

**New Mexico
Public Schools Insurance Authority**



**Board of Directors Meeting
October 6, 2022**



New Mexico Public Schools Insurance Authority

Board of Directors Meeting

Board of Directors

Al Park, President, Governor Appointee
Chris Parrino, Vice President, NM Association of School Business Officials
Trish Ruiz, Secretary, Educational Entities at Large
Denise Balderas, Governor Appointee
Tim Crone, American Federation of Teachers NM
Travis Dempsey, NM Superintendents Association
Pauline Jaramillo, NM School Boards Association
Bethany Jarrell, National Education Association - New Mexico
K.T. Manis, Public Education Commission
David Martinez, Jr., National Education Association - New Mexico
Sammy J. Quintana, Governor Appointee

In-Person & Virtual

In-Person:

Poms & Associates
201 3rd Street, Suite 1400
Albuquerque, New Mexico 87102

Virtual:

Please join my meeting from your computer, tablet or smartphone.

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Access Code: [192-738-677](tel:+15713173122)

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Thursday, October 06, 2022

9:00 a.m.

Agenda

Draft

- | | |
|---|-------------|
| 1. Call to Order | A. Park |
| 2. Roll Call | K. Jones |
| 3. Introduction of Guests | P. Sandoval |
| 4. Citizens to Address the Board (Five-Minute Limit) | A. Park |
| 5. Approval of Agenda (Action Item) | A. Park |

- 6. Approval of September 8, 2022 Minutes **(Action Item)** A. Park
- 7. Administrative Matters
 - A. Out-of-State Travel Request to Attend 2022 National Comp Conference October 19-21, 2022 – Las Vegas, NV **(Action Item)** P. Sandoval
 - B. Staff Update P. Sandoval
 - C. Legislative Update P. Sandoval
 - D. RFP Update P. Sandoval
 - E. COVID-19 Update M. Quintana
 - F. IBAC Update M. Quintana
- 8. Financial Matters
 - A. Financial Reports - July 2022 **(Action Item)** M. Quintana
 - B. Budget Adjustment Request - Category Transfer **(Action Item)** P. Sandoval
 - C. FY2022 Audit Update P. Sandoval
- 9. Benefits Matters
 - A. Express Scripts, Inc. Pharmacy Benefits Audit **(Action Item)** A. Merrick
 - B. Employee Benefits Fund Actuarial Analysis June 30, 2022 **(Action Item)** M. Krumholtz
 - C. Cigna Annual Report D. Warner
 - D. Presbyterian Annual Report S. Valdez
 - E. Standard Annual Report J. Oswald
 - F. United Concordia Dental Annual Report S. Anthony
 - G. Vera Whole Health Presentation P. Fredrick
- 10. Risk Matters
 - A. TPA Reports
 - 1. Property & Liability Monthly Claims Report S. Vanetsky
 - 2. Property & Liability Large Losses S. Vanetsky
 - 3. Workers' Compensation Monthly Claims Report J. Mayo
 - 4. Workers' Compensation Large Losses J. Mayo
 - B. Loss Prevention Update J. Garcia / L. Vigil
- 11. General Discussion A. Park
- 12. Next Meeting Date and Location: Thursday, November 3, 2022 **(Action Item)** A. Park
Location: Poms & Associates, 201 3rd Street, Suite 1400 and a virtual option
- 13. Adjournment **(Action Item)** A. Park

NEW MEXICO PUBLIC SCHOOLS INSURANCE AUTHORITY
BOARD OF DIRECTORS MEETING MINUTES

In-Person: Poms & Associates
201 3rd Street, Suite 1400
Albuquerque, NM 87102

Virtual: <https://meet.goto.com/525744757>
Dial in +1 (646) 749-3122
Access Code: 525-744-757

Thursday, September 08, 2022

DRAFT

1. **Call to Order**

Mr. Al Park, NMPSIA Board President, called the NMPSIA Board Meeting to order at 9:09 a.m. on Thursday, September 8, 2022.

2. **Roll Call**

Ms. Kaylei Jones called roll.

Board Members Present:

| | |
|-------------------------------|-----------|
| Al Park, President | In-Person |
| Chris Parrino, Vice President | In-Person |
| Trish Ruiz, Secretary | Virtual |
| Tim Crone | In-Person |
| Bethany Jarrell | In-Person |
| K.T. Manis | Virtual |
| David Martinez, Jr. | Virtual |
| Sammy Quintana | In-Person |

Board Members Absent:

Denise Balderas
Travis Dempsey
Pauline Jaramillo

NMPSIA Staff Members Present:

| | |
|--|-----------|
| Patrick Sandoval, Executive Director | In-Person |
| Martha Quintana, Deputy Director | In-Person |
| Claudette Roybal, Risk Program Coordinator | Virtual |
| Dion Romero, Accountant/ Auditor | Virtual |
| Kaylei Jones, Benefits Program Coordinator | In-Person |
| Natasha Ortiz, Financial Specialist | Virtual |

Audience Present:

| | | |
|---------------------|-------------------------------|-----------|
| Lisa Guevara | BCBSNM | In-Person |
| Kevin Sovereign | CCMSI | In-Person |
| Steve Vanetsky | CCMSI | In-Person |
| Jerry Mayo | CCMSI | In-Person |
| Rich Cangiolosi | CCMSI | Virtual |
| Louise Carpenter | CCMSI | In-Person |
| Daniel Warner | Cigna | Virtual |
| Sam Garcia | Davis Vision | In-Person |
| Cathy Fenner | Davis Vision | In-Person |
| Rich Bolstad | Delta Dental | Virtual |
| Kathy Payanes | Erisa Administrative Services | In-Person |
| Amy Bonal | Erisa Administrative Services | Virtual |
| Emma Reed | Erisa Administrative Services | Virtual |
| CS Hwa | Erisa Administrative Services | Virtual |
| Mike Barrios | Erisa Administrative Services | Virtual |
| Michelle Alarid | Erisa Administrative Services | Virtual |
| Martin Esquivel | Esquivel & Howington | In-Person |
| Tim Farley | Farley Consulting Services | In-Person |
| Joseph Simon | Legislative Finance Committee | Virtual |
| Larry Morrissey | Marathon Health | In-Person |
| Ellen Clark | PFM | Virtual |
| Matt Smith | PFM | Virtual |
| Arron Hillebrandt | Pinnacle | In-Person |
| Matt Meade | Pinnacle | In-Person |
| David Poms | Poms & Associates | Virtual |
| Julie Garcia | Poms & Associates | In-Person |
| Grant Banash | Poms & Associates | Virtual |
| Kevin McDonald | Poms & Associates | In-Person |
| Tamie Pargas | Poms & Associates | In-Person |
| Karen Mestas-Harris | Poms & Associates | In-Person |
| Larry Vigil | Poms & Associates | In-Person |
| Steve Valdez | Presbyterian Health Plan | In-Person |
| Emily Varner | Presbyterian TSG | Virtual |
| Nura Patani | Segal | Virtual |
| Melissa Krumholz | Segal | Virtual |
| Greg Archuleta | The Standard | Virtual |
| Stephanie Anthony | United Concordia | In-Person |

3. Introduction of Guests

Mr. Patrick Sandoval, Executive Director NMPSIA introduced Ms. Ellen Clark and Mr. Matt Smith from PFM, Mr. Aaron Hillebrandt and Mr. Matthew Meade from Pinnacle, Mr. Tim Farley from Farley Consulting Services, Dr. Nura Patani, Ms. Amy Dunn, and Ms. Amy Merrick from Segal, Mr. Jason Weeks and Mr. Larry Morrissey from Marathon Health.

4. **Citizens to Address the Board (Five-Minute Limit)**

There are no citizens to address the Board.

5. **Approval of Agenda (Action Item)**

Mr. Sandoval proposed to change the agenda to the effect of moving item 9. A. after item 7. D.

MOTION: T. Ruiz

SECONDED: C. Parrino

A roll call vote was taken.

Ms. Kaylei Jones called roll.

| | |
|-------------------------------|--------|
| Al Park, President | Yes |
| Chris Parrino, Vice President | Yes |
| Trish Ruiz, Secretary | Yes |
| Denise Baldares | Absent |
| Tim Crone | Yes |
| Travis Dempsey | Absent |
| Pauline Jaramillo | Absent |
| Bethany Jarrell | Yes |
| K.T. Manis | Yes |
| David Martinez, Jr. | Yes |
| Sammy Quintana | Yes |

Vote carried unanimously.

6. **Approval of Minutes (Action Item)**

A. July 21, 2022

B. August 4, 2022

C. August 16, 2022

A motion was made to approve the July 21st, August 4th and August 16th Minutes as presented.

MOTION: C. Parrino

SECONDED: T. Ruiz

A roll call vote was taken.

Ms. Kaylei Jones called roll.

| | |
|-------------------------------|--------|
| Al Park, President | Yes |
| Chris Parrino, Vice President | Yes |
| Trish Ruiz, Secretary | Yes |
| Denise Baldares | Absent |

| | |
|---------------------|---------|
| Tim Crone | Yes |
| Travis Dempsey | Absent |
| Pauline Jaramillo | Absent |
| Bethany Jarrell | Yes |
| K.T. Manis | Abstain |
| David Martinez, Jr. | Yes |
| Sammy Quintana | Yes |

Vote carried unanimously.

7. Administrative Matters

7. A. Staff Update

Mr. Sandoval reported the benefits Coordinator was posted on 7/29/2022 and the advertisement closed on 8/13/2022. Interviews were completed on 8/24/2022 and Ms. Kaylei Jones was promoted from the Benefits Analyst position. The Benefits Analyst position was posted on 8/29/2022 and closes on 9/12/2022. The Risk Coordinator was posted on 8/4/2022 and the advertisement closed on 8/19/2022. Interviews were completed on 8/24/2022 and Ms. Claudette Roybal was promoted from the Chief Procurement Officer Position. The Chief Procurement Officer was posted on 8/25/2022 and closes on 9/8/2022. The Benefits Manager Position was posted on 8/1/2022 and closed on 8/16/2022. We are currently waiting to complete the interviews. Ms. Melissa Rael turned in her resignation effective 9/16/2022. She will be transferring to DFA. We wish her well with her future endeavors.

7. B. COVID-19 Update

Mr. Sandoval reported that staff was waiting to receive all the data for COVID-19 expenses from the carriers so we will bring updated information to the next meeting. The COVID-19 National Public Health Emergency Order ends on October 13, 2022, which consists of payments for services, vaccines and COVID test. At this point it is unknown if the Order will be extended.

7. C. IBAC Update

Ms. Martha Quintana, Deputy Director NMPSIA, reported that the IBAC met on August 10th with a presentation from Vera Whole Health who offers advance primary care models for in person, virtual and possible mobile solutions.

Embold Health also presented offering physician-led health care data analytics with high medical standards to improve healthcare quality, helping doctors understand how they can deliver high quality care consistently. Offering digital tools analyzing providers and medical facilities who provide the best care for the patients and empowering patients with information to stay away from unnecessary or inappropriate care.

7. D. Loss Prevention Committee Update

Mr. Sammy Quintana reported that Ms. Julie Garcia, Poms & Associates, presented her recommendations on sexual abuse and molestation prevention. Ms. Garcia reported on closed and settled cases. There were three SPED cases in the last 10 years. 20 involving coaches of those, 3 individuals were repeat offenders. She also reported 58 closed claims in the last 10 years and 21 open claims. The top sexual molestation needs for schools are: approval of the anonymous reporting system for children. Discussion of an investigator network has been underway. Ms. Garcia shared the importance in providing training for children not only teachers and administrators. Lastly, she expressed the need for training for school legal counsel. She reported a compiled list of six physical needs for school shooters per Mr. Dave Poms; 1. Improve mass communication, 2. Perimeter and interior fencing, 3. Secondary and perimeter building doors, 4. Visitor/ reception management, 5. Interior and exterior windows, and 6. Interior room locks. Mr. Quintana proposed to add this as an action item for a future BAC and Board meeting to discuss enforcement and funding.

8. Financial Matters

8. A. Financial Reports - June 2022 (Action Item)

Ms. Quintana presented the Statement of Revenues and Expenditures for period ending June 30, 2022 for the Employee Benefits Fund. She reported revenue of \$40,737,173.76 and expenses of \$36,152,317.69, which resulted in a gain of \$4,584,856.07 for the month of June.

Ms. Quintana presented the Statement of Revenues and Expenditures for period ending June 30, 2022 for the Risk Fund. She reported revenue of \$6,022,324.40 and expenses of \$8,527,886.69, which resulted in a loss of \$2,505,562.29 for the month of June.

Ms. Quintana presented the Statement of Revenues and Expenditures for period ending June 30, 2022 for the Program Support Fund. She reported revenue of \$118,324.00 and expenses of \$128,430.85 which resulted in a loss of \$10,106.85 for the month of June.

Ms. Quintana presented the Balance Sheet for the Agency for period ending June 30, 2022. Program Support had total assets of \$933,159.42, total liabilities of \$102,889.44 and total fund equity of \$830,269.98. Employee Benefits had total assets of \$49,600,822.79, total liabilities of \$36,547,988.18 and total fund equity of \$13,052,834.61. Risk had total assets of \$97,341,591.48, total liabilities of \$84,921,430.43 and a total fund equity of \$12,420,161.05. Total combined fund equity for the agency was \$26,303,265.64.

A motion was made to approve the Financial Reports for June 2022 as presented.

MOTION: B. Jarrell

SECONDED: C. Parrino

A roll call vote was taken.

Ms. Kaylei Jones called roll.

| | |
|-------------------------------|--------|
| Al Park, President | Yes |
| Chris Parrino, Vice President | Yes |
| Trish Ruiz, Secretary | Yes |
| Denise Baldares | Absent |
| Tim Crone | Yes |
| Travis Dempsey | Absent |
| Pauline Jaramillo | Absent |
| Bethany Jarrell | Yes |
| K.T. Manis | Yes |
| David Martinez, Jr. | Yes |
| Sammy Quintana | Yes |

Vote carried unanimously.

8. B. Board Approved Rebalance & Cash Position in June 2022 - Rescinded (Action Item)

Mr. Matt Smith, PFM, reported on recommendation to rescind rebalancing. While we recommended a cash position during the second quarter, the time it takes the Authority to actually take on and exit a cash position is not ideal. In fact, equities have rallied considerably during this time, resulting in a nice recovery from June lows. At the same time, we don't currently have sufficient confidence in short-term Fixed Income returns to recommend increasing that allocation right now. PFM is comfortable with the current allocation of the two

A motion was made to approve rescinding the Rebalance & Cash Position Approval from June 2022 as presented.

MOTION: C. Parrino

SECONDED: B. Jarrell

A roll call vote was taken.

Ms. Kaylei Jones called roll.

| | |
|-------------------------------|--------|
| Al Park, President | Yes |
| Chris Parrino, Vice President | |
| Trish Ruiz, Secretary | Yes |
| Denise Baldares | Absent |
| Tim Crone | Yes |
| Travis Dempsey | Absent |
| Pauline Jaramillo | Absent |
| Bethany Jarrell | Yes |
| K.T. Manis | Yes |
| David Martinez, Jr. | Yes |
| Sammy Quintana | Yes |

Vote carried unanimously.

8. C. Investment Performance Review for the Quarter Ended June 30, 2022 (Action Item)

Mr. Matt Smith, PFM, reported on the Investment Performance Review for Quarter ending June 30, 2022. There are large declines in domestic and international equities, 16.7% down for the quarter in domestic equities and 13.7% down in international equities. Fixed income also down about 4.7% for the quarter and 10.4% for the year.

Mr. Smith reported on the Benefits Fund Performance Review. He reported a balance of \$22,506,004 as of 6/30/2022 which was a 13.16% decline for the quarter performing under the benchmark of 11.89%.

Mr. Smith reported on the Risk Fund Performance Review. He reported a balance of \$17,455,958 as of 6/30/2022 and results were almost identical to the Benefits Fund at 13.19% decline for the quarter performing under the benchmark at 11.89%.

A motion was made to approve the Investment Performance Review for the Quarter Ended June 30, 2022 presented.

MOTION: C. Parrino

SECONDED: B. Jarrell

A roll call vote was taken.

Ms. Kaylei Jones called roll.

| | |
|-------------------------------|--------|
| Al Park, President | Yes |
| Chris Parrino, Vice President | Yes |
| Trish Ruiz, Secretary | Yes |
| Denise Baldares | Absent |
| Tim Crone | Yes |
| Travis Dempsey | Absent |
| Pauline Jaramillo | Absent |
| Bethany Jarrell | Yes |
| K.T. Manis | Yes |
| David Martinez, Jr. | Yes |
| Sammy Quintana | Yes |

Vote carried unanimously.

9. Risk Matters

9. A. Risk Fund Actuarial Analysis as of June 30, 2022 (Action Item)

Mr. Aaron Hillebrandt and Mr. Matthew Meade, Pinnacle, presented on Case Reserve Increase on Property Claims after 6/30/2022, Actual vs. Expected Loss Development, ultimate loss trends, frequency/severity/loss cost trends to include workers compensation and general liability and a summary of results as of 6/30/2022 analysis.

A motion was made to approve the Risk Fund Actuarial Analysis as presented.

MOTION: S. Quintana

SECONDED: B. Jarrell

A roll call vote was taken.

Ms. Kaylei Jones called roll.

| | |
|-------------------------------|--------|
| Al Park, President | Yes |
| Chris Parrino, Vice President | Yes |
| Trish Ruiz, Secretary | Yes |
| Denise Baldares | Absent |
| Tim Crone | Yes |
| Travis Dempsey | Absent |
| Pauline Jaramillo | Absent |
| Bethany Jarrell | Yes |
| K.T. Manis | Yes |
| David Martinez, Jr. | Yes |
| Sammy Quintana | Yes |

Vote carried unanimously.

9. B. Workers' Compensation, Property, Liability Claims Audit 2022 (Action Item)

Mr. Tim Farley, Farley Consulting Services, presented the Workers' Compensation & Property/Liability Claims Audit for FY2022. The audit consisted of 100 workers' compensation claims: 65 open indemnity claims and 35 closed indemnity claims. The evaluation of 100 property/liability claims: 70 open claims and 30 closed claims. During the audit, Mr. Farley had interviews and discussions with Mr. Jerry Mayo, Ms. Courtney Barela, Ms. Kimberly Trimble, Mr. Steve Vanetsky, and Mr. Kevin Sovereign. The audit results showed case reserves were accurate and no deficiencies were identified. Diary/Case Closure CCMSI is adhering to industry standards in all but one claim that the employee was deemed to have reached maximum medical improvement status. Five claims exhibited deficiencies in Claim Data Organization and Documentation Clarity, and four lacked clear explanations/calculations of the current outstanding medical reserve. The audit concludes that the established reserves are reasonable. CCMSI's performance in this key area has improved significantly since last year's audit.

A motion was made to approve the Workers' Compensation & Property/Liability Claims Audit 2022 as presented.

MOTION: S. Quintana

SECONDED: C. Parrino

A roll call vote was taken.

Ms. Kaylei Jones called roll.

| | |
|-------------------------------|--------|
| Al Park, President | Yes |
| Chris Parrino, Vice President | Yes |
| Trish Ruiz, Secretary | Yes |
| Denise Baldares | Absent |
| Tim Crone | Yes |
| Travis Dempsey | Absent |
| Pauline Jaramillo | Absent |
| Bethany Jarrell | Yes |
| K.T. Manis | Yes |
| David Martinez, Jr. | Yes |
| Sammy Quintana | Yes |

Vote carried unanimously.

9. C. TPA Reports

1. Property & Liability Monthly Claims Report

Mr. Steve Vanetsky, CCMSI, reported on the Property & Liability Monthly Claims Report for the month of June 2022. There were 408 open claims, 57 new claims and 40 claims were closed. Reserves were at \$37,514,685.42 and payments were \$32,325,987.10 for a total of \$69,840,672.52.

2. Property & Liability Large Losses

Mr. Vanetsky reported high costs and large losses for the fiscal year. Mr. Vanetsky reported on hail loss in Las Cruces and Jemez, a lightning strike at Rio Rancho, a sexual assault lawsuit at Taos High School, and an employment claim in Santa Fe that went to trial. CCMSI has implemented internal policies and procedures to expedite and report to excess carriers.

3. Workers' Compensation Monthly Claims Report

Mr. Jerry Mayo, CCMSI, provided the Workers' Compensation Monthly Claims Report for Districts as of June 30, 2022. During the month of June there were 945 open claims, 93 new claims, 32 claims were re-opened, and 140 claims were closed. Reserves were at \$13,962,003.26 and payments were \$48,296,645.97 for a total of \$62,258,649.23.

Mr. Mayo reported on the Workers' Compensation Monthly Claims Report for Charter Schools as of June 30, 2022. During the month of June there were 47 open claims, 2 new claims, 1 re-opened claim and 7 claims were closed. Reserves were at \$789,493.43 and payments were \$1,956,530.34 for a total of \$2,746,023.77.

4. Workers' Compensation Large Losses

Mr. Mayo reported there was one claim over \$50,000. A student grabbed a teacher's left elbow which required surgery. The increase for that was a little over \$54,000.

9. D. Loss Prevention Update

Mr. Larry Vigil, Poms & Associates, reported on the Loss Prevention Abatement Report for July 2022. In July there was a 68.01% abatement for non-capital recommendations. There were 314 total recommendations, total non-capital were 297. Corrected non-capital were 202, corrected capital 0 for a total of 202. Corrected recommendations percentage for July was 64.33%. Funding for maintenance and repairs \$100,000 minimum per district through Senate Bill 212. Mr. Vigil is hoping to get a copy of the letter to clarify its inclusion to charter schools as well. Mr. Quintana asked how to inform the schools on this funding opportunity. Mr. Vigil expressed intentions of sending a blast email once the letter is in possession.

10. Benefits Matters

10. A. No Surprises Act Compliance Plan Update - Segal

Ms. Nura Patani, Segal, presented the requirements of the No Surprises Act Compliance Plan. Ms. Patani found that NMPSIA is also subject to the New Mexico Surprise Billing Protection Act. Segal surveyed NMPSIA's current and former vendors to gather information pertaining to compliance with this law. All have provided responses with the exception of Blue Cross Blue Shield. Carriers were asked to report on how claims subject to the law are being paid. Cigna and PHP confirm the claims have been paid according to the state law. Air Ambulance claims are not mandated by state law, but they are supported by the federal No Surprises Act.

The law also mandates prescription drug reporting to be submitted annually to the federal government. Ms. Patani shared that the agency will need to work with the prior PBM, Express Scripts, to collect components of this data which is due by December 2022. Ms. Patani informed the committee of additional requirements that will be effective in 2023. Vendors must make an attestation that "gag clauses" are not present in contracts and NMPSIA must post a balance billing notice on the website. Overall, Ms. Patani reports compliance with these components.

10. B. Express Scripts, Inc. Pharmacy Benefits Audit 7/1/2018-6/30/2020 - Segal

Ms. Patani, reported on the audit summary of the Pharmacy Benefit Services Agreement between ESI and NMPSIA effective July 1, 2018 through June 30, 2020. Segal worked with ESI and did a 100% analysis of all claims for financials and benefit adjudication to ensure it aligned with intent and the contract terms. Total spend financial results error rates are within the industry standard of 3%. ESI did not pass the audit in the categories of AWP Discount Guarantees, Dispensing Fees Guarantees, Minimum Rebate Guarantees and Copay and Coinsurance Application. Segal determined that additional money is due to NMPSIA.

ESI was given an opportunity to respond to this report. ESI maintains their position and did not agree with the findings. Segal determined a total of \$4,590,936 is due to NMPSIA and will be consulting with NMPSIA on next steps. Mr. Parks recommended that we invite ESI to present and explanation for the October meeting.

10. C. Marathon Health

Mr. Larry Morrissey presented for Marathon Health. Marathon Health provides advanced primary care and population health management. Mr. Morrissey shared some of the services that are provided through Marathon Health to help reduce fragmentation between preventative care services, primary care services and wellness services. He explained that they measure success by tracking member engagement, member experience, health improvement and finally, cost savings. Mr. Park asked who the agency would need to partner with to establish this model. Mr. Morrissey recommended that NMPSIA go to market with partners through the IBAC via RFI. Mr. Park said he liked that idea.

11. General Discussion

Mr. Park ask Board members if they wish to switch committees to advise the Chair and staff.

12. Next Meeting Date and Location: Thursday, October 6, 2022

Location: Poms & Associates, 201 3rd Street, Suite 1400 and a virtual option

The next meeting date will be on Thursday, October 6, 2022 at 9:00 a.m. located at Poms & Associates to be offered in-person and virtually.

A motion was made to approve the next meeting date and location as presented.

MOTION: S. Quintana

SECONDED: C. Parrino

A roll call vote was taken.

Ms. Kaylei Jones called roll.

| | |
|-------------------------------|--------|
| Al Park, President | Yes |
| Chris Parrino, Vice President | Yes |
| Trish Ruiz, Secretary | Yes |
| Denise Baldares | Absent |
| Tim Crone | Yes |
| Travis Dempsey | Absent |
| Pauline Jaramillo | Absent |
| Bethany Jarrell | Yes |
| K.T. Manis | Yes |
| David Martinez, Jr. | Yes |
| Sammy Quintana | Yes |

Vote carried unanimously.

13. Adjournment (Action Item)

A motion was made to Adjourn the meeting at 11:06 a.m.

MOTION: C. Parrino

SECONDED: S. Quintana

A roll call vote was taken.

Ms. Kaylei Jones called roll.

| | |
|-------------------------------|--------|
| Al Park, President | Yes |
| Chris Parrino, Vice President | Yes |
| Trish Ruiz, Secretary | Yes |
| Denise Baldares | Absent |
| Tim Crone | Yes |
| Travis Dempsey | Absent |
| Pauline Jaramillo | Absent |
| Bethany Jarrell | Yes |
| K.T. Manis | Yes |
| David Martinez, Jr. | Yes |
| Sammy Quintana | Yes |

Vote carried unanimously.

APPROVED:

Mr. Alfred Park, President

CATEGORY TOTALS

| DESCRIPTION | CATEGORY | A | B | C | D | E | F | G | H | I | J | K | L |
|---------------------------------------|----------|--------------------------|------------------|--------------------|------------------|------------------------------------|---------------------------|----------------|--------------------------|------------------|---|-----------------------------|-------------------|
| | | FY 22 | FY23 | FY23 | FY23 | FY23 | FY23 | FY23 | FY23 | FY23 | FY23 | FY23 | FY23 |
| | | PRIOR YR ACTUAL EXPENSES | ORIGINAL BUDGET | BUDGET ADJUSTMENTS | ADJUSTED BUDGET | EXPENDED YEAR TO DATE ¹ | ENCUMBRANCES ¹ | PRE-ENCUMBERED | TOTAL EXPENDED/OBLIGATED | BALANCE | PROJECTED EXPENDITURES TO YEAR END ² | PROPOSED BUDGET ADJUSTMENTS | PROJECTED BALANCE |
| Personal Services & Employee Benefits | 200 | 0 | 1,244,400 | 0 | 1,244,400 | 192,389 | 569 | 0 | 192,957 | 1,051,443 | 966,555 | (8,000) | 76,888 |
| Contractual Services | 300 | 0 | 90,400 | 0 | 90,400 | 5,386 | 82,057 | 0 | 87,443 | 2,957 | 9,890 | 8,000 | 1,067 |
| Other Operating Costs | 400 | 0 | 185,300 | 0 | 185,300 | 26,054 | 66,354 | 6,450 | 98,857 | 86,443 | 84,310 | 0 | 2,133 |
| Other Financing Uses | 500 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | | 0 | 1,520,100 | 0 | 1,520,100 | 223,828 | 148,979 | 6,450 | 379,258 | 1,140,842 | 1,060,755 | 0 | 80,087 |

¹ These amounts must tie to the SHARE report - Single-Year Budget Status Report By Pcode. Please attach SHARE report.

² Agencies must provide a detailed justification by object code of assumptions used for projecting planned expenditures through year end. This should include detailed salary projections (see tab Salary) that State Budget Division can use to verify the agency methodology used in the projection calculations.

NOTES:



Melissa A. Krumholz, FSA, MAAA
Vice President, Actuary
T 303.714.9937
mkrumholz@segalco.com

1501 West Fountainhead Parkway
Suite 370
Tempe, AZ 85282
segalco.com

September 19, 2022

Mr. Patrick Sandoval
Executive Director
New Mexico Public Schools Insurance Authority
410 Old Taos Highway
Santa Fe, NM 87501

Re: Estimate of Health IBNR as of June 30, 2022

Dear Patrick:

Segal has completed its evaluation of Health Reserves for the New Mexico Public Schools Insurance Authority's (NMPSIA's) self-funded program. The reserve is calculated to estimate the outstanding liability for covered services received prior to July 1, 2022, and paid after June 30, 2022. Our estimate of incurred but not reported (IBNR) claims includes unreported claims, reported but unprocessed claims, and claims processed but unpaid by your administrator.

Our estimate does not include any amounts for accounts payable due to claims paid by the administrator prior to July 1, 2022, that had been recorded as paid on or before June 30, 2022, on the lag report produced by the claims administrator. Furthermore, since your financial statements split out actual amounts known to be paid after June 30, 2022, for services that were incurred prior to July 1, 2022, (e.g., recorded as claims payable) from the unknown amounts, those known amounts should be subtracted from the estimated liability we have provided so that the total amount of known and unknown liability remains equal to our total IBNR reserve estimate. The total liability, known runout booked, and remaining IBNR are shown numerically in the enclosed Exhibit I. Total liability for Blue Cross Blue Shield (BCBSNM) Medical, Presbyterian Medical, Cigna Medical, Pharmacy, Delta Dental, and United Concordia Dental are shown graphically in Exhibits III, IV, V, VI, VII, and VIII. A description of our standard calculation methodology, which was employed for our Medical and Dental estimates, is also enclosed.

Our Medical estimates rely upon claims paid through June 30, 2022, as furnished by BCBSNM, Presbyterian Healthcare Services (PHS), and Cigna (Paid claims reported by BCBSNM included Blue Card and any other network access fees associated with accessing participating providers out of state). Our Pharmacy and Dental estimate rely upon claims paid through June 30, 2022, as furnished by Express Scripts, Delta Dental, and United Concordia Dental. We did not audit this data and our review was limited to determining that it appears to be reasonable and acceptable for the projection of outstanding liabilities under the plan. We certify to the best of our knowledge, the data, methods, and assumptions used to develop the estimated liability for IBNR claims are reasonable and are calculated in accordance with generally accepted and consistently applied actuarial principles.

In addition, the Coronavirus (COVID-19) pandemic continues to evolve and will likely continue to impact the US economy and health plan claims projections for most Health Plan Sponsors. At this point, the full impact on Health Plan claim costs are uncertain. Unless specifically noted, this current report does not include any adjustments in developing the June 30, 2022, IBNR estimates.

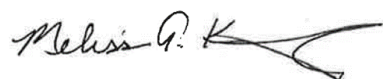
Although our conclusions are based on assumptions and methods that are reasonable for this purpose, actual experience can vary from our estimate, and this difference may be material. This estimate is intended to measure NMPSIA's liability for unpaid claims as of June 30, 2022, and it should not be relied upon for any other purpose.

Our internal proprietary modeling software generates claim lag factors and resulting reserve estimates. Our Health Technical Services unit, comprised of actuaries and programmers, is responsible for the initial development and maintenance of these models. The client team programs the assumptions and the calculation methods, validates the model, and reviews the results under my supervision. We are not aware of any material inconsistencies among the assumptions used in the model and the combination of assumptions used in the model does not produce unreasonable results in the aggregate.

A follow-up study was performed to determine the adequacy of the reserve estimates as of June 30, 2022. The results of this study are shown in Exhibit II. BCBSNM experience reflects adverse large losses and the impact of COVID on related claims as well as the resumed care post-pandemic.

I am a Fellow of the Society of Actuaries, and a Member of the American Academy of Actuaries. I meet the *Qualification Standards for Actuaries Issuing Statements of Opinion in the United States* promulgated by the American Academy of Actuaries and am qualified to render an opinion with regard to loss reserves, actuarial liabilities, and related items.

Sincerely,



Melissa A. Krumholz, FSA, MAAA
Vice President, Actuary

Enclosures

EXHIBIT I

NEW MEXICO PUBLIC SCHOOLS INSURANCE AUTHORITY

| Coverage | % of Prior 12 Months Paid Claims ⁽⁴⁾ | As of June 30, 2022 | | | As of June 30, 2021 | | | Net Adjustment to Fund Balance |
|---|---|---------------------|---------------------|----------------|---------------------|---------------------|----------------|--------------------------------|
| | | Total IBNR Reserve | Known Runout Booked | Remaining IBNR | Total IBNR Reserve | Known Runout Booked | Remaining IBNR | |
| BCBSNM Medical ⁽¹⁾ | 9.6% | \$15,070,000 | \$2,791,886 | \$12,278,114 | \$12,781,000 | \$1,955,480 | \$10,825,520 | \$1,452,594 |
| Presbyterian Medical | 12.5% | \$12,244,000 | \$6,455,958 | \$5,788,042 | \$11,280,000 | \$1,939,199 | \$9,340,801 | (\$3,552,759) |
| Cigna Medical | 18.7% | \$162,000 | \$21,109 | \$140,891 | \$84,000 | \$7,315 | \$76,685 | \$64,206 |
| Prescription Drug | 3.6% | \$2,317,000 | \$0 | \$2,317,000 | \$1,937,000 | \$1,236,380 | \$700,620 | \$1,616,380 |
| Delta Dental | 6.2% | \$126,000 | \$67,607 | \$58,393 | \$62,000 | \$32,849 | \$29,151 | \$29,242 |
| United Concordia Dental | 5.7% | \$667,000 | \$244,864 | \$422,136 | \$878,000 | \$277,552 | \$600,448 | (\$178,312) |
| Total IBNR* | 9.9% | \$30,586,000 | \$9,581,424 | \$21,004,576 | \$27,022,000 | \$5,448,776 | \$21,573,224 | (\$568,648) |
| Administration ⁽²⁾ | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Margin ⁽³⁾ (5% of Total IBNR) | N/A | \$1,529,000 | N/A | N/A | \$1,351,000 | N/A | N/A | N/A |
| Total IBNR with Administration and Margin* | N/A | \$32,115,000 | 9,581,424 | \$22,533,576 | \$28,373,000 | \$5,448,776 | \$22,924,224 | (\$390,648) |

*Figures may not add exactly due to rounding

(1) BCBSNM Medical Reserve estimate includes Blue Card access fees.

(2) Administration reserve allows for claims adjustment expenses associated with paying IBNR claims in the event of plan termination.

(3) 5% margin applied to Medical, Prescription Drug, and Dental IBNRs.

(4) Percentages displayed reflect unrounded IBNR estimate as a percentage of claims paid during the twelve months ending June 30, 2022, as provided in claim lag reports.

(5) IBNR Reserve estimate as of June 30, 2021, as reported by Segal on August 31, 2021.

EXHIBIT II
NEW MEXICO PUBLIC SCHOOLS INSURANCE AUTHORITY
RUNOUT ANALYSIS STUDY

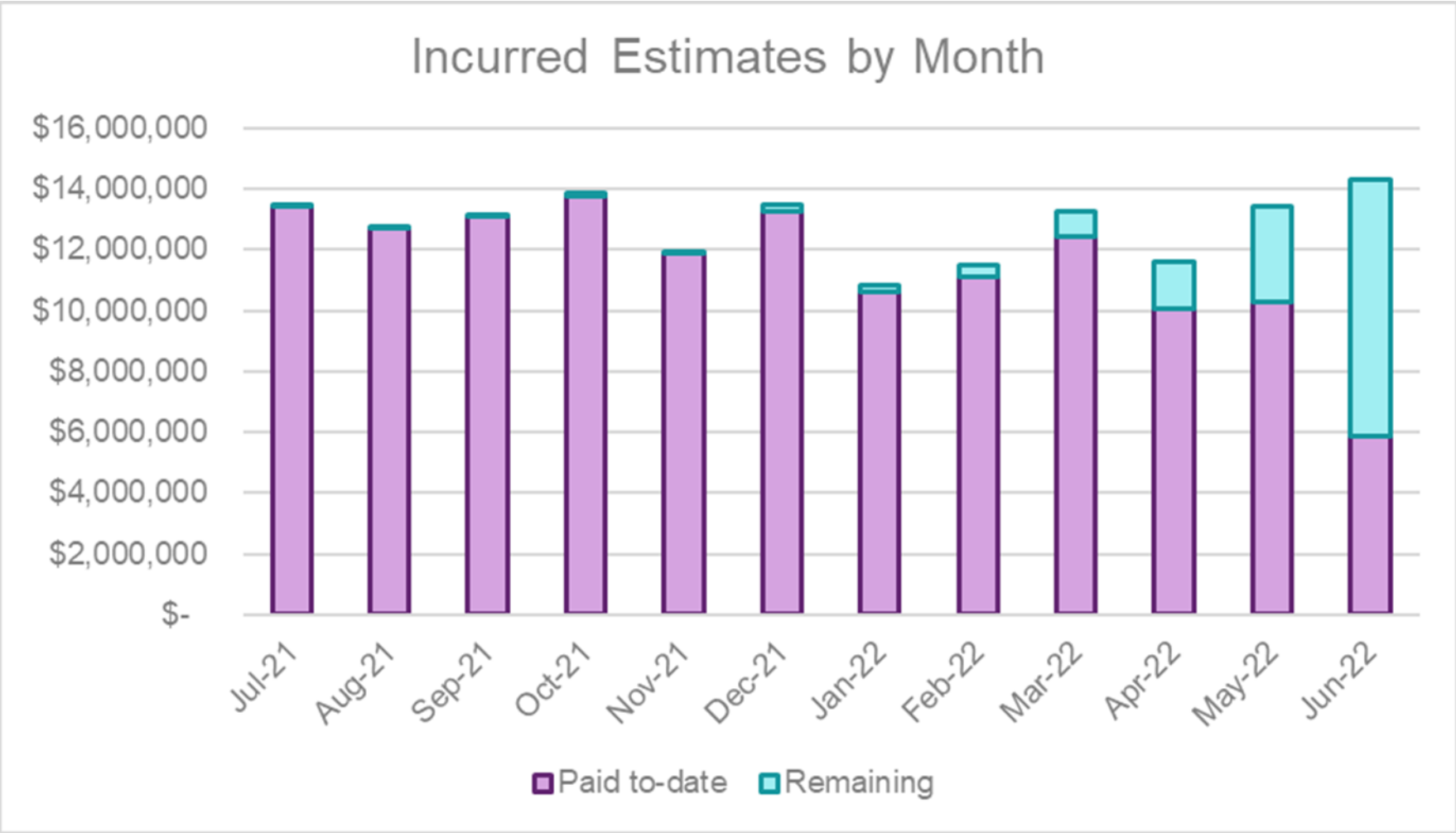
The follow-up study showed that the reserve estimates as of June 30, 2021, was not adequate. The following table shows the results of the study.

| <i>Reserve Component</i> | <i>6/30/21 Reserve Estimate¹</i> | <i>Actual Run-out as of 6/30/22</i> | <i>Remaining Reserve Estimate as of 6/30/22</i> | <i>Restated Reserve Requirement</i> | <i>Excess Reserve</i> | <i>Margin</i> |
|--------------------------|---|-------------------------------------|---|-------------------------------------|-----------------------|---------------|
| BCBSNM Medical | \$12,781,000 | \$18,205,069 | \$1,931 | \$18,207,000 | (\$5,426,000) | -29.8% |
| Presbyterian Medical | \$11,280,000 | \$15,168,103 | \$13,897 | \$15,182,000 | (\$3,902,000) | -25.7% |
| Cigna Medical | \$84,000 | \$79,115 | \$1,885 | \$81,000 | \$3,000 | 3.7% |
| Prescription Drug | \$1,937,000 | \$1,378,425 | \$23,575 | \$1,402,000 | \$535,000 | 38.2% |
| Delta Dental | \$62,000 | \$50,740 | \$260 | \$51,000 | \$11,000 | 21.6% |
| United Concordia Dental | \$878,000 | \$915,651 | \$20,349 | \$936,000 | (\$58,000) | -6.2% |
| Total Reserves | \$27,022,000 | \$35,797,103 | \$61,897 | \$35,859,000 | (\$8,837,000) | -24.6% |

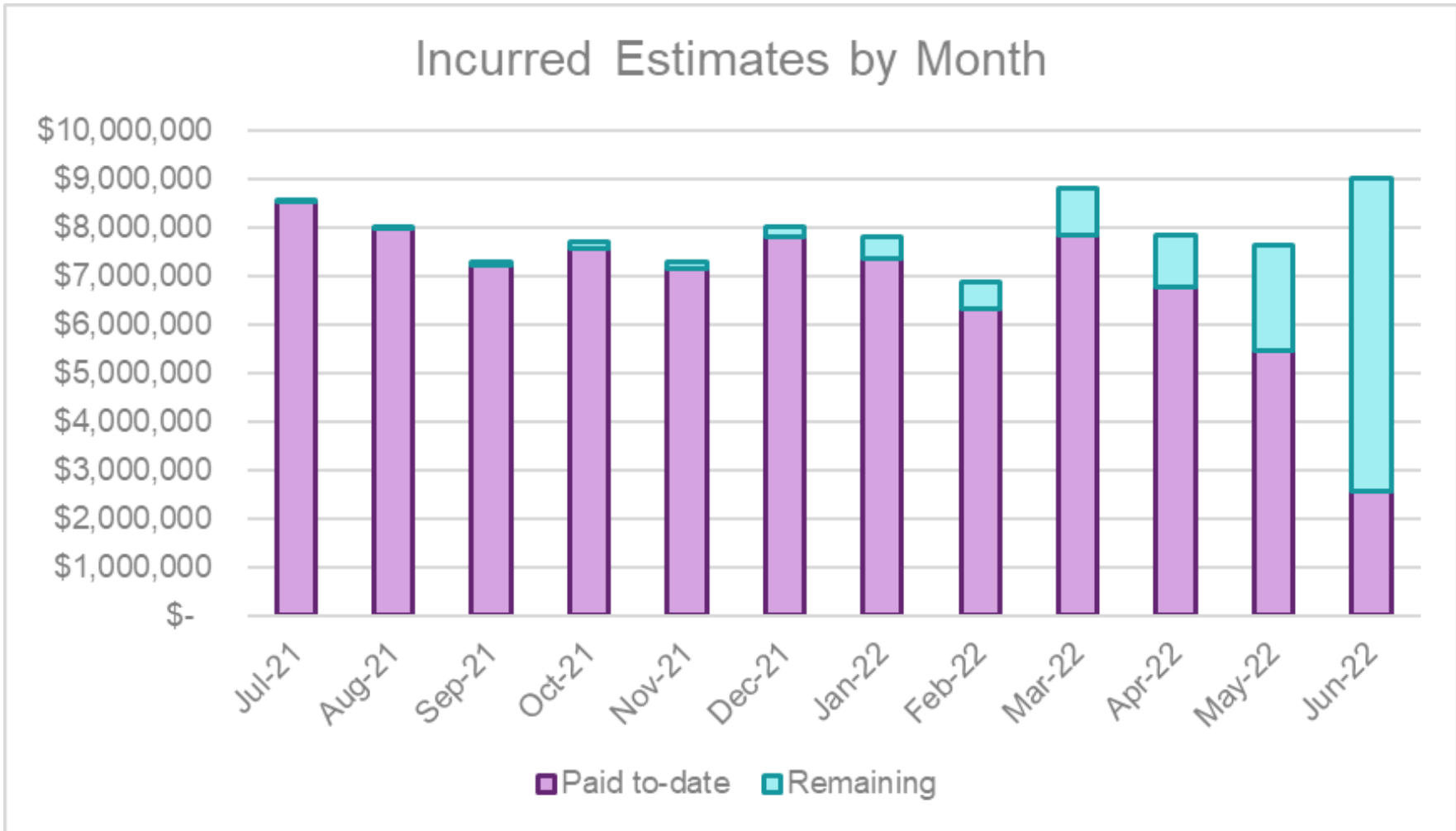
(1) IBNR Reserve estimate as of June 30, 2021, as reported by Segal on August 31, 2021.

This table shows that the overall reserve levels set for medical, prescription drug, and dental claims were less than the actual run out. In combination, the reserve estimates excluding margin were 24.6% less than the actual liability. BCBSNM excess runout was driven by adverse experience as well as COVID-19. Presbyterian was impacted by adverse experience with large late payments associated with claims incurred in July 2020 and March 2021.

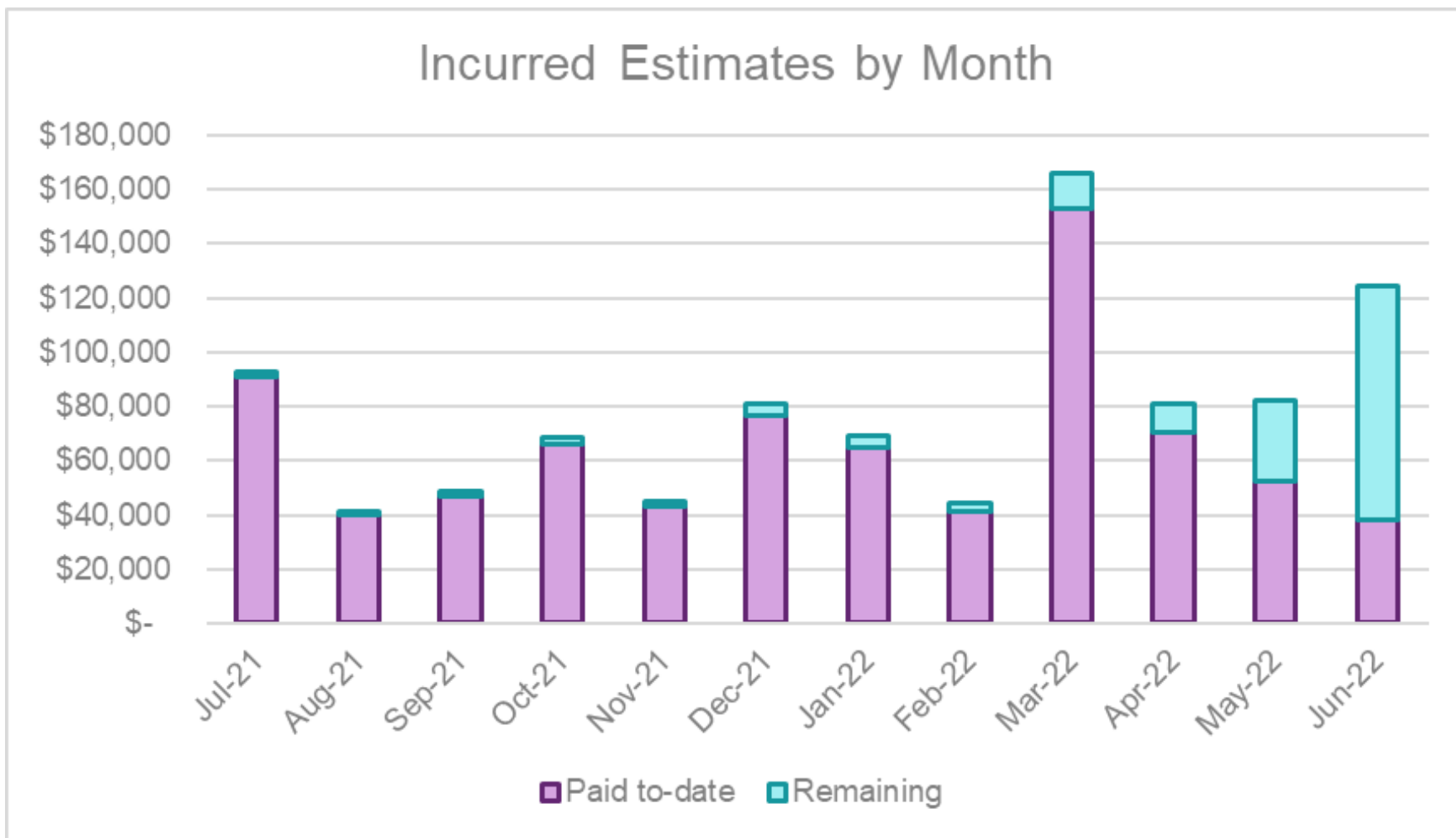
**EXHIBIT III
BCBSNM MEDICAL**



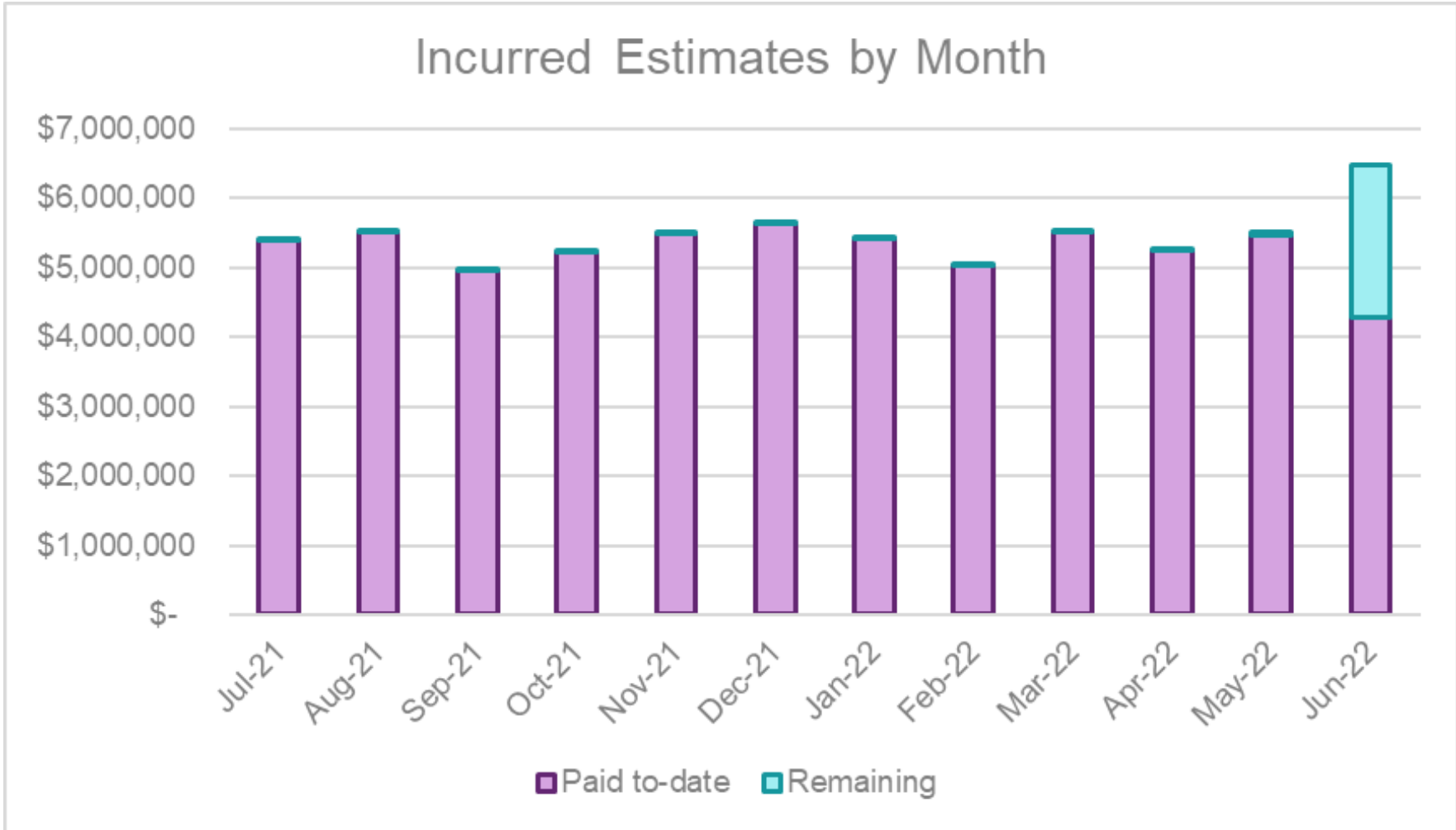
**EXHIBIT IV
PRESBYTERIAN MEDICAL**



**EXHIBIT V
CIGNA MEDICAL**



**EXHIBIT VI
PRESCRIPTION DRUGS**



**EXHIBIT VII
DELTA DENTAL**

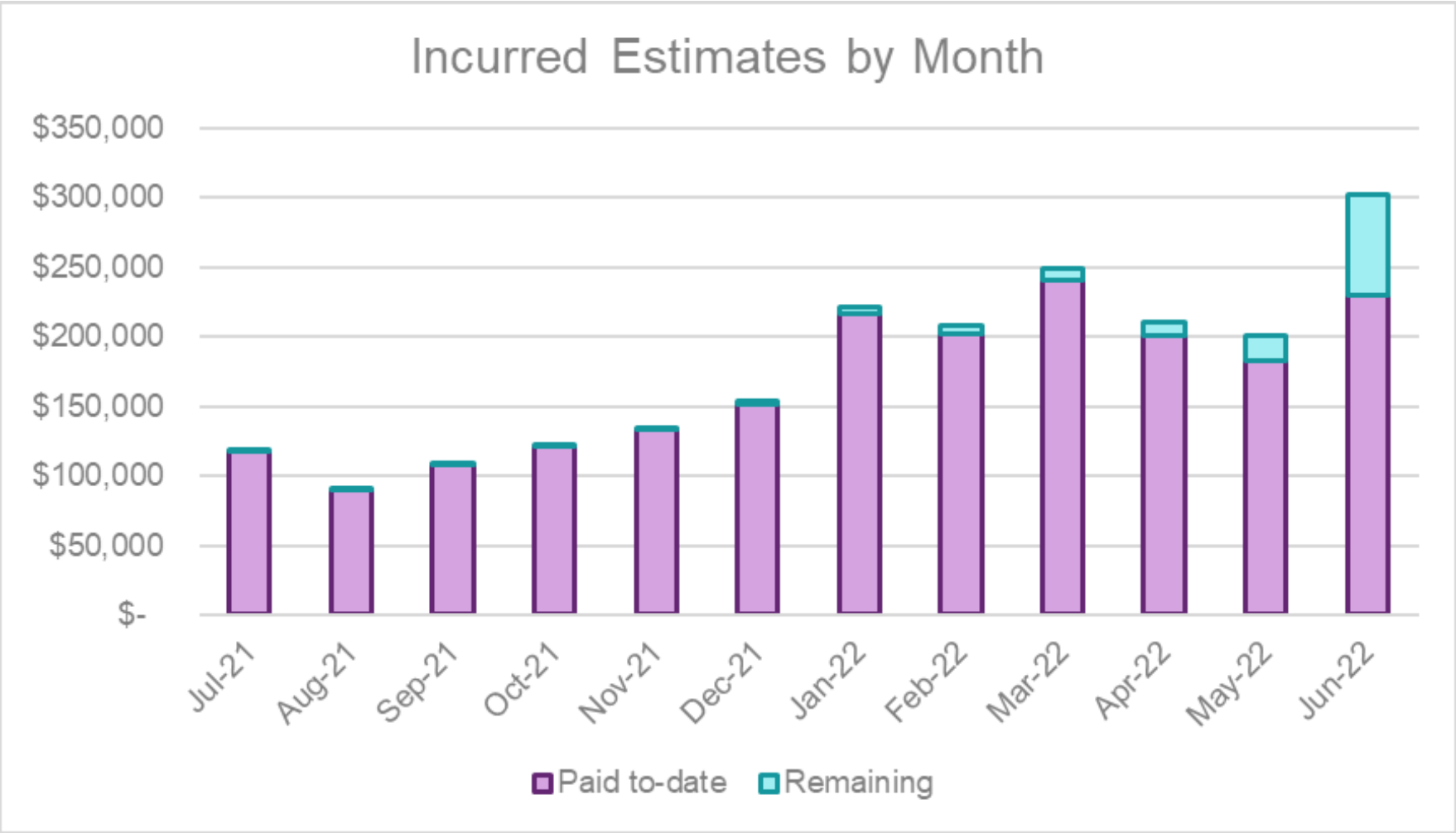
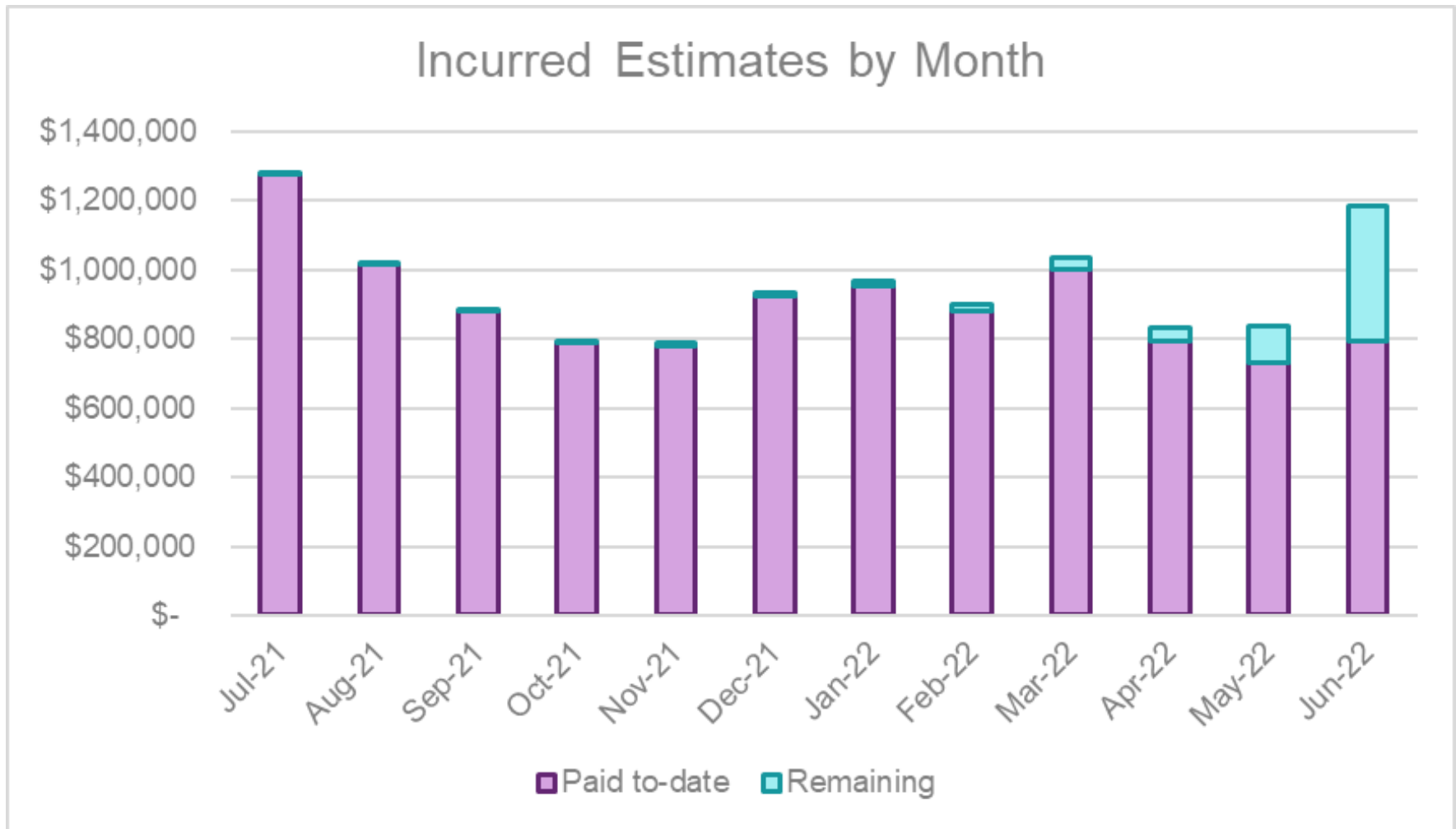


EXHIBIT VIII
UNITED CONCORDIA DENTAL



THE SEGAL IBNR RESERVE MODEL

Segal calculates IBNR reserves from prior histories of claim payments by blending completion factors from the Reserve Factor Development Method, with incurred claims developed by the Projection Method.

The Reserve Factor Development Method assumes that the historical runoff patterns remain stable over time. To the extent Segal possesses knowledge of administrative and other issues that may affect the accuracy of this assumption; the Model allows modification of the Completion Factors in accordance with actuarial judgment of the impact of such environmental factors on future runoff patterns. Such environmental factors include changes in claims payment cycles or electronic claim submission rates, plan design, changes in insurance carriers, large dollar shock claims, emerging claim trends and other factors.

The Segal IBNR model utilizes detailed monthly claims data that shows the amount of monthly claim dollars paid in each month of the reserve determination period relative to the month services were incurred. We project total Incurred Claims by month and then subtract known Paid Claim runoff by incurred month to calculate the completion factors for the estimated IBNR reserves. This method results in highly accurate estimates of IBNR reserves in large stable environments.

Calculation Scheme

Segal blends two very different calculation methods to project monthly incurred claims:

1. *Claims Lag Estimate* - The first method estimates incurred claims by projecting the monthly payments for each future paid month for each incurred month. The method used is to estimate, from the claims data, the ratio of claims paid through each duration to claims paid through the prior duration. For example, for the duration 5 ratio, the result would be the assumed ratio of claims paid through duration 5 divided by claims paid through duration 4. We multiply the relevant average of these durational ratios by the actual claims paid to date in each incurred month to forecast the claims paid in the next month. We accumulate the claims estimated in this manner as the basis to estimate the next successive month's paid claims, etc.
2. *Claims Projection Estimate* - The Claim Lag Estimate method is not very accurate for the most recent incurred months, when very little or no actual claims have been paid to date. Therefore, we use a projection method instead. In this calculation, the incurred claims estimates for prior months that result from the Claims Lag Estimate for the designated period are projected based on trend calculated from the midpoint of the designated period to each incurred month to be estimated using the Claims Projection method. We perform this calculation on a per enrollment basis. We typically recommend the use of the claim projection method for 3 months on medical claims. The number of months used in the projection may be increased or decreased depending on the availability of actual runoff data, the typical lag pattern of the type of benefit being projected (e.g., medical, dental, vision, etc.), and an analysis of the statistical deviation of the underlying lag patterns.



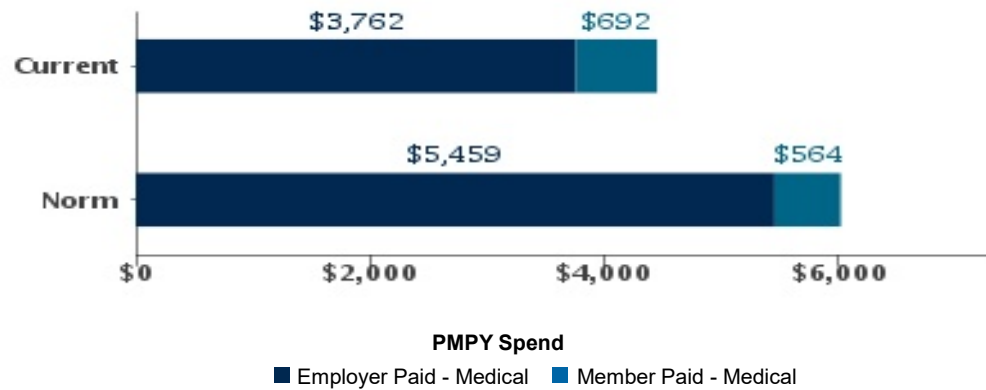
Cigna Executive Summary

New Mexico Public Schools Insurance Authority



**New Mexico
Public Schools
Insurance
Authority**

Medical Spend



Medical Trend



| | Current PMPY | Variance from Norm |
|--------------------------|--------------|--------------------|
| Total Plan Spend | \$4,453.44 | -26.1% |
| Total Employer Paid | \$3,761.67 | -31.1% |
| Total Member Paid | \$691.77 | 22.6% |
| Medical Spend PMPY | \$4,453.44 | -26.1% |
| Employer Paid - Medical | \$3,761.67 | -31.1% |
| Pharmacy Spend PMPY | - | - |
| Employer Paid - Pharmacy | - | - |

Demographics & Financial

| | Current | Norm | Variance |
|-----------------------------------|-------------|------------|----------|
| Members | | | |
| Average Number of Employees | 127 | | |
| Average Number of Members | 238 | | |
| Average Employee Age | 44.4 | | |
| Demographic Factor | 0.69 | 1.06 | -35.3% |
| Cost Trend | | | |
| Plan Spend - Medical | \$1,058,063 | | |
| Plan Spend - Pharmacy | - | | |
| Total Plan Spend | \$1,058,063 | | |
| Medical Plan Spend PMPY | \$4,453.44 | \$6,023.06 | -26.1% |
| Pharmacy Plan Spend PMPY | - | - | - |
| Total Plan Spend PMPY | \$4,453.44 | \$6,023.06 | -26.1% |
| Performance Indicators | | | |
| Cat Claimants in Excess Per K | 8.4 | 15.6 | -46.0% |
| Cat Plan Spend PMPY(Med+Rx) | \$1,122.13 | \$2,205.80 | -49.1% |
| Non-Cat Plan Spend PMPY(Med + Rx) | \$3,331.31 | \$3,817.25 | -12.7% |
| Network Penetration | 96.4% | 97.5% | -1.1% |

Population Health & Pharmacy

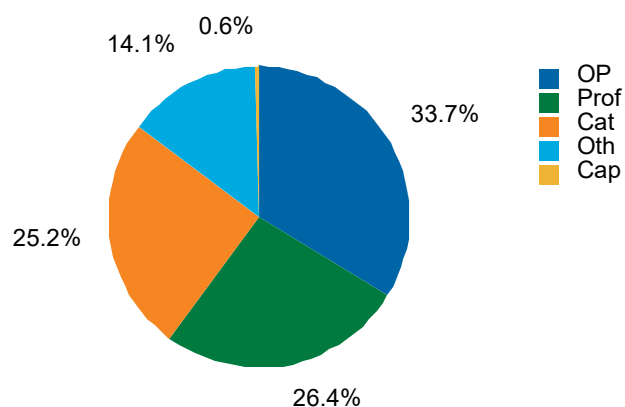
| | Current | Norm | Variance |
|---|---------|-------|----------|
| Population Health Measures | | | |
| Chronic Percent of Population | 25.1% | 48.9% | -23.8% |
| Chronic Percent of Cost | 65.6% | 76.5% | -10.9% |
| Total Health Engagement - % of Pop | 14.5% | 41.4% | -26.9% |
| Preventive Care Utilization | 36.2% | 61.3% | -25.1% |
| Well Visit Completions | 26.9% | 47.8% | -20.9% |
| Health Assessment Completions | 8.2% | 8.9% | -0.7% |
| Gaps in Care Rule Compliance | 78.3% | 81.8% | -3.5% |
| Pharmacy Indicators | | | |
| Generic Dispensing Rate | - | - | - |
| Generic Substitution Rate | - | - | - |
| Specialty Plan Spend PMPY (Rx Only) | - | - | - |
| Specialty Plan Spend PMPY (Med Only) | - | - | - |
| Non-Specialty Plan Spend PMPY (Rx only) | - | - | - |
| Prescriptions PMPY(Retail adjusted) | - | - | - |



Medical Service Category Trend Analysis

New Mexico Public Schools Insurance Authority

Percent of plan spend



Account summary (PMPY basis)

| | Current | Norm | Variance |
|------------------------------------|----------------|----------------|---------------|
| Non-Catastrophic Plan | | | |
| Inpatient | \$0 | \$392 | -100.0% |
| Outpatient | \$1,501 | \$1,243 | 20.7% |
| Professional | \$1,175 | \$1,377 | -14.7% |
| Other | \$628 | \$329 | 90.8% |
| Total Non-Cat Plan | \$3,304 | \$3,341 | -1.1% |
| Capitation | \$28 | \$380 | -92.8% |
| Catastrophic Plan | \$1,122 | \$2,301 | -51.2% |
| Total Plan Spend - Medical | \$4,453 | \$6,023 | -26.1% |
| Cost Share - Medical | \$692 | \$564 | 22.6% |
| Net Employer Paid - Medical | \$3,762 | \$5,459 | -31.1% |

Comments

- Plan spend of \$4,453 PMPY represents \$3,762 PMPY in employer paid and \$692 PMPY of cost share
- Outpatient was the largest contributor in the current period, contributing \$1,501 PMPY of the overall \$4,453 PMPY plan spend
- Trend contribution is a measure of each individual line item's impact on the overall cost change. It is calculated by subtracting the current period result for the item minus the base period result, and dividing this amount by the base period total plan spend



Catastrophic Detail (Integrated Medical and Pharmacy)

New Mexico Public Schools Insurance Authority



| | Relshp | ICD Major | ICD Minor | Medical | Pharmacy | Med Srx | Pharm Srx | Total (\$) | Out of Net % | Last Date of Eligibility | Cat in Base? | Clinical Programs |
|---|--------|-----------------|-------------|-----------|----------|---------|-----------|------------|--------------|--------------------------|--------------|-------------------|
| 1 | SP | Infect/Parasit | Viral Dis | \$152,952 | \$0 | \$5,308 | \$0 | \$158,260 | 0% | 09/22 | N | COM,WI |
| 2 | EE | Bil Tract/Liver | Gallbladder | \$108,252 | \$0 | \$87 | \$0 | \$108,339 | 0% | 09/22 | N | WI |

Acronym Key

CM/SPCM Programs (Case Mgmt)

CAT-Catastrophic
 COM-Complex
 INP-Inpatient
 NIC-Neonatal Intensive Care
 ONC-Oncology
 REH-Rehabilitation
 TRN-Transplant
 CKD-Chronic Kidney Disease
 HRM-High Risk Maternity
 MIR-Medical Injectable Redirection

Chronic Coaching Programs

AST-Asthma
 CAD-Coronary Heart Disease
 CHF-Chronic Heart Failure
 CPD-Chronic Obstructive Pulmonary Disorder
 DEP-Depression
 DIA-Diabetes Mellitus
 LBP-Low Back Pain
 OST-Osteoarthritis
 PAD-Peripheral Artery Disease
 WGT-Weight Complications

Additional Programs

CCS-Cancer Care Support Program
 EAP-Employee Assistance Program
 HPHB-Healthy Pregnancies Healthy Babies
 LMP-Lifestyle Management Programs
 OL-Online Programs
 TDS-Treatment Decision Support
 WC-Wellness Coaching
 WI-Well Informed (Gaps In Care)



COVID-19 Demographics and Spend

New Mexico Public Schools Insurance Authority

Prevalence Rate-Total Membership

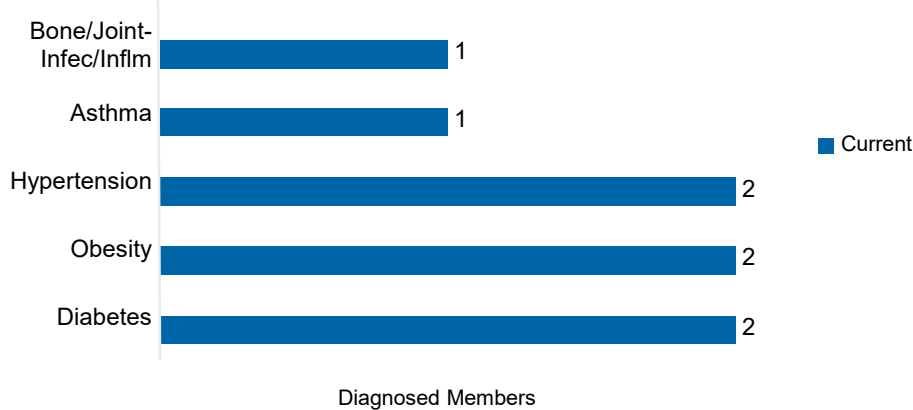
14.3%

Prevalence Rate-Tested

26.2%



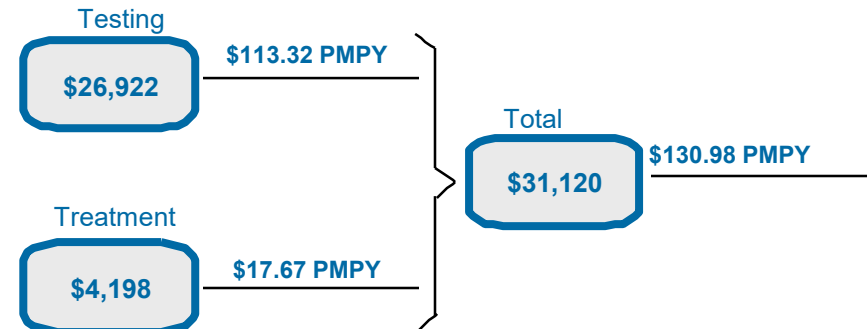
Top 5 Chronic Comorbidities



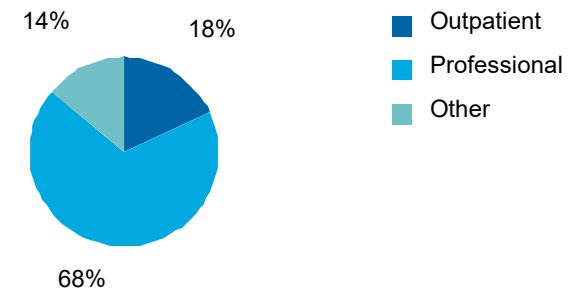
Comments

- On February 11, 2020 the World Health Organization announced an official name for novel coronavirus outbreak: COVID-19. In COVID-19, 'CO' stands for 'corona,' 'VI' for 'virus', and 'D' for disease*.
- 26.5% of the diagnosed population had a chronic condition in the current year.

Spend - Testing and Treatment

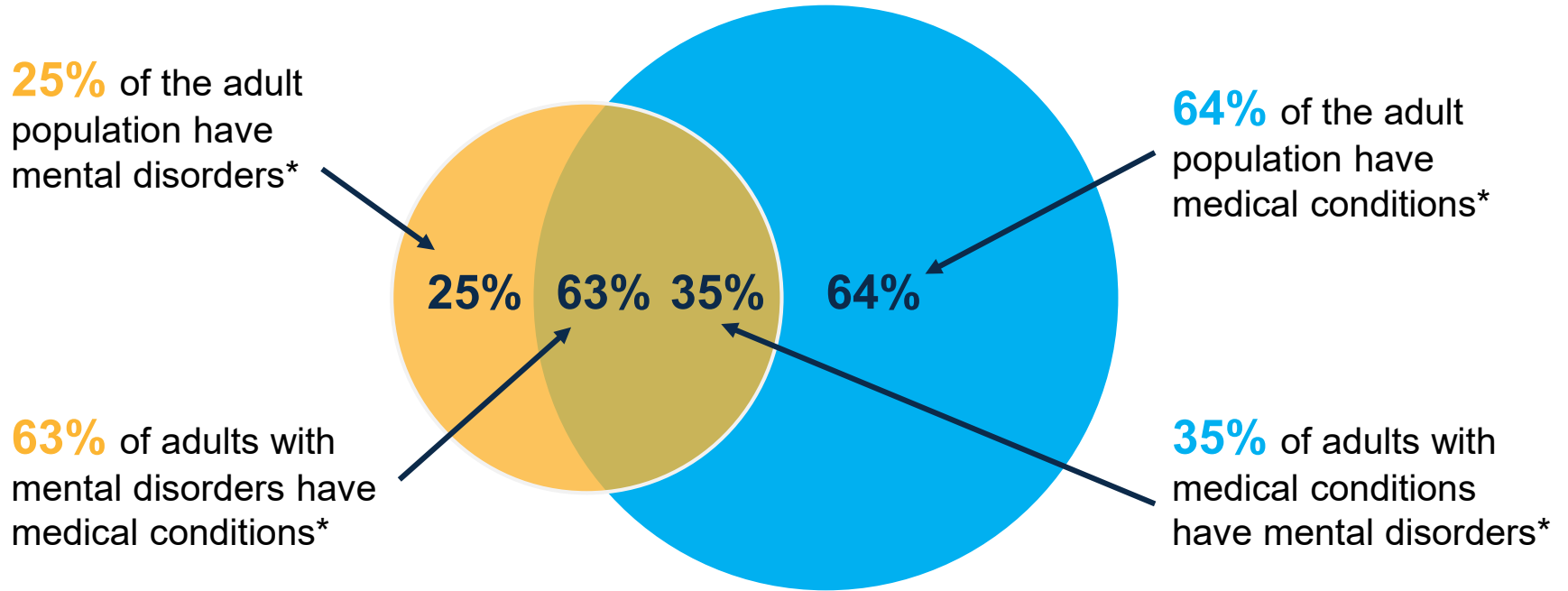


Percent Spend - Medical Service Category



Medical and behavioral comorbidity

Cigna data is consistent with a previous national industry study on medical and behavioral comorbidity.



25% of the adult population have mental disorders*

64% of the adult population have medical conditions*

63% of adults with mental disorders have medical conditions*

35% of adults with medical conditions have mental disorders*

*Cigna Behavioral Health Insights, Cigna Book of Business claims data 4-1-17 through 3-31-18 for customers/clients who purchased behavioral and medical through Cigna. Adults only.



Cigna Total Behavioral Health - Executive Summary

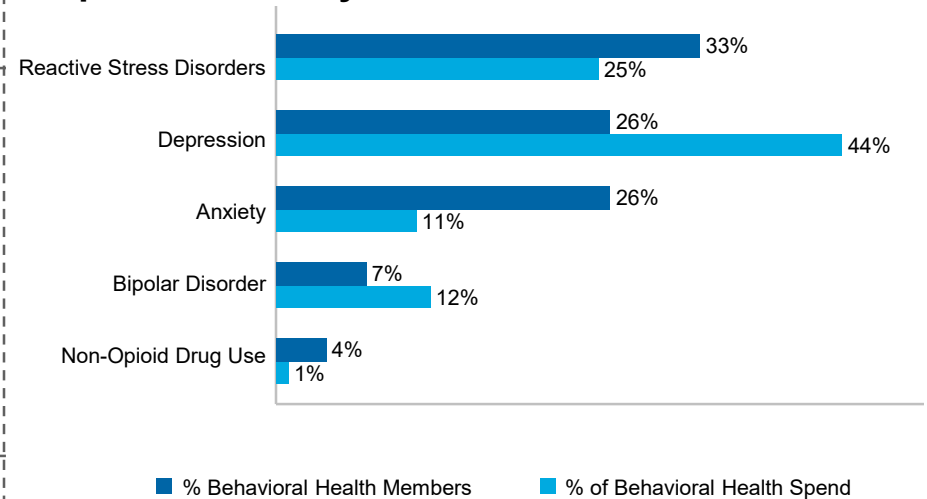
New Mexico Public Schools Insurance Authority



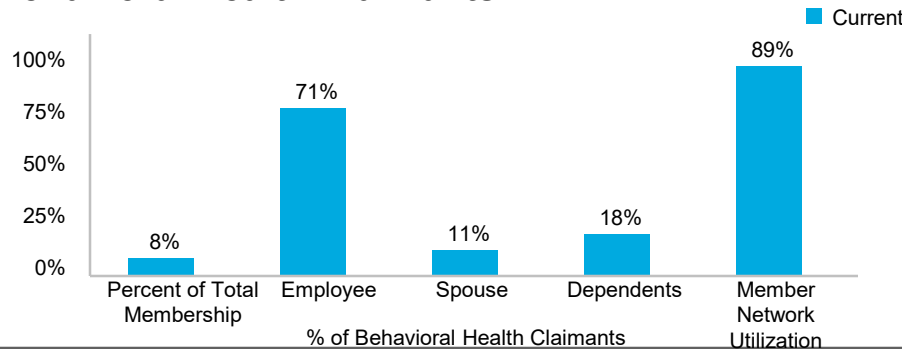
Key Metrics

| | Current |
|--------------------------------------|---------|
| Total Membership | |
| Average Number of Employees | 127 |
| Average Number of Members | 238 |
| Behavioral Health Members | |
| Average Number of Claimants | 20 |
| Mental Health | 18 |
| Substance Use Disorder | 2 |
| Catastrophic Claimants(>\$50k in BH) | 0 |
| Average Age | 36.6 |
| Behavioral Virtual visits | 218 |
| ABA Claimants | 0 |
| Happify Unique Users | 1 |
| Happify Active Users | 1 |
| iPrevail Unique Users | 3 |
| Total iPrevail Activities | 16 |

Top Conditions by Prevalence



Behavioral Health Claimants



Clinical & Member Interactions

| | Current |
|--|----------|
| Engagement Types | |
| Customer Engagement | 1 |
| Health Care Provider Engagement | 4 |
| Access and Crisis Support | 2 |
| Customer Advocacy | 2 |
| Total Interactions | 9 |
| Unique Members w/ clinical interaction | 6 |
| Percent of Members w/ clinical interaction | 2.5% |

Comments

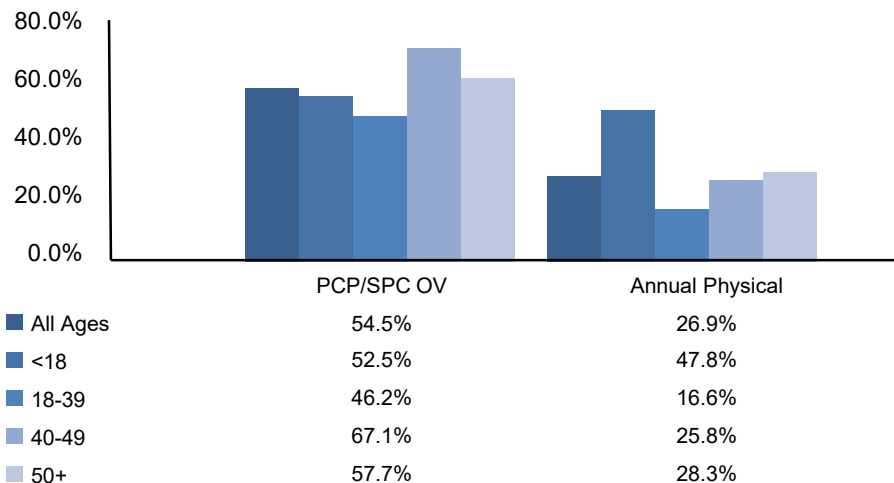
- 8% of the total membership had a claim with a behavioral health provider in the current period
- Average age of employees with behavioral health claims was 40.7 years
- 88.9% of members used an in-network behavioral health provider in the current period
- Virtual Care utilization with behavioral providers in the current period was 218
- 2.5% of the total population was engaged with a clinician



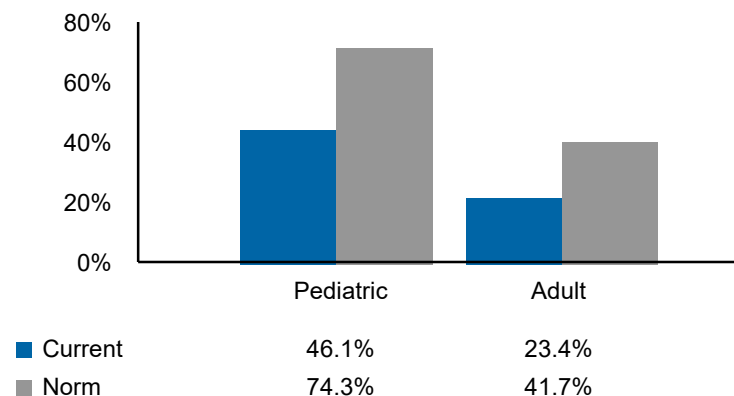
Preventive Care Summary

New Mexico Public Schools Insurance Authority

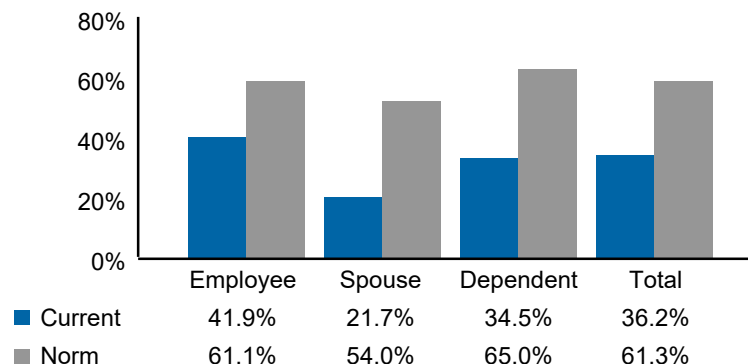
Current period OV & preventive utilization



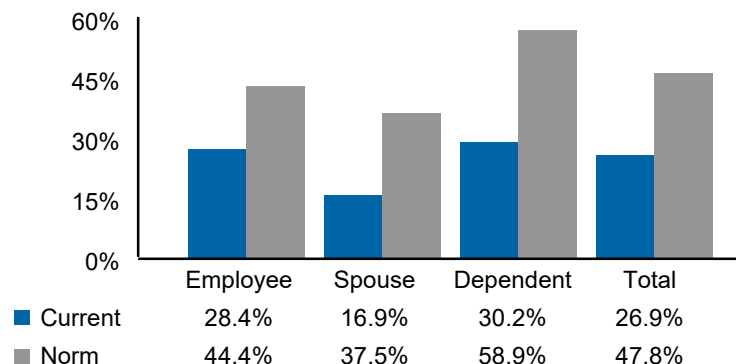
Well visit completion rates



Preventive care utilization (all services)



Well visit completion rates

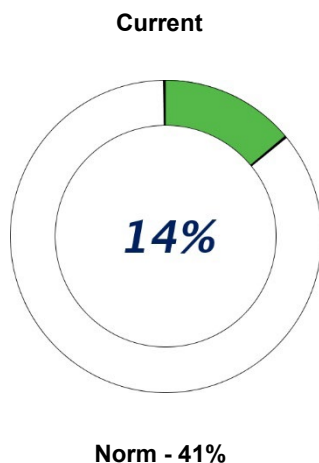




Cigna Health Matters - Engagement Index Summary

New Mexico Public Schools Insurance Authority

Total health engagement as a % of population



Comments

- Cigna's Health Matters Engagement Index provides greater insight into engagement across all of the health and wellness programs and services Cigna offers
- In the current period 14% of the total population has engaged in two or more Health Maintenance actions or one or more Health Improvement actions. This compares to a norm of 41%
- When engagement is split into Health Maintenance and Health Improvement activities, 14% of the population has completed 2 or more Health Maintenance activities, and 2% of the population completed 1 or more Health Improvement activities during the current period, compared to norms of 40% and 4% respectively
- When the population is split into segments using ETG methodology, the Chronic Illness segment had the greatest overall engagement at 35% for the current period

Engagement by behavior type and population segment

| Segment | Health Maintenance (HM) (2+) | | Health Improvement (HI) (1+) | | Total Engagement (2+ HM or 1+ HI) | |
|----------------------------|------------------------------|------------|------------------------------|-----------|-----------------------------------|------------|
| | Current | Norm | Current | Norm | Current | Norm |
| Chronic Illness | 31% | 56% | 8% | 10% | 35% | 60% |
| Major Episode* / Maternity | 23% | 53% | 0% | 2% | 23% | 54% |
| Minor Episode** | 11% | 51% | 0% | 0% | 11% | 51% |
| Healthy*** | 9% | 39% | 0% | 1% | 9% | 40% |
| Non User | 6% | 3% | 0% | 0% | 6% | 3% |
| Total | 14% | 40% | 2% | 4% | 14% | 41% |

*Major Episode >\$500 per episode
 **Minor Episode <\$500 per episode
 *** Healthv - only preventive claims



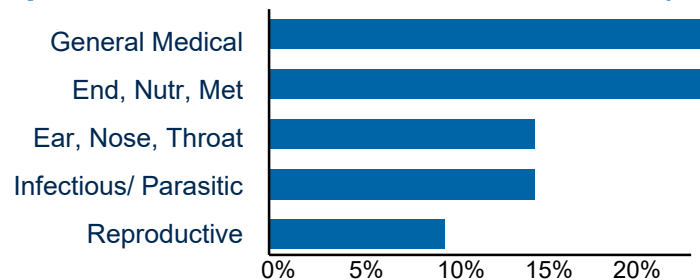
Virtual Care

New Mexico Public Schools Insurance Authority

Utilization & Trend

| | Current |
|-------------------------------|---------|
| Total Visits | 293 |
| Total Unique Members | 61 |
| Members with Multiple Visits | 27 |
| % of Total Member Utilization | 26% |

Top 5 Medical Virtual Care Conditions (Current)



Visits & Trend by Provider (Current)



Estimated Savings of **\$2,418** if 10% of acute medical visits (Office, Urgent, Convenience Care) were redirected to MDLIVE

Demographic Summary

| | Current | Norm |
|-----------------------|---------|------|
| Employee | 74% | 63% |
| Spouse | 15% | 13% |
| Dependent | 11% | 24% |
| % of Total Membership | 26% | 28% |
| % Male | 31% | 31% |
| % Female | 69% | 69% |
| Average Member Age | 41.6 | 41.2 |

Virtual Care – Convenient, Not Costly

- A simplified experience so a member can get the best care both virtually and in person through an integrated ecosystem of providers when and where they need it most.
- Access care from anywhere via video or phone.
- Get minor medical virtual care 24/7/365 – even on weekends and holidays.
- Virtual Wellness Screening has a \$0 copay and is on average 35% lower in cost. **0 members utilized virtual wellness screenings in the current period.**

Opportunity Redirect Savings

- ER to MDLIVE = \$10,648.76
- UC to MDLIVE = \$1,007.10

Cigna Care Management

makes a difference

Inpatient and case management

- Enhanced medical director support
- Complex and specialty case management (NICU, transplant)
- Up to 100% post-discharge outreach
- Support from Behavioralists, Social Workers and dieticians

Examples of outpatient precertification

- High-tech imaging
- Medical injectables
- DME/EPA
- Home health care
- Infertility treatment
- Dialysis treatment (referral)
- Musculoskeletal
- Oncology
- Genomics



Cigna Care Management impact

\$3.00–\$4.00 saved for every \$1 invested¹



1. Cigna internal analysis of Cigna's Premium book of business 2019 report. Individual client savings/results will vary and are not guaranteed.



Health Matters Care Management - Summary

New Mexico Public Schools Insurance Authority

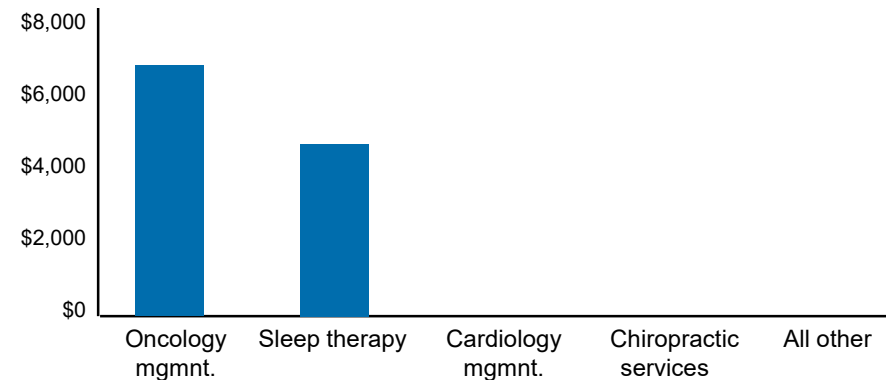


Total savings from care management programs

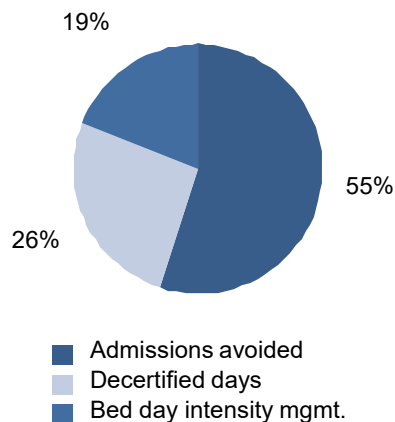
| | Current | Savings(\$) Current |
|-------------------------------|---------|------------------------|
| IP utilization mgmt. (events) | 10 | \$42,638 |
| Case mgmt. (members) | 4 | \$1,213 |
| OP utilization mgmt. (events) | 10 | \$30,877 |
| Total medical cost (events) | 4 | \$11,084 |
| Total savings | | \$85,812 |

Site of care savings are included in OP utilization mgmt.

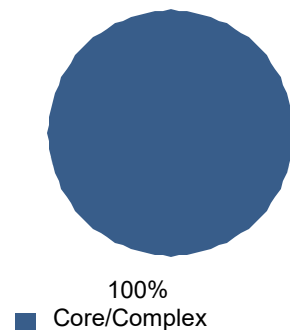
Total medical cost savings by program



IP utilization mgmt. savings % by event



Case mgmt. savings % by program



Comments

- Inpatient pre-certification and utilization management generated \$42,638 in savings in the Current Period, impacting 10 events primarily driven by admissions avoided at 54.7%.
- Case management generated \$1,213 in savings, impacting 4 members in the Current Period; savings were primarily driven by core/complex at 100.0%.
- Outpatient utilization management generated \$30,877 in savings from 10 events in the Current Period. Savings are derived from programs such as home health care, speech therapy and durable medical equipment.
- Outpatient Total Medical Cost Management (TMC) savings were primarily driven by oncology management that generated \$6,545 in savings from 1 event in the Current Period.



Presbyterian Health Plan, Inc.
Presbyterian Insurance Company, Inc.

Group Experience Analysis Package

Incurred July 2021 - June 2022
Paid July 2021 - July 2022

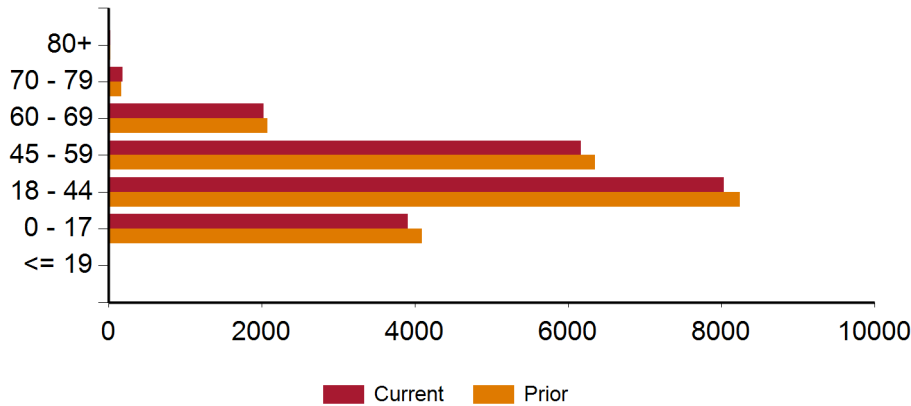
Report prepared on 8/15/2022

Prepared for A0000035 - New Mexico Public School Insurance
Authority

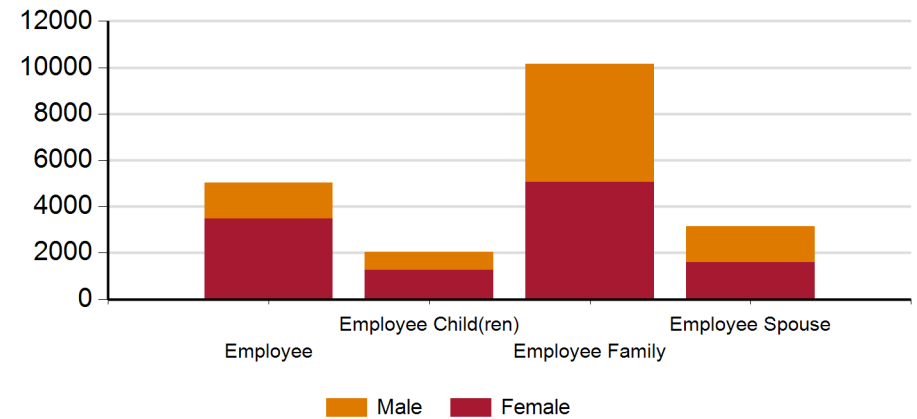
Enrollment Overview

| Demographics | Jul 2020 - Jun 2021 | Jul 2021 - Jun 2022 | % Change | Benchmark | Benchmark Variance |
|-----------------------|---------------------|---------------------|----------|-----------|--------------------|
| Average Membership | 20,981 | 20,363 | -2.9% | | |
| Employee | 5,008 | 5,018 | 0.2% | | |
| Employee Child(ren) | 2,106 | 2,048 | -2.8% | | |
| Employee Family | 10,574 | 10,152 | -4.0% | | |
| Employee Spouse | 3,293 | 3,146 | -4.5% | | |
| Average Contract Size | 2.1 | 2.1 | -1.1% | | |
| % Female | 55.9% | 56.1% | | 53.0% | |
| Average Age | 37.1 | 37.2 | 0.4% | 37.4 | -0.4% |
| Employee | 45.9 | 45.8 | -0.3% | 46.3 | -1.1% |
| Employee Child(ren) | 27.4 | 27.8 | 1.2% | 25.7 | 7.9% |
| Employee Family | 29.8 | 30.1 | 0.8% | 29.1 | 3.3% |
| Employee Spouse | 53.0 | 52.7 | -0.5% | 52.8 | -0.1% |

Members by Age Band



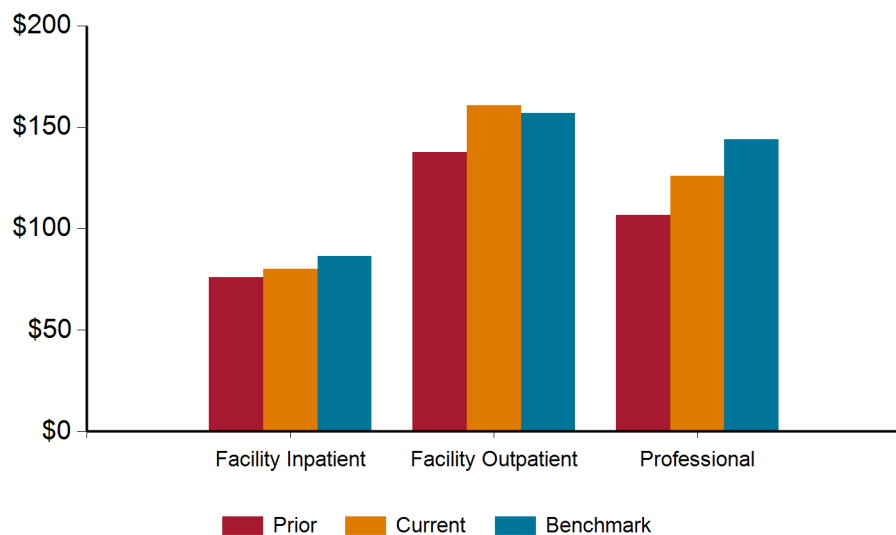
Gender Ratio by Relationship



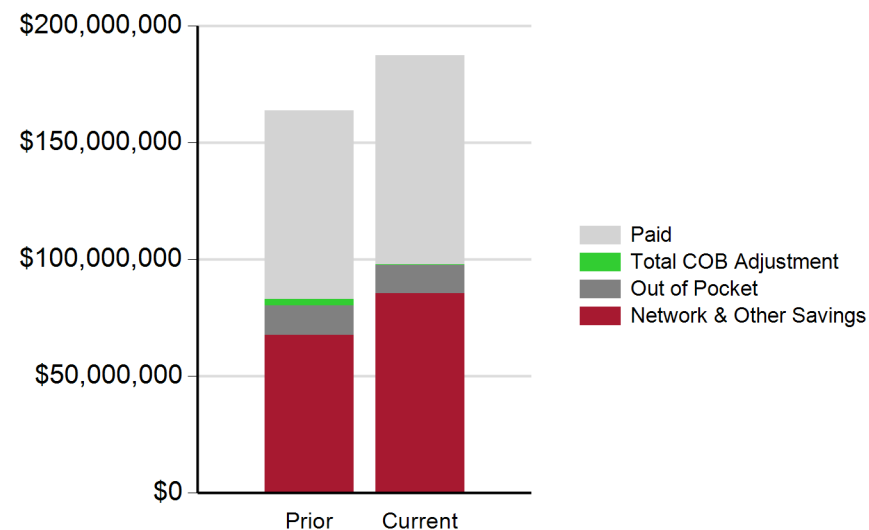
Financial Key Indicators

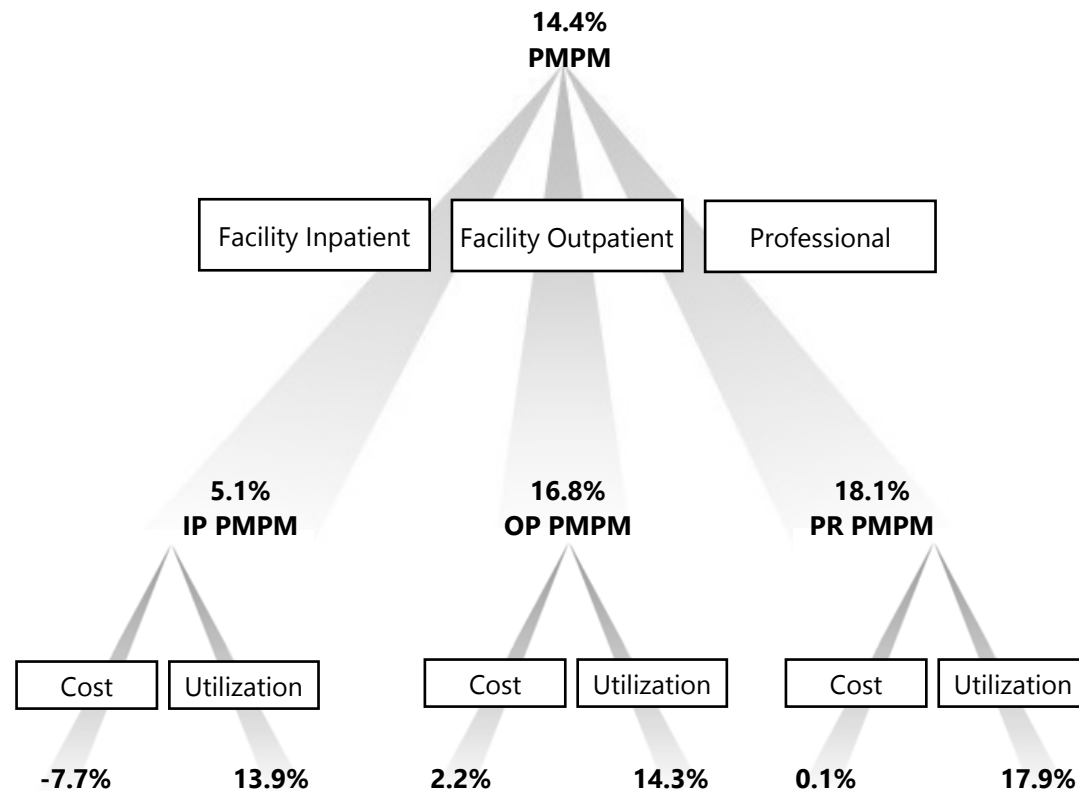
| Financial Key Indicators | Jul 2020 - Jun 2021 | Jul 2021 - Jun 2022 | % Change | Benchmark | Benchmark Variance |
|--------------------------|---------------------|---------------------|----------|-----------|--------------------|
| Billed | \$163,745,146.42 | \$187,478,032.31 | 14.5% | | |
| Network Savings | \$67,717,000.06 | \$85,480,809.02 | 26.2% | | |
| Allowed | \$96,028,146.36 | \$101,997,223.29 | 6.2% | | |
| Out of Pocket | \$12,535,188.10 | \$12,283,451.79 | -2.0% | | |
| Total COB Adjustment | \$2,721,466.05 | \$3,000.00 | -99.9% | | |
| Paid | \$80,771,492.21 | \$89,710,771.50 | 11.1% | | |
| Paid PEPM | \$665.93 | \$753.76 | 13.2% | \$731.48 | 3.0% |
| Paid PMPM | \$320.82 | \$367.13 | 14.4% | \$387.73 | -5.3% |
| HCC Paid PMPM | \$42.14 | \$37.13 | -11.9% | \$45.52 | -18.4% |
| Excluding HCC Paid PMPM | \$278.67 | \$330.00 | 18.4% | \$342.21 | -3.6% |

Paid PMPM by Service Category



Breakdown of Billed Amount





The above chart shows the % change from prior period to current period in paid PMPM, the % change in the amount paid per service (cost), and the % change in the number of services per 1,000 (utilization) by service category.

Top Diagnostic Categories

| | Jul 2020 - Jun 2021 | | Jul 2021 - Jun 2022 | | PMPM % Change | Benchmark | Benchmark Variance |
|----------------------|---------------------|-----------------|---------------------|-----------------|---------------|-----------------|--------------------|
| | Claimants | Paid PMPM | Claimants | Paid PMPM | | | |
| Symptoms/Ill-Defined | 16,406 | \$64.29 | 16,583 | \$70.24 | 9.2% | \$73.93 | -5.0% |
| Musculoskeletal | 5,054 | \$34.46 | 5,410 | \$37.23 | 8.1% | \$37.68 | -1.2% |
| Neoplasms | 1,372 | \$31.23 | 1,382 | \$35.73 | 14.4% | \$41.30 | -13.5% |
| Digestive | 1,723 | \$24.36 | 1,935 | \$33.99 | 39.5% | \$29.69 | 14.5% |
| Circulatory | 2,691 | \$25.99 | 3,037 | \$33.01 | 27.0% | \$26.94 | 22.5% |
| Infectious/Parasitic | 1,640 | \$28.77 | 3,704 | \$27.36 | -4.9% | \$27.17 | 0.7% |
| Injury/Poisoning | 3,115 | \$20.78 | 3,651 | \$25.43 | 22.4% | \$26.00 | -2.2% |
| Genitourinary | 3,136 | \$18.42 | 3,336 | \$22.13 | 20.1% | \$21.83 | 1.4% |
| Mental Health | 3,019 | \$14.61 | 3,276 | \$18.10 | 23.9% | \$22.58 | -19.8% |
| Nervous System | 2,008 | \$11.87 | 2,306 | \$14.21 | 19.7% | \$16.80 | -15.4% |
| All Other | 8,783 | \$46.03 | 10,630 | \$49.69 | 8.0% | \$63.82 | -22.1% |
| Total | 19,325 | \$320.82 | 19,476 | \$367.13 | 14.4% | \$387.73 | -5.3% |

- Symptoms/Ill-Defined was the most costly diagnostic category and paid PMPM increased 9.2% between reporting periods.
- The top 4 diagnostic categories account for 48.3% of total medical costs in the current period.

Emergency Room Analysis

| Metrics | Jul 2020 - Jun 2021 | Jul 2021 - Jun 2022 | % Change | Benchmark | Benchmark Variance |
|--------------------------------|---------------------|---------------------|----------|------------|--------------------|
| ER Allowed | \$10,149,718.61 | \$12,895,698.88 | 27.1% | | |
| ER Allowed PMPM | \$40.31 | \$52.77 | 30.9% | \$50.98 | 3.5% |
| ER Paid | \$7,757,504.69 | \$10,819,962.42 | 39.5% | | |
| ER Paid PMPM | \$30.81 | \$44.28 | 43.7% | \$44.17 | 0.3% |
| ER Visits | 3,183 | 3,962 | 24.5% | | |
| ER Visits per 1000 | 151.7 | 194.6 | 28.2% | 227.0 | -14.3% |
| Allowed per ER Visit | \$3,188.73 | \$3,254.85 | 2.1% | \$2,652.37 | 22.7% |
| Paid per ER Visit | \$2,437.17 | \$2,730.93 | 12.1% | \$2,287.78 | 19.4% |
| % of Claimants w/ 3+ ER Visits | 8.8% | 9.7% | 10.5% | 11.1% | -12.4% |

ER Utilization by Top 5 Diagnosis Group

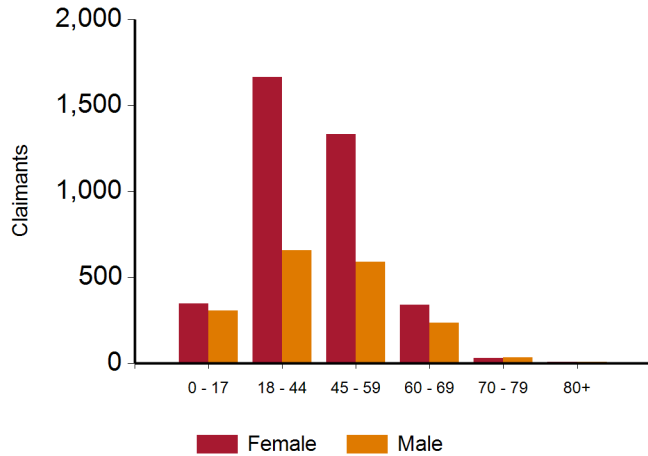
| Diagnosis Group | Claimants | ER Paid | ER Visits | Paid per ER Visit | ER Visits per 1000 |
|----------------------|--------------|------------------------|--------------|-------------------|--------------------|
| Symptoms/III-Defined | 871 | \$2,211,618.23 | 1,082 | \$2,044.01 | 53 |
| Digestive | 256 | \$1,356,716.62 | 330 | \$4,111.26 | 16 |
| Injury/Poisoning | 581 | \$1,308,581.07 | 686 | \$1,907.55 | 34 |
| Circulatory | 329 | \$1,290,470.09 | 426 | \$3,029.27 | 21 |
| Infectious/Parasitic | 330 | \$966,239.27 | 398 | \$2,427.74 | 20 |
| All Other | 1,138 | \$3,686,337.14 | 1,537 | \$2,398.40 | 75 |
| Total | 2,671 | \$10,819,962.42 | 3,962 | \$2,730.93 | 195 |

ER Utilization by Visit Count

| ER Visits | Claimants | % of ER Utilizers | ER Visits | ER Paid |
|--------------|--------------|-------------------|--------------|------------------------|
| 1 | 1,874 | 70.2% | 1,874 | \$4,569,687.87 |
| 2 | 528 | 19.8% | 1,056 | \$2,908,281.75 |
| 3 | 160 | 6.0% | 480 | \$1,384,379.03 |
| 4 | 54 | 2.0% | 216 | \$828,346.51 |
| 5+ | 55 | 2.1% | 336 | \$1,129,267.26 |
| Total | 2,671 | 100.0% | 3,962 | \$10,819,962.42 |

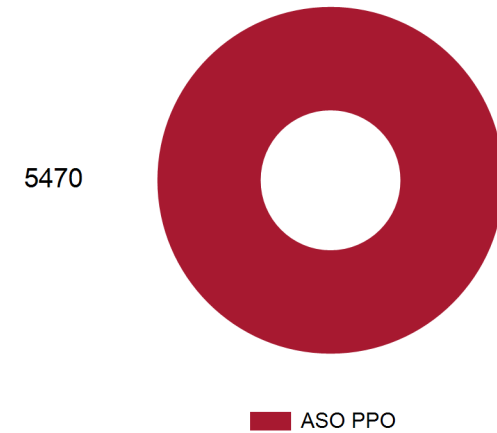
- ER Paid PMPM increased 43.7% between the two reporting periods and was 0.3% greater than the benchmark.
- ER visits/1,000 increased 28.2% between the two reporting periods and was 14.3% less than the benchmark.
- 9.7% of claimants had 3 or more ER visits in the current period.

Claimants by Gender and Age



- Telehealth utilization decreased 25.0% compared to the prior reporting period.
- The most frequent diagnosis for Telehealth related visits was Generalized anxiety disorder, followed by Adjustment disorder with mixed anxiety and depressed mood.
- The highest utilization occurred with the 18 - 44 age group.

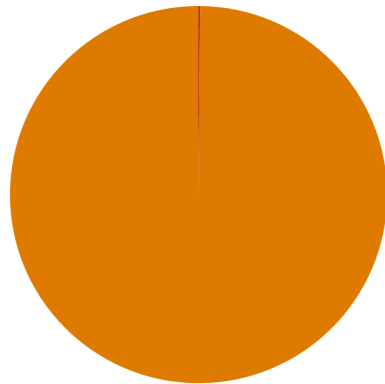
Claimants by Product



Services per 1000

| Top 5 Telehealth Services | Jul 2020 - Jun 2021 | Jul 2021 - Jun 2022 | % Change | Benchmark |
|---|---------------------|---------------------|---------------|----------------|
| 90837 - PSYCHOTHERAPY W/PATIENT 60 MINUTES | 446.2 | 442.2 | -0.9% | 520.2 |
| 99213 - OFFICE/OUTPATIENT ESTABLISHED LOW MDM 20-29 MIN | 202.9 | 187.5 | -7.6% | 183.1 |
| 99214 - OFFICE/OUTPATIENT ESTABLISHED MOD MDM 30-39 MIN | 201.3 | 153.5 | -23.8% | 189.1 |
| 90834 - PSYCHOTHERAPY W/PATIENT 45 MINUTES | 90.5 | 65.8 | -27.4% | 84.2 |
| 90833 - PSYCHOTHERAPY W/PATIENT W/E&M SRVCS 30 MIN | 30.7 | 23.6 | -23.2% | 34.0 |
| Top 5 Telehealth Services | 939.4 | 846.7 | -9.9% | 975.8 |
| All Telehealth Services | 1,415.9 | 1,061.6 | -25.0% | 1,263.2 |

0.11%
of Membership
0.13% Benchmark



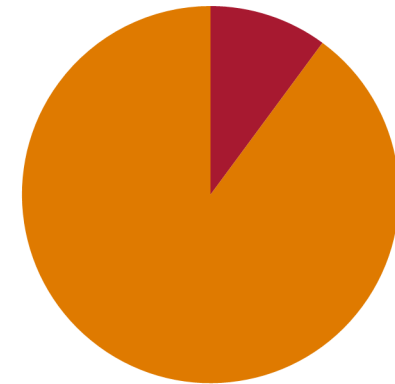
Accounted for

23

High Cost Claimants

20 prior

10.1%
of Total Paid
11.7% Benchmark



17.4%
Repeat HCCs
18.7% Benchmark

\$9.1 M
Total Paid
\$10.6 M prior period

69.6%
Employees
63.2% Benchmark

53
Average Age
51 Benchmark

52.2%
Female
52.6% Benchmark

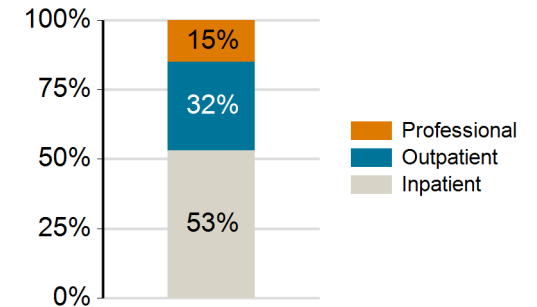
Note: High Cost Claimants are defined as members with more than \$250,000 in claims.

High Cost Claimant Breakdown

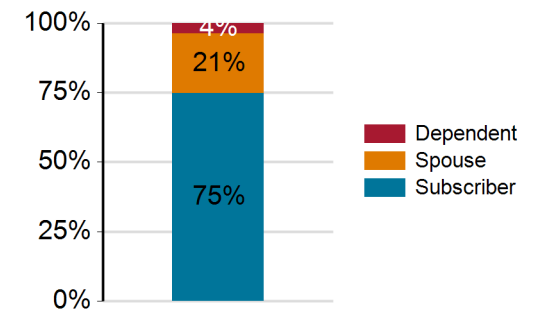
| Claimant Paid Band | Claimants | Claimants % | Paid | Paid % | Paid/Claimant |
|------------------------------|-----------|-------------|-----------------|--------|---------------|
| <\$0 - \$50,000 | 19,185 | 98.5% | \$54,983,455.75 | 61.3% | \$2,865.96 |
| \$50,001 - \$100,000 | 184 | 0.9% | \$12,928,474.62 | 14.4% | \$70,263.45 |
| \$100,001 - \$250,000 | 84 | 0.4% | \$12,725,186.62 | 14.2% | \$151,490.32 |
| \$250,001 - \$500,000 | 19 | 0.1% | \$6,176,089.66 | 6.9% | \$325,057.35 |
| Greater than \$500,000 | 4 | 0.0% | \$2,897,564.85 | 3.2% | \$724,391.21 |
| Summary > \$50,000 | 291 | 1.5% | \$34,727,315.75 | 38.7% | \$119,337.85 |
| Overall Summary | 19,476 | 100.0% | \$89,710,771.50 | 100.0% | \$4,606.22 |

| Top HCC Leading Diagnostic Categories | Claimants | Paid | Paid/Claimant |
|---|-----------|-----------------------|---------------------|
| Neoplasms | 10 | \$2,367,717.79 | \$236,771.78 |
| Gastrointestinal cancers - colorectal | 2 | \$1,200,690.53 | \$600,345.27 |
| Multiple myeloma | 2 | \$590,239.27 | \$295,119.64 |
| Breast cancer - all other types | 2 | \$201,231.28 | \$100,615.64 |
| All Other | 7 | \$375,556.71 | \$53,650.96 |
| Digestive | 9 | \$1,678,726.67 | \$186,525.19 |
| Hepatic failure | 2 | \$963,996.00 | \$481,998.00 |
| Pancreatic disorders (excluding diabetes) | 2 | \$311,411.26 | \$155,705.63 |
| Other specified and unspecified liver disease | 2 | \$268,647.60 | \$134,323.80 |
| All Other | 9 | \$134,671.81 | \$14,963.53 |
| Infectious/Parasitic | 12 | \$1,631,845.04 | \$135,987.09 |
| Septicemia | 5 | \$862,100.49 | \$172,420.10 |
| COVID-19 | 10 | \$768,618.61 | \$76,861.86 |
| Bacterial infections | 3 | \$671.73 | \$223.91 |
| All Other | 2 | \$454.21 | \$227.11 |
| All Other | 23 | \$3,395,365.01 | \$147,624.57 |
| Total | 23 | \$9,073,654.51 | \$394,506.72 |

HCC Paid by Service Category



HCC Paid By Member Relationship





New Mexico Public Schools Insurance Authority

2021-22 Life/AD&D and Long Term Disability Benefits Review

October 2022



Here Today

Jennifer Oswald

National Accounts Consultant
Portland, OR

Agenda

- Life and AD&D
- Long Term Disability
- Performance Guarantee Results



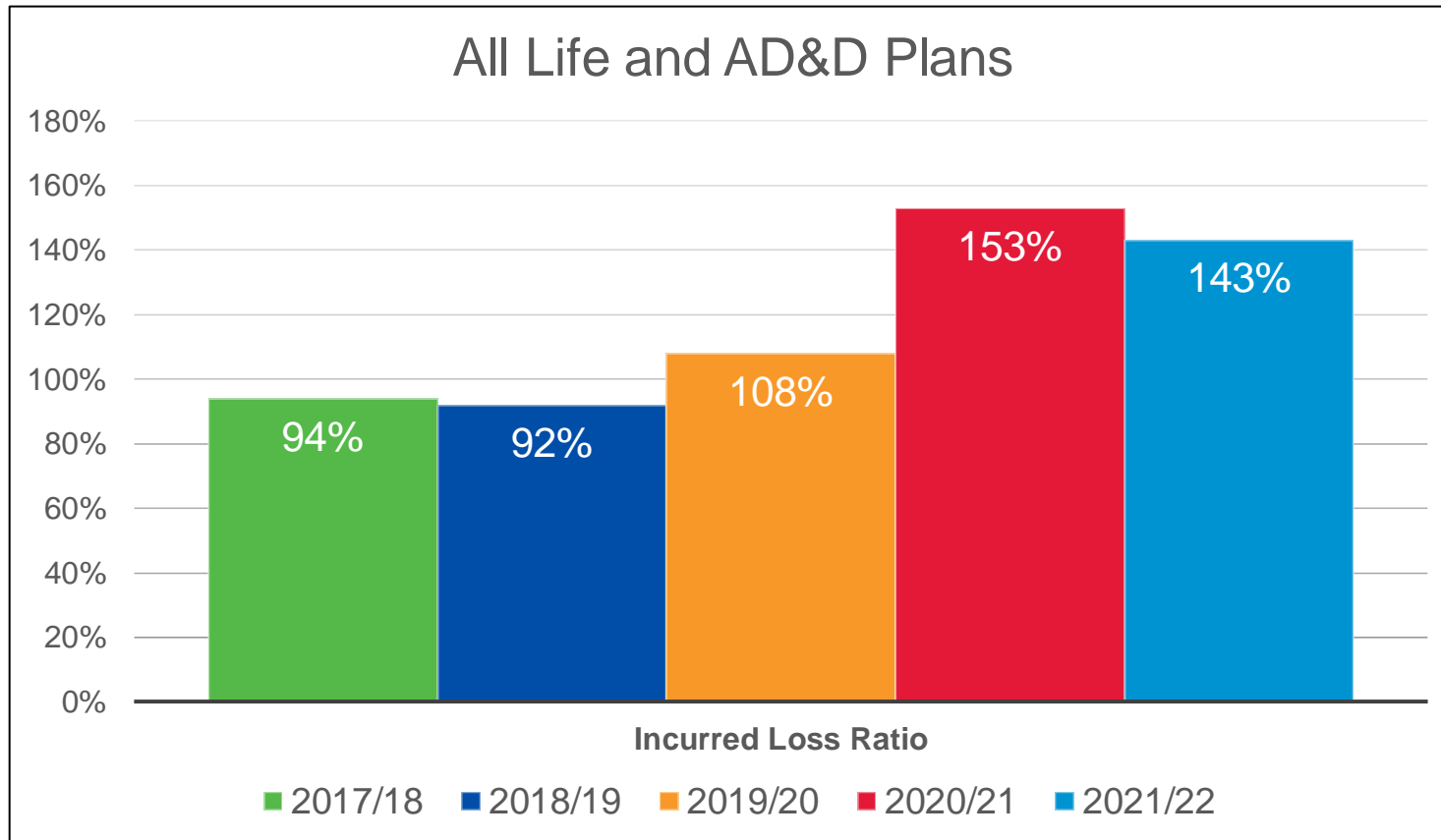
Life and AD&D

07/2021 – 06/2022 NMPSIA Life Plan Experience

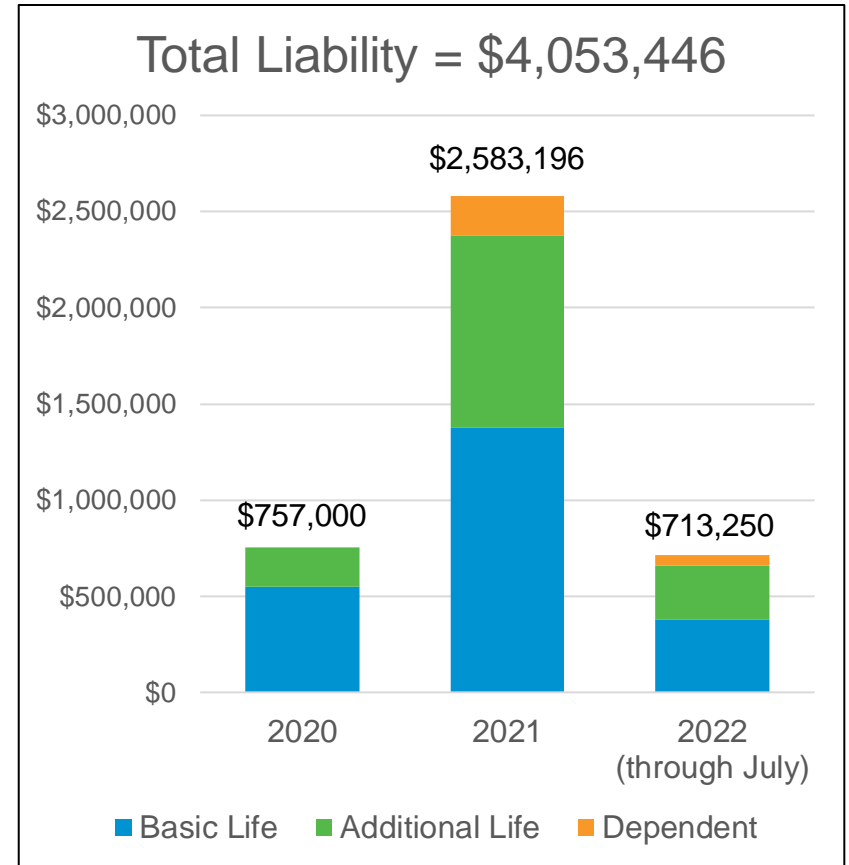
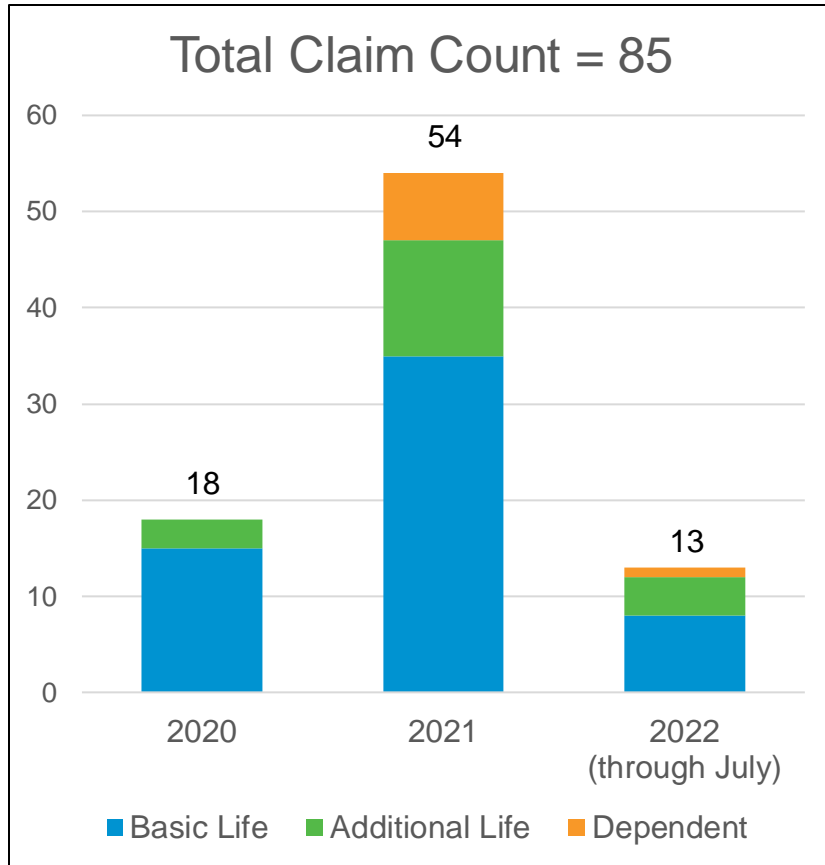
| Coverage | Earned Premium | Incurred Claims | Expenses & Risk Charges | Balance | Incurred Loss Ratio |
|-----------------|--------------------|--------------------|-------------------------|----------------------|---------------------|
| Basic Life | \$1,752,260 | \$3,865,584 | \$332,760 | (\$2,446,084) | 221% |
| Additional Life | \$3,402,390 | \$3,426,851 | \$578,454 | (\$602,915) | 101% |
| Dependents Life | \$566,332 | \$1,071,671 | \$104,402 | (\$609,741) | 189% |
| AD&D | \$448,018 | \$477,265 | \$75,235 | (\$104,482) | 106% |
| TOTAL | \$6,169,000 | \$8,841,371 | \$1,090,850 | (\$3,763,221) | 143% |



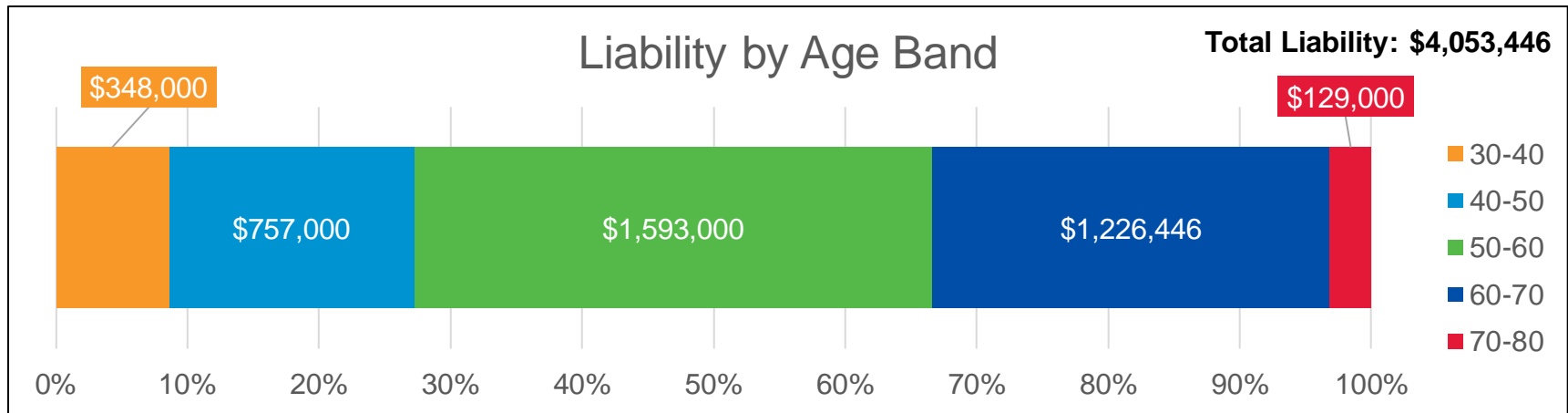
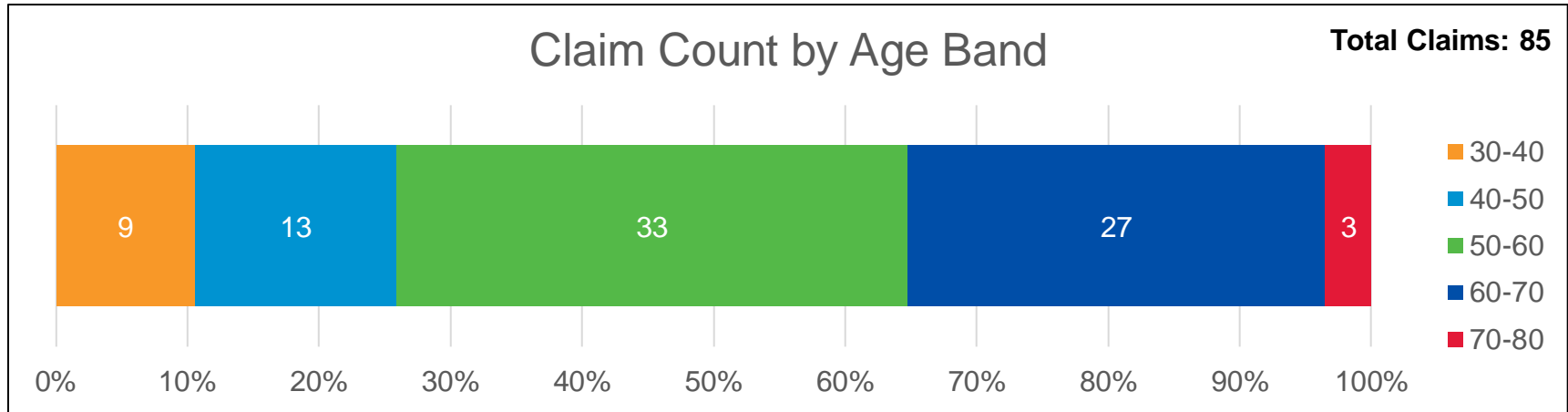
NMPSIA 5-year Life Incurred Loss Ratio Comparison



COVID Impact to NMPSIA Life Plans



COVID Impact to NMPSIA Life Plans



Life Plan Utilization

July 1, 2017 – June 30, 2022

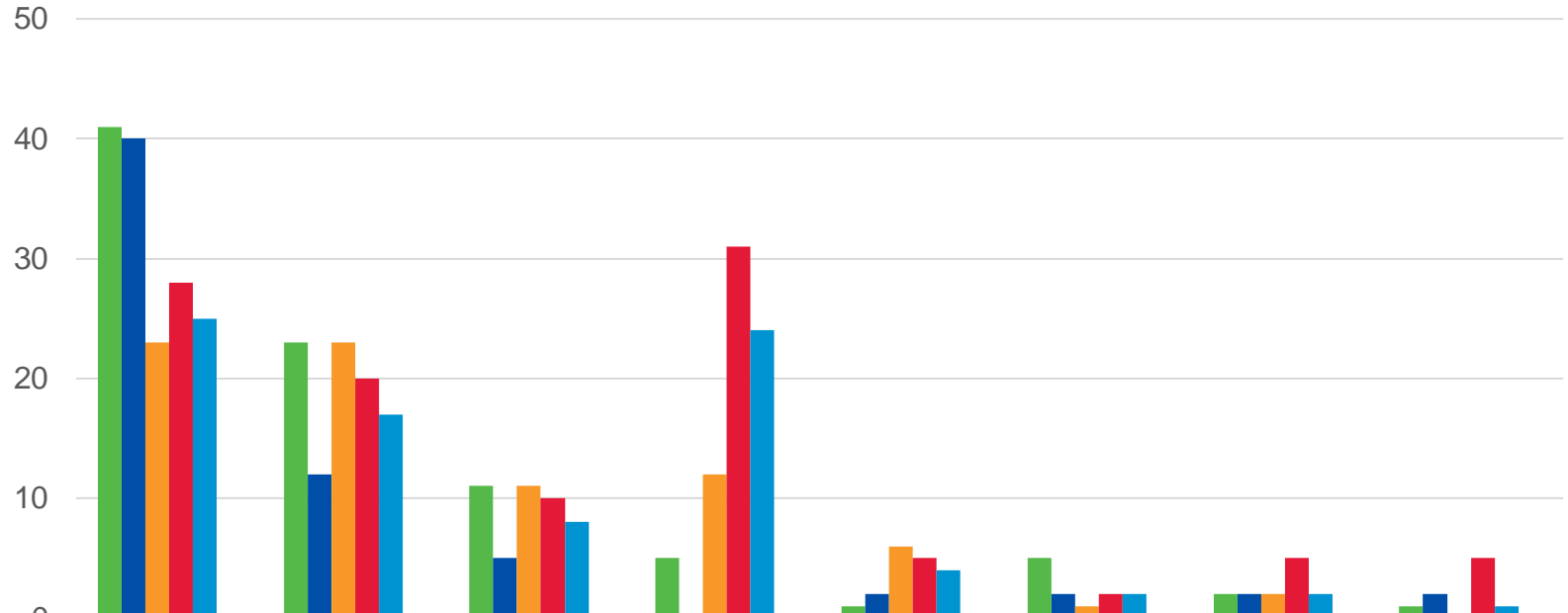
| Line of Coverage | Number of Claims | Percent of Claims | Amount Paid | Percent of Total Benefits | Average Claim Amount |
|-------------------|------------------|-------------------|---------------------|---------------------------|----------------------|
| Basic Life | 515 | 63% | \$16,582,248 | 46% | \$32,198 |
| Basic AD&D | 36 | 4% | \$1,102,500 | 3% | \$30,625 |
| Additional Life | 132 | 16% | \$13,700,000 | 37% | \$103,787 |
| Additional AD&D | 9 | 1% | \$887,000 | 2% | \$98,555 |
| Dependents Life | 119 | 14% | \$4,091,500 | 11% | \$34,382 |
| Specified Disease | 13 | 2% | \$118,750 | 1% | \$9,135 |
| Total | 824 | 100% | \$36,481,998 | 100% | \$44,274 |

There were 123 Accelerated Benefit Claims between July 1, 2017 and June 30, 2022.



Basic Life Claim Causes by Plan Year

July 1, 2017 – June 30, 2022

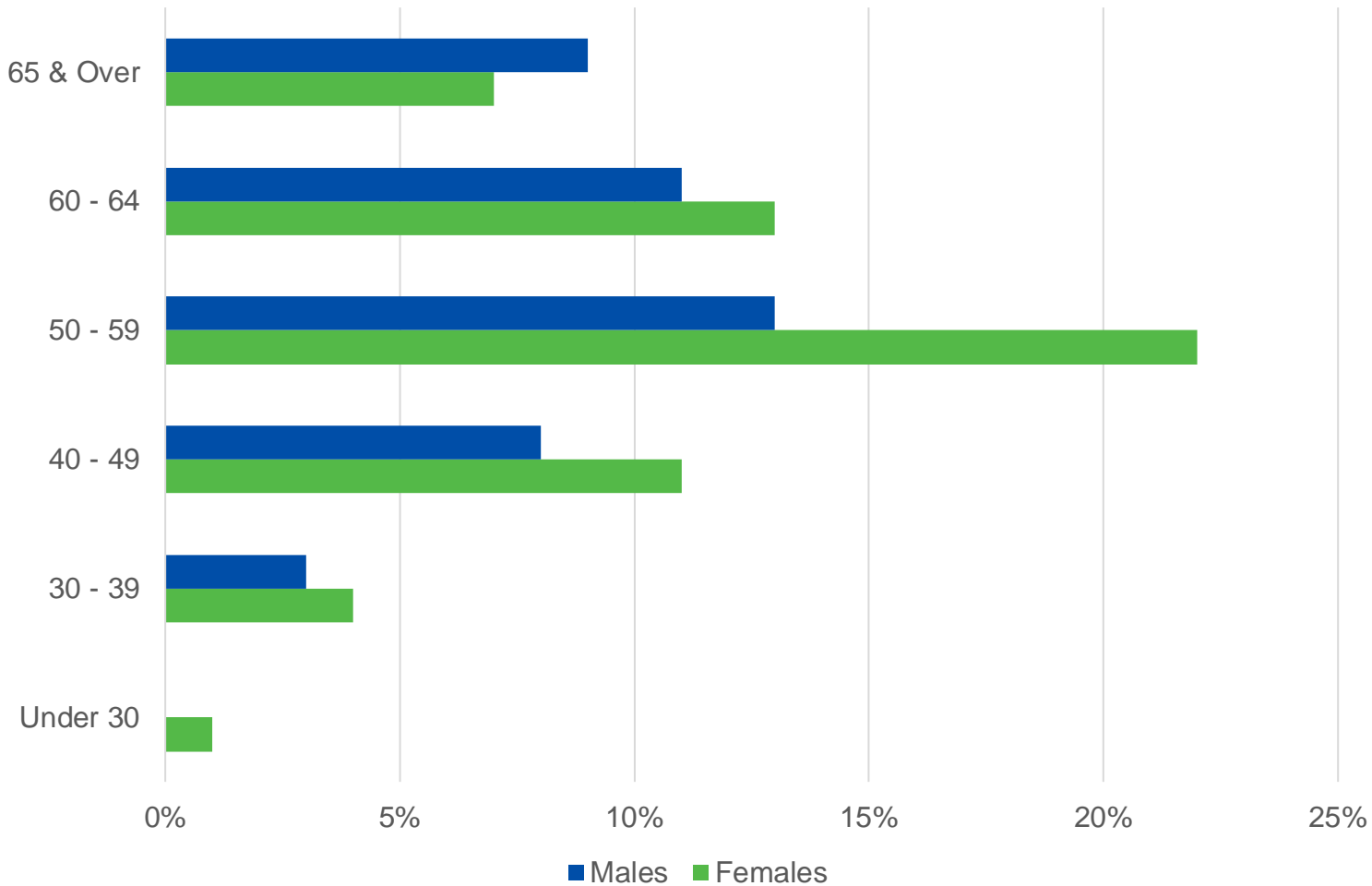


| | Neoplasms | Circulatory | Accidents | Respiratory System | Digestive | Genitourinary | Endocrine | Infections |
|-----------|-----------|-------------|-----------|--------------------|-----------|---------------|-----------|------------|
| 7/17-6/18 | 41 | 23 | 11 | 5 | 1 | 5 | 2 | 1 |
| 7/18-6/19 | 40 | 12 | 5 | 0 | 2 | 2 | 2 | 2 |
| 7/19-6/20 | 23 | 23 | 11 | 12 | 6 | 1 | 2 | 0 |
| 7/20-6/21 | 28 | 20 | 10 | 31 | 5 | 2 | 5 | 5 |
| 7/21-6/22 | 25 | 17 | 8 | 24 | 4 | 2 | 2 | 1 |
| TOTAL | 157 | 95 | 45 | 72 | 18 | 12 | 13 | 9 |



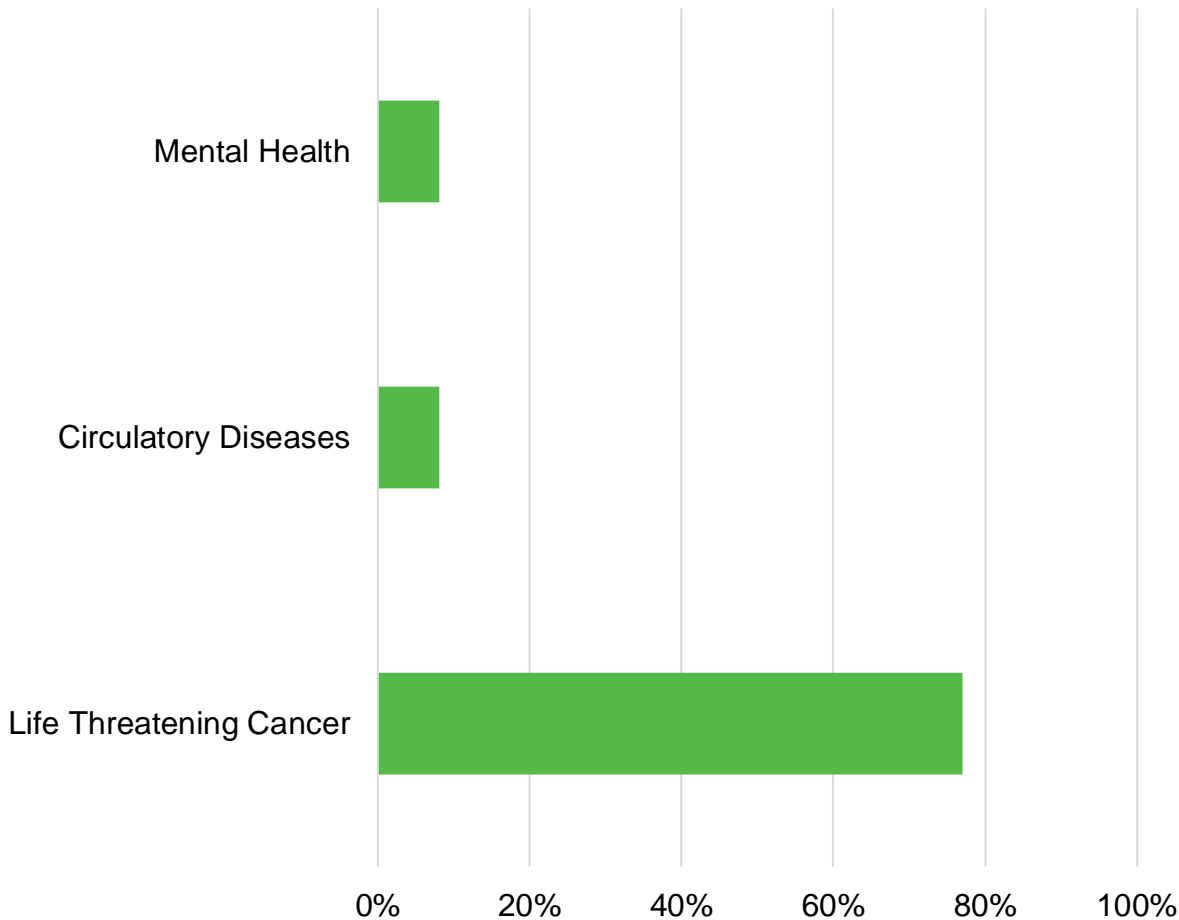
Basic Life Claims by Age and Gender

July 1, 2017 – June 30, 2022



Specified Disease Benefit Top Claim Causes

July 1, 2017 – June 30, 2022



Specified Diseases include:

- Life Threatening Cancer
- Myocardial Infarction (Heart Attack)
- Coronary Artery Bypass Procedure
- Renal Failure
- Stroke
- Major Organ Transplant
- Acquired Immune Deficiency Syndrome (AIDS)

The amount of Specified Disease Benefit is 25% of your Plan 1 Life insurance, up to \$12,500.



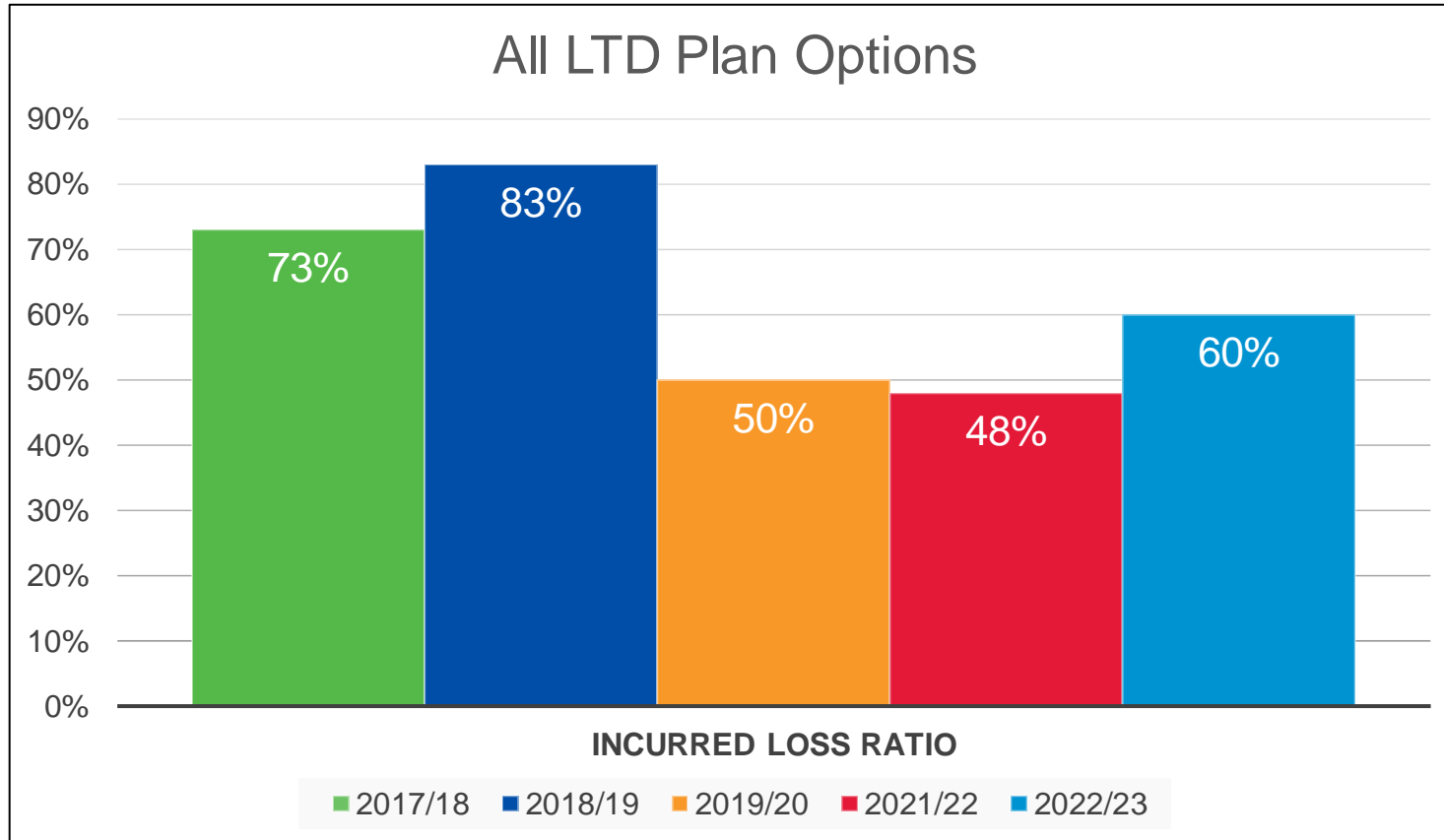
Long Term Disability

5- Year LTD Plan Experience

| Plan Year | Earned Premium | Paid Claims | Change in Reserves | Incurred Loss Ratio |
|-----------|----------------|-------------|--------------------|---------------------|
| 2017/18 | \$2,547,696 | \$253,010 | \$1,609,337 | 73% |
| 2018/19 | \$2,503,387 | \$1,313,626 | \$776,626 | 83% |
| 2019/20 | \$2,761,945 | \$1,379,997 | (\$289,276) | 50% |
| 2020/21 | \$2,968,622 | \$1,202,660 | \$229,631 | 48% |
| 2021/22 | \$3,058,623 | \$1,265,893 | \$559,474 | 60% |



5-year LTD Incurred Loss Ratio Comparison



Life and Disability Plan Loss Ratios & 2023 Renewals

2022 is last year of current 4-year rate guarantee period

- NMPSIA Life Plans 2021/22 loss ratio = 143%
- NMPSIA LTD Plan 2021/22 loss ratio = 60%

When renewal rates are developed for 2023+, Standard Insurance will evaluate each plan in the context of the performance of all NMPSIA plans and the overall results for all IBAC groups

LTD Utilization is Holding Steady

July 1 – June 30 Year-Over-Year Comparison

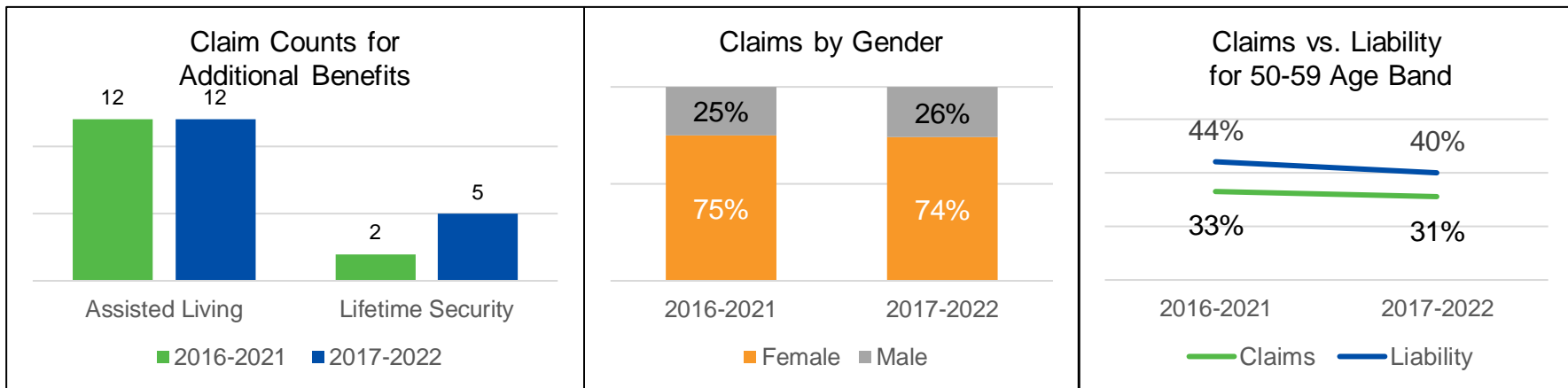
| Category | 2016 – 2021 | 2017 – 2022 | Change |
|---------------------|----------------|----------------|--------|
| LTD Claims | 815 | 755 | ▼ |
| Total Liability | \$11.9 million | \$11.8 million | ● |
| Work-Related Claims | 9% | 8% | ▼ |
| Approved Claims | 89% | 88% | ● |
| Closed Claims | 74% | 74% | ● |
| Denied Claims | 11% | 10% | ▼ |

Top reasons for closed claims:

1. Anticipated Recovery
2. End of Benefit Period
3. Member Returned to Work

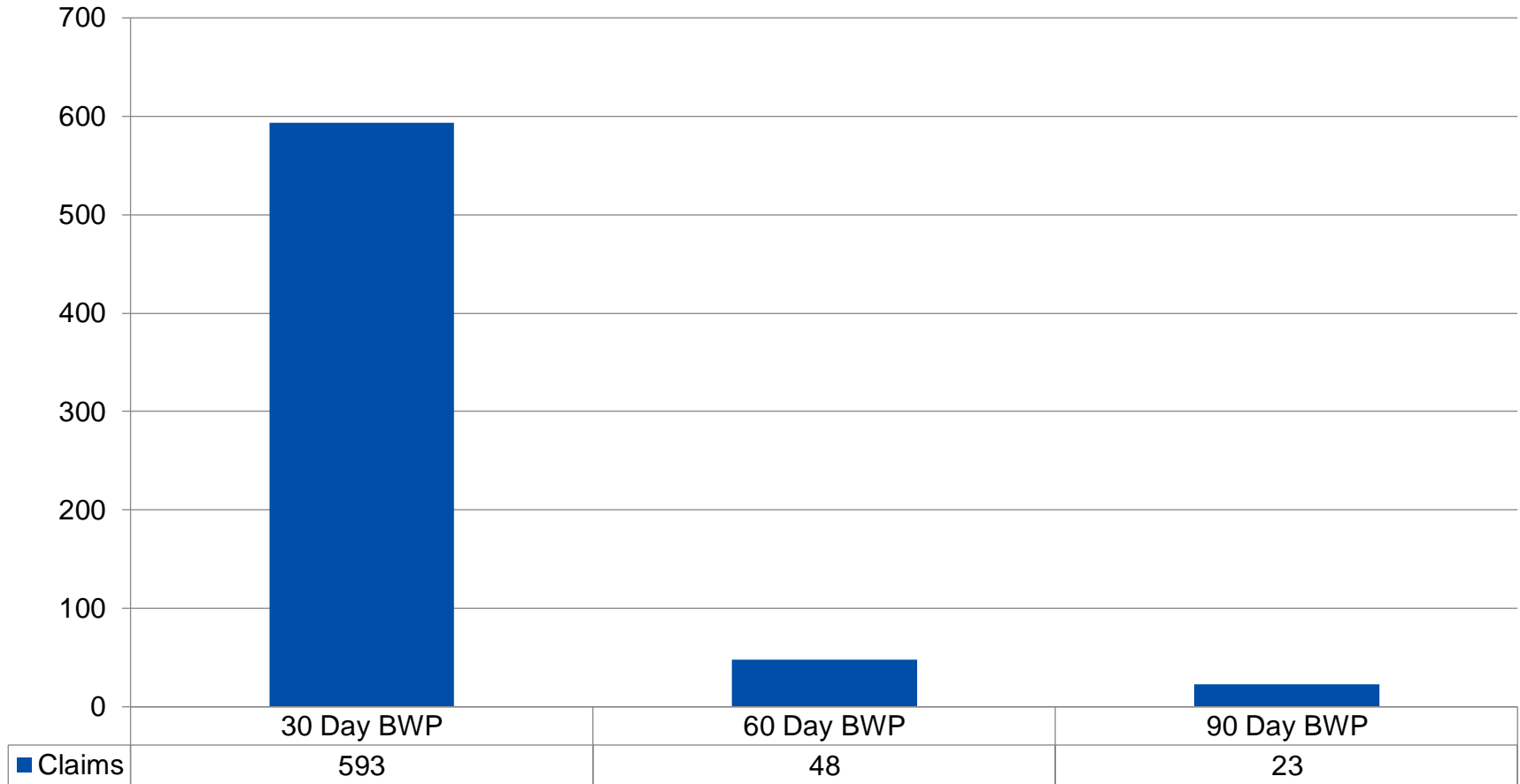
Top reasons for denied claims:

1. Recovery/RTW During BWP
2. Preexisting Condition
3. No Proof of Loss



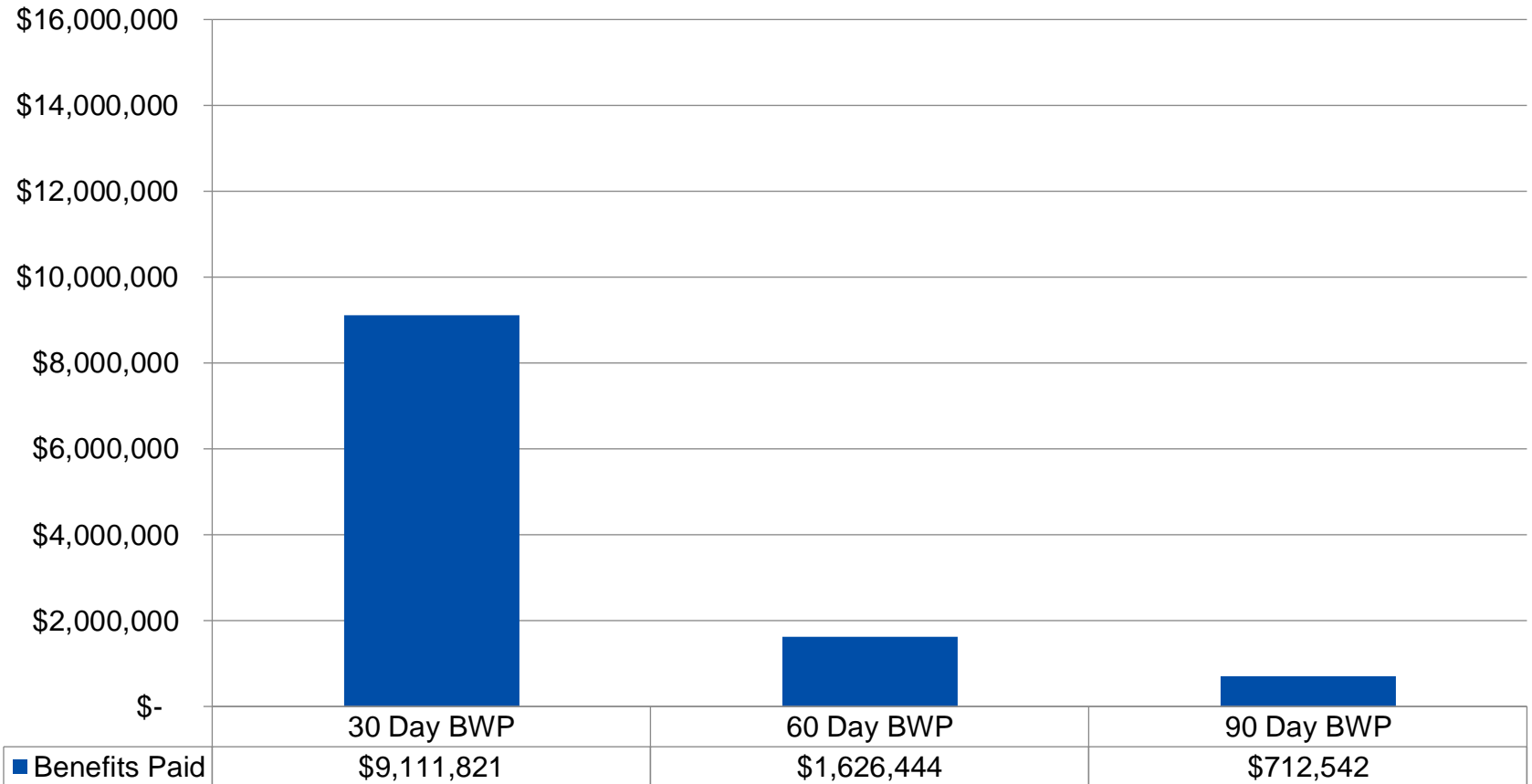
LTD Claims by Benefit Waiting Period Option

July 1, 2017 – June 30, 2022



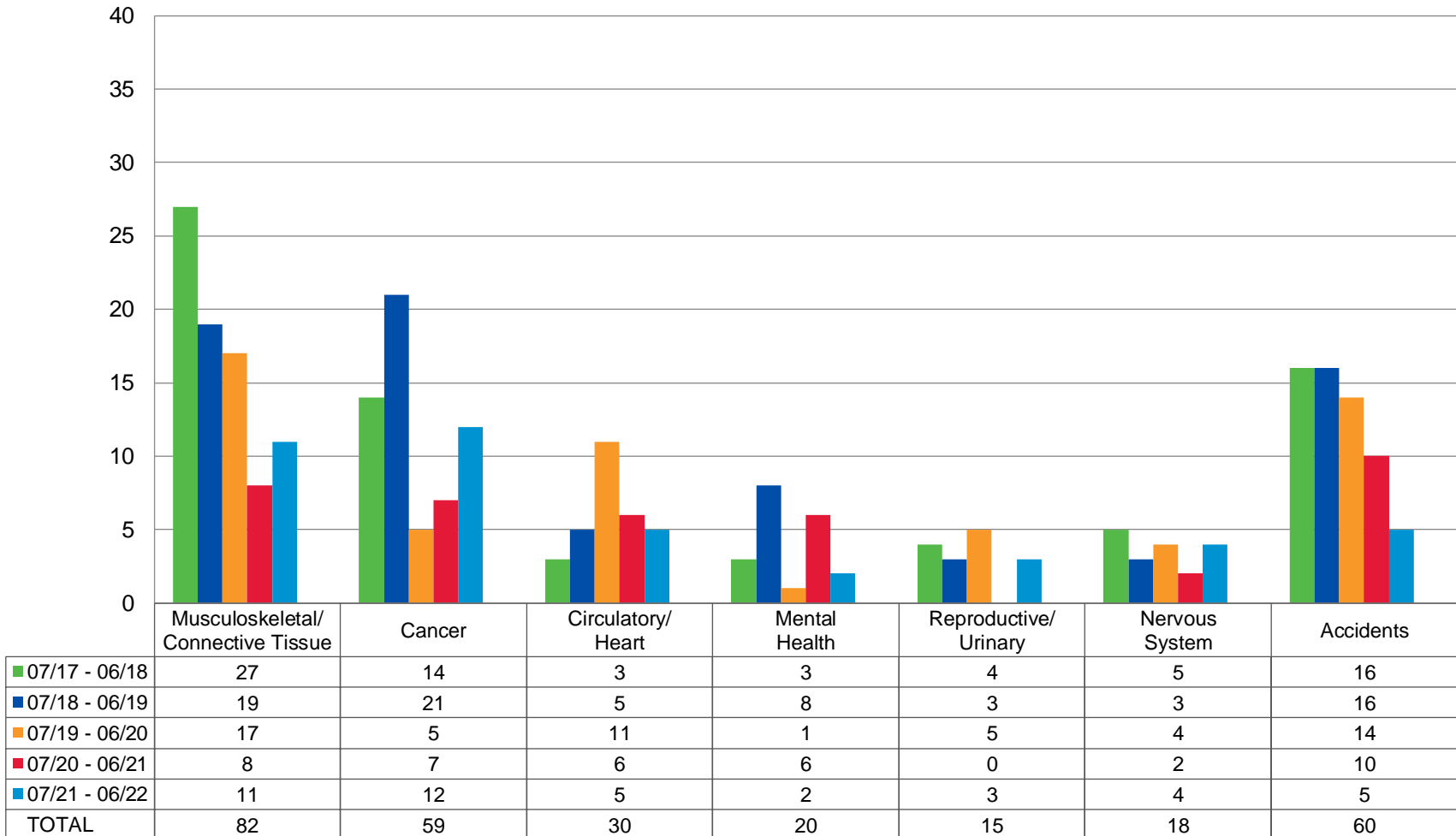
LTD Liability by Benefit Waiting Period Option

Paid Claims and Reserves July 1, 2017 – June 30, 2022



LTD Incidence – Top 10 Diagnoses by Plan Year

July 1, 2017 – June 30, 2022



Performance Guarantee Results



2021/22 Life Performance Guarantees

| Measure | Target | Q1 | Q2 | Q3 | Q4 | YTD |
|--|----------------------------|--------|--------|--------|--------|--------|
| Life Average Speed To Answer | <= 45 seconds | N/A | N/A | N/A | N/A | N/A |
| Life Calls Abandoned | 5% or less | N/A | N/A | N/A | N/A | N/A |
| Life Call Return by Dedicated Account Specialist | 90% within 1 business day | 100% | 100% | 100% | 100% | 100% |
| Life Payment Timeliness | Average <= 5 business days | 2 days | 2 days | 4 days | 5 days | 3 days |
| Life Payment Accuracy | 99% | 100% | 100% | 100% | 100% | 100% |
| Life Decision Accuracy | 98% | 100% | 100% | 96% | 100% | 99% |



2021/22 LTD Performance Guarantees

| Measure | Target | Q1 | Q2 | Q3 | Q4 | YTD |
|---|-----------------------------|---------|---------|---------|---------|---------|
| Disability Average Speed To Answer | <= 45 seconds | 4 | 3 | 3 | 4 | 4 |
| Disability Calls Abandoned | 5% or less | 0% | 0% | 0% | 0% | 0% |
| LTD Call Return by Dedicated Account Specialist | 90% within 1 business day | 100% | 100% | N/A% | 100% | 100% |
| LTD Decision Timeliness | Average <= 30 calendar days | 10 days | 13 days | 13 days | 18 days | 14 days |
| LTD Procedural Accuracy | 98% | 98% | 99% | 100% | 100% | 99% |
| LTD Financial Accuracy | 98% | 93% | 98% | 92% | 99% | 95% |



2021/22 Customer Service Performance Guarantees

| Measure | Target | Q1 | Q2 | Q3 | Q4 | YTD |
|---------------------|---|-------|-------|-------|-------|-------|
| Reports | <= 60 days after end of reporting period | Meets | Meets | Meets | Meets | Meets |
| Member Satisfaction | Average of 3 or higher on a scale of 1 to 5 | 3.7 | 5.0 | 4.7 | 4.6 | 4.3 |

Diagnosis Codes

Accidents

Accident
Amputation
Burn
Concussion
Contusion
Dislocation
Fracture
Intracranial Injury
Poisoning
Sprains and Strains
Violence

Blood Diseases

Anemia
Graves Disease
Other Blood Diseases

Cancer

All types (regardless of location)

Circulatory

Atherosclerosis
Aneurysm
Angina Pectoris
Arteriosclerosis
CVA (Stroke)
Coronary Disease
Embolism
Endocarditis
Heart Disease
Hypertension
Migraine Headaches
Myocarditis
Phlebitis
Thrombosis
Transient Ischemic Attack (TIA)
Varicose Veins

Congenital Anomalies

Anencephalus
Spina Bifida
Other Congenital Anomalies

Digestive

Appendicitis
Cholecystitis
Crohn's Disease
Enteritis
Esophageal Varices
Gastritis
Hiatal Hernia
Hemorrhoids
Hepatitis
Hernia
Peritonitis
Ulcer, Peptic
Ulcerative Colitis

Endocrine/Metabolic/Immunity

Diabetes Mellitus
Gastric Bypass Surgery
Goiter
Gout
Malnutrition
Pituitary Gland
Thyroid

Genitourinary

Cystitis
Hysterectomy
Kidney Failure
Nephritis
Nephrolithiasis
Oophorectomy
Ovarian Cyst
Prostate Disorders
Pyelitis

Ill-Defined Conditions

Chronic Fatigue Syndrome/EBV
Coma
Senility

Infectious/Parasitic

AIDS
Amebiasis
Bacterial Food Poisoning
Bacterial Infection
Influenza
Scarlet Fever
Viral Infection

Maternity

Mental

Adjustment Reaction
Anxiety
Anorexia Nervosa
Bi-Polar Disorder
Depression
Drug/Alcohol Abuse
Mood Disorders
Post Traumatic Stress
Psychoneurosis
Schizophrenic Disorders
Somatization Disorder
Stress

Musculoskeletal/Connective

Arthritis
Bone Diseases
Bursitis
Chronic Pain Syndrome
Intervertebral Disc Disorders
Myalgia
Myasthenia Gravis
Myofascitis
Myositis
Osteoarthritis
Osteomyelitis
Other Back Disorders
Other Cervical Region Disorders
Other Joint Disorders
Vertebral Fracture

Nervous

Amyolateral Sclerosis
Cataracts Corneal
Epilepsy
Labyrinthitis
Mastoiditis
Meniere's Disease
Meningitis
Migraine
Multiple Sclerosis
Narcolepsy
Neuritis
Optic Neuritis
Other Brain Conditions
Other Nervous Disorders
Palsy
Paralysis
Paresis
Parkinson's Disease
Retina, detached

Respiratory

Asbestosis
Asthma
Bronchitis
Chronic Obstructive Pulmonary Disease (COPD)
Emphysema
Laryngitis
Pharyngitis
Pleurisy
Pneumonia
Rhinitis
Sinusitis
Tuberculosis

Skin/Subcutaneous

Lupus Erythematosus
Skin Disease

Others

All suppressed diagnosis



The logo for 'The Standard' features the text 'The Standard' in a white, sans-serif font centered within a blue, wavy, ribbon-like shape. A registered trademark symbol (®) is located to the right of the word 'Standard'.

The Standard[®]

The Standard is a marketing name for StanCorp Financial Group, Inc. and subsidiaries. Insurance products are offered by Standard Insurance Company of 1100 SW Sixth Avenue, Portland, Ore., in all states except New York, where insurance products are offered by The Standard Life Insurance Company of New York of 360 Hamilton Avenue, Suite 210, White Plains, N.Y. Product features and availability vary by state and company, and are solely the responsibility of each subsidiary. Each company is solely responsible for its own financial condition. Standard Insurance Company is licensed to solicit insurance business in all states except New York. The Standard Life Insurance Company of New York is licensed to solicit insurance business in only the state of New York.



October 5, 2022

New Mexico Public Schools Insurance Authority

Year-End Review 2021-2022



Welcome & Introductions



Utilization Review



**United Concordia
Updates**



**Member Survey &
Engagement**



Network Overview



Performance Guarantees

United Concordia is leveraging innovation to improve business outcomes

Artificial Intelligence

- > Enhances dental claims review consistency, efficiency and accuracy

Portal Initiatives

- > Invested approximately \$2M during the last three years to upgrade our member, provider and group administrator portal capabilities

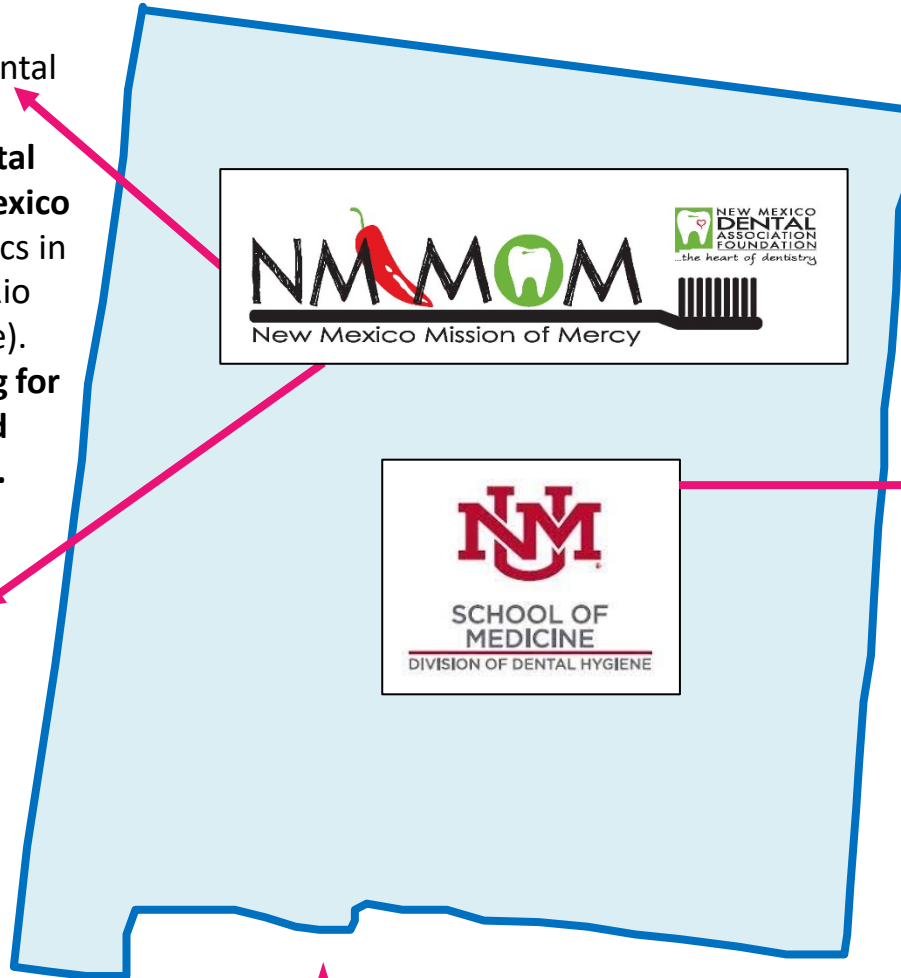
Member Chat Capabilities

- > United Concordia has partnered with Glia to enable members to initiate a live text chat with the click of a button, progress to a voice or video chat if needed or use Co-browse / screen sharing, if the member desires

EOB Redesign and Process Improvements

- > UCD utilized a Human Centered Design (HCD) approach to develop a new Explanation of Benefits (EOB) form
- > Faster and Simplified Claims processing. Implemented Daily Pre-Determinations EOB's

Promoting Oral and Overall Health throughout New Mexico



★ Sponsor of New Mexico Dental Association Foundation's **Mission of Mercy free dental clinics throughout New Mexico since 2014** (supported clinics in Albuquerque, Las Cruces, Rio Rancho, Roswell & Santa Fe). **We again provided funding for their 2022 clinic being held 9/23 – 9/24 in Farmington.**

★ UCD has supported New Mexico Mission of Mercy's **free denture clinics for the past three years**, helping provide healthy smiles during the COVID-19 pandemic. **We are helping to fund the 2022 denture clinic being held 4/29 – 4/30 in Albuquerque.**

★ Each year, United Concordia Dental provides scholarships to dental and dental hygiene students across the country. **For over 10 years, we have provided scholarships to dental hygiene students at the University of New Mexico to help offset the costs of their education.**

★ NM Dental Association Foundation, was the recipient of the UCD Charitable fund.

Oral Health & Stress

The mouth and the body are connected



Stress can lead to teeth grinding and TMJ disorders



Dentist have reported a 50% increase in patients that clench or grind their teeth or complaining of clenching & grinding symptoms.



Express Scripts reported a 34% increase in antidepressants and antianxiety medications during the pandemic.

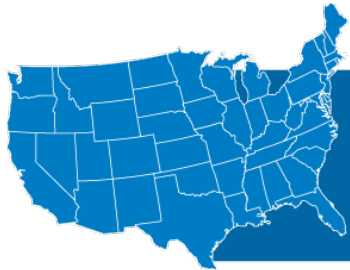
- Dry mouth can be a side effect of certain medications to treat stress.
- Studies show that stress can also contribute canker sores and cold sores.



Stress and depression can affect dietary habits, causing increase in consumption of sugary and starchy foods



Our Networks



United Concordia Dental's networks deliver maximum value to clients and members through industry-leading discounts, carefully credentialed dentists and long-term relationships with network partners that ensure high-quality service.

Discounts

We have leading discounts in 81% of Metropolitan Statistical Areas (MSAs).¹

Quality

Thorough, URAC-level credentialing is required for all dentists added through lease arrangements.



Recruiting

You benefit from dentists found through both United Concordia's and our network partners' top recruitment efforts across the country.

Members

get access to a large and comprehensive yet affordable network.

Dentists

benefit from the potential increase in their patient base and revenue.

Exceptional Dental Network

Our
Network

Discounts

Growth

Quality

Alliance PPO Network



Over **116,000 Dentists** at more than
419,100 Access Points nationwide



New Mexico Statewide Stats:
Over **3,000 dentist** at
More than **9,700 Access Points** statewide



In 2021-2022 recruited **48** new OON
providers, impacting **4,252 members**



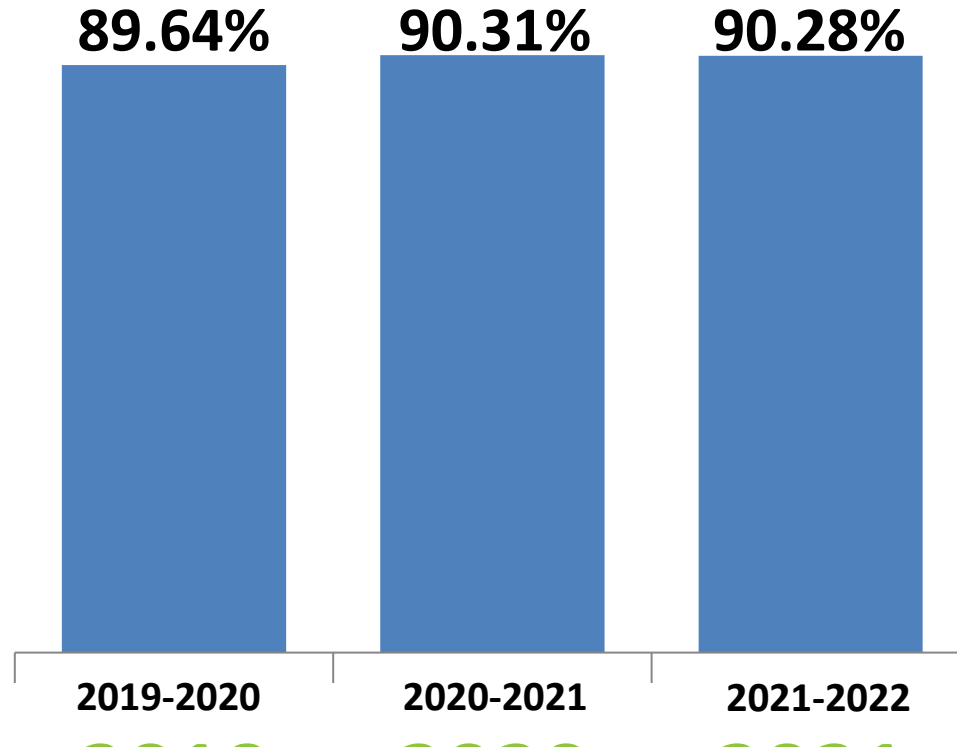
Targeted Network Recruitment

| City | Number Offices | Number of Members |
|-----------------|----------------|-------------------|
| Mesa, AZ | 1 | 5 |
| Safford, AZ | 1 | 4 |
| Durango, CO | 1 | 6 |
| Greeley, CO | 1 | 15 |
| Albuquerque, NM | 12 | 705 |
| Bloomfield, NM | 1 | 3 |
| Clovis, NM | 1 | 4 |
| Deming, NM | 1 | 70 |
| El Rito, NM | 1 | 14 |
| Espanola, NM | 1 | 6 |
| Farmington, NM | 3 | 21 |

| City | Number Offices | Number of Members |
|--------------------|----------------|-------------------|
| Gallup, NM* | 1 | 569 |
| Jal, NM | 1 | 29 |
| Las Cruces, NM* | 2 | 454 |
| Mora, NM | 1 | 98 |
| Roswell, NM* | 1 | 1603 |
| Ruidoso, NM | 1 | 44 |
| Santa Fe, NM | 1 | 4 |
| Amarillo, TX | 4 | 33 |
| Canutillo, TX | 1 | 132 |
| Cedar Hill, TX* | 1 | 228 |
| El Paso, TX | 8 | 198 |
| Farmers Branch, TX | 1 | 16 |

In Network Utilization

Over \$21
Million in
savings in
3 years



| | 2019-2020 | 2020-2021 | 2021-2022 |
|--------------------|-------------|-------------|-------------|
| In Network Savings | \$6,499,844 | \$7,548,436 | \$7,061,608 |

- **Enrollment**

- ✓ Plan Year 2021 to 2022 enrollment decreased by 13.2%
 - ✓ Ratio of members to employees remained the same at 2.26
- ✓ 55% of membership is female
 - ✓ Women tend to visit the dentist more regularly for preventive care.
- ✓ Average age of members is 37 years old
 - ✓ This age group will typically have less oral health issues and will likely focus on prevention.

- **Financial**

- ✓ Claims Payment PEPM went up from \$48.61 to \$49.26 (+1.3%)
- ✓ Claim Payments went down by 13.78% (\$13.3M to \$11.7M)

- **Utilization**

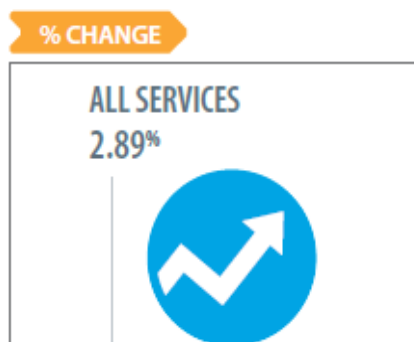
- ✓ Number of services decreased by 17%.
- ✓ Number of members that used preventive services increased by 3.3%

User by Relationship

| RELATIONSHIP | 2021 | | | 2022 | | | % CHANGE |
|--------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|
| | UNIQUE USERS | MEMBERS | % USERS | UNIQUE USERS | MEMBERS | % USERS | |
| EMPLOYEE | 12,525 | 22,871 | 54.76% | 11,288 | 19,835 | 56.91% | 3.92% |
| SPOUSE | 5,136 | 11,349 | 45.26% | 4,629 | 9,807 | 47.20% | 4.29% |
| DEPENDENT | 10,382 | 17,556 | 59.14% | 9,217 | 15,279 | 60.33% | 2.01% |
| TOTAL | 28,043 | 51,776 | 54.16% | 25,134 | 44,921 | 55.95% | 3.30% |



| RELATIONSHIP | 2021 | | | 2022 | | | % CHANGE |
|--------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|
| | UNIQUE USERS | MEMBERS | % USERS | UNIQUE USERS | MEMBERS | % USERS | |
| EMPLOYEE | 14,622 | 22,871 | 63.93% | 13,139 | 19,835 | 66.24% | 3.61% |
| SPOUSE | 6,347 | 11,349 | 55.93% | 5,679 | 9,807 | 57.91% | 3.54% |
| DEPENDENT | 11,523 | 17,556 | 65.63% | 10,186 | 15,279 | 66.67% | 1.57% |
| TOTAL | 32,492 | 51,776 | 62.76% | 29,004 | 44,921 | 64.57% | 2.89% |



- KEY FINDINGS**
- Overall preventive services increased.
 - Employee preventive services increased from 55% to 57% which is greater than the norm of 54%.
 - Spouse preventive services increased from 45% to 47% which is less than the norm of 55%.
 - Child preventive services increased from 59% to 60% which is equal to the norm of 61%.
 - When benefits are used for preventive dental care, members and companies get more from their dental insurance investment. Routine dental exams can help identify and address problems before they require more costly treatments.

Member Survey Background & Methodology

- An annual survey was conducted among current NMPSIA subscribers to gauge overall satisfaction with United Concordia Dental's services
- The sample size included all subscribers for whom United Concordia Dental has an email address

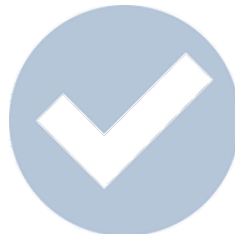
Sample



13,549



Response



652 (4.8%)

Fielding Period



July 21 – Aug 4,
2022

2021- 585 respondents for a 4.4% engagement

- **Overall satisfaction with United Concordia Dental is 93%.**
- **Highest score is for Customer Service (97%), followed by Dental Network (93%) and Claims Servicing (90%)**

Net Promoter Score® +23

Overall Satisfaction 93%



Customer Service 97%

| | |
|--|-----|
| Representative was professional | 98% |
| Representative was knowledgeable | 98% |
| Representative was committed to resolving my issue | 96% |

NOTE: Customer Service Ratings Source: United Concordia Dental IBAC member after-call survey: June 2021 – May 2022



Dental Network 93%

| | |
|---|-----|
| Cleanliness of the dental office | 98% |
| Appointment scheduling process | 94% |
| Convenient location of in-network dentist | 92% |
| Quality of care by my dentist | 95% |
| Clarity of the explanation of my treatment plan | 92% |
| Ease of finding an in-network dentist | 92% |
| Availability of in-network dentists | 90% |



Claims Servicing 90%

| | |
|--|-----|
| Ease of understanding the information on the Explanation of Benefits (EOB) statement | 90% |
| Understanding costs that are my responsibility | 89% |
| Notifications I receive from United Concordia Dental on the status of my claim | 91% |

Engagement Stats

*An engaged member is a healthier member
and a better consumer of their benefits.*



Members enrolled in My Dental Benefits

2020: 4,922

2021: 5,287

2022: 5,313



Members enrolled in Smile for Health Wellness

2020: 79

2021: 72

2022: 67



Members enrolled in College Tuition Benefit

YTD: 109 members with value of \$654,000



Members Engaged in Live Chat feature

2021-377

2022-355



Clients' Corner

A healthy mouth is the key to a healthy body. Our resource guide equips you with the knowledge you need to achieve good oral health and overall wellness.



Online Services

- MyDentalBenefits
- Download Claim Form
- Email Customer Service
- NMPSIA - Benefit Summary

Welcome New Mexico Public School Insurance Authority Members

Here's everything you need to know about your dental plan.

The smart choice for dental benefits

Hundreds of school districts, colleges and universities across the nation entrust the oral wellness of their employees to United Concordia Dental. We're pleased to partner with **New Mexico Public School Insurance Authority** to help you and your family stay healthy and productive.

- Clients' Corner Page is customized with NMPSIA group specific plan information.
- Custom QR Codes make it easier for members to have quick and easy access to their dental plan



Performance Guarantees

| | Standard | 2021-2022 Results |
|--------------------------------|--|-------------------|
| Customer Service | | |
| Average Speed to Answer | 30 seconds or less | 27 Seconds |
| Abandonment Rate | 5% or less | 3 % |
| First Call Resolution | 90% or more | 97% |
| Claims Administration | | |
| Turnaround Time | 85% of non-investigated claims processed within 14 calendar days | 96% |
| Turnaround Time | 97% of non-investigated claims processed within 30 calendar days | 100% |
| Accuracy | | |
| Procedural | 95% of claims paid accurately | 100% |
| Financial | 99% of dollars paid accurately | 100% |
| Service and Account Management | | |
| Account Management | \$10,000 | Satisfied |
| Eligibility Processing | 100% of eligibility files processed within 2 business days | 100% |
| Network Discount | 23% discount off submitted charges | 29% |
| Timely & Accurate Reporting | 100% of reports delivered timely | 100% |

Our Valued Partnership



Ensuring superior service through **Performance Guarantees:**

- Customer Service
- Claims Administration
- Account Management



Experienced and knowledgeable UCD team

Focusing on delivering a **best-in-class experience focused on your core values and mission**



Innovative tools and technology to support you and your members



U.S.-based Customer Service Team



Value Added benefits including College Tuition Benefits, GradFin and an Oral Wellness Consultant

Our Commitments



Best Value dental network-

- Savings for you and your members
- Provider access for your members



Easy for members to connect with us:

- Live Chat Feature
- Clients Corner



Simplified experience and engagement in benefit programs



Dedicated Account Management and service



Overall Value in our dental programs





Re-defining Primary Care

October 5, 2022

Introductions



Ryan Schmid
President



Philip Frederick
VP, Sales

Vera's Primary Care Models

Employer & Multi-employer Partnerships



Payer Partnerships



Global Risk Partnerships



Next Generation Care Delivery & Health Navigation Model



Innovative personalized action plans for every member built on data-driven, outcomes-based care models

Integrated Primary Care & Scope of Wraparound Services

Prevention & Wellbeing

- Extended wellness visits
- Embedded behavioral health
- Personalized health coaching
- Additional services: Immunizations, family planning, occupational health, sports physicals, and more...

Disease & Care Management

- Engagement in condition-specific programs
- Easy access to Rx dispensaries & lab testing
- Rx management & adherence
- Broad spectrum of conditions covered*

Complex Care Navigation

- Complex and co-morbid disease management
- Extended care team
- Benefits advocacy, appointment scheduling
- Referral management to high-quality, lower cost specialists



Segmentation based on rich data enables targeted recommendations

Claims-based segmentation drives personalized care journeys

| | | |
|---|-------------------------|-------------------------|
| Anemia | Depression | Postpartum Care |
| Anxiety | Diabetes | Pregnancy |
| Aortic Valve Disorders | Dyslipidemia | Rheumatoid Arthritis |
| Asthma | Family Planning | Schizophrenia |
| At risk of BH condition (stress, mood, resiliency) | Financial challenge | Sleep challenged |
| Atrial Fibrillation & Flutter | Glaucoma | Substance use disorder |
| ADHD | Gout | Thyroid Disorders |
| Autism | Heart failure | Tobacco use |
| Back pain | Hepatitis C | Ulcerative Colitis |
| Bipolar disorder | Hip and knee pain | Utilization, ER |
| Blood Clots | HIV/AIDS | Utilization, HCC |
| Breast Cancer | Hypertension | Utilization, OOP |
| CAD | Inactivity | Utilization, OON |
| Cardiac procedure | Insomnia | Vaccination |
| Cerebrovascular disease | Lung Cancer | Weight challenge |
| Chronic Headache | Medication management | Weight Management |
| Chronic Kidney Disease | Mitral Valve Disorders | Well child (prevention) |
| Colorectal Cancer | Multiple Sclerosis | Well man (prevention) |
| COPD | Nutrition challenge | Well woman (prevention) |
| COVID-19 | Obesity | ...and more |
| Crohn's Disease | Obstructive Sleep Apnea | |
| | Osteoarthritis | |
| | Osteoporosis | |



New data surfaces member context to enrich recommendations

- **At-risk for type 2** ...
- Diagnosed type 1
- Diagnosed type 2
- Controlled diabetes
- Diabetes with complications
- Diabetes with hospitalizations
- Risk of diabetes nephropathy ...and more

Comorbid, At Risk: T2 & Depression

- **Biometrics:** High blood sugar, high BMI, high BP
- **Claims:** No HbA1C
- **Claims:** Gap in BP medication fills
- + **Search:** "depression"
- + **Health Goal:** weight management
- + **HRA:** reported stress

Virtual Behavioral Health

Rising Risk: T2 & Care Utilization

- **Biometrics:** High blood sugar, high BMI, high BP
- **Claims:** No HbA1C
- **Claims:** Gap in BP medication fills
- + **Claims:** overuse of ER
- + **Claims:** No preventive care
- + **HRA:** none

In-person PCP Visit

Health Profile

Care opportunities

| | |
|--------------------------------|-----|
| Adult Zoster Vaccination | Yes |
| Depression Screening | Yes |
| Diabetes Care Management | Yes |
| Diabetes Eye Exam | Yes |
| Hypertension Care Management | Yes |
| Adult Flu Vaccination (18-64) | No |
| Colorectal Cancer Screening | No |
| Diabetes Nephropathy Screening | No |

Historical conditions

| | | |
|---------|------------|--|
| B34.9 | 2019-02-10 | viral infection, unspecified |
| D12.8 | 2019-06-24 | Benign neoplasm of rectum |
| E11.9 | 2019-07-09 | Type 2 diabetes mellitus without complications |
| E55.9 | 2019-04-25 | Vitamin D deficiency, unspecified |
| E66.01 | 2019-07-02 | Morbid (severe) obesity, attributable to excess calories |
| E66.9 | 2019-07-02 | Obesity, unspecified |
| E78.2 | 2019-07-02 | Mixed hyperlipidemia |
| G43.909 | 2019-08-09 | Migraine, unspecified, intractable, without status migrans |
| G57.51 | 2019-08-09 | Tunnel syndrome, right lower limb |
| G57.81 | 2018-10-25 | Other specified mononeuropathies of right lower limb |
| H10.10 | 2019-07-24 | Acute atopic conjunctivitis, unspecified eye |
| H69.80 | 2019-07-24 | Other specified disorders of Eustachian tube |

Risk scores

5.4399 ++ High Risk 3.6884 1.1173

Prospective Risk Score

Prescriptions

Insights

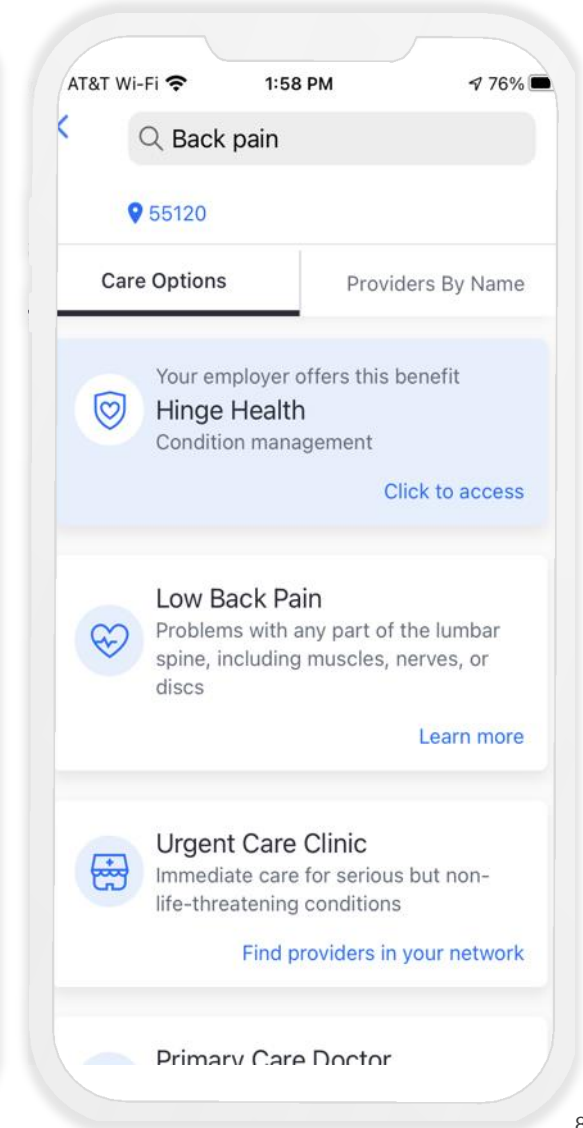
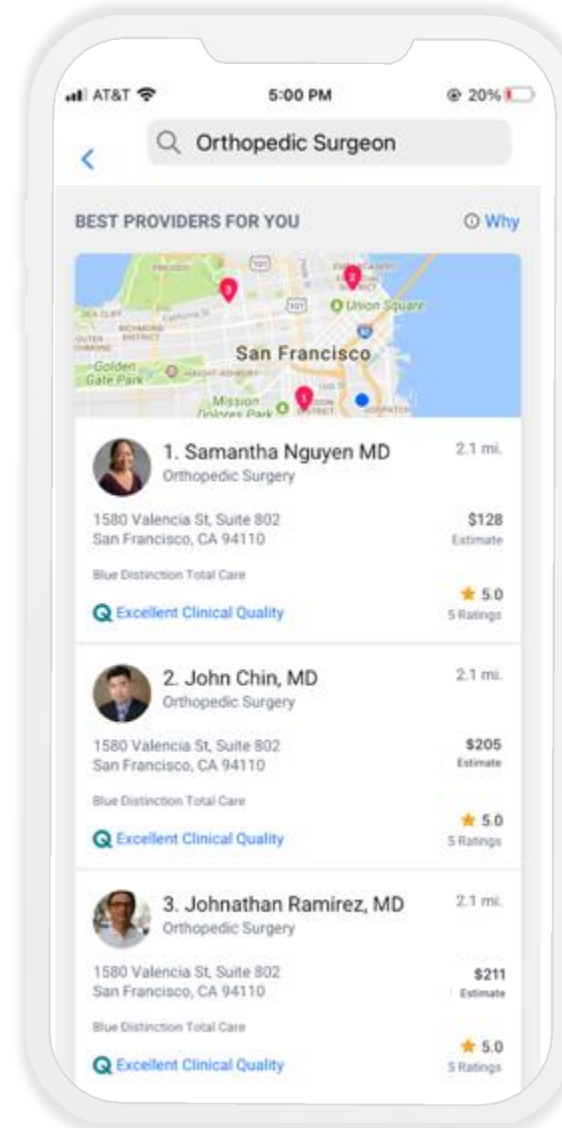
ER and hospital

Avoidable **Y** **N**

1 place

Advanced member steerage to high-value care and programs

- 1 Provider Directory, Network, and Cost**
Comprehensive, accurate provider intelligence with out-of-pocket pricing
- 2 Quality (Q-Score) & Episode Efficiency**
A composite quality score using 3rd party and proprietary algorithms (240 metrics from 30 data sources)
- 3 Virtual Networks**
Algorithm to match users to highest value providers by service
- 4 Personalized and Frictionless Engagement**
Machine learning/AI-enabled personalized outreach and guidance
- 5 Configuration (Ecosystem, Branding)**
Build a highly custom, white label experience that serves as digital face of benefit design and unique programs
- 6 Beyond Provider Steerage**
Intelligently steer members to programs, education materials, and community resources



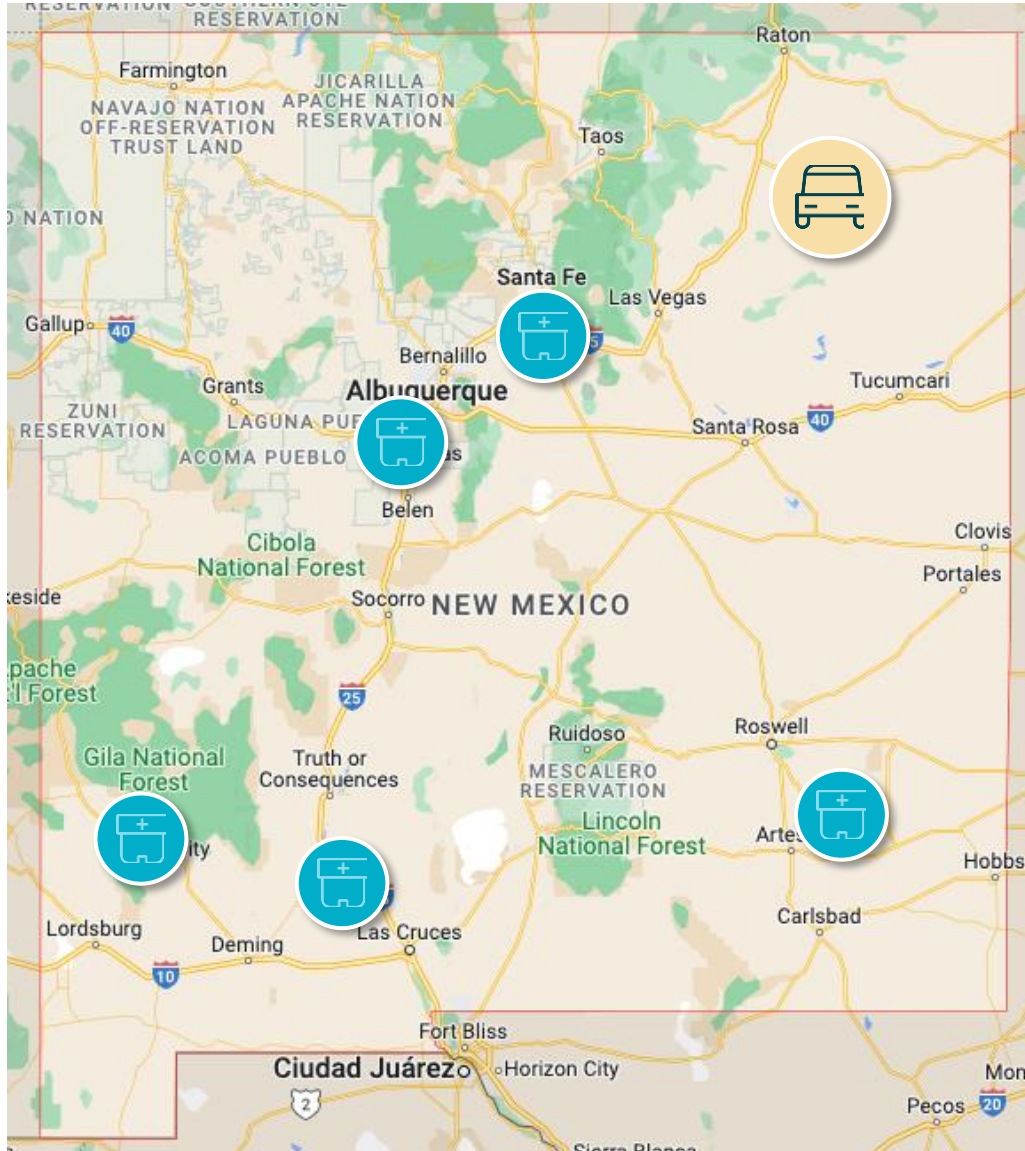
Care Team tooling built to deliver high impact care and steer patients to high-value specialists and solutions

- **Tackle population care gaps effectively**
Focused outreach to higher risk & underserved populations
- **Deliver high impact care**
Provider insights into patient health needs & care utilization
- **Steer to value-based solutions**
Value-based specialists and integrated suite of condition management programs

Enables wrap-around services team with EMR-agnostic tooling to scale efficiently through Capacity Partners or brick and mortar owned clinics.

The screenshot displays the Pinnacle Care 360 interface for a patient named Ahmad Johnson. The top navigation bar includes the Pinnacle logo, 'Care 360', and options for 'Profile', 'Find Care', and 'Claims'. The patient's profile on the left shows his name, age (37), city (Minneapolis, MN), and user ID (1234567890). A 'Chat' button and 'Admin View' option are visible. The main content area is titled 'Genius Recommendations' and features a red box around a recommendation: 'Ahmad has not registered for Spring Health. Register for Spring Health.' This recommendation includes details like 'Points Earned: 0pts', 'Last Login: Unknown', and 'Registered: Not Registered'. Below this, there are four activity cards: 'Learn about Spring Health', 'Register for Spring Health', and 'Complete an assessment', each with a 'Nudge' button. A 'Benefit Details' sidebar on the right lists mental health benefits, self-service resources, and provider visits. The interface also shows 'Conditions (0)' and 'Clinical Risk' sections.

Scalable network built on data



Key Considerations

More than 2K-4K members, dependent on market size

Ability to expand by adding county, city, school

Scale footprint over time as membership grows

Consider mobile solution for remote areas



Proven outcomes enable shift to value-based care



Engagement

60%+ overall engaged
90%+ provider engaged



Utilization

8%-39% Utilization
Reduction Improvement



Satisfaction

53+ Client NPS
86+ Patient NPS

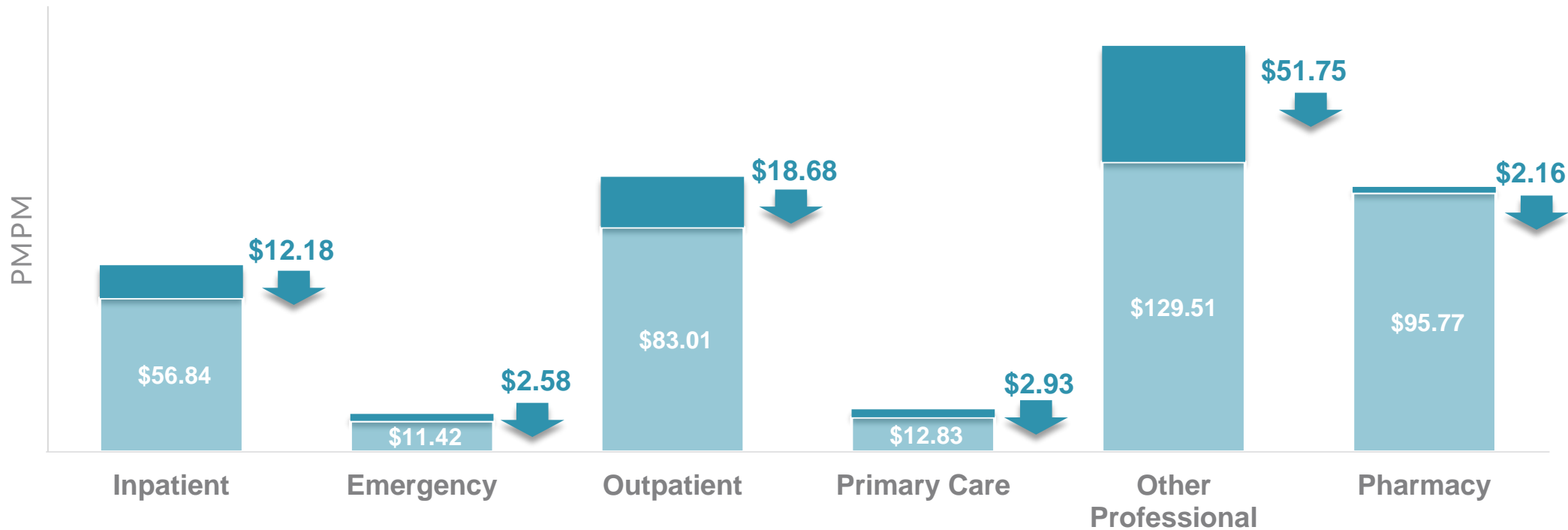


Quality

50-75th HEDIS
4.7 STARs

Aligned Risk Payment Model Drives Better Outcomes at Lower Costs

TOTAL COST OF CARE SAVINGS



Health plan

Risk-based arrangement focused on quality & cost reduction

Partnership
Regional Blue, differentiated product
offering for the commercial population



Goals

- Growth & retention
- Differentiated member experience
- Cost management



45K
eligible
members



7
local
clinics

Savings outcomes

7.5%
Total cost of care
risk-adjusted savings



\$3M+
gross risk
adjusted savings

Quality outcomes HEDIS measures (2021)

| | Target | Results |
|---|--------|---------|
| Breast cancer screening | 80% | 85% |
| Cervical cancer screening | 80% | 83% |
| Colorectal cancer screening | 70% | 73% |
| Diabetes control A1c>9% | 44% | 27% |
| Acute bronchitis antibiotic avoidance | 26% | 74% |
| Kidney health evaluation for patients with diabetes | 70% | 71% |

Together, NMPSIA and Vera can redefine primary care



- Independent Regional PCP Capacity**
Locally based PCPs & multi-disciplinary care teams empowered to steer patients to high-value specialists and proven programs to support a population's broad clinical risk spectrum
- Tech-enabled care teams**
Enabling optimal PCP & care team efficiency with dynamic patient segmentation & integrated tooling to guide patients to the right level of care along their healthcare journey
- Outcomes-based care & value-based payment models**
Capitated pricing model with upside and downside risk to ensure exceptional patient experiences and reduce total cost of care

Delivered Across Multiple Lines of Business

Individual

Small & Large Group

National Accounts

Medicare Advantage



Thank You



NMPSIA BOARD REPORT SUMMARY - LIABILITY AND PROPERTY
07-31-2022

| ALL YEARS TOTAL OPEN CLAIMS FOR LIABILITY AS OF JULY 31, 2022 | | | | | | | ALL YEARS TOTAL OPEN CLAIMS FOR PROPERTY AS OF JULY 31, 2022 | | | | | | GRAND TOTALS | |
|--|-----------------------|----------------------|-------------------------|-----------------|-----------------|-----------------|---|----------------------|-------------------------|-----------------|-----------------|-----------------|-------------------|-----------------|
| SCHOOL DISTRICT | NUMBER OF OPEN CLAIMS | NUMBER OF NEW CLAIMS | NUMBER OF CLOSED CLAIMS | RESERVE | PAYMENT | TOTAL | NUMBER OF OPEN CLAIMS | NUMBER OF NEW CLAIMS | NUMBER OF CLOSED CLAIMS | RESERVE | PAYMENT | TOTAL | TOTAL OPEN CLAIMS | GRAND TOTAL |
| SUBTOTAL - DISTRICTS | 303 | 14 | 20 | \$22,644,445.57 | \$12,426,612.33 | \$35,071,057.90 | 72 | 2 | 3 | \$34,733,797.64 | \$17,818,344.02 | \$52,552,141.66 | 375 | \$87,623,199.56 |
| SUBTOTAL - CHARTER SCHOOLS | 26 | 2 | 6 | \$378,381.38 | \$7,019,813.37 | \$7,398,194.75 | 1 | 0 | 0 | \$2,000.00 | \$0.00 | \$2,000.00 | 27 | \$7,400,194.75 |
| GRAND TOTAL | 329 | 16 | 26 | \$23,022,826.95 | \$19,446,425.70 | \$42,469,252.65 | 73 | 2 | 3 | \$34,735,797.64 | \$17,818,344.02 | \$52,554,141.66 | 402 | \$95,023,394.31 |

| CHANGE FROM PRIOR MONTH SCHOOL DISTRICT | CURRENT CHANGES LIABILITY CLAIMS FROM PRIOR MONTH | | | | | | CURRENT CHANGES PROPERTY CLAIMS FROM PRIOR MONTH | | | | | | CURRENT CHANGES | |
|--|---|------------|---------------|------------------|----------------|----------------|--|------------|---------------|-----------------|--------------|-----------------|-----------------|-----------------|
| | OPEN CLAIMS | NEW CLAIMS | CLOSED CLAIMS | RESERVE | PAYMENT | TOTAL | OPEN CLAIMS | NEW CLAIMS | CLOSED CLAIMS | RESERVE | PAYMENT | TOTAL | OPEN CLAIMS | GRAND TOTAL |
| SUBTOTAL - DISTRICTS | (1) | (26) | (12) | (\$3,540,131.75) | \$4,506,941.78 | \$966,810.03 | (1) | (8) | (3) | \$23,767,570.61 | \$620,864.15 | \$24,388,434.76 | (2) | \$25,355,244.79 |
| SUBTOTAL - CHARTER SCHOOLS | (4) | (3) | 6 | \$16,500.31 | (\$189,023.31) | (\$172,523.00) | 0 | (2) | (2) | \$0.00 | \$0.00 | \$0.00 | (4) | (\$172,523.00) |
| GRAND TOTAL | (5) | (29) | (6) | (\$3,523,631.44) | \$4,317,918.47 | \$794,287.03 | (1) | (10) | (5) | \$23,767,570.61 | \$620,864.15 | \$24,388,434.76 | (6) | \$25,182,721.79 |

| HISTORY | MONTH TOTAL | | | | | | MONTH TOTAL CHANGES FROM PRIOR MONTH TOTAL | | | | | | | |
|------------------|-------------|------------|---------------|-----------------|-----------------|-----------------|--|------------|---------------|------------------|-------------------|-------------------|--|--|
| Monthly Totals | Open Claims | New Claims | Closed Claims | RESERVE | PAYMENTS | TOTAL | Open Claims | New Claims | Closed Claims | RESERVE | PAYMENTS | TOTAL | | |
| July - 2022 | 402 | 18 | 29 | \$57,758,624.59 | \$37,264,769.72 | \$95,023,394.31 | (6) | (39) | (11) | \$20,243,939.17 | \$4,938,782.62 | \$25,182,721.79 | | |
| June - 2022 | 408 | 57 | 40 | \$37,514,685.42 | \$32,325,987.10 | \$69,840,672.52 | 27 | 2 | (33) | (\$813,665.77) | \$1,639,986.34 | \$826,320.57 | | |
| May - 2022 | 381 | 55 | 73 | \$38,328,351.19 | \$30,686,000.76 | \$69,014,351.95 | (16) | 11 | 40 | (\$5,203,062.14) | \$3,030,181.71 | (\$2,172,880.43) | | |
| April - 2022 | 397 | 44 | 33 | \$43,531,413.33 | \$27,655,819.05 | \$71,187,232.38 | 21 | (25) | (7) | \$342,327.71 | \$1,366,532.28 | \$1,708,859.99 | | |
| March - 2022 | 376 | 69 | 40 | \$43,189,085.62 | \$26,289,286.77 | \$69,478,372.39 | 34 | 22 | 6 | \$1,481,802.34 | \$1,290,433.83 | \$2,772,236.17 | | |
| February - 2022 | 342 | 47 | 34 | \$41,707,283.28 | \$24,998,852.94 | \$66,706,136.22 | 15 | 8 | 0 | \$2,051,510.59 | (\$272,536.59) | \$1,778,974.00 | | |
| January - 2022 | 327 | 39 | 34 | \$39,655,772.69 | \$25,271,389.53 | \$64,927,162.22 | 7 | 4 | (17) | (\$2,780,159.39) | (\$279,539.15) | (\$3,059,698.54) | | |
| December - 2021 | 320 | 35 | 51 | \$42,435,932.08 | \$25,550,928.68 | \$67,986,860.76 | (14) | (12) | 13 | \$733,971.22 | (\$846,129.80) | (\$112,158.58) | | |
| November - 2021 | 334 | 47 | 38 | \$41,701,960.86 | \$26,397,058.48 | \$68,099,019.34 | 16 | 13 | (12) | \$428,298.90 | (\$140,259.94) | \$288,038.96 | | |
| October - 2021 | 318 | 34 | 50 | \$41,273,661.96 | \$26,537,318.42 | \$67,810,980.38 | (11) | (17) | (1) | \$387,615.58 | \$1,047,331.60 | \$1,434,947.18 | | |
| September - 2021 | 329 | 51 | 51 | \$40,886,046.38 | \$25,489,986.82 | \$66,376,033.20 | 1 | (2) | 7 | (\$1,015,326.68) | (\$14,926,877.83) | (\$15,942,204.51) | | |
| August - 2021 | 328 | 53 | 44 | \$41,901,373.06 | \$40,416,864.65 | \$82,318,237.71 | 13 | 26 | 23 | (\$6,602,301.51) | \$8,714,729.10 | \$2,112,427.59 | | |
| July - 2021 | 315 | 27 | 21 | \$48,503,674.57 | \$31,702,135.55 | \$80,205,810.12 | 10 | (6) | (14) | (\$9,463,560.36) | \$917,883.95 | (\$8,545,676.41) | | |
| June - 2021 | 305 | 33 | 35 | \$57,967,234.93 | \$30,784,251.60 | \$88,751,486.53 | (1) | 6 | 3 | (\$7,958,945.25) | \$7,182,105.43 | (\$776,839.82) | | |
| May - 2021 | 306 | 27 | 32 | \$65,926,180.18 | \$23,602,146.17 | \$89,528,326.35 | (1) | (17) | (12) | (\$3,911,820.87) | \$2,197,081.64 | (\$1,714,739.23) | | |
| April - 2021 | 307 | 44 | 44 | \$69,838,001.05 | \$21,405,064.53 | \$91,243,065.58 | (4) | (11) | (20) | \$664,221.97 | \$850,627.02 | \$1,514,848.99 | | |
| March - 2021 | 311 | 55 | 64 | \$69,173,779.08 | \$20,554,437.51 | \$89,728,216.59 | 5 | 23 | 29 | \$1,736,847.96 | (\$1,879,101.28) | (\$142,253.32) | | |
| February - 2021 | 306 | 32 | 35 | \$67,436,931.12 | \$22,433,538.79 | \$89,870,469.91 | 0 | 6 | 5 | \$1,663,112.17 | \$860,697.63 | \$2,523,809.80 | | |
| January - 2021 | 306 | 26 | 30 | \$65,773,818.95 | \$21,572,841.16 | \$87,346,660.11 | 3 | 3 | (7) | \$3,370,469.11 | \$580,052.17 | \$3,950,521.28 | | |
| December - 2020 | 303 | 23 | 37 | \$62,403,349.84 | \$20,992,788.99 | \$83,396,138.83 | (10) | (8) | (6) | (\$581,271.80) | \$177,982.64 | (\$403,289.16) | | |
| November - 2020 | 313 | 31 | 43 | \$62,984,621.64 | \$20,814,806.35 | \$83,799,427.99 | (11) | (1) | (2) | (\$367,874.33) | (\$1,858,671.89) | (\$2,226,546.22) | | |
| October - 2020 | 324 | 32 | 45 | \$63,352,495.97 | \$22,673,478.24 | \$86,025,974.21 | (8) | (11) | 1 | (\$1,061,841.28) | \$338,457.26 | (\$723,384.02) | | |
| September - 2020 | 332 | 43 | 44 | \$64,414,337.25 | \$22,335,020.98 | \$86,749,358.23 | 5 | (3) | (6) | \$4,366,893.14 | (\$3,456,682.77) | \$910,210.37 | | |
| August - 2020 | 327 | 46 | 50 | \$60,047,444.11 | \$25,791,703.75 | \$85,839,147.86 | (2) | 12 | (13) | \$2,049,364.59 | \$207,038.63 | \$2,256,403.22 | | |
| July - 2020 | 329 | 34 | 63 | \$57,998,079.52 | \$25,584,665.12 | \$83,582,744.64 | (13) | 6 | 10 | \$623,995.55 | (\$503,018.35) | \$120,977.20 | | |



NMPSIA BOARD REPORT

| ALL YEARS TOTAL | | | | | | | | | | | | | | |
|---|------|-------|-----------|----|-------|-----|--------|-----|-------------|-----------------|---------------|-----------------|---------------|-----------------|
| OPEN CLAIMS FOR WORKERS' COMPENSATION AS OF JULY 31, 2022 | | | | | | | | | | | | | | |
| SCHOOL DISTRICT | OPEN | | RE-OPENED | | NEW | | CLOSED | | RESERVE | | PAYMENT | | TOTAL | |
| HISTORY | Chg | Ct | Chg | Ct | Chg | Ct | Chg | Ct | Change | Current | Change | Current | Change | Current |
| JULY-2022 | (61) | 884 | (18) | 14 | (35) | 58 | (7) | 133 | (\$548,564) | \$13,413,439.70 | (\$1,038,108) | \$47,258,537.68 | (\$1,586,672) | \$60,671,977.38 |
| JUNE-2022 | (15) | 945 | +10 | 32 | (114) | 93 | (59) | 140 | (\$344,886) | \$13,962,003.26 | +\$54,290 | \$48,296,645.97 | (\$290,596) | \$62,258,649.23 |
| HISTORY | OPEN | | RE-OPENED | | NEW | | CLOSED | | RESERVE | | PAYMENT | | TOTAL | |
| HISTORY | Chg | Ct | Chg | Ct | Chg | Ct | Chg | Ct | Change | Current | Change | Current | Change | Current |
| JULY-2022 | (61) | 884 | (18) | 14 | (35) | 58 | (7) | 133 | (\$548,564) | \$13,413,439.70 | (\$1,038,108) | \$47,258,537.68 | (\$1,586,672) | \$60,671,977.38 |
| JUNE-2022 | (15) | 945 | +10 | 32 | (114) | 93 | (59) | 140 | (\$344,886) | \$13,962,003.26 | +\$54,290 | \$48,296,645.97 | (\$290,596) | \$62,258,649.23 |
| MAY-2022 | +30 | 960 | (1) | 22 | +29 | 207 | +18 | 199 | (\$24,133) | \$14,306,889.60 | +\$353,763 | \$48,242,355.49 | +\$329,630 | \$62,549,245.09 |
| APRIL-2022 | +20 | 930 | +1 | 23 | (47) | 178 | (24) | 181 | (\$354,710) | \$14,331,022.70 | +\$398,883 | \$47,888,592.21 | +\$44,173 | \$62,219,614.91 |
| MARCH-2022 | +42 | 910 | +7 | 22 | +59 | 225 | +26 | 205 | +\$27,833 | \$14,685,732.34 | (\$404,683) | \$47,489,709.58 | (\$376,850) | \$62,175,441.92 |
| FEBRUARY-2022 | +1 | 868 | +2 | 15 | +65 | 166 | +9 | 179 | +\$168,625 | \$14,657,898.88 | (\$178,556) | \$47,894,392.95 | (\$9,932) | \$62,552,291.83 |
| JANUARY-2022 | +0 | 867 | +0 | 13 | +0 | 101 | +0 | 170 | +\$204,865 | \$14,489,274.20 | (\$236,518) | \$48,072,949.17 | (\$31,653) | \$62,562,223.37 |
| DECEMBER-2021 | (56) | 867 | (9) | 13 | (67) | 101 | (54) | 170 | (\$73,386) | \$14,284,409.04 | (\$316,376) | \$48,309,467.44 | (\$389,761) | \$62,593,876.48 |
| NOVEMBER-2021 | (34) | 923 | (17) | 22 | (34) | 168 | +35 | 224 | (\$299,608) | \$14,357,794.86 | (\$450,346) | \$48,625,842.94 | (\$749,954) | \$62,983,637.80 |
| OCTOBER-2021 | +52 | 957 | +23 | 39 | (40) | 202 | (12) | 189 | +\$756,885 | \$14,657,403.06 | (\$111,683) | \$49,076,188.93 | +\$645,202 | \$63,733,591.99 |
| SEPTEMBER-2021 | +57 | 905 | +2 | 16 | +27 | 242 | +10 | 201 | +\$71,559 | \$13,900,518.15 | (\$403,273) | \$49,187,872.17 | (\$331,714) | \$63,088,390.32 |
| AUGUST-2021 | +38 | 848 | +1 | 14 | +154 | 215 | +91 | 191 | (\$27,930) | \$13,828,959.45 | (\$136,432) | \$49,591,145.27 | (\$164,361) | \$63,420,104.72 |
| JULY-2021 | (26) | 810 | (5) | 13 | (20) | 61 | (10) | 100 | (\$179,232) | \$13,856,889.02 | +\$301,019 | \$49,727,577.14 | +\$121,788 | \$63,584,466.16 |
| JUNE-2021 | (11) | 836 | (3) | 18 | (67) | 81 | (26) | 110 | (\$8,065) | \$14,036,120.59 | (\$289,351) | \$49,426,557.96 | (\$297,416) | \$63,462,678.55 |
| MAY-2021 | +33 | 847 | +13 | 21 | (40) | 148 | (1) | 136 | (\$372,986) | \$14,044,185.65 | (\$262,097) | \$49,715,908.54 | (\$635,083) | \$63,760,094.19 |
| APRIL-2021 | +59 | 814 | (4) | 8 | +63 | 188 | +38 | 137 | (\$26,222) | \$14,417,171.69 | +\$34,571 | \$49,978,005.34 | +\$8,349 | \$64,395,177.03 |
| MARCH-2021 | +38 | 755 | +6 | 12 | +29 | 125 | (5) | 99 | +\$322,358 | \$14,443,393.30 | +\$53,478 | \$49,943,434.55 | +\$375,835 | \$64,386,827.85 |
| FEBRUARY-2021 | (2) | 717 | (8) | 6 | +39 | 96 | +19 | 104 | (\$347,549) | \$14,121,035.63 | (\$98,645) | \$49,889,956.94 | (\$446,193) | \$64,010,992.57 |
| JANUARY-2021 | (14) | 719 | +5 | 14 | +8 | 57 | (28) | 85 | (\$21,541) | \$14,468,584.16 | +\$284,394 | \$49,988,601.75 | +\$262,853 | \$64,457,185.91 |
| DECEMBER-2020 | (55) | 733 | (2) | 9 | (19) | 49 | (5) | 113 | (\$140,827) | \$14,490,125.38 | (\$815,625) | \$49,704,207.32 | (\$956,451) | \$64,194,332.70 |
| NOVEMBER-2020 | (39) | 788 | (1) | 11 | (34) | 68 | +10 | 118 | +\$256,577 | \$14,630,952.20 | (\$497,463) | \$50,519,831.99 | (\$240,886) | \$65,150,784.19 |
| OCTOBER-2020 | +6 | 827 | +4 | 12 | (7) | 102 | +12 | 108 | (\$179,532) | \$14,374,375.16 | +\$29,412 | \$51,017,294.97 | (\$150,120) | \$65,391,670.13 |
| SEPTEMBER-2020 | +21 | 821 | +2 | 8 | +33 | 109 | +6 | 96 | (\$223,317) | \$14,553,906.93 | +\$19,544 | \$50,987,883.44 | (\$203,773) | \$65,541,790.37 |
| AUGUST-2020 | (8) | 800 | (3) | 6 | +45 | 76 | +20 | 90 | +\$6,035 | \$14,777,223.97 | (\$203,860) | \$50,968,339.27 | (\$197,825) | \$65,745,563.24 |
| JULY-2020 | (28) | 808 | +0 | 9 | (9) | 31 | (31) | 70 | (\$192,135) | \$14,771,188.76 | +\$115,265 | \$51,172,199.03 | (\$76,870) | \$65,943,387.79 |
| JUNE-2020 | (52) | 836 | (2) | 9 | (3) | 40 | +0 | 101 | (\$65,519) | \$14,963,323.51 | +\$171,712 | \$51,056,933.96 | +\$106,193 | \$66,020,257.47 |
| MAY-2020 | (47) | 888 | (3) | 11 | +5 | 43 | (48) | 101 | +\$80,413 | \$15,028,842.93 | (\$685,831) | \$50,885,221.68 | (\$505,418) | \$65,914,064.61 |
| APRIL-2020 | (97) | 935 | (10) | 14 | (88) | 38 | (84) | 149 | (\$387,956) | \$14,948,429.98 | (\$707,090) | \$51,571,052.40 | (\$1,095,046) | \$66,519,482.38 |
| MARCH-2020 | (83) | 1,032 | (5) | 24 | (132) | 126 | +23 | 233 | (\$465,833) | \$15,336,386.15 | (\$111,414) | \$52,278,142.52 | (\$577,247) | \$67,614,528.67 |
| FEBRUARY-2020 | +77 | 1,115 | (7) | 29 | +27 | 258 | (49) | 210 | +\$374,372 | \$15,802,218.71 | +\$274,161 | \$52,389,556.80 | +\$648,533 | \$68,191,775.51 |
| JANUARY-2020 | +8 | 1,038 | +14 | 36 | +31 | 231 | +7 | 259 | +\$313,853 | \$15,427,846.88 | (\$838,082) | \$52,115,395.98 | (\$524,229) | \$67,543,242.86 |



NMPSIA BOARD REPORT

ALL YEARS TOTAL
OPEN CLAIMS FOR WORKERS' COMPENSATION AS OF July 31, 2022

| CHARTER SCHOOL | OPEN | | RE-OPENED | | NEW | | CLOSED | | RESERVE | | PAYMENT | | TOTAL | |
|----------------|------|----|-----------|----|-----|----|--------|----|------------|---------------|-----------|-----------------|------------|----------------|
| | Chg | Ct | Chg | Ct | Chg | Ct | Chg | Ct | Change | Current | Change | Current | Change | Current |
| HISTORY | (3) | 44 | +0 | 1 | +4 | 6 | +3 | 10 | +\$6,248 | \$ 795,741.44 | +\$9,746 | \$ 1,966,276.84 | +\$15,995 | \$2,762,018.28 |
| JULY-2022 | (3) | 44 | +0 | 1 | +4 | 6 | +3 | 10 | +\$6,248 | \$ 795,741.44 | +\$9,746 | \$ 1,966,276.84 | +\$15,995 | \$2,762,018.28 |
| JUNE-2022 | (3) | 47 | +1 | 1 | (9) | 2 | (7) | 7 | (\$43,681) | \$ 789,493.43 | +\$29,740 | \$ 1,956,530.34 | (\$13,941) | \$2,746,023.77 |

| CHARTER SCHOOL | OPEN | | RE-OPENED | | NEW | | CLOSED | | RESERVE | | PAYMENT | | TOTAL | |
|----------------|------|----|-----------|----|------|----|--------|----|-------------|---------------|-------------|-----------------|-------------|----------------|
| | Chg | Ct | Chg | Ct | Chg | Ct | Chg | Ct | Change | Current | Change | Current | Change | Current |
| JULY-2022 | (3) | 44 | +0 | 1 | +4 | 6 | +3 | 10 | +\$6,248 | \$ 795,741.44 | +\$9,746 | \$ 1,966,276.84 | +\$15,995 | \$2,762,018.28 |
| JUNE-2022 | (3) | 47 | +1 | 1 | (9) | 2 | (7) | 7 | (\$43,681) | \$ 789,493.43 | +\$29,740 | \$ 1,956,530.34 | (\$13,941) | \$2,746,023.77 |
| MAY-2022 | (3) | 51 | +0 | 0 | +1 | 11 | +10 | 14 | (\$29,616) | \$ 833,174.56 | +\$44,892 | \$ 1,926,790.51 | +\$15,277 | \$2,759,965.07 |
| APRIL-2022 | +6 | 54 | (2) | 0 | (6) | 10 | (5) | 4 | (\$68,886) | \$ 862,790.36 | +\$168,297 | \$ 1,881,898.08 | +\$99,410 | \$2,744,688.44 |
| MARCH-2022 | +9 | 48 | +2 | 2 | +11 | 16 | (1) | 9 | +\$657 | \$ 931,676.51 | +\$105,793 | \$ 1,713,601.47 | +\$106,449 | \$2,645,277.98 |
| FEBRUARY-2022 | (5) | 39 | (1) | 0 | +0 | 5 | +6 | 10 | (\$10,262) | \$ 931,019.99 | +\$9,860 | \$ 1,607,808.58 | (\$402) | \$2,538,828.57 |
| JANUARY-2022 | +2 | 44 | +0 | 1 | +1 | 5 | (2) | 4 | (\$57,788) | \$ 941,281.61 | +\$15,719 | \$ 1,597,948.81 | (\$42,069) | \$2,539,230.42 |
| DECEMBER-2021 | (1) | 42 | +1 | 1 | (5) | 4 | (1) | 6 | +\$372,644 | \$ 999,069.99 | +\$11,921 | \$ 1,582,229.46 | +\$384,565 | \$2,581,299.45 |
| NOVEMBER-2021 | +2 | 43 | (1) | 0 | (1) | 9 | (1) | 7 | +\$78,324 | \$ 626,426.25 | (\$25,354) | \$ 1,570,308.41 | +\$52,971 | \$2,196,734.66 |
| OCTOBER-2021 | +3 | 41 | +1 | 1 | +3 | 10 | +5 | 8 | (\$27,115) | \$ 548,101.87 | +\$28,569 | \$ 1,595,662.06 | +\$1,454 | \$2,143,763.93 |
| SEPTEMBER-2021 | +4 | 38 | +0 | 0 | +0 | 7 | +0 | 3 | (\$14,313) | \$ 575,216.83 | +\$44,220 | \$ 1,567,093.53 | +\$29,907 | \$2,142,310.36 |
| AUGUST-2021 | +4 | 34 | +0 | 0 | +5 | 7 | +1 | 3 | (\$37,112) | \$ 589,529.88 | +\$93,512 | \$ 1,522,873.45 | +\$56,401 | \$2,112,403.33 |
| JULY-2021 | +0 | 30 | (2) | 0 | (1) | 2 | +0 | 2 | +\$137 | \$ 626,641.48 | +\$54,157 | \$ 1,429,361.01 | +\$54,294 | \$2,056,002.49 |
| JUNE-2021 | +3 | 30 | +1 | 2 | +1 | 3 | +1 | 2 | +\$25,924 | \$ 626,504.44 | (\$241,619) | \$ 1,375,203.90 | (\$215,694) | \$2,001,708.34 |
| MAY-2021 | +2 | 27 | +1 | 1 | (8) | 2 | (7) | 1 | (\$236,571) | \$ 600,580.03 | +\$270,654 | \$ 1,616,822.49 | +\$34,082 | \$2,217,402.52 |
| APRIL-2021 | +2 | 25 | (1) | 0 | +9 | 10 | +6 | 8 | +\$5,731 | \$ 837,151.09 | (\$21,219) | \$ 1,346,168.99 | (\$15,488) | \$2,183,320.08 |
| MARCH-2021 | +0 | 23 | +1 | 1 | +0 | 1 | (1) | 2 | (\$21,294) | \$ 831,419.61 | (\$28,199) | \$ 1,367,388.38 | (\$49,493) | \$2,198,807.99 |
| FEBRUARY-2021 | (2) | 23 | (1) | 0 | +1 | 1 | +1 | 3 | (\$50,003) | \$ 852,714.04 | +\$33,083 | \$ 1,395,586.97 | (\$16,921) | \$2,248,301.01 |
| JANUARY-2021 | (1) | 25 | +1 | 1 | (3) | 0 | (3) | 2 | (\$12,366) | \$ 902,717.50 | +\$21,800 | \$ 1,362,504.31 | +\$9,434 | \$2,265,221.81 |
| DECEMBER-2020 | (2) | 26 | +0 | 0 | +2 | 3 | +1 | 5 | (\$7,508) | \$ 915,083.31 | (\$8,604) | \$ 1,340,704.56 | (\$16,112) | \$2,255,787.87 |
| NOVEMBER-2020 | (3) | 28 | (1) | 0 | (2) | 1 | +2 | 4 | +\$94,090 | \$ 922,591.45 | (\$87,448) | \$ 1,349,308.47 | +\$6,642 | \$2,271,899.92 |
| OCTOBER-2020 | +1 | 31 | +0 | 1 | (2) | 3 | (3) | 2 | +\$229,281 | \$ 828,501.88 | +\$129,497 | \$ 1,436,756.04 | +\$358,779 | \$2,265,257.92 |
| SEPTEMBER-2020 | +1 | 30 | +0 | 1 | +4 | 5 | +1 | 5 | +\$15,865 | \$ 599,220.63 | +\$27,958 | \$ 1,307,258.66 | +\$43,823 | \$1,906,479.29 |
| AUGUST-2020 | (2) | 29 | +1 | 1 | +1 | 1 | +1 | 4 | (\$30,160) | \$ 583,356.09 | +\$3,290 | \$ 1,279,300.32 | (\$26,870) | \$1,862,656.41 |
| JULY-2020 | (1) | 31 | (1) | 0 | (2) | 0 | +0 | 3 | +\$14,082 | \$ 613,515.68 | +\$9,819 | \$ 1,276,010.55 | +\$23,901 | \$1,889,526.23 |
| JUNE-2020 | +0 | 32 | +0 | 1 | +2 | 2 | +2 | 3 | (\$29,687) | \$ 599,433.75 | +\$22,997 | \$ 1,266,191.06 | (\$6,690) | \$1,865,624.81 |
| MAY-2020 | +0 | 32 | (1) | 1 | (3) | 0 | (5) | 1 | +\$6,075 | \$ 629,120.81 | +\$12,838 | \$ 1,243,194.00 | +\$18,913 | \$1,872,314.81 |
| APRIL-2020 | (1) | 32 | +1 | 2 | +1 | 3 | (5) | 6 | (\$85,694) | \$ 623,046.15 | (\$186,145) | \$ 1,230,355.78 | (\$271,838) | \$1,853,401.93 |
| MARCH-2020 | (8) | 33 | +1 | 1 | (42) | 2 | (3) | 11 | +\$14,058 | \$ 708,739.78 | +\$27,195 | \$ 1,416,500.31 | +\$41,253 | \$2,125,240.09 |
| FEBRUARY-2020 | (3) | 41 | (1) | 0 | +36 | 44 | +2 | 14 | (\$19,515) | \$ 694,681.78 | (\$63,159) | \$ 1,389,305.39 | (\$82,674) | \$2,083,987.17 |
| JANUARY-2020 | (3) | 44 | +1 | 1 | (4) | 8 | +3 | 12 | (\$22,137) | \$ 714,196.30 | +\$56,658 | \$ 1,452,464.65 | +\$34,520 | \$2,166,660.95 |

NMPSIA Loss Prevention Abatement Report

| August 2022 | Total Rec | Total Capital | Total Non-Capital | Corrected Capital | Corrected Non-Capital | Total Corrected |
|-------------------------|-----------|---|-------------------|-------------------|-----------------------|-----------------|
| August 2022 | 361 | 15 | 349 | 3 | 327 | 330 |
| Total % Corrected | 91.41% | = Total Corrected/Total Recommendations | | | | |
| % Corrected Capital | 20.00% | = Corrected Capital/Total Capital | | | | |
| % Corrected Non-Capital | 93.70% | = Corrected Non-Capital/Total Non-Capital | | | | |