

**New Mexico  
Public Schools Insurance Authority**



**Board of Directors Meeting  
November 2, 2023**





# 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  
Vicki Chavez, NM Superintendents Association  
Tim Crone, American Federation of Teachers NM  
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:**

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**Thursday, November 02, 2023**

**9:00 a.m.**

### Agenda

**Draft**

1. Call to Order
2. Roll Call

C. Parrino  
C. Probst

- |     |  |                     |
|-----|--|---------------------|
| 3.  | Introduction of Guests   | P. Sandoval         |
| 4.  | Citizens to Address the Board <b>(Five-Minute Limit)</b>   | C. Parrino          |
| 5.  | Approval of Agenda <b>(Action Item)</b>  | C. Parrino          |
| 6.  | Approval of October 2023 Minutes <b>(Action Item)</b>  | C. Parrino          |
| 7.  | Administrative Matters   |                     |
|     | A. Legislative Update  | P. Sandoval         |
| 8.  | Financial Matters  |                     |
|     | A. Approval of Financial Reports - August 2023 <b>(Action Item)</b>  | P. Gonzales         |
|     | B. Approval of Financial Reports - September 2023 <b>(Action Item)</b>   | C. Probst           |
|     | C. FY23 Audit Update   | P. Gonzales         |
|     | D. Retroactive Approval to Withdraw From Employee Benefits Long-Term Investment Portfolio <b>(Action Item)</b> | P. Gonzales         |
|     | E. Rebalance of Risk Fund Long-Term Investment Portfolio <b>(Action Item)</b>                                  | P. Gonzales         |
|     | F. Review of NMPSIA Long-Term Funds Investment Policy Statement  | P. Sandoval         |
| 9.  | 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. CCMSI Staffing Update   | R. Cangioli         |
|     | C. Loss Prevention Update  | L. Vigil /J. Garcia |
| 10. | Benefits Matters   |                     |
|     | A. Approval Domestic Partner Resolution- Dulce Independent Schools <b>(Action Item)</b>                        | C. Archuleta        |
|     | B. Retroactive Approval of Connected EOI Amendment to the Standard Agreement <b>(Action Item)</b>              | M. Quintana         |
|     | C. Approval of Amendment to Erisa Administrative Services, Inc. Agreement <b>(Action Item)</b>                 | M. Quintana         |
|     | D. Approval of Change to the Segal Amendment for Mental Health Parity Audit <b>(Action Item)</b>               | N. Patani           |
|     | E. Stop Loss Carrier Procurement Update  | N. Patani           |
|     | F. Respiratory Syncytial Virus (RSV) Update  | N. Patani           |



- G. Annual Carrier Updates
  - 1. CVS D. Lauck/L. Clower
  - 2. BCBS M. Sergel
  - 3. Cigna D. Warner
- H. Clinic Feasibility Study Update K. Jones
- I. IBAC Update C. Archuleta
- 11. General Discussion C. Parrino
- 12. Next Meeting Date and Location: Thursday, December 7, 2023  
Location: Poms & Associates 201 3rd Street, Suite 1400 Albuquerque,  
New Mexico 87102, and a virtual option (**Action Item**) C. Parrino
- 13. Adjournment (**Action Item**) C. Parrino

**NEW MEXICO PUBLIC SCHOOLS INSURANCE AUTHORITY**

**In-Person: Poms & Associates**

**Virtual: <https://meet.goto.com/200110845>**

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**Access Code: 200-110-845**

**Thursday, October 05, 2023**

**DRAFT**

**1. Call to Order**

Mr. Al Park, NMPSIA Board President, called the NMPSIA Board Meeting to order at 9:00 a.m. on Thursday, October 5, 2023.

**2. Roll Call**

Ms. Charlette Probst called roll.

**Board Members Present:**

Al Park, President	In-Person - absent 9:00- 10:04
Chris Parrino, Vice-President	In-Person
Trish Ruiz, Secretary	Virtual
Denise Balderas	Virtual- absent 9:24-10:18
Tim Crone	In-Person
Pauline Jaramillo	Virtual
Bethany Jarrell	Virtual
K.T. Manis	Virtual- absent 9:15
David Martinez Jr.	Virtual
Sammy Quintana	In-Person

**Board Members Absent:**

Vicki Chavez

**NMPSIA Staff Members Present:**

Patrick Sandoval, Executive Director	In-Person
Martha Quintana, Deputy Director	In-Person
Phillip Gonzales, Chief Financial Officer	In-Person
Charlette Probst, Financial/HR Manager	In-Person
Maria Lugo, Chief Procurement Officer	Virtual
Marlene Vigil, Financial Specialist	Virtual
Claudette Roybal, Risk Program Coordinator	Virtual
Cyndi Archuleta, Benefits/Wellness Operations Manager	Virtual
Kaylei Jones, Benefits/Wellness Program Coordinator	Virtual
Leslie Martinez, Benefits Analyst	Virtual

**Audience Present:**

Lisa Guevara	BCBSNM	In-Person
Lisa Sullivan	BCBSNM	Virtual
Maureen Sergel	BCBSNM	In-Person
Samantha Mensay	BCBSNM	Virtual
Marlene Baca	BCBSNM	Virtual
Steve Vanetsky	CCMSI	In-Person
Jerry Mayo	CCMSI	In-Person
Vanessa Devine	CCMSI	Virtual
Louise Carpenter	CCMSI	Virtual
Kevin Sovereign	CCMSI	In-Person
Estevan Reyes	CCMSI	In-Person
Sam Garcia	Davis Vision	In-Person
Simon Miller	Dept of Financial Administration	In-Person
Michele Toon	Delta Dental	Virtual
Kathy Payanes	Erisa Administrative Services	In-Person
Amy Bonal	Erisa Administrative Services	Virtual
C.S. Hwa	Erisa Administrative Services	Virtual
Martin Esquivel	Esquivel & Howington	In-Person
Joseph Simon	Legislative Finance Committee	Virtual
Ellen Clark	PFM Asset Mangement	Virtual
Grant Banash	Poms & Associates	In-Person
Larry Vigil	Poms & Associates	In-Person
Rika Martinez	Poms & Associates	Virtual
Kevin McDonald	Poms & Associates	In-Person
Dave Poms	Poms & Associates	In-Person
Steve Valdez	Presbyterian	In-Person
Nura Patani	Segal	Virtual
Jennifer Oswald	The Standard	In-Person
Stephanie Anthony	United Concordia Dental	In-Person

**3. Introduction of Guests**

Mr. Patrick Sandoval, Executive Director NMPSIA, introduced Mr. Steve Valdez with Presbyterian Health Plan, Ms. Jennifer Oswald with The Standard, and Mr. Estevan Reyes with CCMSI.

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

There were no citizens to address the Board.

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

Ms. Martha Qunitana, Deputy Director NMPSIA, requested that item 9.C. be removed. A motion was made to approve the agenda with changes as presented.

**MOTION:** T. Ruiz

**SECONDED:** P. Jaramillo

A roll call vote was taken.

Ms. Charlette Probst called roll.

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

**Vote carried unanimously.**

**6. Approval of September 2023 Minutes (Action Item)**

A motion was made to approve the September 2023, NMPSIA Board Minutes as presented.

**MOTION:** T. Ruiz

**SECONDED:** T. Crone

A roll call vote was taken.

Ms. Charlette Probst called roll.

Al Park, President	Absent
Chris Parrino, Vice-President	Abstain
Trish Ruiz, Secretary	Yes
Denise Balderas	Yes
Vicki Chavez	Absent
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Yes
K.T. Manis	Absent
David Martinez Jr.	Yes
Sammy Quintana	Yes

**Vote carried unanimously.**

**7. Administrative Matters**

**7. A. Legislative Update**

Mr. Sandoval reported that NMPSIA presented to the Legislative Finance Committee on September 29th regarding insurance rates along with Albuquerque Public Schools and the General Services Department. There is an expected rate increase of 7.24% for benefits for FY2025 which is a \$14.8 million increase in public school support. A projected 31.86% rate increase and a \$27.1 million expected increase in public school support for Risk. The five-year plan projected a 9% increase, but due to increased costs, a modification was necessary. The increase from 9% to 31.86% was due to an increase in excess insurance costs for FY2023. Unaudited claims costs came in \$6.1 million over budget for FY23. Actuarial projected claims costs increased by \$13.3 million for FY24 and \$15.8 million for FY25. The deductible for Wind and Hail increased from \$2.5 million to \$10 million with an aggregate of \$25 million. Mr. Sandoval also noted that for the period of May 2022-May 2023, NMPSIA has incurred a projected \$61.5 million in damages for wind and hail and expects a projected excess insurance payment of \$54 million after all repairs are complete.

**7. B. Committee Member Appointments**

Mr. Al Park, President, appointed Mr. Benito Gonzales from Eastern NM University, to the Risk Advisory Committee, Ms. Marsha Martinez from Rio Rancho Public Schools, to the Benefits Advisory Committee, and Ms. Vicki Chavez to the Internal Fiscal Review Committee.

**7. C. CCMSI Kevin Sovereign Special Recognition**

Mr. Martin Esquivel, Esquivel & Howington, recognized Mr. Kevin Sovereign who will retire at the end of October 2024 with 28 years of service to NMPSIA. NMPSIA Board Members and NMPSIA Staff thanked Mr. Sovereign for his years of service.

**8. Financial Matters**

**8. A. Financial Reports - July 2023 (Action Item)**

Mr. Phillip Gonzales, Chief Financial Officer NMPSIA, presented the Statement of Revenues and Expenditures for the period ending July 31, 2023, for the Employee Benefits Fund. Mr. Gonzales advised that this information is for the current period, and the current year-to-date amounts are the same. Mr. Gonzales reported revenue of \$29,564,186.01 and expenses of \$31,940,520.47, for a loss of \$2,376,334.46.

Mr. Gonzales presented the Statement of Revenues and Expenditures for the period ending July 31, 2023, for the Risk Fund. Mr. Gonzales reported revenue of \$9,005,981.51 and expenses of \$17,704,197.48, for a loss of \$8,698,215.97.

Mr. Gonzales presented the Statement of Revenues and Expenditures for the period ending July 31, 2023, for the Program Support Fund. Mr. Gonzales reported revenue of \$126,673.00 and expenses of \$123,235.09, for a gain of \$3,437.91.

Mr. Gonzales presented the Balance Sheet for the Agency for the period ending July 31, 2023. Program Support had total assets of \$943,317.18, total liabilities of \$118,925.38, and total fund equity of \$824,391.80. Employee Benefits had total assets of \$45,223,674.03, total liabilities of \$33,816,788.57, and total fund equity of \$11,406,885.46. Risk had total assets of \$184,732,914.13, total liabilities of \$185,526,514.69, for a negative fund equity of \$793,600.56. The total combined fund equity for the agency was \$11,437,676.70.

A motion was made to approve the Financial Reports for July 2023 as presented.

**MOTION:** D. Martinez Jr. **SECONDED:** S. Quintana

A roll call vote was taken.

Ms. Charlette Probst called roll.

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

**Vote carried unanimously.**

**8. B. FY23 Audit Update**

Mr. Gonzales reported that the FY23 audit is going well. NMPSIA has received and responded to the inquiries from the auditors. There has been no information provided on any findings, and a clean audit is expected as in previous years.

**8. C. Approval of FY25 Budget Adjustment Language (Action Item)**

Mr. Gonzales advised that the deadline for submission of budget adjustment request (BAR) language for FY2025 was October 2, 2023. NMPSIA submitted BAR language that states: Benefits, Risk, and Program Support Programs of the Public Schools Insurance Authority may request budget increases from internal service funds, interagency transfers, other state funds, and fund balances. This is the standard language requested yearly by NMPSIA.

A motion was made to approve the FY25 Budget Adjustment Language.

**MOTION:** T. Ruiz **SECONDED:** T. Crone

A roll call vote was taken.

Ms. Charlette Probst called roll.

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

**Vote carried unanimously.**

**8. D. Special Appropriation Request for Benefits (Action Item)**

Mr. Gonzales reported that the deadline for submission of special appropriation requests was Monday, October 2, 2023. A special appropriation request for the Employee Benefits Fund was submitted for \$35.5 million dollars. NMPSIA is seeking reimbursement for COVID-19 expenditures. NMPSIA has expensed about \$50,500,000 from the inception of COVID-19 through June 20, 2023. NMPSIA received a \$15,000,000 American Rescue Plan Act (ARPA) appropriation during the 2022 Legislative Session via the Coronavirus State Fiscal Recovery Fund. NMPSIA fully utilized the ARPA appropriation and is now seeking reimbursement for the remaining \$35.5 million. NMPSIA believes that the reimbursement would cover the costs of COVID-related expenses, and the members of NMPSIA's employee benefits group would not be indirectly supplementing these costs.

A motion was made to approve the Special Appropriation Request for Benefits.

**MOTION:** S. Quintana

**SECONDED:** T. Ruiz

A roll call vote was taken.

Ms. Charlette Probst called roll.

Al Park, President	Absent
Chris Parrino, Vice-President	Yes
Trish Ruiz, Secretary	Yes
Denise Balderas	Yes
Vicki Chavez	Absent
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Yes
K.T. Manis	Absent

David Martinez Jr.	Yes
Sammy Quintana	Yes

**Vote carried unanimously.**

**8. E. Special Appropriation Request for Risk (Action Item)**

Mr. Gonzales reported for the Risk fund a special appropriation request was submitted for \$20 million dollars. The purpose of the request would be to promote the health safety, and welfare of school districts, students, staff, faculty, and the community. These non-recurring dollars would be used to assist with background checks, safety enhancements, training, mentoring, and establishing self-sufficiency for school districts when it comes to hiring staff, training staff, and assisting students with programs to decrease student violence as well as violence against students. NMPSIA will implement programs to provide additional safety training and resources to assist school districts as well as the PED to facilitate and improve background checks and once crimes against students are reported, develop a process to conduct thorough investigations. We believe that the savings in lawsuits paid out and increased costs of insurance will provide continual funding after programs are implemented.☐

A motion was made to approve the Special Appropriation Request for Risk.

**MOTION:** T. Ruiz

**SECONDED:** T. Crone

A roll call vote was taken.

Ms. Charlette Probst called roll.

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

**Vote carried unanimously.**



8. **F. Report on Short Term Investment Rates**

Mr. Gonzales reported on the short-term investment rate of return for both Wells Fargo and the Local Government Investment Pool (LGIP). Interest rates steadily rose during FY 2022. With Wells Fargo, NMPSIA started the year earning about .4% on the balances, and during the fiscal year, the rate slowly increased to about 1.01% in June. There was a similar increase for LGIP, starting at about 1.47% in July of 2022, and the rate slowly increased to about 5.07% in June of 2023. Mr. Sandoval added that the Finance Staff reviews these monthly and has been investing heavily in the LGIP and not Wells Fargo to take advantage of the higher rates.

8. **G. Investment Performance Review for the Quarter Ended June 30, 2023**

Ms. Ellen Clark, PFM Asset Management, reported on the Risk and Benefits funds managed by the State Investment Counsel for the period ending June 30, 2023. Miss Clark advised that as interest rates increased, returns on the existing bonds went down. This is due to being able to purchase the newer bonds at a higher interest rate. As a result, there could be negative returns on fixed income. Interest rates should stabilize at about 5% through 2024. GDP growth is expected to be moderate. Inflation is affecting these rates. The Benefits fund had a positive 3.7% return for the quarter with \$25 million in the portfolio and a 10.9% return for the fiscal year. Asset allocation is on target. The Risk fund was similar, with a positive 3.7% return for the quarter with \$19.4 million in the portfolio and a 10.9% return for the fiscal year.

9. **Benefits Matters**

9. **A. Approval of Amendment to The Standard Agreement (Action Item)**

Ms. Quintana presented the amendment to The Standard agreement. This amendment adds to the Scope of Work to include the Connected EOI platform. The platform provides digital access to simplify and expedite the Evidence of Insurability underwriting process for members. The platform will be populated with member information, include auto-filled forms, and provide status tracking and reminders to the members. There is no additional charge for this service. Approval of this draft amendment will allow staff to work with General Counsel to finalize the language with The Standard and bring the amendment back for retroactive approval in November.

A motion was made to approve the Amendment to The Standard Agreement.

**MOTION:** D. Martinez Jr.

**SECONDED:** S. Quintana

A roll call vote was taken.

Ms. Charlette Probst called roll.

Al Park, President

Absent

Chris Parrino, Vice-President	Yes
Trish Ruiz, Secretary	Yes
Denise Balderas	Yes
Vicki Chavez	Absent
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Yes
K.T. Manis	Absent
David Martinez Jr.	Yes
Sammy Quintana	Yes

**Vote carried unanimously.**

9. **B. Approval of Amendment to Erisa Administrative Services Inc. Agreement (Action Item)**

Ms. Quintana presented the amendment to the Erisa agreement. The amendment adds to the Scope of Work and Compensation. With the approval of The Standard’s Connected EOI platform amendment, the Scope of Work needs to be amended to include the creation of a non-standard eligibility file that will be provided to The Standard. This file differs from the 834 Electronic Data Interchange file format and requires additional programming to create the file. Additionally, NMPSIA has requested adding a secure document-sharing site to be able to access large data file requests securely and allow staff to send member information securely to Erisa. Exhibit B was added to determine compensation for key personnel hourly rates. For the non-standard file format, programming will have a max compensation of \$2,500 per fiscal year, and file production and transmission will have a max compensation of \$5,200 per fiscal year. For the secure document-sharing site, the annual software license, monthly maintenance, and the firewall/server setup will have a maximum compensation of \$2,200 per fiscal year.

A motion was made to approve the Amendment to Erisa Administrative Services Inc. Agreement.

**MOTION:** S. Quintana

**SECONDED:** T. Crone

A roll call vote was taken.

Ms. Charlette Probst called roll.

Al Park, President	Absent
Chris Parrino, Vice-President	Yes
Trish Ruiz, Secretary	Yes
Denise Balderas	Yes
Vicki Chavez	Absent
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Yes

K.T. Manis	Absent
David Martinez Jr.	Yes
Sammy Quintana	Yes

**Vote carried unanimously.**

9. **C. Approval of CVS Cost Saver Program (Action Item)**

This item was removed and will be presented at a future meeting.

9. **D. Approval of Claims Integrity Audit Participation (Action Item)**

Ms. Kaylei Jones informed the Committee that NMPSIA received a directive during last year’s legislative session to begin researching Claims Integrity Audits. NMPSIA and the Retiree Health Care Authority (RHCA) have since met with multiple vendors to begin researching the request. NMPSIA, along with the General Counsel, agrees that these audits would be beneficial. At this time, RHCA is drafting an RFP, which NMPSIA intends to collaborate on. Upon completion, NMPSIA will determine if the other IBAC partners wish to participate.

A motion was made to approve the Claims Integrity Audit Participation.

**MOTION:** T. Ruiz

**SECONDED:** D. Martinez Jr.

A roll call vote was taken.

Ms. Charlette Probst called roll.

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

**Vote carried unanimously.**

9. **E. Update on Employer's Opportunity to Opt Out of Participating in NMPSIA Coverages**

Ms. Cyndi Archuleta, NMPSIA Benefits/Wellness Operations Manager, informed the Board that NMPSIA sent out letters in late August to all school superintendents and charter school directors notifying them of the upcoming medical, dental, and vision RFP. NMPSIA is required to notify schools and charters of the procurement and offer them the opportunity to opt out of participation in the NMPSIA program. Ms. Archuleta reported that, to date, NMPSIA has not received any requests to opt out.

9. **F. Annual Carrier Updates**

**1. Presbyterian**

Mr. Steve Valdez presented the Annual Update for Presbyterian. There was a 1.4% decrease in enrollment from the prior period. More than half of the Presbyterian membership resides in one of the top five counties. There are 14,901 members enrolled in the High Option plan and 5,172 enrolled in the Low Option plan. NMPSIA saw an increase of 13.9% paid per member per month(PMPM) for a total of \$404.42 PMPM. Over 99% of members are utilizing in-network services. Surgical service was the highest outpatient service type, totaling \$48.55 PMPM. Hyperlipidemia, hypertension, obesity, depression, and rheumatoid arthritis were the top five chronic conditions for the period. Claimants with chronic conditions decreased by 5.6%, but the total amount paid increased by 13.9%.

There were 4,173 visits to the ER for the period, resulting in a 24.1% increase in the paid PMPM. Mr. Valdez noted that he is running reports to determine the time and location of the visits. This information will help to explain whether or not the member was utilizing the right care at the right time. Telehealth utilization decreased 1.3%. Mr. Valdez reported on the high-cost claimants (HCC). There were 29 HCCs for the period and \$13.3 million paid. This is up from \$8.6 million in the prior period. Cancer was identified as the driving condition. A total of six performance measures were missed during the year, with 2.3% of the core admin fee to be paid back to NMPSIA.

**2. The Standard**

Ms. Jennifer Oswald provided The Standard's Annual Report. For the period, NMPSIA saw a 115% loss ratio for the Life and AD&D plan. There was a 108% incurred loss ratio for the Long-Term Disability plan. The target ratio is 70%. A total of 192 member term life claims, as well as 57 dependent life claims, were approved during the reporting period. In 2022, \$6,871,500 in life claim benefits were paid. Just over \$2.1 million has been paid out in 2023 to date. For the 2022 calendar year, there were 91 approved LTD claims and 43 for the 2023 calendar year to date. Ms. Oswald indicated that NMPSIA has seen a decrease in LTD claims due to a cancer diagnosis; however, the claims amount has increased from the prior period. Ms. Oswald also reported that all Performance measures for the year have been met.

## **G. IBAC Update**

Ms. Archuleta presented the IBAC Update. The IBAC met on September 13, 2023. Brandon Estrada from Peak Behavior Health presented to the IBAC. Mr. Estrada's presentation emphasized how stress can affect workplace production and the importance of supporting employees in their mental health. Understanding suicide ideation is an important public health matter in both preventing suicide mortality as well as serious mental health needs. Peak Behavior Health offers inpatient care services, partial hospitalization, intensive outpatient programs, telehealth, an Adolescent Residential Treatment Center for ages 12-18, and Assertive Community Treatment. They are open 24/7, 365 days a year. Carriers are preparing to travel throughout the state supporting Open/Switch Enrollment. Cigna informed the IBAC of an 8.6% increase in in-network BH provider growth and 25% in virtual BH care through MDLive. Presbyterian Claims integration is up and running. CVS is expecting a new biosimilar launch next year. Delta Dental recently attended a New Mexico Heart Walk and Run event focused on the Hispanic community. In addition, Presbyterian has also advised that they are opening a new facility called Presbyterian Health Plan Place. This facility will assist members who also have Medicare coverage to navigate the healthcare system.

### **10. Risk Matters**

#### **10. A. NMPSIA Plumbing Claim Update**

Mr. Estevan Reyes, CCMSI, provided the NMPSIA plumbing claim update. Notice of a potential claim for odors in the NMPSIA office was reported. An investigation was completed to locate the source. No leaks or mold were detected within the building. Sewer lines were jetted after the sewer backed up at the backflow preventers. There were problems noted in the sewer lines outside of the building. Replacing the lines would be costly and labor-intensive, including tearing up the parking lot and existing roadways. Mr. Reyes recommends jetting the lines three times yearly to maintain and monitor line conditions.

#### **10. B. TPA Reports**

##### **1. Property & Liability Monthly Claims Report**

Mr. Steve Vanetsky, CCMSI, reported on the Property & Liability Monthly Claims Report for the months of July and August 2023. For July, Liability had 416 open claims, 103 new claims, and 82 claims were closed. Property had 81 open claims, 19 new claims, and 19 claims were closed. Reserves were \$88,286,429.41, and payments were \$39,567,291.29 for a total of \$127,853,720.70.

For August, Liability had 387 open claims, 47 new claims, and 47 claims were closed. Property had 105 open claims, 8 new claims, and 17 claims were closed. Reserves were \$92,981,954.90, and payments \$32,529,632.59 for a total of \$125,511,587.49.

## **2. Property & Liability Large Losses**

Mr. Vanetsky reported on losses for August 2023. First was Alamogordo Public Schools, Chaparral Middle School. Several leaks were reported. This is the same school where last month, a severe storm during an evening assembly in the gymnasium tore off the roof. Leaks were in a different part of the building, resulting in flooding in several interior locations. The claim was reported to the excess carrier. The second loss was reported in Las Vegas, NM. There is a damaged elevator in one of the administration buildings that is now inoperable due to an unexplained power surge. An on-site inspection will be conducted. This was also reported to the excess carrier. There were also reports of large hail strikes throughout Las Vegas, NM. Multiple buildings were affected, which has been reported to the excess carrier. For Liability, Central Consolidated Schools reported a first notice lawsuit alleging an employee-on-employee sexual assault. In Las Cruces, a public school maintenance employee had a medical episode while driving a work vehicle and crashed into an unoccupied residence. No injuries were reported except to the insured driver. This incident will have extensive property damage, and segregation is expected.

## **3. Workers' Compensation Monthly Claims Report**

Mr. Jerry Mayo, CCMSI, provided the Workers' Compensation Monthly Claims Report for Districts for July and August 2023. During the month of July, there were 835 open claims, 63 new claims, 18 claims were reopened, and 161 claims were closed. Reserves were at \$13,862,988.41, and payments were \$47,970,582.09 for a total of \$61,833,570.50. During the month of August, there were 874 open claims, 308 new claims, 19 claims were reopened, and 288 claims were closed. Reserves were at \$13,995,593.65, and payments were \$48,402,292.11 for a total of \$62,397,885.76.

## **4. Workers' Compensation Large Losses**

Mr. Mayo reported that there were no large losses reported in July. There were two large losses for August. The first one was In Moriarty; a person was standing on a desk to hang a poster, fell off, and broke multiple body parts. Indemnity and reserves were increased by about \$92,000. The second was Los Lunas Public Schools; it was a trip and fall on a step resulting in neck and back injuries. Maximum medical improvement was reached. The patient was due modifier points because they were only released to permanent sedentary duty. There was an increase in indemnity. The expenses are a little over \$72,000.

**10. C. Loss Prevention Update**

Mr. Larry Vigil, Poms & Associates, reported on the Loss Prevention Abatement Report for August. In August, there were no abatements to report on. He did present two critical hazard letters that were sent out regarding vacant schools that are no longer in use other than for storage. One is Mesa View in Tucumcari, and the other is Las Vegas City Schools. The letters were sent as they are a nuisance to the community and can be dangerous. Mr. Vigil advised that there are a couple of conferences coming up that Poms & Associates will be participating in, the CES Facilities Managers Workshop on Oct 16-18, 2023, and the NM Safe Schools Summit on Nov 13-15, 2023.

**11. General Discussion**

There was no General Discussion.

**12. Next Meeting Date and Location (Action Item)**

Next Meeting Date: Thursday, November 2, 2023

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

A motion was made to approve Next Meeting Date and Location.

**MOTION:** S. Quintana

**SECONDED:** T. Ruiz

A roll call vote was taken.

Ms. Charlette Probst called roll.

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

**Vote carried unanimously.**

**13. Adjournment (Action Item)**

A motion was made to adjourn the meeting at 10:45 a.m.

**MOTION:** S. Quintana

**SECONDED:** A. Park

A roll call vote was taken.

Ms. Charlette Probst called roll.

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

**Vote carried unanimously.**

**APPROVED:**

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Mr. Alfred Park, President

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Date



# Public Schools Insurance Authority



**Board Meeting**

**Fiscal Year 2024**

**August 2023 Financial Reports**

**November 2, 2023**

**NM Public Schools Insurance Authority**  
**Statement of Revenues and Expenditures - Employee Benefits Fund**  
**From 8/1/2023 Through 8/31/2023**

	Prior Year Current Period Actual	Current Period Actual	Current Period % Change	Prior Year Actual	Current Year Actual	Current Year % Change
<b>Revenue</b>						
Premiums (Health Insurance Assessments)	26,986,751.25	28,585,693.80	5.92	54,142,678.68	57,378,932.93	5.98
Interest Income (Wells Fargo, LGIP)	38,059.10	51,267.29	34.70	81,275.48	124,216.09	52.83
Investment Income (SIC)	(777,735.01)	(525,563.97)	(32.42)	598,285.72	171,480.68	(71.34)
Miscellaneous Income (Rx Rebates, Penalties, Subros, Etc)	0.00	(0.04)	(100.00)	0.00	953.39	100.00
<b>Total Revenue</b>	<b>26,247,075.34</b>	<b>28,111,397.08</b>	<b>7.10</b>	<b>54,822,239.88</b>	<b>57,675,583.09</b>	<b>5.20</b>
<b>Expenditures</b>						
Medical Claims Expense	23,427,625.47	27,871,659.99	18.97	41,055,085.96	50,428,001.56	22.83
Prescription Claims Expense	5,759,527.33	4,761,877.42	(17.32)	11,283,092.72	10,141,079.81	(10.12)
Dental Claims Expense	1,298,970.23	1,376,950.30	6.00	2,631,953.48	2,644,004.76	0.46
Premiums (Life, Vision)	1,103,006.92	1,286,546.80	16.64	2,213,592.54	2,583,612.38	16.72
Claims Administration Fees (Medical, Dental, Rx)	1,212,984.29	1,203,333.10	(0.80)	2,308,194.51	2,373,850.03	2.84
Contractual Services (Erisa, Segal, Legal, Etc)	207,804.05	325,859.51	56.81	510,876.31	532,866.05	4.30
Transfer to Program Support	63,333.00	74,077.00	16.96	126,670.00	137,410.00	8.48
<b>Total Expenditures</b>	<b>33,073,251.29</b>	<b>36,900,304.12</b>	<b>11.57</b>	<b>60,129,465.52</b>	<b>68,840,824.59</b>	<b>14.49</b>
<b>Net Revenue &amp; Expenditures</b>	<b>(6,826,175.95)</b>	<b>(8,788,907.04)</b>	<b>28.75</b>	<b>(5,307,225.64)</b>	<b>(11,165,241.50)</b>	<b>110.38</b>

**NM Public Schools Insurance Authority**  
**Statement of Revenues and Expenditures - Risk Fund**  
**From 8/1/2023 Through 8/31/2023**

	Prior Year Current Period Actual	Current Period Actual	Current Period % Change	Prior Year Actual	Current Year Actual	Current Year % Change
<b>Revenue</b>						
Premiums (Risk Insurance Assessments)	7,737,270.00	8,354,878.00	7.98	15,474,584.00	16,709,790.80	7.98
Interest Income (Wells Fargo, LGIP)	137,200.55	390,692.01	184.76	161,214.77	499,918.08	210.09
Investment Income (SIC)	(603,877.71)	(407,890.46)	(32.45)	468,043.02	132,863.69	(71.61)
Miscellaneous Income (Penalties, Subros, Etc)	1.00	0.04	(96.00)	1.04	1,088.53	....566.35
<b>Total Revenue</b>	<u>7,270,593.84</u>	<u>8,337,679.59</u>	<u>14.68</u>	<u>16,103,842.83</u>	<u>17,343,661.10</u>	<u>7.70</u>
<b>Expenditures</b>						
<b>Property - Liability Claims Expense</b>						
Property Claims	2,055,299.60	445,990.42	(78.30)	2,154,931.54	2,803,134.55	30.08
Liability Claims	1,669,332.76	2,535,684.89	51.90	6,315,033.73	3,107,281.36	(50.80)
P-L Provisions for Losses	(312,618.22)	2,017,602.70	(745.39)	1,639,090.14	3,816,438.16	132.84
P-L Excess Recoveries	71,600.87	(371,492.05)	(618.84)	(7,275,187.40)	4,792,072.27	(165.87)
P-L Excess Recoveries Distributed to Schools	3,838,620.19	0.00	(100.00)	3,838,620.19	0.00	(100.00)
<b>Total Property - Liability Claims Expense</b>	<u>7,322,235.20</u>	<u>4,627,785.96</u>	<u>(36.80)</u>	<u>6,672,488.20</u>	<u>14,518,926.34</u>	<u>117.59</u>
Workers' Compensation Claims Expense	1,875,455.65	983,169.77	(47.58)	2,234,774.78	1,522,511.41	(31.87)
Property Excess Coverage Premium	2,586,540.00	3,597,631.00	39.09	5,173,088.00	7,195,262.21	39.09
Liability Excess Coverage Premium	1,771,250.00	2,099,839.00	18.55	3,542,500.00	4,199,683.00	18.55
Workers' Compensation Excess Coverage Premium	39,900.00	43,977.00	10.22	79,809.00	88,799.00	11.26
Student Catastrophic Insurance Premium	18,240.00	18,269.00	0.16	36,488.62	36,542.18	0.15
Equipment Breakdown Insurance Premium	34,196.00	38,266.00	11.90	68,396.62	76,535.62	11.90
Property - Liability Claims Administration Fees	94,196.10	94,076.64	(0.13)	188,501.47	188,369.84	(0.07)
Workers' Compensation Claims Administration Fees	104,051.99	102,935.90	(1.07)	208,224.68	201,798.58	(3.09)
Contractual Services (Erisa, Poms, CCMSI, Legal, Etc)	285,272.19	323,714.86	13.48	1,539,191.64	1,542,094.43	0.19
Transfer to Program Support	63,340.00	73,180.00	15.54	126,700.00	136,520.00	7.75
<b>Total Expenditures</b>	<u>14,194,677.13</u>	<u>12,002,845.13</u>	<u>(15.44)</u>	<u>19,870,163.01</u>	<u>29,707,042.61</u>	<u>49.51</u>
<b>Net Revenue &amp; Expenditures</b>	<u>(6,924,083.29)</u>	<u>(3,665,165.54)</u>	<u>(47.07)</u>	<u>(3,766,320.18)</u>	<u>(12,363,381.51)</u>	<u>228.26</u>

**NM Public Schools Insurance Authority**  
**Statement of Revenues and Expenditures - Program Support Fund**  
**From 8/1/2023 Through 8/31/2023**

	Prior Year Current Period Actual	Current Period Actual	Current Period % Change	Prior Year Actual	Current Year Actual	Current Year % Change
<b>Revenue</b>						
Transfers from Other Funds (Benefits, Risk)	126,673.00	147,257.00	16.25	253,370.00	273,930.00	8.11
Miscellaneous Income	0.00	0.00	0.00	26.50	0.00	(100.00)
<b>Total Revenue</b>	<b>126,673.00</b>	<b>147,257.00</b>	<b>16.25</b>	<b>253,396.50</b>	<b>273,930.00</b>	<b>8.10</b>
<b>Expenditures</b>						
Contractual Services (Professional, Audit, Legal, Etc)	2,692.87	5,726.91	112.67	2,756.37	5,879.42	113.30
Other Expenses (Travel, Maint., Supplies, Utilities, Etc.)	16,809.41	24,152.31	43.68	18,559.76	36,483.47	96.57
Per Svc/Ben (Salaries, Fringe Benefits)	82,464.32	118,963.76	44.26	150,496.03	229,715.18	52.64
<b>Total Expenditures</b>	<b>101,966.60</b>	<b>148,842.98</b>	<b>45.97</b>	<b>171,812.16</b>	<b>272,078.07</b>	<b>58.36</b>
<b>Net Revenue &amp; Expenditures</b>	<b>24,706.40</b>	<b>(1,585.98)</b>	<b>(106.42)</b>	<b>81,584.34</b>	<b>1,851.93</b>	<b>(97.73)</b>

**NM Public Schools Insurance Authority**

**Balance Sheet**

**As of 8/31/2023**

	<u>Program Support</u>	<u>Employee Benefits</u>	<u>Risk</u>	<u>Total</u>
<b>ASSETS</b>				
Cash (Wells Fargo/State Treasurer)	711,531.79	4,299,988.48	3,281,095.24	8,292,615.51
Short-term Investments (LGIP)	0.00	217,233.21	86,322,278.46	86,539,511.67
Long-term Investments (SIC)	0.00	25,128,949.53	19,490,821.88	44,619,771.41
Receivables (LGIP Int., W/C Excess Carrier)	0.00	37,415.19	7,257,868.75	7,295,283.94
Prepaid Premiums (Risk Excess Coverage)	0.00	0.00	57,979,820.00	57,979,820.00
Other Assets (Deposits, Furniture, Fxtures, Equip., Etc)	<u>245,361.25</u>	<u>14,348,633.42</u>	<u>319,145.15</u>	<u>14,913,139.82</u>
<b>Total ASSETS</b>	<b><u>956,893.04</u></b>	<b><u>44,032,219.83</u></b>	<b><u>174,651,029.48</u></b>	<b><u>219,640,142.35</u></b>
<b>LIABILITIES</b>				
Accounts Payable (Admin Fees)	5,817.21	1,420,540.80	521,395.24	1,947,753.25
Case Reserves (P/L, W/C)	0.00	0.00	42,954,772.13	42,954,772.13
IBNR (Incurred But Not Reported)	0.00	23,405,795.00	48,236,047.00	71,641,842.00
Claims Payable (Medical, Dental, P/L, W/C)	0.00	12,639,815.76	398,269.69	13,038,085.45
Deferred Revenue (Self-Pays, P/L, W/C Premiums)	0.00	149,643.34	83,548,780.00	83,698,423.34
Other (Payroll Taxes, Benefits, Compensated Absences Payable)	<u>254,560.30</u>	<u>0.04</u>	<u>0.00</u>	<u>254,560.34</u>
<b>Total LIABILITIES</b>	<b><u>260,377.51</u></b>	<b><u>37,615,794.94</u></b>	<b><u>175,659,264.06</u></b>	<b><u>213,535,436.51</u></b>
<b>FUND EQUITY</b>				
Beginning Fund Equity	694,663.60	17,581,666.39	11,355,146.93	29,631,476.92
Net Revenue & Expenditures (Year-to-Date)	<u>1,851.93</u>	<u>(11,165,241.50)</u>	<u>(12,363,381.51)</u>	<u>(23,526,771.08)</u>
<b>Total FUND EQUITY</b>	<b><u>696,515.53</u></b>	<b><u>6,416,424.89</u></b>	<b><u>(1,008,234.58)</u></b>	<b><u>6,104,705.84</u></b>

# Public Schools Insurance Authority



**Board Meeting**

**Fiscal Year 2024**

**September 2023 Financial Reports**

**November 2, 2023**

**NM Public Schools Insurance Authority**  
**Statement of Revenues and Expenditures - Employee Benefits Fund**  
From 9/1/2023 Through 9/30/2023

	Prior Year Current Period Actual	Current Period Actual	Current Period % Change	Prior Year Actual	Current Year Actual	Current Year % Change
<b>Revenue</b>						
Premiums (Health Insurance Assessments)	26,941,090.19	28,967,530.97	7.52	81,083,768.87	86,346,463.90	6.49
Interest Income (Wells Fargo, LGIP)	32,235.11	22,740.58	(29.45)	113,510.59	146,956.67	29.47
Investment Income (SIC)	(1,861,773.03)	(893,240.52)	(52.02)	(1,263,487.31)	(721,759.84)	(42.88)
Miscellaneous Income (Rx Rebates, Penalties, Subros, Etc)	0.00	0.00	0.00	0.00	953.39	100.00
<b>Total Revenue</b>	<b>25,111,552.27</b>	<b>28,097,031.03</b>	<b>11.89</b>	<b>79,933,792.15</b>	<b>85,772,614.12</b>	<b>7.30</b>
<b>Expenditures</b>						
Medical Claims Expense	20,330,248.62	16,671,104.39	(18.00)	61,385,334.58	67,099,105.95	9.31
Prescription Claims Expense	(1,578,058.01)	4,334,815.09	(374.69)	9,705,034.71	14,475,894.90	49.16
Dental Claims Expense	897,799.25	984,226.11	9.63	3,529,752.73	3,628,230.87	2.79
Premiums (Life, Vision)	1,111,958.66	1,300,016.35	16.91	3,325,551.20	3,883,628.73	16.78
Claims Administration Fees (Medical, Dental, Rx)	1,158,440.30	1,128,830.85	(2.56)	3,466,634.81	3,502,680.88	1.04
Contractual Services (Erisa, Segal, Legal, Etc)	299,980.09	184,045.55	(38.65)	810,856.40	716,911.60	(11.59)
Transfer to Program Support	63,333.00	68,479.00	8.13	190,003.00	205,889.00	8.36
<b>Total Expenditures</b>	<b>22,283,701.91</b>	<b>24,671,517.34</b>	<b>10.72</b>	<b>82,413,167.43</b>	<b>93,512,341.93</b>	<b>13.47</b>
<b>Net Revenue &amp; Expenditures</b>	<b>2,827,850.36</b>	<b>3,425,513.69</b>	<b>21.13</b>	<b>(2,479,375.28)</b>	<b>(7,739,727.81)</b>	<b>212.16</b>

**NM Public Schools Insurance Authority**  
**Statement of Revenues and Expenditures - Risk Fund**  
**From 9/1/2023 Through 9/30/2023**

	Prior Year Current Period Actual	Current Period Actual	Current Period % Change	Prior Year Actual	Current Year Actual	Current Year % Change
<b>Revenue</b>						
Premiums (Risk Insurance Assessments)	7,737,270.00	8,354,878.00	7.98	23,211,854.00	25,064,668.80	7.98
Interest Income (Wells Fargo, LGIP)	153,961.58	392,712.59	155.07	315,176.35	892,630.67	183.22
Investment Income (SIC)	(1,446,935.16)	(692,792.18)	(52.12)	(978,892.14)	(559,928.49)	(42.80)
Miscellaneous Income (Penalties, Subros, Etc)	0.00	0.00	0.00	1.04	1,088.53	....566.35
<b>Total Revenue</b>	<b>6,444,296.42</b>	<b>8,054,798.41</b>	<b>24.99</b>	<b>22,548,139.25</b>	<b>25,398,459.51</b>	<b>12.64</b>
<b>Expenditures</b>						
<b>Property - Liability Claims Expense</b>						
Property Claims	1,184,833.55	922,897.02	(22.11)	3,339,765.09	3,726,031.57	11.57
Liability Claims	2,580,178.05	702,761.07	(72.76)	8,895,211.78	3,810,042.43	(57.17)
P-L Provisions for Losses	261,272.45	(221,495.72)	(184.78)	1,900,362.59	3,594,942.44	89.17
P-L Excess Recoveries	(839,280.00)	(6,537,854.66)	678.98	(8,114,467.40)	(1,745,782.39)	(78.49)
P-L Excess Recoveries Distributed to Schools	0.00	0.00	0.00	3,838,620.19	0.00	(100.00)
<b>Total Property - Liability Claims Expense</b>	<b>3,187,004.05</b>	<b>(5,133,692.29)</b>	<b>(261.08)</b>	<b>9,859,492.25</b>	<b>9,385,234.05</b>	<b>(4.81)</b>
Workers' Compensation Claims Expense	825,376.22	877,512.82	6.32	3,060,151.00	2,400,024.23	(21.57)
Property Excess Coverage Premium	2,586,540.00	3,597,631.00	39.09	7,759,628.00	10,792,893.21	39.09
Liability Excess Coverage Premium	1,771,250.00	2,099,839.00	18.55	5,313,750.00	6,299,522.00	18.55
Workers' Compensation Excess Coverage Premium	39,900.00	43,977.00	10.22	119,709.00	132,776.00	10.92
Student Catastrophic Insurance Premium	18,240.00	18,269.00	0.16	54,728.62	54,811.18	0.15
Equipment Breakdown Insurance Premium	34,196.00	38,266.00	11.90	102,592.62	114,801.62	11.90
Property - Liability Claims Administration Fees	94,195.05	94,184.86	(0.01)	282,696.52	282,554.70	(0.05)
Workers' Compensation Claims Administration Fees	104,050.94	98,749.05	(5.10)	312,275.62	300,547.63	(3.76)
Contractual Services (Erisa, Poms, CCMSI, Legal, Etc)	254,269.95	298,319.48	17.32	1,793,461.59	1,840,413.91	2.62
Transfer to Program Support	63,340.00	68,478.00	8.11	190,040.00	204,998.00	7.87
<b>Total Expenditures</b>	<b>8,978,362.21</b>	<b>2,101,533.92</b>	<b>(76.59)</b>	<b>28,848,525.22</b>	<b>31,808,576.53</b>	<b>10.26</b>
<b>Net Revenue &amp; Expenditures</b>	<b>(2,534,065.79)</b>	<b>5,953,264.49</b>	<b>(334.93)</b>	<b>(6,300,385.97)</b>	<b>(6,410,117.02)</b>	<b>1.74</b>



**NM Public Schools Insurance Authority**  
**Statement of Revenues and Expenditures - Program Support Fund**  
**From 9/1/2023 Through 9/30/2023**

	Prior Year Current Period Actual	Current Period Actual	Current Period % Change	Prior Year Actual	Current Year Actual	Current Year % Change
<b>Revenue</b>						
Transfers from Other Funds (Benefits, Risk)	126,673.00	136,957.00	8.12	380,043.00	410,887.00	8.12
Miscellaneous Income	0.00	0.00	0.00	26.50	0.00	(100.00)
<b>Total Revenue</b>	<b>126,673.00</b>	<b>136,957.00</b>	<b>8.12</b>	<b>380,069.50</b>	<b>410,887.00</b>	<b>8.11</b>
<b>Expenditures</b>						
Contractual Services (Professional, Audit, Legal, Etc)	2,692.87	314.79	(88.31)	5,449.24	6,194.21	13.67
Other Expenses (Travel, Maint., Supplies, Utilities, Etc.)	9,463.17	13,094.22	38.37	28,022.93	49,577.69	76.92
Per Svc/Ben (Salaries, Fringe Benefits)	77,370.23	116,250.65	50.25	227,866.26	345,965.83	51.83
<b>Total Expenditures</b>	<b>89,526.27</b>	<b>129,659.66</b>	<b>44.83</b>	<b>261,338.43</b>	<b>401,737.73</b>	<b>53.72</b>
<b>Net Revenue &amp; Expenditures</b>	<b>37,146.73</b>	<b>7,297.34</b>	<b>(80.36)</b>	<b>118,731.07</b>	<b>9,149.27</b>	<b>(92.29)</b>

**NM Public Schools Insurance Authority**

**Balance Sheet**

**As of 9/30/2023**

	<u>Program Support</u>	<u>Employee Benefits</u>	<u>Risk</u>	<u>Total</u>
<b>ASSETS</b>				
Cash (Wells Fargo/State Treasurer)	723,512.68	359,905.64	4,907,901.19	5,991,319.51
Short-term Investments (LGIP)	0.00	514,873.19	87,765,493.28	88,280,366.47
Long-term Investments (SIC)	0.00	24,235,709.01	18,798,029.70	43,033,738.71
Receivables (LGIP Int., W/C Excess Carrier)	(0.80)	20,105.63	8,193,049.38	8,213,154.21
Prepaid Premiums (Risk Excess Coverage)	0.00	0.00	52,181,838.00	52,181,838.00
Other Assets (Deposits, Furniture, Fxtures, Equip., Etc)	<u>245,361.25</u>	<u>17,123,576.42</u>	<u>319,145.15</u>	<u>17,688,082.82</u>
<b>Total ASSETS</b>	<b><u>968,873.13</u></b>	<b><u>42,254,169.89</u></b>	<b><u>172,165,456.70</u></b>	<b><u>215,388,499.72</u></b>
<b>LIABILITIES</b>				
Accounts Payable (Admin Fees)	1,242.53	1,312,876.40	491,253.39	1,805,372.32
Case Reserves (P/L, W/C)	0.00	0.00	42,862,189.41	42,862,189.41
IBNR (Incurred But Not Reported)	0.00	23,405,795.00	48,236,047.00	71,641,842.00
Claims Payable (Medical, Dental, P/L, W/C)	0.00	7,615,538.75	437,034.99	8,052,573.74
Deferred Revenue (Self-Pays, P/L, W/C Premiums)	0.00	78,021.12	75,193,902.00	75,271,923.12
Other (Payroll Taxes, Benefits, Compensated Absences Payable)	<u>263,817.73</u>	<u>0.04</u>	<u>0.00</u>	<u>263,817.77</u>
<b>Total LIABILITIES</b>	<b><u>265,060.26</u></b>	<b><u>32,412,231.31</u></b>	<b><u>167,220,426.79</u></b>	<b><u>199,897,718.36</u></b>
<b>FUND EQUITY</b>				
Beginning Fund Equity	694,663.60	17,581,666.39	11,355,146.93	29,631,476.92
Net Revenue & Expenditures (Year-to-Date)	<u>9,149.27</u>	<u>(7,739,727.81)</u>	<u>(6,410,117.02)</u>	<u>(14,140,695.56)</u>
<b>Total FUND EQUITY</b>	<b><u>703,812.87</u></b>	<b><u>9,841,938.58</u></b>	<b><u>4,945,029.91</u></b>	<b><u>15,490,781.36</u></b>



# NEW MEXICO PUBLIC SCHOOLS INSURANCE AUTHORITY

## Office of Executive Director

410 Old Taos Highway  
Santa Fe, New Mexico 87501  
1-800-548-3724 or 505-988-2736  
505-983-8670 (fax)

### BOARD OF DIRECTORS

- NM School Boards Association
- NM Superintendents Association
- Public Education Commission
- NM School Administrators
- NM National Education Association
- American Federation of Teachers N.M.
- Governor Appointees
- Educational Institutions at Large

**Patrick Sandoval**  
Executive Director

**Martha Quintana**  
Deputy Director

October 20, 2023

Nicole Gallegos  
New Mexico State Investment Council  
41 Plaza La Prensa  
Santa Fe, NM 87507  
Nicole.Gallegos@sic.nm.gov

RE: Withdrawal Request for:  
New Mexico Public Schools Insurance Authority – Benefits Fund

Dear Ms. Gallegos:

Effective 11/01/2023, the New Mexico Public Schools Insurance Authority, Benefits Fund requests a withdrawal of from the following pools:

US Large Cap Index Pool	(\$950,000.00)
US SMID Cap Alternative Weighted Index Pool	(\$350,000.00)
Non-US Developed Active Pool	(\$650,000.00)
Core Plus Bond Pool	(\$1,050,000.00)

Please wire the \$3,000,000.00 raised to the following bank account:

Bank Name:	Wells Fargo
Name on Account	New Mexico Public Schools Insurance Authority
ABA	██████████
Account Number	██████████

Thank you for your assistance in this matter. Should you need any additional information, please contact me at 505-469-2426.

Sincerely,

Patrick Sandoval  
Executive Director

CC:

Thu Riggs  
Andrea Cohen  
Norma Parra

[ThuX.Riggs@sic.nm.gov](mailto:ThuX.Riggs@sic.nm.gov)  
[Andrea.Cohen@sic.nm.gov](mailto:Andrea.Cohen@sic.nm.gov)  
[Norma.Parra@sic.nm.gov](mailto:Norma.Parra@sic.nm.gov)

## Memorandum

**To:** Board of Directors  
*New Mexico Public Schools Insurance Authority*

**From:** Patrick Sandoval, PSIA  
*New Mexico Public Schools Insurance Authority*  
Ellen Clark  
Mallory Sampson, CFP®  
*PFM Asset Management LLC*

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**RE:** Benefits Fund Withdrawal and Risk Fund Rebalancing, effective November 1, 2023

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### **\$3,000,000 Withdrawal from Benefits Fund**

Because of some large claims and the timing of when member premiums are received, the NMPSIA Finance team has had to manage cash flow very stringently. In order, to boost cash on hand and support ongoing cashflow needs the Finance Team recommended withdrawing \$3,000,000 from the Long-Term Benefits Fund managed by the New Mexico State Investment Council (“SIC”). Staff met with PFM Asset Management LLC (“PFMAM”) on October 1, 2023 to discuss our cashflow need and get their recommendation of how to raise the funds.

Funds may only be withdrawn from the SIC at the beginning of each month with communications due to the SIC a minimum of five (5) business days before month end. As a result of this restriction, and after consultation with PFMAM, NMPSIA staff proceeded with the below recommended withdrawal from the Benefits Fund managed by the SIC. A letter requesting the \$3,000,000 withdrawal was communicated to the SIC and effective, November 1, 2023.

Effective 11/01/2023, the New Mexico Public Schools Insurance Authority, Benefits Fund requested a withdrawal of from the following pools:

US Large Cap Index Pool	(\$950,000.00)
US SMID Cap Alternative Weighted Index Pool	(\$350,000.00)
Non-US Developed Active Pool	(\$650,000.00)
Core Plus Bond Pool	(\$1,050,000.00)



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### **Recommended Rebalancing Risk Fund**

PFMAM is also recommending a slight rebalance within the International allocation in the Risk Fund as described below.

Sell \$150,000 Non-US Developed Index Fund

Buy \$150,000 Non-US Emerging Market Index Fund



**NMPSIA BOARD REPORT SUMMARY - LIABILITY AND PROPERTY**

09-30-2023

ALL YEARS TOTAL OPEN CLAIMS FOR LIABILITY AS OF SEPTEMBER 30, 2023							ALL YEARS TOTAL OPEN CLAIMS FOR PROPERTY AS OF SEPTEMBER 30, 2023						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	GRAND TOTAL
SUBTOTAL - DISTRICTS	371	33	31	\$22,965,954.49	\$10,507,618.24	\$33,473,572.73	111	15	2	\$68,262,974.66	\$24,664,327.17	\$92,927,301.83	482	\$126,400,874.56
SUBTOTAL - CHARTER SCHOOLS	23	2	2	\$438,717.20	\$34,482.15	\$473,199.35	6	2	3	\$47,502.76	\$90,626.25	\$138,129.01	29	\$611,328.36
GRAND TOTAL	394	35	33	\$23,404,671.69	\$10,542,100.39	\$33,946,772.08	117	17	5	\$68,310,477.42	\$24,754,953.42	\$93,065,430.84	511	\$127,012,202.92

CHANGE FROM PRIOR MONTH	CURRENT CHANGES LIABILITY CLAIMS FROM PRIOR MONTH						CURRENT CHANGES PROPERTY CLAIMS FROM PRIOR MONTH						CURRENT CHANGES	
SCHOOL DISTRICT	OPEN CLAIMS	NEW CLAIMS	CLOSED CLAIMS	RESERVE	PAYMENT	TOTAL	OPEN CLAIMS	NEW CLAIMS	CLOSED CLAIMS	RESERVE	PAYMENT	TOTAL	OPEN CLAIMS	GRAND TOTAL
SUBTOTAL - DISTRICTS	8	(8)	(13)	\$572,902.57	\$312,034.86	\$884,937.43	13	9	(14)	(\$1,825,876.95)	\$2,500,725.63	\$674,848.68	21	\$1,559,786.11
SUBTOTAL - CHARTER SCHOOLS	(1)	(4)	(1)	(\$4,632.73)	(\$4,007.95)	(\$8,640.68)	(1)	0	2	(\$9,198.68)	(\$41,331.32)	(\$50,530.00)	(2)	(\$59,170.68)
GRAND TOTAL	7	(12)	(14)	\$568,269.84	\$308,026.91	\$876,296.75	12	9	(12)	(\$1,835,075.63)	\$2,459,394.31	\$624,318.68	19	\$1,500,615.43

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
September - 2023	511	52	38	\$91,715,149.11	\$35,297,053.81	\$127,012,202.92	19	(3)	(26)	(\$1,266,805.79)	\$2,767,421.22	\$1,500,615.43
August - 2023	492	55	64	\$92,981,954.90	\$32,529,632.59	\$125,511,587.49	(5)	(31)	(3)	\$4,695,525.49	(\$7,037,658.70)	(\$2,342,133.21)
July - 2023	497	86	67	\$88,286,429.41	\$39,567,291.29	\$127,853,720.70	24	38	20	\$3,192,782.91	\$1,079,304.89	\$4,272,087.80
June - 2023	473	48	47	\$85,093,646.50	\$38,487,986.40	\$123,581,632.90	9	(13)	(36)	\$28,611,890.88	(\$3,279,230.43)	\$25,332,660.45
May - 2023	464	61	83	\$56,481,755.62	\$41,767,216.83	\$98,248,972.45	(15)	7	24	(\$2,940,892.57)	\$2,132,509.33	(\$808,383.24)
April - 2023	479	54	59	\$59,422,648.19	\$39,634,707.50	\$99,057,355.69	1	(15)	(4)	(\$2,764,490.56)	\$4,999,879.61	\$2,235,389.05
March - 2023	478	69	63	\$62,187,138.75	\$34,634,827.89	\$96,821,966.64	11	18	24	\$1,287.92	\$1,139,897.50	\$1,141,185.42
February - 2023	467	51	39	\$62,185,850.83	\$33,494,930.39	\$95,680,781.22	19	(10)	(8)	\$571,024.43	\$1,187,977.05	\$1,759,001.48
January - 2023	448	61	47	\$61,614,826.40	\$32,306,953.34	\$93,921,779.74	18	29	0	\$361,499.20	(\$175,637.96)	\$185,861.24
December - 2022	430	32	47	\$61,253,327.20	\$32,482,591.30	\$93,735,918.50	(13)	(30)	(12)	(\$1,886,367.25)	(\$3,797,977.87)	(\$5,684,345.12)
November - 2022	443	62	59	\$63,139,694.45	\$36,280,569.17	\$99,420,263.62	13	(20)	(17)	\$2,289,852.48	(\$425,745.37)	\$1,864,107.11
October - 2022	430	82	76	\$60,849,841.97	\$36,706,314.54	\$97,556,156.51	8	39	31	\$437,166.04	(\$4,136,937.99)	(\$3,699,771.95)
September - 2022	422	43	45	\$60,412,675.93	\$40,843,252.53	\$101,255,928.46	5	(29)	(15)	\$1,683,415.42	\$1,226,358.10	\$2,909,773.52
August - 2022	417	72	60	\$58,729,260.51	\$39,616,894.43	\$98,346,154.94	15	54	31	\$970,635.92	\$2,352,124.71	\$3,322,760.63
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)



NMPSIA BOARD REPORT

ALL YEARS TOTAL														
OPEN CLAIMS FOR WORKERS' COMPENSATION AS OF September 30, 2023														
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
SEPTEMBER-2023	+103	977	+16	35	(17)	291	(65)	223	+\$126,044	\$14,121,637.30	+\$294,077	\$48,696,369.34	+\$420,121	\$ 62,818,006.64
AUGUST-2023	+39	874	+1	19	+245	308	+127	288	+\$132,605	\$13,995,593.65	+\$431,710	\$48,402,292.11	+\$564,315	\$ 62,397,885.76
HISTORY	OPEN		RE-OPENED		NEW		CLOSED		RESERVE		PAYMENT		TOTAL	
HISTORY	Chg	Ct	Chg	Ct	Chg	Ct	Chg	Ct	Change	Current	Change	Current	Change	Current
SEPTEMBER-2023	+103	977	+16	35	(17)	291	(65)	223	+\$126,044	\$14,121,637.30	+\$294,077	\$48,696,369.34	+\$420,121	\$ 62,818,006.64
AUGUST-2023	+39	874	+1	19	+245	308	+127	288	+\$132,605	\$13,995,593.65	+\$431,710	\$48,402,292.11	+\$564,315	\$ 62,397,885.76
JULY-2023	(80)	835	(21)	18	(26)	63	(15)	161	(\$262,929)	\$13,862,988.41	(\$143,520)	\$47,970,582.09	(\$406,449)	\$ 61,833,570.50
JUNE-2023	(48)	915	+18	39	(171)	89	(100)	176	(\$379,803)	\$14,125,916.93	(\$219,030)	\$48,114,102.48	(\$598,832)	\$ 62,240,019.41
MAY-2023	+5	963	(3)	21	+12	260	+32	276	+\$68,789	\$14,505,719.52	+\$573,316	\$48,333,132.36	+\$642,104	\$ 62,838,851.88
APRIL-2023	+28	958	(2)	24	+42	248	(20)	244	+\$208,786	\$14,436,930.86	(\$167,817)	\$47,759,816.67	+\$40,969	\$ 62,196,747.53
MARCH-2023	(32)	930	+0	26	(98)	206	(44)	264	+\$324,401	\$14,228,144.59	+\$65,950	\$47,927,633.81	+\$390,351	\$ 62,155,778.40
FEBRUARY-2023	+22	962	+4	26	+92	304	+53	308	+\$152,151	\$13,903,743.67	(\$6,557)	\$47,861,683.74	+\$145,594	\$ 61,765,427.41
JANUARY-2023	(21)	940	(9)	22	+58	212	+54	255	(\$160,549)	\$13,751,592.21	(\$150,749)	\$47,868,241.18	(\$311,299)	\$ 61,619,833.39
DECEMBER-2022	(16)	961	+0	31	(39)	154	(34)	201	(\$67,403)	\$13,912,141.54	+\$336,936	\$48,018,990.62	+\$269,533	\$ 61,931,132.16
NOVEMBER-2022	(11)	977	+6	31	(73)	193	(14)	235	+\$183,112	\$13,979,544.16	+\$140,739	\$47,682,054.64	+\$323,851	\$ 61,661,598.80
OCTOBER-2022	+42	988	(4)	25	(14)	266	(12)	249	+\$23,698	\$13,796,432.07	+\$495,740	\$47,541,316.10	+\$519,438	\$ 61,337,748.17
SEPTEMBER-2022	+48	946	+8	29	+31	280	+5	261	+\$113,539	\$13,772,734.44	(\$36,008)	\$47,045,575.78	+\$77,531	\$ 60,818,310.22
AUGUST-2022	+14	898	+7	21	+191	249	+123	256	+\$245,756	\$13,659,195.34	(\$176,954)	\$47,081,584.06	+\$68,802	\$ 60,740,779.40
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	+2	868	+0	15	+13	166	+10	179	+\$168,625	\$14,657,898.88	(\$178,556)	\$47,894,392.95	(\$9,932)	\$ 62,552,291.83
JANUARY-2022	(1)	866	+2	15	+52	153	(1)	169	+\$204,865	\$14,489,274.20	(\$236,518)	\$48,072,949.17	(\$31,653)	\$ 62,562,223.37

NMPSIA Monthly Loss Prevention Abatement Report

September 2023	Total Rec	Total Capital	Total Non-Capital	Corrected Capital	Corrected Non-Capital	Total Corrected
September 2023	238	10	228	7	177	184
<b>Total % Corrected</b>	<b>77.31%</b>	<b>= Total Corrected/Total Recommendations</b>				
<b>% Corrected Capital</b>	<b>70.00%</b>	<b>= Corrected Capital/Total Capital</b>				
<b>% Corrected Non-Capital</b>	<b>77.63%</b>	<b>= Corrected Non-Capital/Total Non-Capital</b>				



DULCE INDEPENDENT SCHOOL DISTRICT #21

NOTICE OF INTENT TO OFFER DEPENDENT EMPLOYEE  
BENEFITS COVERAGE TO DOMESTIC PARTNERS

**PETITION FOR DOMESTIC PARTNERS COVERAGE**

The Board of Education of Dulce Independent School District #21 (Petitioner) having affirmatively voted in a meeting notice and conducted pursuant to the Open Meetings Act petitions the New Mexico Public Schools Insurance Authority (Authority) as follows:

The Petitioner will offer employee domestic partner benefits, as such lines of coverage are provided by the Authority to its employees; and

The Petitioner will offer insurance eligibility to domestic partners and will offer the employer's share of the insurance premiums for domestic partners; and

The Petitioner understands that to offer such employee domestic partner benefits pursuant to the rules of the Authority, there must be an affirmative choice to offer that coverage and notice of such choice to the Authority; and

The Petitioner understands that in offering employee domestic partner benefits, as provided by the Authority rule, it may choose to pay an employer contribution towards the employee's insurance premium for such coverage; and


The Petitioner understands that in order for an employee to be eligible to participate in employee domestic partner benefits, an affidavit of domestic partnership must be provided in the form attached to this Petition as well as any further documentation required locally in support of the affidavit of domestic partnership;

THEREFORE, the Board of Education of Dulce Independent School District #21 affirmatively choose to offer employee benefits to domestic partners as such benefits are provided by the Authority and hereby notifies the Authority of that choice. Petitioner hereby offers authorization of payment of employer contribution equal to that made for married employees benefits (or 80% of each employee's insurance premium for domestic partner benefits) as an employer contribution and such payment is conditioned on submission of an Affidavit in proper form and provided the following information in support of the Affidavit:

- Enrollment Form (provided by District).
  - Confirmation of joint bank accounts, if any.
  - Confirmation of joint debts, if any.
  - Confirmation of joint primary residence for preceding 12 months.
  - Confirmation of parentage, guardianship or adoption of children of the partnership.
-

**This Petition must be submitted to the Authority for it to be effective. Domestic partner coverage shall be effective on the date set forth in the notice from the Authority to the Petitioner indicating the effective date of coverage for the domestic partner coverage.**

Approved by Board of Education of the Dulce Independent School District #21

  
\_\_\_\_\_  
Frankie Ortiz, President

\_\_\_\_\_  
Annette TeCube, Vice-President

\_\_\_\_\_  
Diana Vigil, Secretary

  
\_\_\_\_\_  
Claudine George, Member

  
\_\_\_\_\_  
Phillip Salazar, Member



**Patrick Sandoval**  
Executive Director

**Martha Quintana**  
Deputy Director

# NEW MEXICO PUBLIC SCHOOLS INSURANCE AUTHORITY

## Office of Executive Director

410 Old Taos Highway  
Santa Fe, New Mexico 87501  
1-800-548-3724 or 505-988-2736  
505-983-8670 (fax)

### BOARD OF DIRECTORS

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- American Federation of Teachers N.M.
- Governor Appointees
- Educational Institutions at Large

October 5, 2023

Jill Schlofer  
2<sup>nd</sup> VP Implementation & Enrollment  
The Standard  
Standard Insurance Company  
3500 American Blvd. W., Suite 425  
Bloomington, MN 55431

RE: Amendment - Effective July 1, 2023 to June 30, 2027  
Group Basic Life and AD&D, Group Voluntary Life and AD&D,  
and Group Long Term Disability Coverage  
Date of Agreement: July 1, 2023  
Agreement No. 342-2024-02

Dear Ms. Schlofer,

This letter shall constitute an Amendment to the above captioned Agreement between the New Mexico Public Schools Insurance Authority, hereinafter referred to as the ("Authority,") and Standard Insurance Company hereinafter referred to as the ("Contractor") and is effective as of the dates shown herein.

The Agency and Contractor entered into a General Services Agreement for Group Basic Life and AD&D, Group Voluntary Life and AD&D, and Group Long Term Disability Coverage ("Agreement") effective July 1, 2023. The Authority and Contractor wish to amend the Scope of Work with the Amendment set out herein.

1. Pursuant to Section 1 (Scope of Work) add the following section:

O. The Contractor will provide the Connected EOI Service. This service will provide access to complete and submit Evidence of Insurability online. This service utilizes employee enrollment data provided by the Authority, to pre-populate coverage and personal demographic information, and to send invitations to the employee to apply. The Connected EOI Service simplifies the process for employees and automates administrative tasks. The service features email reminders, status tracking, and family applications.

2. All other articles of this contract remain the same.

3. This Amendment has been signed via DocuSign.

**NEW MEXICO PUBLIC SCHOOLS  
INSURANCE AUTHORITY**

DocuSigned by:  
By: Alfred Park  
7A5C4B245034497...

Alfred A. Park  
Board President

**STANDARD INSURANCE COMPANY**

DocuSigned by:  
By: Jill Schlofer  
E31EDAEAC49843C...

Jill Schlofer  
2<sup>nd</sup> VP Implementation & Enrollment



**NEW MEXICO PUBLIC SCHOOLS  
INSURANCE AUTHORITY  
Office of Executive Director**

410 Old Taos Highway  
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**Patrick Sandoval**  
Executive Director

**Martha Quintana**  
Deputy Director

November 2, 2023

Mr. Chih Shing Hwa, President  
Erisa Administrative Services, Inc.  
1429 Second St.  
Santa Fe, New Mexico 87505

Re: Amendment 3 – Effective November 2, 2023, to June 30, 2024  
Professional Services Contract 342-2019-10  
Date of Agreement: February 1, 2020

Dear Mr. Hwa:

This letter shall constitute an Amendment to the Professional Services Agreement dated November 2, 2023, between the New Mexico Public Schools Insurance Authority, hereinafter referred to as the (“Agency”) and Erisa Administrative Services, Inc. hereinafter referred to as the (“Contractor”) and is effective as of the dates shown herein.

The Agency and Contractor wish to amend their Agreement with the amendments set out herein.

1. Pursuant to Section 1, Scope of Work, Exhibit A, Add Section 40 eLearning Trainings:

Contractor will develop eLearning passive and interactive trainings for annual, monthly and roundtable topic formats, update existing eLearning trainings and make it available on the Agency website. This is a start-to-finish segment that includes every aspect of the project from implementation to development, testing and deployment.

Formats and information mutually agreed upon by the Agency and the Contractor will include but not limited to training outlines, PowerPoint presentations, training schedules, glossary of terms, key definitions, guidelines, topic resources, frequently asked questions, topic process visuals and flowcharts, training videos, Contractor resources for presenting, communications to participating employer staff, and posting on the Agency website.

- A. Level 1 Basic Passive eLearning trainings consisting of an automated PowerPoint prestation no longer than 30 minutes in length.
  - B. Level 2 Advanced Interactive eLearning trainings consisting of an automated PowerPoint prestation no longer than 60 minutes in length.
2. Pursuant to Section 1, Scope of Work, Exhibit A, Add Section 41 Additional Annual Regional Training Segment:

Upon written request and approval by the Agency, the Contractor will provide an additional Annual Regional Training Segment to be offered in June 2024 to include five in-person and one virtual training segments. Formats and information will be mutually agreed upon by the Agency and the Contractor.

3. Pursuant to Section 2, Compensation, add the following language:

H. Section 1, Scope of Work, Exhibit A, Section 40 eLearning Trainings:

Upon Contractor's recommendation to the Agency and with prior written approval by the Agency, Contractor may produce or update a Basic Passive eLearning training or an Advanced Interactive eLearning training and make it available on the Agency website.

- 1) Fees to develop and deliver a new Level 1 Basic Passive eLearning training will be paid for support hours at the rates set forth in Exhibit B. Compensation not to exceed \$2,000.00 per training segment.
- 2) Fees to update and deliver an existing Level 1 Basic Passive eLearning training will be paid for support hours at the rates set forth in Exhibit B. Compensation not to exceed \$1,000.00 per training segment.
- 3) Fees to develop and deliver a new Level 2 Advanced Interactive eLearning training will be paid for support hours at the rates set forth in Exhibit B. Compensation not to exceed \$5,000.00 per training segment.
- 4) Fees to update and deliver an existing Level 2 Advanced Interactive eLearning training will be paid for support hours at the rates set forth in Exhibit B. Compensation not to exceed \$2,500.00 per training segment.

I. Section 1, Scope of Work, Exhibit A, Section 41 Additional Annual Regional Training Segment:

As set forth in item 41 scope of work, the Agency and the Contractor will mutually agree on formats and information upon the Agency providing a written request and approval, to the Contractor, to proceed with an additional training segment. The cost for an additional Annual Regional

Training Segment shall not exceed \$40,000.00, excluding gross receipts tax.

4. It is agreed that the above captioned Agreement and any duly authorized and executed amendments thereto are hereby extended for the term through June 30, 2024.
5. This Amendment has been signed via DocuSign.

**New Mexico Public Schools  
Insurance Authority**

**Erisa Administrative Services, Inc.**

By:

By:

\_\_\_\_\_  
Alfred Park  
Board President

\_\_\_\_\_  
Chih Shing Hwa  
President



**Patrick Sandoval**  
Executive Director

**Martha Quintana**  
Deputy Director

# NEW MEXICO PUBLIC SCHOOLS INSURANCE AUTHORITY

## Office of Executive Director

410 Old Taos Highway  
Santa Fe, New Mexico 87501  
1-800-548-3724 or 505-988-2736  
505-983-8670 (fax)

### BOARD OF DIRECTORS

- NM School Boards Association
- NM Superintendents Association
- Public Education Commission
- NM School Administrators
- NM National Education Association
- American Federation of Teachers N.M.
- Governor Appointees
- Educational Institutions at Large

November 2, 2023

Nura Patani, PhD, ASA, MAAA  
Vice President & Consulting Actuary  
The Segal Company  
1501 West Fountainhead Parkway, Suite 370  
Tempe, AZ 85282

RE: Amendment 4 - Effective November 2, 2023  
Professional Services Agreement for Benefits  
and Actuarial Consulting  
Date of Agreement: January 1, 2023  
Agreement No. 342-2023-02

Dear Dr. Patani:

Amendment 3, Comprehensive Mental Health Parity and Addiction Equity Act (MHPAEA) Compliance Review of all MHPAEA Requirements, was approved by the Board at the July 20, 2023 meeting but was never executed due to newly issued Federal guidance.

This letter shall constitute an Amendment to the above-captioned Agreement between the New Mexico Public Schools Insurance Authority, hereinafter referred to as the "Agency," and The Segal Company, referred to as the "Contractor," and is effective as of the dates shown herein.

The Agency and Contractor entered into a Professional Services Agreement for Benefits and Actuarial Consulting ("Agreement") effective January 1, 2023. The Agency and Contractor wish to amend their Agreement with the amendment set out herein.

1. Pursuant to Section 1 (Scope of Work), the Contractor will provide:

30. Initial Phase, Limited-Scope Mental Health Parity and Addiction Equity Act (MHPAEA) Compliance Review.

A. Plan Document Review and Initial Comparative Analysis Information Collection.



1. The review will determine the current Non-Quantitative Treatment Limitations (NQTLs) described in the plan document/Summary Plan Description (SPD) applicable to Mental Health (MH) and Substance Abuse Disorder (SUD) benefits and review the application of those NQTLs, as applied to Med/Surg as written, to include a review of plan documents, SPDs, enrollment materials (if any) SBCs and recent plan amendments. Non-exhaustive examples of NQTLs will include:
  - a) Medical management standards limiting or excluding benefits based on medical necessity or medical appropriateness or based on whether the treatment is experimental or investigative.
  - b) Prior authorization or ongoing authorization requirements.
  - c) Concurrent review standards.
  - d) Formulary design for prescription drugs.
  - e) If multiple network tiers (such as preferred providers and participating providers) are used, network tier design.
  - f) Standards for provider admission to participate in a network, including reimbursement rates.
  - g) Plan or issuer methods for determining usual, customary, and reasonable charges.
  - h) Refusal to pay for higher-cost therapies until it can be shown that a lower-cost therapy is not effective (also known as “fail-first” policies or “step therapy” protocols).
  - i) Exclusions of specific treatments for certain conditions.
  - j) Restrictions on applicable provider billing codes.
  - k) Standards for providing access to out-of-network providers.
  - l) Exclusions based on failure to complete a course of treatment.
  - m) Restrictions based on geographic location, facility type, provider specialty, and other criteria that limit the scope or duration of benefits for services provided under the plan or coverage.
2. Contractor will also collect information and supporting documentation related to NQTLs from Blue Cross Blue Shield of New Mexico, Cigna, Presbyterian Health Plan, and CVS Caremark regarding operational practices and request a documented comparative analysis including all relevant supporting information and data.

#### B. Financial Requirement and Quantitative Treatment Limitation Review.

1. The review will determine current financial requirements and Quantitative Treatment Limitations (QTLs) described in the plan document/SPD applicable to MH and SUD benefits and will review

comparability with Med/Surg as written to identify any terms that may be inconsistent with the MHPAEA regulations.

- a) This review does not include a claims analysis by the Contractor's health practice of any financial terms that raise compliance concerns. If the Contractor recommends that type of analysis and the Agency asks that the Contractor undertake it, Contractor may provide a supplemental proposal for this additional work.

#### C. Findings, Requirements, and Recommendations.

1. Contractor will provide a detailed draft report explaining findings and recommendations regarding the NQTL and QTL plan terms as written. The report may also include suggestions for revised language for plan documents along with a list of issues that may require further coordination with the plan or its administrators to determine operation aspects.
2. The draft report will be sent to the Agency and its General Counsel for review and feedback.
3. After comments are incorporated, a final report will be sent to the Agency and its General Counsel for final approval.

#### C. Initial Review Disclosure.

1. The initial review does not constitute the full range of compliance activities necessary to meet the new requirements under the extensive, recently issued proposed Federal regulations. Once these proposed regulations have been finalized, Contractor may provide a supplemental proposal for any additional work recommended based on the new guidance.
2. Pursuant to Section 2 (Compensation):
  - A.3 The additional compensation payable to the Contractor under the amendment for item 30 the scope of work shall not exceed \$53,500.00, including gross receipts tax.
3. It is agreed that the above-captioned Agreement and any duly authorized and executed amendments remain the same.
4. This Amendment has been signed via DocuSign.

**New Mexico Public Schools  
Insurance Authority**

By:

---

Alfred A. Park  
Board President

**The Segal Company**

By:

---

Dr. Nura Patani  
Vice President & Consulting Actuary



New Mexico Public Schools Insurance Authority

# Stop-Loss Insurance Request for Proposal (RFP) Preliminary Analysis of Responses

Analysis for Coverage Effective January 1, 2024

November 1-2, 2023 / Nura Patani, PhD, ASA, MAAA, Senior Vice President, Consulting Actuary



# Overview

- Segal, on behalf of the New Mexico Public Schools Insurance Authority (NMPSIA), solicited proposals from stop-loss insurers to cover **medical and prescription drug claimants over \$1,000,000** for an effective date of **January 1, 2024**
- Objective: Secure **market competitive financial terms**, while maintaining a **high-quality level of benefits and service for the plan**.
- Matrix Group Benefits, LLC (AccuRisk Solution, LLC) is the current provider of Specific Stop-Loss Insurance for NMPSIA
- Requested pricing proposals to include a **\$500,000 aggregating specific deductible** (current design) and any alternate offers
- Proposals were submitted by the following vendors:
  - Matrix Group Benefits, LLC (AccuRisk Solution, LLC)
  - Sun Life Financial
  - Symetra Life Insurance Company\*

\* Symetra did not provide a complete proposal prior to the established deadline; some required items were received after the deadline.

# Key Stop Loss Provisions

- All vendors proposed an Individual Specific Deductible of \$1 million (*current design*)
- All vendors proposed an Aggregating Specific Deductible of \$500,000 (*current design*)
- All vendors proposed designs that covers Medical + Rx claims incurred in 24 months, paid in 12 months (*current design*)
  - Claims incurred between January 1, 2023 and December 31, 2024 (24 months)
  - Claims paid between January 1, 2024 and December 31, 2024 (12 months)
- No lasers listed by any vendor within proposals but may be added, contingent upon updated experience through September 2023

# Financial Analysis: Overall Cost Comparison

<b>Specific Stop-Loss Insurance</b>	<b>Current</b>	<b>Matrix</b>	<b>Sun Life<sup>1</sup></b>	<b>Symetra<sup>2</sup></b>
Individual Specific Deductible	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000
Aggregating Specific Deductible	\$500,000	\$500,000	\$500,000	\$500,000
Contract Basis (Incurred/Paid)	24/12	24/12	24/12	24/12
Covered Benefits	Med/Rx	Med/Rx	Med/Rx	Med/Rx
Specific Composite Premium Rate (PEPM)	\$8.86	\$9.95	\$14.16	\$17.08
Total Annual	\$2,283,000	\$2,564,000	\$3,648,000	\$4,400,000
\$ Difference from Current		\$281,000	\$1,365,000	\$2,117,000
% Difference from Current		12.3%	59.8%	92.7%
Rate Guarantee <sup>3</sup>		12 months	12 months	12 months

1. Sun Life also offering health advocacy and care navigation services with an additional cost.

2. Symetra did not provide a complete proposal prior to the established deadline; some required items were received after the deadline.

3. Matrix and Symetra rates are contingent on data through September 2023

Assumptions:

Total Enrollment: 21,470

# Offeror Response Highlights

Questions	Matrix (Incumbent)	Sun Life	Symetra <sup>1</sup>
1.11 If any of the medical plan administrators change at any point in the policy period, what impact would that have to your fees?	None	TBD. It is recommended the policyholder refer to their Sun Life policy on a case-by-case basis. Plan Changes are outlined in sections IV and V.	Our policy considers a change in the medical plan administrator is considered material change and is subject to underwriting review.
2.9 Vendor attests to meeting all applicable HIPAA EDI, Privacy, Security, and HITECH requirements and agrees to hold NMPSIA harmless for breaches that are the result of the vendor's actions. Further, you agree to perform all of the duties associated with breach notification and assume financial responsibilities for the breach notice and notify plan participants if there is a breach and you will pay for 24 months of identity theft repair and credit monitoring services for those plan participants impacted by the breach. As it relates to an ASO arrangement, for the service(s) specified in this proposal, the vendor will become a HIPAA Business Associate of NMPSIA.	Yes	Yes	No
2.13 Claims and Appeals Regulations: Do you agree that your systems, internal operations, correspondence, and services will be compliant with ERISA Claims and Appeals Regulations (as applicable) and NMPSIA's plan document?	Yes	Yes	No
2.18 Recoveries: 100% of all validated recoveries made through the vendor, its subcontractors, or NMPSIA audits will be credited to NMPSIA's experience.	Yes	Yes	No
2.20 Claim Run Out: Do you agree to offer NMPSIA the ability to process run out claims beyond the termination date for claims incurred during the policy period?	Yes	Yes	No

<sup>1</sup> Symetra did not provide a complete proposal prior to the established deadline; some required items were received after the deadline.



# Offeror Response Highlights (cont'd)

Questions	Matrix (Incumbent)	Sun Life	Symetra <sup>1</sup>
5.1 What legal entity is providing stop loss coverage?	Nationwide Life Insurance Company	Sun Life Assurance Company of Canada ("Sun Life")	Symetra Life Insurance Company
5.4 Are there any exclusions, limitations, or different recognized charge limits under your contract(s) that are covered expenses, as described in the plan document?	No	No, we mirror the plan document	There are two limited general exclusions for worker's compensation claim and administrative fee.
5.13 Do you require eligibility files, or do you rely on verification of eligibility at the time of a specific claim?	At time of claim	<b>Both</b>	We verify eligibility at the time of claim.
5.16 Does your policy cover gene therapy drugs such as Luxturna and Zolgensma?	Yes	Yes	Yes
5.33 Do you agree to provide NMPSIA or it's designated consulting firm monthly reports showing claimant name, carrier/administrator (BCBSNM/Presbyterian/Cigna), plan (High/Low/EPO), eligible status (active/COBRA/etc.), amount submitted, amount pended, amount paid, and the amount denied?	Yes	Yes	<b>No</b>
5.39 Do you agree to provide an annual reconciliation showing month by month the attachment point vs eligible expense?	Yes	<b>No</b>	<b>No</b>
5.44 Are there any additional services or programs you will provide to NMPSIA at no additional cost?	No	No New Laser with 50% Rate Cap, Advanced Funding	No
5.46 Confirm your rates and terms for your policy include Active and Retirees (if applicable)?	Actives & Retirees	Actives & Retirees	<b>Actives Only</b>

<sup>1</sup> Symetra did not provide a complete proposal prior to the established deadline; some required items were received after the deadline.

# Proposer Background and Experience

- Vendors provided their financial strength ratings from the following ratings agencies

	Matrix	Sun Life	Symetra <sup>1</sup>
AM Best	A+	A+	A
Standard & Poor's	Did not provide	AA	A
Moody's	Did not provide	Aa3	N/A

**Investment Grade or Secure:**

<b>AAA (A++)</b>	Companies rated AAA have the highest rating assigned. Capacity to pay interest and repay principal is extremely strong.
<b>AA (A+)</b>	Companies rated AA have a very strong capacity to pay interest and repay principal and differ from the highest rated issuers only to a small degree.
<b>A (A, A-)</b>	Companies rated A have a strong capacity to pay interest and repay principal, although they are somewhat more susceptible to adverse changes in economic conditions than those in higher rated categories.
<b>BBB (B++, B+)</b>	Companies rated BBB are regarded as having an adequate capacity to pay interest and repay principal, however, adverse economic conditions or changing circumstances are more likely to lead to a weakened capacity to pay interest and repay principal.

**Below Investment Grade or Vulnerable:**

<b>BB (B) B (B-) CCC (C++, C+) CC (C, C-)</b>	Companies rated BB, B, CCC and CC are regarded, on balance, as speculative with respect to their credit worthiness. While such companies may have some protective characteristics, uncertainties and major risk exposure or adverse conditions outweigh them.
<b>R; NR</b>	The rating R is reserved for companies who “have experienced a REGULATORY ACTION regarding solvency.” The rating NR indicates that the insurer’s financial solvency is not rated.

# Next Steps

- Segal will release updated large claimant experience to obtain firm Best And Final Offers (BAFOs) from finalists
  - Matrix Group Benefits, LLC (AccuRisk Solution, LLC)
  - Sun Life Financial
- Segal will coordinate, as appropriate, with finalists to clarify responses to certain questionnaire items:
  - Impact of potential change in medical plan administrator(s)
  - Any requirement for eligibility files (vs. verification of eligibility at the time of a claim)
  - Annual reconciliation reporting capabilities
- BAFO Analysis will be presented to the NMPSIA BAC and Board in December for approval/award
- NMPSIA staff will need to complete disclosure statement attesting that all known potential large claimants have been disclosed
- Selected vendor will issue the policy for stop loss coverage effective January 1, 2024

# Thank You

**Nura Patani, PhD, ASA, MAAA**  
*Senior Vice President, Consulting Actuary*  
*Health Practice Leader – West Region*  
[npatani@segalco.com](mailto:npatani@segalco.com)  
(480) 266-5435



Scan this QR code to  
receive emails from  
Segal, personalized for  
your interests/industry.





New Mexico Public Schools  
Insurance Authority

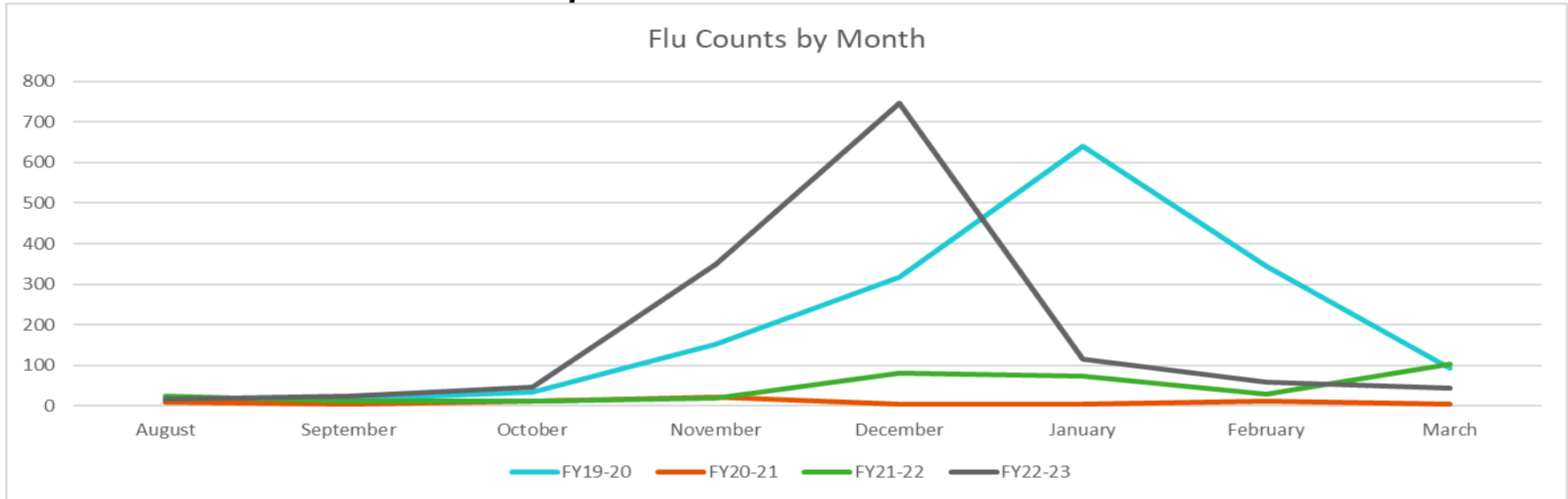
# Historical RSV and Flu Claims

**Counts of recent historical (2019-2023) RSV and Flu claims as reported through SHAPE data warehouse**

November 1-2, 2023 / Nura Patani, PhD, ASA, MAAA

# Monthly Flu Counts During Peak Months

## Overall NMPSIA Population

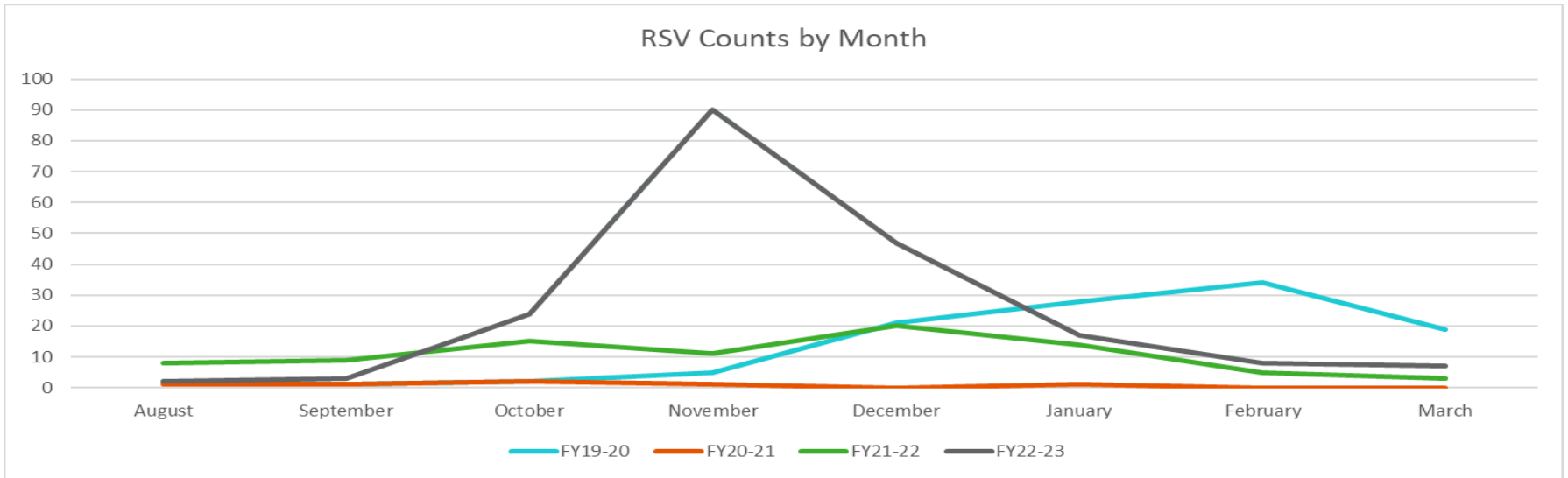


Fiscal Year	Month							
	August	September	October	November	December	January	February	March
FY19-20	13	16	35	152	317	640	344	94
FY20-21	9	5	11	21	4	5	12	5
FY21-22	25	13	13	19	82	74	29	104
FY22-23	16	23	47	350	746	116	58	44
<b>Total</b>	<b>63</b>	<b>57</b>	<b>106</b>	<b>542</b>	<b>1,149</b>	<b>835</b>	<b>443</b>	<b>247</b>

- FY19-20 flu counts represent pre-pandemic experience.
  - Counts spiked during November 2019 through February 2020.
- Subsequent experience during FY20-21 and FY21-22 likely muted due reduced exposure through social distancing, masking, etc.
- FY22-23 experience was somewhat higher and earlier than pre-pandemic experience during peak flu season due to lower immunity and exposures during the pandemic. Patterns are consistent across NMPSIA carriers, plan options, and members status (employee, spouse, child).

# Monthly RSV Counts During Peak Months

## Overall NMPSIA Population



Fiscal Year	Month							
	August	September	October	November	December	January	February	March
FY19-20	2	1	2	5	21	28	34	19
FY20-21	1	1	2	1	0	1	0	0
FY21-22	8	9	15	11	20	14	5	3
FY22-23	2	3	24	90	47	17	8	7
<b>Total</b>	<b>13</b>	<b>14</b>	<b>43</b>	<b>107</b>	<b>88</b>	<b>60</b>	<b>47</b>	<b>29</b>

- FY20-21 RSV counts likely muted by reduced exposure due to social distancing, masking, etc.
- FY22-23 experience is significantly higher than other recent historical experience.
  - Higher experience in FY22-23 is consistent across NMPSIA carriers and plans.
- RSV experience across all years is primarily among employees and children. RSV claim counts for spouses have been consistently minimal (no more than 1 claim in any month).





# Clinical Landscape







# Biosimilar Landscape

*Disrupting the drug market by increasing competition, biosimilars present an opportunity to drive down costs*



## Biosimilars by numbers

**41**

biosimilars approved<sup>1</sup>

**37**

launched, covering **11** drugs<sup>2</sup>

**\$75B**

projected spend by 2030<sup>3</sup>

**10** Humira (adalimumab)

biosimilars launched July 2023  
(8 branded, 2 unbranded)

The **biosimilar pipeline** is focused on areas of highest biologic spend; **66% of biologics spending** is for oncology, antidiabetic and immunology agents

**2023: Humira, Actemra, Novolog**

**2024: Simponi**

**2025: Stelara, Prolia, Soliris**

## Formulary Considerations and Optionality



**Clinical appropriateness and efficacy**



**Product attributes and availability**



**Price-achieve low net cost**

## Our strategic approach to the future of biosimilars

- CVS Health<sup>®</sup> has launched **Cordavis**, a wholly owned subsidiary that will work directly with manufacturers to bring biosimilar products to the U.S. pharmaceutical market
- Cordavis has contracted with Sandoz to commercialize private-label Hyrimoz<sup>®</sup> (adalimumab-adaz), a biosimilar for Humira<sup>®</sup> in the first quarter of 2024
- The list price of the Cordavis Hyrimoz<sup>®</sup> will be more than 80 percent lower than the current list price of Humira<sup>®</sup>

# RxInsights®

## NEW MEXICO PSIA

Jul 2022 - Jun 2023

Prescription Benefit Review

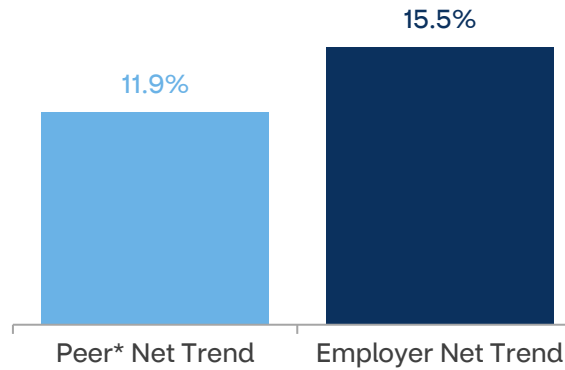
 **CVS**Health®



# Key metrics at a

<b>Eligibility</b>		Jul-Jun 23
Average Eligible Members Per Month		44,769
Average Utilizers as % of Members		36.0%
Average Member Age		38
<b>Cost</b>		
Total Gross Cost		\$79,875,206
Gross Cost PMPM		\$148.68
% Total Member Cost Share		5.4%
% Non-Specialty Member Cost Share		7.8%
<b>Drug Mix</b>		
% Single Source Brands		15.5%
% Multi Source Brands		1.3%
Generic Dispensing Rate		83.2%
Generic Substitution Rate		98.5%
<b>Utilization</b>		
Total Prescriptions		498,114
% Retail Prescriptions		74.9%
% Mail Prescriptions		6.4%
% Retail 90 Prescriptions		18.7%
Days' Supply PMPM		37.23

## Your net trend



\*Peer: School Systems

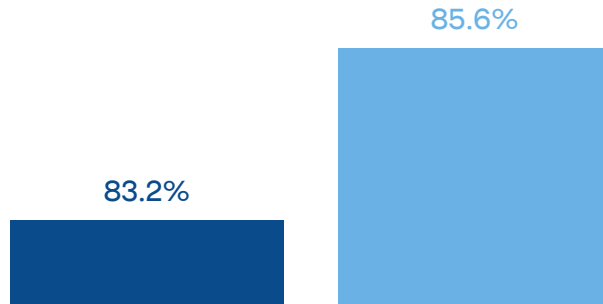
†Employer information is based on the most recent year ending Jun 30, 2023.

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# COVID-19 impact

## Generic Dispensing Rate

■ GDR ■ GDR Excluding COVID-19 Claims



	Net Cost	Claim Count	Prevalence <sup>†</sup>
COVID-19 Vaccines	\$315,925	7,957	14.7888
COVID-19 OTC Test Kits	\$317,732	3,774	6.8983
COVID-19 Antivirals and Monoclonal Antibodies*	\$20,018	2,020	3.7414
<b>Total</b>	<b>\$653,676</b>	<b>13,751</b>	<b>24.4906</b>

\*COVID-19 antivirals and monoclonal antibodies include: Molnupiravir, Paxlovid, Veklury (Remdesivir), Bebtelovimab, Evusheld, and Sotrovimab

<sup>†</sup> Shown as prevalence per thousand members. The prevalence calculation for the current reporting period is equal to the average number of utilizers per month for a given time period divided by the average eligible members for that time period.

# Your top 10 specialty

## By gross cost

Specialty Class	Total Gross Cost	Utilizers		
	Current Period	Current Utilizers		Prevalence*
	Jul-Jun 23	CVS	NCVS	
Rheumatoid Arthritis	\$6,481,254	171	0	1.608
Oncology	\$6,108,340	72	34	1.096
Psoriasis	\$3,512,560	93	0	0.607
Human Immunodeficiency Virus	\$2,312,112	27	87	1.305
Crohns Disease	\$2,113,748	22	0	0.223
Psoriatic Arthritis	\$2,084,106	51	0	0.447
Multiple Sclerosis	\$1,917,959	38	0	0.417
Cystic Fibrosis	\$953,233	2	3	0.065
Ulcerative Colitis	\$924,695	17	0	0.156
Urea Cycle Disorders	\$815,094	1	0	0.022
All Others	\$6,015,749	198	93	
<b>Grand Total</b>	<b>\$33,238,851</b>	<b>643</b>	<b>195</b>	

\*Shown as prevalence per thousand members. The prevalence calculation for the current reporting period is equal to t  
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# Your adherence metrics

Helping patients with **3+** chronic conditions become adherent can increase

% optimal <sup>1</sup> adherence by most common conditions	NMPSIA Current	Age Adjusted** Peer*	Age-Adjusted**
<b>Diabetes</b> Total number of adherent utilizers <b>2,372</b>	<b>68.4%</b>	<b>66.0%</b>	<b>67.4%</b>
<b>Hypertension</b> Total number of adherent utilizers <b>5,821</b>	<b>75.3%</b>	<b>74.1%</b>	<b>74.8%</b>
<b>Hyperlipidemia</b> Total number of adherent utilizers <b>3,313</b>	<b>75.4%</b>	<b>73.2%</b>	<b>75.1%</b>
<b>Heart Failure</b> Total number of adherent utilizers <b>571</b>	<b>56.1%</b>	<b>54.9%</b>	<b>57.1%</b>
<b>Coronary Artery Disease</b> Total number of adherent utilizers <b>182</b>	<b>68.4%</b>	<b>70.9%</b>	<b>70.0%</b>

<sup>1</sup> Optimal: ≥ 80% MPR

\*Peer: School Systems

\*\*Age-adjusted benchmarks represent the optimal adherence % of the book of business segment and peer based on the same age demographics

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**BlueCross BlueShield  
of New Mexico**



**New Mexico  
Public Schools  
Insurance Authority**

# **New Mexico Public Schools Insurance Authority**

## **2023 Client Meeting**

October 23, 2023

# Meeting Participants and Agenda



New Mexico  
Public Schools  
Insurance Authority

**Patrick Sandoval**  
*Executive Director*

**Kaylei Jones**  
*Benefits/ Wellness Program  
Coordinator*

**Martha Quintana**  
*Deputy Director*

**Leslie Martinez**  
*Benefits Analyst*

**Cyndi Archuleta**  
*Benefits & Wellness Ops. Mgr.*



BlueCross BlueShield  
of New Mexico

**Maureen Sergel**  
*Senior Manager*

**Chad Valdez**  
*Clinical Account Consultant,  
Pharmacy*

**Lisa Guevara**  
*Account Executive*

**Samantha Mensay**  
*Clinical Specialist, IBAC Accounts*

**Christine Sarcione**  
*Sr. Client Consultant*

**Kathryn Hull**  
*Wellness Coordinator, IBAC  
Accounts*

**Lisa Sullivan**  
*Clinical Account Consultant*

**John Gorman**  
*Clinical Account Consultant,  
Behavior Health*

**Christopher Baker**  
*Wellness Consultant, IBAC  
Accounts*

## Agenda

- Introductions
- Plan Performance
- Telehealth
- Behavioral Health
- Diagnostics and Medical Rx
- Wellness
- Appendix



## Medical

- Current Reporting Period: The current reporting period represents claims incurred from July 1, 2022 through June 30, 2023 and paid through August 31, 2023.
- Benchmark: based on the Public Solutions – School Districts group population. Select benchmark utilization and expense measures, such as PMPMs and rates per 1,000, have been adjusted to reflect age and gender distribution.
- High cost claimants (HCCs) are defined as members with paid expenses greater than \$100,000 within the reporting period.

## Medical Pharmacy

- Current Period: claims from July 1, 2022 to June 30, 2023
- Benchmark: based on Public Solutions – School Districts.

## Wellbeing Management

- The current reporting period represents program activity from July 1, 2022 through June 30, 2023, claims incurred May 1, 2022 through April 30, 2023, and claims paid May 1, 2022 through June 30, 2023.
- Benchmark data is based on the Enable NM ASO Business.

**2.3%** **10.8%**

**Total Paid PMPM**

■ YoY Trend   ■ Benchmark

**Cost and Case mix 9.9%** was the major contributor to the components of trend.

**Outpatient Facility** YoY paid PMPM trend increased **12.6%**, impacted by cost increase of **16.0%**.

**Inpatient** YoY paid PMPM trend decreased **11.8%**, impacted both by cost **6.7%** and utilization **5.5%**.

## EXPENSE

**\$150.5M**  
Total Claim Spend

**\$511/\$523**  
Prior Paid PMPM / Current Paid PMPM

**88.7%**  
Plan Share


## DEMOGRAPHICS

**23,988**  
Average Membership

**-1.0%**  
Membership Change


**2.1**  
Contract Size

## KEY COST DRIVERS




**High-Cost Claimants**

accounted for **\$46.0M** spend in the current period; which is an 11.5% decrease from prior period.



**Neoplasms**

continues to be the most costly diagnostic category overall (**15.2%**) and within High-Cost Claimants (**43.7%**).



**Musculoskeletal**

**12.1%** of total Paid PMPM; cost stayed flat from prior due to a shifting cost from Inpatient to Outpatient facilities.

# Network Overview by Benefit Package

**\$196,783,184**

Prior: \$169,336,468

Discount savings for Network and Participating providers

**54.7%**

Prior: 52.5%

Discount percentage for Network and Participating Providers

**\$2,463,736**

Prior: \$1,570,506

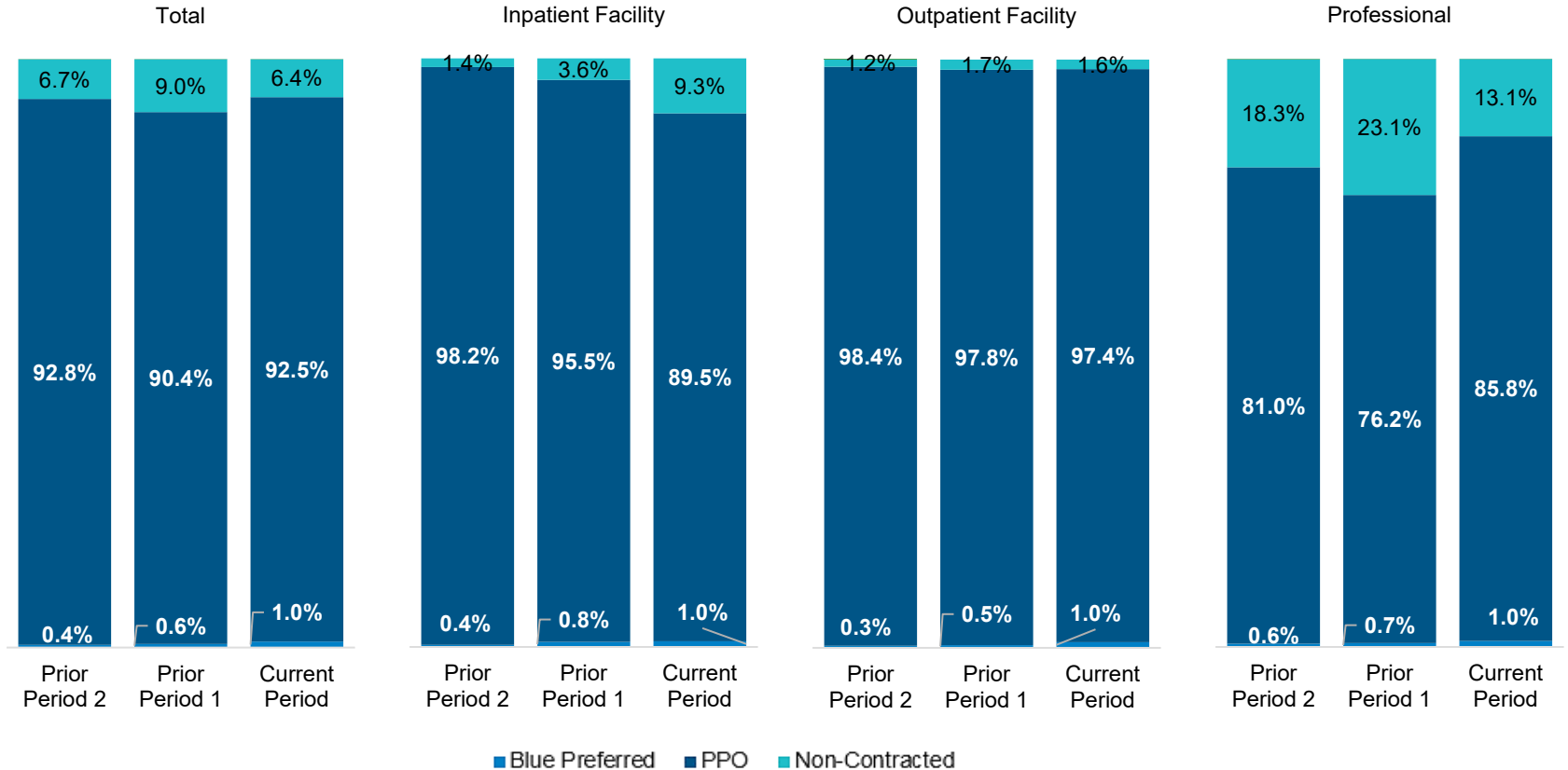
**Blue Preferred** Discount savings for Network and Participating providers

**57.7%**

Prior: 60.1%

**Blue Preferred** Discount percentage for Network and Participating Providers

## Benefit Packages – Paid by Provider Tier and Service Category





## Healthcare Management Overview Executive Summary

NEW MEXICO PUBLIC SCHOOLS INSURANCE AUTHORITY  
#205500  
Enable

Program Activity: Jul 2022 - Jun 2023  
Claims Incurred: May 2022 - Apr 2023  
Claims Paid: May 2022 - Jun 2023

## How are we doing?

### Supporting



PROGRAM  
INTERACTION  
**84.6%**  
Bmk 76.0%  
Prior 84.0%



INTERACTIONS  
PER HOUSEHOLD  
**10.8**  
Bmk 9.5  
Prior 12.0

### Engaging



CLINICALLY  
MANAGED  
**11.2%**  
Bmk 9.0%  
Prior 8.5%



PARTICIPANT  
ENGAGEMENT  
**55.4%**  
Bmk 47.3%  
Prior 27.4%

### Saving



PROGRAM  
VALUE  
**\$3.4M**  
PEPM \$25.10  
Bmk \$24.41  
Prior \$14.62

SAVINGS BREAKDOWN (PEPM)  
Inpatient UM: \$6.94  
Outpatient UM: \$2.98  
Medical Pharmacy: \$11.93  
Medical Program Participation: \$0.18  
BH (UM + BH Program Participation): \$3.07

BlueCross BlueShield  
of New Mexico

Healthcare Management Overview

## Enable Program Value

NEW MEXICO PUBLIC SCHOOLS INSURANCE AUTHORITY  
#205500  
Enable

Program Activity: Jul 2022 - Jun 2023  
Claims Incurred: May 2022 - Apr 2023  
Claims Paid: May 2022 - Jun 2023

YOU SAVED  
**\$3.4M**

CURRENT  
**\$25.10**

BENCHMARK  
**\$24.41**

PRIOR YR  
**\$14.62**

	PROGRAM VALUE	CURRENT	BMK	PRIOR
Inpatient UM		\$949.5K   \$6.94	\$5.99	\$2.92
Outpatient UM		\$407.8K   \$2.98	\$2.74	\$3.24
Medical Pharmacy		\$1.6M   \$11.93	\$11.48	\$5.00
Medical Program Participation		\$24.2K   \$0.18	\$0.42	\$0.00
BH (UM + BH Program Participation)		\$419.2K   \$3.07	\$3.78	\$3.47



## Flu Season Ahead



### Who should get a flu shot and when?

Everyone six months of age and older, with rare exception,\* should get a flu shot during every flu season. For best protection, get your flu shot during September and October. Call the Customer Service number on the back of your member ID card to check your benefits.

#### Who is at higher risk without a flu vaccination?

- Children younger than five years — especially those younger than two
- Adults aged 65 years and older
- Residents of nursing homes and other long-term care facilities
- Pregnant women
- People with chronic medical conditions such as diabetes, asthma or heart disease and stroke, or have a history of cancer
- Certain racial and ethnic minority groups
- People with disabilities
- People who have HIV/AIDS

#### How can you help prevent the flu from spreading?

- Get a flu shot every year
- Avoid close contact with people who are sick
- If you are sick, limit contact with others
- Wash your hands often
- Cover your nose and mouth when you cough or sneeze
- Clean and disinfect surfaces and objects that may be contaminated

Blue Cross and Blue Shield of New Mexico, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association



#### What are the symptoms of flu?

- Fever, however, not everyone will have a fever
- Cough
- Sore throat or runny or stuffy nose
- Headaches, or muscle or body aches
- Fatigue (tiredness)
- Vomiting and diarrhea, in some cases

#### What should I do if I think I have the flu?

- Take antiviral drugs, if a health care provider prescribes them.
- Stay home for at least 24 hours after your fever is gone, except to get medical care or other necessities.
- Call your health care provider or 24/7 Nurseline

#### Do I need to go to the emergency room (ER)?

Not usually. If you are not sure if you need to go to the ER, call our 24/7 Nurseline at (800) 973-6329 or your health care provider.

#### Did you know?

**2 weeks** — Time it takes after vaccination for an adult to develop disease-fighting antibodies against the flu.

**1 to 4 days** — Typical time it takes for symptoms to show up once you've caught the virus. Adults can be contagious from the day before symptoms begin through 5 to 10 days after the illness starts.

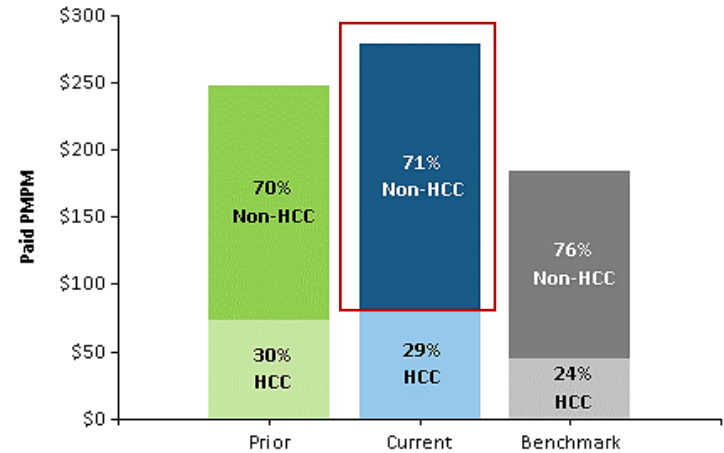
[webmd.com/cold-and-flu/flu-statistics](http://webmd.com/cold-and-flu/flu-statistics)

\* People with severe, life-threatening allergies to the flu vaccine or any of its ingredients should not get a flu shot. Source: Centers for Disease Control and Prevention. About Flu [cdc.gov/flu/about/index.html](http://cdc.gov/flu/about/index.html)

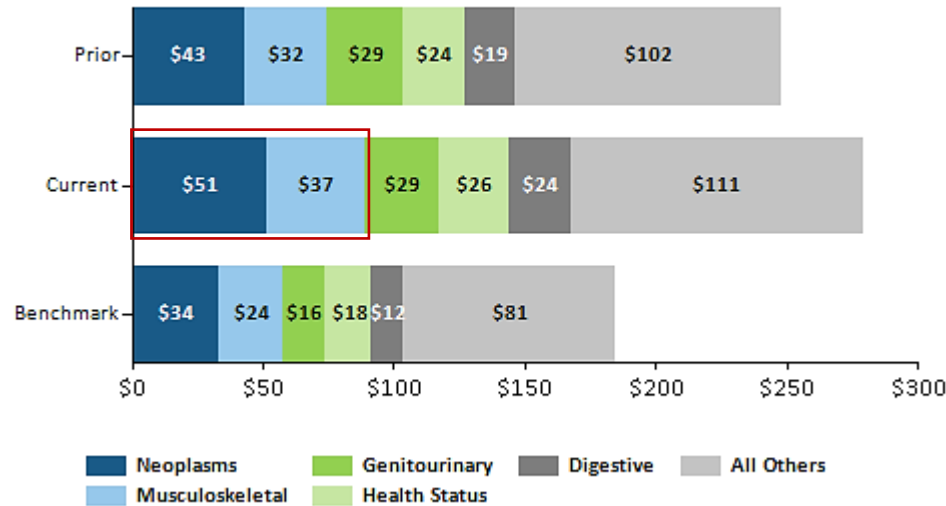
480554-0023

Reporting Period	Prior	Current	% Change	Benchmark	Benchmark Variance
Allowed	\$80,327,961	\$89,321,299	11.2%		
Allowed PMPM	\$276.34	\$310.31	12.3%	\$212.40	46.1%
Paid	\$72,008,439	\$80,301,086	11.5%		
Paid PEPM	\$537.64	\$594.97	10.7%	\$350.43	69.8%
<b>Paid PMPM</b>	<b>\$247.72</b>	<b>\$278.97</b>	<b>12.6%</b>	<b>\$184.37</b>	<b>51.3%</b>
Non-High Cost	\$174.21	\$198.19	13.8%	\$139.77	41.8%
High Cost	\$73.51	\$80.78	9.9%	\$44.59	81.1%
Visits	47,171	45,344	-3.9%		
Visits/1,000	1,947.3	1,890.3	-2.9%	1,827.6	3.4%
Paid/Visit	\$1,527	\$1,771	16.0%	\$1,211	46.3%

### OP Paid PMPM with HCC Impact



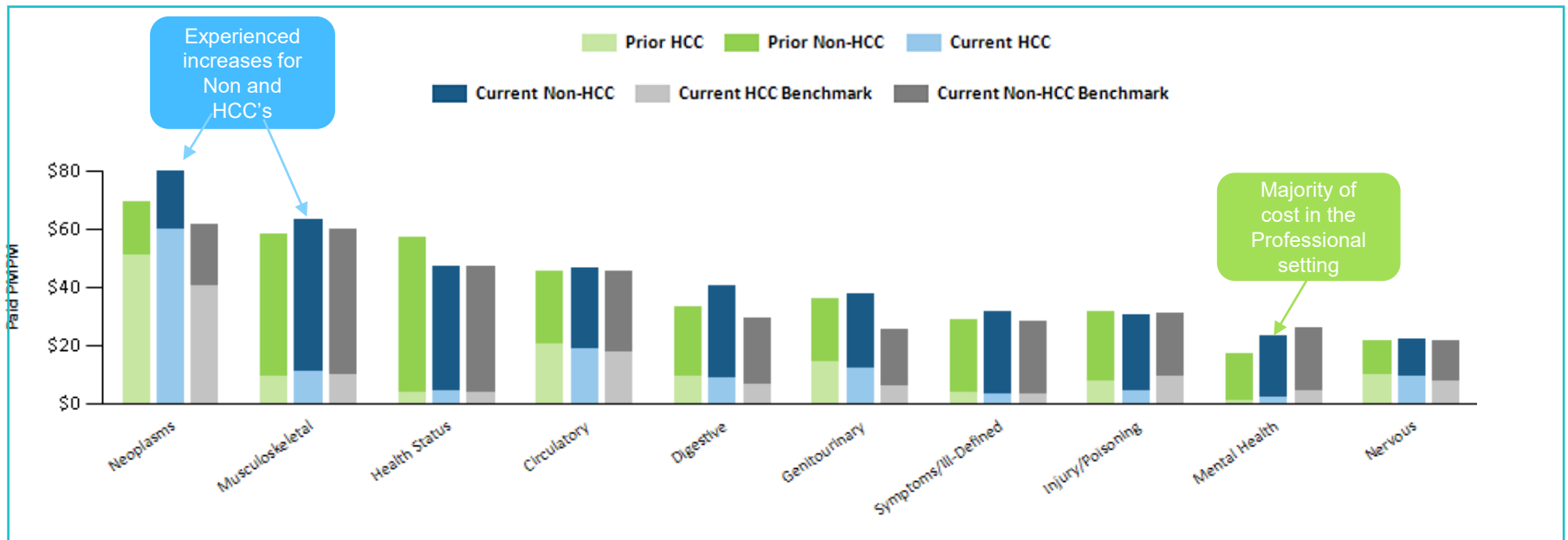
### OP Top Diagnostic Categories by Paid PMPM





Diagnostic Categories with Paid PMPM	Prior	Current	% Change	Benchmark	Benchmark Variance
Neoplasms <i>8 of Top 10 HCC's</i>	\$69.10	\$79.63	15.2%	\$61.38	29.7%
Musculoskeletal	\$58.42	\$63.42	8.6%	\$59.97	5.7%
Health Status	\$56.94	\$47.20	-17.1%	\$47.12	0.2%
Circulatory	\$45.44	\$46.64	2.6%	\$45.15	3.3%
Digestive	\$33.44	\$40.53	21.2%	\$29.45	37.6%
Genitourinary	\$35.92	\$37.82	5.3%	\$25.58	47.8%
Symptoms/Ill-Defined	\$28.52	\$31.74	11.3%	\$28.24	12.4%
Injury/Poisoning	\$31.72	\$30.61	-3.5%	\$30.95	-1.1%
Mental Health	\$17.40	\$23.10	32.7%	\$25.82	-10.6%
Nervous	\$21.34	\$22.21	4.1%	\$21.42	3.7%
All Others	\$112.57	\$99.88	-11.3%	\$96.93	3.0%
Total	\$510.82	\$522.77	2.3%	\$472.01	10.8%

*The Top 4 Most Costly Diagnostic Categories accounted for 45.3% of total medical costs in the current period*







## Healthcare Management Overview

### Medical Pharmacy

Specialty Review Unit (SRU) & Infusion Site of Care (iSOC)

NEW MEXICO PUBLIC SCHOOLS INSURANCE AUTHORITY  
#205500  
Enable

Program Activity: Jul 2022 - Jun 2023  
Claims Incurred: May 2022 - Apr 2023  
Claims Paid: May 2022 - Jun 2023



TOTAL MEDICAL PHARMACY SAVINGS

**\$1,631,565**  
\$11.93 PEPM

Bmk \$11.48  
Prior \$5.00

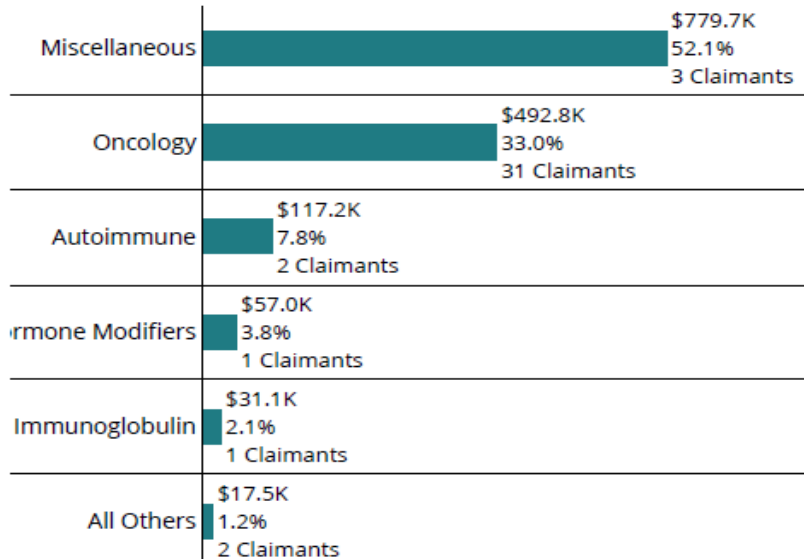


SPECIALTY REVIEW UNIT

**\$1.5M**  
\$10.94 PEPM

Bmk \$10.86  
Prior \$2.79

SRU medical necessity reviews ensure the right drug, dose, and frequency are being requested.

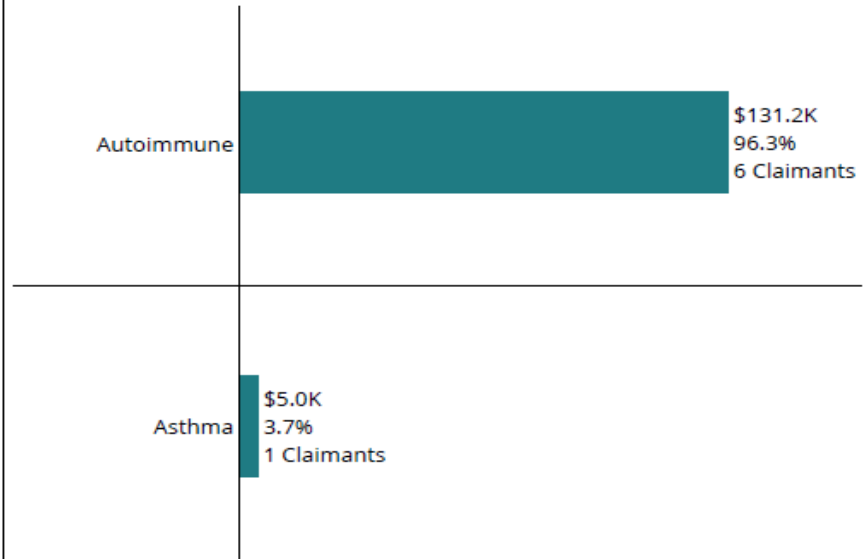


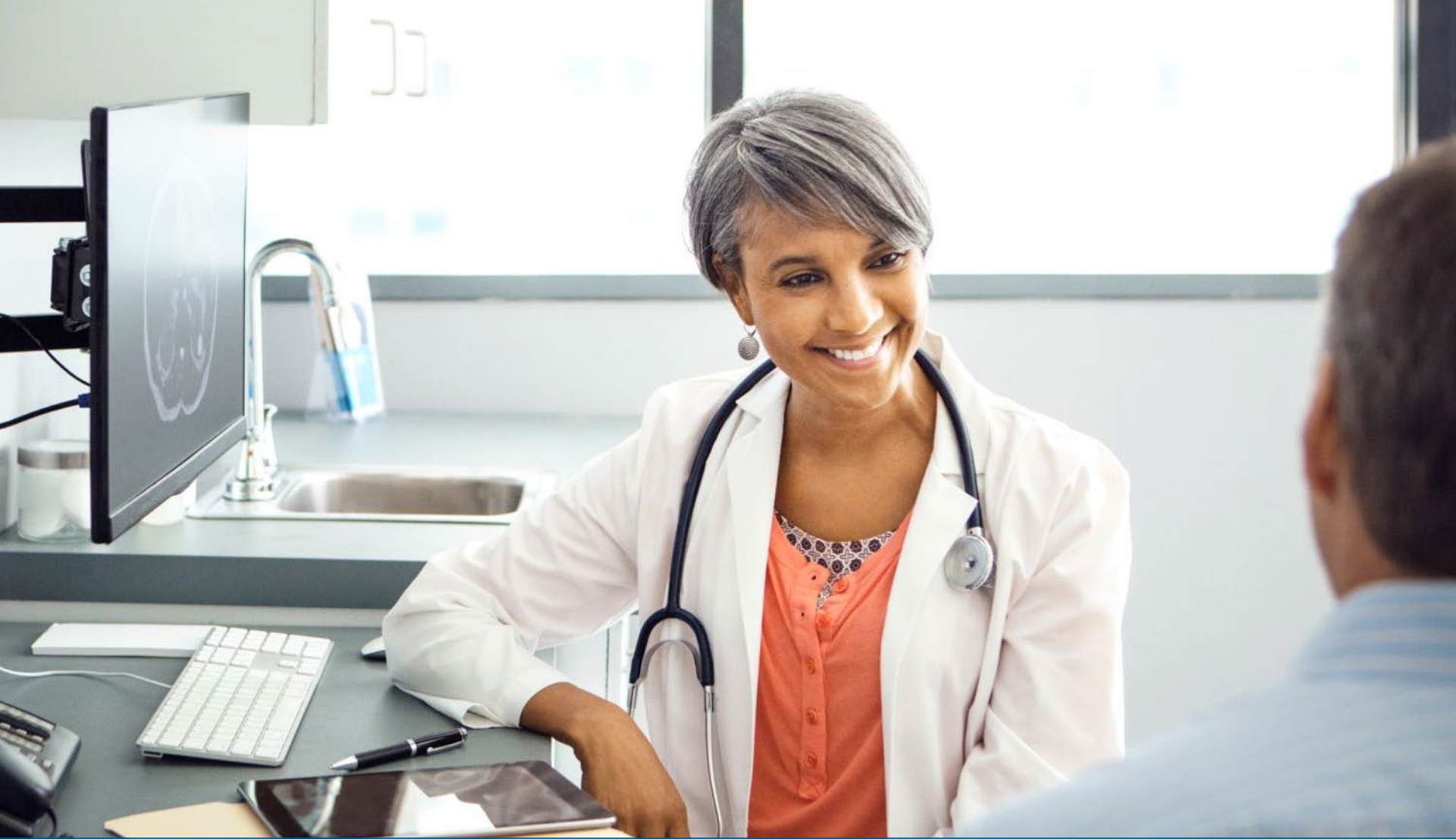
INFUSION SITE OF CARE

**\$136.2K**  
\$1.00 PEPM

Bmk \$0.62  
Prior \$2.21

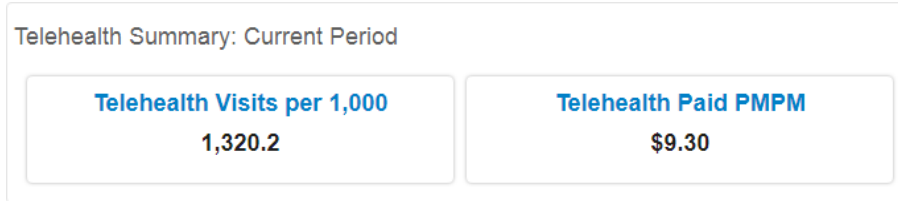
Site of Care referrals from SRU seek to transition eligible infusions to the most cost effective place of administration.



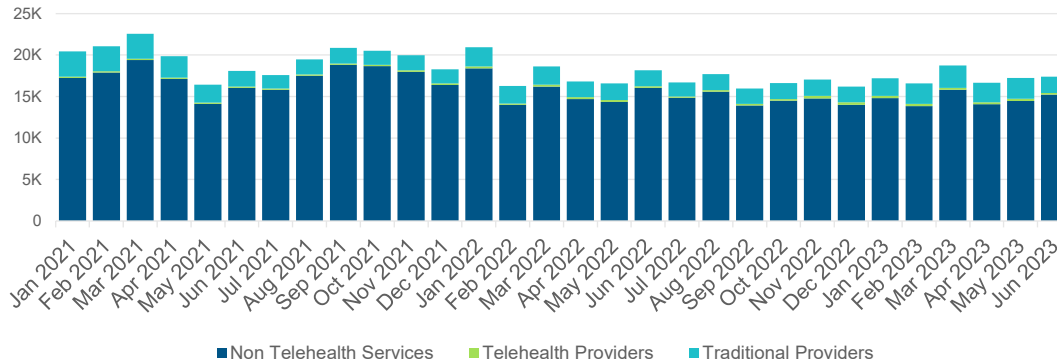


## Telehealth and Behavioral Health

## Telehealth Summary



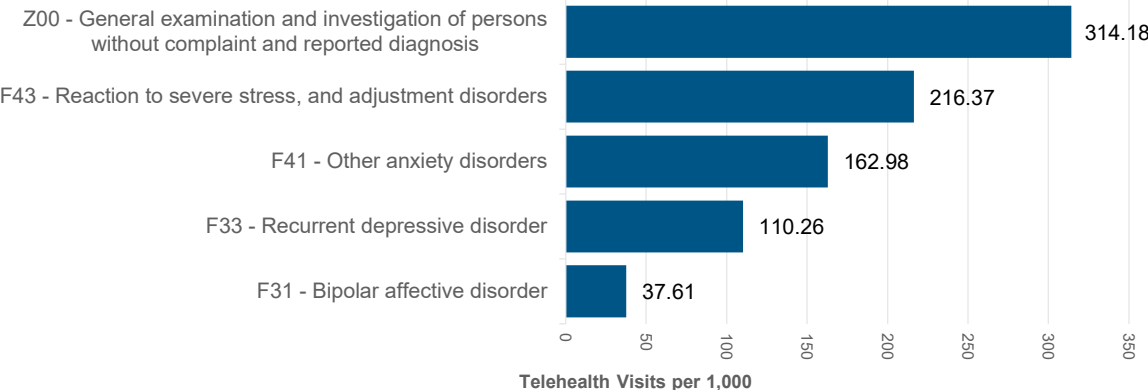
### Professional Utilization Overview : Telehealth vs. In-Office Visits



### % of Telehealth Visits: Behavioral Health vs. Medical

Month	BH	Medical	Total
Jan 2023	57%	43%	100%
Feb 2023	44%	56%	100%
Mar 2023	46%	54%	100%
Apr 2023	46%	54%	100%
May 2023	48%	52%	100%
Jun 2023	57%	43%	100%

### Telehealth Top Diagnoses: Current Period



<b>Telehealth Provider Type</b>	<ul style="list-style-type: none"> <li><b>Non-Telehealth Services</b> – All other non-telehealth services such as in-person office visits</li> </ul>
	<ul style="list-style-type: none"> <li><b>Telehealth Providers</b> – Vendors such as MDLive offering telehealth services</li> </ul>
	<ul style="list-style-type: none"> <li><b>Traditional Providers</b> – Traditional in-person providers now offering telehealth services</li> </ul>

## Behavioral Health Telehealth Summary: Current Period

**Telehealth Visits per 1,000**

**654.9**

**Telehealth Paid PMPM**

**\$6.07**

## Behavioral Health Telehealth Summary: Benchmark

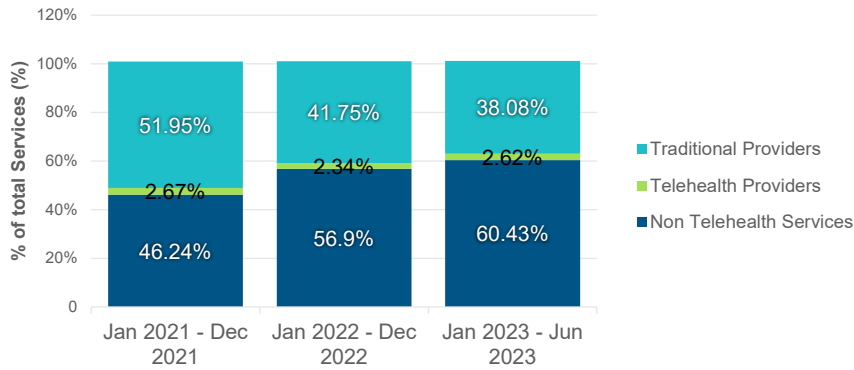
**Telehealth Visits per 1,000**

**766.1**

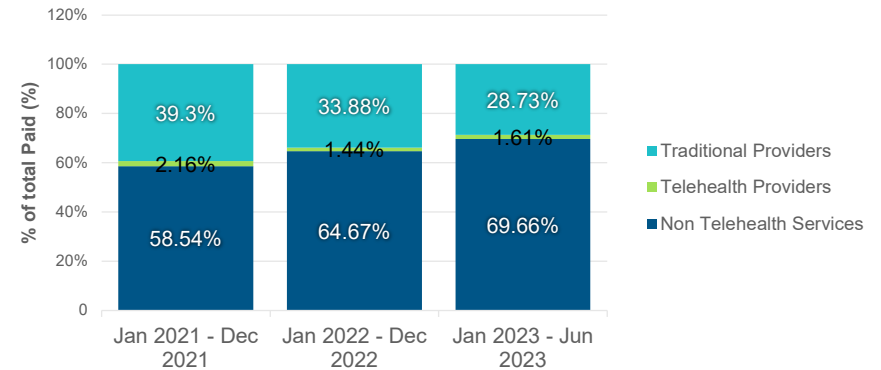
**Telehealth Paid PMPM**

**\$7.09**

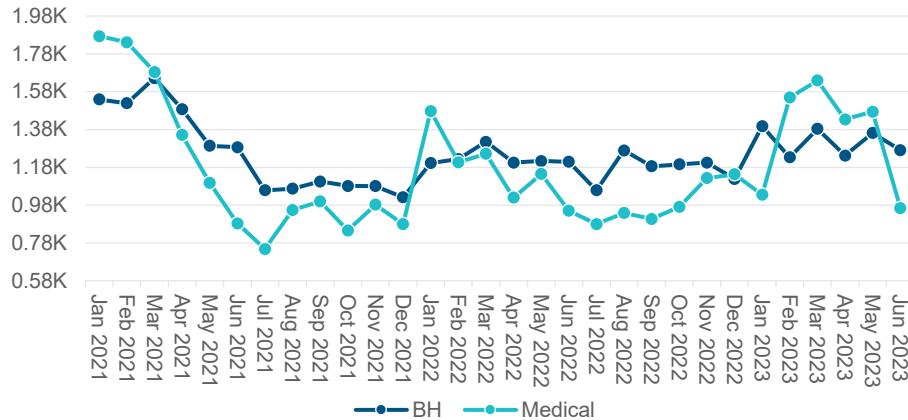
## Telehealth % of Overall BH Utilization



## Telehealth % of Overall BH Paid



## BH vs. Medical Telehealth Visits by Month



## BH Telehealth Level of Care: Current Period

BH Summary LOC	Visits per 1,000	Paid per Visit	In-Network Paid %
OP - Outpatient Professional	640.6	\$108.44	99.9%
IOP - Intensive Outpatient Program	9.1	\$238.05	100.0%
ABA - Applied Behavior Analysis	5.1	\$188.62	99.1%
PST - Psychological Testing	1.3	\$58.69	100.0%
PHP - Partial Hospitalization Program	0.2	\$810.29	100.0%

## Behavioral Health Summary

Mental Health: Current Period

Medical Paid PMPM  
**\$15.98**

Substance Use Disorder: Current Period

Medical Paid PMPM  
**\$2.30**

Behavioral Health: Current Period

Medical Paid PMPM  
**\$18.28**

MH Benchmark: Current Period

Medical Paid PMPM  
**\$18.91**

SUD Benchmark: Current Period

Medical Paid PMPM  
**\$2.53**

BH Benchmark: Current Period

Medical Paid PMPM  
**\$21.44**

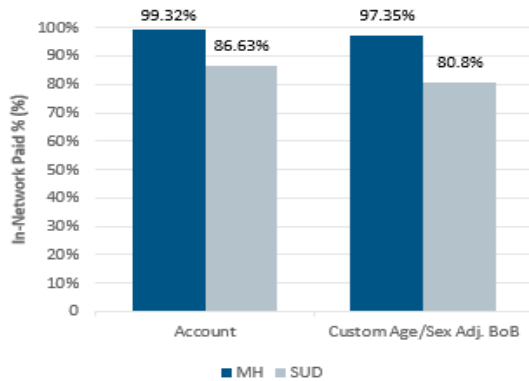
### Behavioral Health Paid PMPM Year over Year Trend

BH Managed Services Diagnosis Category	Jul 2021 - Jun 2022	Jul 2022 - Jun 2023	Jul 2022 - Jun 2023 % Var
MH	\$11.03	\$15.98	+44.88%
SUD	\$1.10	\$2.30	+109.72%
<b>Total: Selected Filter(s)</b>	<b>\$12.13</b>	<b>\$18.28</b>	<b>+50.74%</b>

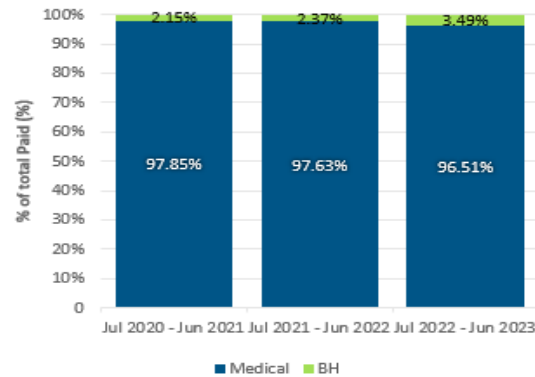
### Behavioral Health Comparison to the Benchmark

BH Managed Services Diagnosis Category	Custom Age/Sex Adj. % BoB Variance
MH	-4.42%
SUD	-2.02%
<b>Total: Selected Filter(s)</b>	<b>-4.13%</b>

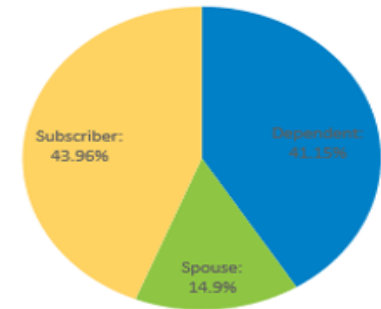
### BH In-Network % vs Bench: Current Period



### Behavioral Health % vs Total Paid

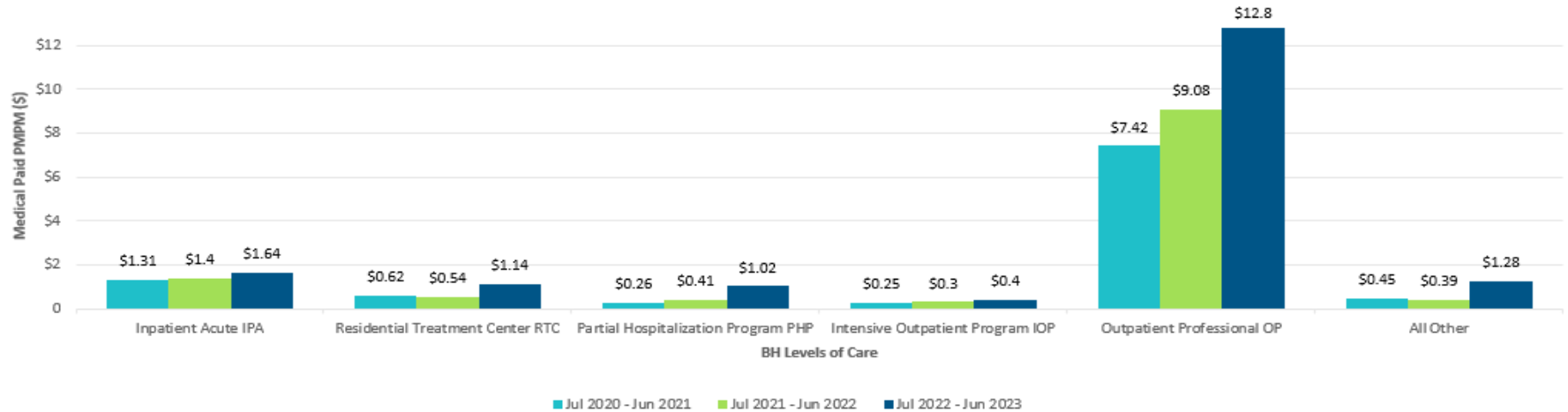


### BH % Paid by Relationship: Current Period

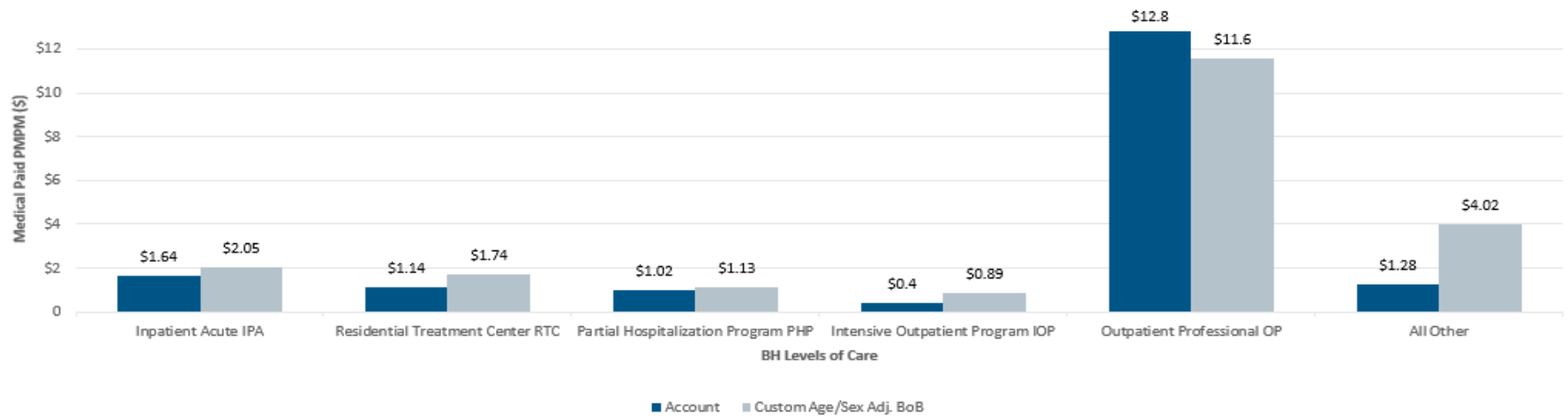


## BH LOC Details

### Behavioral Health Levels of Care Paid PMPM



### Behavioral Health Level of Care vs Benchmark Paid PMPM: Current Period



## BH HCC



HCC Rank	Age/Gender	Relationship	Currently Enrolled	Member State	Paid	IP Paid	OP Paid	Prof Paid	In-Network Paid	Diagnosis
1	Female 20-29	Dependent Child	Yes	NM	\$141,444	\$64,545	\$75,038	\$1,861	\$141,444	Eating disorder
2	Male 20-29	Dependent Child	Yes	NM	\$64,334	\$55,539	\$8,372	\$423	\$64,334	Opioid dependence
3	Female <1-19	Dependent Child	Yes	NM	\$52,299	\$38,667	\$8,846	\$4,786	\$52,299	Opioid dependence
4	Female <1-19	Dependent Child	Yes	NM	\$51,843	\$16,542	\$35,107	\$194	\$49,347	Depression
5	Female 30-39	Subscriber	No	NM	\$50,955	\$49,920	\$144	\$891	\$1,035	Alcohol dependence



## Healthcare Management Overview Digital Mental Health: Learn to Live (L2L)

Program Activity: Jul 2022 - Jun 2023  
Claims Incurred: May 2022 - Apr 2023  
Claims Paid: May 2022 - Jun 2023



UTILIZATION  
0.2%

UNIQUE MEMBERS  
57

TOTAL ELIGIBLE MEMBERSHIP  
25,060  
Eligible membership excludes members  
12 years old and younger

### PROGRAM ACTIVITY

TOTAL PROGRAMS 47	44.7%   21	42.6%   20	6.4%   3	4.3%   2	2.1%   1	0.0%   0	0.0%   0
	Stress, Anxiety & Worry	Depression	Social Anxiety	Resilience	Substance Use	Panic	Insomnia
In Progress	20	20	3	2	1	0	0
Program Complete	1	0	0	0	0	0	0

### MEMBER ENGAGEMENT



153 LOGINS



4

COACHING ENROLLMENTS



45

COACHING SESSIONS

Learn to Live, Inc. is an independent company that provides online behavioral health programs and tools for members with coverage through Blue Cross and Blue Shield of New Mexico. BCBSNM makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.





## Diagnostics and Medical Rx



## 202 HCCs

216 HCCs in Prior Period

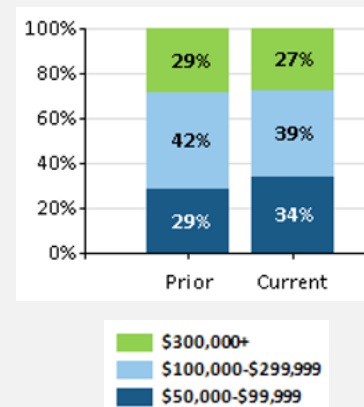


## \$45.2M Paid

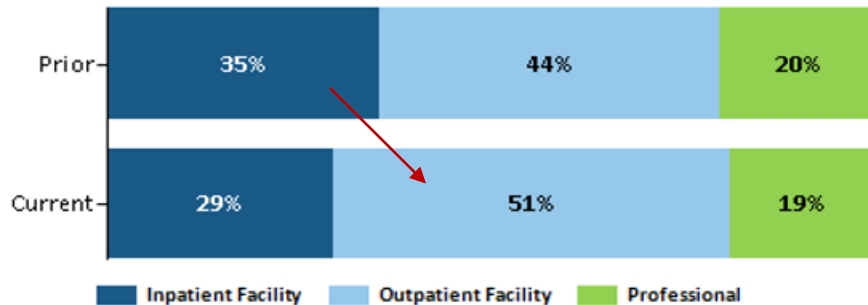
\$48.2M Paid in Prior Period

Top 5 HCC Diagnostic Categories	Prior				Current			
	Claimants	Paid	Paid/Claimant	Paid %	Claimants	Paid	Paid/Claimant	Paid %
Neoplasms	54	\$15,927,400	\$294,952	33.0%	68	\$19,744,798	\$290,365	43.7%
Circulatory	36	\$6,947,830	\$192,995	14.4%	34	\$6,024,301	\$177,185	13.3%
Genitourinary	17	\$4,449,383	\$261,728	9.2%	18	\$3,908,976	\$217,165	8.6%
Musculoskeletal	19	\$2,921,058	\$153,740	6.1%	22	\$3,077,250	\$139,875	6.8%
Nervous	14	\$2,933,240	\$209,517	6.1%	13	\$2,642,226	\$203,248	5.8%
All others	76	\$15,026,716	\$197,720	31.2%	47	\$9,802,862	\$208,572	21.7%
<b>Summary</b>	<b>216</b>	<b>\$48,205,627</b>	<b>\$223,174</b>	<b>100.0%</b>	<b>202</b>	<b>\$45,200,413</b>	<b>\$223,764</b>	<b>100.0%</b>

Paid Cost Distribution by Paid Band



HCC Paid Cost Distribution by Service Category



**53**  
Average Age  
48 Benchmark

**24.3%**  
Repeat HCCs  
26.5% Benchmark

## ACTUARIAL PROJECTION

### HCC 6-month \*estimate:

**\*Estimated Growth: 33% \*Estimated Plan Spend \$60.2M**

\*For incurred claims Jul 22 through Jun 23 with 2 months of runout.

Estimate is for medical only and through Dec 2023 with 2 months of runout. (29% Benchmark).

Rank	Leading Category	Age/Gender Band	Rel	IP	OP	Prof	Total Paid	Managed**	6mth *Est. Additional
1.	Congenital	F <1-19	Dep	\$1,113,659	\$178,230	\$63,810	<b>\$1,355,699</b>	Y	\$52,000
2.	Neoplasms	M 50-59	Sps	\$115,560	\$705,715	\$76,304	<b>\$897,579</b>	Y	\$389,000
3.	Neoplasms	M 65+	Sub	\$219,163	\$535,569	\$117,708	<b>\$872,440</b>	Y	\$202,000
4.	Perinatal	F <1-19	Dep	\$554,107	\$0	\$246,106	<b>\$800,213</b>	Y	<i>Termed</i>
5.	Neoplasms	F 50-59	Sub	\$0	\$52,408	\$731,596	<b>\$784,004</b>	Y	\$122,000
6.	Neoplasms	F 40-49	Sps	\$0	\$768,050	\$7,356	<b>\$775,406</b>	Y	\$396,000
7.	Neoplasms	F 60-64	Sub	\$0	\$698,965	\$1,518	<b>\$700,483</b>	Y	<i>Termed</i>
8.	Neoplasms	F 40-49	Sub	\$0	\$622,754	\$18,052	<b>\$640,806</b>	Y	\$234,000
9.	Neoplasms	F <1-19	Dep	\$545,155	\$41,444	\$46,017	<b>\$632,616</b>	Y	\$53,000
10.	Neoplasms	F 40-49	Sub	\$0	\$215,471	\$323,493	<b>\$538,964</b>	Y	\$360,000

\*\*For Top 10 High Cost Claimant List: "managed" refers to if member (or provider) was involved or managed by a health advisor and/or received UM activities

## Med Rx Summary

The below reports provide cost and utilization data for drugs under the medical plan (Medical Rx). Custom benchmarks (BMK) are provided where indicated.

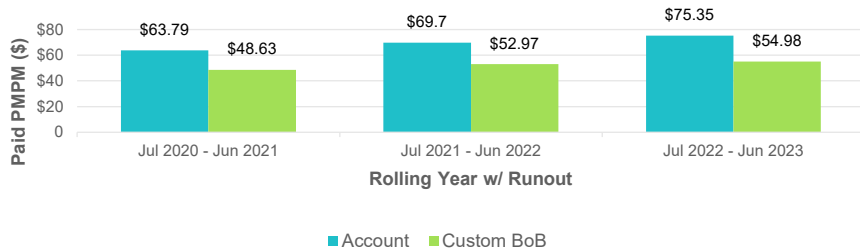
### Medical Rx Key Indicators

Metrics	Jul 2020 - Jun 2021	Jul 2021 - Jun 2022	Jul 2021 - Jun 2022 % Var	Jul 2022 - Jun 2023	Jul 2022 - Jun 2023 % Var
Medical Claimants per 1000	393.8	418.3	▲ +6.21%	418.8	▲ +0.13%
Services per 1000	761.3	848.7	▲ +11.47%	864.7	▲ +1.89%
Medical Allowed PMPM	\$66.98	\$73.33	▲ +9.48%	\$78.68	▲ +7.29%
Medical Pharmacy Paid PMPM	\$63.79	\$69.70	▲ +9.25%	\$75.35	▲ +8.11%

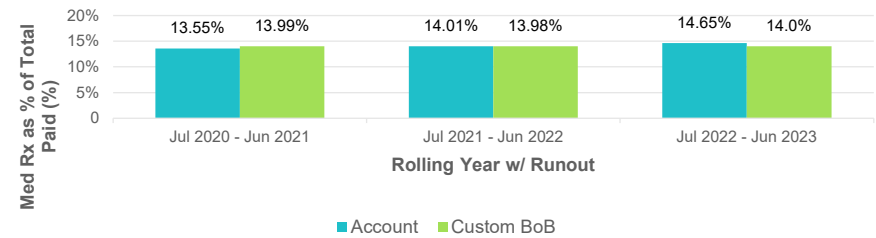
### Medical Rx BMK Variances

Metrics	Custom BoB % Variance
Medical Claimants per 1000	-13.62%
Services per 1000	-15.97%
Medical Allowed PMPM	21.46%
Medical Pharmacy Paid PMPM	21.24%

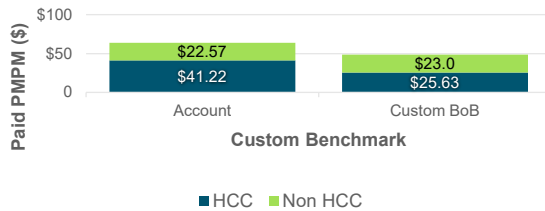
Medical Rx Paid PMPM vs. BMK



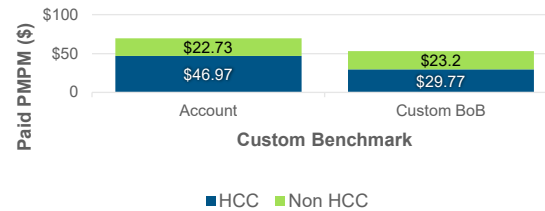
Medical Rx as % of Total Paid



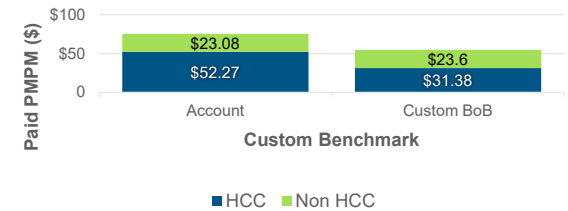
\$100k HCC Indicators - Prior 2



\$100k HCC Indicators - Prior

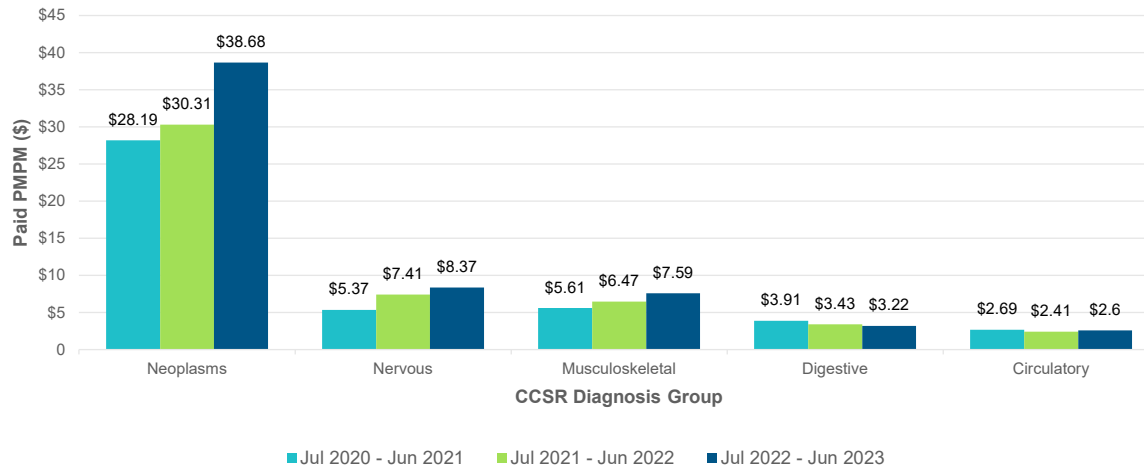


\$100k HCC Indicators - Current

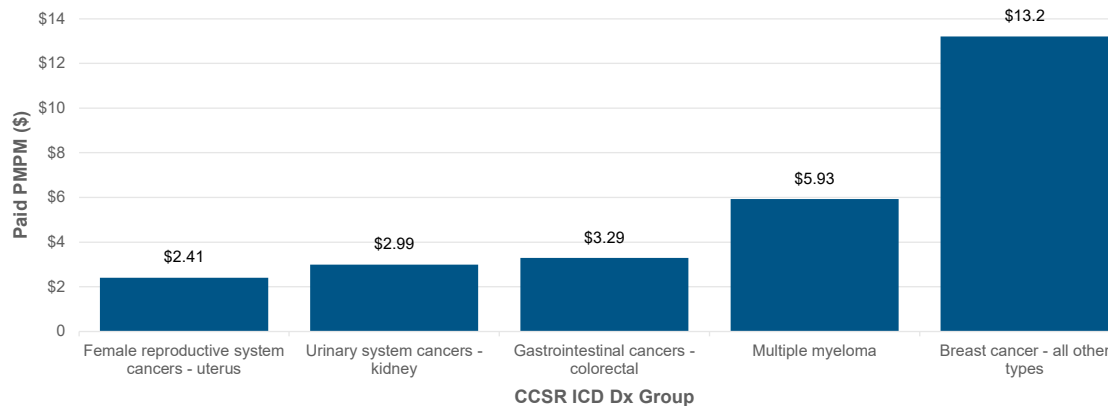


Three bar graphs provide breakouts of the Paid PMPM for drugs under the medical plan (Medical Rx) by the top five diagnostic categories, top ten procedure codes (drugs) and the top 5 diagnosis groups for Neoplasms Medical Rx claims in the current period.

Medical Rx - Top-5 Diagnostic Categories from the Current Period

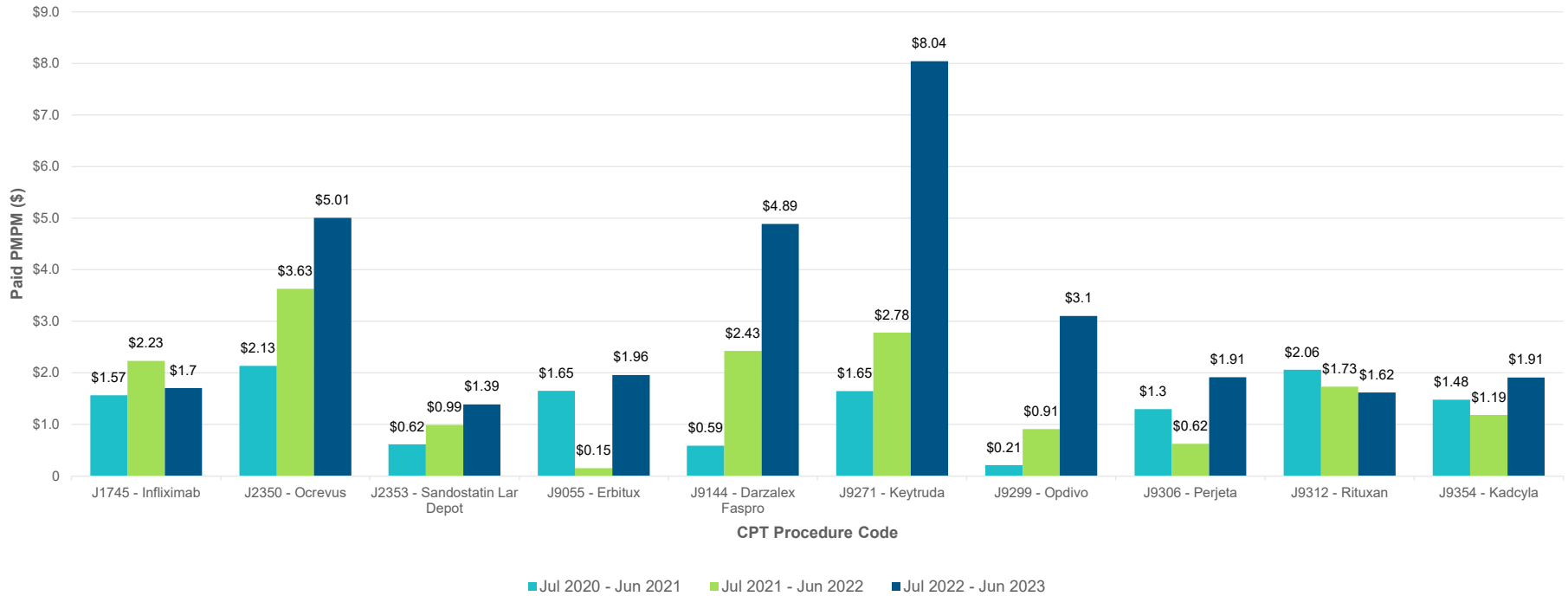


Neoplasms Medical Rx - Top 5 Diagnosis Groups - Current

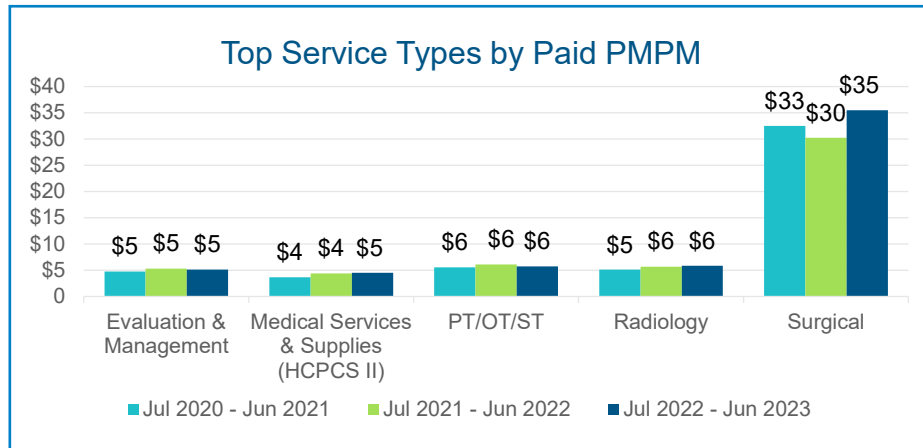
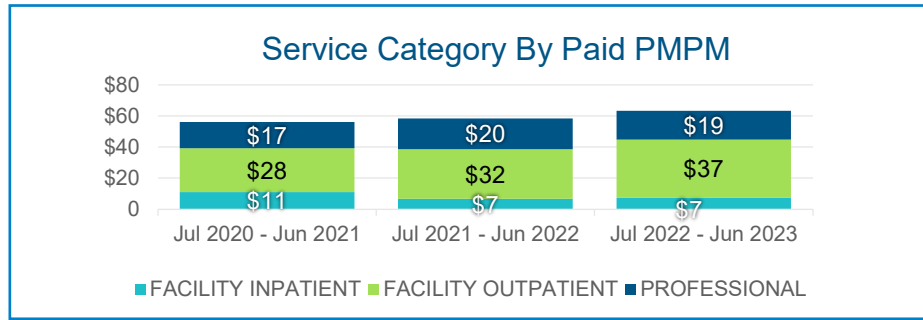


## Med Rx Breakouts

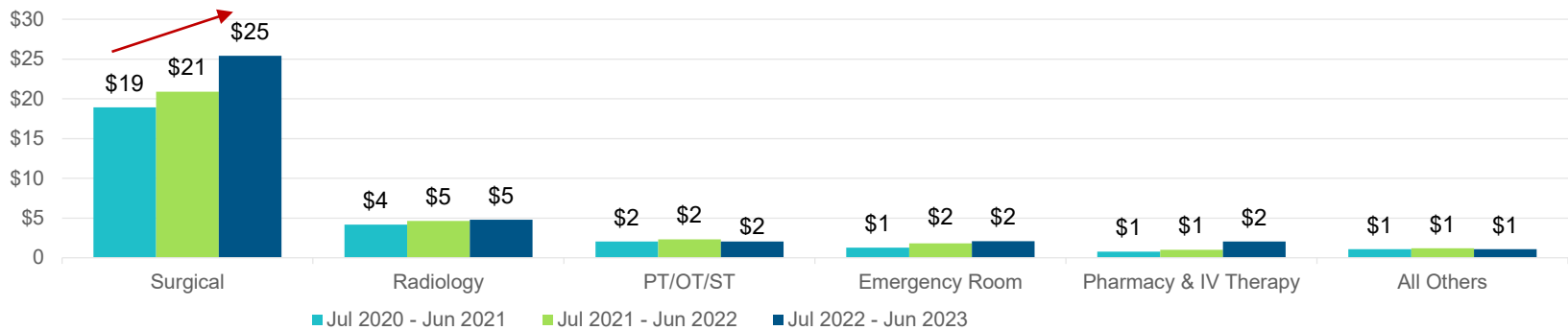
Medical Rx - Top-10 Drugs from the Current Period



Reporting Period	Prior	Current	% Change	Benchmark	Variance
<b>Inpatient</b>					
Paid PMPM	\$6.66	\$7.41	11.3%	\$9.53	-22.2%
Admissions/1,000	1.7	2.0	15.8%	2.3	-16.6%
Paid/Day	\$13,000	\$15,809	21.6%	\$11,787	34.1%
Paid/Admission	\$47,245	\$45,408	-3.9%	\$48,663	-6.7%
<b>Outpatient</b>					
Paid PMPM	\$31.88	\$37.48	17.5%	\$24.00	56.2%
Visits/1,000	207.4	199.3	-3.9%	214.6	-7.1%
Paid/Visit	\$1,844	\$2,257	22.3%	\$1,342	68.2%
<b>Professional</b>					
Paid PMPM	\$19.88	\$18.53	-6.8%	\$26.45	-29.9%
Services/1,000	3,323.9	3,267.2	-1.7%	4,729.5	-30.9%
Paid/Service	\$72	\$68	-5.2%	\$67	1.4%
<b>Total Medical</b>					
Paid PMPM	\$58.42	\$63.42	8.6%	\$59.97	5.7%
Non High Cost	\$49.12	\$52.62	7.1%	\$49.85	5.6%
High Cost	\$9.30	\$10.80	16.1%	\$10.13	6.7%
% of Total Paid	11.4%	12.1%		12.0%	



## Top OP MSK Service Types by Paid PMPM





BlueCross BlueShield of New Mexico

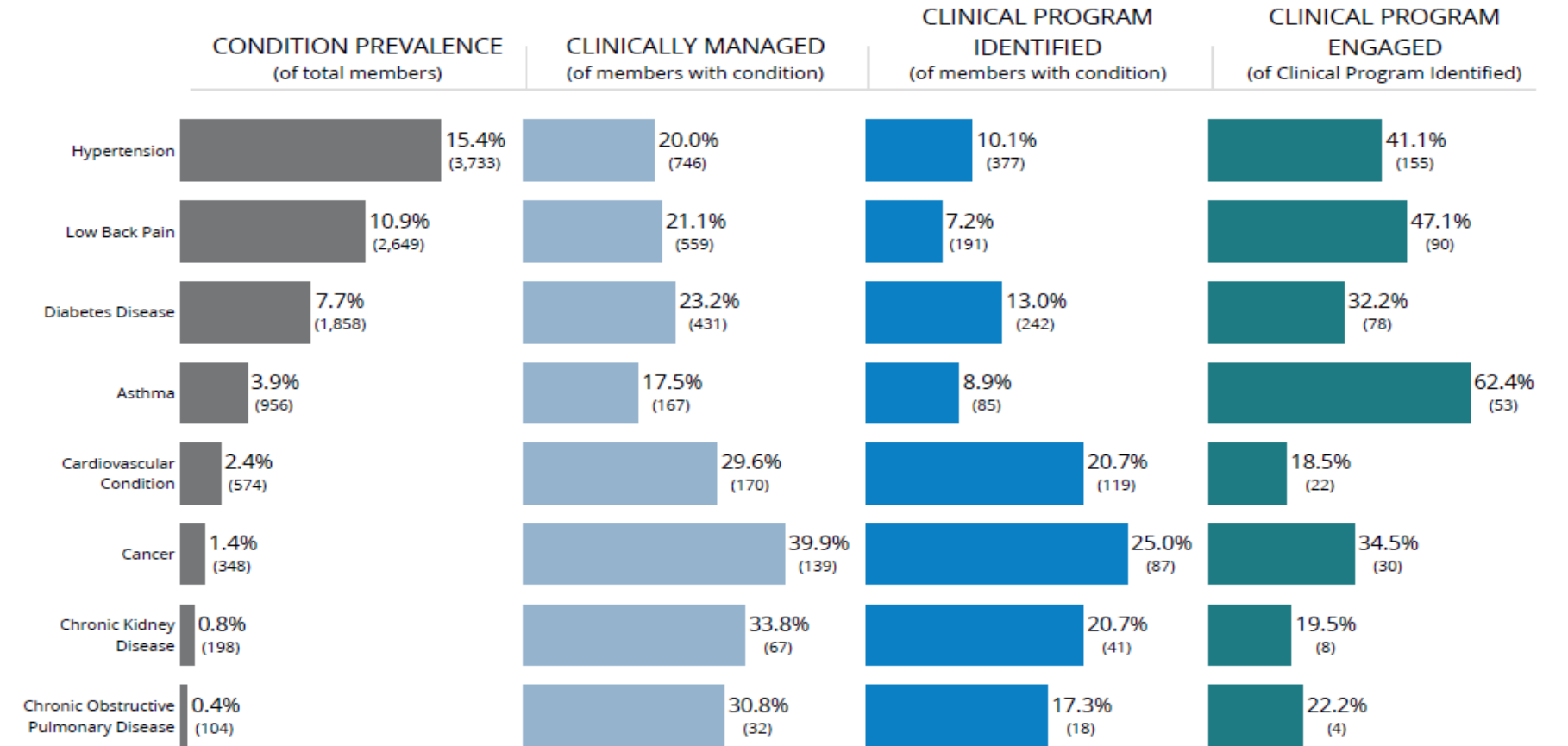
Healthcare Management Overview

**Focus: Condition Analysis**

NEW MEXICO PUBLIC SCHOOLS INSURANCE AUTHORITY  
#205500  
Enable

Program Activity: Jul 2022 - Jun 2023  
Claims Incurred: May 2022 - Apr 2023  
Claims Paid: May 2022 - Jun 2023

<p><b>MEMBERS WITH CONDITIONS</b></p> <p><b>31.5%</b> Bmk 27.7%</p> <p>(7,639 / 24,225)</p>	<p><b>CLINICALLY MANAGED</b></p> <p><b>19.5%</b> Bmk 17.4%</p> <p>(1,488 / 7,639)</p>	<p><b>ATTRIBUTED SAVINGS</b></p> <p><b>\$1,871,863</b></p> <p>of the total \$3,432,182 saved</p>
---	---	--





## Remote End-to-End Musculoskeletal Care

From preventing an injury to addressing acute or chronic pain to providing rehabilitation support after surgery, Hinge Health can help by pairing a complete clinical care team with advanced technology to deliver an all-in-one solution.

Proven to reduce participant pain by 69% and depression and anxiety by 58%\*

- **Dedicated physical therapist** for 1:1 video visits
- **Dedicated health coach** trained in motivation and behavioral support
- **Customized exercise therapy** with wearable sensors for real-time feedback
- **Wearable pain management technology** for immediate pain relief
- **Education** on lifestyle, condition and pain management
- **Expert Medical Opinion** with in-house orthopedic surgeons
- **Annual (365-day) access** after enrolling in a program



\*Bailey, J., et al. (2020) Digital Care for Chronic Musculoskeletal Pain: 10,000 Participant Longitudinal Cohort Study. JMIR.

Hinge Health is an independent company that has contracted with Blue Cross and Blue Shield of New Mexico to provide an online musculoskeletal program for members with coverage through BCBSNM. BCBSNM makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

BlueCross BlueShield  
of New Mexico

Healthcare Management Overview

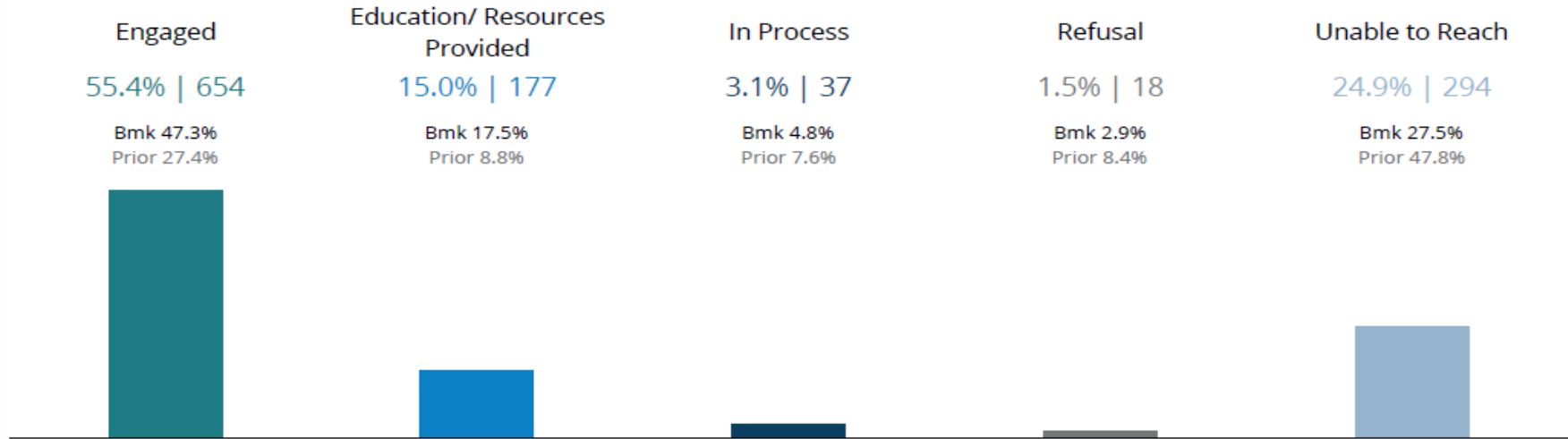
## Clinical Program Participation Engagement

NEW MEXICO PUBLIC SCHOOLS INSURANCE  
AUTHORITY  
#205500  
Enable

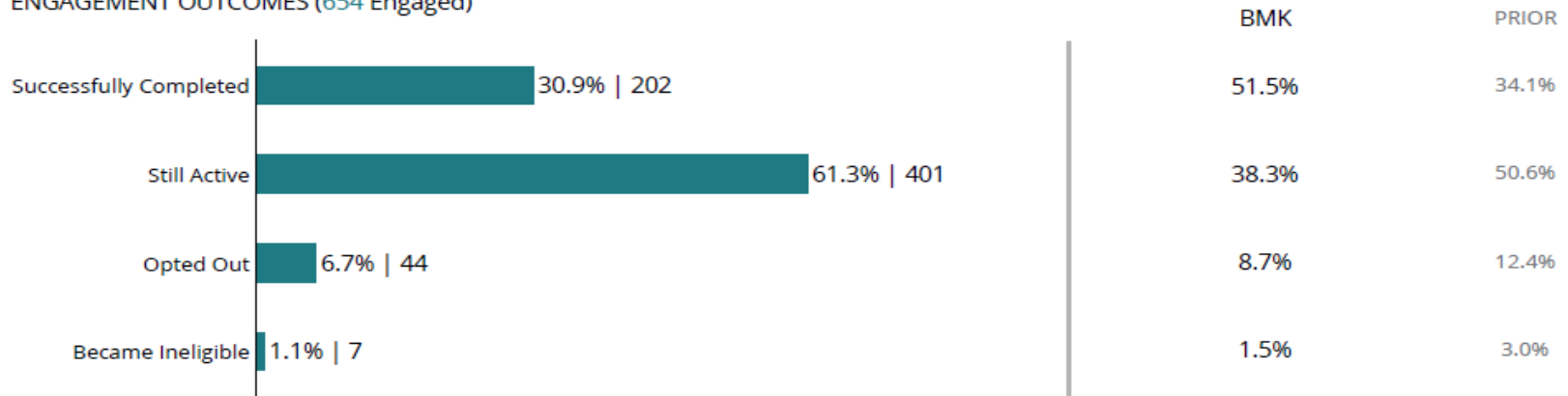
Program Activity: Jul 2022 - Jun 2023  
Claims Incurred: May 2022 - Apr 2023  
Claims Paid: May 2022 - Jun 2023

### OUTREACH STATUS (1,260 Identified | 1,180 Targeted)

NOTE: Includes members who are being managed by a clinician, members who were identified & are unable to be reached but are being managed/monitored via their provider, and participation in telephonic or live coaching activities via our wellness program vendors.



### ENGAGEMENT OUTCOMES (654 Engaged)

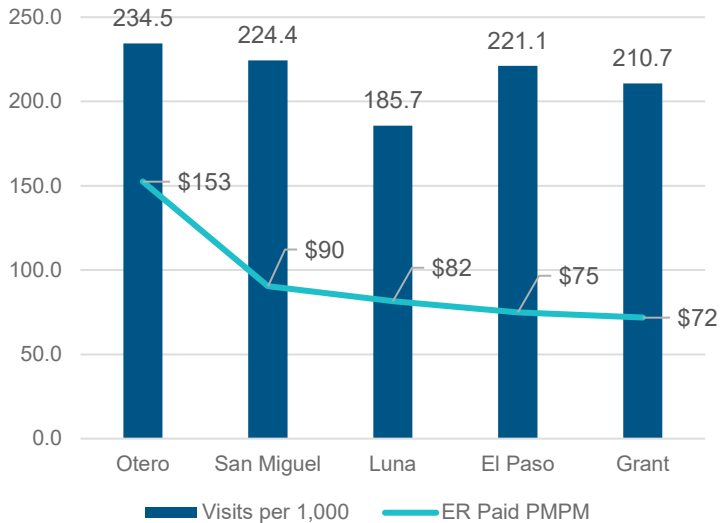


NOTE: 70 average days in program compared to the benchmark of 42 and prior of 54

	Prior	Current	% Change	Benchmark	Benchmark Variance
ER Allowed	\$15,272,032	\$17,310,645	13.3%		
ER Paid	\$12,852,806	\$15,184,481	18.1%		
ER Allowed PMPM	\$52.54	\$60.14	14.5%	\$45.89	31.1%
<b>ER Paid PMPM</b>	<b>\$44.22</b>	<b>\$52.75</b>	<b>19.3%</b>	<b>\$35.50</b>	<b>48.6%</b>
ER Visits	4,560	4,812	5.5%		
ER Visits/1,000	188.2	200.6	6.6%	259.5	-22.7%
ER Allowed/Visit	\$3,349	\$3,597	7.4%	\$2,122	69.5%
ER Paid/Visit	\$2,819	\$3,156	12.0%	\$1,642	92.2%
Claimants with 3+ Visits	6.6%	8.2%		10.2%	
<b>Total ER Allowed/Visit*</b>	<b>\$3,753</b>	<b>\$3,999</b>	<b>6.5%</b>	<b>\$2,431</b>	<b>64.5%</b>
<b>Total ER Paid/Visit*</b>	<b>\$3,088</b>	<b>\$3,362</b>	<b>8.9%</b>	<b>\$1,853</b>	<b>81.4%</b>

\*Includes physician charges

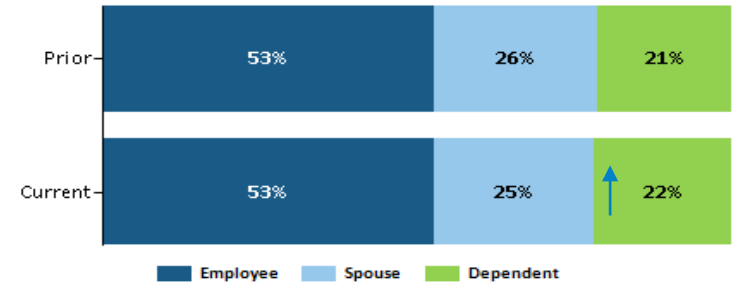
## ER Cost and Utilization by Member County



## ER Visits/1,000 by Relationship

	Prior	Current	% Change
Employee	201.9	208.2	3.2%
Spouse	191.8	202.4	5.5%
Dependent	166.1	187.9	13.1%

## ER Paid % by Relationship



## ER Freq Flyers with 10+ Visits

#	Visits	Rel	Gender	Age	State	Currently Enrolled	Primary CCSR Dx	ER Paid
1	15	SUB	Female	61	NM	No	Genitourinary	\$59,594
2	15	SPS	Male	58	NM	Yes	Digestive	\$5,487
3	13	DEP	Female	23	NM	No	Pregnancy	\$42,281
4	12	SPS	Male	48	NM	Yes	Symptoms/Signs	\$96,440
5	12	SPS	Male	54	NM	Yes	Neoplasms	\$44,961
6	11	SUB	Male	58	NM	Yes	Digestive	\$37,938
7	10	SUB	Male	74	NM	Yes	Endocrine	\$26,297
8	10	SUB	Male	59	TX	Yes	Symptoms/Signs	\$103,798
9	10	SUB	Female	52	TX	Yes	Symptoms/Signs	\$54,427
10	10	DEP	Female	22	TX	No	Pregnancy	\$32,500



## Healthcare Management Overview 24/7 Nurseline

NEW MEXICO PUBLIC SCHOOLS INSURANCE AUTHORITY  
#205500  
Enable

Program Activity: Jul 2022 - Jun 2023  
Claims Incurred: May 2022 - Apr 2023  
Claims Paid: May 2022 - Jun 2023



### ESTIMATED NET SAVINGS

**\$14,736**

\$0.11 PEPM  
Bmk \$0.07 PEPM  
Prior \$0.00 PEPM

ESTIMATED SAVINGS  
**\$26,850**

ESTIMATED COST  
**\$12,114**



### Utilization

**0.6%**

Bmk 1.0%  
Prior 0.5%



### Total Calls

**174**

Unique Callers  
**145**



### Triaged Calls

**167**

Percent Triaged  
**96.0%**  
Bmk 88.3%  
Prior 91.9%

	Redirected to Higher	Confirmed Appropriate	Redirected to Lower
Emergency Room	0	1	16
Urgent Care	0	3	24
Telehealth/ Office Visit	5	30	4
Self Care	17	67	0
<b>TOTAL</b>	<b>22</b>	<b>101</b>	<b>44</b>

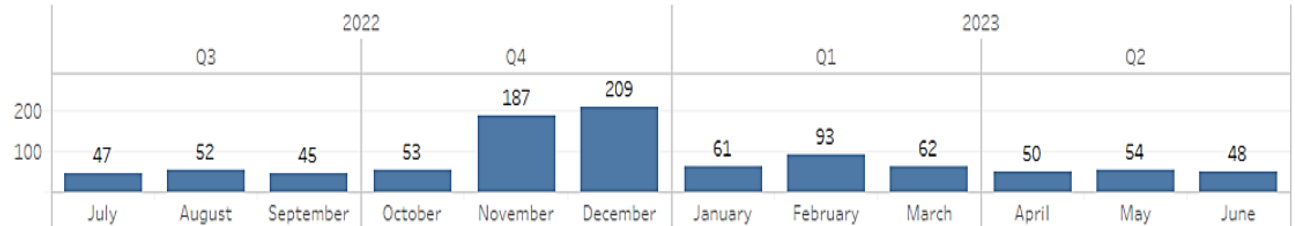


**88.6%**

(80.6% - benchmark)

Overall Members Satisfaction Rate

Registrations by Month



**1,635** Visits

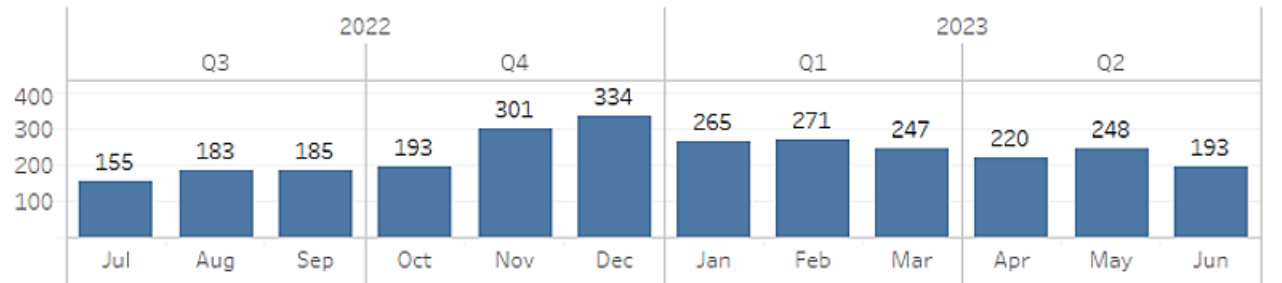
**2,795** Prescriptions

**68.9%**

(76.0% - benchmark)

Medical Virtual Visits

Virtual Visits by Month



Survey: Where would you have gone?

**\$179,489**

(\$1.33 PEPM)

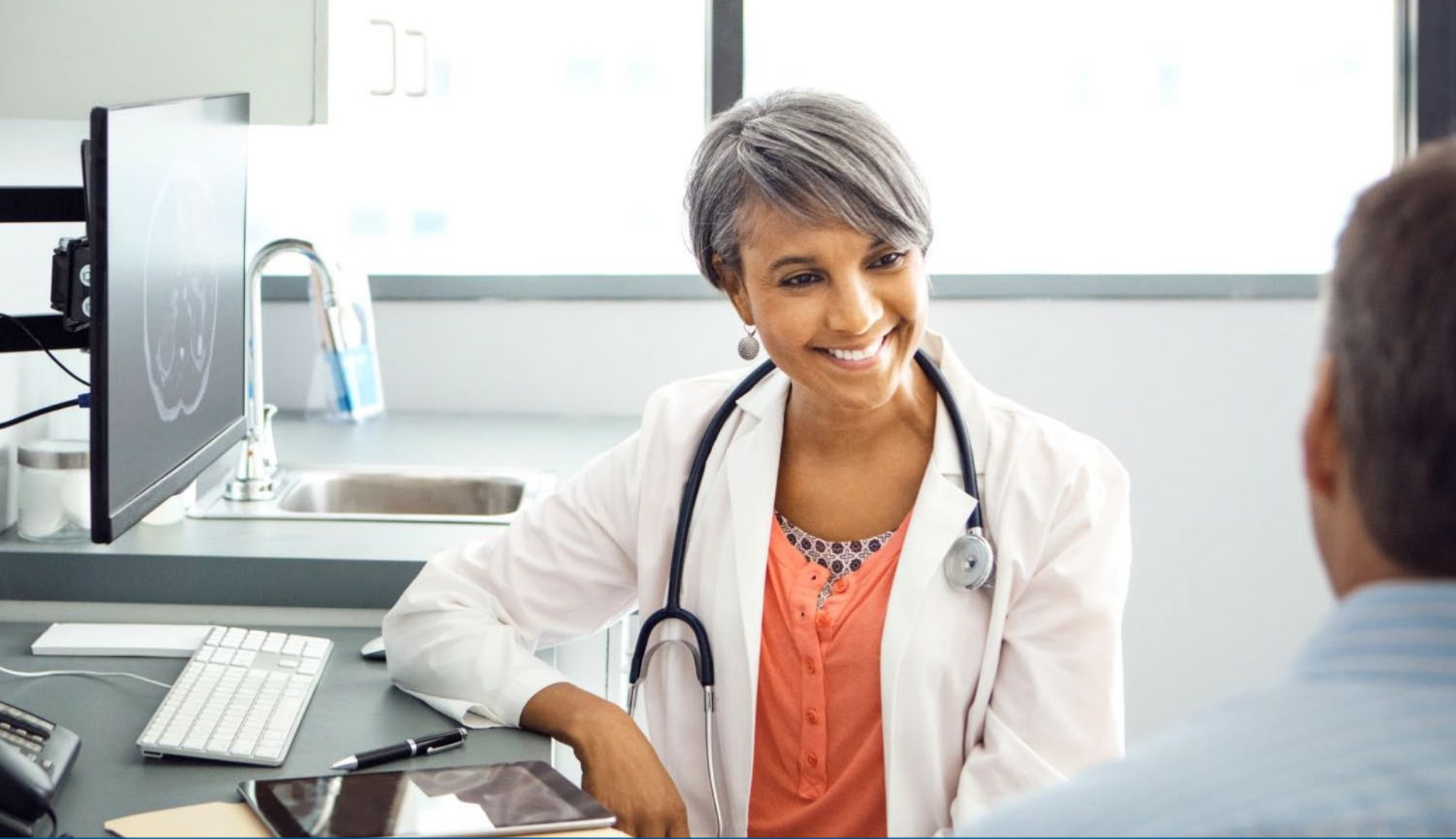
Estimated cost avoidance from redirection of care to MDLIVE from higher levels of care



Virtual Visits – Top 10 Diagnoses

Diagnosis Description	Diagnoses	Diagnosis %
Acute sinusitis, unspecified	291	9.8%
Generalized anxiety disorder	240	8.1%
Acute upper respiratory infection, unspecified	193	6.5%
Urinary tract infection, site not specified	124	4.2%
Acute pharyngitis, unspecified	110	3.7%
Adjustment disorder with mixed anxiety and depressed mood	107	3.6%
Adjustment disorder with depressed mood	92	3.1%
Adjustment disorder with anxiety	85	2.9%
COVID-19	66	2.2%
Influenza due to unidentified influenza virus with other respiratory ..	62	2.1%





Wellness

July 2021 - June 2022

54  
Participants

Health  
Education  
Webinars (4)



321  
Participants

Walker Tracker  
Challenges (2)



415  
Participants

Trainings (6)



157  
Participants

Open  
Enrollment



July 2022 - June 2023

294  
Participants

Health  
Education  
Webinars (31)



454  
Participants

Walker Tracker  
Challenges (4)



169  
Participants

Trainings (4)



80  
Participants

Benefit/Health  
Fairs



## Communication and Collaboration

- *BCBSNM Event Links in Employee Newsletter 2022*
- *Carrier Event Calendar for Employee Website 2022*
- *Updated Wellness Ambassador Toolkit 2022*
- *6 Wellness Ambassador Grants Wellness Space 2022*
- *Suite of Wellness Service Offerings 2023*
- *Monthly Benefits Specialist Newsletter – Why Wellness 2023*
- *Benefits Specialist Wellness Interest Survey 2023*
- *CSAT/NPS Health Education Webinar Scores **86.6%/83** Jan 1-June 30, 2023*

## Wellness Coming Soon/Opportunities 2023/2024

- *Employee Wellness Interest Survey*
- *Blue Pulse Survey*
- *Ambassador Grant*
- *FitKits*
- *Wellness Resource – one stop shop flier*

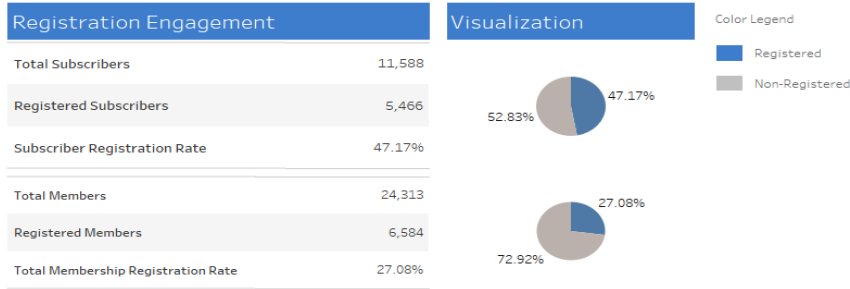


## BAM Utilization Report

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Lob  
GRI

rel\_cd  
All

\*\*\*\*\*The top section is a current snapshot of registration engagement\*\*\*\*\*

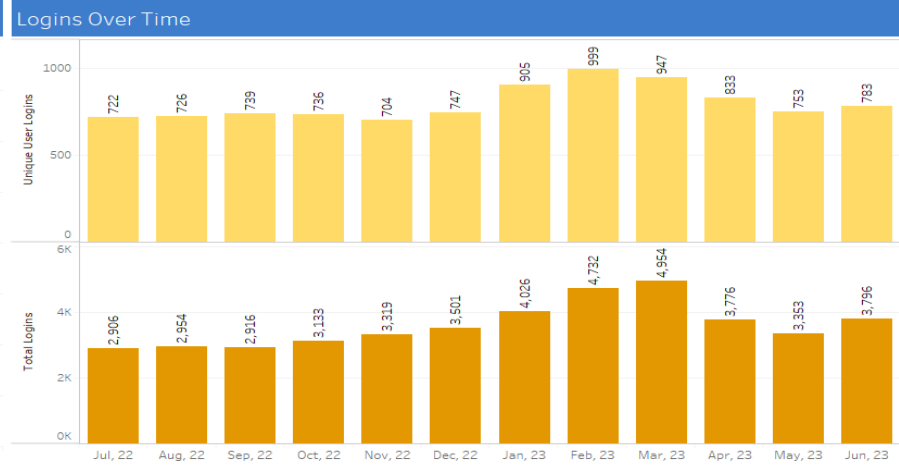
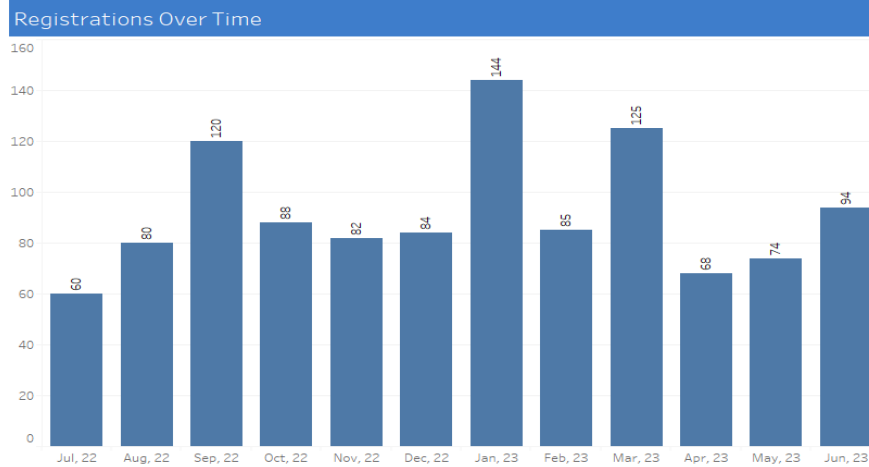


Registration Benchmarks				
	GROUP	RETAIL	GOVT	Grand Total
Total Subscribers	7,918,880	904,467	2,114,606	10,937,953
Registered Subscribers	3,883,730	488,938	417,810	4,790,478
Subscriber Registration Rate	49.04%	54.06%	19.76%	43.80%
Total Members	15,307,036	1,280,545	2,114,606	18,702,187
Registered Members	4,474,504	525,554	417,810	5,417,868
Total Membership Registration Rate	29.23%	41.04%	19.76%	28.97%

\*\*\*\*\*The section below can be filtered down by date\*\*\*\*\*

Registration Date  
Multiple values

Login Date  
Multiple values



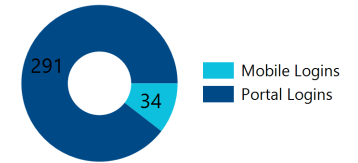
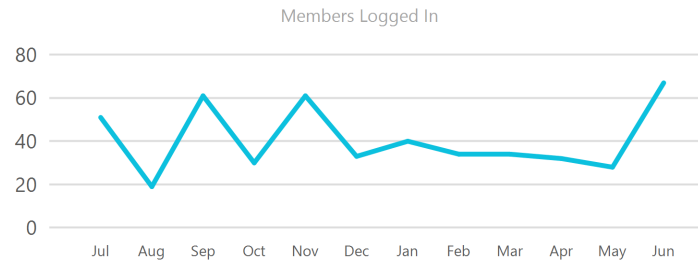
# Blue Access for Members (BAM) Utilization Report Cont.

Reporting Period: 07/01/2022 - 06/30/2023

Participation Metrics	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Period Total
Members Logged In	51	19	61	30	61	33	40	34	34	32	28	67	293
HA Participants	17	5	23	9	17	6	11	11	5	5	5	23	126
Tracker Participants	7	5	11	10	9	8	7	10	10	9	5	12	42
Self-Management Program Participants	6	2	9	6	3	4	5	7	4	5	2	7	40
Challenge Participants	0	0	3	2	0	0	1	3	1	3	1	1	13
Coaching Participants	0	0	0	0	0	0	0	0	0	0	0	0	0
Members Syncing a Device	47	48	55	55	60	63	62	60	62	60	57	58	84

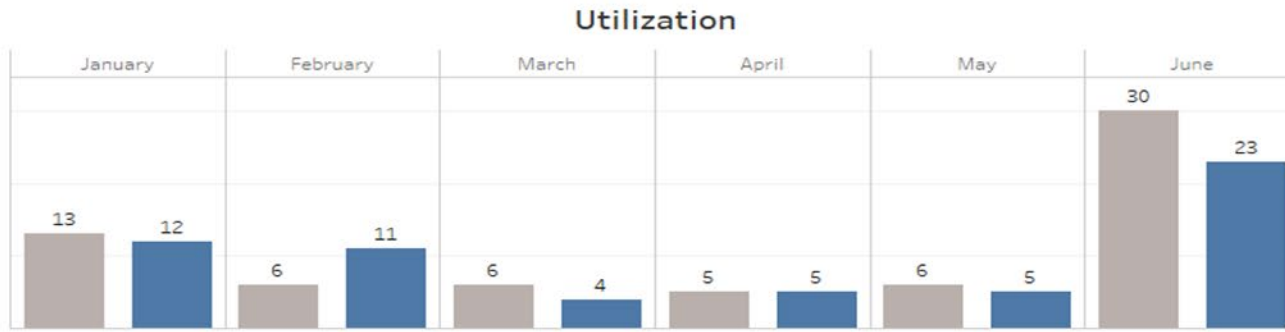
Logins	Total Members	Total Logins	Average
Portal Logins	291	1,008	3.5
Mobile Logins	34	1,012	29.8
Total Logins	293	2,020	6.9

Eligibles	Total Eligible in Period	Total Eligible at End of Period
Eligible Members	22,191	19,407



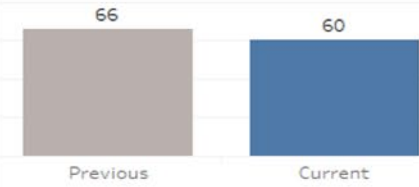
Top 5 Issues Identified	
1. Weight Management	129
2. Stress	66
3. Physical Activity	60
4. Cholesterol	49
5. Nutrition	35

## Utilization



## Utilization Change

**-9.09%**



\*Unique member count. If more than 1 HA was taken per member, only the most current information was utilized

## Respondent's Health and Wellness Outlook

### Health Perception

Fair/Poor Health  
**39.34%**  
24 of 61



### Life Satisfaction

Not satisfied  
**1.75%**  
1 of 57



### Readiness to Change Exercise

**100.00%**  
20 of 20

### Readiness to Change Smoking

of 1

### Readiness to Change Weight Loss

**96.15%**  
50 of 52

### Blood Pressure

**Out of Range**  
**36.36%**  
20 of 55

### Cholesterol

**Out of Range**  
**35.85%**  
19 of 53

### HDL

**Out of Range**  
**16.67%**  
8 of 48

### LDL

**Out of Range**  
**26.42%**  
14 of 53

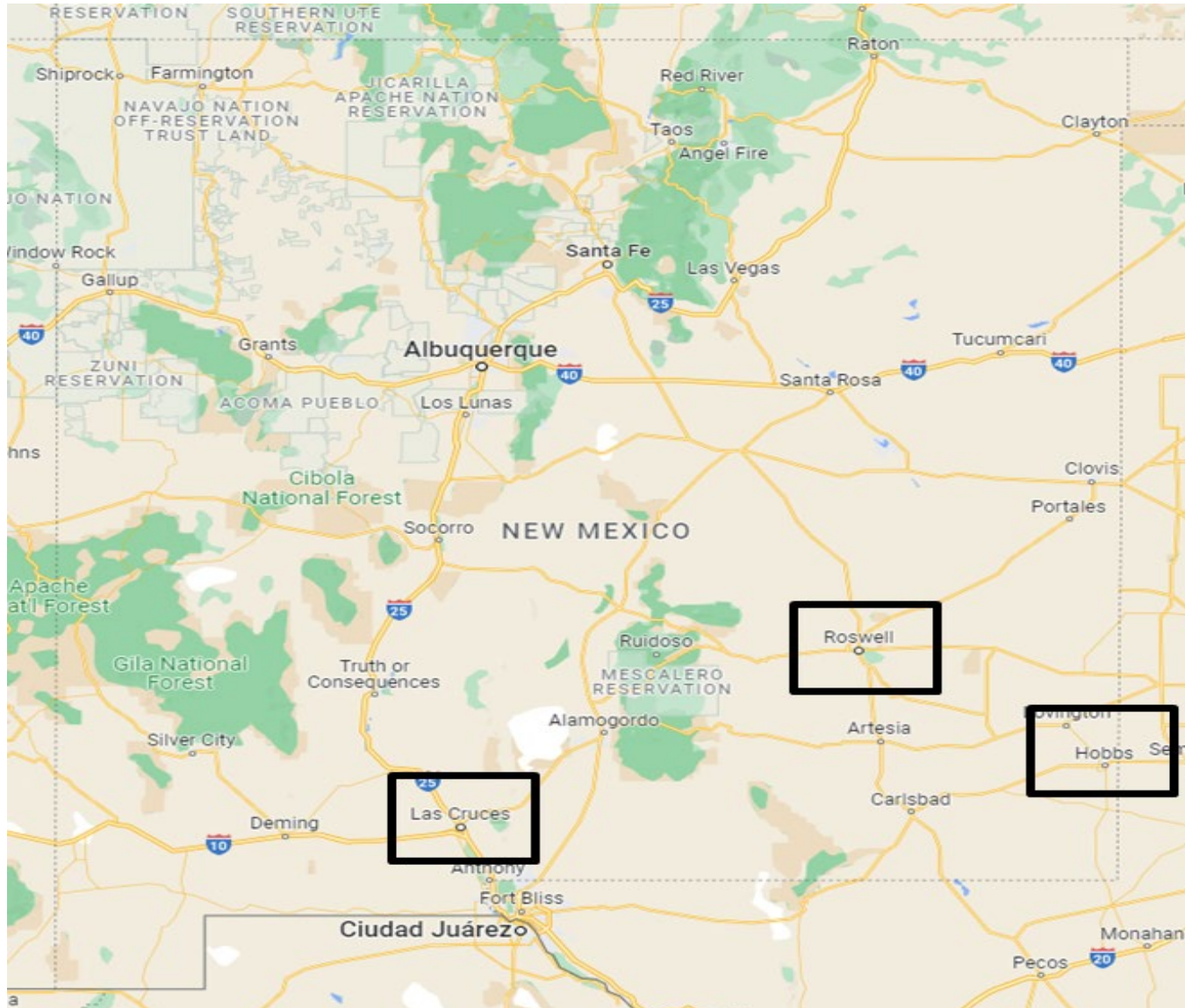
### BMI

**Underweight**  
**1.67%**  
1 of 60

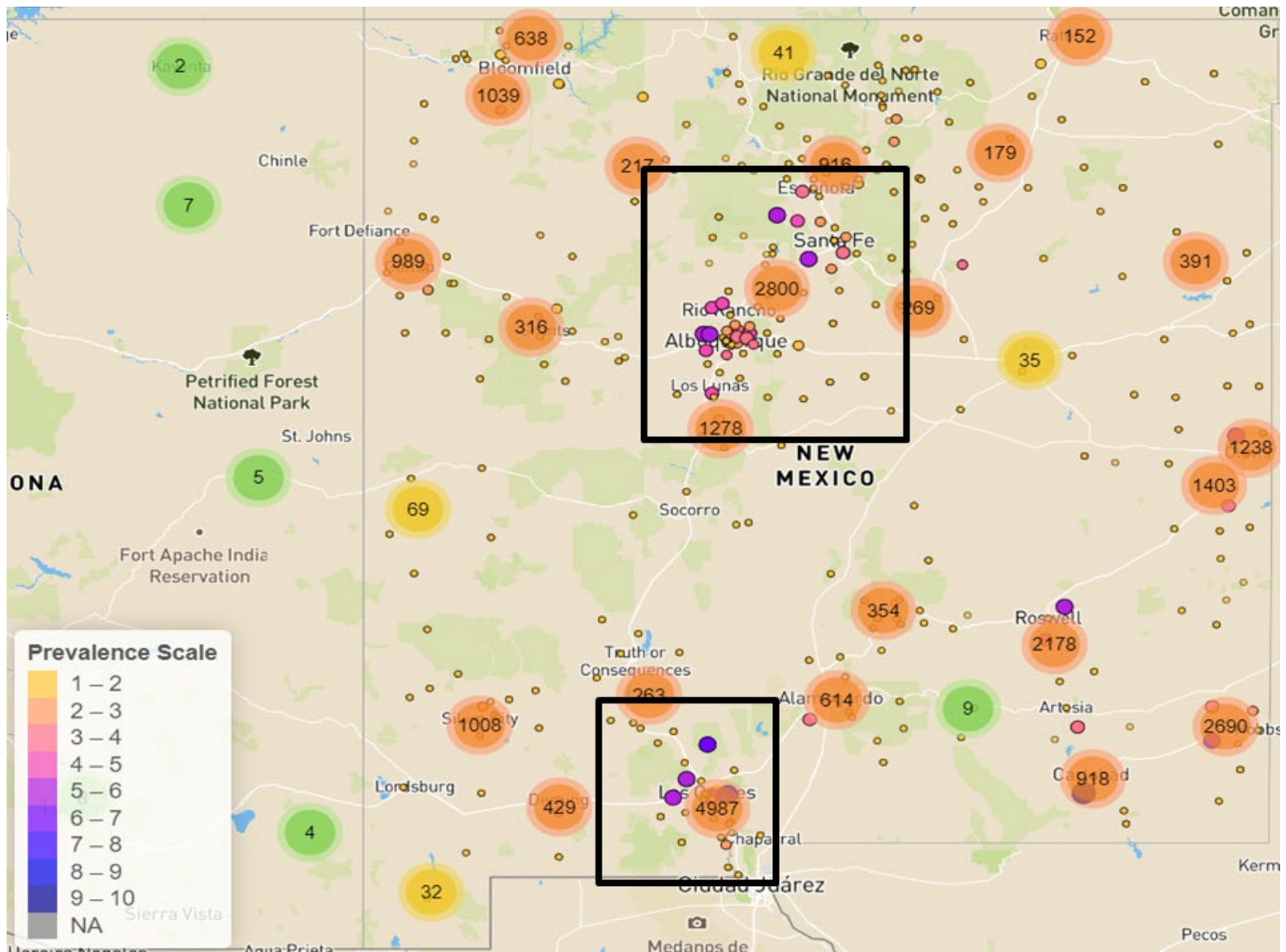
**Normal**  
**13.33%**  
8 of 60

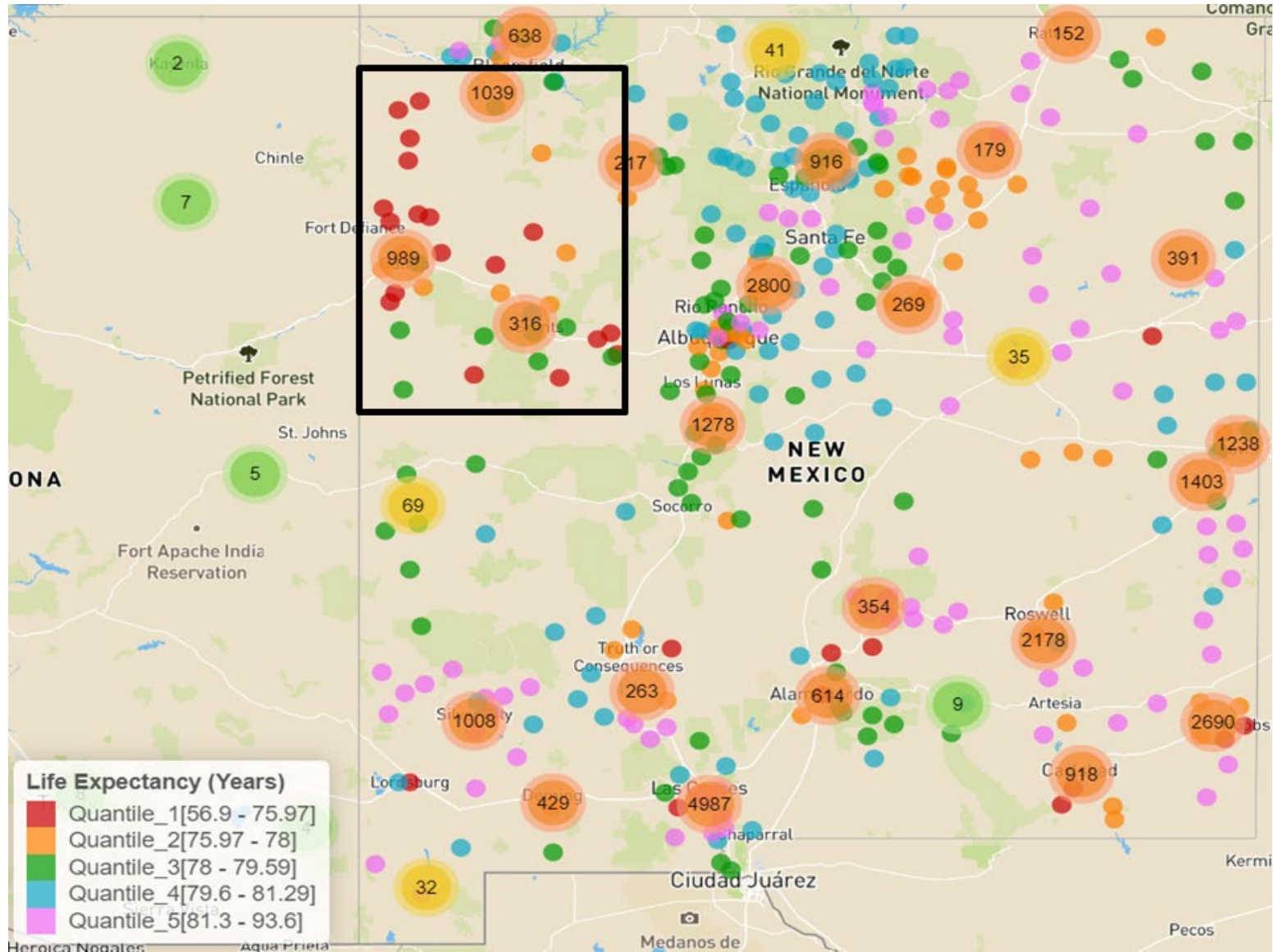
**Overweight**  
**85.00%**  
51 of 60

Note: Percentages based on total number of respondents for specified question. Blood pressure in range is > 90/60 and < 120/80, LDL in range < 130, HDL = In Range ≥ 45, Total Cholesterol in range is ≥ 100 and ≤ 200, and BMI in range is ≥ 18.5 and ≤ 25.









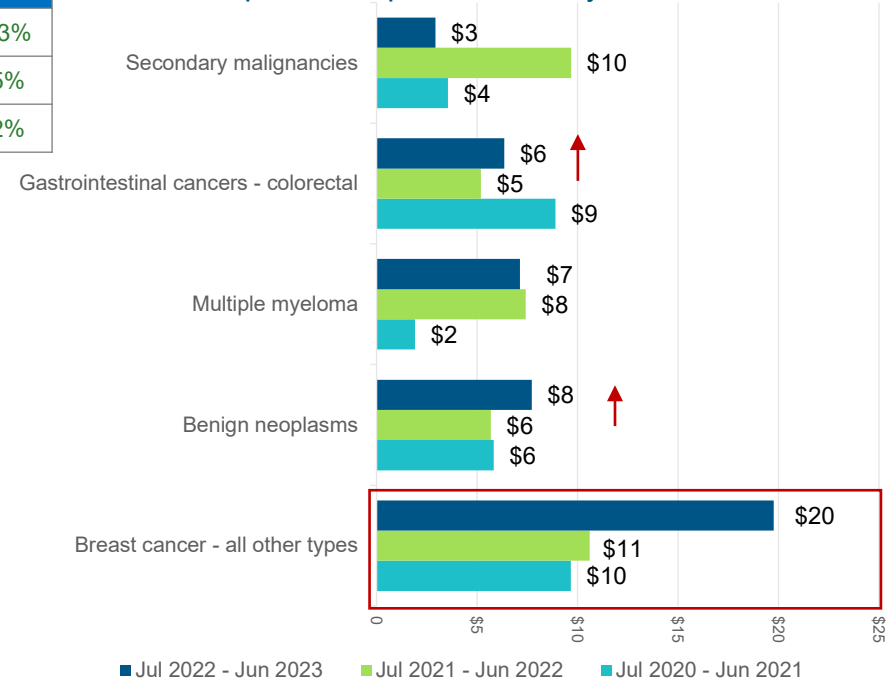




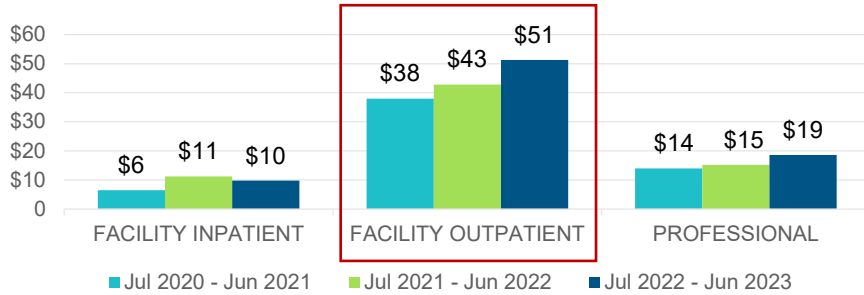
# Appendix

Metrics	Prior Prior	Prior	% Var	Current	% Var
<b>Medical Paid PMPM</b>	<b>\$58.40</b>	<b>\$69.10</b>	<b>▲ +18.3%</b>	<b>\$79.63</b>	<b>▲ +15.3%</b>
Claimants per 1000	85.6	86.8	▲ +1.5%	92.5	▲ +6.5%
Paid per Claimant	\$8,191.86	\$9,550.89	▲ +16.6%	\$10,334.51	▲ +8.2%

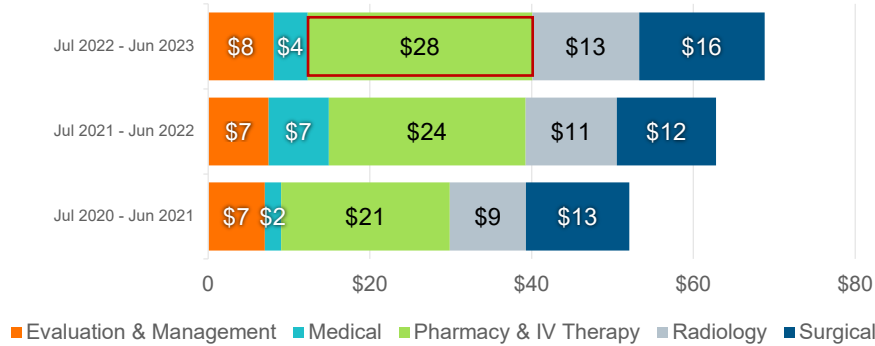
## Neoplasms Top 5 Cancers by Paid PMPM



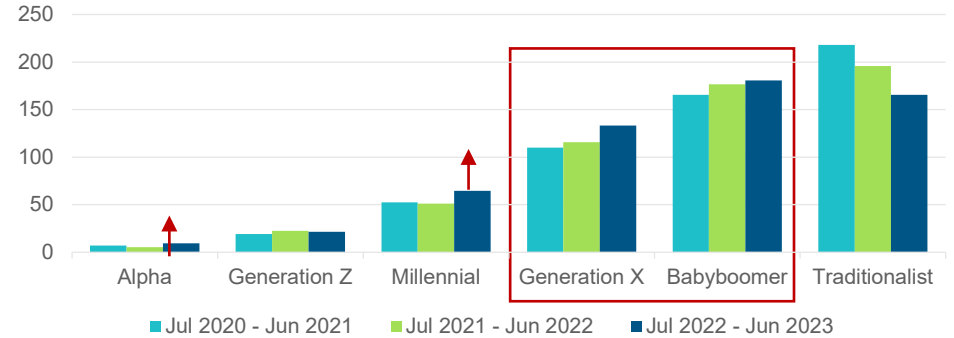
## Neoplasms Paid PMPM by Service Category



## Neoplasms Top 5 Service Types by Paid PMPM



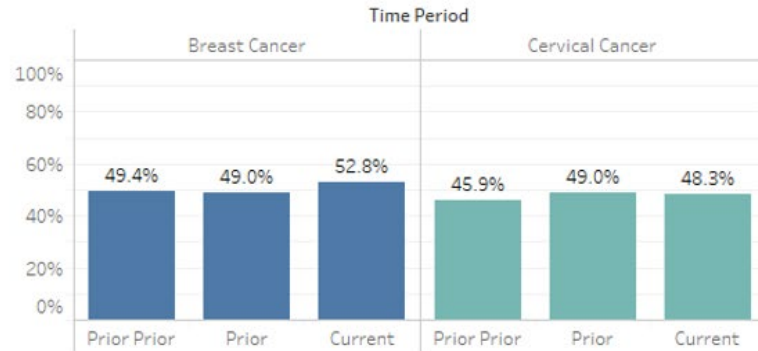
## Neoplasms Medical Claimants/1,000 by Generation Segment



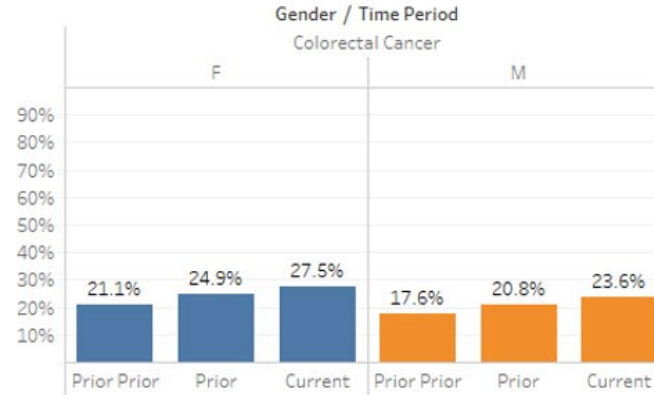


Current: Claims incurred from 7/1/2022 to 6/30/2023 and paid through 8/30/2023.  
 Prior: Claims incurred from 7/1/2021 to 6/30/2022 and paid through 8/30/2022.  
 Prior Prior: Claims incurred from 7/1/2020 to 6/30/2021 and paid through 8/30/2021.

## NEW MEXICO PUBLIC SCHOOLS INSURANCE AUTHORITY Rates

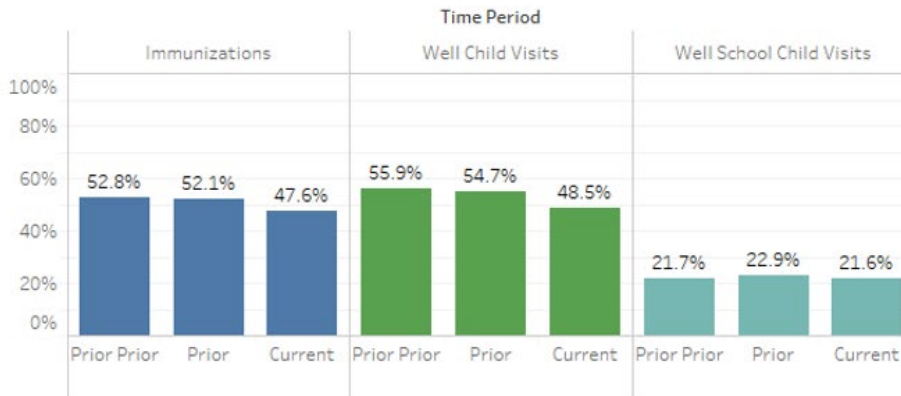


## Cancer Compliance

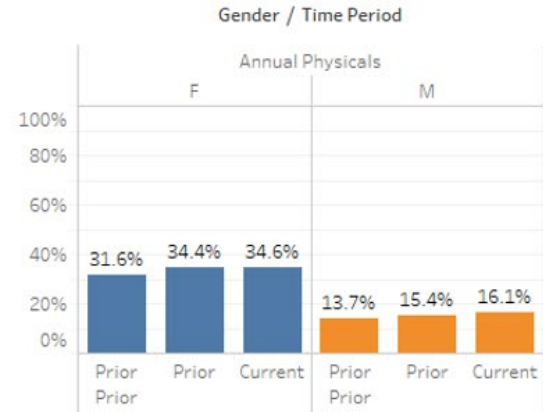


Current: Claims incurred from 7/1/2022 to 6/30/2023 and paid through 8/30/2023.  
 Prior: Claims incurred from 7/1/2021 to 6/30/2022 and paid through 8/30/2022.  
 Prior Prior: Claims incurred from 7/1/2020 to 6/30/2021 and paid through 8/30/2021.

## NEW MEXICO PUBLIC SCHOOLS INSURANCE AUTHORITY Rates



## Wellness Visit Compliance



YOUR NEW GROWTH PLAN

# Total Health Insight

2023 Mid-Year Review

**New Mexico Public Schools Insurance  
Authority (NMPSIA)**

Daniel Warner | National Account Executive  
Ryan Bond | National Account Executive  
Lindsay Straus | National Account Manager

October 23, 2023



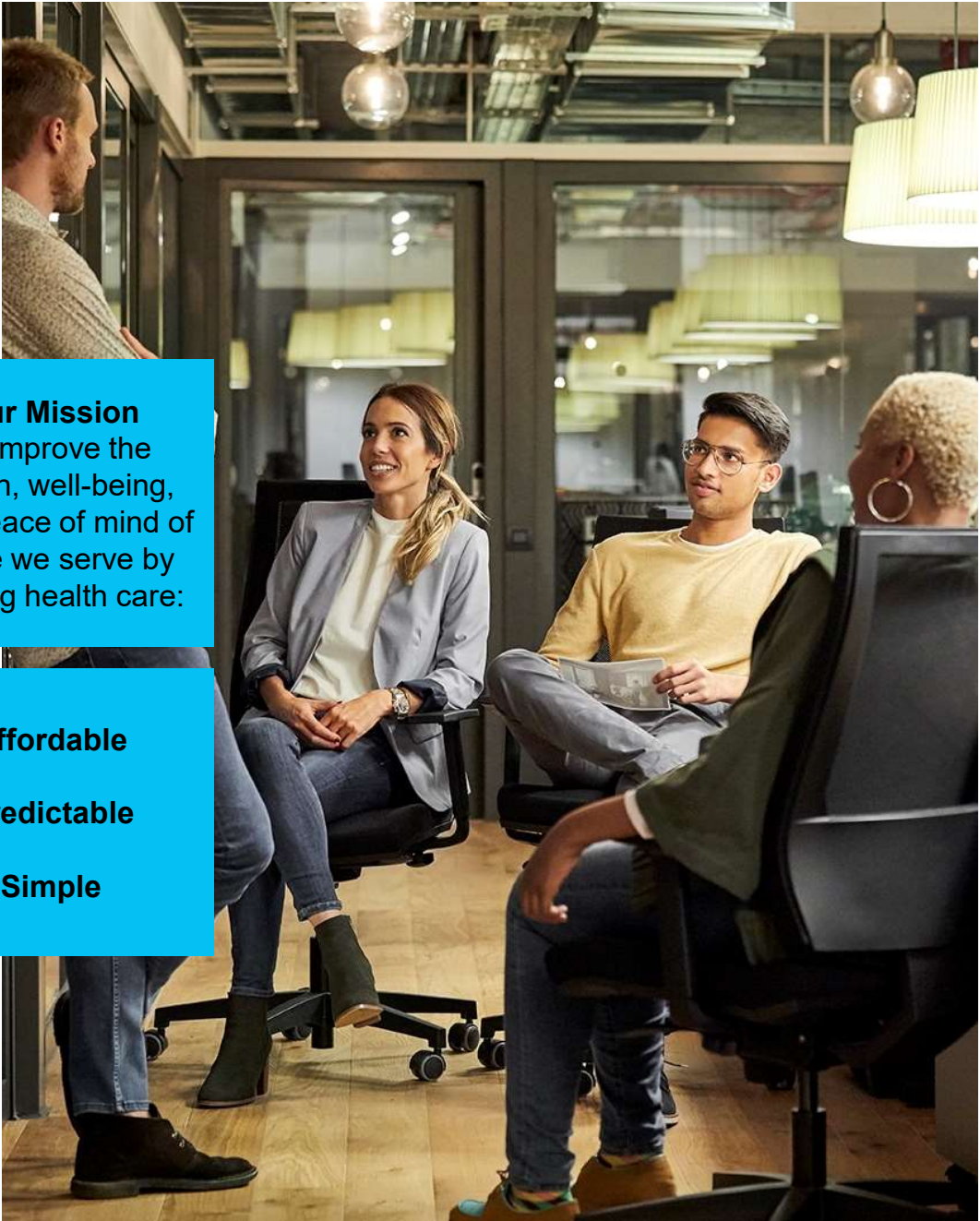
POWERED BY CONSULTATIVE ANALYTICS



# Agenda

## INSIGHTS

- **Medical Overview**
  - **High Cost Claimants**
  - **Population Health**
  - **Behavioral**
  - **Virtual Care**
- 
- **Appendix**



**Our Mission**  
To improve the health, well-being, and peace of mind of those we serve by making health care:

**Affordable**

**Predictable**

**Simple**

## TIMEFRAMES

- Current Period reflects claims incurred between Jul. 2022 and Jun. 2023, paid through Aug. 2023
- Base Period reflects claims incurred between Jul. 2021 and Jun. 2022, paid through Aug. 2023
- Catastrophic claimant threshold of \$50,000 was used for this analysis
- Completion Factors were applied to estimate claims not yet processed/received in the current period.
- Norm represents Cigna's Public Administration norm (8/2022)

*Total Health Information is on an incurred basis and is different from the paid data that is used in the annual "rate setting" process.*



# Current Themes

## CURRENT THEMES

1

### SPEND OVERVIEW

- The average membership (397) increased 73% from the prior year period (now at 567 as of October 2023).
- Spend PMPY increased 27% from the prior period, and is slightly above the norm.
- Musculoskeletal, pregnancy and neurological conditions had the greatest impact on the spend increase.
- There were 8 High Cost Claimants, up from 2, resulting in a 34% catastrophic spend increase.

2

### PREVENTIVE CARE

- Employee preventive care rates increased by 1.6%, but are below norm.
- Of those over age 50, 24% had a preventive exam, which is below the target of 50%.
- 24% of those over age 50 did not have an office visit for any reason.

3

### ACCESS TO CARE

- ER visits were up 45% from the prior year. Steerable visit rate is about 2x the norm.
- 13 of the 16 steerable visits had an urgent care facility within 10 miles.
- 26% of members used virtual care, down from 28% in the prior 12 month period.
- 28% of members were 'non-users', similar to the prior year.

4

### CHRONIC CONDITIONS

- 35% of the population was outreached for chronic condition coaching.
- Of those members outreached, 12 engaged in either telephonic or digital health coaching.
- 23% of the population had a behavioral diagnosis.
- 17% were identified with depression
- 5 individuals were treated for substance abuse, up from 2 in the prior period.

# Total Health Insight Overview

397 Members; 73.1% ↑ | Contract Size: 1.9 (Norm 2.0) | 43.3% M, 56.7% F (Norm: 49.2% M, 50.8% F) | Average Age: 35.8 (Norm: 37.3)

## NON-CATASTROPHIC SPEND

24.7% ↑

\$4,229 PMPY

\$3,273 PMPY

## CATASTROPHIC SPEND

34.2% ↑

\$1,726 PMPY

\$2,082 PMPY

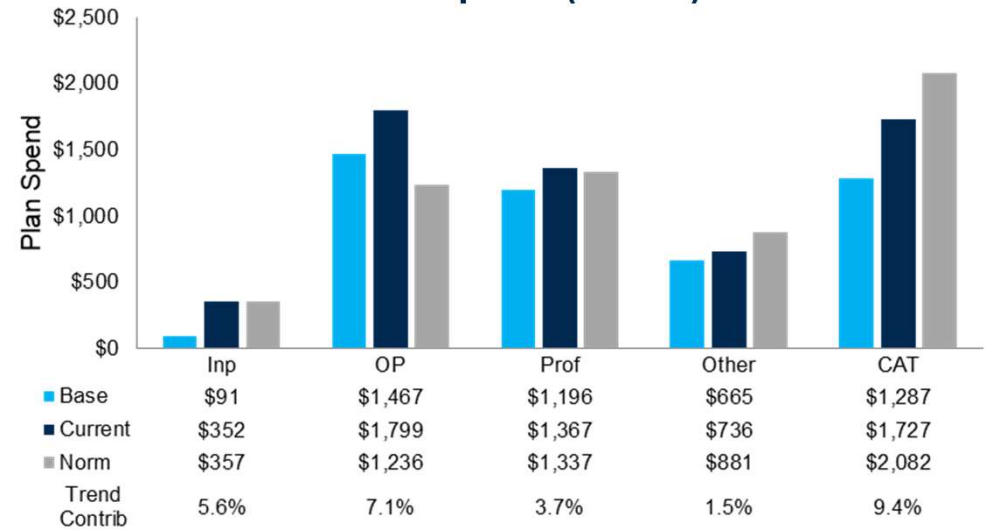
## TOTAL

27.1% ↑

\$5,982 PMPY

\$5,893 (Norm)

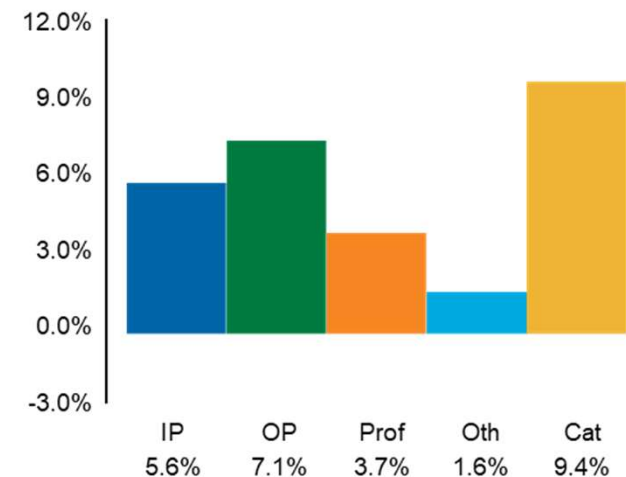
## Plan Spend (PMPY)



## Insights

- Total medical plan spend was \$2.4M, which compares to \$1.1M in the base period
- The top 3 diagnostic groups accounted for 47% of medical spend:
  - Musculoskeletal, Neurological, Pregnancy
- 8 catastrophic claimants were identified in the Current period, compared to 2 catastrophic claimants in the Base period
- 28% of your population are non-users, compared to 27% in the base period
- Cost Share: 16.1% (9.5% norm)
- Total Spend PMPY is 1.5% above Cigna's Public Administration norm

## Drivers of Trend



# Population Health Overview

## HEALTH ENGAGEMENT

### PREVENTIVE

- **30%** Well Visit Rate (Base 29%)
- **73%** Breast Cancer Screening (Norm 64%)
- **42%** Cervical Cancer Screening (Norm 56%)
- **22%** Colorectal Cancer Screening (Norm 46%)
- **24%** of those over age 50 did not have an office visit (12 months)

Lindsay, your National Account Manager, assists with strategies for clinical outreach to targeted members.

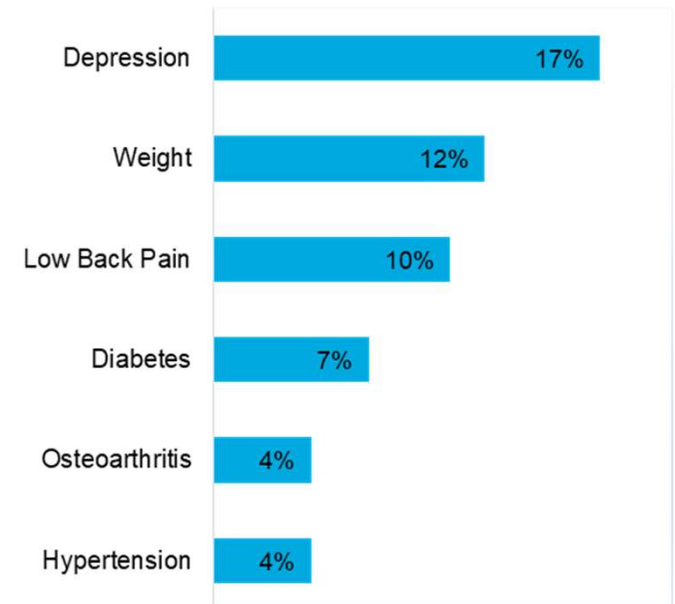
### TOOLS/SOLUTIONS

- **76%** Gaps In Care Compliance (Base 78%)
- **12** Members engaged in one or more health coaching programs.
- **26%** of the population used virtual care
- **261** individuals used One Guide

Consider enhancing wellness programs:

- Diabetes Prevention Program
- Cancer Care Support

## TOP 5 CHRONIC CONDITIONS



# Catastrophic Detail – Top 10

#	ICD Major	ICD Minor	Medical	Med Srx	Total (\$)	Cat in Base
1	Neurological	Neuro CNS	\$111,570	\$0	\$111,570	N
2	Internal/External Injury	Comp Surgical	\$87,114	\$0	\$87,114	N
3	Substance Use	Alc Depend	\$85,005	\$0	\$85,005	N
4	Internal/External Injury	Comp Surgical	\$82,539	\$0	\$82,539	N
5	Musculoskeletal	Fracture	\$77,903	\$0	\$77,903	N
6	Musculoskeletal	Fracture	\$74,936	\$0	\$74,936	N
7	Musculoskeletal	Muscle/tissue	\$59,252	\$0	\$59,252	N
8	Gastrointestinal	Stom/Int/Pan	\$53,791	\$0	\$53,791	Y

\* No longer on plan

## Focusing on acute and serious needs

- Using analytics to **find them sooner**
- **Proactive notification** and management of high-cost individuals
- **Developing new ways** to drive behavior change



# Health Advocacy Savings

## SAVINGS

**\$209 K**

8.8% of total plan spend was avoided through utilization management and clinical interventions

Medical Management Savings

\$170K Savings

Chronic Condition Coaching

\$39K Savings



### Total savings from care management programs

	Base	Current	Savings(\$)	
			Base	Current
IP utilization mgmt. (events)	10	5	\$43,699	\$132,120
Case mgmt. (members)	4	5	\$1,213	\$7,475
OP utilization mgmt. (events)	11	12	\$46,759	\$20,345
Total medical cost (events)	4	9	\$12,773	\$9,672
<b>Total savings</b>			<b>\$104,444</b>	<b>\$169,612</b>

*Site of care savings are included in OP utilization mgmt.*



# Behavioral Health

## BEHAVIORAL CONDITIONS

23%

Members with a BH diagnosis

25% (National rate)

40% of your members with depression have other chronic condition comorbidities

- Low Back Pain 15%
- Weight 19%
- Asthma 7%



## BEHAVIORAL MEMBER SPEND

1.6x

Higher PMPY Spend

3-6x higher spend

23% of your members with behavioral health conditions make up 43% of your total plan spend

**Substance Use Disorder** 5 individuals received treatment, up from 2 in the prior period.

**ABA** (applied behavioral analysis – Autism treatment) – no activity

### Integrated support

- Coaching and support for children and families/young adults
- Substance use disorders
- Intensive case management
- Complex behavioral health
- Autism spectrum disorders

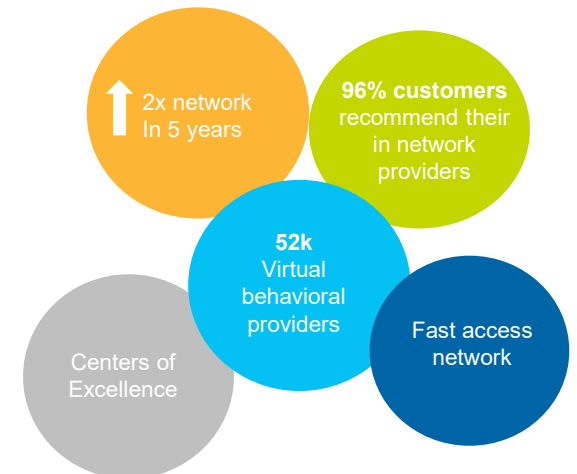
## BEHAVIORAL INTERACTIONS

269

Virtual Behavioral Visits in the current period, up 24%

	Base	Current
Happify Unique Users	2	1
Happify Active Users	2	1
iPrevail Unique Users	3	2
Total iPrevail Activities	16	17

### Network Innovations

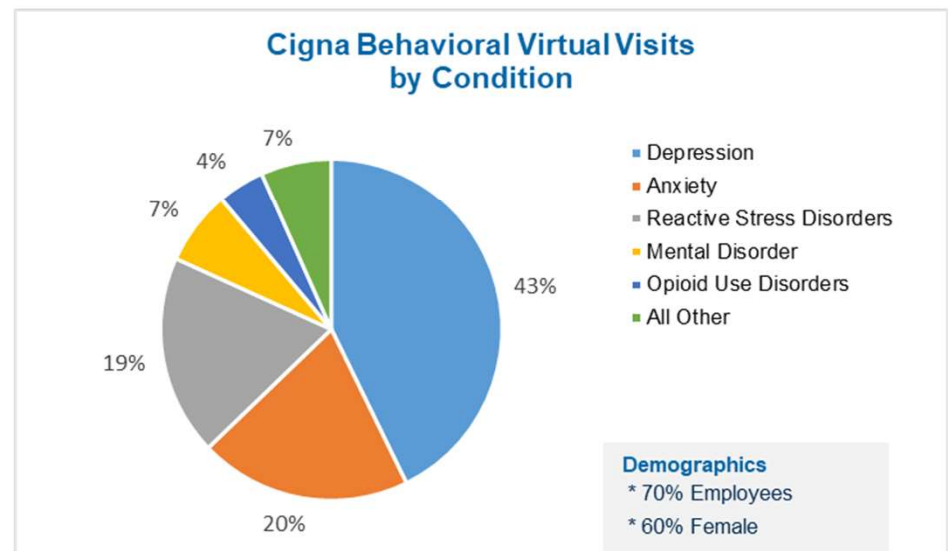
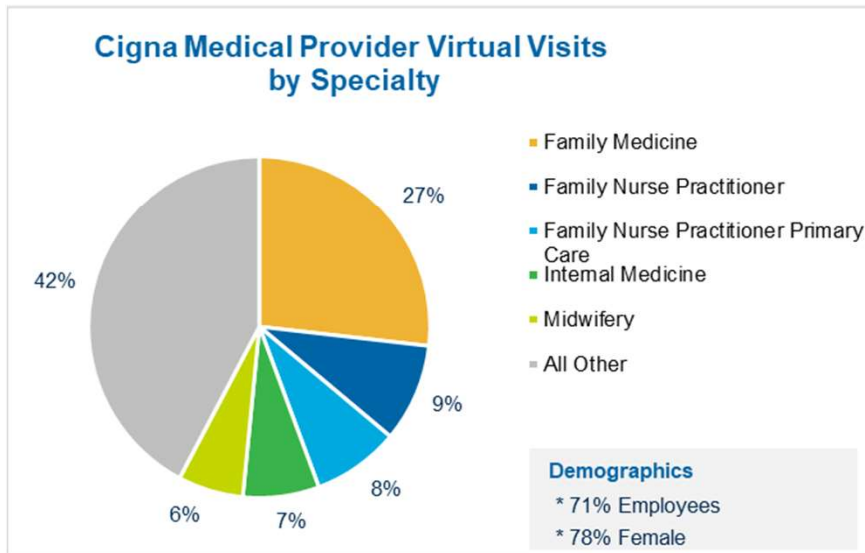
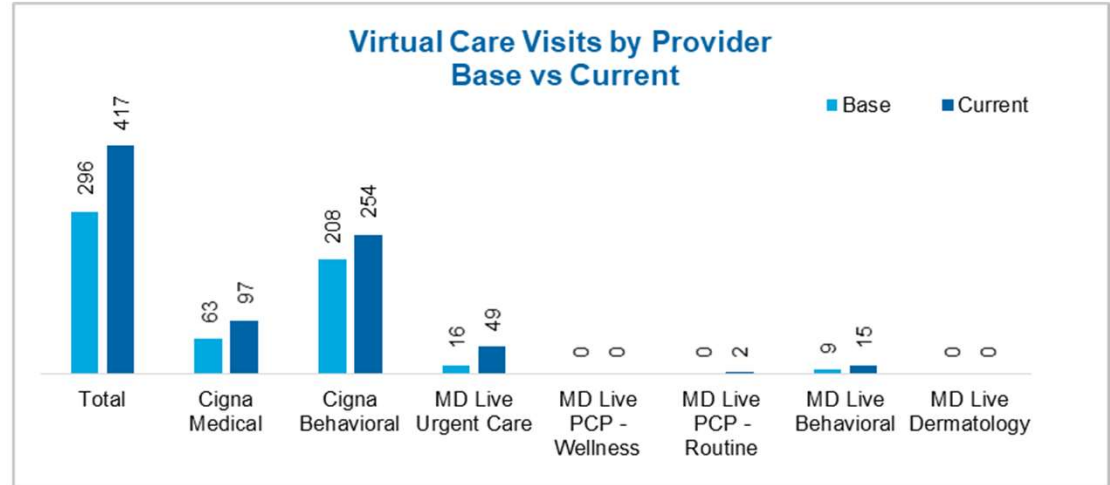


# Virtual Care

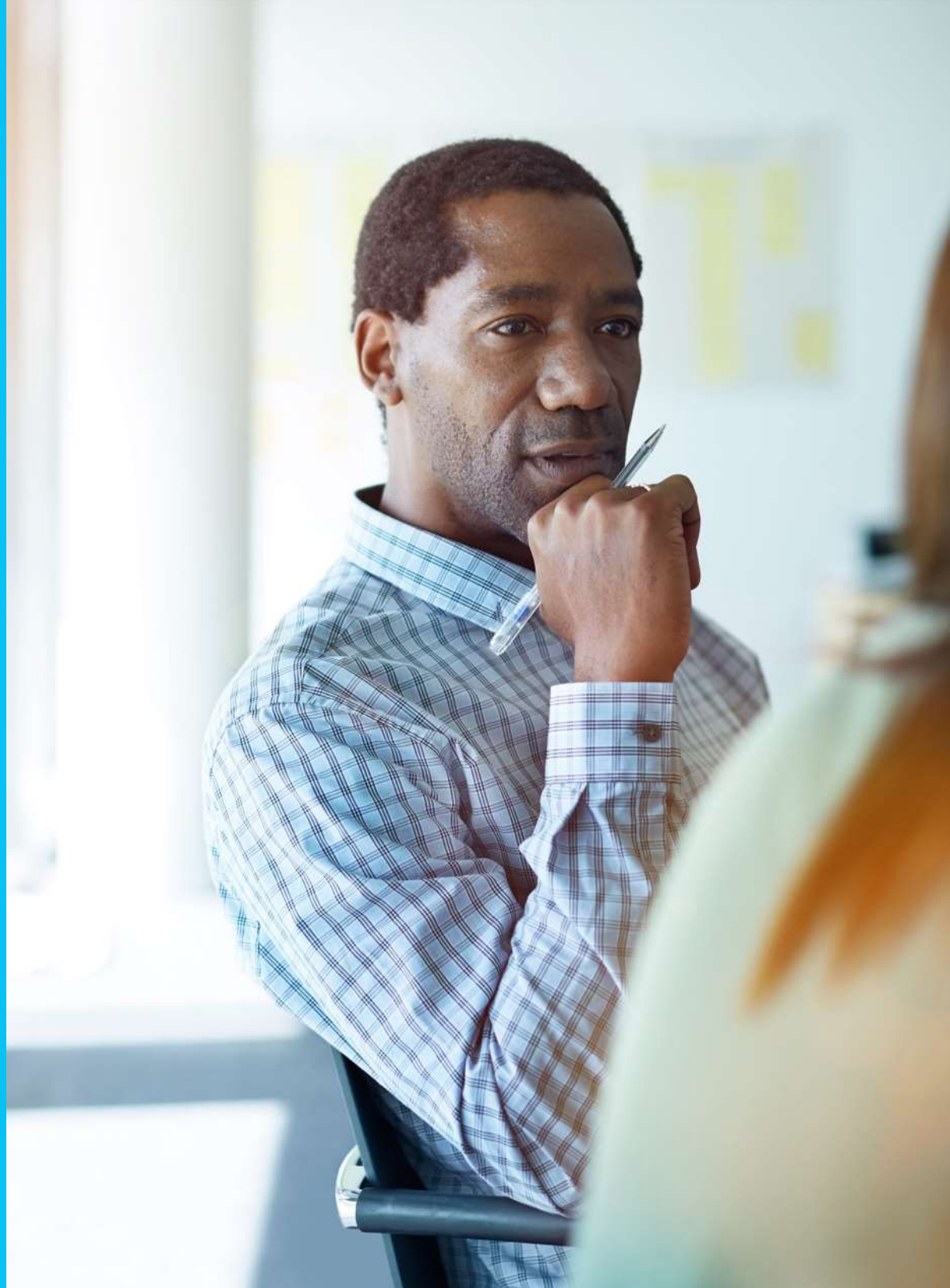
A simplified experience so a member can get the best care both virtually and in person through an integrated ecosystem of providers when and where they need it most

## Summary

	Current	Trend
Total Visits	417	41%
Unique Users	103	61%
Users with Multiple Visits	59	119%
Total Behavioral Visits	269	24%
Member Utilization	26%	-2%



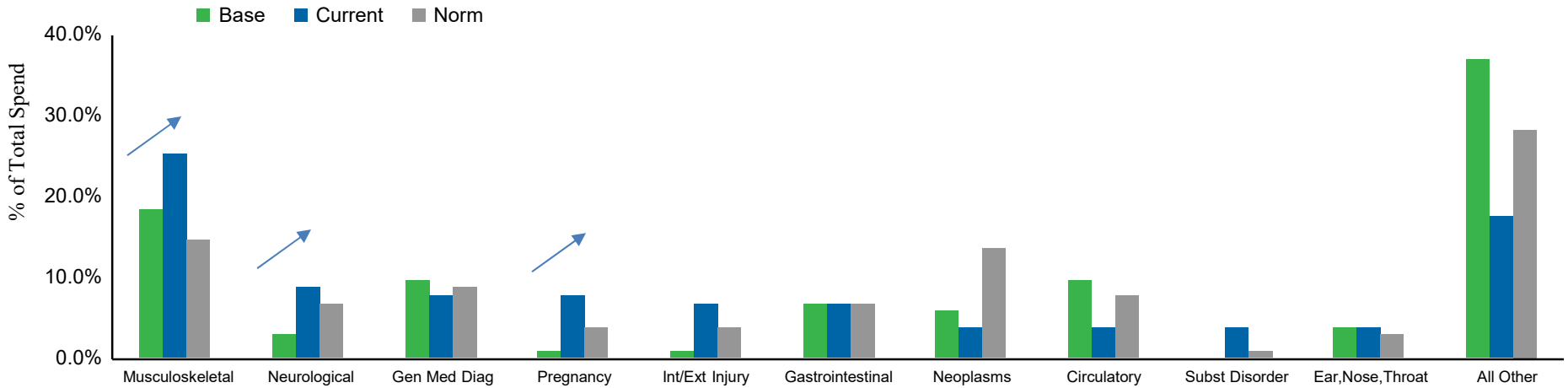
# Appendix





# Total Plan Spend by Condition

## Top conditions by plan spend



## Top ICD conditions

ICD Category	PMPY				Claimants per 1k			Spend per Claimant		
	Base	Current	Trend Contribution	Norm	Base	Current	Trend	Base	Current	Trend
Musculoskeletal	\$833.78	\$1,449.96	14.2%	\$804.72	353.1	350.0	-0.9%	\$2,362	\$4,143	75.4%
Neurological	\$111.13	\$492.55	8.8%	\$353.64	139.5	113.3	-18.8%	\$797	\$4,347	445.7%
Gen Med Diag	\$451.44	\$469.00	0.4%	\$493.41	841.3	682.3	-18.9%	\$537	\$687	28.1%
Pregnancy	\$64.17	\$461.26	9.1%	\$223.01	21.8	30.2	38.6%	\$2,945	\$15,266	418.5%
Int/Ext Injury	\$41.09	\$401.78	8.3%	\$191.02	82.8	93.2	12.5%	\$496	\$4,313	769.2%
Gastrointestinal	\$296.08	\$393.49	2.2%	\$382.61	117.7	138.5	17.7%	\$2,516	\$2,841	12.9%
Neoplasms	\$267.47	\$245.85	-0.5%	\$722.94	139.5	161.1	15.5%	\$1,918	\$1,526	-20.4%
Circulatory	\$423.51	\$232.12	-4.4%	\$436.52	143.8	153.6	6.8%	\$2,944	\$1,511	-48.7%
Subst Disorder	\$15.70	\$213.37	4.5%	\$28.68	8.7	10.1	15.5%	\$1,801	\$21,186	1076.6%
Ear,Nose,Throat	\$192.89	\$208.09	0.3%	\$173.80	300.8	334.9	11.3%	\$641	\$621	-3.1%
All Other	\$1,654.65	\$1,023.23	-14.5%	\$1,544.70	1438.4	1377.3	-4.3%	\$1,150	\$743	-35.4%
<b>Total</b>	<b>\$4,351.91</b>	<b>\$5,590.71</b>	<b>28.5%</b>	<b>\$5,355.05</b>	<b>1181.3</b>	<b>1042.4</b>	<b>-11.8%</b>	<b>\$3,684</b>	<b>\$5,363</b>	<b>45.6%</b>

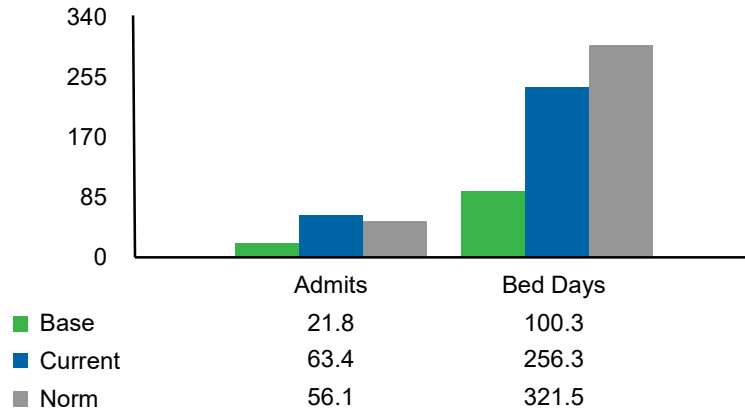
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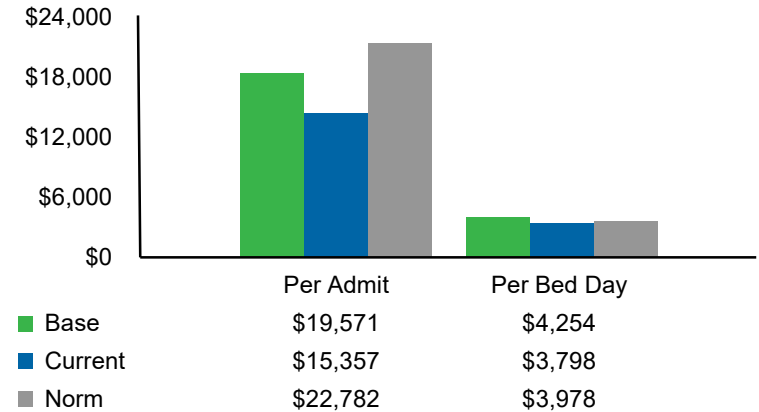
# Inpatient Summary

## NMPSIA

### Utilization metrics per 1,000 members



### Average cost metrics



### Cost & utilization trends (excluding catastrophic)

	SPMPY			Admits Per 1,000			Days Per 1,000			Cost Per Case		
	Base	Current	Trend	Base	Current	Trend	Base	Current	Trend	Base	Current	Trend
Pregnancies	\$0.00	\$253.57	0.0%	0.0	22.0	0.0%	0.0	55.1	0.0%	\$0	\$11,502	0.0%
Newborn	\$0.00	\$37.97	0.0%	0.0	13.8	0.0%	0.0	27.6	0.0%	\$0	\$2,755	0.0%
Blood	\$0.00	\$34.08	0.0%	0.0	2.8	0.0%	0.0	11.0	0.0%	\$0	\$12,367	0.0%
Nervous	\$0.00	\$26.81	0.0%	0.0	2.8	0.0%	0.0	5.5	0.0%	\$0	\$9,730	0.0%
Male Reproductive	\$0.00	\$0.00	0.0%	0.0	0.0	0.0%	0.0	0.0	0.0%	\$0	\$0	0.0%
Other	\$91.17	\$0.00	-100.0%	8.7	5.5	-36.8%	26.2	38.6	47.5%	\$10,458	\$0	-100.0%
<b>Total Non-Cat</b>	<b>\$91.17</b>	<b>\$352.42</b>	<b>286.6%</b>	<b>8.7</b>	<b>46.8</b>	<b>437.4%</b>	<b>26.2</b>	<b>137.8</b>	<b>426.8%</b>	<b>\$10,458</b>	<b>\$7,523</b>	<b>-28.1%</b>
Catastrophic	\$335.36	\$620.93	85.2%	13.1	16.5	26.4%	74.1	118.5	59.9%	\$25,646	\$37,555	46.4%
<b>Total</b>	<b>\$426.53</b>	<b>\$973.35</b>	<b>128.2%</b>	<b>21.8</b>	<b>63.4</b>	<b>190.8%</b>	<b>100.3</b>	<b>256.3</b>	<b>155.6%</b>	<b>\$19,571</b>	<b>\$15,357</b>	<b>-21.5%</b>

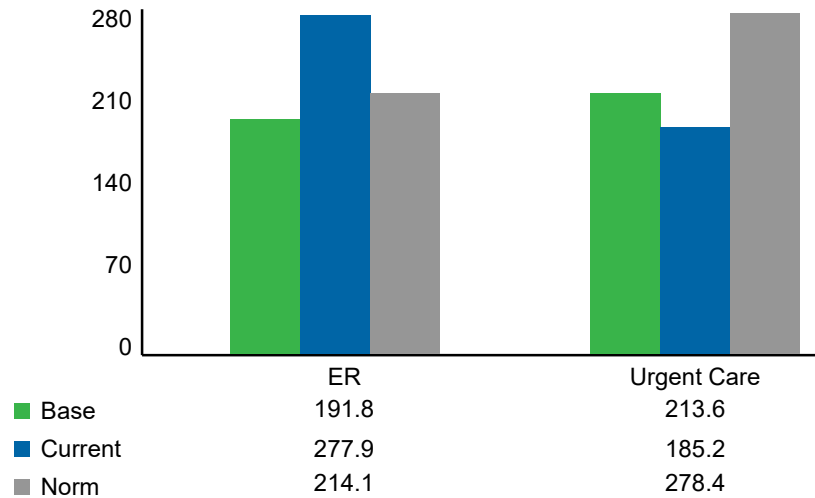
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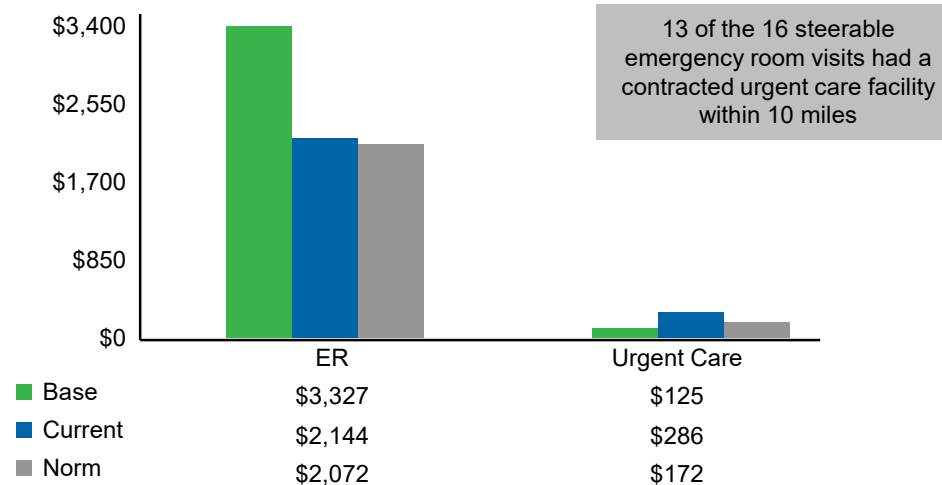
# Outpatient - Emergency Room and Urgent Care Detail

## NMPSIA

### Facility outpatient utilization per 1,000 members



### Facility outpatient cost per visit



### Cost & utilization trends

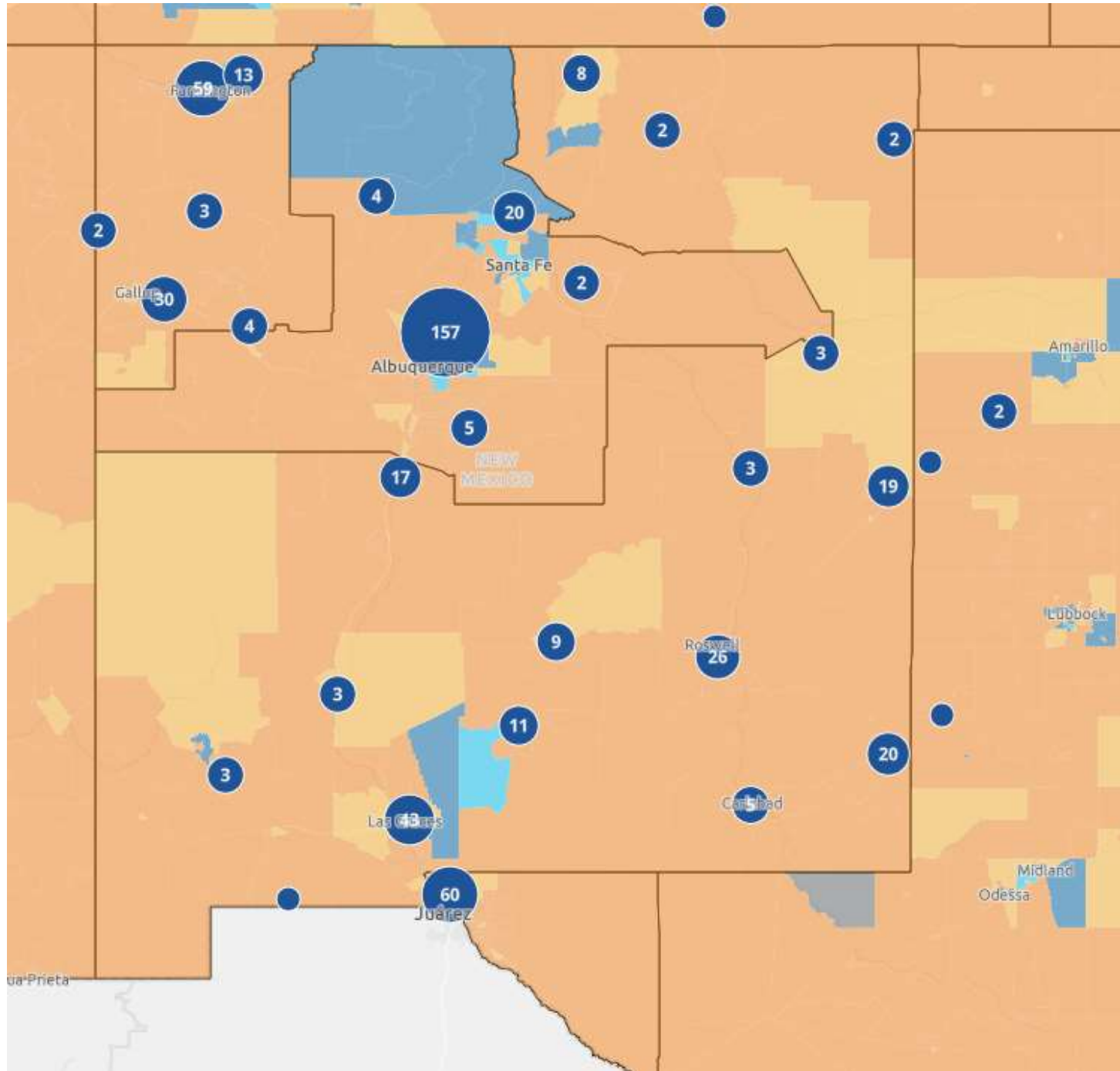
	Visits Per 1000			PMPY		
	Base	Current	Trend	Base	Current	Trend
Emergency Room						
Non-Steerable	165.6	236.7	43%	\$613	\$551	-10%
Steerable	26.2	41.2	57%	\$26	\$44	73%
Urgent Care	213.6	185.2	-13%	\$27	\$53	98%
Office Visits	3,168.9	3,136.4	-1%	\$545	\$593	9%
Convenience Care	34.9	15.4	-56%	\$2	\$1	-56%
Virtual Care- Medical	69.7	125.9	81%	\$4	\$7	94%
<b>Total</b>	<b>3,678.9</b>	<b>3,740.8</b>	<b>2%</b>	<b>\$1,216</b>	<b>\$1,249</b>	<b>3%</b>

### Emergency Room Steerable

Primary Opportunity for Urgent Care	Total Visits	Cost Per Visit
Musculoskeletal	5	\$1,494.13
Renal/Urologic	2	\$1,734.00
Int/Ext Injury	4	\$764.91
Gen Med Diag	1	\$1,370.19
Skin	1	\$1,013.56
Ear,Nose,Throat	1	\$436.00
Gastrointestinal	1	\$388.09
Neurological	1	\$51.57
<b>Total</b>	<b>16</b>	<b>\$1,078.60</b>
<b>UC Average Cost Per Visit</b>		<b>\$139.75</b>
<b>Per Visit Redirect Savings</b>		<b>\$938.86</b>
<b>Opportunity Redirect Savings</b>		
10% Redirect to Urgent Care		\$1,535
25% Redirect to Urgent Care		\$3,838



# NMPSIA – Cigna Membership Map New Mexico





# Performance Guarantees

## NMPSIA

<b>New Mexico Public Schools Insurance Authority</b>		
<b>Performance Guarantee Metric</b>	<b>7/1/22-12/31/22</b>	<b>1/1/23-6/30/23</b>
99% Financial Accuracy-Claims	99.9%	99.8%
97% Payment Accuracy-Claims	99.7%	99.7%
96% Processing Accuracy-Claims	99.0%	99.2%
30 Second Average Speed to Answer	5.8	15.2
3% Call Abandonment Rate	0.6	0.9
90% of claims paid in 14 cal. days	95.8	99.2
98% of claims in 30 cal. Day*	97.1	99.6
6% claim adj processing	3.4	3.7
85% First Call Resolution	97.5	95.8
<i>*Contract year 2022 PG payout delivered</i>		<i>All on track</i>