON FREED: Okay. Not seeing any other
13 questions, I think I'll look to Mr. Barnes for a motion to
14 approve 4.2.1, 4.3.5, and 4.4.

15 MEMBER BARNES: So moved.

16 CHAIRPERSON FREED: Thank you, sir.

17 Do I have a second?

18 MEMBER WOODWARD: Janell Woodward. I'll second.

19 CHAIRPERSON FREED: Thank you. All in favor
20 signify by saying aye.

21 (The vote was unanimously in favor of the motion)

22 CHAIRPERSON FREED: Any opposed say nay.

23 And, Ms. Kelley, I'll take you as an abstention.

24 MEMBER KELLEY: I'm sorry. I had already said
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1 aye.

2 CHAIRPERSON FREED: Oh, okay. Thank you. Great.
3 Okay. Motion carries unanimously.

4 All right then. With that, we'll go to Agenda
5 Item 5, the executive officer report, which is an
6 informational item.

7 MS. RICH: Laura Rich for the record again.
8 We're going to start off the executive officer report with
9 the fun subject of staffing. We've heard a lot about this.
10 Staffing at PEBP and just across the state and really across
11 the nation, period, is just a challenge.

12 When this report was written -- And it actually
13 is still the correct number -- our PEBP's vacancy rate is
14 roughly around 32, 33 percent. That means we have 11
15 vacancies of the 34 positions in our agency.

16 The reason for this. So, first, it starts with
17 there's some delays with the Division of Human Resource
18 Management's transition to the new HR software, which is
19 called Success Factors. Similar to PEBP, the state recently
20 terminated its contract with LSI for the smart -- for the
21 statewide Smart 21 ERP implementation. Success Factors was
22 part of that. However, that program will be continued to be
23 utilized, but there's problems in that system that lead to
24 delays in the referring process.

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1 This is by no means a fault of the Division of
2 Human Resource Management. You know, they're doing
3 everything they can to improve that system, but they're stuck
4 with it.

5 So, while Success Factors has delayed PEBP's
6 ability to conduct recruitment in a efficient manner, it's
7 just really only one component of a bigger problem. Because,
8 once that recruitment is posted and we get a list of eligible
9 candidates, it's just challenging to fill those slots. You
10 know, even the interview slots. In the most recent round of
11 interviews, only two candidates accepted an interview of the
12 12 that were invited to interview. And, of those, only one
13 showed up for the scheduled interview. And, once offered the
14 position, the candidate declined, citing low compensation.

15 A similar experience occurred in a different
16 recruitment where 17 candidates who were offered interviews,
17 only two accepted, and neither one showed up to the
18 interview.

19 We recently had one that we thought we were going
20 to on board and the day before she was due to start, she
21 called and said she had taken another position.

22 So this is happening where it's not that we're
23 not trying to fill our positions. It is just an impossible
24 task at this point.

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1 So, although this has impacted PEBP in all areas,
2 the most noticeable impact has been the member services unit,
3 which is our call center. These positions are front line
4 positions meant to assist members by answering questions and
5 providing information on PEBP eligibility and processes and
6 they're crucial during open enrollment where the call volume
7 is high and members have a limited time to make plan
8 selection.

9 Unfortunately, the staffing shortage created long
10 wait times, sometimes up to an hour long. That continues
11 today. It's still -- This week we're down to about half an
12 hour. But, you know, we're looking at hour-long waits to get
13 through.

14 PEBP has attempted to divert resources. Of the
15 various competing implementations happening concurrently, as
16 well as all the other normal duties that staff have, there
17 were just really limited options. You know, if you pull
18 someone from eligibility to answer phones, then someone who
19 made an open enrollment election, that needs to be processed.
20 And so in order to get that done and to the vendors in time
21 for a July 1st, you know, start date, so that they can get
22 their cards and all of that, you pull someone off eligibility
23 and then those events don't get processed quickly enough.
24 And so really we have limited options when it comes to that.

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1 So the high call volume and long wait times
2 continue to exist even beyond open enrollment and will likely
3 continue until the staffing challenges are no longer a
4 factor.

5 Something else that I had staff pull just
6 recently too is the call volume itself. Because, although we
7 do have a staffing shortage, I wanted to look at what the
8 call volume was compared to years prior. And it is
9 definitely much, much higher than normal. So to put it in to
10 perspective, last year during the May 1st to July 1st time
11 frame, we had about 12,000 calls come in. We had 20,000 this
12 year. So almost double what we had -- what we have on a
13 normal given year. On top of that, we have e-mails that come
14 in, you know, that need to be answered as well. So it's not
15 only calls. And we have people that come in to the building
16 as well for walk-ins. So it's definitely challenging.

17 Moving forward, there are some options that have
18 been presented by DHRM through emergency regulations that
19 will allow PEBP to retain good knowledgeable staff by
20 offering promotional opportunities that they previously would
21 not have qualified for. So we're really excited about this
22 because it allows PEBP to promote from within and avoid the
23 long learning curve associated with bringing on new staff.
24 It also rewards good employees for their efforts and allows
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1 recognition of those efforts.

2 The unintended downside to this though is that
3 we're usually promoting entry level staff and then it just
4 creates more vacancies in those hard-to-fill positions such
5 as MSU.

6 So, unfortunately, this problem is largely out of
7 the control of PEBP and will have to be addressed on a
8 legislative level during the upcoming legislative session.

9 So, I'm going to stop right there because I think
10 there was a lot of public comment about this and there, you
11 know, this is a big -- an important topic as far as PEBP
12 being able to, you know, complete its mission successfully.
13 And, you know, unfortunately, this is where we're at.

14 CHAIRPERSON FREED: This is Laura Freed. I saw
15 Ms. Bittleston raise her hand. Please go ahead.

16 MEMBER BITTLESTON: Thank you, Madam Chair.
17 Leslie Bittleston for the record. I have a question for
18 Executive Officer Rich. I appreciate the information. And,
19 one of my first questions was the call volume, which you did
20 answer. And so that explains some of the issues, wait times,
21 and other things.

22 My question to you is what is the learning curve
23 for new employees or employees to be able to answer the
24 questions appropriately? I don't know how better to say
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1 that. So what is really the learning curve for these front
2 line staff who are answering the phones?

3 MS. RICH: Laura Rich for the record. The
4 learning curve is actually crazy. So we have about ten --
5 Well, actually it's 11 employees in the member services unit
6 and they are tasked with answering eligibility questions,
7 providing information and guidance about our retiree process,
8 things like that. So we don't specifically answer questions
9 on -- PEBP staff does not answer questions and are not able
10 to answer questions about EOBs and specific benefit-related
11 questions, usually. Those are diverted to our TPA. And our
12 TPA has a call center.

13 However, a lot of those calls first come in to
14 PEBP just for eligibility-type questions, for questions about
15 the retiree process, for questions about how to log in to
16 your account. I'm having issues with, you know, completing
17 an open enrollment event, please walk me through this, you
18 know, things like that.

19 They must understand the eligibility process
20 inside and out. There's a lot to it. We have a whole master
21 plan document specific to eligibility. What do members need
22 when, you know, if they were to get married or have a baby,
23 what if you have a, you know, any kind of qualifying life
24 event, any type of, if you're aging in to Medicare, what is

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1 the situation there, what are the options that you have.

2 If the members provide bad information or
3 insufficient information, it really can negatively affect the
4 member, because they miss their window of opportunity. You
5 know, it's health insurance, right, and you need them to have
6 access to the health insurance. So the learning curve is
7 pretty significant.

8 On top of that, any time you change vendors and
9 change processes and things like that, now there's a whole
10 new layer of stuff that they have to learn. And so we had a
11 lot of that, a lot of communication that went out this time
12 around on the network, on the TPA, on the enrollment and
13 eligibility system. And so anytime we send out
14 communication, that also prompts phone calls as well asking
15 for an explanation or clarification or does this affect me,
16 et cetera, et cetera. And so there's a lot that they have to
17 answer. And a lot of these, the staff we have, they're doing
18 great, but they're new. And, I mean, I have been at PEBP for
19 seven years and I'm still learning new stuff. And so PEBP is
20 very complicated. There's a lot to it. And, in order to
21 really be a subject matter expert, it takes time and
22 exposure. And it's just impossible to sit someone down for
23 two weeks and give them the, you know, a here's your PEBP 101
24 and put them on the phones, right. So there's definitely a

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1 learning process associated with that.

2 CHAIRPERSON FREED: Okay. Ms. Bittleston, if you
3 don't have a follow-up.

4 MEMBER BITTLESTON: I don't. That answered my
5 question. Thank you.

6 CHAIRPERSON FREED: Okay. I'll go to Ms. Kelley
7 followed by Ms. Aiello.

8 MEMBER KELLEY: Thanks, Chair Freed. Michelle
9 Kelley for the record. I guess I just have more of an entry
10 level question, if you will. I guess I'm challenged because
11 I understand, you know, 11 staff down and I know that all of
12 us have been impacted by kind of difficulty in getting
13 through to PEBP, me included. So I understand the challenges
14 there.

15 Where I guess I'm a little concerned is that the
16 solution is to wait until the legislative session to address
17 these more systematic issues. And so it's my naivety. I
18 guess I just don't understand what can we do before that?
19 Because, obviously, PEBP can't go another six months, 12
20 months really, because we're talking about fiscal year 2024,
21 July 1. What can we do? And it's probably a question for
22 Chair Freed. But isn't there something more we can do? Is
23 there something more creative we can be? Because it's
24 obviously not acceptable.

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1 CHAIRPERSON FREED: Ms. Rich, do you want to
2 field this or do you want me to take a shot?

3 MS. RICH: Go ahead. And, if you have something
4 to add. Well, I'm happy to as well.

5 CHAIRPERSON FREED: I guess you and I will
6 probably say a lot of the same things about -- I mean, if
7 we're talking about, you know, specifically PEBP benefits,
8 you know, the subsidies are set in session law and we can't
9 increase the state's contribution without legislative action.
10 If we're talking about recruitment and retention generally,
11 you know, as Ms. Rich said, Frank Richardson, who is the
12 administrator of Human Resource Management in my department,
13 has been conducting a comprehensive look through NAC 284, the
14 classified personnel regs, to see what regs can we rewrite to
15 make the civil service recruitment process quicker and
16 easier.

17 But, you know, fundamentally, I think everybody
18 in every agency agrees that it comes down to money. And, I
19 mean, we're trying to work through some of the laws passed
20 last session as well as some of the special session from 2020
21 laws and see if there is some way we can read those laws to
22 utilize our money for certain compensation effects.

23 But, you know, everybody has been advocating that
24 everybody in state service, not just certain classes, not

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1 just certain agencies, everybody, because we're all having
2 the same recruitment and retention problems. Needs regs.
3 And we are working with GFO and trying to explore
4 possibilities about how we can get some fiscal related in the
5 interim. And I probably can't or shouldn't say anything more
6 than that.

7 MS. RICH: And I will just add -- Laura Rich for
8 the record. I will just add that our entry level positions
9 start at around \$17 an hour. When you take in to account
10 PERS, that PERS deduction, it's less than that. I found out
11 that the car wash down the street starts their high school
12 kids at \$17 an hour. So that's no requirements, no education
13 requirements, no experience requirements. They're making \$17
14 an hour plus tip.

15 So, when we are competing with car washes and
16 fast food, you know, how do we compete? This is why we can't
17 fill those positions. We're doing everything we can
18 internally, you know, being accommodating, work from home,
19 you know, for some positions, anything that we can.

20 But, I mean, in some ways we've done the
21 opposite, right, where I had to shut down the use of leave
22 for really through the middle of July because I can't afford
23 to not have staff around for open enrollment. And so these
24 folks have, myself included, a ton of leave, you know, that

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1 they have to use. And now we're at a point where there's
2 staff that has two months of leave that they need to use and
3 I can't afford to let them take it. So we're going to have
4 to pay them out.

5 You know, so staff are burned out. They're just
6 burned out. Because everyone is doing the job of two and
7 three people. And that's not just at PEBP. That's across
8 the state.

9 CHAIRPERSON FREED: I saw that Member Aiello had
10 a question but then she lowered her hand, so I don't know if
11 you still have one.

12 MEMBER AIELLO: I'm sorry. I actually got kicked
13 out of the Zoom by my own computer system. So it might have
14 been similar to Michelle's, the little bit I heard, so this
15 may be somewhat repetitive. But my guess would be because we
16 know it's not just PEBP, what we heard from public comment
17 and everything, the big things are staffing issues, costs are
18 too high, all of that requires money at the legislative
19 level. And then some inaccurate EOB and medical things,
20 which might have had to do with transitioning things. I'm
21 not sure.

22 But, at the money and the staff level, my guess
23 is that the legislature and the governor's office is well
24 aware of these issues would be my question, because I don't

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1 know how much PEBP can do on their own.

2 MS. RICH: I would assume that the governor's
3 office has heard from not just PEBP members but people who
4 can't get in to the DMV, you know, all kinds of complaints.

5 But, you're right, it is something that is out of
6 our control at this point. We're doing everything we can. I
7 know I've had a lot of conversations with Administrator
8 Richardson as well to see how -- see if there's any way to
9 get around -- any loopholes to get around the system to
10 create some kind of incentives for staff. And our hands are
11 tied at this point.

12 MEMBER AIELLO: The only thing I can say is I
13 would guess that the state probably is moving closer to some
14 employee crisis mode at some point here. I don't know.
15 Because I don't know how a lot of things can be fixed without
16 additional staff. And there is that learning curve. I mean,
17 you can't just bring on your 11 new people and expect to
18 function well then. So, yeah, I'm sorry if anything was
19 repetitive.

20 And, I hope I don't get kicked out again, but
21 we've been having a little internet trouble. But I will just
22 come back on.

23 CHAIRPERSON FREED: Okay. Thank you. The other
24 thing that I would add is the BA5 variant of COVID is still
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1 out there circulating, and when COVID rips through an office
2 and you're already low on staffing, it's worse. I mean, I
3 was having a discussion with the administrator of the state
4 library and archives yesterday about how we might need to
5 close the library because we don't have enough staff and half
6 of them are sick of the ones we do have, and so that's the
7 other pressure that's still out there.

8 I'll go to Member Verducci and then Member
9 Woodward if I keep track of the order in which people raise
10 their hands.

11 MEMBER VERDUCCI: Thank you, Chair Freed. Tom
12 Verducci for the record. You know, in discussing public
13 comment, I think it's very important that, you know, the
14 voice of the employees be heard. And I read through those
15 and take them very, very serious and there's a lot that we
16 can do and there's some things that we cannot do. But, let's
17 face it, the employees are dealing with inflation, higher gas
18 to get to work. And, you know, I'm reading gaming revenues
19 are going up, tourism is looking better, you know, Nevada
20 perhaps leading the nation on economic revitalization.

21 And I believe we put together a vote to have two
22 budgets prepared to restore the benefits. And I'm also
23 wondering how the American Rescue Plan Act funds work, if
24 we're eligible for any of those funds that might be out

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1 there. That was my comment.

2 But it just seems like there's a staffing issue
3 because the benefits have gone down. We can't make the pay
4 go up. But perhaps we can make some suggestions to improve
5 the benefits. And I believe that comes up at our November
6 meeting, I believe.

7 Two budgets in place. And I know the PEBP staff
8 is very busy right now obviously. But I'm wondering how
9 those two budgets are moving along and perhaps we can put in
10 a request for American Rescue Plan funds, if they're out
11 there.

12 MS. RICH: Laura Rich for the record. So I
13 believe, as Chair Freed said, the Department of
14 Administration is looking in to options to use ARP money for
15 compensation. But I don't think anything is -- any
16 information is available on that.

17 Mr. Verducci, also, we had, last year we had
18 submitted requests -- all agencies were asked to submit
19 requests for ARP funding and PEBP did submit some requests
20 and did not receive the funding to restore or to enhance
21 benefits, I should say. We did receive some ARP money to pay
22 for -- to get reimbursed for the COVID testing, but we did
23 not receive any funds for enhanced benefits.

24 And, far as building the budget, yes, we are in
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1 the process of that. But, remember, we were given the
2 direction to build based on the existing plan benefit design
3 today, so we are doing that, and we are also submitting a
4 separate budget, which enhances the benefits to those
5 pre-pandemic levels as well. But that will not be really
6 made public until Gov Rec is released, which is in January.
7 And so PEBP submits that budget. We work with GFO and the
8 governor's office, you know, once that budget is submitted.
9 But, after that -- But it's all confidential until January
10 when Gov Rec is released.

11 MEMBER VERDUCCI: Thank you very much. I just
12 think if we could restore the benefits, it might start
13 solving some of the staffing issues and making the State of
14 Nevada an attractive employer once again to work with. So
15 thank you very much for your comments there.

16 CHAIRPERSON FREED: Thank you, Mr. Verducci.

17 Member Woodward, take it away.

18 MEMBER WOODWARD: Thank you, Chair Freed. Janell
19 Woodward for the record. Really more a comment. I, speaking
20 for the union, at least AFSCME Local 4041, members worked
21 really hard to get the ARP funds released to the states and
22 do that. The purpose of the funds, interestingly enough,
23 were to restore budget shortfalls. Personally, I haven't
24 really seen that be the case of how funds have been used to
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1 solve those budget shortfalls. But, it's really
2 disconcerting that they just kind of blew off PEBP's request
3 to get those funds to help with the health care costs. You
4 can be sure that legislature is going to hear a lot about
5 that going forward in this next session.

6 But, you know, we've also heard that, you know,
7 the governor wants to reimburse the furlough days but not
8 until the next session. So, you know, there's a lot of ifs
9 there. Does he get re-elected? Who gets in? You know, what
10 happens with all the politics of things?

11 But, I agree with Mr. Verducci, we really do need
12 to ensure that we're paying attention to how the decisions we
13 make are affecting the employees, because it just gets worse.

14 And, Laura, I feel for you over there. I heard
15 complaints about wait times just this week. And, my response
16 to them was that it's, you know, everybody is in that
17 situation and you're all having to, you know, wait. It
18 doesn't matter who you call. And, while it's frustrating, we
19 have to give each other a little grace when we're looking at
20 those wait times and that and the reasons for them.

21 I do think that perhaps the one thing the board
22 could do would be to advocate at the legislature to, you
23 know, request them, you know, to come up with similar funding
24 for PEBP that might make things easier. We all know there

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1 was a trade-off before, lower pay, better benefits. Now, we
2 have lower pay and lower benefits. So you see people taking
3 all of these other jobs, instead of wanting to work for the
4 state, which has always been a really good thing in the past,
5 but not so much now. So I would encourage the board maybe to
6 put something forward as an advocacy for the PEBP program.
7 That's it.

8 CHAIRPERSON FREED: Thank you. I want to note
9 something here that in the PEBP board policies and
10 procedures, PEBP members don't generally testify before the
11 legislature. We delegate that authority to PEBP staff once
12 we, as a board, have made a decision about policy matters and
13 taking in to account the program and fiduciary responsibility
14 we have towards all of our participants. So, with that, I'll
15 go to Mr. Barnes.

16 MEMBER BARNES: Yes. Thank you. For the record,
17 Jim Barnes. First of all, I wanted to say I agree with Tom
18 and Janell's comments completely.

19 And I guess my question is for Laura Rich. Have
20 we looked in to hiring contract employees or temps or
21 anything of that sort?

22 MS. RICH: That is -- Laura Rich for the record.
23 That is an option that we could go down or leverage. But,
24 honestly, it's, again, it is, you know, this isn't specific

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1 to the state. Obviously, the state is making, you know,
2 because of the compensation there's, you know, more
3 challenges. We could contract staff through other, you know,
4 outside providers. But, remember that the learning curve
5 associated with these positions is significant. And so we
6 want to keep those people as much as possible. That is not
7 going to be possible if, let's say, that we are able to pay
8 someone, you know, let's say it's \$20 an hour through a
9 contractor, which is still rather low, but we want to keep
10 them on board. We want to keep them at PEBP. In order to
11 provide them an actual state service position, they have to
12 accept the job for \$17 an hour. And so it's just -- it's a
13 solution, but I don't know if it's a great solution. It
14 could be a short-term solution. But, again, it's not -- it's
15 not great.

16 MEMBER BARNES: Thank you.

17 CHAIRPERSON FREED: I don't see any other member
18 with a hand up. With that -- Oh, Member Kelley, go for it.

19 MEMBER KELLEY: Thank you. I kind of understand
20 the discussion around temps. But I do think that it seems
21 like PEBP is kind of in dire straits and at some point you
22 kind of have to make the decision that you do need more
23 bodies to answer the phone.

24 So, I guess that leads in to kind of my next
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1 question. \$17 an hour for the entry level staff, and, you
2 know, I understand entry level. But you've also described
3 some kind of fairly stringent knowledge requirements and
4 ability to take on and grasp information, so people have got
5 to have good comprehension. Are there opportunities out
6 there -- And I know this costs us in the long run. But are
7 there opportunities to actually upgrade those positions? Are
8 they paid at the right place at the moment or do they need to
9 be upgraded a little bit? Because if, as Laura, you
10 indicated, if we're competing with the local car wash who
11 also gets tips, I might add -- And I tip my car washers quite
12 generously. But that's my question.

13 MS. RICH: Thank you, Member Kelley. We actually
14 did several years ago, and I would say it was probably about
15 four years ago, that we did a classification evaluation or
16 study on our member services unit. And we do get them
17 upgraded. They used to be a grade 25, so admin assistant
18 two, and we were able to get them upgraded to an admin
19 assistant three. Things haven't changed that much since --
20 you know, from four years ago or even five years ago. And so
21 I doubt that we would be able to upgrade them from there.

22 There are things that we're looking in to. For
23 example, there is options do, like, a five percent pay
24 increase if you're doing additional tasks, things like that.

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1 So we're looking in to those types of options. Because, like
2 I said, everyone is doing double efforts. And so even if we
3 can do, like, a five percent temporary bump, that's an
4 option. So we're looking at different things like that.

5 But I would highly doubt that things have changed
6 enough within PEBP to -- that these need to be -- And, quite
7 honestly, I mean, going from a 25 to -- a 27 to a 29, it is
8 ten percent. But, again, now we're looking at \$18 an hour,
9 right, you know. And so, you know, \$18 an hour is still not
10 very much. I'll tell you, my 17 year old is making -- she's
11 waitressing and making at least \$20 an hour. So it's -- You
12 know -- And she's 17. So, it comes down to compensation, it
13 really does.

14 MEMBER KELLEY: Just to follow up. So, I
15 understand your point about compensation. Compensation
16 obviously is so important, as are the benefits. But I also
17 don't want us to lose track of the fact that a lot of reasons
18 people join civil service or the government is because there
19 are promotional opportunities. And so, you know, I mean,
20 yes, we can talk about a dollar or two dollars an hour not
21 being significant. I think it is. And I think it's also
22 about that mobility of your job, you know, and the career
23 path that I guess the state is looking more closely at. But,
24 I guess I just don't want to give up all hope at all, because

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1 we -- I don't know what the governor is looking at, but I
2 can't imagine that he's looking at increases of competitive
3 pay. I mean, it would be awesome if he was. But it would
4 also be kind of unprecedented, right. If we're talking about
5 \$17 now, after the legislative session, I don't think it's
6 going to be 27 to compete. But, anyway, so I just don't want
7 us to give up hope.

8 And just a quick question. Are you during the
9 open enrollment period where your people are eligible for
10 overtime or is there an overtime freeze on as well if they're
11 doing extra hours?

12 MS. RICH: We actually -- Laura Rich for the
13 record. We actually did offer overtime. I'll just be
14 honest. Everyone is burned out and overwhelmed and not a lot
15 of people wanted the overtime, you know. So we made it --
16 made it an option, but we cannot -- we couldn't force it,
17 obviously.

18 I will tell you during open enrollment I spent
19 many hours over the weekend answering member e-mails myself,
20 because I can't force the classified staff to, you know, to
21 take on overtime. Whereas, unclassified staff is, you know,
22 we have some flexibility.

23 And so, yeah, so it's -- we've offered it. But,
24 like I said, when you have cut off any use of leave for
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1 months at a time and you're doing the job of two and three
2 people, overtime isn't -- it's not a perk.

3 MEMBER KELLEY: Thank you.

4 CHAIRPERSON FREED: This is Laura Freed. I'm not
5 seeing other comments and questions. So, with that, I think
6 we'll move from Agenda Item 5 to Agenda Item 6, which is our
7 standing contracts item.

8 MS. RICH: Actually, Chair Freed, that was only
9 the first paragraph of --

10 CHAIRPERSON FREED: Oh, that was only the first
11 paragraph, I'm sorry.

12 MS. RICH: Sorry.

13 CHAIRPERSON FREED: No. Please continue. I feel
14 like that was the most significant part though. I'm sorry.
15 Please go ahead.

16 MS. RICH: So the next part of it is just an
17 update on the implementations that we had. As I said, there
18 was a long list of solicitation that went out last year. And
19 that just meant that they were allowed to be awarded
20 contracts that would require pre-complex implementation. So,
21 typically, PEBP would try to limit these implementations to
22 one or two a year because it's a lot of work, it's a lot of
23 disruption, and it increases risks to members and the staff
24 and increases the need for communication. And so people get

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1 bombaraded with -- or members get bombaraded with our
2 communication, so we try to keep it at a minimum. But this
3 year we did not have that luxury. And so PEBP had many
4 implementations to juggle at once. We had the third party
5 administrator, the medical network, life insurance, HSA, HRA
6 administrator, our actuaries and also on top of all of that
7 the reversion of the eligibility enrollment system.

8 PEBP is pleased to announce that all of the
9 implementations were successfully implemented with only minor
10 issues. We, you know, no implementation went without its
11 challenges. You heard that there was some confusion on the
12 HSA. There's still some functionality that is being built
13 out, things like that. But no major setbacks occurred and
14 members were able to access services without disruption on
15 July 1st.

16 I just want to say that this could not have
17 happened without the tremendous efforts of our vendor
18 partners and PEBP staff. Everyone worked very, very hard to
19 ensure that those integrations with PEBP and between the
20 vendors were all -- all went smoothly. There was a whole lot
21 of commitment and coordination on all levels. And I feel
22 like that should just be celebrated.

23 And, as the executive officer, I want to ensure
24 that PEBP staff and partners receive recognition for making
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1 this a success, because everyone definitely worked hard to
2 make that happen.

3 The next section is just a quick open enrollment
4 update. Almost 7,000 members made open enrollment
5 selections, which is consistent from previous years activity.
6 We can see here that in the chart in this report there was
7 some migration from -- mainly from the CDHP. To members left
8 the CDHP and moved to the low deductible plan. So this is
9 the second year we've offered that low deductible plan. I
10 think people are becoming more aware of it. And I think that
11 low deductible plan was more appealing than the high
12 deductible plan. And so we had quite a shift from that and
13 most of it came from the CDHP.

14 The other thing that I wanted to bring to the
15 board's attention is the reporting schedule. So,
16 historically, PEBP has struggled to align reporting between
17 vendors due to inconsistent methodologies and timing. So,
18 when I say inconsistent methodologies and timing, there's
19 some vendors that report on incurred and then other vendors
20 that report on paid.

21 And, so incurred is, I went to a provider on June
22 1st, that is my incurred date. But, the provider didn't
23 submit the bill and the bill did not get -- that claim did
24 not get processed by our TPA for two to three months. And so

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1 that is the paid date. And so, really, when you've got that
2 lag time between reporting, it can cause our vendor reports
3 to not align.

4 And so, as a result, we have used the transition
5 to new partners as an opportunity to more closely align
6 reporting across the board and to improve the consistency and
7 data.

8 So, by changing the -- Everything basically is --
9 One simple change is to report solely on an incurred basis,
10 so that's that date of service, meaning that all of that data
11 that's reported is on that date of service versus on the date
12 the claim is paid.

13 I know for our accounting staff the paid date is
14 easier. But, for terms that just in general in a health
15 plan, you want to use that date of service because it's a
16 more accurate reflection of what is happening in the plan.

17 So, in order to account for claim lag times, some
18 changes will be made to the reporting schedule moving
19 forward. These changes will allow for claims run out and
20 capture a more accurate experience. So, as shown below in
21 this table on page three, really the only report that's going
22 to be impacted is in that fourth quarter where instead of
23 presenting at the September board meeting, we will be
24 presenting this at the November board meeting. So all the

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1 utilization reports will be presented in November versus in
2 September. And that just makes it so the reports that are --
3 the numbers and the data that is being presented is just a
4 more accurate reflection of what's actually happened in the
5 plan.

6 And the last thing that I'm actually really
7 excited about is the compliance review. PEBP is required to
8 undergo a compliance audit every other year. And that review
9 is performed by PEBP's consultants, which is our actuaries,
10 and focuses on the compliance with federal and state laws.

11 This year, though, PEBP has asked Segal to
12 perform a more in-depth review to include best practices
13 throughout the plan. This includes recommendations on the
14 language and presentation of the master plan documents, as
15 well as an assessment of the clinical aspects of the plan, so
16 we're looking more at -- I know there's been some comments
17 about, you know, equity on the prior authorizations and
18 things like that. So we're really going to do a deep dive in
19 to this and really look at our plan in a way that I don't
20 think the program has ever, you know, undergone in a
21 compliance review.

22 So, because of the more extensive analysis, the
23 findings are going to be presented separately by subject
24 matter as each section is presented -- is completed. PEBP

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1 and Segal, we have already begun discussions and work on this
2 project, so we hope to have a more definitive timeline of
3 deliverables in the coming weeks.

4 The bottom line is you're going to start seeing
5 the results of the compliance review probably starting maybe
6 in the September board meeting, possibly not until the
7 November board meeting. But we do hope to bring those
8 reports and the findings to the board in separate sections as
9 they get completed. So with that I will start with
10 questions.

11 CHAIRPERSON FREED: Okay. Ms. Aiello.

12 MEMBER AIELLO: I just wanted to echo Laura about
13 what you said about bringing up all of the different
14 contracts in such a short period and implementing them.
15 Having had to do some of those myself in my career, that is
16 an extremely difficult thing to do so many concurrently,
17 versus one or two at a time.

18 And so I just want to echo your statement about
19 how wonderful a thing and thank you to the staff for doing
20 that. And then maybe hopefully that will give a little bit
21 more breathing room this next year to help staff with the
22 overload. I know it doesn't help your phone answering unit
23 or whatever. But they may be able to get a little more
24 support or something. But I just wanted to reiterate that

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1 it's amazing and commend the staff also.

2 CHAIRPERSON FREED: Thank you.

3 Ms. Bittleston.

4 MEMBER BITTLESTON: Thank you, Madam Chair.

5 Leslie Bittleston for the record. Would like to say to PEBP
6 staff, thank you for all of your hard work. That was really
7 good information shared by Executive Officer Rich.

8 I do have a quick question. As a data nerd
9 myself, you know, when we talk about incurred versus paid,
10 I'm wondering -- And this may be my little bit of
11 ignorance -- is do we have, like, a document or something
12 that outlines to our vendors on the data that we need? You
13 know, so, do we outline that or do we just kind of rely on
14 what they give us?

15 You know, so I'm saying that from experience, you
16 know. My experience is if we don't tell them exactly what we
17 need, they're just going to give us stuff we don't need.

18 MS. RICH: So Laura Rich for the record. One
19 thing I do want to say -- Just both Betsy and Leslie
20 mentioned -- they thanked the staff. I did want to say our
21 vendors have been amazing and I want to make sure they
22 receive the recognition as well. Because everyone really,
23 really worked hard on, you know, every organization, every
24 partner we have.

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1 Leslie, to your question, yes, our vendors
2 actually -- they accommodate our reporting requests pretty
3 well for the most part. You know, anything that we've asked
4 for, they're usually able to produce in one way or the other.

5 The reports that we have developed, we've
6 actually been -- you'll probably see some differences in the
7 reporting moving forward, because now our TPA, although
8 it's -- it's a new TPA, although HealthSCOPE is part of UMR,
9 you'll see new reporting. We are working with them to align
10 the reporting and maybe even -- There's certain things that I
11 like. For example, Health Plan of Nevada, they're our HMO
12 and then UMR is our TPA. They're providing -- Both entities
13 are providing very similar utilization reports per plan,
14 right, but they're different. Because one is coming from
15 HPN, the other one is coming from UMR.

16 I've asked to really -- There's things that I
17 like out of the HPN reporting. There's things that I like
18 out of the HealthSCOPE. And so we're looking to tweak all of
19 those reports a little bit and that's already been a
20 discussion that we had. And so you'll probably see some
21 changes moving forward. I don't know if they're going to be
22 major enough. But, yes, they are usually very accommodating
23 to our reporting and anything that we request.

24 MEMBER BITTLESTON: No follow-up. Thank you.
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1 CHAIRPERSON FREED: Okay. Other questions,
2 comments, thoughts on the entirety this time of the executive
3 officer's report?

4 Okay. Seeing none, now we will really go on to
5 Agenda Item 6, our typical standing contract item. I'll turn
6 it over to I believe Ms. Weyland.

7 MS. WEYLAND: Good morning. For the record, my
8 name is Michelle Weyland, W-e-y-l-a-n-d. I am the
9 administrative services officer here at Public Employees
10 Benefits Program, and this morning, I will be presenting the
11 contract status report.

12 This report addresses the status of PEBP
13 contracts to include contract overview, new contracts for
14 approval, contract amendments for approval, contract
15 solicitations for approval, and status of current
16 solicitation.

17 6.1, contracts overview, lists the active PEBP
18 contracts as of June 30, 2022. Currently there are no
19 actions necessary.

20 And so we will move on to 6.2, new contracts.
21 And PEBP does not currently have any new contracts for
22 ratification. Thank goodness.

23 6.3, contract amendments, ratifications. We have
24 one for Claims Technologies Inc. PEBP contracted with Claims
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1 Technologies Inc. for health claim auditing services, which
2 became effective November 9, 2021, and has a termination date
3 of June 30, 2027. Effective May 1st, 2022, Claim
4 Technologies has acquired by Brown and Brown, Massachusetts,
5 LLC. This amendment is now there to document the name change
6 of the company and does not make any other changes to the
7 contract.

8 PEBP recommends the board authorize staff to
9 amend the contract between PEBP and Claim Technologies, Inc.
10 for health claim auditing services in Contract Number 24030
11 to change the vendor name to Brown and Brown, Massachusetts,
12 LLC.

13 6.4, contract solicitation. PEBP does not
14 currently have any contract solicitations for ratification.

15 And status of current solicitation. We are only
16 currently working on the eligibility and enrollment system.
17 And they are in the very early stages of that.

18 I would be happy to take any questions from the
19 board.

20 CHAIRPERSON FREED: Okay. Thank you very much.
21 So the only action we need to take is 6.3.1, which, to
22 confirm, that is just a no-cost reassignment of the vendor
23 name. Is that going to August or September? Oh, I'm sorry.
24 That's not an action item at Board of Examiners.

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1 MS. WEYLAND: Michelle Weyland for the record.
2 Correct, that is a non-action item.

3 CHAIRPERSON FREED: Okay. Mr. Verducci, do you
4 have a question?

5 MEMBER VERDUCCI: Yes. Tom Verducci for the
6 record. You know, I just wanted to point out that the E
7 Scripts contract is showing an expiration of June 30th of the
8 year 206. That was 1800 years ago before they had pharmacy
9 benefits. I think that should read 2026.

10 MS. WEYLAND: Michelle Weyland for the record.
11 Mr. Verducci, I believe you are correct. I will double-check
12 in that log and I do apologize for the oversight.

13 CHAIRPERSON FREED: Thank you for noting the
14 typo, Mr. Verducci.

15 MEMBER VERDUCCI: No problem. And I also noticed
16 that we have two contracts that look like they fall under NRS
17 287, Carson City Airport Authority and Clean Water Coalition.
18 And I just wanted to point out the termination date goes in
19 to it looks like the year 2050. I don't think there's any
20 expenditures. It appears to be an ongoing perpetual
21 contract. And, my question is, is that based on NRS that
22 there's no review of any contracts for that many years in the
23 future?

24 MS. WEYLAND: Mr. Verducci, I will need to get
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1 back to you for that, because these contracts actually, I
2 believe, are expired. I will need to go check our log and
3 check those things as well.

4 MEMBER VERDUCCI: Thank you so much.

5 CHAIRPERSON FREED: Thank you very much,
6 Mr. Verducci.

7 All right. So I will accept a motion to approve
8 staff's recommendation for Item 6.3.1.

9 MEMBER BITTLESTON: This is Leslie Bittleston for
10 the record. So moved.

11 CHAIRPERSON FREED: Thank you. Do I have a
12 second?

13 MEMBER AIELLO: This is Betsy. I'll second.

14 CHAIRPERSON FREED: Thank you. All in favor
15 signify by saying aye.

16 (The vote was unanimously in favor of the motion)

17 CHAIRPERSON FREED: Any opposed say no. Okay.
18 Motion carries. Thanks very much.

19 Item 7 then is our second public comment period.
20 And I'll turn it over again to PEBP staff.

21 MR. HOPKINS: I'll work on that right now, Madam
22 Chair.

23 CHAIRPERSON FREED: Tyler, really quickly, I
24 think Member Kelley has a question or a comment before we
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1 start public comment.

2 MEMBER KELLEY: Yeah. Thank you, Laura. I'm
3 just wondering if you could share with the public where the
4 PEBP jobs are advertised for recruitment. Because I have
5 received a question about that.

6 MS. RICH: Sure. So all state jobs are
7 advertised on the state website. We can get that.

8 CHAIRPERSON FREED: I got it. Please go to HR
9 dot NV dot gov and it will have a link to the external
10 recruitment site on the DHRM website.

11 MS. RICH: Tyler, sorry.

12 MR. HOPKINS: No problem. I'll have that up in a
13 moment. As a reminder, Zoom is used for public comment only.
14 This meeting is streaming live on YouTube. If you want to
15 just listen in to the PEBP board meeting, the YouTube link is
16 located on the agenda.

17 For those who have joined for public comment,
18 your name or last four digits of the phone number we announce
19 and you will be advised you have been unmuted. As a reminder
20 for those on the phone, please press star six to unmute.

21 Would the caller last four of 6837, you have
22 permission to speak, if you wish to make public comment.
23 Please press star six to unmute.

24 MR. ERVIN: Hello. This is Kent Ervin, K-e-n-t
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1 E-r-v-i-n, for the Nevada Faculty Alliance. Thank you all
2 for your service, and in particular to Members Aiello,
3 Barnes, Bittleston, Kelley, Verducci, and Woodward for your
4 questions on behalf of members today.

5 PEBP needs to look at all possible solutions for
6 solving staffing problems both short term and long term.

7 In questioning retiree health care benefits for
8 post-2011 hiring, it's important to restore these in order to
9 make state public service attractive again. Because PEBP
10 retiree benefits have always been provided on a pay-as-you-go
11 basis and since 2009 are earned only after 15 years of
12 service, the actual incremental cost to retroactively restore
13 them for post-2011 hires is near zero for the next biennium.
14 It's only the future potential liabilities that increase.

15 There are, however, methods to pre-fund retiree
16 benefits without incurring future unfunded liability for the
17 state, such as using a collective design benefit structure.

18 Such methods should be investigated to restore
19 health care benefits for retirees, again, as a way to make
20 state public service attractive again.

21 Thank you to all board members, Executive Officer
22 Rich, and all of PEBP staff for your hard work during this
23 difficult time. Thank you.

24 MR. HOPKINS: Thank you so much.
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1 Will the caller with the last four 0137 please
2 slowly state and spell your name for the record and press
3 star six to unmute your phone if you wish to make public
4 comment. Would the caller with the last four digits of 0137,
5 press star six to unmute your phone if you wish to make
6 public comment.

7 Madam Chair, that is everyone for public comment.
8 CHAIRPERSON FREED: All right. Thank you very
9 much.

10 With that, we have come to the end of our
11 business. So it is 10:33 a.m. This is probably the fastest
12 PEBP board meeting I've ever chaired in my life. Everybody
13 stay cool. It's really hot out there today. And this
14 meeting is adjourned. Have a good one, folks.

15 (Hearing concluded at 10:33 a.m.)
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I, CHRISTY Y. JOYCE, Official Court Reporter for the State of Nevada, Public Employees' Benefits Program Board, do hereby certify:

That on Thursday, the 28th day of July, 2022, I was present, via Zoom, for the purpose of reporting in verbatim stenotype notes the within-entitled public meeting;

That the foregoing transcript, consisting of pages 1 through 57, inclusive, includes a full, true and correct transcription of my stenotype notes of said public meeting.

Dated at Reno, Nevada, this 22nd day of August, 2022.

CHRISTY Y. JOYCE, CCR
Nevada CCR #625

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