

**New Mexico
Public Schools Insurance Authority**



**Board of Directors Meeting
September 7, 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, September 07, 2023

9:00 a.m.

Agenda

Draft

- | | |
|---|-------------|
| 1. Call to Order | A. Park |
| 2. Roll Call | C. Probst |
| 3. Introduction of Guests | P. Sandoval |
| 4. Citizens to Address the Board (Five-Minute Limit) | A. Park |

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|-----|---|-----------------------------|
| 5. | Approval of Agenda (Action Item) | A. Park |
| 6. | Approval of Minutes (Action Item) | A. Park |
| | A. Approval of July 20, 2023 Minutes | A. Park |
| | B. Approval of August 30, 2023 Minutes | A. Park |
| 7. | Administrative Matters | |
| | A. Staff Update | P. Sandoval |
| 8. | Financial Matters | |
| | A. Approval of Financial Reports - June 2023 (Action Item) | P. Gonzales |
| | B. FY25 Appropriation Request Update | P. Gonzales |
| | C. FY23 Audit Update | P. Gonzales |
| 9. | Risk Matters | |
| | A. Anonymous Reporting Update | C. Roybal/
J. Garcia |
| | B. NMPSIA Building Roof Claim (Action Item) | C. Roybal/
E. Reyes |
| | C. Risk Fund Actuarial Analysis as of June 30, 2023 (Action Item) | A. Hillebrandt/
M. Meade |
| | D. Workers' Compensation & Property/Liability Claims
Audit 2023 (Action Item) | T. Farley |
| | E. 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 | V. Devine |
| | F. Loss Prevention Update | L. Vigil / J. Garcia |
| 10. | Benefits Matters | |
| | A. Approval of Amendment to Erisa Administrative Services Inc.
Agreement (Action Item) | M. Quintana |
| | B. Approval of Second IBAC Employee Benefits Consultant RFP for Medical,
Dental, and Vision (Action Item) | K. Jones |
| | C. Employee Benefits Fund Actuarial Analysis June 30, 2023 (Action Item) | N. Patani |
| | D. COVID-19 Costs and Savings Post Public Health Emergency | M. Quintana |
| | E. Behavioral Health Provider Statistics and Resources | |
| | 1. Blue Cross Blue Shield | L. Guevara |
| | 2. Cigna | D. Warner |

- | | |
|---|---|
| 3. Presbyterian | S. Valdez |
| F. Annual Carrier Updates | |
| 1. Davis Vision | R. Bolstad/
S. Garcia |
| 2. Delta Dental | S. Anthony/
T. Holtz/
H. Kirkland |
| 3. United Concordia Dental | C. Fenner/
M. Sandoval |
| G. Wellness Update | C. Archuleta |
| H. IBAC Update | K. Jones |
| 11. General Discussion | A. Park |
| 12. Next Meeting Date and Location: Thursday, October 5, 2023 | A. Park |
| Location: Poms & Associates 201 3rd Street, Suite 1400 and a virtual option
(Action Item) | |
| 13. Adjournment (Action Item) | A. Park |

**NEW MEXICO PUBLIC SCHOOLS INSURANCE AUTHORITY
BOARD OF DIRECTORS MEETING MINUTES**

In-Person:

**Hotel Encanto de Las Cruces
San Augustin\Tularosa Meeting Room
705 South Telshor Blvd.
Las Cruces, New Mexico 88011**

Virtual: <https://meet.goto.com/235282973>

Dial in +1 (872) 240-3212

Access Code: 235-282-973

Thursday, July 20, 2023

DRAFT

1. Call to Order

Mr. Chris Parrino, NMPSIA Board Vice President, called the NMPSIA Board Meeting to order at 9:00 a.m. on Thursday, July 20, 2023.

2. Roll Call

Ms. Charlette Probst called roll.

Board Members Present:

Chris Parrino, Vice-President	In-Person
Trish Ruiz, Secretary	In-Person
Denise Balderas	Virtual
Vicki Chavez	In-Person
Tim Crone	Virtual
Pauline Jaramillo	In-Person
K.T. Manis	In-Person (departed at 10:50 a.m.)
David Martinez Jr.	Virtual
Sammy Quintana	In-Person

Board Members Absent:

Al Park, President
Bethany Jarrell

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	In-Person

Dominique Williams, Accountant/Auditor	In-Person
Claudette Roybal, Risk Program Coordinator	In-Person
Cyndi Archuleta, Benefits/Wellness Operations Manager	In-Person
Kaylei Jones, Benefits/Wellness Program Coordinator	In-Person
Leslie Martinez, Benefits Analyst	In-Person

Audience Present:

Lisa Guevara	BCBSNM	In-Person
Maureen Sergel	BCBSNM	Virtual
Samantha Mensay	BCBSNM	Virtual
Kevin Sovereign	CCMSI	In-Person
Steve Vanetsky	CCMSI	In-Person
Jerry Mayo	CCMSI	In-Person
Rich Cangiolosi	CCMSI	In-Person
Louise Carpenter	CCMSI	In-Person
Vanessa Devine	CCMSI	In-Person
Courtney Barela	CCMSI	In-Person
Daniel Warner	Cigna	In-Person
Lindsay Straus	Cigna	Virtual
David Lauck	CVS	In-Person
Cathy Fenner	Davis Vision	In-Person
Marianna Sandoval	Davis Vision	In-Person
Rich Bolstad	Delta Dental	In-Person
CS Hwa	Erisa Administrative Services	Virtual
Kathy Payanes	Erisa Administrative Services	In-Person
Amy Bonal	Erisa Administrative Services	Virtual
Martin Esquivel	Esquivel & Howington	In-Person
Eric Swartz	Myers-Stevens & Toohey & Co., Inc.	In-Person
David Poms	Poms & Associates	Virtual
Julie Garcia	Poms & Associates	In-Person
Larry Vigil	Poms & Associates	In-Person
Kevin McDonald	Poms & Associates	In-Person
Karen Mestas-Harris	Poms & Associates	In-Person
Rika Martinez	Poms & Associates	Virtual
Steve Valdez	Presbyterian	In-Person
Debbie Donaldson	Segal	In-Person
Danielle Poore	The Standard	In-Person
Stephanie Anthony	United Concordia	In-Person
Debby Holt	United Concordia	In-Person
Terry Holtz	United Concordia	In-Person

3. Introduction of Guests

Mr. Patrick Sandoval, Executive Director NMPSIA, recognized the vendors in attendance. CCMSI, Poms and Associates, Meyers Stevens and Toohey, Cigna, Erisa, Delta Dental, Presbyterian, United Concordia, Segal, Blue Cross Blue Shield, CVS, and The Standard.

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

There were no citizens to address the Board.

5. Approval of Agenda (Action Item)

A motion was made to approve the agenda as presented.

MOTION: T. Ruiz

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	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Absent
K.T. Manis	Yes
David Martinez Jr.	Yes
Sammy Quintana	Yes

Vote carried unanimously.

6. Approval of June 8, 2023 Minutes (Action Item)

A motion was made to approve the June 8, 2023 NMPSIA Board Minutes as presented.

MOTION: T. Ruiz

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	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes

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

Vote carried unanimously.

7. Executive Session to Discuss Threatened or Pending Litigation Pursuant to §10-15-1H(7) NMSA 1978 (Action Item)

7. A. Claim Against Munich Reinsurance

A motion was made to enter into Executive Session to discuss Threatened or Pending Litigation pursuant to §10-15-1H(7) NMSA 1978.

MOTION: D. Martinez Jr.

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	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Absent
K.T. Manis	Yes
David Martinez Jr.	Yes
Sammy Quintana	Yes

Vote carried unanimously.

A motion was made to come out of Executive Session. No action was taken during the Executive Session. Only items listed on the agenda were discussed.

MOTION: D. Martinez Jr.

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	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Absent
K.T. Manis	Yes
David Martinez Jr.	Yes
Sammy Quintana	Yes

Vote carried unanimously.

8. Administrative Matters

8. A. Staff Update

Mr. Sandoval reported that NMPSIA has hired Ms. Dominique Williams into the Accountant Auditor position on June 10th.

Ms. Dominique Williams stated that she has now been with NMPSIA for 5 weeks. Ms. Williams started with State Government 10 years ago with the Department of Health, previously worked with Mr. Phillip Gonzales at the Scientific Laboratory Division for 4 years, and worked there for 7.5 years total in both the purchasing and physical departments.

Mr. Chris Parrino welcomed Ms. Vicki Chavez who is new to the Board.

8. B. Covid 19 Update

Ms. Martha Quintana, Deputy Director NMPSIA, reported that last month NMPSIA announced they would be covering four (4) over the counter Covid-19 tests with no charge after June 20, 2023. Ms. Quintana stated that testing in a health care facility would be charged according to the location where the test is administered both in and out of network. Vaccines will remain covered at 100% by the health plan and treatment would be charged based on the location of access and whether in or out of network. NMPSIA will continue to monitor claims received from the carriers and expect to see a decrease.

Mr. Chris Parrino requested that NMPSIA also track RSV in the upcoming winter months as the numbers of cases and claims were significant in 2022.

Ms. Quintana reported on the Covid-19 claims numbers, for March 2020 - May 2023 the total number of claims was 248,933 totaling \$48,267,686. The totals for May 2023 were 0 claims and - \$38,736.00. These numbers were skewed due to an error with the Presbyterian data collection where some members were counted more than once resulting in a difference of 731 claims and \$144,739. This error has been corrected and we are now back on track.

8. C. Open Meetings Act Resolution (Action Item)

Mr. Marty Esquivel, Esquivel and Howington, reviewed the Open Meeting Act Resolution. Mr. Esquivel advised that the Open Meetings Act Resolution per statute set the guidelines for all Board Meetings, Special Meetings, and Emergency Meetings. The changes made were correcting spelling and language was added to include "video conferencing" as an attendance method. This is legal as the public can also attend using the video option.

A motion was made to approve the Open Meetings Act Resolution as presented.

MOTION: D. Martinez Jr.

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	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Absent
K.T. Manis	Yes
David Martinez Jr.	Yes
Sammy Quintana	Yes

Vote carried unanimously.

8. D. 2023 SALGBA State Roundtable & Regional Conference September 17-19, 2023, Nashville, Tennessee (Action Item)

Mr. Patrick Sandoval stated that NMPSIA staff requests approval for Board members and staff to attend the 2023 SALGBA State Roundtable & Regional Conference September 17-19, 2023, in Nashville, Tennessee. All interested in attending should email Mr. Sandoval with their request. The requests will be discussed with Mr. Al Park prior to approval.

Ms. Trish Ruiz asked what SALGBA stands for and Mr. Sandoval replied it stands for State and Local Government Benefits Association.

A motion was made to approve out of state travel for interested staff and Board members to attend the 2023 SALGBA State Roundtable & Regional Conference September 17-19, 2023, Nashville, Tennessee.

MOTION: T. Ruiz

SECONDED: V. Chavez

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	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Absent
K.T. Manis	Yes
David Martinez Jr.	Yes
Sammy Quintana	Yes

Vote carried unanimously.

8. E. 2023 Workers Compensation Conference September 20-22, 2023, Las Vegas Nevada (Action Item)

Mr. Patrick Sandoval stated that NMPSIA staff requests out of state travel approval for Board members and staff to attend the 2023 Workers Compensation Conference on September 20-22, 2023 in Las Vegas, Nevada. All interested in attending should email Mr. Sandoval with their request. The requests will be discussed with Mr. Al Park prior to approval.

A motion was made to approve out of state travel for interested Board members and staff to attend the 2023 Workers Compensation Conference on September 20-22, 2023 in Las Vegas, Nevada.

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	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Absent
K.T. Manis	Yes

David Martinez Jr. Yes
Sammy Quintana Yes

Vote carried unanimously.

9. Financial Matters

A. Approval of May 2023 Financials (Action Item)

Mr. Phillip Gonzales, Chief Financial Officer NMPSIA, presented the Statement of Revenues and Expenditures for the period ending May 31, 2023, for the Employee Benefits Fund. He reported revenue of \$29,918,042.22 and expenses of \$33,225,475.42, which resulted in a loss of \$4,307,433.20 for the month of May.

Mr. Gonzales presented the Statement of Revenues and Expenditures for the period ending May 31, 2023, for the Risk Fund. He reported revenue of \$7,797,047.38 and expenses of \$4,349,143.56, which resulted in a gain of \$3,447,903.82 for the month of May.

Mr. Gonzales presented the Statement of Revenues and Expenditures for period ending May 31, 2023, for the Program Support Fund. He reported revenue of \$126,673.00 and expenses of \$138,457.40 which resulted in a loss of \$11,784.40 for the month of May.

Mr. Gonzales presented the Balance Sheet for the Agency for the period ending May 31, 2023. Program Support had total assets of \$973,636.01, total liabilities of \$99,793.33, and total fund equity of \$873,842.68. Employee Benefits had total assets of \$50,118,787.24, total liabilities of \$32,209,272.68, and total fund equity of \$17,909,514.56. Risk had total assets of \$109,564,265.96, total liabilities of \$97,623,781.47, and total fund equity of \$11,940,484.49. The total combined fund equity for the agency was \$30,723,841.73.

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

MOTION: T. Ruiz

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	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Absent
K.T. Manis	Yes

David Martinez Jr.	Yes
Sammy Quintana	Yes

Vote carried unanimously.

9. B. Fiscal Year 2025 Appropriation Request (Action Item)

Mr. Gonzales reviewed the FY25 Appropriation Request. The request is due September 1, 2023. The NMPSIA request is increased by 13.78% or \$65,361,808 over FY24 Operating Budget, Benefits request increased by 8.91% or \$33,118,137 over FY24 Operating Budget, Risk request increased by 31.86% or \$32,139,909 over FY24 Operating Budget, Program Support request increased by 6.31% or \$103,762 over FY24 Operating Budget. In Summary, the Agency totals are \$474,314,700 for the FY24 Operating budget and \$539,676,508 for the FY25 Appropriation Request with a difference of 13.78%, \$65,361,808.

Mr. Gonzales presented the increases as follows:

- The Benefits Fund: Medical Trend of 6.5%, Prescription Drug Trend of 10.0%, Dental Trend of 4.0%, and Program Support transfer increased by 6.26%.
- The Risk Fund: Contracts increased by 32.07%, Excess Insurance increased by 34.38%, Claims increased by 47.43%, and Program Support transfer increased by 6.37%.
- The Program Support Fund: Personal Services increased by 7.18% and Contractual Services increased by 6.19 %.

Mr. Chris Parrino asked for elaboration on the significant increase for the Risk Fund. Mr. Gonzales stated that the increase is due to the cost of excess insurance a big part of that was the hail and wind premiums. The SIR-related to hail and wind increased from 2.5% to \$10 million and \$25 million in the aggregate. There have been some high-dollar hail claims in recent months. In Eastern NM, Tucumcari area, there was a hail event over \$30 million dollars and another in Springer that we do not have a dollar value on yet.

A motion was made to approve the FY25 Appropriation Request.

MOTION: T. Ruiz

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	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Absent

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

Vote carried unanimously.

10. Risk Matters

10. A. Approval of Amendment for Workers’ Compensation Third-Party Dedicated Claims Administration Services (Action Item)

Mr. Sandoval presented the amendment to the Workers' Compensation Third-Party Dedicated Claims Administration Services Contract. The amendment is to the compensation. There is no change to the total compensation. The amendment includes a maximum per bill review not to exceed \$400,000, a not to exceed amount of \$300,000 for nurse care management, a not to exceed amount of \$25,000 for Medicare set aside, and a not to exceed the amount of \$25,000 for the ISO, EDI, FROI, and SROI indexes.

A motion was made to approve the Amendment for Workers’ Compensation Third-Party Dedicated Claims Administration Services.

MOTION: T. Ruiz

SECONDED: K. Manis

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	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Absent
K.T. Manis	Yes
David Martinez Jr.	Yes
Sammy Quintana	Yes

Vote carried unanimously.

10. B. Approval of Risk Premium Payment Installment Plan (Action Item)

Mr. Sandoval asked for the approval to allow NMPSIA Risk Members to pay their risk premiums in installments over a period of time. The Risk premiums are due by August 1st with the 10 day grace period before incurring late charges. The Board has approved the request for installments every year for at least the last 3 to 4 years. Usually Charter schools request to pay installments that helps them with their cash flow. This year we have had three requests to pay installments.

A motion was made for approval of the Risk Premium Payment Installment Plan.

MOTION: P. Jaramillo

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	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Absent
K.T. Manis	Yes
David Martinez Jr.	Yes
Sammy Quintana	Yes

Vote carried unanimously.

10. C. Anonymous Reporting System Update

Ms. Julie Garcia, Poms and Associates, gave an update on Anonymous Reporting. NMPSIA has completed the contract with StopIt and has moved on to launch the program in our districts. StopIt has been doing a great job with the outreach and had 23 schools already enrolled when the contract began. Ms. Garcia added that Las Cruces just signed up and are in the process of implementation and working on getting emails out directly to students. We are currently signed up for quarterly reporting on enrollment and what is being reported in the system, this can be changed to monthly. Ms. Claudette Roybal, Risk Coordinator NMPSIA, added that the Attorney General's Office has also been working with NMPSIA to participate in a press release and getting the information distributed. Mr. Sandoval and herself will be calling districts and charters personally to try to get them to sign up. StopIt has been presenting at some conferences in New Mexico trying to get the word out on the program. Ms. Garcia added that Poms has included an announcement in the newsletter.

Ms. Trish Ruiz asked if the information had been distributed to School Board members. Ms. Garcia stated that flyers could be provided for distribution. Mr. David Martinez Jr. asked if schools that are already using a different reporting system would need to change. Ms. Garcia advised that STOPIT is working to consolidate data with other companies and there is no need to switch if they are happy with what they currently have.

10. D. Stewardship Report - Loss Analysis Workers' Compensation

E. Year-End Claims Comparison

Mr. Rich Cangiolosi, CCMSI, presented on Loss Analysis for Workers' Compensation and the Year-End Claims Comparison. Workers' Comp Claims were down during COVID and then started creeping back up the last couple of years. We expect about \$8,000,000 and 1,400 claims incurred for the year. The one year that they had the lowest number of claims actually has the highest number of average costs. The average cost went down and is staying pretty steady but will probably go up just a bit within next year. The claim counts by year, the goal is to close as many claims as we get in a year. For the top five Members by total incurred, Julie from Poms will review and go over the loss prevention. Job codes are how employees are getting hurt.

Number one is college employees. Then total claims incurred by age, the group that has the most injuries is 55 to 64 years old. Over age 65 and older don't have a lot of claims. Average of lost time, this shows light duty days and lost days. We like to see light duty days as it means we are getting people back to work. It is sometimes hard to get people back to work because of their job classifications. Next is tenure, usually 3-5 years is the highest. It is usually new employees. Slips, trips, and falls are always the highest category in types of injury along with strains by lifting. Poms works with the schools to address this and provides training. Next is body parts, with multiple

10. F. Year-End Review of Bill Review and Nurse Case Management

Mr. Cangiolosi reported on the Bill Review and Nurse Case Management. The bill review through the whole year, NMPSIA was billed over \$14 million this was for over 13,000 bills. CCMSI was able to reduce by \$9 million for a total reduction of about 64%. The reduction is due to many factors including the State's fee schedule, a preferred provider network with 5-10% discounts, and also negotiations. The total fees are at \$292,000 and our cap is \$500,000. We are lower this year at \$400,000 and are trending well below this cap. For the nurse case management, we spent \$211,000 and had a \$400,000 cap savings of \$188,000 accomplished by utilizing nurse case management sparingly and giving task assignments.

10. G. TPA Reports

1. Property & Liability Monthly Claims Report

Mr. Steve Vanetsky, CCMSI, reported on the Property & Liability Monthly Claims Report for the month of May 2023. Property had 81 open claims, 3 new claims, and 6 claims were closed. Liability had 383 open claims, 58 new claims, and 77 claims were closed. Reserves were at \$56,481,755.62 and payments were \$41,767,216.83 for a total of \$98,428,972.45.

2. Property & Liability Large Losses

Mr. Vanetsky reported large losses. On the property side, one large loss at Gallup McKinley Elementary school had a ruptured fire suppression supply line which was underground causing internal building flooding. Crews were dispatched to pump water out of the building and drying equipment had been staged. This loss will exceed \$50,000 alone and has been reported to the excess carrier. Eastern New Mexico University, the Roswell campus, happened on May 31st, hailstones were observed at an inch to an inch and a half in diameter. It looks to be about 50,000 square feet of built-up roof that will likely need replacement and there is also extensive exterior stucco siding and wall damage, which will probably need to be replaced or at the very least, re-coated. The excess carrier has been notified. He also updated us on the main hail loss that we're experiencing now, in the eastern part of the state which occurred back in May. We're looking at about a \$27 million loss affecting four areas, Grady, Tatum, Mesalands Community College, and Logan. The excess carrier has been put on notice. Emergency repairs have commenced at all school locations and at this time does not seem like it will affect the start of the school year. There was a loss reported yesterday in Springer, the adjuster is on-site today, we do not yet know what this hail claim is going to look like yet.

On the liability side, we had a tort claim at a Charter School in Rio Rancho of a student-on-student assault stemming from an incident in October 2021. The claim is being investigated and has been reported to the excess carrier and is outside of the statutory 90 days. Out of Moriarty Edgewood a tort claim for a student-on-student assault that occurred in May of 2022. This is being investigated and has been reported to the excess carrier. Yesterday out of Aztec, three tort claims with allegations of criminal misbehavior of a teacher-on-students. The teacher has been convicted of battery. This is under investigation.

Mr. Vanetsky presented on Property and Liability Claims. The largest drivers for NMPSIA claims are sexual molestation claims and weather-related property claims. Since January 2015 to present there have been 70 SAMS cases reported to CCMSI. Total paid losses are \$29,916,876. The total incurred, which represents paid plus outstanding reserves is \$32,886,058. A total of \$2,969,182 is the amount of open reserves on claims not paid yet. The districts that have the most cases are Santa Fe Public Schools, Hobbs, Rio Rancho, Moriarty/Edgewood, Aztec, Cuba, and Eastern New Mexico University. Since January 2015 to present there have been 63 hail-related weather claims reported with total losses of \$25,092,027. Total incurred represents paid plus outstanding reserves of \$82,984,548 and \$57,902,742 of open reserves on claims not paid, the majority of that is the Lovington hail loss and the Eastern New Mexico University loss.

Mr. Kevin Sovereign, CCMSI, reviewed losses in regard to Inspection of Public Records Act (IPRA) and from 2016 through 2023 there have been seven filed against various Member insured districts. Total paid losses \$145,000, pending claim reserves \$235,000, and attorney fees estimated at \$308,000. IPRA claims pose a problem to the Authority because they are dangerous claims when notified late and generate bad publicity. Attorneys are now using IPRA requests as a discovery vehicle in pre-litigation and litigation. Attorneys will send a request for information that they typically wouldn't receive except in litigation. The IPRA statute in New Mexico is very liberal, requestors are entitled to receive just about everything they ask for.

There are a couple of attorneys that appear to be manufacturing litigation by submitting multiple requests on separate days asking for slightly different information on each request and what they are hoping for is that the ball gets dropped and when that happens they file a lawsuit related to that matter. Every day that passes is an IPRA violation at \$100 per day. IPRA requests can get expensive, because of significant penalties attached to them.

Mr. Parrino asked if we are at risk of not being insured due to claims being out of hand for hail. Mr. Sovereign stated that it will likely become cost prohibitive. We are currently looking at an increase in the self-insured retentions (SIR). NMPSIA's portion of payment on any hail claim has gone up from \$2.5 million to \$10 million. We are hoping that this was our bad hail year based on the historical cycle.

3. Workers' Compensation Monthly Claims Report

Mr. Jerry Mayo, CCMSI, provided the Workers' Compensation Monthly Claims Report for employers as of May, 2023. During the month of May, there were 963 open claims, 260 new claims, 21 claims were re-opened, and 276 claims were closed. Reserves were at \$14,505,719.52 and payments were \$48,333,132.36 for a total of \$62,838,851.88.

4. Workers' Compensation Large Losses

Ms. Vanessa Devine, CCMSI, reported a large loss at Hobbs Municipal Schools from August 2021, injured workers sustained a right shoulder injury that resulted in surgery. After they were released from care and placed at maximum medical improvement, they were given permanent restrictions the school could not accommodate. This resulted in modifier benefits and an increase or the future benefits of \$82,182.21. The second reserve increase was for Roswell Independent Schools with the date of injury March 15, 2023. The injured worker sustained a partial finger amputation that required an air ambulance. The reserves required to be increased by \$72,470.21.

10. H. Loss Prevention Update

Mr. Larry Vigil, Poms and Associates, presented the Loss Prevention Abatement Report for May and June 2023. In May there were 753 total recommendations and 720 non-capital. Corrected non-capital were 491, there was a 68.19% abatement for non-capital recommendations. In June there were 349 total recommendations, and total non-capital were 346. The corrected non-capital was 280, with an 80.92% abatement for non-capital recommendations. For the school year ending June 2023, there was a total of 4,163 recommendations, 3,977 of which were non-capital which is a 76.54% abatement for recommendations that were non-capital that were fixed by school districts. The benchmark is 70% which was exceeded but 76% is still a good number. On the capital corrections, there was 38.59% which is also a good number for us. A total of 571 total loss control assessment reports were provided to districts, charter schools, colleges and universities throughout the last school year.

Ms. Julie Garcia talked about meeting with the Public School Facilities Authority (PSFA) with respect to their data on the roofs. PSFA has data on every roof in the state including the square footage of the roof and the age.

The age of the roof is misleading as the district has to report any repairs or replacements and most districts don't report to PSFA. There is zero data on what type of roof a school has but several that appear to be well past PSFA's 20-year lifespan. In regard to the bullying issues, a restorative justice program has been implemented in Raton which has cut the suspension rate by 99% and significantly increased the graduation rate. Ms. Garcia stated that there will be a presentation on this program at the next board meeting. This restorative justice program is aimed at reducing threats and violence in schools. Ms. Garcia reported that there are 99% of schools now enrolled in Vector Solutions and 99 % of charters are not enrolled. Ms. Garcia will be presenting at the charter schools conference to get the information out and encourage enrollment.

10. I. 2023-2024 Target Misconduct Districts

Ms. Garcia reported on schools with repeated misconduct incidents in the last year. She reviewed 13 schools in total for sexual molestation claims based in inappropriate conduct that is sexual in nature, sexual assault and sexual penetration. Reporting includes schools that had two or more complaints and had above \$50,000 in losses. Those schools were Los Lunas, Santa Fe, Pecos, and Eastern New Mexico University. All 13 schools will all be the subject of an audit. Ms. Garcia continued to report whether or not any of these schools have signed up for Vector Solutions. Santa Fe Public Schools is marked partial because only seven modules were completed. Pecos has been utilizing the in-person training with the last one in October of 2021. Bloomfield has also done trainings in person with the last one in February of 2023. Training was done in person at Central and then Central had all employees also go through Vector. Chama and West Las Vegas have not enrolled anyone.

Ms. Garcia stated that on the list of sexual molestation cases from 2019 through the end of 2023, there are eight coaches on the list. It is unclear whether coaches are being included in the reference checks or training. There will be a big push to get training for coaches. Student-to-student claims are not included in the sexual molestation list as they follow different rules and are not included in Public Education Department (PED) or HB128 language.

Ms. Ruiz commented that there needs to be a plan to enforce compliance. Ms. Garcia stated that PED is not intervening and sexual molestation claims are the number one area of loss. There is a need for Vector to be more aggressive with compliance reminders. Ms. Vicki Chavez added that all school board members should be receiving copies of the Hazard notices.

10. J. School Safety Plan Enforcement

Ms. Garcia stated that PED has asked for assistance in enforcing the school safety plan. Every school district is required to have a plan. PED has a new Safety Director who is sending out notices to schools that they are not in compliance. There are six sections of the plan that have to be responded to by the schools. The Safety Plan Coordinator has asked NMPSIA to consider options to pursue other actions for schools that are behind by two or more years. PED has zero enforcement for schools not in compliance.

PED is asking for NMPSIA to assist in enforcement. Mr. Esquivel suggested starting with a meeting with the PED Secretary and working directly with him on the issue. Ms. Ruiz felt that one to two years is too long to not be in compliance and the issue needs to be addressed. Poms is requesting guidance on how to proceed. Mr. Esquivel stated the first step is going to be meeting with the PED Secretary. Mr. Sammy Quintana was appointed as the Board member to join the meeting.

11. Benefits Matters

11. A. Approval of Domestic Partner Resolution- Alice King Community School (Action Item)

Ms. Cyndi Archuleta, Benefits/Wellness Manager NMPSIA, informed the committee that Alice King Community School’s (AKCS) governing board has adopted a resolution to offer health benefit coverage to Domestic Partners and treat the Domestic Partner as a spouse. AKCS will be contributing to the premium for any tier change that is created by adding the partner and/or partner’s children. Staff is recommending approval of this petition to offer Domestic Partner coverage. If approved, staff will work with AKCS to establish an effective date and enrollment period for their employees.

A motion was made to approve the Domestic Partner Resolution- Alice King Community School.

MOTION: S. Quintana

SECONDED: V. Chavez

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	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Absent
K.T. Manis	Absent
David Martinez Jr.	Yes
Sammy Quintana	Yes

Vote carried unanimously.

11. B. Retroactive Approval of Part-Time Resolutions- Effective July 1, 2023 (Action Item)

Ms. Archuleta presented the Part-Time Resolutions. Thirty-five resolutions were approved at the June Meeting. At that time, NMPSIA was awaiting resolutions from Bernalillo Public Schools, Horizon Academy West, and Roswell Independent School District.

La Tierra Montessori School of the Arts and Sciences was thought to be closing; however, they have submitted a Part-Time Resolution for consideration as well. Ms. Archuleta reiterated the Standard offering provides insurance to eligible part-time employees who are under contract and work less than 20 hours per week, but not less than 15 hours per week, and the employer pays their share of the insurance premium. These resolutions are approved annually as schools evaluate their budgets each year to confirm they can continue to offer this access to benefits. Staff is recommending approval of the four additional Part-Time Resolutions received to date for the 2023/2024 school year. These resolutions will require retroactive approval to be effective July 1, 2023.

A motion was made to approve Part-Time Resolutions- Effective July 1, 2023.

MOTION: P. Jaramillo

SECONDED: V. Chavez

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	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Absent
K.T. Manis	Absent
David Martinez Jr.	Yes
Sammy Quintana	Yes

Vote carried unanimously.

11. C. Approval of New Charter School: Explore Academy- Rio Rancho (Action Item)

Ms. Quintana informed the Board that NMPSIA was advised in March that Explore Academy- Rio Rancho was finalizing the process to become a New Mexico Charter School. In June, PED advised of the approval with the effective date of July 1, 2023. Staff is recommending retroactive approval to add Explore Academy- Rio Rancho as the 101 NMPSIA participating Charter school. Ms. Quintana confirmed that NMPSIA covers Explore Academy- Las Cruces, Explore Academy Albuquerque, and now Explore Academy- Rio Rancho.

A motion was made to approve the New Charter School: Explore Academy- Rio Rancho.

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	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Absent
K.T. Manis	Absent
David Martinez Jr.	Yes
Sammy Quintana	Yes

Vote carried unanimously.

11. D. Approval of Segal Amendment For Mental Health Parity Audit (Action Item)

Ms. Quintana presented the Amendment of the Segal Agreement to expand the Scope of Work to include the Mental Health Parity Audit. The work will include a comprehensive compliance review of all the requirements of the Act. Under the Biden Administration, plans like NMPSIA's had the opportunity to opt out of mental health parity. NMPSIA has opted out of the requirements for years and this will be the last year NMPSIA able to opt-out. Segal will investigate the requirements and advise of a plan to meet any compliance measures NMPSIA will have to implement moving forward. Staff will also be working with General Counsel to ensure compliance with the NMPSIA Plan design. The compensation for this amendment shall not exceed \$870,500 including gross receipts tax. Staff is recommending approval of the Segal amendment.

A motion was made to approve Segal Amendment For Mental Health Parity Audit.

MOTION: V. Chavez

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	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Absent

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

Vote carried unanimously.

11. E. Possible Benefits Changes From 2023 Legislative Session

Ms. Kaylei Jones, Benefits/Wellness Coordinator NMPSIA, presented the possible benefits changes from the 2023 Legislative Session. The NMPSIA benefits team has been in communication with the carriers to ensure compliance and seamless incorporation of new laws. NMPSIA has identified nine bills, now laws, that will directly impact the administration of the NMPSIA plan design. One bill to note is SB51 pertaining to cost sharing contributions for prescriptions. This bill has been identified as the most costly to the NMPSIA benefits plan with an estimated cost to FY24 of \$2.1 million as well as for FY25. Staff is working with CVS to get a better understanding of the impact of this bill.

CVS responded to three particular bills. With regard to HB 53, "CVS Caremark paper claims, networks, and prior authorization team will review the requirements of the bill. If updates to the process are required, teams will meet internally to determine any action needed to become compliant. Any future action determined will be communicated to NMPSIA through the Account Team." With regard to SB132, "if it is determined that plan changes are required to be in compliance with this mandate, CVS Caremark Client Benefit and Clinical teams will consult with NMPSIA and obtain sign-off on intent." Ms. Jones added that prior to signing off, NMPSIA would ask General Counsel to review. Lastly, with regard to SB 273, "the CVS Caremark Medical Affairs team will review the requirements detailed in the mandate. If updates are needed in the current criteria related to Step Therapy exception processing, the updates will be made and presented to the Pharmacy & Therapeutics Committee for approval."

BCBS is in the early stages of evaluation and implementation of the bills passed by the legislature. For those bills that require changes to or expansions of benefits and plan designs, claims adjudication and materials will be updated as applicable. BCBS is still evaluating SB273 Mental Health Coverage for its impact to the NMPSIA. Additionally, we are preparing to implement SB232 to ensure that BCBSNM remains within the statutory requirements. Cigna confirmed adjudication to comply with the law, and that document language would be updated as needed. HB53 will not require an update to document language. Presbyterian stated that provider communications will be distributed either via newsletter or email blast. Claims will continue to be adjudicated in the same manner in which they're processed today. Any IBAC materials will need to be adjusted to align with any provisions not previously accepted by these groups. Lastly, Presbyterian has created a Teams Project Board with all legislative bills' applicability and status.

11. F. Review Premium Payment Penalty Waiver Policy

Ms. Quintana reported that the Benefits Advisory Committee (BAC) reviewed the Premium Payment Penalty Waiver Policy information provided. NMPSIA Rule 6.50.8.9 includes language for Employee Benefits premium payments that are due in full within 10 days after billing and premiums are due no later than the 10th of the month for which coverage is intended. NMPSIA Rule 6.50.8.12 describes the procedure for handling disputed billings. A “Pay as Billed” procedure was implemented by the Board in January of 2002 that required schools to pay as billed. In June 2002, after feedback from Members, the Board agreed to allow the Members to “Pay as Corrected” if the Member contacted the TPA and confirmed any errors on the bill prior to payment of the bill. In August 2002 the Board adopted a penalty provision to apply to schools not paying “a billed” or “as corrected” to be effective September 1, 2002.

Administration for waiver of a penalty includes allowing NMPSIA to waive one penalty in a rolling 12 month period and any subsequent penalties within a rolling 12 month period would require Board approval for a second waiver of penalty. During the COVID pandemic penalties were suspended from April 2020 to May 2023. In the month of June, three participating employers paid late, and two schools did not pay as billed. At the BAC, Ms. Quintana suggested that a committee be formed to review the existing policy for premium payments and the pay-as-billed penalty provisions. Mr. Parrino stated the committee for the record included Ms. Jaramillo, Mr. Manis, Ms. Riddle, Ms. Archuleta, and Ms. Quintana.

11. G. COVID-19 Vaccine/Immunization and Booster Utilization Analysis

Ms. Debbie Donaldson, Segal, started her report with the three questions the Board had requested to be answered regarding member utilization of vaccines/immunizations that are covered at 100% under the preventive services benefit, member utilization of the COVID-19 booster and any direct financial impact NMPSIA may realize if cost sharing was imposed on preventative services. Ms. Donaldson reviewed the Affordable Care Act (ACA) preventative services mandate that NMPSIA and other sponsors of non-grandfathered plans are required to continue covering “A” and “B” preventative services recommended by the United States Preventative Services Task Force with no cost sharing and the Braidwood Management Inc. v Becerra litigation that challenged the legality of the ACA preventative services mandate. A comparison of 2021 and 2022 vaccination utilization showed a drop in 2022. As for COVID-19 booster utilization via the health plans, when comparing 2021 to 2022 there was a drop in booster utilization of a little over 50%. If NMPSIA were to begin imposing cost-sharing for these services, it is estimated that the plan costs would be reduced by approximately \$225,000 to \$305,000 annually (less than \$1 PMPM). In general, the benefits of covering preventive services outweighs the small savings that may result from lifting that coverage.

11. H. Clinic Feasibility Request for Information

Ms. Jones presented the Clinic Feasibility RFI draft. NMPSIA is soliciting a request for information related to clinic management. The purpose of the RFI is to solicit information to establish the feasibility, practicality, and potential for cost-saving outcomes of On-Site and/or virtual Medical Clinics.

The intent of the clinic would be to provide medical-related services, including providing low-to-no-cost primary care to NMPSIA's benefit-eligible members and their dependents participating in medical coverage through the NMPSIA Group Plan.

NMPSIA wants to issue the RFI on August 25, 2023. The RFI will be posted on nmpsia.com, and the Authority will also solicit advertisements in various local and national publications. NMPSIA will hold an Information Session on August 23, 2023, from 2:00 p.m.- 3:00 p.m. to answer any preliminary questions about the RFI or to clarify what the Authority is trying to achieve. Respondents can submit questions, in writing via email, about the RFI to further clarify any of the Authority's intentions regarding the RFI's contents. Questions will be received through 11:59 p.m. on August 25, 2023. NMPSIA will work to provide a response to submitted questions no later than 5:00 p.m. on August 31st, 2023. Answers to questions will be posted on the NMPSIA website under NMPSIA Procurements. Respondents must submit comments via email to Ms. Jones and reference "Viability of Medical Clinic RFI" in the title. Submissions are due at 11:59 p.m. on September 30th.

NMPSIA is working to bulk up the appendix section to include more statistical information. Ms. Jones added that NMPSIA has received data from Erisa; however, it will need to be manipulated internally to obtain valuable demographic related to the NMPSIA population by county and zip code. At the time of having a more complete RFI, NMPSIA will send it to Segal and NMPSIA's General Counsel for review. NMPSIA has had conversations with Retiree Health Care Authority and is willing to share the results of this RFI.

11. I. Delta Dental Update

Mr. Rich Bolstad provided the Delta Dental Update and introduction of key staff. Delta was incorporated on May 6, 1971 in New Mexico. They serve over 400,000 members and are comprised of 43 New Mexico employees. Delta Dental is contracted with more than 152,000 Premier providers and 113,000 PPO providers nationwide. Effective in October 2023, Delta will be launching a no-cost Tele-Dentistry benefit. The benefit will offer access to prescription medication and increase rural access. For the plan, these benefits will help mitigate serious oral health issues. In January 2024, Delta will roll out Health Analytics which will track key metrics & utilization by particular focus areas. The mouthguard program is now expanding from wrestling to also include football programs; 7,950 mouthguards have been shipped to 120 different NM high school programs. Mr. Bolstad updated the committee on SB17 that introduces new requirements for prior authorization, provider network leasing, and method of payment. This bill was signed into law and is effective January 1, 2024. Delta proactively worked with Senator Wirth and other stakeholders to amend SB17.

11. J. Continuation of Primary Care Provider Statistics - Rural New Mexico

1. BlueCross Blue Shield (BCBS)

Ms. Lisa Guevara presented the Primary Care Provider (PCP) statistics for rural New Mexico.

Between January 2023 and May 2023, BCBS saw an increase of 179 PPO providers and an increase of 107 Blue Preferred network providers. Across both networks, BCBS has seen a decrease in provider locations. Ms. Guevara noted that BCBS offers grant opportunities to bring the infrastructure to rural areas for telehealth medicine. BCBS is encouraging the use of technology and reminded the Board of Babylon Health and MDLive, two options of telemedicine. Ms. Guevara shared that there was a soft launch effective July 1. Ms. Guevara shared provider data by county. All counties do have at least four providers accepting new patients.

2. Cigna

Ms. Jones presented for Mr. Daniel Warner from Cigna. Ms. Jones presented the PCP statistics for rural New Mexico. Cigna currently has close to 4,000 PCP access points with 93% accepting new patients. Cigna reported they have close to 3,000 PCP access points specifically in the rural areas with 95% of those accepting new patients. For members looking for behavioral health care, Cigna will do a provider search on the member's behalf to determine if the provider is taking new patients and determine if the member would be able to get an appointment timely. It was emphasized that if an individual is reaching out requesting help with a behavioral disorder or substance abuse problem it is imperative that they are provided care within 5-7 days. Members would simply need to call Cigna to receive that service. Related to virtual care, Cigna partners with MDLive and Ginger.

3. Presbyterian

Mr. Steve Valdez presented the PCP statistics for rural New Mexico. There are 2,283 out of 2,385 PCPs in New Mexico accepting new patients. The majority of providers in rural areas have an open panel with the exception of Harding, NM. Presbyterian is working to recruit providers primarily outside of the central 5-county delivery system and those areas with long patient wait times for appointments. Presbyterian is focusing provider recruitment on the border areas of the state.

11. K. 2023 NMPSIA Regional Training Update

Ms. Archuleta provided the Regional Training Update. The Benefits staff along with the partnership of Erisa, Poms and Associates, CCMSI and the medical carrier wellness representatives completed the trainings that were held in five centralized locations throughout New Mexico: Farmington, Las Vegas, Roswell, Rio Rancho, and Las Cruces. Just under 200 representatives were in attendance. The event in Rio Rancho was recorded. The recording will be posted to the NMPSIA website so that the training can be revisited and used as a resource for future needs.

11. L. IBAC Update

Ms. Archuleta provided the IBAC update. The IBAC met on June 14, 2023. A presentation was delivered by Data Insights Actions (DIA). DIA provides companies with Claims Payment Integrity Audits.

DIA uses artificial intelligence, machine learning, deep learning, and deep data analytics to extract actionable insights from data to help clients make decisions and take action to achieve their goals which increase revenues, reduce cost and improve the performance of their portfolio companies. In addition to this presentation, our carriers provided updates to enhance their programs. The IBAC entities are working on the RFP for medical, dental and vision services.

12. General Discussion

Ms. Archuleta reported that the claims integrity audits were requested by the legislative committee and NMPSIA has seen, in addition to the DIA presentation, other presentations from other vendors. NMPSIA is doing its due diligence to review current contracts with General Counsel on the anti-donation clause to allow large hospital systems. NMPSIA will be running this RFP and having preliminary discussion with the New Mexico Retiree Health Care Authority.

Mr. Sandoval noted that according to our Rules an annual election of Board officers needs to take place at a meeting in August. He requested a preliminary date and time for a Special Board meeting for the annual election of officers and a review of any other time-sensitive items. The Board suggested August 30th at 4 p.m. as a virtual meeting. Mr. Sandoval thanked all the carriers for attending and thanked Kevin McDonald for handling all the audio/visual services. Mr. Sandoval thanked Ms. Kaylei Jones and Ms. Claudette Roybal for facilitating all the arrangements for the annual meetings.

**13. Next Meeting Date and Location: Thursday, September 7, 2023 (Action Item)
Location: To Be Determined and a Virtual Option**

The next meeting will be held on September 7, 2023, location to be determined. There will be a remote option available.

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

MOTION: T. Ruiz

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	No
Vicki Chavez	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Absent

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

Vote carried unanimously.

14. Adjournment (Action Item)

A motion was made to adjourn the meeting at 12:07 p.m.

MOTION: T. Ruiz

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	Absent
Vicki Chavez	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Absent
K.T. Manis	Absent
David Martinez Jr.	Yes
Sammy Quintana	Yes

Vote carried unanimously.

APPROVED:

Mr. Alfred Park, President

Date

**NEW MEXICO PUBLIC SCHOOLS INSURANCE AUTHORITY
BOARD OF DIRECTORS MEETING MINUTES**

Virtual: <https://meet.goto.com/568343693>
Dial in +1 (571) 317-3122
Access Code: 568-343-693

Wednesday, August 30, 2023

DRAFT

1. Call to Order

Mr. Al Park, NMPSIA Board President, called the NMPSIA Board Meeting to order at 4:03 p.m. on Wednesday, August 30, 2023.

2. Roll Call

Ms. Charlette Probst called roll.

Board Members Present:

Al Park, President	Virtual
Chris Parrino, Vice-President	Virtual
Trish Ruiz, Secretary	Virtual
Vicki Chavez	Virtual (arrived 4:08 p.m.)
Tim Crone	Virtual
Pauline Jaramillo	Virtual
Bethany Jarrell	Virtual (arrived 4:07 p.m.)
K.T. Manis	Virtual
David Martinez Jr.	Virtual
Sammy Quintana	Virtual

Board Members Absent:

Denise Balderas

NMPSIA Staff Members Present:

Patrick Sandoval, Executive Director	Virtual
Martha Quintana, Deputy Director	Virtual
Phillip Gonzales, Chief Financial Officer	Virtual
Charlette Probst, Financial/HR Manager	Virtual
Maria Lugo, Chief Procurement Officer	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:

Amy Bonal	Erisa Administrative Services	Virtual
Kathy Payanes	Erisa Administrative Services	Virtual

Martin Esquivel

Esquivel & Howington

Virtual

3. Introduction of Guests

Mr. Patrick Sandoval, Executive Director NMPSIA, advised that there are no guests to introduce.

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

There were no citizens to address the Board.

5. Approval of Agenda (Action Item)

A motion was made to approve the agenda as presented.

MOTION: D. Martinez Jr.

SECONDED: C. Parrino

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 Baldares	Absent
Vicki Chavez	Absent
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Absent
K.T. Manis	Yes
David Martinez Jr.	Yes
Sammy Quintana	Yes

Vote carried unanimously.

6. Administrative Matters

6. A. Election of Officers (Action Item)

Mr. Park turned over the handling of the election to General Counsel Mr. Martin Esquivel. Mr. Esquivel opened the nominations of officers for the NMPSIA Board of Directors, beginning with the office of President.

A motion was made to nominate Mr. Al Park for the office of President. There were no further nominations.

MOTION: T. Ruiz

SECONDED: C. Parrino

A motion was made to close nominations and elect Mr. Al Park as President.

MOTION: S. Quintana

SECONDED: B. Jarrell

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 Baldares	Absent
Vicki Chavez	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Yes
K.T. Manis	Yes
David Martinez Jr.	Yes
Sammy Quintana	Yes

Vote carried unanimously.

Mr. Esquivel opened nominations for the office of Vice President.

A motion was made to nominate Mr. Chris Parrino as Vice President. There were no further nominations.

MOTION: P. Jaramillo

SECONDED: T. Ruiz

A motion was made to close nominations and elect Mr. Parrino as Vice President of the Board.

MOTION: A. Park

SECONDED: T. Ruiz

A roll call vote was taken.

Ms. Charlette Probst called roll.

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

David Martinez Jr.	Yes
Sammy Quintana	Yes

Vote carried unanimously.

Mr. Esquivel opened nominations for the office of Secretary.

A motion was made to nominate Ms. Trish Ruiz for Secretary of the Board. There were no further nominations.

MOTION: C. Parrino

SECONDED: T. Crone

A motion was made to close nominations and elect Ms. Ruiz as Secretary of the Board.

MOTION: A. Park

SECONDED: D. Martinez Jr.

A roll call vote was taken.

Ms. Charlette Probst called roll.

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

Vote carried unanimously.

6. **B. NMPSIA Committee Member Appointments**

This item will be postponed until the October Board of Directors meeting. The due date for letters of interest is September 25, 2023.

6. **C. Approval of Contract for Student Athletic and Vocational Accident Insurance (Action Item)**

Mr. Sandoval stated that at the June 2023 Board meeting the Board gave staff and General Counsel approval to enter into contract negotiations and bind a contract for Student Athletic and Vocational Accident Insurance and bring it to the Board for retroactive approval to August 1, 2023.

A motion was made to approve the Contract for Student Athletic and Vocational Accident Insurance.

MOTION: C. Parrino

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 Baldares	Absent
Vicki Chavez	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Yes
K.T. Manis	Yes
David Martinez Jr.	Yes
Sammy Quintana	Yes

Vote carried unanimously.

6. **D. Approval of Contract for Group Basic Life and AD&D, Group Voluntary Life and AD&D, and Group Long Term Disability Coverage (Action Item)**

Mr. Sandoval stated that at the June 2023 Board meeting the Board gave staff and General Counsel approval to enter into contract negotiations and bind a contract for Group Basic Life and AD&D, Group Voluntary Life and AD&D, and Group Long-Term Disability Coverage and bring it to the Board for retroactive approval to July 1, 2023.

A motion was made to approve the Contract for Group Basic Life and AD&D, Group Voluntary Life and AD&D, and Group Long-Term Disability Coverage.

MOTION: T. Ruiz

SECONDED: C. Parrino

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 Baldares	Absent
Vicki Chavez	Yes
Tim Crone	Yes

Pauline Jaramillo	Yes
Bethany Jarrell	Yes
K.T. Manis	Yes
David Martinez Jr.	Yes
Sammy Quintana	Yes

Vote carried unanimously.

Mr. Park asked Mr. Sandoval to reveal the selected vendors for item 6.C and 6.D. Mr. Sandoval advised that the selected vendor for Student Athletic and Vocational Accident Insurance is Meyers Stevens & Toohey and the selected vendor for Group Basic Life and AD&D, Group Voluntary Life and AD&D, and Group Long-Term Disability Coverage is The Standard.

6. E. Approval of Mosaic Academy Increase Basic Life Coverage (Action Item)

Ms. Cyndi Archuleta, Benefits/Wellness Operations Manager NMPSIA, stated that the Mosaic Academy governing Board passed a resolution to increase their Basic Life and AD&D coverage amount from \$25,000 to \$50,000 effective October 1, 2023. NMPSIA staff is recommending approval of this request.

A motion was made to approve Mosaic Academy to Increase Basic Life Coverage.

MOTION: C. Parrino

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 Baldares	Absent
Vicki Chavez	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Yes
K.T. Manis	Yes
David Martinez Jr.	Yes
Sammy Quintana	Yes

Vote carried unanimously.

6. **F. Approval of Carlsbad Municipal School District Resolution to Participate in Dental and Vision Benefits (Action Item)**

Ms. Archuleta stated that NMPSIA received a request from the Carlsbad Municipal Schools to add Dental and Vision Coverage effective January 1, 2024. If approved, NMPSIA staff will work with carriers and participants at the on-site Open/Switch enrollment event to answer questions and help with enrollment.

A motion was made to approve the Carlsbad Municipal School District's Resolution to Participate in Dental and Vision Benefits.

MOTION: C. Parrino

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 Baldares	Absent
Vicki Chavez	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Yes
K.T. Manis	Yes
David Martinez Jr.	Yes
Sammy Quintana	Yes

Vote carried unanimously.

7. **General Discussion**

The Board members discussed the excitement and fast pace for the start of the 2023-2024 school year.

8. **Next Meeting Date and Location: Thursday, September 7, 2023 (Action Item)**
Location: TBD and a virtual option

The next meeting will be held on September 7, 2023, at Poms & Associates, 201 3rd Street, Suite 1400, Albuquerque, NM 87102. There will be a virtual option available.

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

MOTION: C. Parrino

SECONDED: S. Quintana

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 Baldares	Absent
Vicki Chavez	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Yes
K.T. Manis	Yes
David Martinez Jr.	Yes
Sammy Quintana	Yes

Vote carried unanimously.

9. Adjournment (Action Item)

A motion was made to adjourn the meeting at 4:32 p.m.

MOTION: T. Ruiz

SECONDED: C. Parrino

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 Baldares	Absent
Vicki Chavez	Yes
Tim Crone	Yes
Pauline Jaramillo	Yes
Bethany Jarrell	Yes
K.T. Manis	Yes
David Martinez Jr.	Yes
Sammy Quintana	Yes

Vote carried unanimously.

APPROVED:

Mr. Alfred Park, President

Date

Public Schools Insurance Authority



Board Meeting

Fiscal Year 2023

June 2023 Financial Reports

September 7, 2023

NM Public Schools Insurance Authority
Statement of Revenues and Expenditures - Employee Benefits Fund
From 6/1/2023 Through 6/30/2023

	Prior Year Current Period Actual	Current Period Actual	Current Period % Change	Prior Year Actual	Current Year Actual	Current Year % Change
Revenue						
Premiums (Health Insurance Assessments)	27,347,943.21	29,007,741.46	6.07	326,945,648.79	342,110,535.64	4.64
Interest Income (Wells Fargo, LGIP)	16,545.20	75,218.99	354.63	61,553.11	744,788.09	1,109.99
Investment Income (SIC)	(1,633,175.55)	959,946.75	(158.78)	(4,034,724.69)	2,482,895.61	(161.54)
Miscellaneous Income (Rx Rebates, Penalties, Subros, Etc)	15,005,860.90	(0.08)	(100.00)	15,046,448.66	15,396.90	(99.90)
Transfers from Other Funds	65,352.21	63,145.14	(3.38)	65,352.21	63,145.14	(3.38)
Total Revenue	40,802,525.97	30,106,052.26	(26.22)	338,084,278.08	345,416,761.38	2.17
Expenditures						
Medical Claims Expense	29,341,204.22	24,610,707.69	(16.12)	264,800,428.60	251,960,143.68	(4.85)
Prescription Claims Expense	(82,531.65)	5,505,466.89	(6,770.73)	41,138,319.54	47,975,712.32	16.62
Dental Claims Expense	1,473,768.17	1,327,382.80	(9.93)	13,513,079.74	14,049,433.19	3.97
Premiums (Life, Vision)	1,115,596.25	1,265,937.28	13.48	12,952,217.37	14,342,598.53	10.73
Claims Administration Fees (Medical, Dental, Rx)	2,126,425.59	1,233,101.63	(42.01)	18,924,801.37	14,841,725.72	(21.58)
Contractual Services (Erisa, Segal, Legal, Etc)	211,565.31	226,417.61	7.02	2,617,988.57	2,725,339.07	4.10
Other Expenses	0.00	0.00	0.00	52,200.30	3,899.57	(92.53)
Transfer to Program Support	59,166.00	63,333.00	7.04	710,000.00	760,000.00	7.04
Total Expenditures	34,245,193.89	34,232,346.90	(0.04)	354,709,035.49	346,658,852.08	(2.27)
Net Revenue & Expenditures	6,557,332.08	(4,126,294.64)	(162.93)	(16,624,757.41)	(1,242,090.70)	(92.53)

NM Public Schools Insurance Authority
Statement of Revenues and Expenditures - Risk Fund
From 6/1/2023 Through 6/30/2023

	Prior Year Current Period Actual	Current Period Actual	Current Period % Change	Prior Year Actual	Current Year Actual	Current Year % Change
Revenue						
Premiums (Risk Insurance Assessments)	7,248,663.00	7,737,270.00	6.74	86,960,480.07	92,847,284.00	6.77
Interest Income (Wells Fargo, LGIP)	43,663.36	265,607.87	508.31	176,231.77	2,715,840.29	1,441.06
Investment Income (SIC)	(1,270,001.96)	744,386.43	(158.61)	(2,856,839.81)	1,926,360.43	(167.43)
Miscellaneous Income (Penalties, Subros, Etc)	0.00	0.08	100.00	0.00	1.12	100.00
Transfers from Other Funds	65,352.20	63,145.15	(3.38)	65,352.20	63,145.15	(3.38)
Total Revenue	6,087,676.60	8,810,409.53	44.73	84,345,224.23	97,552,630.99	15.66
Expenditures						
Property - Liability Claims Expense						
Property Claims	2,115,294.38	208,146.39	(90.16)	9,059,134.98	11,319,174.61	24.95
Liability Claims	2,320,482.91	542,247.59	(76.63)	25,658,006.62	23,210,142.18	(9.54)
P-L Provisions for Losses	2,957,800.93	2,807,389.03	(5.09)	2,513,928.00	7,649,710.77	204.29
P-L Excess Recoveries	(724,536.32)	3,948,801.34	(645.01)	(13,031,976.83)	(14,061,599.86)	7.90
P-L Excess Recoveries Distributed to Schools	0.00	2,667.92	100.00	0.00	3,886,313.34	100.00
Total Property - Liability Claims Expense	6,669,041.90	7,509,252.27	12.60	24,199,092.77	32,003,741.04	32.25
Workers' Compensation Claims Expense	(4,672,504.61)	385,232.75	(108.24)	4,127,444.11	11,082,076.30	168.50
Property Excess Coverage Premium	2,779,974.00	2,586,540.00	(6.96)	28,904,682.00	31,038,488.00	7.38
Liability Excess Coverage Premium	1,628,823.00	1,771,250.00	8.74	19,480,906.00	21,255,000.00	9.11
Workers' Compensation Excess Coverage Premium	39,098.00	39,900.00	2.05	468,767.00	478,809.00	2.14
Student Catastrophic Insurance Premium	18,092.00	18,240.00	0.82	217,109.47	218,888.62	0.82
Equipment Breakdown Insurance Premium	31,280.00	34,196.00	9.32	375,372.60	410,356.62	9.32
Property - Liability Claims Administration Fees	91,147.11	94,196.10	3.35	1,093,765.76	1,130,461.42	3.35
Workers' Compensation Claims Administration Fees	100,680.82	104,051.99	3.35	1,208,169.40	1,248,743.53	3.36
Contractual Services (Erisa, Poms, CCMSI, Legal, Etc)	228,364.32	240,079.50	5.13	3,939,626.06	4,061,596.45	3.10
Transfer to Program Support	59,158.00	63,340.00	7.07	709,900.00	760,100.00	7.07
Total Expenditures	6,973,154.54	12,846,278.61	84.22	84,724,835.17	103,688,260.98	22.38
Net Revenue & Expenditures	(885,477.94)	(4,035,869.08)	355.78	(379,610.94)	(6,135,629.99)	1,516.29

NM Public Schools Insurance Authority
Statement of Revenues and Expenditures - Program Support Fund
From 6/1/2023 Through 6/30/2023

	Prior Year Current Period Actual	Current Period Actual	Current Period % Change	Prior Year Actual	Current Year Actual	Current Year % Change
Revenue						
Transfers from Other Funds (Benefits, Risk)	118,324.00	126,673.00	7.06	1,419,900.00	1,520,100.00	7.06
Miscellaneous Income	0.00	0.00	0.00	0.00	818.94	100.00
Total Revenue	118,324.00	126,673.00	7.06	1,419,900.00	1,520,918.94	7.11
Expenditures						
Contractual Services (Professional, Audit, Legal, Etc)	11,705.68	10,280.75	(12.17)	77,881.14	96,006.20	23.27
Other Expenses (Travel, Maint., Supplies, Utilities, Etc.)						
Depreciation Expense	6,463.66	4,485.22	(30.61)	6,463.66	4,485.22	(30.61)
Other	172,709.53	32,933.35	(80.93)	289,581.73	171,216.67	(40.87)
Total Other Expenses (Travel, Maint., Supplies, Utilities, Etc.)	179,173.19	37,418.57	(79.12)	296,045.39	175,701.89	(40.65)
Per Svc/Ben (Salaries, Fringe Benefits)	68,256.39	131,862.47	93.19	1,052,437.13	1,127,822.53	7.16
Total Expenditures	259,135.26	179,561.79	(30.71)	1,426,363.66	1,399,530.62	(1.88)
Net Revenue & Expenditures	(140,811.26)	(52,888.79)	(62.44)	(6,463.66)	121,388.32	(1,978.01)

NM Public Schools Insurance Authority

Balance Sheet

As of 6/30/2023

	<u>Program Support</u>	<u>Employee Benefits</u>	<u>Risk</u>	<u>Total</u>
ASSETS				
Cash (Wells Fargo/State Treasurer)	689,704.14	674,746.32	330,679.38	1,695,129.84
Short-term Investments (LGIP)	0.00	6,866,873.79	62,132,544.66	68,999,418.45
Long-term Investments (SIC)	0.00	24,957,468.85	19,357,958.19	44,315,427.04
Receivables (LGIP Int., W/C Excess Carrier)	196.39	78,147.77	17,554,302.05	17,632,646.21
Prepaid Premiums (Risk Excess Coverage)	0.00	0.00	0.00	0.00
Other Assets (Deposits, Furniture, Fxtures, Equip., Etc)	245,361.25	13,085,053.14	319,145.15	13,649,559.54
Total ASSETS	935,261.78	45,662,289.87	99,694,629.43	146,292,181.08
LIABILITIES				
Accounts Payable (Admin Fees)	6,890.29	1,436,081.07	432,756.55	1,875,727.91
Case Reserves (P/L, W/C)	0.00	0.00	41,551,460.52	41,551,460.52
IBNR (Incurred But Not Reported)	0.00	22,533,576.00	49,392,898.00	71,926,474.00
Claims Payable (Medical, Dental, P/L, W/C)	0.00	7,738,303.07	412,898.95	8,151,202.02
Deferred Revenue (Self-Pays, P/L, W/C Premiums)	0.00	171,109.81	0.00	171,109.81
Other (Payroll Taxes, Benefits, Compensated Absences Payable)	107,417.60	0.00	0.00	107,417.60
Total LIABILITIES	114,307.89	31,879,069.95	91,790,014.02	123,783,391.86
FUND EQUITY				
Beginning Fund Equity	699,565.57	15,025,310.62	14,040,245.40	29,765,121.59
Net Revenue & Expenditures (Year-to-Date)	121,388.32	(1,242,090.70)	(6,135,629.99)	(7,256,332.37)
Total FUND EQUITY	820,953.89	13,783,219.92	7,904,615.41	22,508,789.22



07/28/23

Proposal

To: CCMSI

Attn: Estevan Reyes



Subject: SPUF roof restoration NMPSIA Santa Fe

- This site should be coated within a year to prevent further degradation of the roof and preserve the watertight integrity of the buildings.

Scope of Work for NMPSIA SF SPUF Roof restoration:

- Conduct technical inspection of roof
 - Conduct adhesion test
 - Log results into Company Cam for records
- Establish site specific safety program for each site
- Conduct pre-construction meeting with stakeholders prior to mobilization
 - Schedule meeting at least 1 week prior to construction
 - Review impact of work on site occupants
 - Review proposed schedule of work
- Prepare existing SPUF roof for coating with polymer coating
 - a. Inspect field of roof for cracking, deterioration and damage and repair as needed
 - b. Inspect terminations and apply new sealants as needed
 - c. Inspect flashings at walls, curbs, and similar and repair as needed
 - d. Inspect scuppers and repair as needed
- Clean existing SPUF
 - a. Clean roofs as needed with soap and water using stiff bristle brushes
 - b. Rinse roof clean with power washer
 - c. Re-inspect roof for hidden defects and repair as needed
- Apply coating per manufacturer's directions and specifications
 - a. Map out roof to ensure sufficient application of coating material per square of roofing
 - b. Prepare coating and mix per manufacturer's directions
 - c. *As directed by manufacturer, apply primers as needed*
 - d. Apply coating to roof sections and roll out
 - i. Apply coating at a rate of 1.5 -1.75 gallons per square
 1. Use wet film gauge to confirm film thickness
 2. Document using Company Cam for records
 - ii. Back roll to ensure film thickness and adhesion
 - e. Protect coated roof from damage while coating cures
- Conduct manufacturer technical inspection of work for issuance of warranty
 - a. Correct identified deficiencies as needed
- Issue Manufacturer's 10 year Material warranty for work conducted



Costing for NMPSIA Coating Roof Restoration: \$55,051.00+ NM GRT @ 8.1875% for a total cost of \$59,558.30

***Exclusions:**

- **Anything not listed above**
- **Wet insulation replacement if found**
 - **Cost to replace wet insulation with like \$2.50 dollars per board foot.**

Regards,
Johnny Sanchez
J3 Systems LLC
john@j3systems.net
505-363-2130



DATE: July 28, 2023
ATTN: Estevan Reyes / CCMSI
Property Adjuster
RE: **NMPSIA OFFICE REROOF**
Santa Fe, New Mexico



Scope of Work:

- Remove and legally dispose of existing SPF roof foam to deck.
- Sheath walls with 1/2" sheathing as needed.
- Install Carlisle 725-TR self-adhered membrane to exposed wood deck.
- Adhere base layers of polyiso foam to 725TR membrane with low rise foam adhesive per manufacturer's requirements.
- Adhere 1/4"/Ft. tapered polyiso foam to base layer with low rise adhesive.
- Adhere 1/2" Carlisle HD recovery board over insulation assembly per manufacturer's requirements.
- Fully adhere 60mil Carlisle TPO membrane with CavGrip adhesive per manufacturer's requirements.
- Install TPO coated metal scuppers at existing locations.
- Install TPO Coated metal flashing at top of parapet wall sheathing for termination.
- Flash walls with 60mil TPO membrane and weld membrane to TPO Coating Metal flashing.
- Flash curbs and roof penetrations to meet manufacturer's requirements.
- Provide a 20 year NDL Manufacturer's Warranty and 2 year Contactor Warranty.

Cost for WORK LISTED ABOVE
NMGRT @ 8.1875%
TOTAL BID AMOUNT

\$218,642.00
\$17,901.31
\$236,543.31



Exclusions:

- Any work not specifically listed above.
- Deck replacement, structural repairs of any kind.
- Sealants, Control Joints, Masonry Repair , Thru-wall flashings
- Mechanical units, curbs, gas lines, pipe supports, roof hatches, access ladders, fallarrest/railings of any kind.
- Plumbing and Electrical work
- Asbestos abatement/testing work of any kind
- Any Painting of stairs, rails, gas lines, etc. other than specifically listed above
- J3 cannot be responsible for inclement weather conditions outside the recommendations of our manufacturers guidelines and good roofing practice or other "Force Majeure" event

Please advise if you wish us to proceed with this project.

Regards,

A handwritten signature in black ink that reads 'Tim Davis'.

Tim Davis
J3 Systems LLC
RCI / NRCA /NMRCA
Tim@j3systems.net
505-264-0864



Actuarial Presentation to NMPSIA

September 6-7, 2023

Outline of Presentation

- SIR Changes Effective 7/1/2023
- Actual vs. Expected Loss Development 12/31/2022-6/30/2023
 - Drivers of Favorable and Adverse Development
- Ultimate Loss Trends
- Frequency / Severity / Loss Cost Trends
 - Workers Compensation
 - General Liability
- Summary of Results of 6/30/2023 analysis

SIR Changes Effective 7/1/2023

- Property: SIR for Wind, Hail, and CAT claims moved from \$2.5 million to \$10 million, with a \$25 million annual aggregate limit

Impact of SIR Changes – Property

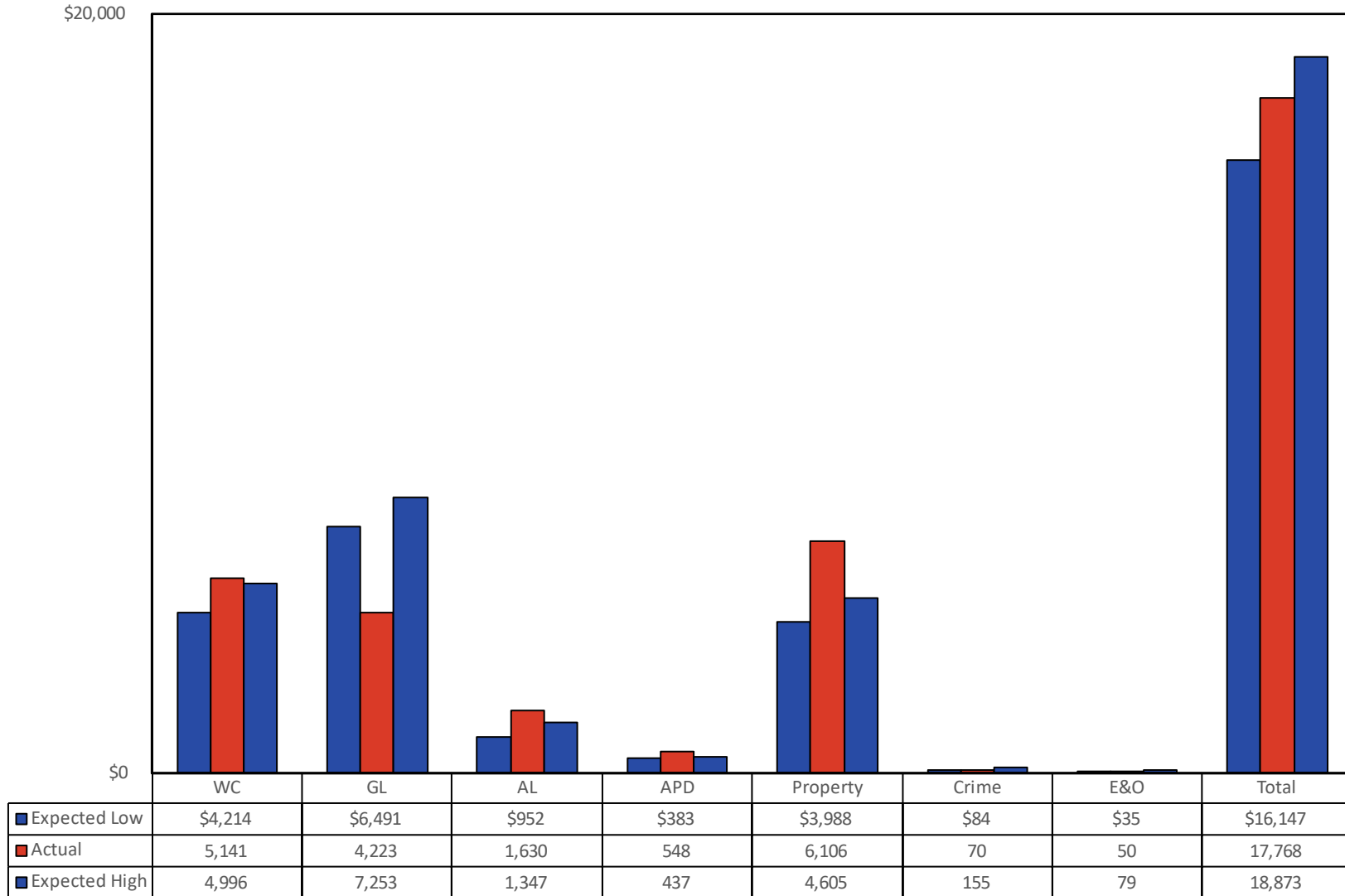
Selected Excess Ratio			
Coverage	6/30/2023	12/31/2022	Change
Property CAT	428.0%		
Property AOP	51.0%		
Property Total	197.7%	99.0%	98.7%

Funding Estimate - Nominal Value (Undiscounted)									
Policy Period 2023-2024									
	Primary Layer Funding			Excess Layer Funding			Total Funding		
Coverage	6/30/2023	12/31/2022	Change	6/30/2023	12/31/2022	Change	6/30/2023	12/31/2022	Change
Property CAT	\$3,200,041			\$13,696,176			\$16,896,217		
Property AOP	5,024,555			2,562,523			7,587,078		
Property Total	8,224,596	8,375,868	(151,272)	16,258,699	8,292,109	7,966,590	24,483,295	16,667,978	7,815,318

Actual vs. Expected Loss Development

- Based on assumptions in prior analysis, how much incurred loss development did we expect to see between analyses?
 - Low and high estimates
- How much did we actually see?
- Gives us an idea whether prior assumptions were too optimistic/pessimistic, and/or whether loss emergence is improving/worsening

New Mexico Public Schools Insurance Authority
 Comparison of Actual v Expected Incurred Loss Development
 22/23 & Prior Policy Periods
 for the 6 months ending 6/30/2023



Claims with Large **Favorable** Development – General Liability

GL	as of 12/31/2022			as of 6/30/2023			Development 12/31/2022 - 6/30/2023		
Claim Number	Total Paid	Total Case	Total Incurred	Total Paid	Total Case	Total Incurred	Total Paid	Total Case	Total Incurred
1	112,431	237,569	350,000	140,851	0	140,851	28,420	(237,569)	(209,149)
2	4,441	125,559	130,000	6,469	0	6,469	2,028	(125,559)	(123,531)

GL	Claim Number	Year	Description	Cause
	1	2014/15	Lawsuit alleges discrimination of various kinds.	VIOLATION CIVIL RIGHTS / DISCR
	2	2019/20	Alleged sexual predation and assault.	IMPROPER TOUCHING

Note: Claim numbers are placeholders and do not reflect actual NMPSIA claim numbers

Claims with Large **Adverse** Development – Property

Property	as of 12/31/2022			as of 6/30/2023			Development 12/31/2022 - 6/30/2023		
Claim Number	Total Paid	Total Case	Total Incurred	Total Paid	Total Case	Total Incurred	Total Paid	Total Case	Total Incurred
1	0	0	0	80,145	654,855	735,000	80,145	654,855	735,000
2	0	0	0	0	860,000	860,000	0	860,000	860,000
3	0	0	0	942,387	57,613	1,000,000	942,387	57,613	1,000,000
4	0	0	0	0	1,377,258	1,377,258	0	1,377,258	1,377,258

Property	Claim Number	Year	Description	Cause
	1	2022/23	Wind damage.	WIND DAMAGE
	2	2022/23	Hail damage.	HAIL DAMAGE
	3	2022/23	Underground water line ruptured	WATER DAMAGE
	4	2022/23	Hailstorm.	HAIL DAMAGE

Note: Claim numbers are placeholders and do not reflect actual NMPSIA claim numbers

Claims with Large **Adverse** Development – Auto Liability

AL	as of 12/31/2022			as of 6/30/2023			Development 12/31/2022 - 6/30/2023		
Claim Number	Total Paid	Total Case	Total Incurred	Total Paid	Total Case	Total Incurred	Total Paid	Total Case	Total Incurred
1	12	35,000	35,012	42,690	697,875	740,565	42,677	662,875	705,553

AL	Claim Number	Year	Description	Cause
	1	2022/23	Bus rollover.	COLLISION

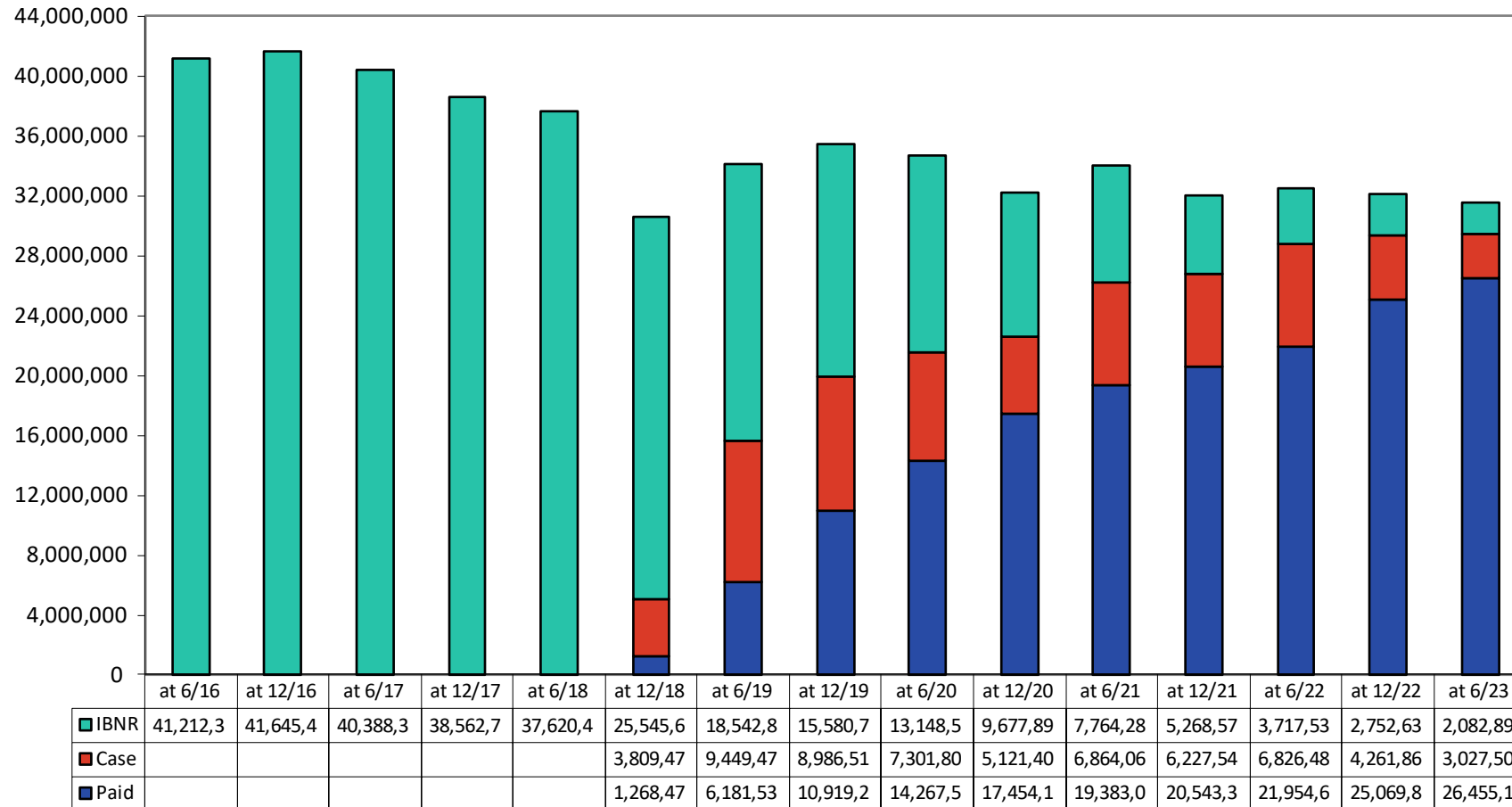
Note: Claim numbers are placeholders and do not reflect actual NMPSIA claim numbers

Ultimate Loss Trends

- Shows stability of ultimate loss projections for a given year, over successive evaluation dates as we learn more about the losses in the year
- All Coverages Combined

Ultimate Loss Trends – 2018-2019

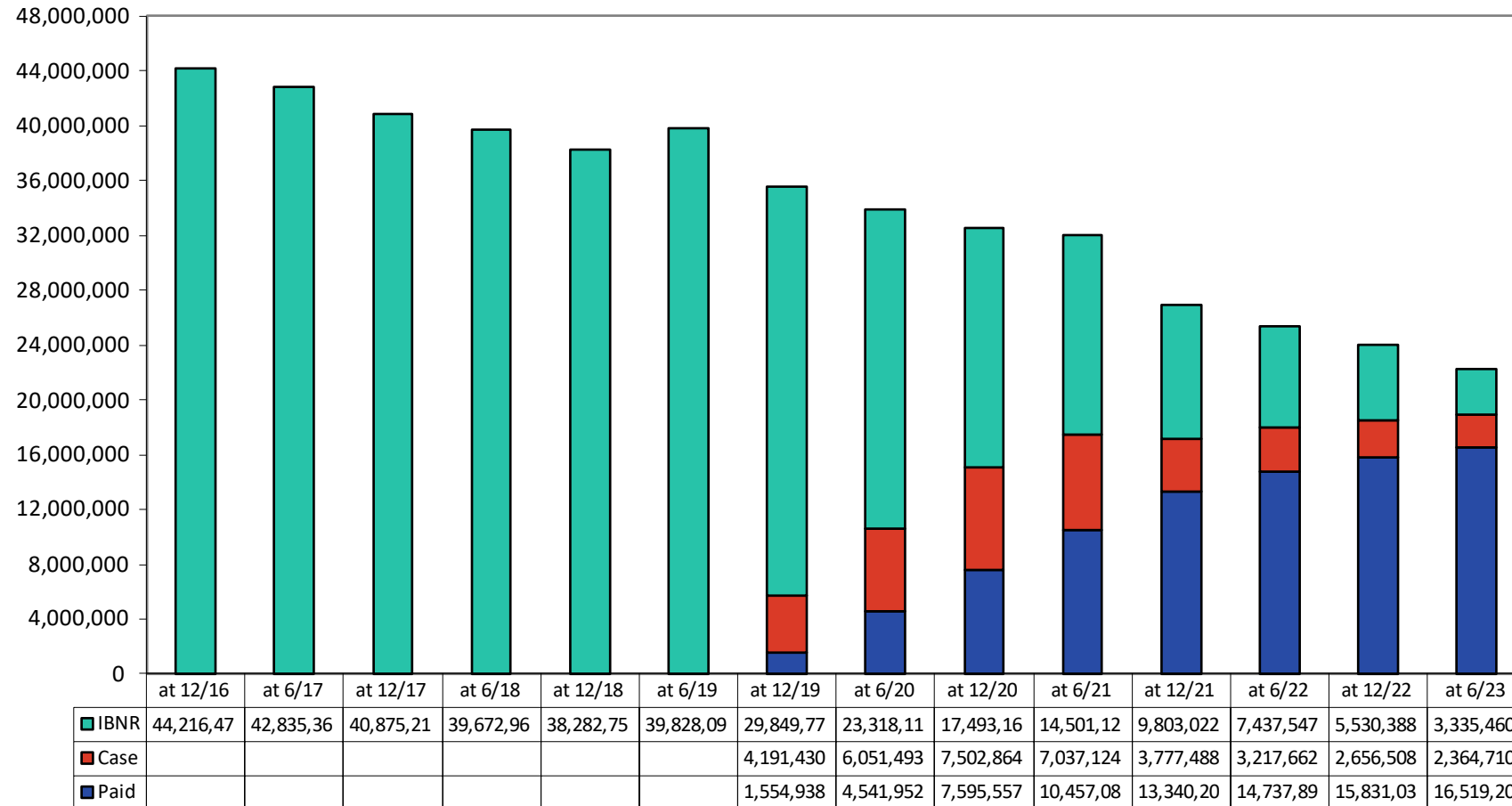
New Mexico Public Schools Insurance Authority- Components of Ultimate Losses
2018-19 Policy Period



Evaluation Date

Ultimate Loss Trends – 2019-2020

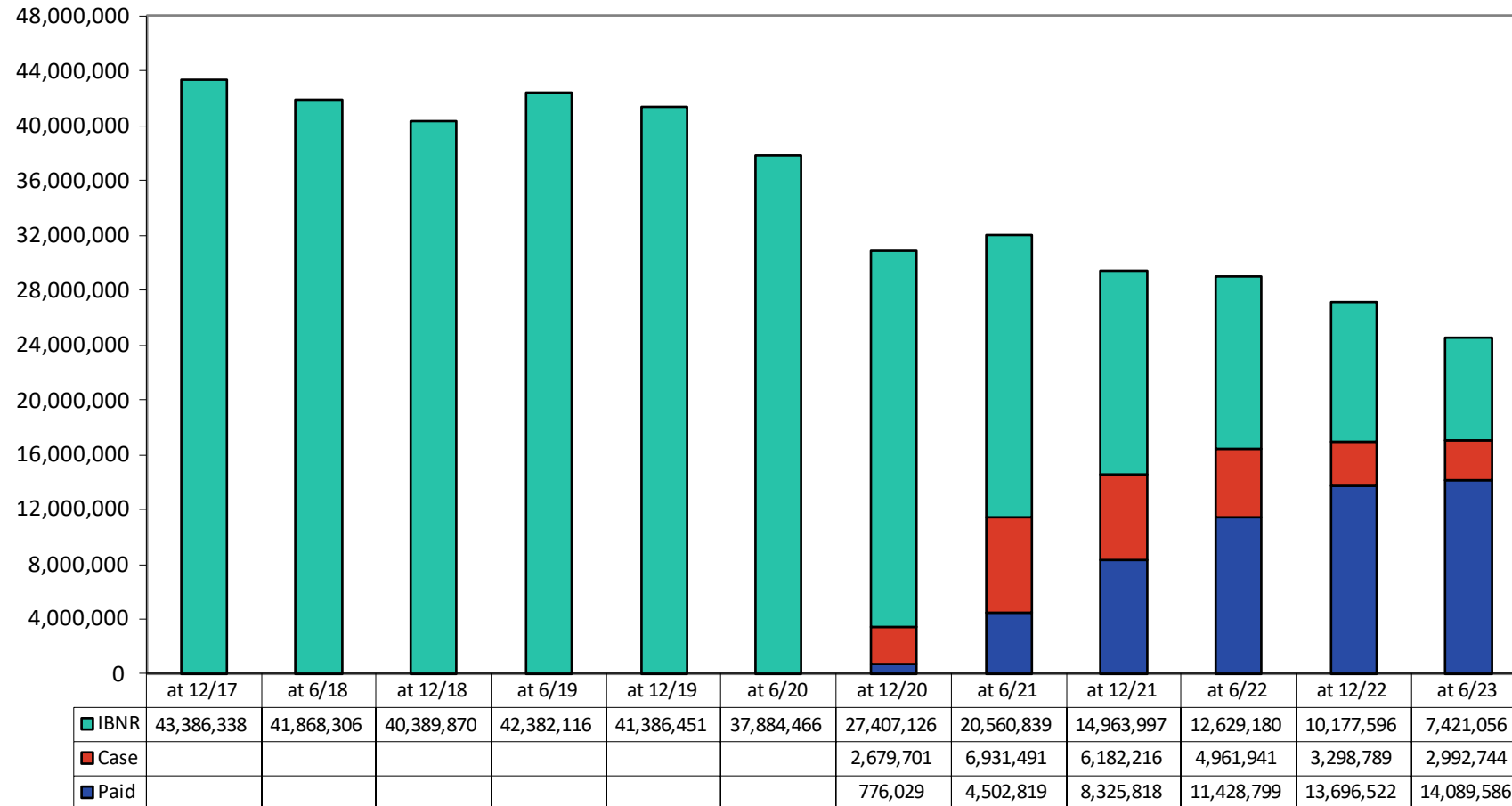
New Mexico Public Schools Insurance Authority- Components of Ultimate Losses
2019-20 Policy Period



Evaluation Date

Ultimate Loss Trends – 2020-2021

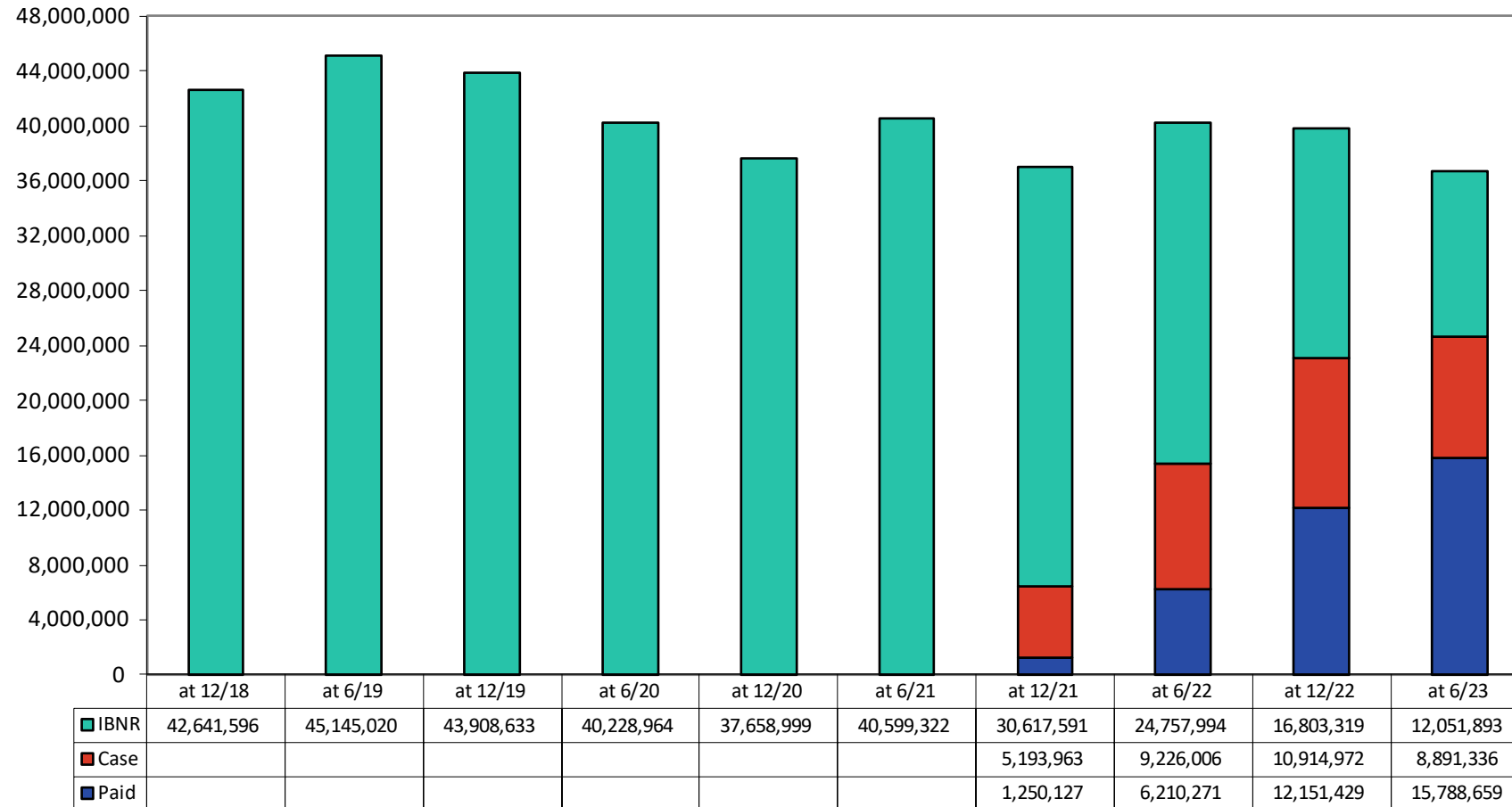
New Mexico Public Schools Insurance Authority- Components of Ultimate Losses
2020-21 Policy Period



Evaluation Date

Ultimate Loss Trends – 2021-2022

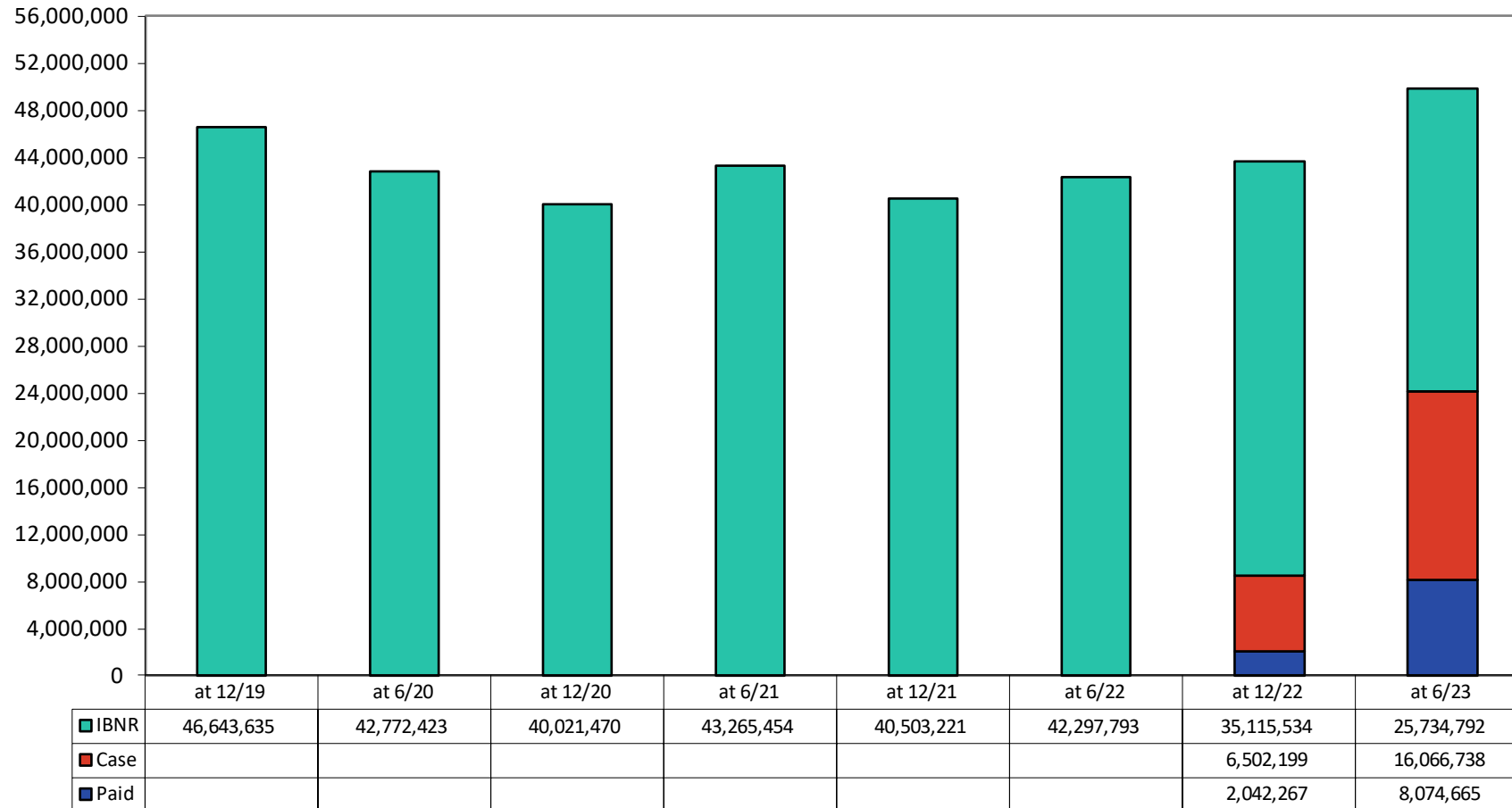
New Mexico Public Schools Insurance Authority- Components of Ultimate Losses
2021-22 Policy Period



Evaluation Date

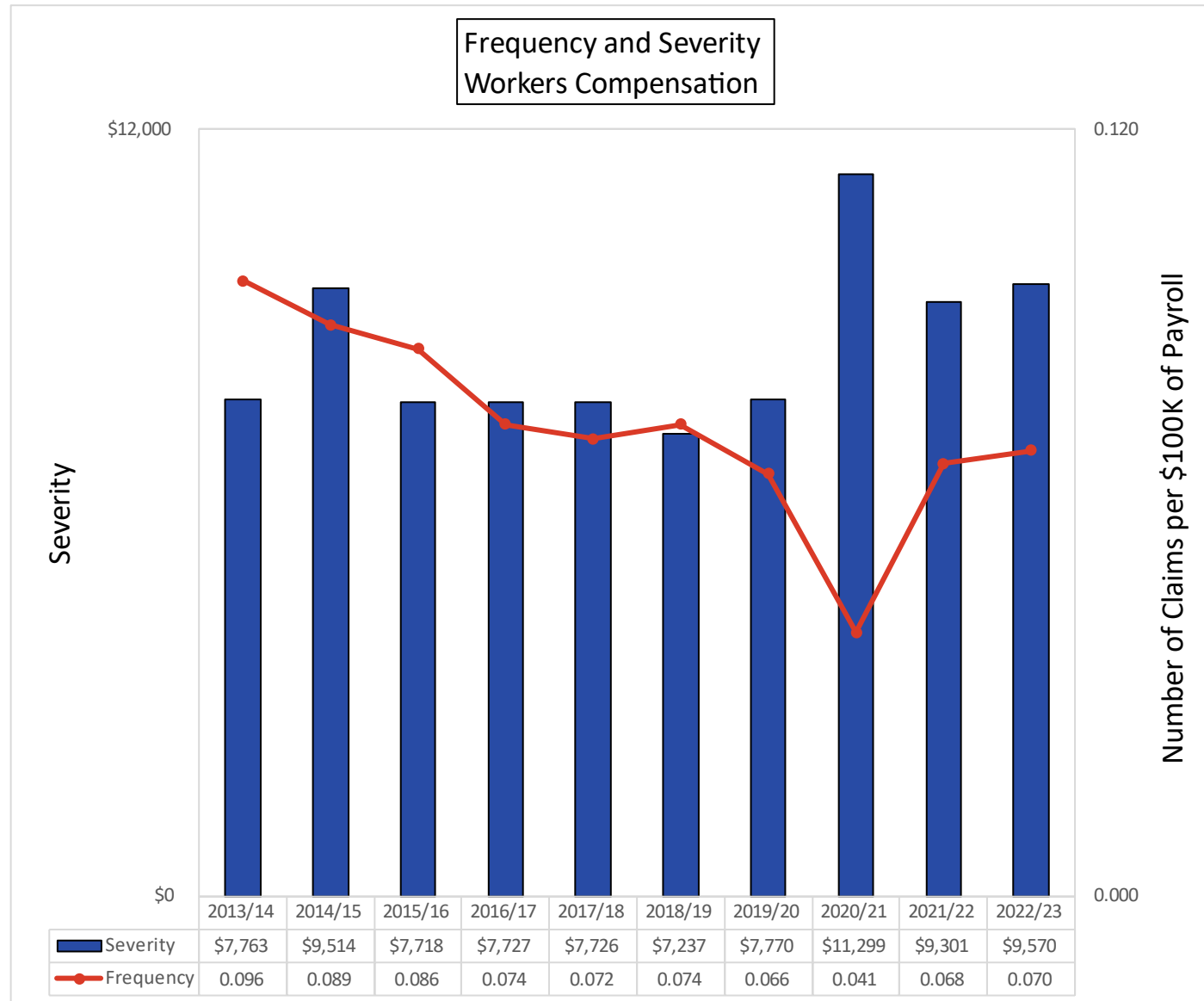
Ultimate Loss Trends – 2022-2023

New Mexico Public Schools Insurance Authority- Components of Ultimate Losses
2022-23 Policy Period



Evaluation Date

Frequency & Severity Trends – Workers Compensation



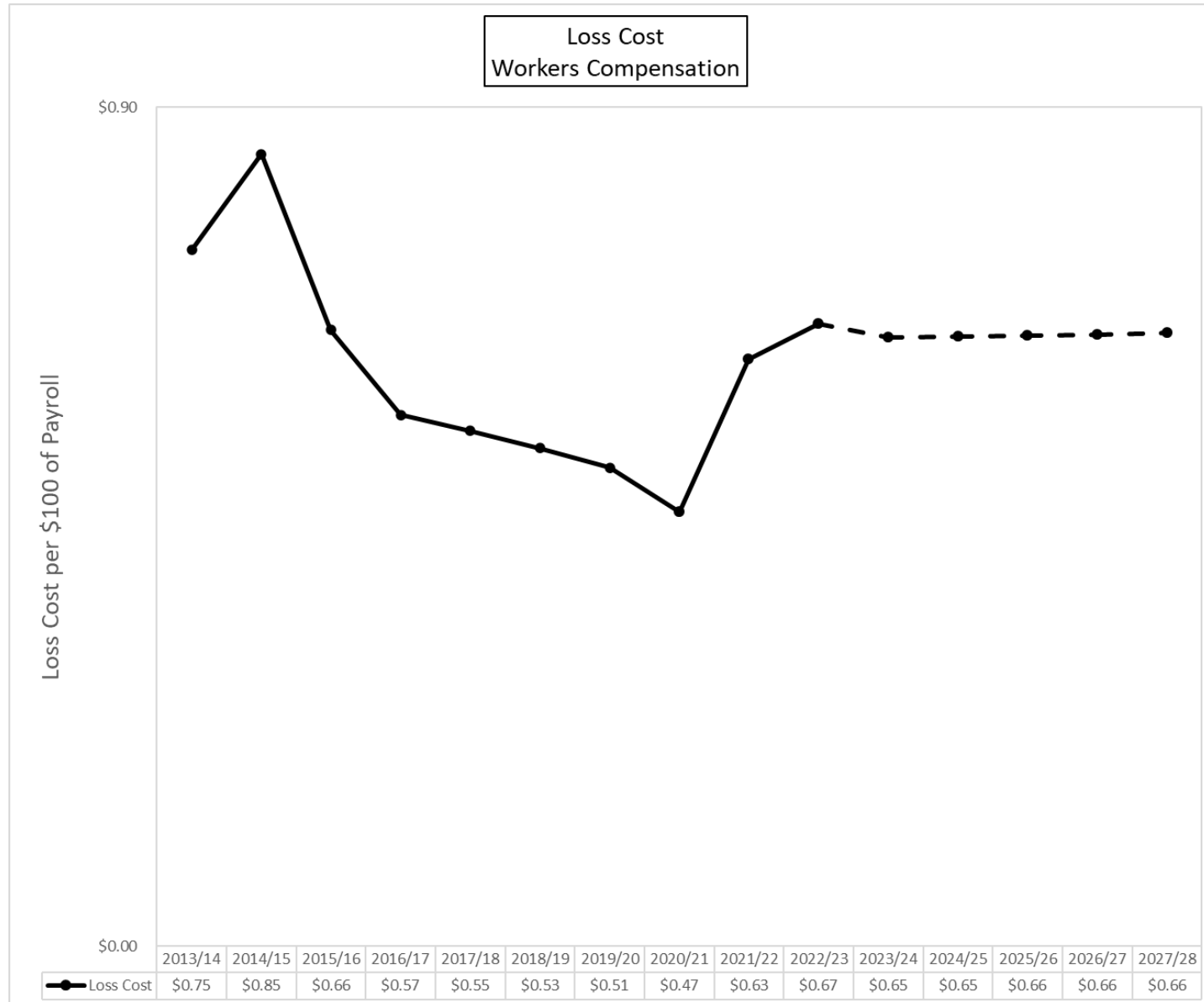
- NMPSIA loss cost trend:

- 8-year: 0.0%
- 5-year: +6.7%

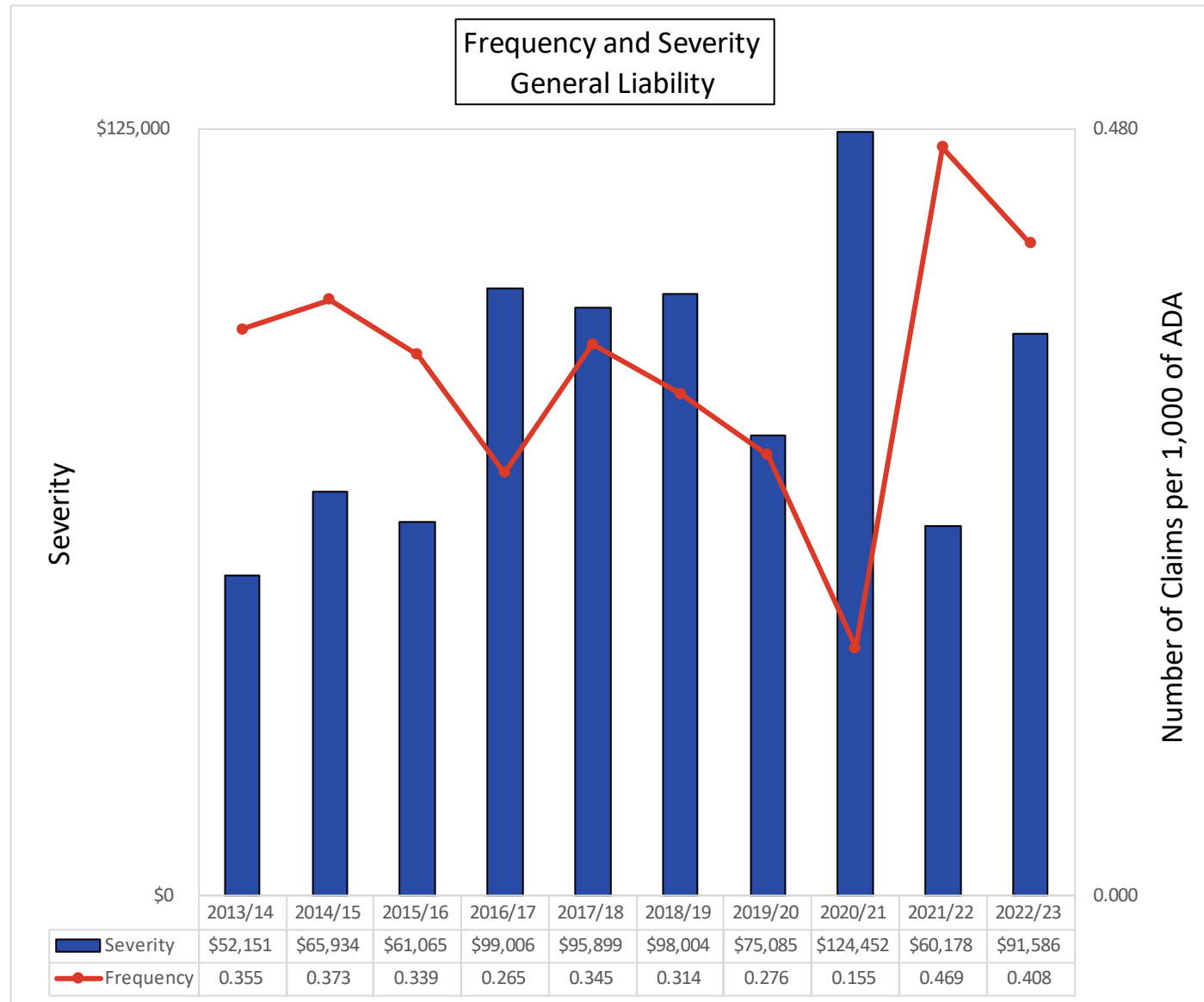
- NCCI New Mexico loss cost trend:

- 8-year -5.3%
- 5-year -4.6%

Loss Cost Trends – Workers Compensation

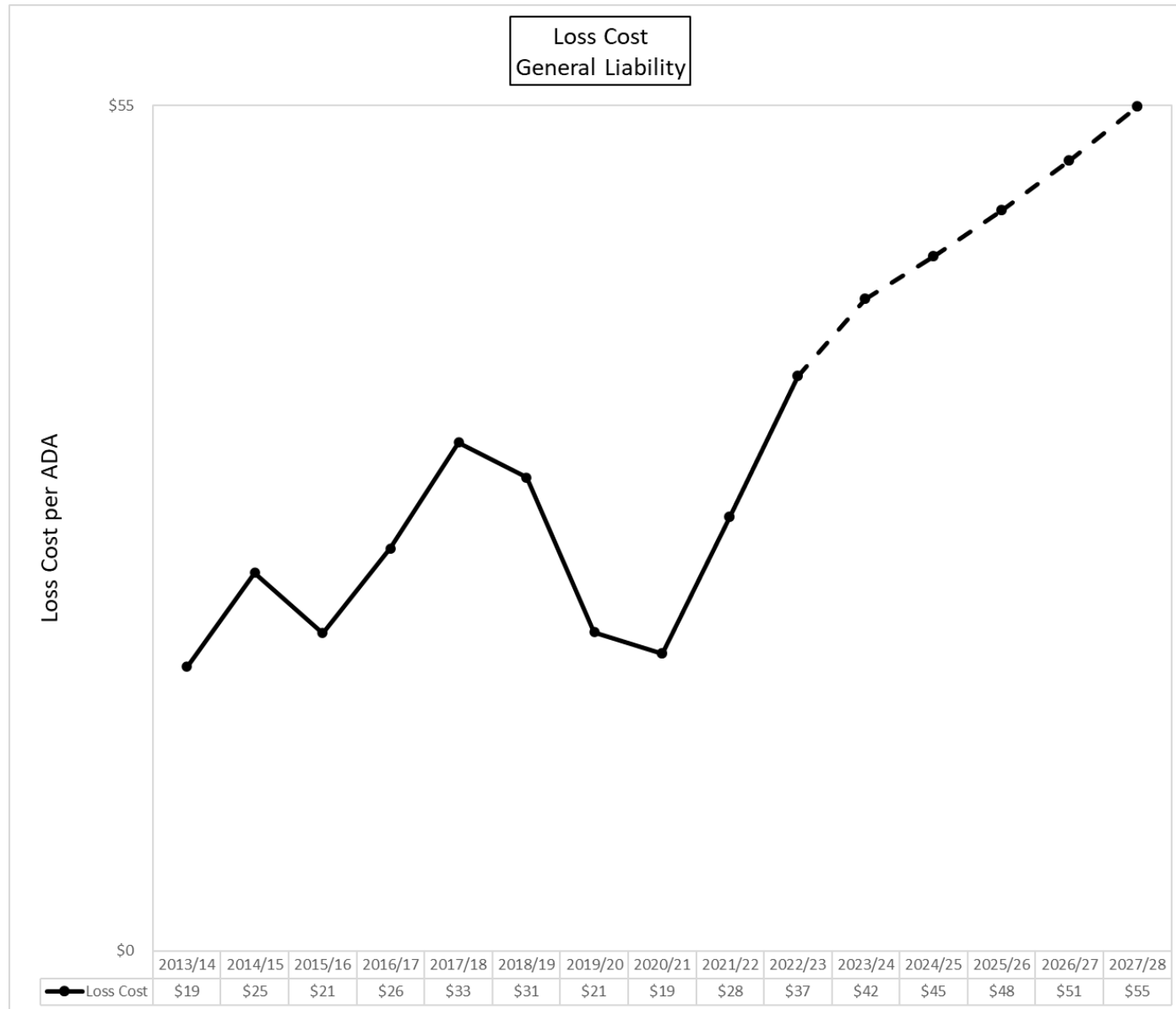


Frequency & Severity Trends – General Liability



- NMPSIA loss cost trend:
 - 8-year: +3.0%
 - 5-year: +7.2%

Loss Cost Trends – General Liability



Summary of Results – Nominal Loss Reserves

Loss and LAE Reserve Estimates - Nominal Value (Undiscounted) as of 6/30/2023				
		Property & Liability	Workers Compensation	Total
Claim Reserves		\$28,473,755	\$12,966,423	\$41,440,178
IBNR Reserves	Low	35,125,854	15,906,304	51,032,157
	Central	38,966,240	18,546,124	57,512,365
	High	42,806,626	21,185,945	63,992,572
Total Reserves	Low	63,599,608	28,872,727	92,472,335
	Central	67,439,995	31,512,548	98,952,543
	High	71,280,381	34,152,369	105,432,750

Summary of Results – Discounted Loss Reserves

Loss and LAE Reserve Estimates - Present Value (Discounted) as of 6/30/2023				
		Property & Liability	Workers Compensation	Total
Claim Reserves		\$27,604,973	\$11,652,807	\$39,257,780
IBNR Reserves	Low	33,782,850	14,453,197	48,236,047
	Central	37,479,632	16,837,207	54,316,838
	High	41,176,413	19,221,217	60,397,630
Total Reserves	Low	61,387,823	26,106,004	87,493,827
	Central	65,084,605	28,490,014	93,574,618
	High	68,781,386	30,874,023	99,655,410

Summary of Results – Nominal Prospective Funding

Funding Estimate - Nominal Value (Undiscounted) as of 6/30/2023			
Policy Period	Property & Liability	Workers Compensation	Total
2023-2024	\$45,396,865	\$13,626,898	\$59,023,762
2024-2025	50,667,974	14,061,224	64,729,198
2025-2026	56,623,753	14,509,872	71,133,625
2026-2027	63,359,174	14,973,335	78,332,510
2027-2028	70,982,895	15,452,128	86,435,023

Summary of Results – Discounted Prospective Funding

Funding Estimate - Present Value (Discounted) as of 6/30/2023			
Policy Period	Property & Liability	Workers Compensation	Total
2023-2024	\$43,398,962	\$12,740,136	\$56,139,098
2024-2025	48,467,983	13,146,199	61,614,182
2025-2026	54,198,067	13,565,651	67,763,718
2026-2027	60,681,150	13,998,955	74,680,105
2027-2028	68,022,431	14,446,590	82,469,021

Thank You for Your Attention

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Workers' Compensation and Property/Liability Claims Audit - 2023

for

New Mexico Public Schools Insurance Authority



**New Mexico
Public Schools
Insurance
Authority**

August 14, 2023

FCS

F A R L E Y

CONSULTING SERVICES, LLC

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**An Independent Claims Management
Consulting Firm**



August 14, 2023

New Mexico Public Schools Insurance Authority
410 Old Taos Highway
Santa Fe, NM 87501

Attn: Patrick Sandoval
Executive Director

by email: *claudette.roybal@state.nm.us*
patrick.sandoval@state.nm.us
dpoms@pomsassoc.com

Workers' Compensation and Property/Liability Claims Audit – 2023

This report summarizes the results of an independent audit of workers' compensation and property/liability claims for the New Mexico Public Schools Insurance Authority (NMPSIA). Farley Consulting Services (FCS) reviewed 100 workers' compensation claims and 100 property/liability claims via remote access to the claims administration information system of Cannon Cochran Management Services, Inc. (CCMSI) in Albuquerque. The audit includes:

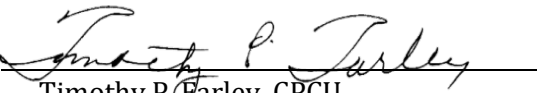
1. The evaluation of 100 workers' compensation claims:
 - 65 open indemnity (lost time) claims
 - 35 closed indemnity claims
2. The evaluation of 100 property/liability claims:
 - 70 open claims
 - 30 closed claims
3. Interviews and discussions with the following CCMSI personnel:
 - Ms. Courtney Barela, NMPSIA Account Manager
 - Ms. Kimberly Trimble, Workers' Compensation Supervisor
 - Ms. Vanessa Devine, Workers' Compensation Supervisor
 - Mr. Steve Vanetsky, Property-Liability Claims Manager
 - Mr. Kevin Sovereign-Senior Account Manager
 - Mr. Rich Cangioli, Western Regional Vice President

4. Separate exit discussions of audit findings with Ms. Trimble, Ms. Devine and Ms. Barela for workers' compensation and Mr. Vanetsky, Mr. Cangiolosi and Mr. Sovereign for property/liability.
5. Consideration of follow up rebuttals to audit findings presented by both units.
6. Consideration of specific claims handling requirements set forth in the following documents:
 - NMPSIA/CCMSI – Property and Liability Claims Procedures, 2022/2023
 - NMPSIA/CCMSI – Workers' Compensation Claims Procedures, 2023/2024
 - CCMSI's own internal claims administration policy pertaining to case reserve establishment/maintenance and nurse case management assignment criteria

FCS appreciates the opportunity to complete this important project for NMPSIA.

Respectfully submitted,

FARLEY CONSULTING SERVICES

by 
Timothy P. Farley, CPCU
President

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Audit Lists

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I. Executive Summary

The audit of 100 workers' compensation claims for NMPSIA concludes that CCMSI continues to be in general compliance with accepted standards of claims administration for all lines of coverage. Deficiencies exist in the key area of case reserve accuracy, although none of the recommended reserve changes are significant. This is discussed in greater detail in the section of this report devoted to case reserves.

The audit of 100 property/liability claims indicates that CCMSI is competently administering NMPSIA claims. Notable deficiencies exist in the area of case reserve accuracy.

Timely reporting of liability/property claims to CCMSI subsequent to receipt of claim/loss notice by the involved member exhibits significant deficiencies. This should be addressed by NMPSIA Risk Advisory staff.

All conclusions are based on the observations of specific claims administration performance generated from the audit.

An exhibit comparing CCMSI performance over the past three audit cycles is provided for each program (see Exhibit 1 on page 6 and Exhibit 5 on page 16.)

A. Workers' Compensation

1. CCMSI staff has changed considerably since the 2022 audit. CCMSI is adequately staffed to handle the NMPSIA account. All examiners are dedicated to NMPSIA and have caseloads that comply with the recommended maximum of 150 indemnity/50 medical only claims (lost time examiners) or 200 claims (medical only/PPD payout examiners). This combined caseload arrangement was considered when evaluating staffing adequacy. Exhibit 2 on page 7 displays the staffing organizational structure for workers' compensation claims and each examiner's caseload.
2. Case reserves are not consistently accurate. Eight claims require reserve adjustment. Those claims are listed and discussed in Exhibit 3 on page 9.
3. The audit identified no miscalculation of temporary disability or permanent disability benefit rates. FCS re-rated the permanent disability on 8 claims. Those calculations reconcile with CCMSI's calculation.
4. Investigation is thorough on all claims reviewed. No investigation deficiencies are identified.

Five of the claims reviewed involve claim cost reimbursement/recovery (subrogation) issues. CCMSI appropriately pursued the responsible party on all 5 claims.
5. Fifty-eight of the claims reviewed involve some element of litigation. The audit identified no litigation management deficiencies. Status reports from defense counsel are timely.

Hourly legal billing rates comply with the industry average. Defense costs on all claims comply with the \$22,500 plus expenses maximum legal costs per New Mexico law.

6. NMPSIA utilizes Comp MC to apply medical fee schedule savings pursuant to New Mexico's fee structure. Fee schedule net savings for the period 7/1/22-6/30/23 are \$8,858,772 or 62.4% of the original amount on the 13,343 bills submitted during this period. This is a slight improvement over the net savings calculated for the same period last year.

The claims reviewed confirm that CCMSI is aggressively attempting to advise the involved NMPSIA member of light duty return-to-work possibilities. Responses from the involved NMPSIA member are timely and exhibit an awareness of the cost-mitigating potential of an aggressive return-to-work program. This has been a consistent finding in past audits.

Nurse case management services are properly utilized. These services are billed at \$85 per hour. This is similar to billing rates for other New Mexico entities FCS is familiar with.

7. All material viewed to conduct this audit was observed via remote access to CCMSI's iCE claims management information system. That system is efficient.

One claim lacks a clear explanation/calculation of the outstanding medical reserve. That claim is listed and discussed in Section A.8 on page 12.

8. CCMSI is maintaining proper diary on the claims reviewed. One claim exhibits a deficiency. That claim is discussed in Exhibit 4 on page 13.
9. As set forth in the Claims Procedures document, CCMSI is required to issue a report to the NMPSIA executive director within 30 days on any claim with incurred costs of \$250,000 or more. Thirty-eight of the claims reviewed comply with this requirement. All 36 claims were reported to the executive director timely.
10. Supervisory input is compliant on all of the claims reviewed. There are no supervisory deficiencies.
11. Thirty-nine of the claims reviewed qualify for reporting to excess insurers in addition to the NMPSIA executive director. All qualifying claims were reported timely. One claim seems to lack the recording of recovery proceeds on the financial component of CCMSI's information system. That claim is discussed on page 16.

B. Property/Liability

1. Claims handling personnel have changed since the last audit was completed in 2022. Greg Ramirez and James Ortega have returned to CCMSI and are again part of the unit administering NMPSIA claims. Both individuals had been on the account for several years prior to their departure 2 years ago. FCS concludes that this will benefit NMPSIA.

CCMSI is adequately staffed to handle NMPSIA claims. The technical adjusting staff has changed somewhat since the 2022 audit. The organizational chart in Exhibit 6 on page 17 lists the current caseload (as of 7/31/23) of all staff on the NMPSIA account. Caseloads for all of the staff comply with the recommended maximum caseload of 180 (total of all CCMSI clients).

2. CCMSI is establishing and maintaining accurate case reserves on most of the claims reviewed. Still, 4 claims may require reserve adjustment. Those claims are discussed in Exhibit 7 on page 18.
3. The audit identified no deviation from assigned settlement authority levels. One significant property claim generated unusually high expert independent adjustor expense. This is discussed on page 19.
4. All claims were reviewed via access to the CCMSI iCE claims management information system. That system is efficient. No documentation deficiencies are identified.
5. CCMSI is thoroughly investigating NMPSIA claims. One claim seems to exhibit deficiencies. That claim is discussed on page 19.

Nine claims warranted the pursuit of parties responsible for injuries/damages sustained by NMPSIA members. CCMSI identified the reimbursement potential on all 9 claims and took appropriate action.

More than 20 claims reviewed exhibit unusually long gaps between the date the involved district received notice of the claim and the date the claim was reported to CCMSI. This should be addressed immediately. Several of these claims involve potentially significant exposure to NMPSIA. Examples of the claims in question and additional discussion are provided on page 20.

6. Forty-four of the claims reviewed involve some element of litigation. The audit concludes that CCMSI is performing effective litigation management. All referrals are timely. No litigation management deficiencies are identified.

No excessive billing rates are identified on the litigated claims reviewed.

7. CCMSI is maintaining active diary. One claim exhibits deficiencies. That claim is discussed in Exhibit 8 on page 21.
8. Supervisory activity is appropriate. Instructive direction is consistently documented.
9. Twenty-nine claims reviewed qualified for reporting to the NMPSIA executive director, including 19 that were also reportable to excess insurance providers. CCMSI is consistently complying with excess reporting requirements. One claim exhibits deficiencies. It is discussed on page 22.

These and other elements of this study are discussed in more detail in the remainder of this report.

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II. Audit Results

A. Workers' Compensation

1. Background

Currently, NMPSIA has 209 members with approximately 37,000 employees. Retention levels for the workers' compensation program have varied over the years. Claims are administered by CCMSI in Albuquerque.

At the time of this review, the NMPSIA open indemnity case count was 644. This is roughly the same as the indemnity count during the 2022 audit (658).

The list of claims to be audited was selected solely by FCS from an open loss report provided electronically by CCMSI. FCS was instructed by NMPSIA to attempt to select a representative sample that includes claims handled by all assigned technical staff at CCMSI.

FCS was given remote access to CCMSI's iCE claims management information system. The audit was conducted via this remote access during the period 7/15/23-7/22/23. An exit discussion of audit findings was conducted with NMPSIA staff via teleconference on 7/25/23. CCMSI provided its rebuttal/responses on 8/1/23. Those responses were considered when preparing this report.

Exhibit 1 provides a comparison of CCMSI performance in key areas of analysis over the past 3 audit cycles.

2. Staffing/Caseloads

Exhibit 2 is an organizational chart of personnel at CCMSI involved with NMPSIA workers' compensation claims. Each individual's caseload is in parentheses below the name.

The recommended maximum caseload for workers' compensation examiners handling indemnity claims only is 175. However, CCMSI maintains a case assignment policy whereby all technicians handle medical only claims in addition to indemnity claims. Accordingly, FCS amends its caseload maximum recommendation to 150 indemnity claims and 50 medical only claims.

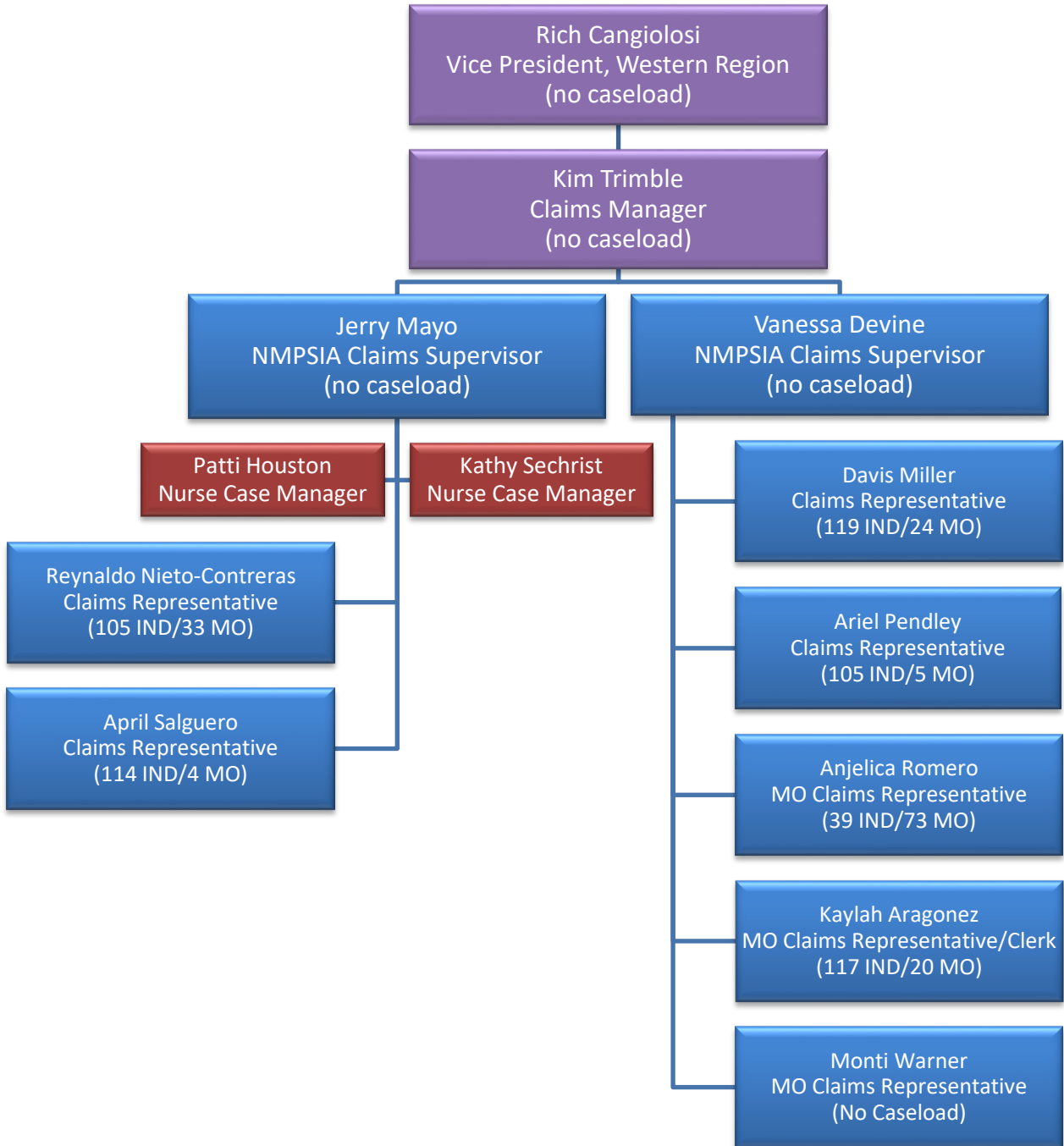
CCMSI is adequately staffed to administer NMPSIA claims. All caseloads are compliant. Personnel have changed somewhat since the August 2022 audit project, but all staff have the requisite experience to administer New Mexico workers' compensation claims.

Exhibit 1 - NMPSIA Claim Administration Performance History

Category Evaluated	Percent of Claims in Compliance		
	2023	2022	2021
Staffing adequacy	100	100	100
Case reserve accuracy	85*	100	97.3
Payment/benefit distribution accuracy	100	100	100
Litigation management	100	100	100
Reporting to NMPSIA	98	97	100
Diary maintenance	98	98	98.7
Documentation/information system clarity	99	94	95
Medical management effectiveness	100	100	100
Supervision	100	100	100
Excess reporting	100	99	100

*Requires attention

Exhibit 2 – Organizational Chart, NMPSIA Workers' Compensation



3. Accuracy of Case Reserves

Reserves established on NMPSIA claims are based on:

- Information contained in the Employer's First Report of Injury, including anticipated duration of disability to determine whether the disability period will meet or exceed New Mexico's 7-day waiting period.
- Employee's wage information
- Anticipated medical costs
- Anticipated temporary disability (TD) benefits
- Anticipated vocational rehabilitation (VR) benefits
- Anticipated permanent disability (PD) benefits
- Injury history information obtained through The Index System, a nationwide database subscribed to by CCMSI
- Effectiveness and utilization of a light-duty/return-to-work program
- Life expectancy and average annual medical costs for future medical claims
- Anticipated legal expense
- Other related injuries (apportionment)

Eight claims require adjustment. Exhibit 3 lists and discusses those claims.

4. Payments/Settlements

The audit identified no miscalculated temporary disability (TD) or permanent disability (PD) rates. FCS rated the permanent disability on 8 of the claims reviewed. Those calculations reconcile with the rate calculated by CCMSI on all 8 claims.

Exhibit 3 – NMPSIA Case Reserves Analysis

Claim No.	Current Reserve	Recommended Reserve	Discussion
87H01H161529 (Portales Municipal Schools)	\$0 (indemnity)	\$13,201 (paid indemnity)	Claim activity notes confirm the employee received the paid amount. It was not recorded on the financial screen of the information system.
06H01T442068 (Charter)	\$1,217 (medical)	\$10,000 (medical)	The employee is incurring ongoing prescription drug costs. Supervisory notes instruct the examiner to increase the reserve accordingly.
07H01T891433 (Los Lunas Public Schools)	\$3,723 (medical)	\$10,000 (medical)	Activity notes indicate medical treatment is ongoing.
19H01J019760 (Las Cruces Public Schools)	\$0 (legal expense)	\$5,000 (legal expense)	Activity notes exhibit recent legal activity.
19H01J106471 (Gadsden Independent Schools)	\$181 (medical)	\$5,000 (medical)	Claims activity notes confirm the employee is actively seeking orthopedic treatment.
23H01K579441 (Clovis Municipal Schools)	\$10,977 (temporary disability)	\$0 (temporary disability)	Notes indicate the employee has received all due benefits. CCMSI indicated it would eliminate this reserve.
23H01K645699 (Carlsbad Schools)	\$0 (legal expense)	\$5,000 (legal expense)	Defense counsel has submitted a budget. A reserve is required.
19H01J068224 (Las Cruces Public Schools)	\$0 (legal expense)	\$5,000 (legal expense)	Claim activity notes reveal recent defense legal activity.

*Reserve recommendations are based on the review of claims for similar public entity pooling organizations.

5. Quality of Investigation

Proper investigation for NMPSIA workers' compensation claims includes:

- Making prompt contact with the injured employee and witnesses (48 hours from CCMSI's receipt of loss notice).
- Verifying that the injury is work related.
- Periodic evaluation of procured treatment to confirm its relation to the injury.
- Consideration of conducting surveillance activity on possible fraudulent claims.
- Securing injury history through use of The Index System.
- Canvassing for possible witnesses to the industrial accident.
- Obtaining recorded or written statements regarding the incident from injured employees or witnesses when possible.
- Follow-up contact with medical providers to gain a clear understanding of the severity of the injury and the anticipated duration of disability.
- Obtaining police accident reports when the industrial injury is the result of a traffic accident.
- Obtaining updated wage information to accurately calculate benefits.
- Identifying claims with rehabilitation potential and effectively monitoring rehabilitation progress.
- Identifying employees who are subject to Medicare Set Aside (MMSEA) processing.
- Timely assignment of field investigation to independent contractors when necessary.
- Identification and pursuit of other parties responsible for the injury.

CCMSI is thoroughly investigating NMPSIA claims. No investigation deficiencies are observed. This has been a consistent finding in past audits.

Subrogation

New Mexico employers have reimbursement rights (i.e., the provider/employer can only recover when the employee has received some settlement in tort from the party responsible for his/her work-related injury) rather than subrogation rights (i.e., the right to pursue the responsible party directly).

Five of the claims reviewed qualified for subrogation/reimbursement pursuit. All 5 claims exhibit aggressive pursuit of the responsible party by CCMSI via communication of the reimbursement rights directed to the employee.

6. Litigation Management

For this category, the audit evaluates:

- Confirmation that cases are referred to defense counsel timely.
- Whether the claims handling representative simply delegates all responsibility to the attorney once it is referred or continues to closely monitor all defense activity.
- A comparison of the average hourly billing rate charged by defense counsel with billing rates of other New Mexico entities.

Fifty-eight (58%) of the claims reviewed involve some element of litigation. Referrals and status updates from defense counsel are timely on those claims requiring the retention of counsel.

CCMSI is effectively managing litigation, and NMPSIA continues to receive competent legal defense on its workers' compensation claims. No litigation management deficiencies are identified.

7. Cost Containment

Effective cost containment on workers' compensation claims includes:

- An aggressive and effective light-duty/return-to-work program.
- Confirmation that medical bills are reviewed to confirm that rendered treatment is applicable to the claimed injury and that bills comply with New Mexico's fee schedule.
- Mitigation of claims costs through effective medical case management (nurse case management).
- Consistent utilization of an effective Preferred Provider Organization (PPO) arrangement.

Bill Review/Fee Schedule Compliance

Medical bill review is conducted by Comp MC. Fee schedule net savings for the period 7/1/22-6/30/23 is \$8,858,772 or 62.4% of the original amount on the 13,343 bills submitted during this period. This is slightly improved performance compared to the same 1-year period analyzed for last year's report.

The table below provides the calculations for this performance.

Fee Schedule Savings – Comp MC (7/1/22-6/30/23)

A	Number of bills processed	13,343
B	Original amount billed	\$14,187,278
C	Amount paid	\$5,036,454
D	Gross savings (B) – (C)	\$9,150,824
E	Cost saving fees	\$292,052
F	Net savings (D) – (E)	\$8,858,772 or 62.4% of the original amount billed (B)

Return to Work

CCMSI is aggressively attempting to advise the involved NMPSIA member of light duty return to work possibilities. The NMPSIA member is responsive in all cases reviewed with light duty factors. This has been a consistent finding in past audits.

Nurse Case Management

FCS concludes that nurse case managers are properly utilized. This was a conclusion in last year's audit as well. Case management assignments observed this year seem reasonable based on the potential exposure of the claim.

The hourly billing rate of \$85 per hour is similar to the average hourly rate for other comparable entities.

8. Claim Data Organization and Documentation Clarity

All material observed for this audit was obtained via remote access to the CCMSI iCE claims information system.

The iCE system is efficient. Claim number 05H01T276063 lacks a clear explanation/calculation of the current outstanding medical reserve. Based on the review of the claim's exposure, the audit concludes that the *amount* of the established reserve is reasonable, but some support for the reserve must appear in periodic case summaries documented to the information system.

9. Diary/Case Closure

CCMSI is adhering to industry standards for diary review on all but one of the claims reviewed. That claim is discussed in Exhibit 4 on page 13.

10. Claim Status Reports to NMPSIA

As set forth in the Claims Procedures document, CCMSI is required to issue a report to the NMPSIA executive director within 30 days on any claim with incurred costs of \$250,000 or more. Follow-up reports are required every 60 days or at the discretion of the executive director. CCMSI is complying with this requirement on all 36 qualifying claims.

11. Supervision

Supervisory instructional notes are consistent and proactive. No deficiencies are observed.

12. Excess Reporting

Thirty-nine of the claims reviewed qualify for reporting to excess insurers in addition to the NMPSIA executive director. All qualifying claims were reported timely.

Exhibit 4 – NMPSIA Diary Maintenance Analysis

Claim Number	Discussion
18H01F553652 (Tularosa Municipal Schools)	There is no indication the examiner has responded to a supervisory instructional note from December 2022.

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B. Property/Liability

Exhibit 5 provides a comparison of CCMSI performance in key areas of analysis over the past 3 audit cycles.

1. Background

This evaluation provides NMPSIA with an assessment of procedural performance of CCMSI, providing recommendations for improvement, if warranted. The claims chosen for review were selected by FCS from a loss experience report sent to FCS by CCMSI.

The audit was conducted remotely via access to the CCMSI information system during the period 7/21/23-7/29/23. An exit discussion of audit findings was conducted with CCMSI on 8/2/23. CCMSI's response was provided on 8/3/23 and was considered when preparing this report.

2. Staffing/Caseloads

Exhibit 6 provides an organizational chart of personnel at CCMSI involved with NMPSIA property/liability claims. FCS recommends a maximum open caseload of 180. This recommended maximum assumes that the adjuster is assigned a sample of litigated claims (maximum of 75) as part of his/her total caseload.

Caseloads appear in parentheses below the person's name. The first number is the total caseload (all CCMSI clients), and the second number is the NMPSIA only caseload. The exhibit confirms that all staff are maintaining acceptable caseloads.

There has been considerable change to the technical adjusting staff since the 2022 audit project. James Ortega and Greg Ramirez have re-joined the staff after 2 years at other employment.

CCMSI is adequately staffed to administer NMPSIA property and liability claims.

3. Case Reserves

NMPSIA property/casualty case reserves should be primarily based on:

- Anticipated extent of damages/injuries sustained.
- Degree of liability attributable to the NMPSIA member based on a consideration of New Mexico tort law.
- Existence of additional tortfeasors (responsible parties who may share in the application of liability).
- Application of statutory defenses or immunities available to the NMPSIA member.
- History of settlement trends in the loss venue.
- Anticipated legal costs.

CCMSI is establishing accurate case reserves on the claims reviewed. Still, 4 claims may require adjustment. Those claims are discussed in Exhibit 7 on page 18.

Exhibit 5 - NMPSIA Claim Administration Performance History

Category Evaluated	Percent of Claims in Compliance		
	2023	2022	2021
Staffing adequacy	100	100	100
Case reserve accuracy	95	90	95
Investigation	100	99	100
Litigation management	100	99	98
Reporting to NMPSIA	999	98	100
Diary maintenance	99	96	99
Documentation/information system clarity	100	98	99
Supervision	100	100	100
Excess reporting	99	85	100

Exhibit 6 – Organizational Chart, NMPSIA Property/Liability Claims Handling

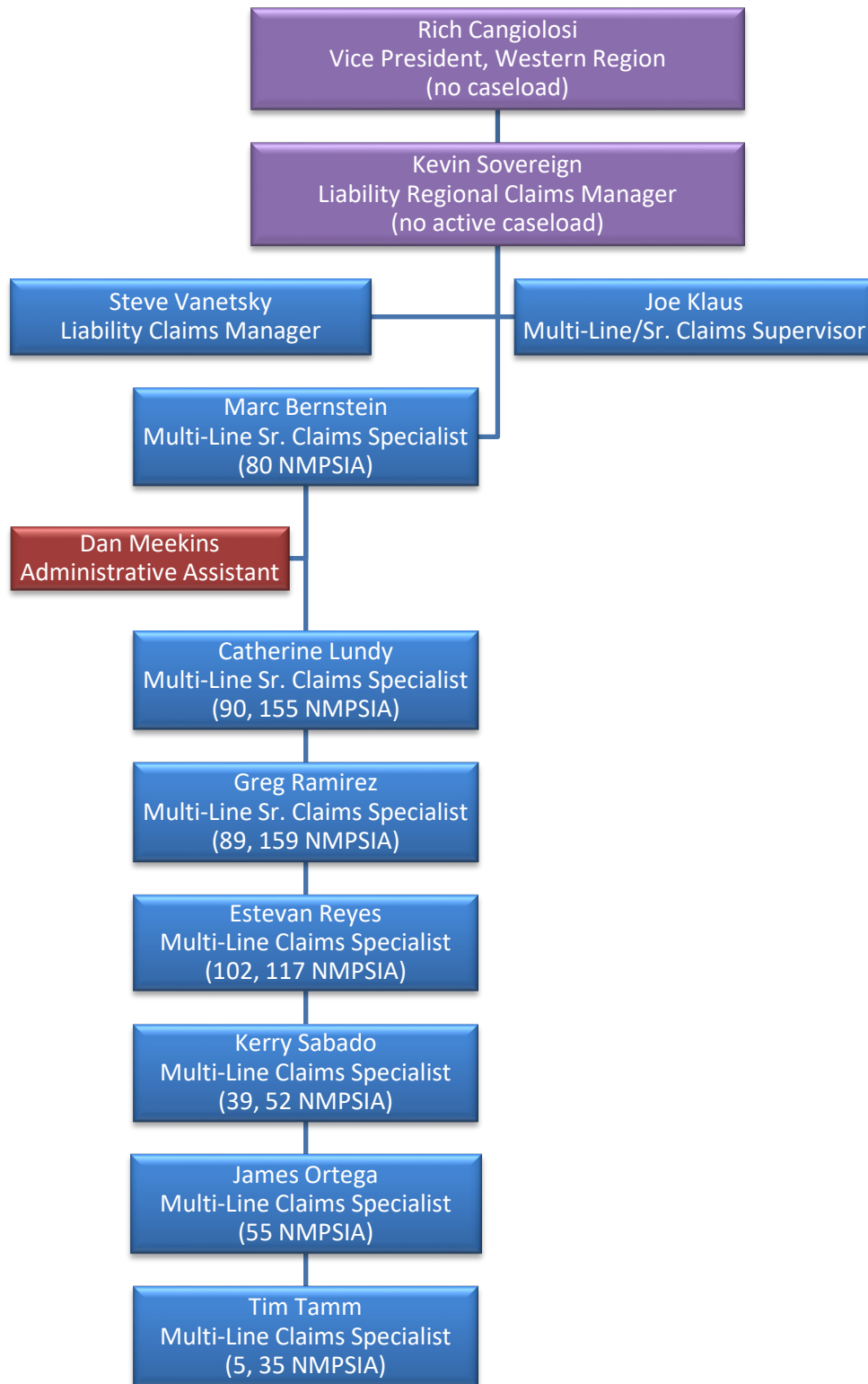


Exhibit 7 – NMPSIA GL/Property Case Reserve Analysis

Claim Number	Current Outstanding Reserve	Recommended Reserve	Discussion
23H01K798183 (Anasi Schools)	\$0 (loss)	\$25,000 (loss-precautionary)	The school claims it has sustained mold damage. CCMSI received this claim on 7/13/23 and has completed the initial set-up sheet. Some precautionary reserve should be established in conjunction with the completion of set-up. In its response, CCMSI indicated the claim had been denied. That denial was not apparent during this review.
22H01K561592 (Las Vegas Public Schools)	\$100,000 (bodily injury)	\$500,000 (bodily injury)	This claim involves an allegation of sexual abuse of a student. Notes indicate the examiner sought to establish a \$350,000 reserve but was instructed to establish a \$100,000 reserve by the supervisor. In its response, the supervisor acknowledged that the claimant's attorney is formidable but indicated CCMSI would wait until its investigation was complete to reassess the reserves. This is not recommended. This claim requires a significant increase in the reserve.
17H01J088479 (Bernalillo Public Schools)	\$787 (legal expense)	\$5,000 (legal expense)	An employee presents a case alleging forced resignation. CCMSI has filed for a dismissal, but no decision had been rendered as of the day the claim was reviewed. The legal reserve is likely inadequate.
18H01F616447 (Los Alamos Public Schools)	\$10,000 (personal injury)	\$100,000 (personal injury)	Notes indicate defense counsel "was hoping for a settlement less than \$100,000" but the claimant's attorney would not settle that low. The claim's settlement potential is likely significantly higher than the current reserve.

4. Payments/Settlements

The audit concurs with all settlement stances and resolutions made by NMPSIA or its legal representative. CCMSI claims exhibit detailed assessments of property damage estimates, bodily injury medical billings, and causation evidence (e.g., police reports, statements of involved individuals/witnesses, and index inquiry results). This has been a consistent finding in all past audits.

Claim number 17H01F315521 (West Las Vegas Public Schools) involved hail damage to member facilities resulting in remedial costs of more than \$4 million. The firm Koontz & Associates provided assistance in the assessment and repair of the damage. Its fee of \$127,457 seems excessive and is apparently calculated based on a percentage of the amount of the repairs. This was discussed with CCMSI staff. They contend Koontz is the preferred vendor on large property claims and that there are limited qualified vendors in New Mexico. This audit does not question the quality of services provided, but the fee arrangement (percent of repair costs) and the total amount paid seems excessive.

5. Quality of Investigation

Proper investigation for NMPSIA's property/liability claims includes:

- Making prompt contact with the injured claimant and witnesses (48 hours from CCMSI's receipt of loss notice).
- Securing injury history through use of The Index System.
- Canvassing for possible witnesses to the accident.
- Obtaining recorded or written statements regarding the incident from member employees or witnesses when possible.
- Obtaining police accident reports.
- Obtaining photographs of accident scenes and instruments that may have caused the injury or property damage.
- Aggressive pursuit of additional responsible parties to offset NMPSIA's contribution to any damage/injury awards.
- Application of any hold harmless/indemnification language contained in the various contracts that NMPSIA members may enter into with subcontractors.
- Timely assignment of field investigation to independent contractors when necessary.
- Identification and aggressive pursuit of individuals or entities causing damage or injury to NMPSIA (subrogation).

CCMSI is thoroughly investigating NMPSIA claims. One claim exhibits a deficiency:

- 23H01K791575 (Gallup-McKinley Public Schools) – The claim for plumbing-related loss was received by CCMSI on 7/6/23. As of the day the claim was reviewed (7/26/23), no investigative activity had been conducted.

Reimbursement/Recovery (Subrogation)

Nine claims had subrogation/reimbursement issues. CCMSI recognized the potential and pursued appropriate reimbursement on all 9 claims.

Initial Reporting to CCMSI

More than 20 claims reviewed exhibit unusually long gaps between the date the involved district received notice of the claim and the date the claim was reported to CCMSI. This should be addressed immediately. Several of these claims involve potentially significant exposure to NMPSIA. Examples of the claims in question are:

- 22H01K805062 (Aztec Municipal Schools) – The district received notice of this loss in December 2022. It was reported to CCMSI on 7/19/23. The allegation is abuse by a teacher.
- 19H01J352366 (Roswell Independent Schools) – A student was struck by a vehicle and sustained significant injuries. The member was aware of the incident on the day it occurred (5/17/19). CCMSI received notice of the loss on 8/13/20.
- 22H01K304055 (Española Municipal Schools) – This claim alleges sexual abuse of a minor student. Notice of the incident was apparent on 1/15/22. CCMSI received first notice of the claim on 6/21/22.

This issue was discussed with CCMSI at length. Apparently, many of the delays are due to the district waiting for legal action to commence. FCS strongly recommends the cessation of that policy. NMPSIA experience on other similar past claims should be used as guidance on the potential exposure of these claims and the need to report them to CCMSI immediately.

6. Litigation Management

Evaluation of this claims handling function attempts to:

- Confirm that cases are referred to defense counsel timely.
- Evaluate whether responsibilities are simply delegated to the attorney once a file is referred or whether CCMSI continues to closely monitor all defense activity.
- Confirm that inquiries from counsel are responded to promptly.
- Evaluate the reasonableness of hourly billing rates charged by defense counsel and compares those rates to other clients FCS is familiar with in New Mexico.

Forty-four of the claims reviewed involve some element of litigation. The claims reflect thorough litigation management. Status updates from counsel are timely for all litigated claims. No deficiencies are observed.

7. Diary Maintenance

Some adjusting activity should be implemented and documented every 30 days on unresolved claims. In those instances where the claimant is unresponsive or where the claim has been denied, an extended diary is warranted. No “active” claim should go without activity for longer than 6 months. Exhibit 8 lists and discusses the one claim that exhibit deficiencies.

Exhibit 8 - NMPSIA Diary Maintenance Analysis

Claim Number	Discussion
23H01K600491 (Alamogordo Public Schools)	This claim due to wind damage to the roof occurred on 2/26/23. CCMSI received notice of the loss on 3/13/23. No activity is documented until 4/13/23. The site was inspected on 4/14/23.

8. Reporting to NMPSIA and Excess Insurers/Reinsurers

CCMSI is required to generate a report to the NMPSIA executive director within 10 working days for the following claims:

- All bodily injury claims with incurred costs of \$50,000 or more
- All property damage (NMPSIA member) claims of \$50,000 or more

Follow-up reports must be provided every 60 days. The need for follow-up reporting is at the discretion of the executive director. David Poms, NMPSIA's insurance broker, must be copied on all reports.

Twenty-nine claims qualified as reportable to the executive director and Mr. Poms. Nineteen of these were also reportable to the excess insurer. The following claim exhibits deficiencies:

- 22H01K409343 (Taos Municipal Schools) – The district sustained property damage due to a lightning strike. It was appropriately reported to the excess insurer, but the audit could find no confirmation that the NMPSIA executive director or Mr. Poms was copied on correspondence. In its response CCMSI indicated that first party property claims were not to be reported “retroactively.” This claim was exactly 1 year old at the time of this review, and the retroactivity element does not seem to be relevant here.

9. Information System Organization and Documentation Clarity

All material viewed to conduct this audit was obtained via access to the CCMSI claims management information system. That system exhibits consistently organized and chronologically accurate material. No information system or documentation deficiencies are apparent.

10. Supervision

Supervisory review activity is consistently seen in the iCE claims information system's activity notes. No deficiencies are identified.

Appendix

Audit List

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Open Workers' Compensation Claims

Claim #	Claim #	Claim #	Claim #	Claim #
1. 00H01H142206	15. 17H01F508936	29. 19H01J068224	43. 23H01K651186	57. 87H01H161529
2. 04H01H746954	16. 18H01F524769	30. 19H01J106471	44. 23H01K656494	58. 89H01H158894
3. 05H01T276063	17. 18H01F547709	31. 19H01J122481	45. 23H01K668487	59. 93H01H168011
4. 05H01T299878	18. 18H01F553652	32. 19H01J125885	46. 23H01K673592	60. 93H01H168511
5. 06H01T442068	19. 18H01F575830	33. 19H01J149361	47. 23H01K674297	61. 96H01H176472
6. 06H01T474797	20. 18H01F716888	34. 23H01K570327	48. 23H01K675595	62. 96H01H177158
7. 07H01T891433	21. 18H01F740496	35. 23H01K573405	49. 23H01K675694	63. 99H01H153183
8. 07H01T962687	22. 18H01F772116	36. 23H01K576271	50. 23H01K678035	64. 99H01H153730
9. 09H01A963027	23. 18H01F803572	37. 23H01K579441	51. 23H01K681924	65. 99H01H183265
10. 09H01B002539	24. 19H01F836352	38. 23H01K588228	52. 23H01K683856	
11. 10H01B432174	25. 19H01F836863	39. 23H01K600886	53. 23H01K687154	
12. 10H01B438769	26. 19H01F913647	40. 23H01K603173	54. 23H01K694085	
13. 11H01B514541	27. 19H01F913656	41. 23H01K618389	55. 23H01K706872	
14. 17H01F438930	28. 19H01J019760	42. 23H01K645699	56. 23H01K775165	

Closed Workers' Compensation Claims

Claim #	Claim #	Claim #	Claim #
1. 00H01H143265	10. 13H01C755332	19. 23H01K635394	28. 23H01K667885
2. 02H01H148311	11. 13H01E020623	20. 23H01K636040	29. 23H01K673515
3. 03H01H151258	12. 15H01E704973	21. 23H01K641185	30. 23H01K679156
4. 09H01A973717	13. 15H01E838741	22. 23H01K641297	31. 23H01K687933
5. 10H01B157243	14. 15H01G305741	23. 23H01K648044	32. 23H01K687959
6. 11H01B586238	15. 16H01G502912	24. 23H01K651583	33. 86H01H157329
7. 12H01C286416	16. 16H01G749899	25. 23H01K651759	34. 95H01H174777
8. 13H01C453571	17. 23H01K551617	26. 23H01K659255	35. 95H01H174837
9. 13H01C510611	18. 23H01K608308	27. 23H01K661908	

Open Property/Liability Claims Files

Claim #	Claim #	Claim #	Claim #	Claim #
1. 15H01G228256	15. 19H01J855544	29. 22H01K409343	43. 23H01K554097	57. 23H01K681415
2. 16H01J612328	16. 21H01J532210	30. 22H01K463701	44. 23H01K568703	58. 23H01K684487
3. 17H01F315521	17. 21H01J535124	31. 22H01K510001	45. 23H01K600361	59. 23H01K688344
4. 17H01F561899	18. 21H01J897135	32. 22H01K540791	46. 23H01K600491	60. 23H01K688350
5. 17H01F988329	19. 21H01J944929	33. 22H01K540799	47. 23H01K600529	61. 23H01K694099
6. 17H01J088479	20. 21H01J969101	34. 22H01K544735	48. 23H01K603931	62. 23H01K695224
7. 17H01J559811	21. 21H01J987713	35. 22H01K561592	49. 23H01K603951	63. 23H01K699286
8. 17H01J819347	22. 21H01K033508	36. 22H01K596432	50. 23H01K645035	64. 23H01K707953
9. 18H01F616447	23. 21H01K418153	37. 22H01K607082	51. 23H01K646836	65. 23H01K775044
10. 18H01J459786	24. 21H01K487811	38. 22H01K651259	52. 23H01K660965	66. 23H01K777657
11. 19H01F921302	25. 21H01K544679	39. 22H01K665171	53. 23H01K660973	67. 23H01K779108
12. 19H01J075638	26. 21H01K703952	40. 22H01K797019	54. 23H01K666881	68. 23H01K791575
13. 19H01J352366	27. 22H01K282239	41. 22H01K805003	55. 23H01K678019	69. 23H01K795065
14. 19H01J396690	28. 22H01K304055	42. 22H01K805062	56. 23H01K681275	70. 23H01K798183

Closed Property/Liability Claims

Claim #
1. 14H01E405628
2. 14H01J933786
3. 15H01G294173
4. 16H01G951853
5. 17H01J257964
6. 18H01J235558
7. 18H01J279177
8. 19H01F978800

Claim #
9. 19H01J056562
10. 19H01J071854
11. 19H01J135928
12. 19H01J207079
13. 19H01J237433
14. 20H01J480473
15. 21H01J909100
16. 21H01J934386

Claim #
17. 22H01K185288
18. 22H01K225945
19. 22H01K304357
20. 22H01K352833
21. 22H01K441944
22. 22H01K445701
23. 22H01K512665
24. 22H01K531540

Claim #
25. 22H01K533029
26. 22H01K541584
27. 23H01K576840
28. 23H01K600368
29. 23H01K605351
30. 23H01K703889



NMPSIA BOARD REPORT SUMMARY - LIABILITY AND PROPERTY

06-30-2023

ALL YEARS TOTAL OPEN CLAIMS FOR LIABILITY AS OF JUNE 30, 2023							ALL YEARS TOTAL OPEN CLAIMS FOR PROPERTY AS OF JUNE 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 OPEN CLAIMS	GRAND TOTAL
SUBTOTAL - DISTRICTS	373	36	35	\$19,697,877.36	\$14,227,559.57	\$33,925,436.93	78	10	9	\$65,091,562.89	\$24,175,979.89	\$89,267,542.78	451	\$123,192,979.71
SUBTOTAL - CHARTER SCHOOLS	19	4	7	\$242,651.05	\$19,952.54	\$262,603.59	3	0	1	\$61,555.20	\$64,494.40	\$126,049.60	22	\$388,653.19
GRAND TOTAL	392	40	42	\$19,940,528.41	\$14,247,512.11	\$34,188,040.52	81	10	10	\$65,153,118.09	\$24,240,474.29	\$89,393,592.38	473	\$123,581,632.90

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	7	(20)	(37)	\$266,079.00	(\$2,658,680.31)	(\$2,392,601.31)	1	8	4	\$28,312,341.60	(\$618,409.83)	\$27,693,931.77	8	\$25,301,330.46
SUBTOTAL - CHARTER SCHOOLS	2	2	2	\$33,470.28	(\$2,140.29)	\$31,329.99	(1)	(1)	0	\$0.00	\$0.00	\$0.00	1	\$31,329.99
GRAND TOTAL	9	(18)	(35)	\$299,549.28	(\$2,660,820.60)	(\$2,361,271.32)	0	7	4	\$28,312,341.60	(\$618,409.83)	\$27,693,931.77	9	\$25,332,660.45

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
June - 2023	473	50	52	\$85,093,646.50	\$38,487,986.40	\$123,581,632.90	9	(11)	(31)	\$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)
June - 2021	305	33	35	\$57,967,234.93	\$30,784,251.60	\$88,751,486.53	(1)	6	3	\$7,958,945.25	\$7,182,105.43	\$15,141,050.68
May - 2021	306	27	32	\$65,926,180.18	\$23,602,146.17	\$89,528,326.35	(1)	(17)	(12)	(\$3,911,820.87)	\$2,197,081.64	(\$1,714,739.23)
April - 2021	307	44	44	\$69,838,001.05	\$21,405,064.53	\$91,243,065.58	(4)	(11)	(20)	\$664,221.97	\$850,627.02	\$1,514,848.99
March - 2021	311	55	64	\$69,173,779.08	\$20,554,437.51	\$89,728,216.59	5	23	29	\$1,736,847.96	(\$1,879,101.28)	(\$142,253.32)
February - 2021	306	32	35	\$67,436,931.12	\$22,433,538.79	\$89,870,469.91	0	6	5	\$1,663,112.17	\$860,697.63	\$2,523,809.80
January - 2021	306	26	30	\$65,773,818.95	\$21,572,841.16	\$87,346,660.11	3	3	(7)	\$3,370,469.11	\$580,052.17	\$3,950,521.28
December - 2020	303	23	37	\$62,403,349.84	\$20,992,788.99	\$83,396,138.83	(10)	(8)	(6)	(\$581,271.80)	\$177,982.64	(\$403,289.16)
November - 2020	313	31	43	\$62,984,621.64	\$20,814,806.35	\$83,799,427.99	(11)	(1)	(2)	(\$367,874.33)	(\$1,858,671.89)	(\$2,226,546.22)
October - 2020	324	32	45	\$63,352,495.97	\$22,673,478.24	\$86,025,974.21	(8)	(11)	1	(\$1,061,841.28)	\$338,457.26	(\$723,384.02)
September - 2020	332	43	44	\$64,414,337.25	\$22,335,020.98	\$86,749,358.23	5	(3)	(6)	\$4,366,893.14	(\$3,456,682.77)	\$910,210.37
August - 2020	327	46	50	\$60,047,444.11	\$25,791,703.75	\$85,839,147.86	(2)	12	(13)	\$2,049,364.59	\$207,038.63	\$2,256,403.22
July - 2020	329	34	63	\$57,998,079.52	\$25,584,665.12	\$83,582,744.64	(13)	6	10	\$623,995.55	(\$503,018.35)	\$120,977.20



NMPSIA BOARD REPORT

ALL YEARS TOTAL														
OPEN CLAIMS FOR WORKERS' COMPENSATION AS OF June 30, 2023														
SCHOOL DISTRICT	OPEN		RE-OPENED		NEW		CLOSED		RESERVE		PAYMENT		TOTAL	
	Chg	Ct	Chg	Ct	Chg	Ct	Chg	Ct	Change	Current	Change	Current	Change	Current
HISTORY	(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
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
SCHOOL DISTRICT	OPEN		RE-OPENED		NEW		CLOSED		RESERVE		PAYMENT		TOTAL	
	Chg	Ct	Chg	Ct	Chg	Ct	Chg	Ct	Change	Current	Change	Current	Change	Current
HISTORY	(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
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
DECEMBER-2021	(56)	867	(9)	13	(67)	101	(54)	170	(\$73,386)	\$14,284,409.04	(\$316,376)	\$48,309,467.44	(\$389,761)	\$ 62,593,876.48
NOVEMBER-2021	(34)	923	(17)	22	(34)	168	+35	224	(\$299,608)	\$14,357,794.86	(\$450,346)	\$48,625,842.94	(\$749,954)	\$ 62,983,637.80
OCTOBER-2021	+52	957	+23	39	(40)	202	(12)	189	+\$756,885	\$14,657,403.06	(\$111,683)	\$49,076,188.93	+\$645,202	\$ 63,733,591.99
SEPTEMBER-2021	+57	905	+2	16	+27	242	+10	201	+\$71,559	\$13,900,518.15	(\$403,273)	\$49,187,872.17	(\$331,714)	\$ 63,088,390.32
AUGUST-2021	+38	848	+1	14	+154	215	+91	191	(\$27,930)	\$13,828,959.45	(\$136,432)	\$49,591,145.27	(\$164,361)	\$ 63,420,104.72
JULY-2021	(26)	810	(5)	13	(20)	61	(10)	100	(\$179,232)	\$13,856,889.02	+\$301,019	\$49,727,577.14	+\$121,788	\$ 63,584,466.16
JUNE-2021	(11)	836	(3)	18	(67)	81	(26)	110	(\$8,065)	\$14,036,120.59	(\$289,351)	\$49,426,557.96	(\$297,416)	\$ 63,462,678.55
MAY-2021	+33	847	+13	21	(40)	148	(1)	136	(\$372,986)	\$14,044,185.65	(\$262,097)	\$49,715,908.54	(\$635,083)	\$ 63,760,094.19
APRIL-2021	+59	814	(4)	8	+63	188	+38	137	+\$26,222)	\$14,417,171.69	+\$34,571	\$49,978,005.34	+\$8,349	\$ 64,395,177.03
MARCH-2021	+38	755	+6	12	+29	125	(5)	99	+\$322,358	\$14,443,393.30	+\$53,478	\$49,943,434.55	+\$375,835	\$ 64,386,827.85
FEBRUARY-2021	(2)	717	(8)	6	+39	96	+19	104	(\$347,549)	\$14,121,035.63	(\$98,645)	\$49,889,956.94	(\$446,193)	\$ 64,010,992.57
JANUARY-2021	(14)	719	+5	14	+8	57	(28)	85	(\$21,541)	\$14,468,584.16	+\$284,394	\$49,988,601.75	+\$262,853	\$ 64,457,185.91



NMPSIA BOARD REPORT

ALL YEARS TOTAL
OPEN CLAIMS FOR WORKERS' COMPENSATION AS OF June 30, 2023

CHARTER SCHOOL	OPEN		RE-OPENED		NEW		CLOSED		RESERVE		PAYMENT		TOTAL	
	Chg	Ct	Chg	Ct	Chg	Ct	Chg	Ct	Change	Current	Change	Current	Change	Current
HISTORY														
JUNE-2023	(3)	65	+2	3	(1)	8	+4	14	(\$27,164)	\$ 846,216.38	+\$45,031	\$ 1,889,241.82	+\$17,867	\$2,735,458.20
MAY-2023	+0	68	(4)	1	(10)	9	+1	10	+\$25,907	\$ 873,380.47	(\$114,553)	\$ 1,844,210.43	(\$88,646)	\$2,717,590.90

CHARTER SCHOOL	OPEN		RE-OPENED		NEW		CLOSED		RESERVE		PAYMENT		TOTAL	
	Chg	Ct	Chg	Ct	Chg	Ct	Chg	Ct	Change	Current	Change	Current	Change	Current
HISTORY														
JUNE-2023	(3)	65	+2	3	(1)	8	+4	14	(\$27,164)	\$ 846,216.38	+\$45,031	\$ 1,889,241.82	+\$17,867	\$2,735,458.20
MAY-2023	+0	68	(4)	1	(10)	9	+1	10	+\$25,907	\$ 873,380.47	(\$114,553)	\$ 1,844,210.43	(\$88,646)	\$2,717,590.90
APRIL-2023	+15	68	+5	5	+6	19	+0	9	+\$81,809	\$ 847,473.20	(\$57,929)	\$ 1,958,763.70	+\$23,881	\$2,806,236.90
MARCH-2023	+4	53	(1)	0	+1	13	(1)	9	+\$30,263	\$ 765,663.80	+\$37,841	\$ 2,016,692.49	+\$68,104	\$2,782,356.29
FEBRUARY-2023	+3	49	+0	1	+5	12	(1)	10	+\$7,382	\$ 735,400.88	+\$37,993	\$ 1,978,851.75	+\$45,375	\$2,714,252.63
JANUARY-2023	(3)	46	(1)	1	+0	7	+4	11	(\$22,403)	\$ 728,018.79	(\$34,573)	\$ 1,940,858.92	(\$56,976)	\$2,668,877.71
DECEMBER-2022	+2	49	+2	2	(1)	7	(5)	7	(\$9,378)	\$ 750,421.36	+\$27,437	\$ 1,975,432.31	+\$18,059	\$2,725,853.67
NOVEMBER-2022	(4)	47	+0	0	(3)	8	+5	12	(\$21,224)	\$ 759,799.35	+\$1,554	\$ 1,947,995.10	(\$19,670)	\$2,707,794.45
OCTOBER-2022	+4	51	(2)	0	+1	11	(3)	7	+\$3,404	\$ 781,023.81	+\$37,302	\$ 1,946,440.84	+\$40,706	\$2,727,464.65
SEPTEMBER-2022	+2	47	+2	2	+1	10	+2	10	(\$31,777)	\$ 777,620.22	+\$48,599	\$ 1,909,138.41	+\$16,822	\$2,686,758.63
AUGUST-2022	+1	45	(1)	0	+3	9	(2)	8	+\$13,656	\$ 809,397.01	(\$105,737)	\$ 1,860,539.91	(\$92,081)	\$2,669,936.92
JULY-2022	(3)	44	+0	1	+4	6	+3	10	+\$6,248	\$ 795,741.44	+\$9,746	\$ 1,966,276.84	+\$15,995	\$2,762,018.28
JUNE-2022	(4)	47	+1	1	(9)	2	(7)	7	(\$43,681)	\$ 789,493.43	+\$29,740	\$ 1,956,530.34	(\$13,941)	\$2,746,023.77
MAY-2022	(3)	51	+0	0	+1	11	+10	14	(\$29,616)	\$ 833,174.56	+\$44,892	\$ 1,926,790.51	+\$15,277	\$2,759,965.07
APRIL-2022	+6	54	(2)	0	(6)	10	(5)	4	(\$68,886)	\$ 862,790.36	+\$168,297	\$ 1,881,898.08	+\$99,410	\$2,744,688.44
MARCH-2022	+9	48	+2	2	+11	16	(1)	9	+\$657	\$ 931,676.51	+\$105,793	\$ 1,713,601.47	+\$106,449	\$2,645,277.98
FEBRUARY-2022	(5)	39	(1)	0	+0	5	+6	10	(\$10,262)	\$ 931,019.99	+\$9,860	\$ 1,607,808.58	(\$402)	\$2,538,828.57
JANUARY-2022	+2	44	+0	1	+1	5	(2)	4	(\$57,788)	\$ 941,281.61	+\$15,719	\$ 1,597,948.81	(\$42,069)	\$2,539,230.42
DECEMBER-2021	(1)	42	+1	1	(5)	4	(1)	6	+\$372,644	\$ 999,069.99	+\$11,921	\$ 1,582,229.46	+\$384,565	\$2,581,299.45
NOVEMBER-2021	+2	43	(1)	0	(1)	9	(1)	7	+\$78,324	\$ 626,426.25	(\$25,354)	\$ 1,570,308.41	+\$52,971	\$2,196,734.66
OCTOBER-2021	+3	41	+1	1	+3	10	+5	8	(\$27,115)	\$ 548,101.87	+\$28,569	\$ 1,595,662.06	+\$1,454	\$2,143,763.93
SEPTEMBER-2021	+4	38	+0	0	+0	7	+0	3	(\$14,313)	\$ 575,216.83	+\$44,220	\$ 1,567,093.53	+\$29,907	\$2,142,310.36
AUGUST-2021	+4	34	+0	0	+5	7	+1	3	(\$37,112)	\$ 589,529.88	+\$93,512	\$ 1,522,873.45	+\$56,401	\$2,112,403.33
JULY-2021	+0	30	(2)	0	(1)	2	+0	2	+\$137	\$ 626,641.48	+\$54,157	\$ 1,429,361.01	+\$54,294	\$2,056,002.49
JUNE-2021	+3	30	+1	2	+1	3	+1	2	+\$25,924	\$ 626,504.44	(\$241,619)	\$ 1,375,203.90	(\$215,694)	\$2,001,708.34
MAY-2021	+2	27	+1	1	(8)	2	(7)	1	(\$236,571)	\$ 600,580.03	+\$270,654	\$ 1,616,822.49	+\$34,082	\$2,217,402.52
APRIL-2021	+2	25	(1)	0	+9	10	+6	8	+\$5,731	\$ 837,151.09	(\$21,219)	\$ 1,346,168.99	(\$15,488)	\$2,183,320.08
MARCH-2021	+0	23	+1	1	+0	1	(1)	2	(\$21,294)	\$ 831,419.61	(\$28,199)	\$ 1,367,388.38	(\$49,493)	\$2,198,807.99
FEBRUARY-2021	(2)	23	(1)	0	+1	1	+1	3	(\$50,003)	\$ 852,714.04	+\$33,083	\$ 1,395,586.97	(\$16,921)	\$2,248,301.01
JANUARY-2021	(1)	25	+1	1	(3)	0	(3)	2	(\$12,366)	\$ 902,717.50	+\$21,800	\$ 1,362,504.31	+\$9,434	\$2,265,221.81

NMPSIA Monthly Loss Prevention Abatement Report

July 2023	Total Rec	Total Capital	Total Non-Capital	Corrected Capital	Corrected Non-Capital	Total Corrected
July 2023	161	0	161	0	157	157
Total % Corrected	97.52%	= Total Corrected/Total Recommendations				
% Corrected Capital	0.00%	= Corrected Capital/Total Capital				
% Corrected Non-Capital	97.52%	= Corrected Non-Capital/Total Non-Capital				



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August 31, 2023

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

Re: Estimate of Health IBNR as of June 30, 2023

Dear Patrick:

Segal has completed its evaluation of Health Reserves for the New Mexico Public Schools Insurance Authority's (NMPSIA's) self-funded program. The reserve is calculated to estimate the outstanding liability for covered services received prior to July 1, 2023, and paid after June 30, 2023. Our estimate of incurred but not reported (IBNR) claims includes unreported claims, reported but unprocessed claims, and claims processed but unpaid by your administrator.

Our estimate does not include any amounts for accounts payable due to claims paid by the administrator prior to July 1, 2023, that had been recorded as paid on or before June 30, 2023, on the lag report produced by the claims administrator. Furthermore, since your financial statements split out actual amounts known to be paid after June 30, 2023, for services that were incurred prior to July 1, 2023, (e.g., recorded as claims payable) from the unknown amounts, those known amounts should be subtracted from the estimated liability we have provided so that the total amount of known and unknown liability remains equal to our total IBNR reserve estimate. The total liability, known runout booked, and remaining IBNR are shown numerically in the enclosed Exhibit I. Total liability for Blue Cross Blue Shield (BCBSNM) Medical, Presbyterian Medical, Cigna Medical, Pharmacy, Delta Dental, and United Concordia Dental are shown graphically in Exhibits III, IV, V, VI, VII, and VIII. A description of our standard calculation methodology, which was employed for our Medical and Dental estimates, is also enclosed.

Our Medical estimates rely upon claims paid through June 30, 2023, as furnished by BCBSNM, Presbyterian Healthcare Services (PHS), and Cigna (Paid claims reported by BCBSNM included Blue Card and any other network access fees associated with accessing participating providers out of state). Our Pharmacy and Dental estimate rely upon claims paid through June 30, 2023, as furnished by CVS Caremark, Express Scripts (run-out information), Delta Dental, and United Concordia Dental. We did not audit this data and our review was limited to determining that it appears to be reasonable and acceptable for the projection of outstanding liabilities under the plan. We certify to the best of our knowledge, the data, methods, and assumptions used to develop the estimated liability for IBNR claims are reasonable and are calculated in accordance with generally accepted and consistently applied actuarial principles.

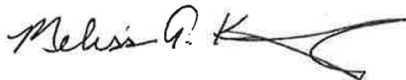
Although our conclusions are based on assumptions and methods that are reasonable for this purpose, actual experience can vary from our estimate, and this difference may be material. This estimate is intended to measure NMPSIA's liability for unpaid claims as of June 30, 2023, and it should not be relied upon for any other purpose.

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

A follow-up study was performed to determine the adequacy of the reserve estimates as of June 30, 2023. The results of this study are shown in Exhibit II.

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

Sincerely,



Melissa Krumholz
Vice President, Health Actuary

EXHIBIT I
NEW MEXICO PUBLIC SCHOOLS INSURANCE AUTHORITY

Coverage	% of Prior 12 Months Paid Claims ⁽⁴⁾	As of June 30, 2023			As of June 30, 2022 ⁽⁵⁾			Net Adjustment to Fund Balance
		Total IBNR Reserve	Known Runout Booked	Remaining IBNR	Total IBNR Reserve	Known Runout Booked	Remaining IBNR	
BCBSNM Medical ⁽¹⁾	9.1%	\$13,831,000	\$3,397,195	\$10,433,805	\$15,070,000	\$2,791,886	\$12,278,114	(\$1,844,309)
Presbyterian Medical	12.5%	\$12,784,000	\$2,219,171	\$10,564,829	\$12,244,000	\$6,455,958	\$5,788,042	\$4,776,787
Cigna Medical	15.0%	\$290,000	\$151,555	\$138,445	\$162,000	\$21,109	\$140,891	(\$2,446)
Prescription Drug	2.6%	\$2,014,000	\$1,683,288	\$330,712	\$2,317,000	\$0	\$2,317,000	(\$1,986,288)
Delta Dental	4.8%	\$172,000	\$105,007	\$66,993	\$126,000	\$67,607	\$58,393	\$8,600
United Concordia Dental	5.8%	\$605,000	\$218,989	\$386,011	\$667,000	\$244,864	\$422,136	(\$36,125)
Total IBNR*	8.6%	\$29,696,000	\$7,775,205	\$21,920,795	\$30,586,000	\$9,581,424	\$21,004,576	\$916,219
Administration ⁽²⁾	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Margin ⁽³⁾ (5% of Total IBNR)	N/A	\$1,485,000	N/A	N/A	\$1,529,000	N/A	N/A	N/A
Total IBNR with Administration and Margin*	N/A	\$31,181,000	\$7,775,205	\$23,405,795	\$32,115,000	\$9,581,424	\$22,533,576	\$872,219

*Figures may not add exactly due to rounding

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

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

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

(4) Percentages displayed reflect unrounded IBNR estimate as a percentage of claims paid during the twelve months ending June 30, 2023, as provided in claim lag reports.

(5) IBNR Reserve estimate as of June 30, 2022, as reported by Segal on September 19, 2022.

**EXHIBIT II
NEW MEXICO PUBLIC SCHOOLS INSURANCE AUTHORITY
RUNOUT ANALYSIS STUDY**

The follow-up study showed that the reserve estimates as of June 30, 2022, was adequate. The following table shows the results of the study.

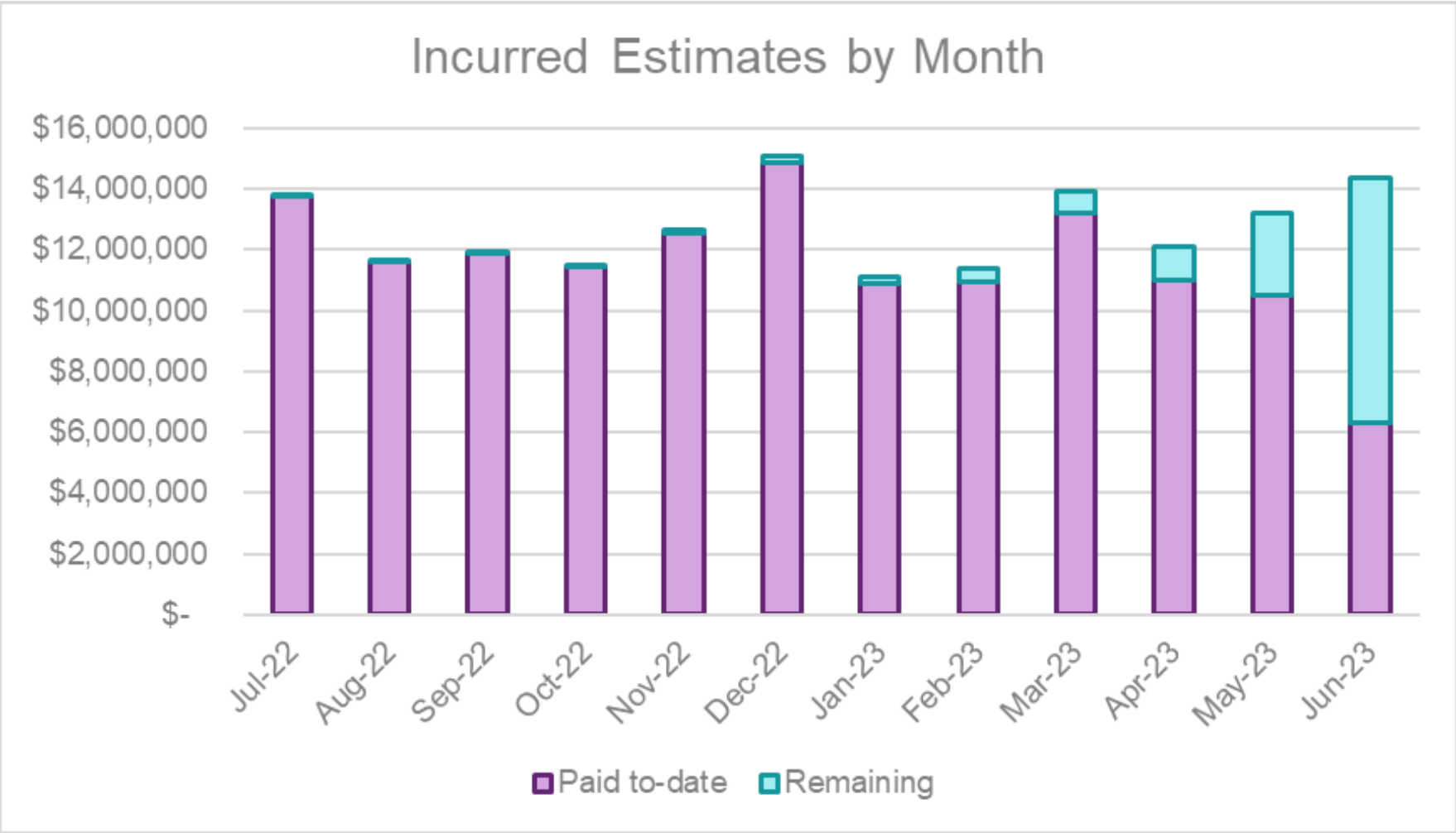
<i>Reserve Component</i>	<i>6/30/22 Reserve Estimate¹</i>	<i>Actual Run-out as of 6/30/23</i>	<i>Remaining Reserve Estimate as of 6/30/23</i>	<i>Restated Reserve Requirement</i>	<i>Excess Reserve</i>	<i>Margin</i>
BCBSNM Medical	\$15,070,000	\$12,341,081	\$97,919	\$12,439,000	\$2,631,000	21.2%
Presbyterian Medical	\$12,244,000	\$11,809,892	\$185,108	\$11,995,000	\$249,000	2.1%
Cigna Medical	\$162,000	\$161,974	\$5,026	\$167,000	(\$5,000)	-3.0%
Prescription Drug	\$2,317,000	\$1,301,137	(\$137)	\$1,301,000	\$1,016,000	78.1%
Delta Dental	\$126,000	\$106,089	\$1,911	\$108,000	\$18,000	16.7%
United Concordia Dental	\$667,000	\$637,515	\$15,485	\$653,000	\$14,000	2.1%
Total Reserves*	\$30,586,000	\$26,357,688	\$305,312	\$26,663,000	\$3,923,000	14.7%

*Figures may not add exactly due to rounding

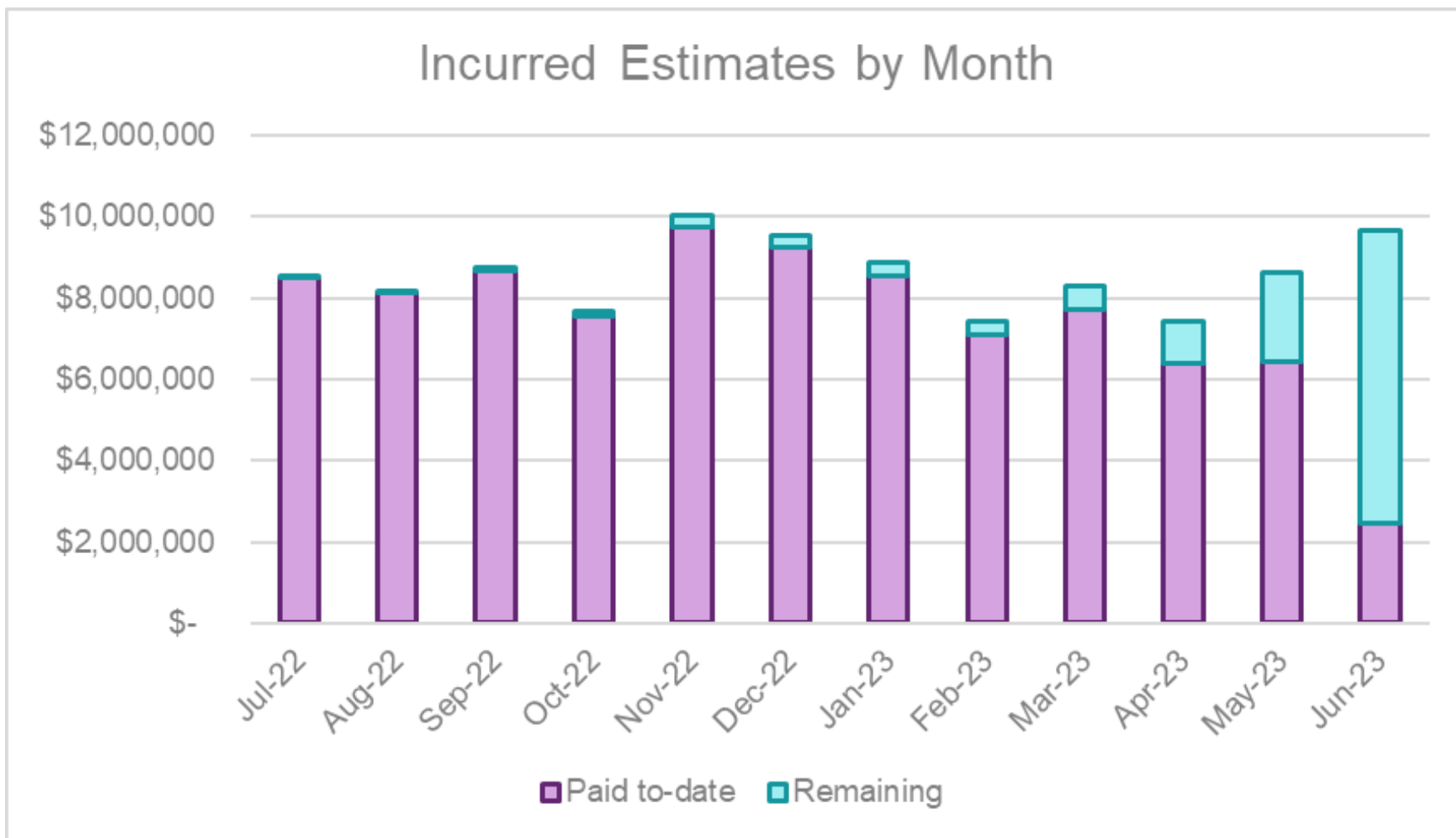
(1) IBNR Reserve estimate as of June 30, 2022, as reported by Segal on September 19, 2022.

This table shows that the overall reserve levels set for medical, prescription drug, and dental claims were more than the actual run out. In combination, the reserve estimates excluding margin were 14.7% more than the actual liability.

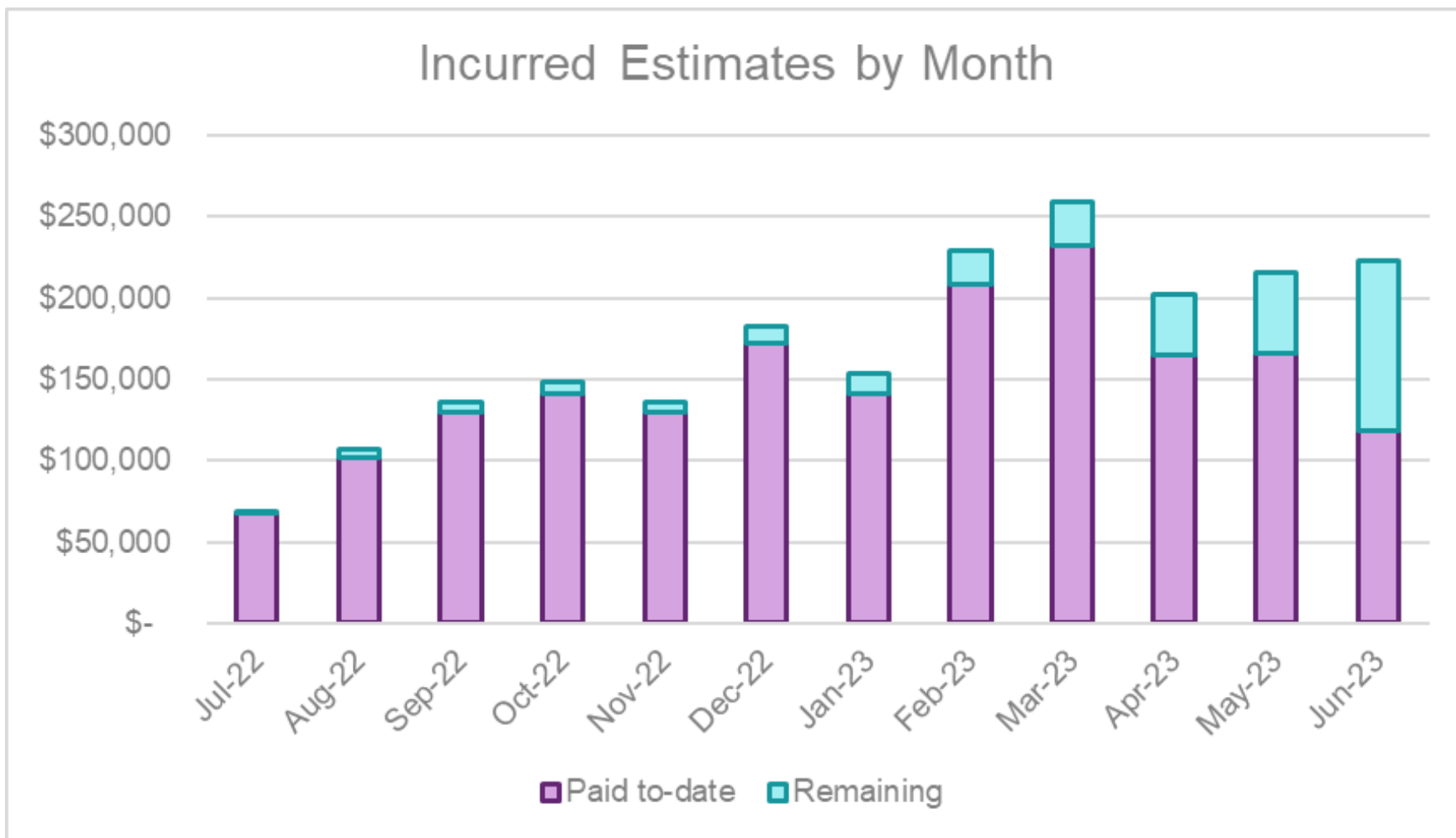
**EXHIBIT III
BCBSNM MEDICAL**



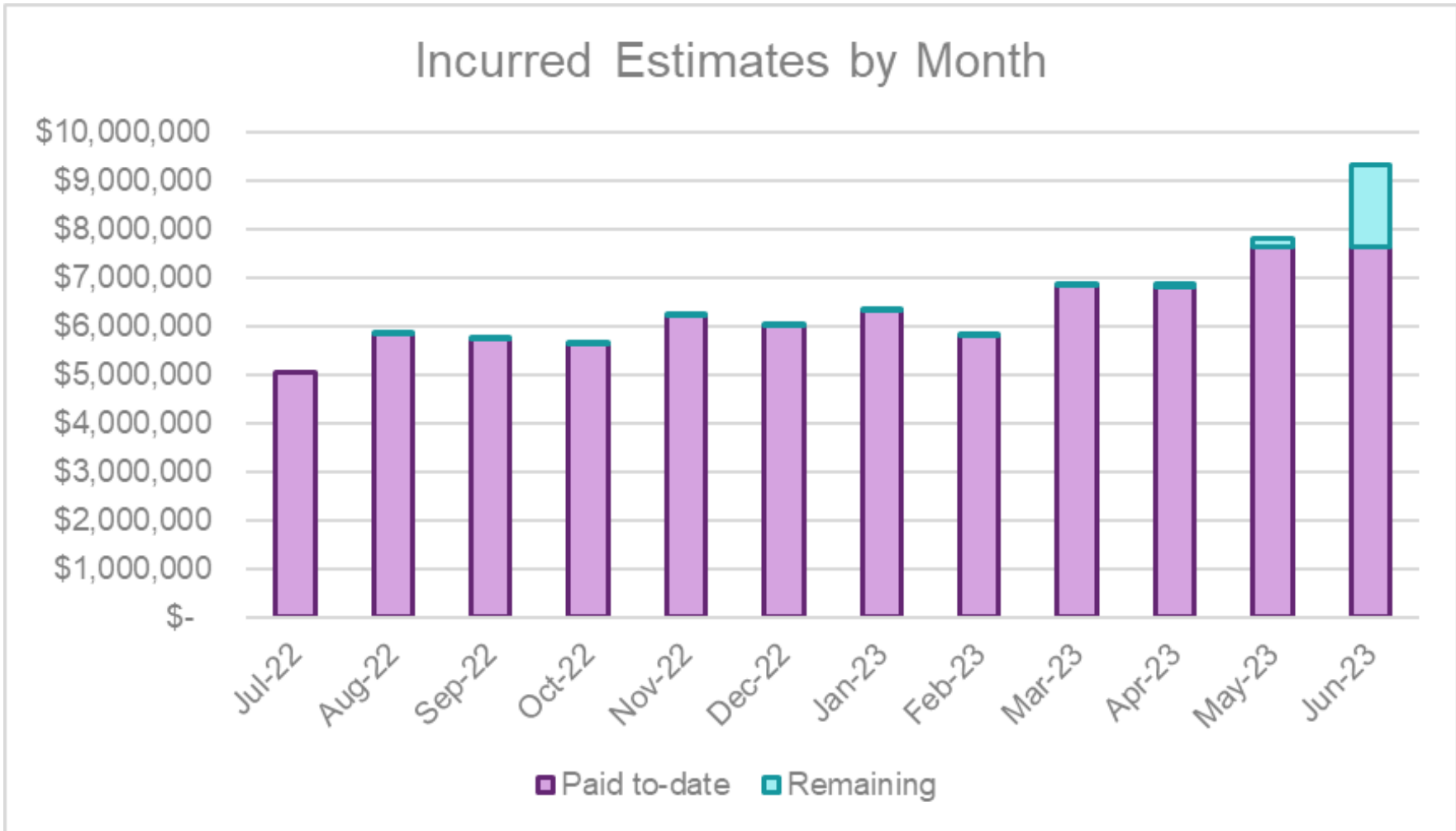
**EXHIBIT IV
PRESBYTERIAN MEDICAL**



**EXHIBIT V
CIGNA MEDICAL**



**EXHIBIT VI
PRESCRIPTION DRUGS**



**EXHIBIT VII
DELTA DENTAL**

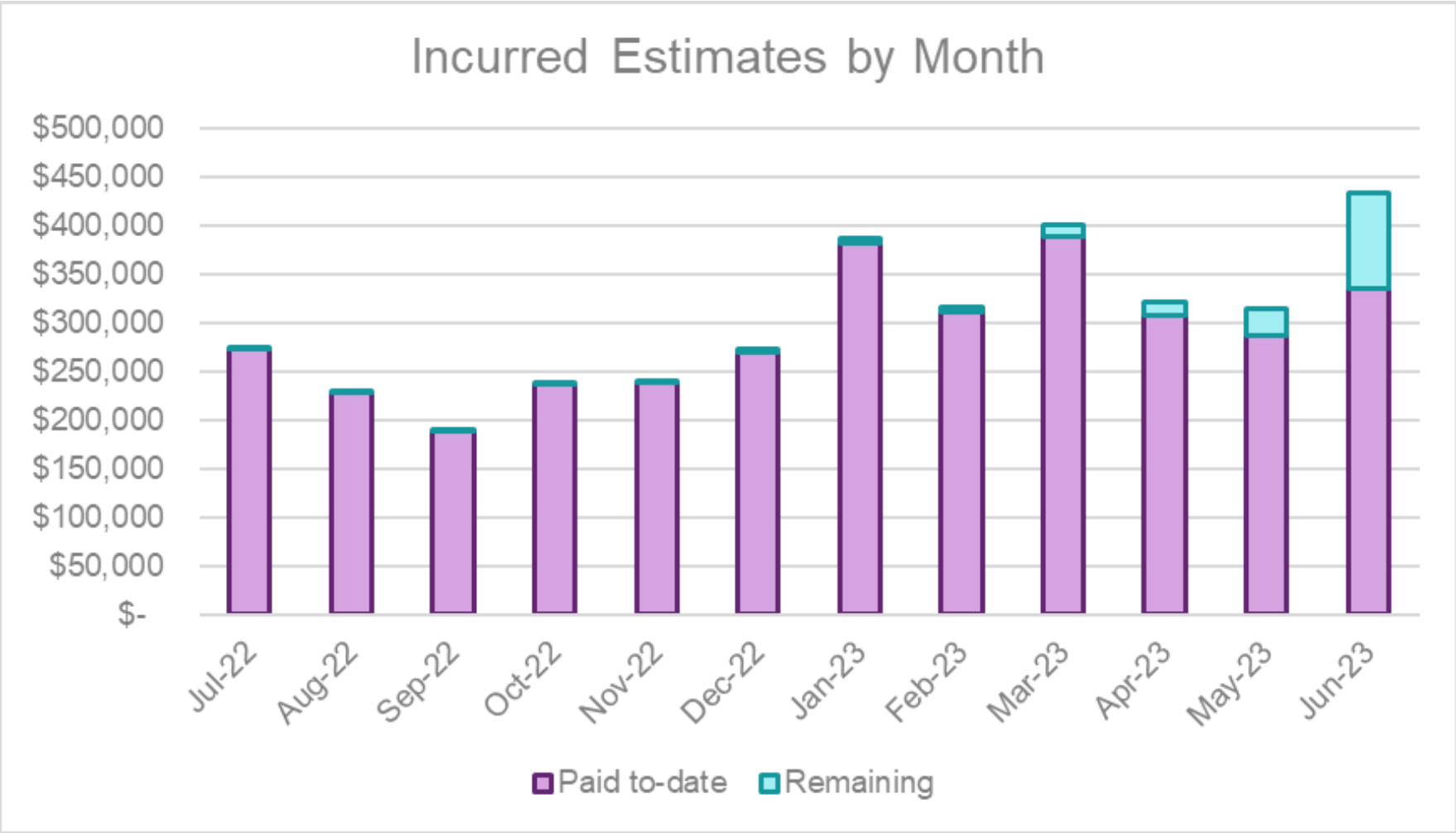
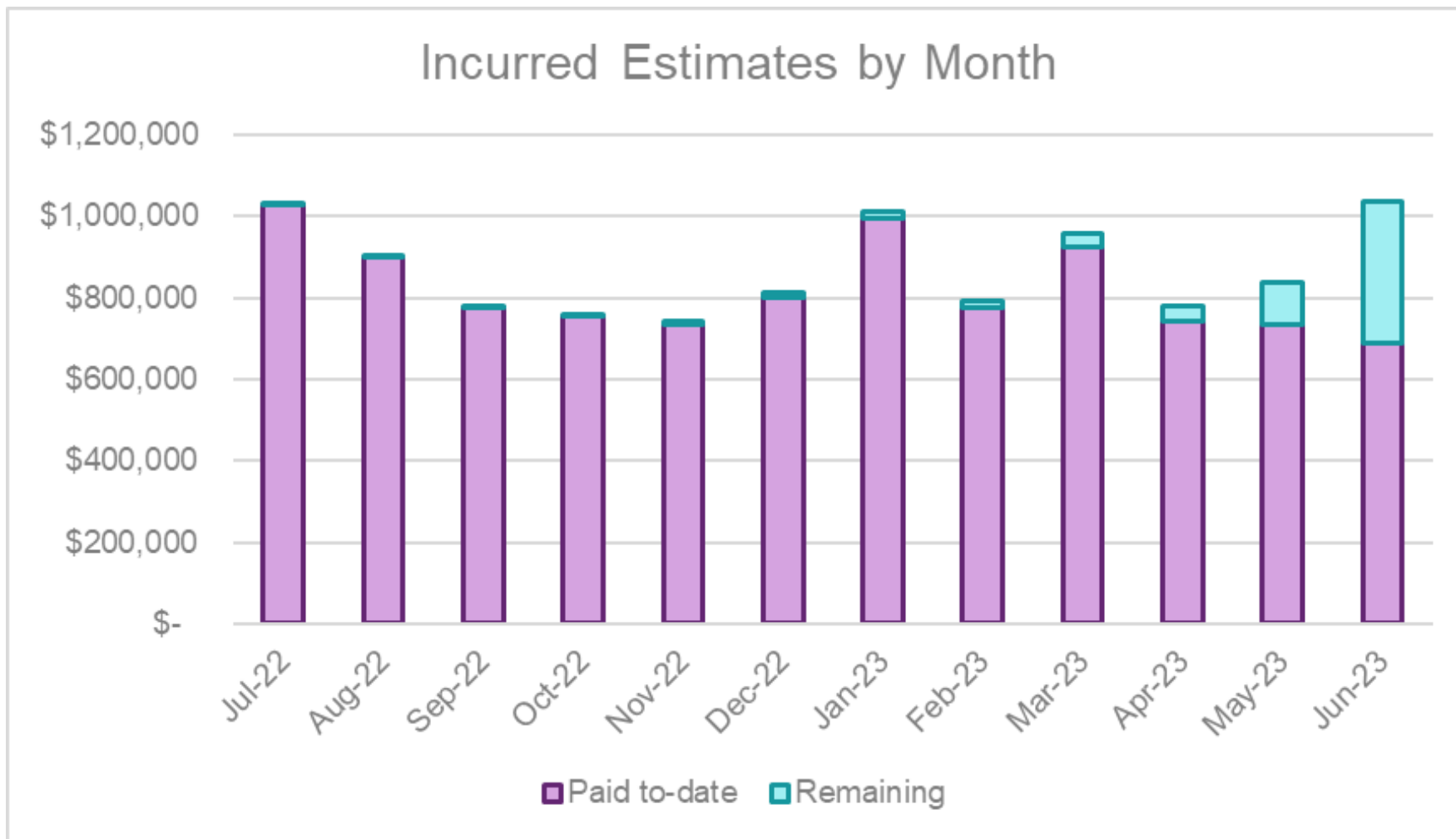


EXHIBIT VIII
UNITED CONCORDIA DENTAL



THE SEGAL IBNR RESERVE MODEL

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

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

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

Calculation Scheme

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

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

projection may be increased or decreased depending on the availability of actual runoff data, the typical lag pattern of the type of benefit being projected (e.g., medical, dental, vision, etc.), and an analysis of the statistical deviation of the underlying lag patterns.



BlueCross BlueShield of New Mexico



New Mexico Public School Insurance Authority

Behavioral Health Provider Network Update

August 2023



Blue Cross and Blue Shield of New Mexico (BCBSNM) Behavioral Health Providers

BCBSNM PPO Network Behavioral Health Providers	
Unique	Aug-23
Providers	4,285
Locations	1,549
Accepting New Patients	Aug-23
Providers	4,205
Locations	1,530
Termed in 2023	18
BCBSNM Blue Preferred NLP Network Behavioral Health Providers	
Unique	Aug-23
Providers	3,931
Locations	1,346
Accepting New Patients	Aug-23
Providers	3,884
Locations	1,334
Termed in 2023	20

Summary of Accepting New Patients Status

COUNTY	NMPSIA Members	PPO							NLP						
		PCPs Accepting	PCPs Closed	BH Accepting	BH Closed	BH Specialist	BH Termed 2023	PH Specialist	PCPs Accepting	PCPs Closed	BH Accepting	BH Closed	BH Specialist	BH Termed 2023	PH Specialist
BERNALILLO	1026	1708	175	2111	47	2158	11	2031	1360	136	1950	25	1975	13	1451
CATRON	60	8	0	2	0	2	0	0	5	0	1	0	1	0	0
CHAVES	1535	173	1	54	0	54	0	247	135	1	52	0	52	0	200
CIBOLA	231	36	0	26	0	26	0	35	36	0	13	0	13	0	36
COLFAX	209	50	0	30	0	30	0	39	50	0	30	0	30	0	38
CURRY	1084	157	1	127	0	127	0	175	154	1	116	0	116	0	97
DEBACA	63	4	0	3	0	3	0	0	4	0	3	0	3	0	0
DONA ANA	3943	397	1	490	6	496	0	599	330	0	445	5	450	0	493
EDDY	1428	120	1	53	0	53	0	204	73	0	46	0	46	0	152
GRANT	881	68	0	77	0	77	0	59	67	0	69	0	69	0	55
GUADALUPE	55	41	0	19	0	19	0	7	41	0	10	0	10	0	5
HARDING	51	18	0	7	0	7	0	0	18	0	7	0	7	0	0
HIDALGO	77	17	0	25	0	25	0	4	17	0	23	0	23	0	4
LEA	2456	110	0	56	0	56	0	168	92	0	56	0	56	0	146
LINCOLN	361	106	1	80	0	80	1	172	106	1	73	0	73	1	79
LOS ALAMOS	230	54	1	53	1	54	0	74	44	0	28	0	28	0	60
LUNA	403	110	0	48	0	48	0	63	101	0	42	0	42	0	60
MCKINLEY	936	57	2	26	0	26	0	81	57	0	21	0	21	0	75
MORA	39	25	0	27	0	27	0	1	25	0	21	0	21	0	0
OTERO	558	138	0	108	2	110	1	164	92	0	101	1	102	1	113
QUAY	304	73	1	80	0	80	0	103	72	1	79	0	79	0	38
RIO ARRIBA	339	175	1	130	0	130	0	98	174	1	125	0	125	0	79
ROOSEVELT	1175	41	0	41	0	41	0	59	40	0	25	0	25	0	28
SAN JUAN	1442	143	5	128	4	132	0	217	118	0	123	3	126	0	191
SAN MIGUEL	212	79	0	101	0	101	0	87	76	0	68	0	68	0	83
SANDOVAL	660	265	28	406	7	413	1	471	202	25	376	2	378	1	351
SANTA FE	1164	574	14	629	10	639	9	522	554	11	563	8	571	10	460
SIERRA	126	77	0	32	0	32	1	39	74	0	31	0	31	1	35
SOCORRO	444	86	1	70	0	70	0	100	85	1	68	0	68	0	52
TAOS	334	85	1	143	3	146	0	98	86	0	128	3	131	0	98
TORRANCE	110	46	4	15	0	15	0	10	48	3	10	0	10	0	10
UNION	117	6	0	0	0	0	0	7	6	0	0	0	0	0	5
VALENCIA	324	129	6	86	2	88	0	70	90	5	78	1	79	0	53
Totals	22377	3571	213	4208	81	4289	18	3727	3117	158	3885	48	3933	20	3037

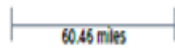
Behavioral Health Providers
PPO BH Locations

August 22, 2023

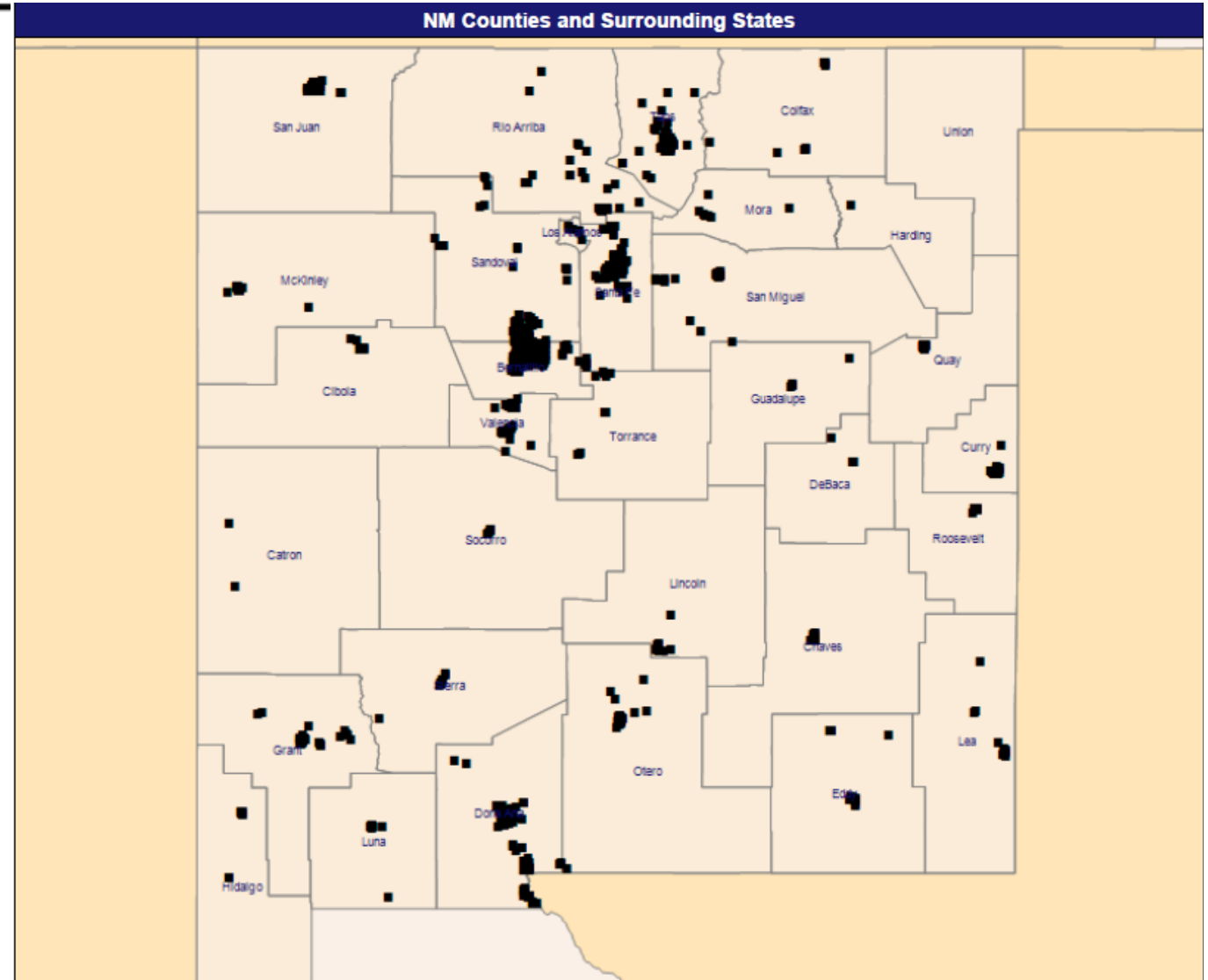
PPO BH

4,285 providers at 1,549 locations

■ All providers



Behavioral Health Providers
PPO Behavior Health Locations
– August 2023



Behavioral Health Providers
PPO BH Locations

August 22, 2023

PPO BH ANP

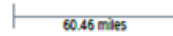
4,205 providers at 1,530 locations

■ All providers

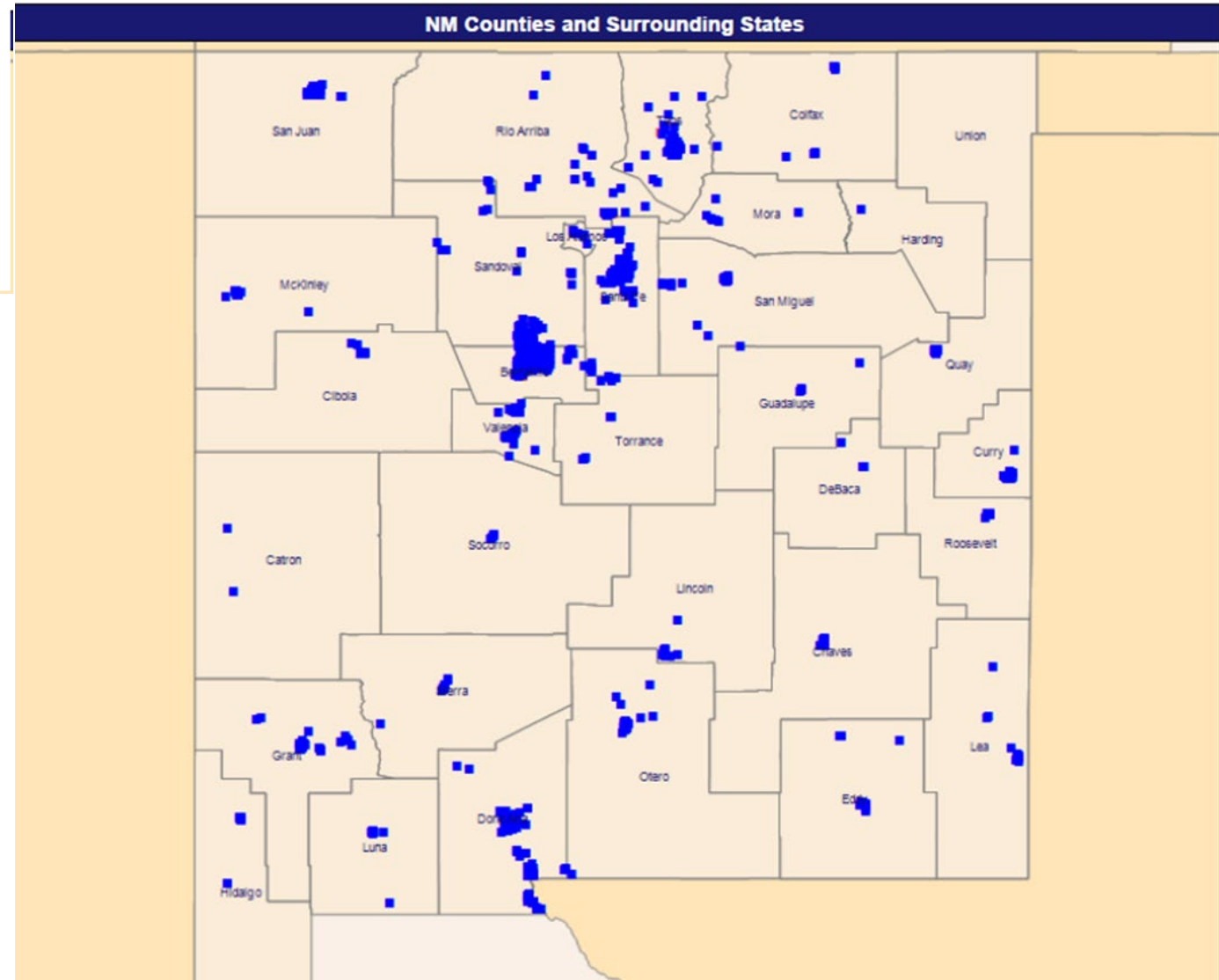
PPO BH Closed

97 providers at 81 locations

■ All providers



Behavioral Health Providers
PPO Behavior Health Locations
– August 2023



Behavioral Health Providers
NLP BH Locations

August 22, 2023

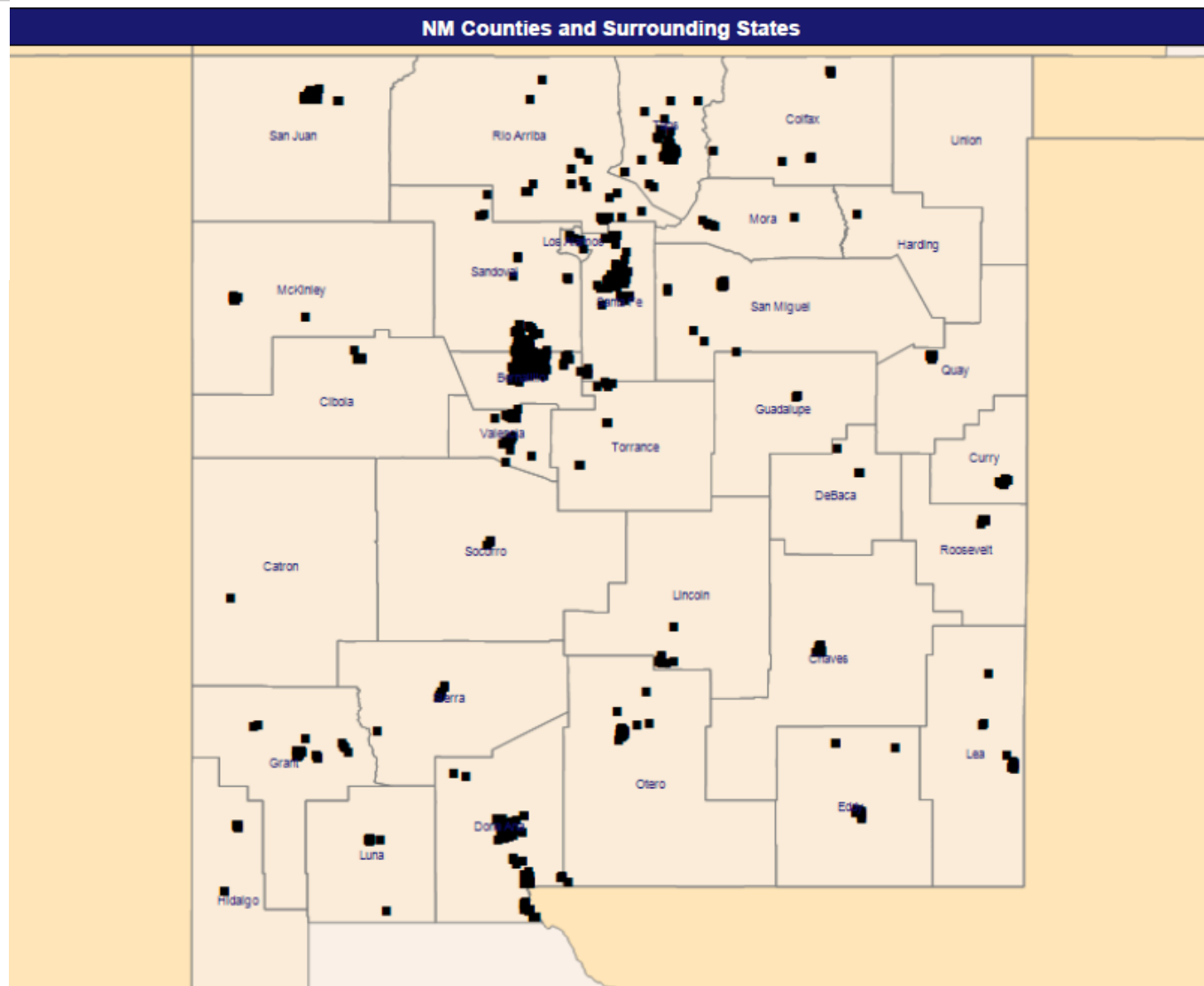
NLP BH

3,931 providers at 1,346 locations

■ All providers

60.46 miles

*Behavioral Health Providers
NLP Behavioral Health Locations
– August 2023*



Behavioral Health Providers
NLP BH Locations

August 22, 2023

NLP BH ANP

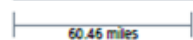
3,884 providers at 1,334 locations

■ All providers

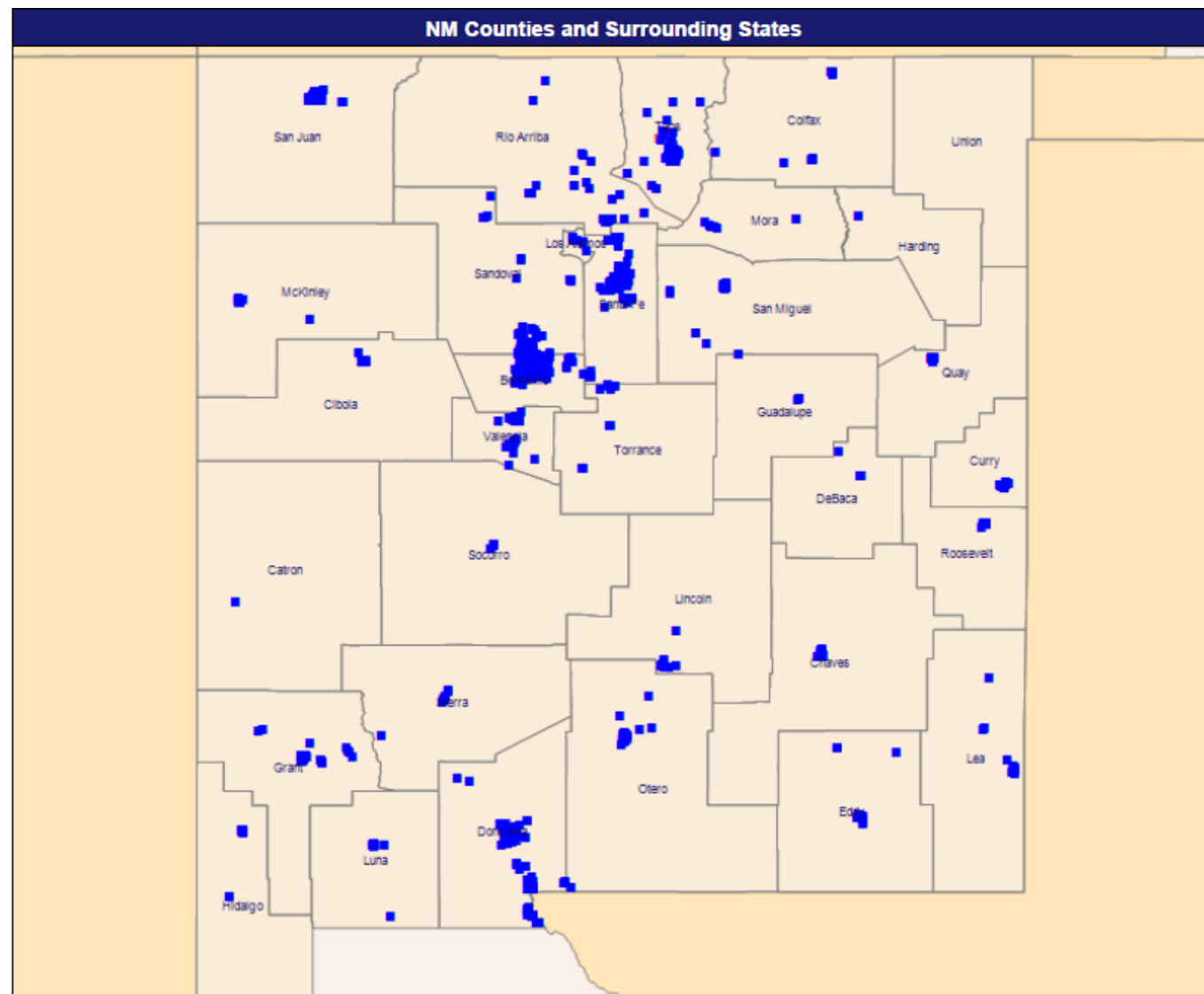
NLP BH Closed

54 providers at 78 locations

■ All providers



*Behavioral Health Providers
NLP Behavioral Health Locations
– August 2023*



Contact Information

Lisa Guevara, Account Executive
lisa_guevara@bcbsnm.com
505.816.4621



Cigna behavioral providers in NM

County	Total Count	Total with an open panel	Total closed since January of 2023
BERNALILLO	903	816	80
SANTA FE	365	342	23
SANDOVAL	263	238	9
DONA ANA	196	186	10
RIO ARRIBA	98	93	3
SAN JUAN	69	66	5
CURRY	74	68	1
SOCORRO	70	66	1
LINCOLN	66	63	0
QUAY	58	56	0
VALENCIA	54	51	2
OTERO	40	40	6
TAOS	38	37	6
GRANT	39	37	2
EDDY	34	33	1
LUNA	28	28	1
CHAVES	27	25	4
MCKINLEY	19	19	1
LEA	16	16	0
CIBOLA	12	11	1
LOS ALAMOS	12	11	2
TORRANCE	12	12	0
HIDALGO	12	12	1
SAN MIGUEL	8	8	0
COLFAX	5	5	2
SIERRA	8	8	1
ROOSEVELT	7	7	0
CATRON	4	4	0
GUADALUPE	2	0	0
DE BACA	2	2	1
MORA	1	0	0

Behavioral network highlights:

- 8.6% YTD growth in our Behavioral network in New Mexico
 - 57% growth in the past 3 years in New Mexico
- 25% YTD growth in virtual Behavioral providers in New Mexico
 - ~967 total virtual providers in NM
- In addition, our national behavioral provider partners listed below all have served Cigna members in NM:
 - Alma, Brightline, Brightside, Headway, Meru, Sondermind, and Talkspace



Behavioral Health Providers – Network Status and Recruiting Efforts

Steve Valdez

SEPTEMBER 6-7, 2023

Behavioral Health Provider Network Status

Total ASO Contracted Behavioral Health Providers:

- Behavioral Health Providers include:
 - Psychologists. ...
 - Counselors, Clinicians, Therapists. ...
 - Clinical Social Workers. ...
 - Psychiatrists. ...
 - Psychiatric or Mental Health Nurse Practitioners
- Across the entirety of the PHP Network, provider counts have remained relatively the same, though we may have had a few terminations, we have added providers during this period as well.

Behavioral Health Availability - Top 10 NMPSIA Member Counties:

County/Total	NMPSIA Enrollees	Facilities	Providers	Totals
Total Contracted	20193	246	2933	3179
MULTIPLE, NM		68	802	870
BERNALILLO, NM	2652	34	808	842
SANDOVAL, NM	2396	6	150	156
SANTA FE, NM	2349	17	213	230
SAN JUAN, NM	2193	8	33	41
DONA ANA, NM	1619	20	241	261
VALENCIA, NM	1432	3	24	27
CHAVES, NM	744	4	31	35
SOCORRO, NM	632	3	1	4
SAN MIGUEL, NM	601	1	13	14
MCKINLEY, NM	591	4	5	9



Behavioral Health Provider Network Status

Behavioral Health Availability across NMPSIA Member Counties:

County/Total	NMPSIA Enrollees	Facilities	Providers	Totals
Total Contracted	20193	246	2933	3179
RIO ARRIBA, NM	519	7	11	18
OTERO, NM	465	3	42	45
TAOS, NM	447	7	58	65
CIBOLA, NM	382	3	5	8
GRANT, NM	335	7	12	19
CURRY, NM	309	3	21	24
EDDY, NM	274	5	4	9
LINCOLN, NM	268	1	30	31
LUNA, NM	252	4	0	4
ROOSEVELT, NM	245	1	12	13
TORRANCE, NM	212	2	6	8
LEA, NM	210	3	10	13



Behavioral Health Provider Network Status

Behavioral Health Availability across NMPSIA Member Counties:

County/Total	NMPSIA Enrollees	Facilities	Providers	Totals
Total Contracted	20193	102	2283	2385
COLFAX, NM	145	0	5	5
LOS ALAMOS, NM	138	1	22	23
SIERRA, NM	136	3	8	11
MORA, NM	121	0	3	3
GUADALUPE, NM	110	3	3	6
QUAY, NM	91	2	4	6
HIDALGO, NM	47	2	1	3
UNION, NM	37	0	1	1
CATRON, NM	30	1	0	1
DE BACA, NM	22	1	0	1
HARDING, NM	3	0	0	0



Behavioral Health Providers – Recruitment Focus and Efforts

Statewide ASO Network:

- Focus primarily within Rural (outside of Central 5-County Delivery System) Areas
- Specific focus on counties with no BH Providers contracted
- Resources focused on Border Areas (El Paso, Durango, etc.)
- Focusing on areas with longer Patient Wait Times for Appointments

- Provider network:
 - External Review of network adequacy annually
 - Directory updated monthly
 - Directory indicates if providers accepting new patients
 - Most of providers are accepting new patients



Behavioral Health Provider Network Status

Additional Mental Health Resources

Talkspace

Text therapy via secure mobile app

- Engage with a therapist the same day that help is needed, not weeks later.
- Get matched to a therapist based on your unique needs.
- Develop a one-on-one relationship with the same therapist throughout your engagement.
- Live a happier, healthier life.

On To Better Health

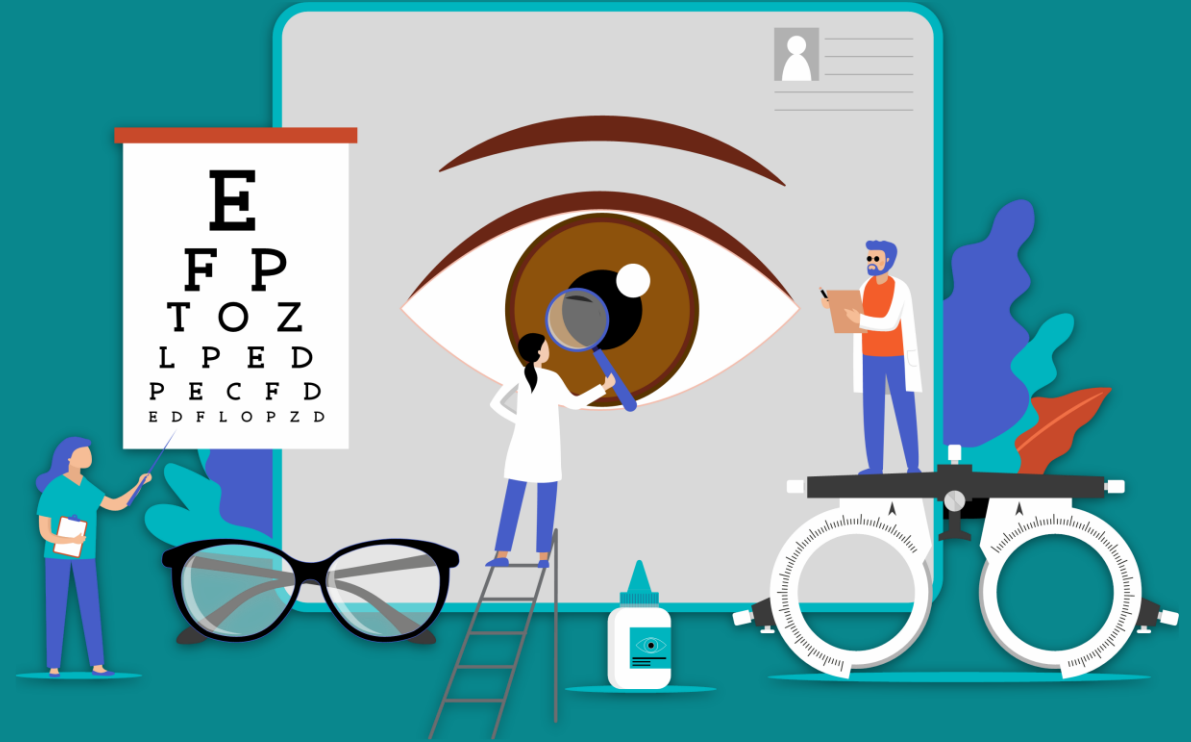
An online website that offers self-help tools, proven to help people get better and feel better, including guided therapy programs, a library of health and wellness articles and live-chat with a specialist.

- Start an online program for common challenges, such as trouble sleeping, feeling down, or feeling tense or anxious
 - See helpful tips and videos based on your interests and needs
- All at a time that works for your life. Register now to get started.



New Mexico Public Schools Insurance Authority Carrier Annual Update

September 6-7, 2023



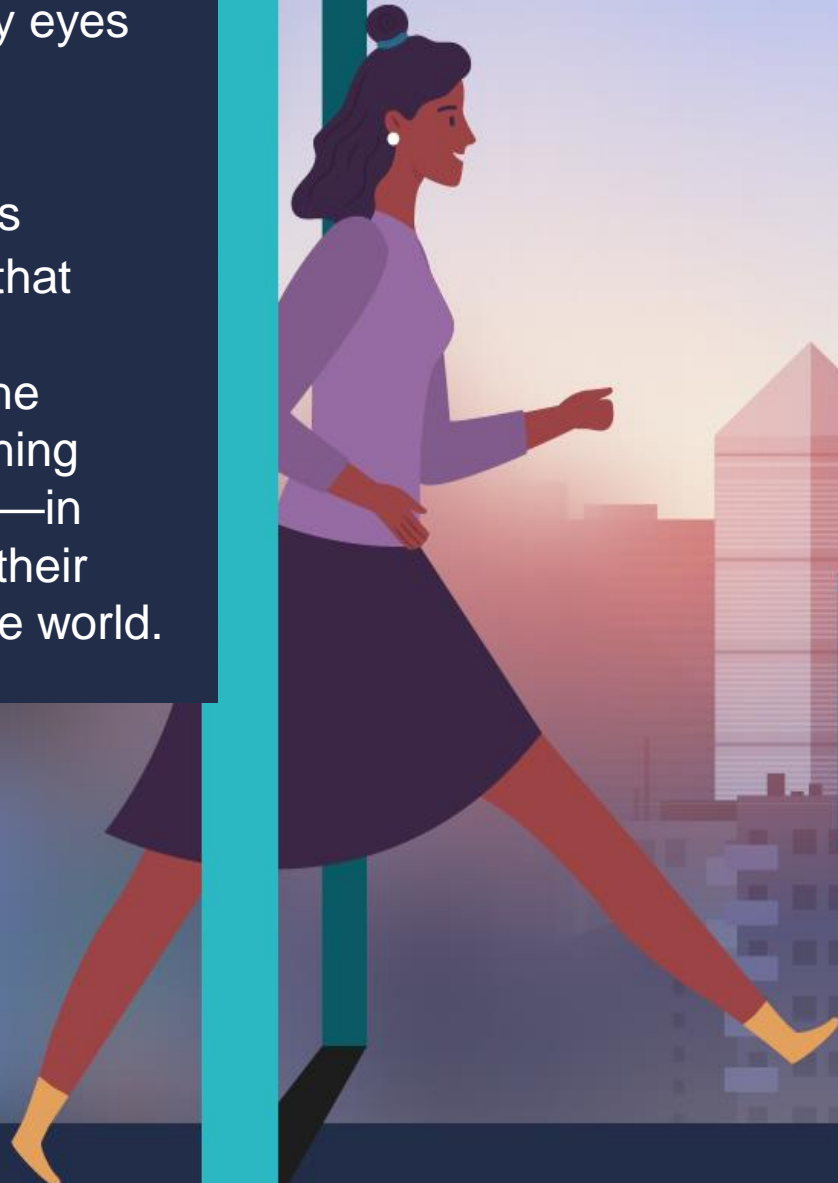
Agenda

- Introductions & Agenda Review
- Plans & Benefit Utilization
- Provider Network
- Performance Guarantees
- 2024 Strategic Planning
- Versant Health Business Overview
- Closing



Our mission is to help members enjoy the wonders of sight through healthy eyes and vision.

Our purpose is grounded in the belief that when people can see everything, they hold the power to become anything they set their sights on—in their personal lives, in their communities, and in the world.



**SEE EVERYTHING.
BE ANYTHING.™**



Long-Standing Partnership & Expert Support

Working together to deliver a shared mission

Expert Local Support:

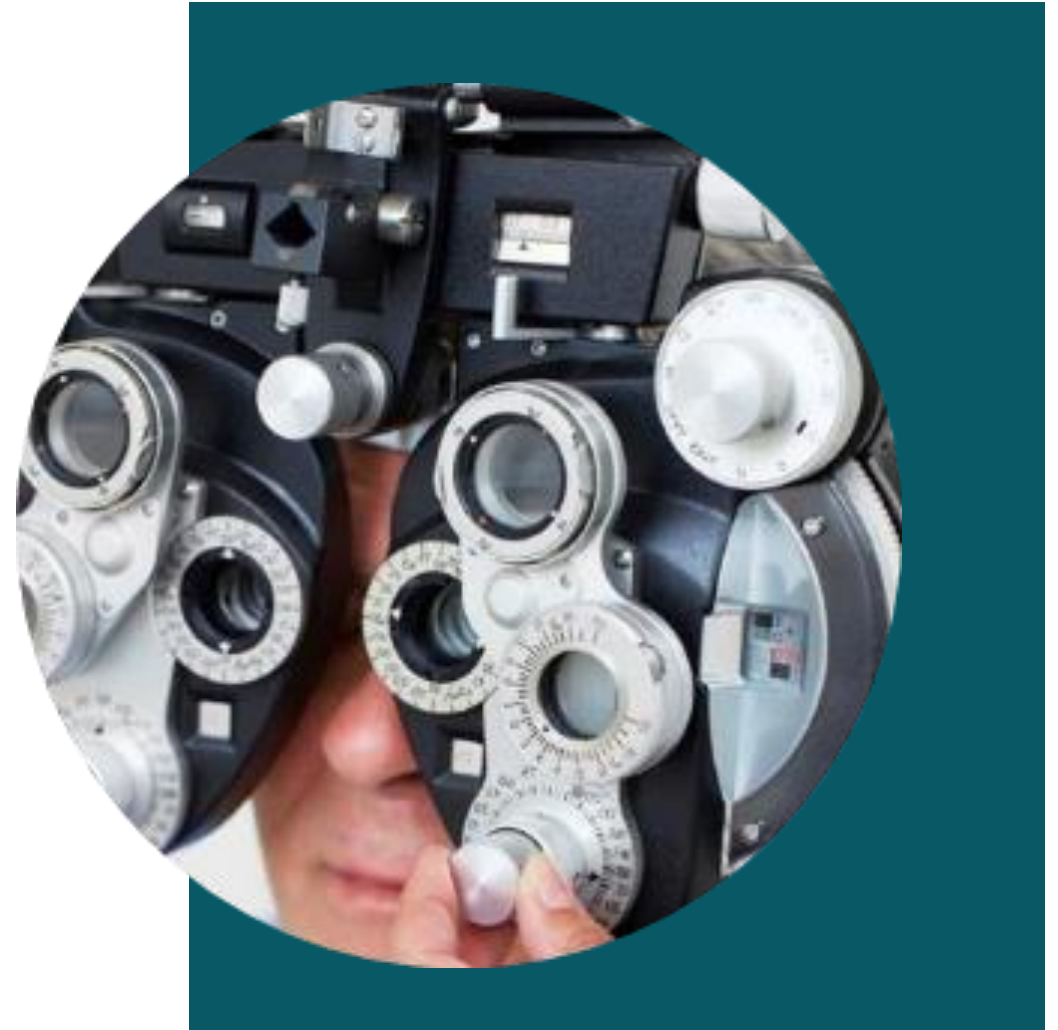
- **Cathy Fenner** - Account Representative
- **Marianna Sandoval** - Sr. Customer Service Rep.
- **Sam Garcia** – VP, Regional Marketing

National Support:

- **Robert Young** - Director, Client Management
- **Cynthia Jones** - RVP, Client Management

Executive Sponsor:

- **Tom Rosa** - SVP, Client Management



NMPSIA 2022-23 Highlights



Member Enrollment¹

20,584 Subscribers
24,716 Dependents (55%)
45,300 Total Lives

¹Average Lives



Benefit Utilization

20,123 Claims
44.4% Utilization



In-Network Provider Utilization

98% In-Network *

* Davis Vision book of business: 97%



Member Satisfaction

95% Overall Satisfaction



Frames Paid-in-Full

77.8% Received a
Paid-in-Full Frame



Eye Examinations

12,049 Eye Exams



Added Member Savings

\$1,181,703 Additional Savings
on Lens Options & Upgrades

59% Savings!



Top Lens Options

1. Polycarbonate
2. Transitions
3. Standard ARC*
4. Premium ARC*
5. High Index

*ARC = Anti-Reflective Coating

Average Enrollment – Year Over Year

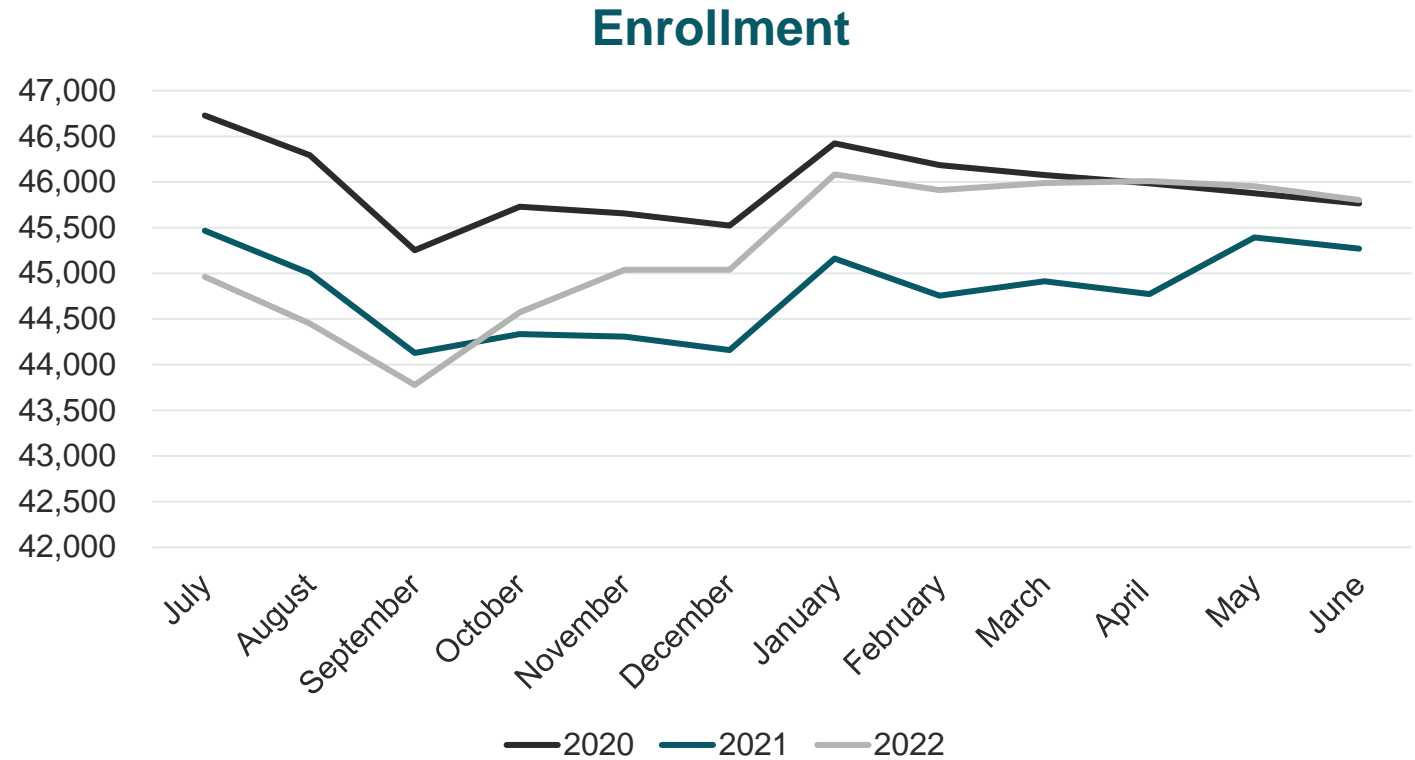
Steady year over year enrollment!

Average Monthly Enrollment

2020-21:
45,957

2021-22:
44,805

2022-23:
45,300



Source: NMPSIA Client Review Report July 22 - Jun 2023

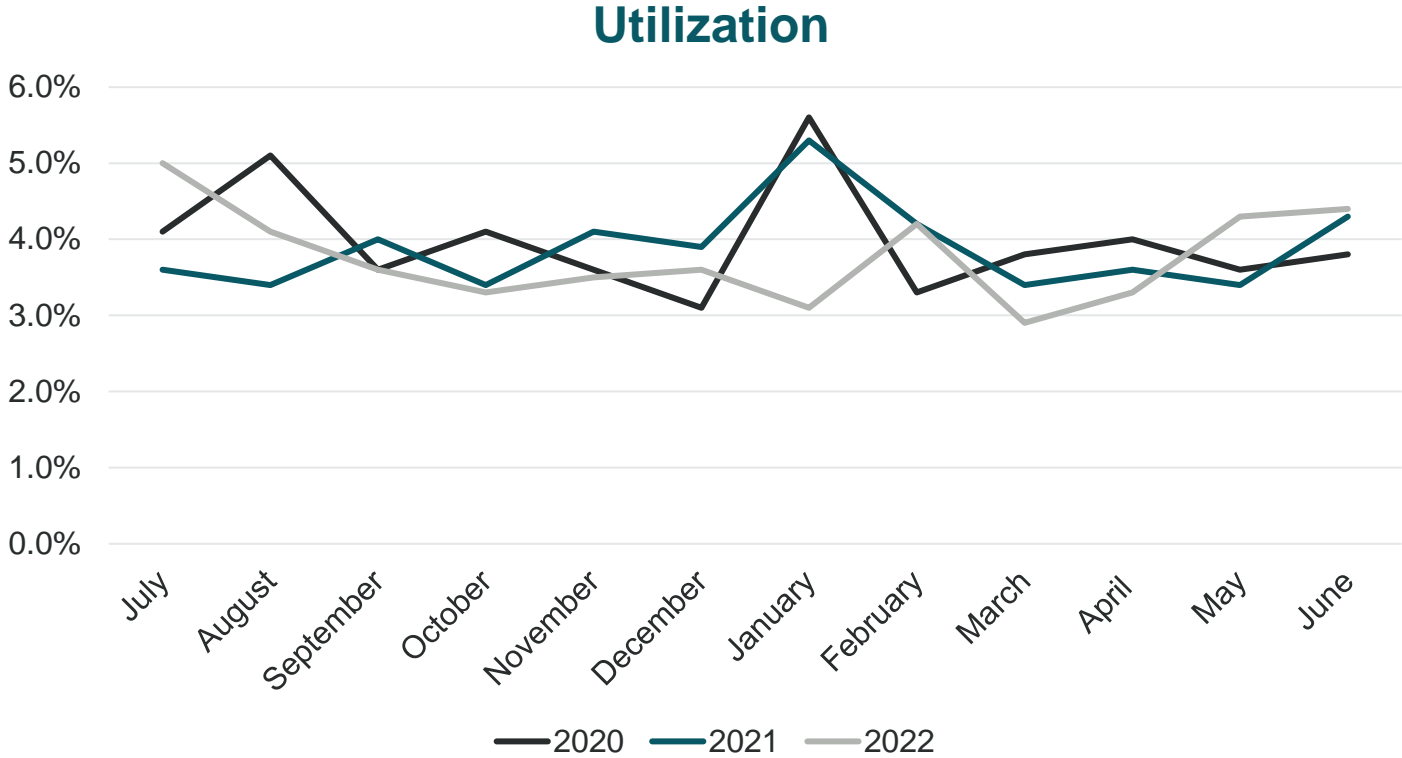
Utilization – Year Over Year

Covid did have a slight impact on utilization in 2020, but has since normalized

2020-21:
47.8%

2021-22:
44.1%

2022-23:
44.4%



Source: NMPSIA Client Review Report July 22 - Jun 2023

Provider Network



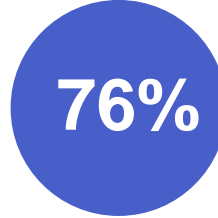
Provider Network

NMPSIA members enjoy one of the most expansive networks in the industry, with no steerage based on ownership interests

NMPSIA Provider Utilization: Three Year Average	
Independent Providers (with Collection)	61.0%
Eye Associates of NM (with Collection)	10.0%
Other Retailers	8.0%
Walmart/Sam's Club	7.0%
Visionworks (with Enhanced Benefit)	5.0%
Independent Providers (w/o Collection)	4.0%
Costco	3.0%
Out-of-Network	2.0%
Total	100%



In-Network Utilization



Visit locations with enhanced benefit offerings

- Exclusive Collection frames
- Visionworks enhancements

Source: NMPSIA Provider Report Jul 22-June 23

Top 25 Eye Care Professionals in 2022-23

- 98% of your members go to an in-network provider
- No large provider agreements are up for renewal!

Name	Address	City	State	Zip	Claim Count
Dr Gordon D Russell,OD	3450 E Main St	Farmington	NM	87402	954
Botwin Eye Group PA	444 Saint Michaels Dr Ste A	Santa Fe	NM	87505	499
Eye Mart Express	3450 E Main St	Farmington	NM	87402	492
Classic Eye Wear	113 W Broadway	Farmington	NM	87401	370
Visionworks	700 S Telshor Blvd Ste 1536	Las Cruces	NM	88011	332
Dr Diane Dewitt	1217 Pile St	Clovis	NM	88101	473
Dr Robert L D`Orazio	305 E Nizhoni Blvd	Gallup	NM	87301	313
Dr Jared Olson	1711 E 20th St	Farmington	NM	87401	281
Advanced Vision Care	2926 Hillrise Dr	Las Cruces	NM	88011	306
Accent Vision Specialists	1645 Galisteo St	Santa Fe	NM	87505	327
EyeMart Express	3050 E Lohman Ave Ste F	Las Cruces	NM	88011	300
Dr Roger Lewis	709 N Main St	Las Cruces	NM	88001	171
Seth Taylor OD	9935 Coors Bypass NW Ste B	Albuquerque	NM	87114	245
Dr Andrew Johnson	3050 E Lohman Ave Ste F	Las Cruces	NM	88011	289
Dr Frank T Chinisci	3701 Eubank Blvd NE	Albuquerque	NM	87111	172
Vision Source Rio	4100 Crestview Dr SE	Rio Rancho	NM	87124	179
Costco Wholesale Optical	9955 Coors Bypass NW	Albuquerque	NM	87114	192
Eyemart Express	4511 N Main St Ste A	Roswell	NM	88201	189
Eyemart Express 206	3811 Cerrillos Rd Ste 103	Santa Fe	NM	87507	198
National Vision Center	4500 N Main St Ste 700	Roswell	NM	88201	176
Eye Associates Of New Mexico	5200 Eubank Blvd NE Ste A4	Albuquerque	NM	87111	105
I Docs Inc	3811 Cerrillos Rd Ste 103	Santa Fe	NM	87507	220
Dr Jane Compton	710 Paseo del Pueblo Sur Ste F	Taos	NM	87571	153
Dr Raymond Herrera	520 E Main St	Farmington	NM	87401	128
Gallup Eye Group	816 Boardman Dr	Gallup	NM	87301	124

Performance Guarantee

Vision Performance Guarantees – 2022-23

Davis Vision

Vision	Davis Vision Goal	Q1 Jul-Sep	Q2 Oct-Dec	Q3 Jan-Mar	Q4 Apr -Jun	Annual
Claims processing accuracy	98%	100%	99%	99%	99%	99%
Financial payment accuracy	99%	99%	99%	99%	99%	99%
Claims turnaround time	95%	99%	99%	99%	99%	99%
Telephone response time	Average speed of answer 30 seconds or less	00:10	00:11	00:16	00:07	00:12
Abandonment rate	Not to exceed 5%	.62%	.72%	1%	.44%	.70%
First call resolution	90%	N/A	N/A	N/A	N/A	Met
Notice of significant Network Terms	Reporting of network changes Monthly	Met	Met	Met	Met	Met
Account management appraisal	Overall performance is a score of 3 or better	Met	Met	Met	Met	5
Timely and accurate report delivery	30 days following the end of the period	Met	Met	Met	Met	Met

Partnership highlights

Partnership Highlights

Working together to deliver a shared mission

- Dedicated local support with regional office based in Albuquerque, NM
- Robust network, with 98% overall network access
- Visionworks, Costco, Walmart, & Sam's are true in-network locations, with over 139,000 access points to serve all membership
- In-network online retailers, Glasses.com, 1-800Contacts, Befitting, & Visionworks
- Processed over 20,500 claims
- 44.4% overall utilization
- 95% member satisfaction and 99% first-call resolution
- Provide quarterly experience and financial reporting
- Free vision screenings and eyewear for children who lack adequate access to vision care

2024 Strategic Planning



2023-24 Strategic Planning

Member and Plan Support

Benefit Fairs

- Spring-Fall
- Materials & Giveaways
- Community Events

HR Support

- Leadership Meetings
- Recurring Stewardship
- Train the Trainer
- Employee Meetings/Webinars
- Benefit & Health Fairs

2024 Open Enrollment

- EDI File
 - Schedule & Protocol
 - Full or Changes - Only
- ID Cards – New Members
- Employee Meetings
- Materials & Giveaways



Versant Health Overview



A Legacy of Growth & Experience



1917 Davis Optical is founded as a family-owned optical store.

1964 Davis Vision, Inc. begins providing managed vision care programs.

1993 Superior Vision is founded, providing vision plan services nationwide.

2017 Superior Vision merges with Davis Vision.

2018 Davis Vision & Superior Vision come together under Centerbridge Partners. Versant Health becomes one of the nation's leading administrators of managed vision care.

2021 Versant Health is acquired by MetLife and sharpens focus on commercial and government health plans nationwide.



Depth & Breadth

39M

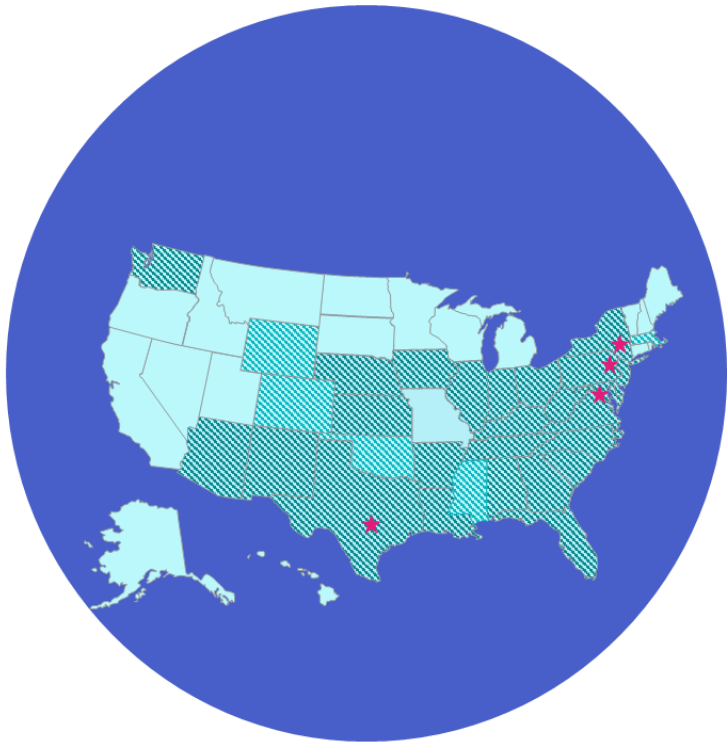
members, including 19M government members

97%

Average member satisfaction rating

139K

points of access and ~98% in-network utilization



- Access to all the top U.S. optical retailers and a broad selection of independent providers
- Partner of choice to 120 strategic relationships
- NCQA accreditation for utilization management and credentialing



MetLife

#48 in the Fortune 500
Over 150 years in business
Over 40 markets globally
Over 49,000 employees

We Meet the Member Where They Are

Access & Choice

The breadth and depth of our network is unparalleled: Blend of independents, top retailers, onsite, and online

Flexibility

Tailored offerings: We offer a diverse suite of member-focused, whole-person health services, including diabetic outreach

Cost Savings

We cater to the savvy consumer: Industry's lowest and most transparent out-of-pocket costs, fixed co-pays, and an exclusive (and affordable) frame collection



Prioritizing the Member Over Profit

Retailers



Online Retailers

1800 contacts®

befitting
a better way to buy glasses you love

GLASSES.COM



On-site Clinics

befitting
a better way to buy glasses you love



Manufacturing Excellence

2022 Lab Overview

- **Lab maintains ISO 9001-2015 certification**
Only 3 labs in the U.S. have this certification
- **Turnaround time two days or less**
Industry standard is 3 days
- **Overall redo rate is 5% with lab returns 0.5%**
Industry standard is 11% overall and 1.5% on lab
- **80% of lab is fully automated, averaging seven jobs per associate per hour**
Industry standard in 2.5 JPA
- **Internal Breakage is 2.5%**
Industry standard is 6%



Connecting with the Communities We Serve

Philanthropic Outreach

Partner to **Vision to Learn**, a non-profit that has provided over 250k children in low-income areas with free eye exams and glasses through their mobile eye clinics.

Over the years, Versant Health associates have supported Vision to Learn with donations of \$250k+.



Frontline Insights

Versant Health leverages on-the-ground insights from our esteemed **Medical Policy Council** & **Optometric Advisory Council**, consisting of members from leading institutions across the country.

These practitioners represent a cross-section of frontline experience in the diverse communities we serve.



Purpose-Driven Partnerships

Proud sponsor of the **LPGA**, which shares our goal of advancing women and girls in their careers and in life.

We are committed to amplifying the diverse perspectives and experiences of strong, influential women, including our two player ambassadors.





DavisVisionTM

Davis Vision coverage is underwritten by HM Life Insurance Company, Pittsburgh, PA, under policy form series HM902-VIS or similar, in all states except New York. In New York, coverage is underwritten by HM Life Insurance Company of New York, New York, NY, under policy form series HM 902-VIS or similar. The coverage or service requested may not be available in all states and is subject to individual state approval.

DV-CM18-0017v1 PPT 8/2018

from  **VersantHealth**TM



New Mexico Public School Insurance Authority Group Dental Plan FY 2022-2023

Delta Dental of New Mexico – Serving New Mexico Since 1971



Our Partnership with NMPSIA

- We are proud to enter our 4th year as a **NMPSIA** dental benefits partner, serving your members since 2021.
- We appreciate the opportunity to share your FY2023 plan performance and member experience.
- **We are dedicated to improving the overall health & smiles of the people we serve.**



Your **LOCAL** Delta Dental of New Mexico Team



Lou Volk
President & CEO



Michele Toon
Director of Sales
& Business Development



Stephanie Garcia
Manager, Sales &
Account Management



Rich Bolstad
Sr. Account Manager



C. Quinn Lopez
General Counsel
Government Relations

Today's Agenda

- **Delta Dental Overview**
- **Network Management**
- **Plan Performance**
- **Wellness**
- **Recommendations**



What is the Delta Difference?



CHAMPION
EXCELLENCE



INNOVATE



STAY TRUE



BE THE
DIFFERENCE



ONE TEAM

The Delta Dental Difference – Value to NMPSIA Members

Claims & Utilization Review

- All procedures performed are in alignment with accepted industry standards.
- Protect members from unnecessary services being performed.
- Over 99% of claims paid within 10 business days.
- Robust, state-of-the-art utilization management systems and processes in place to protect both members and providers.

No Balance Billing or Cost Shifting

- Participating dentists are not allowed to charge members the difference between their submitted fee and the Delta Dental contracted amount.
- Participating dentists cannot bill members for medically unnecessary services.

Provider Accuracy

- Quarterly provider directory audits.
- Audit Delta Dental patient's records to verify member charges and services performed.

Cost Transparency

- Provide cost transparency to members by utilizing a Maximum Allowable Fee approach rather than a percentile approach to set reimbursements.

The Delta Dental Difference – Value to NMPSIA Members

The Delta Dental Difference	FY23 Savings	Savings Per Sub Per month
Fees not Allowed Due to Processing Policies	\$78,264	\$1.05
Fee Reduction (Member Dentists)	\$2,660,199	\$35.63
Savings from Dental Consultant Review	\$148,145	\$1.98
Fee Reduction (Non-member Dentists)	\$151,424	\$2.03
Consultant Review	\$112,264	\$1.50
Total	\$3,150,296	\$42.19

Delta Dental of New Mexico Network Overview

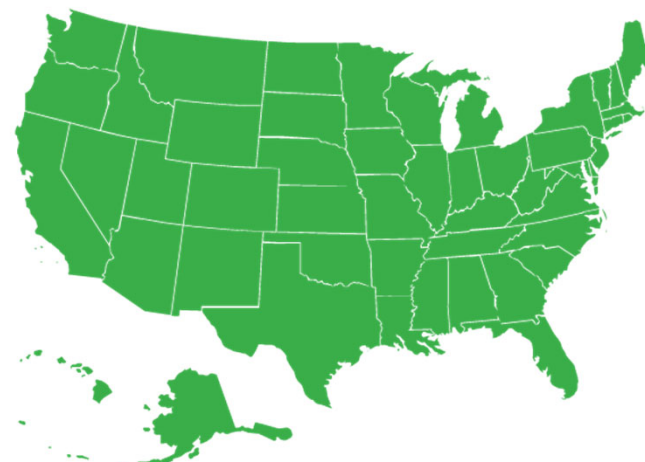


Delta Dental Premier®

887 of **965** unique providers across New Mexico
92% of practicing licensed providers participate

Delta Dental PPO™

788 of **965** unique providers across New Mexico
82% of practicing licensed providers participate



Delta Dental Premier®

More than **152,000** providers nationwide

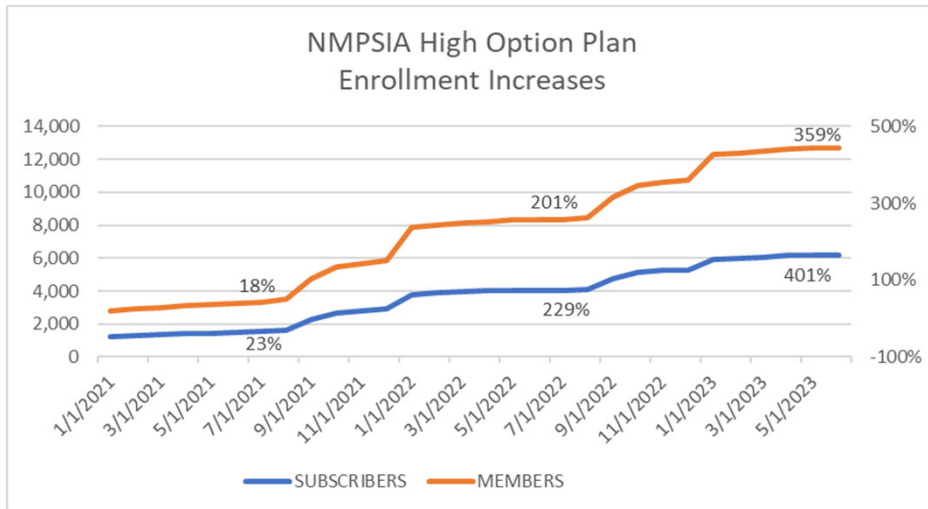
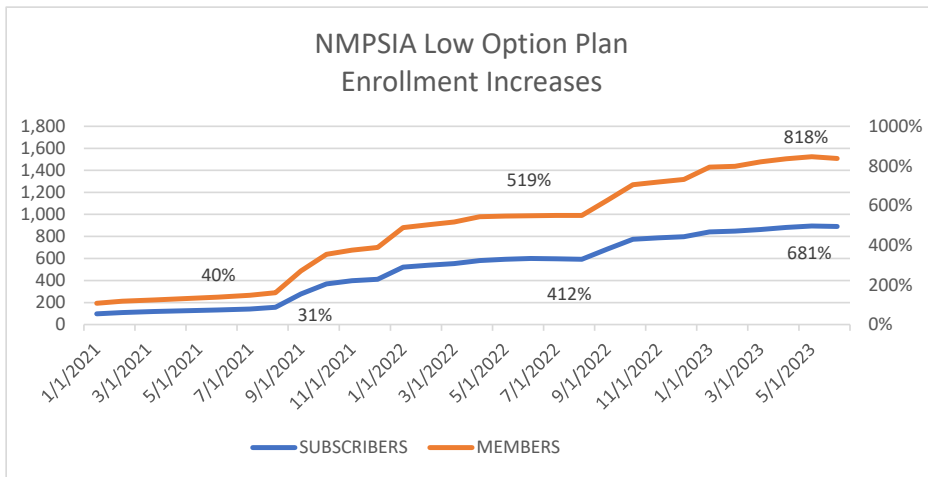
Delta Dental PPO™

More than **113,000** providers nationwide



Plan Performance

Historical Enrollment



Delta Dental was added as a dual option effective for the CY2021 benefit plan year

Low Option Plan

- 2021 Subscriber count of 97, which has grown to 890, an increase of 818%
- 2021 Member count of 193, which has grown to 1,508, an increase of 681%

High Option Plan

- 2021 Subscriber count of 1,234, which has grown to 6,185, an increase of 401%
- 2021 Member count of 2,767, which has grown to 12,712, an increase of 359%



Census

- Enrollment has increased over FY2023.
- In FY2023, Delta Dental of New Mexico has paid over 20,000 claims totaling nearly \$3.5M.
- The average cost per claim was approximately \$175.

MONTH	SUBSCRIBERS	MEMBERS	NUMBER OF CLAIMS	PAID CLAIMS
7/31/2022	4,650	9,291	1,448	\$259,734
8/31/2022	4,723	9,432	1,363	\$241,456
9/30/2022	5,466	10,858	1,387	\$224,491
10/31/2022	5,927	11,702	1,306	\$218,834
11/30/2022	6,043	11,938	1,269	\$220,478
12/31/2022	6,094	12,042	1,723	\$276,498
1/31/2023	6,795	13,708	1,807	\$340,031
2/28/2023	6,851	13,810	1,804	\$317,502
3/31/2023	6,943	13,996	2,276	\$414,682
4/30/2023	7,033	14,163	1,603	\$316,227
5/31/2023	7,066	14,234	1,742	\$294,369
6/30/2023	7,075	14,220	2,599	\$431,342
Totals			20,327	\$3,555,644

Paid Claims Year-Over-Year

Year	Paid Claims	Increase/ Decrease
FY2022	\$2,044,169	
FY2023	\$3,555,644	73.94%

Paid claim costs have increased in the past 2 fiscal years due to the increase in enrollment.

Network Utilization

PPONew Mexico		
July 1, 2021 – June 30, 2022		
Network	Paid Claims	%
In-Network	\$2,720,941	76.5%
Out-of-Network	\$834,703	23.5%
Totals	\$3,555,644	100.0%



Delta Dental PPO Point of Service		
July 1, 2022 - June 30, 2023		
Network	Paid Claims	%
In-Network	\$2,003,251	98.0%
Out-of-Network	\$40,918	2.0%
Totals	\$2,044,169	100.0%

Above reflects previous benefits with Premier being paid at out-of-network benefit levels

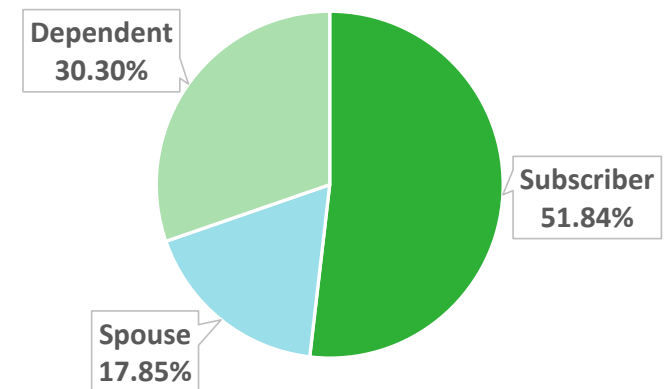
Above reflects both PPO and Premier being paid at in-network benefit levels

Network change in January 2022 successfully increased in-network utilization and simplified the network.

Types of Services and How Members Utilized Them

Category	Subscriber	Spouse	Dependent	Total
Exams and Cleanings	\$520,547	\$177,271	\$351,967	\$1,049,785
X-rays	\$245,857	\$80,692	\$134,937	\$461,486
Fillings	\$229,161	\$86,528	\$129,884	\$445,573
Crowns	\$277,944	\$104,424	\$27,949	\$410,317
Braces	\$87,244	\$16,020	\$253,355	\$356,619
Root Canals	\$117,057	\$45,407	\$17,485	\$179,949
Extractions	\$63,007	\$18,464	\$95,201	\$176,672
Implants	\$90,331	\$40,236	\$5,570	\$136,136
Gum Disease	\$83,230	\$29,226	\$3,324	\$115,780
Gum Disease Cleaning	\$49,389	\$19,423	\$827	\$69,640
Other Services	\$13,691	\$2,437	\$27,102	\$43,231
Bridges	\$34,935	\$6,670	\$0	\$41,605
Dentures	\$28,619	\$7,394	\$0	\$36,012
Sealants	\$0	\$0	\$24,080	\$24,080
Oral Surgery w/o Extractions	\$1,338	\$352	\$5,826	\$7,517
Denture Repair	\$1,030	\$211	\$0	\$1,241
Totals	\$1,843,380	\$634,755	\$1,077,509	\$3,555,644

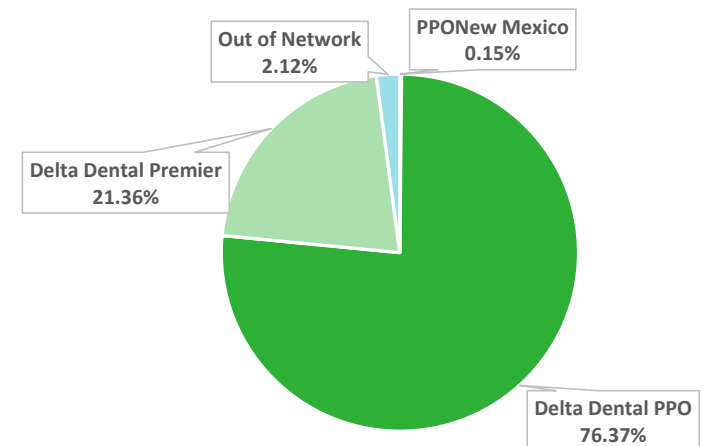
Services by Member Type
7/1/2022 - 6/30/2023



Types of Services and the Network Members Utilized

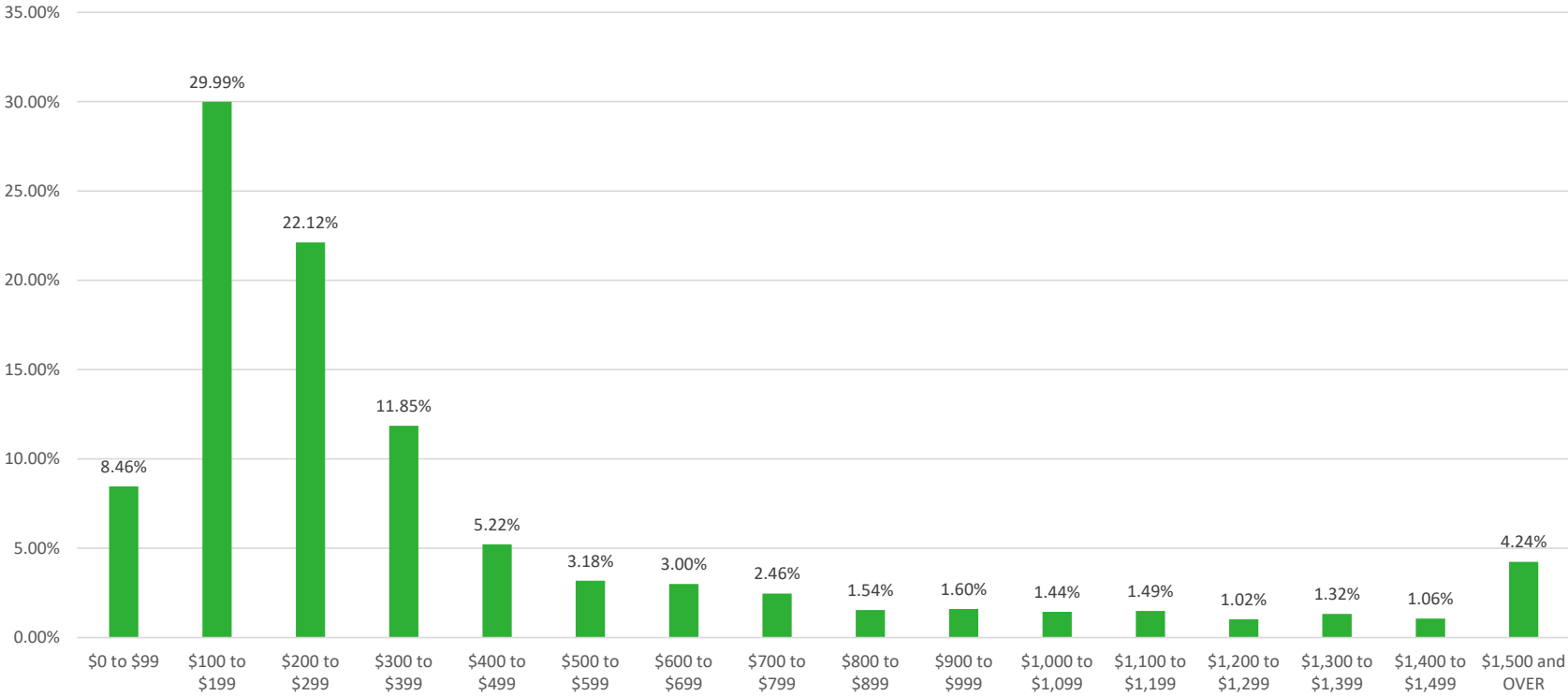
Category	PPONew Mexico	Delta Dental PPO	Delta Dental Premier	Out of Network	Totals
Exams and Cleanings	\$1,117	\$826,554	\$203,462	\$18,651	\$1,049,785
X-rays	\$401	\$363,390	\$88,508	\$9,187	\$461,486
Fillings	\$438	\$357,857	\$81,058	\$6,220	\$445,573
Crowns	\$499	\$316,192	\$89,545	\$4,082	\$410,317
Braces	\$542	\$280,610	\$60,374	\$15,093	\$356,619
Root Canals	\$805	\$101,740	\$68,616	\$8,789	\$179,949
Extractions	\$29	\$116,307	\$55,823	\$4,514	\$176,672
Implants	\$633	\$98,557	\$34,046	\$2,899	\$136,136
Gum Disease	\$0	\$83,659	\$30,877	\$1,244	\$115,780
Gum Disease Cleaning	\$95	\$48,009	\$19,742	\$1,794	\$69,640
Other Services	\$0	\$27,256	\$14,441	\$1,535	\$43,231
Bridges	\$776	\$37,527	\$2,689	\$613	\$41,605
Dentures	\$0	\$33,482	\$2,530	\$0	\$36,012
Sealants	\$0	\$20,196	\$3,505	\$380	\$24,080
Oral Surgery o/w Extractions	\$0	\$3,299	\$3,970	\$248	\$7,517
Denture Repair	\$0	\$971	\$134	\$135	\$1,241
Total	\$5,335	\$2,715,606	\$759,320	\$75,383	\$3,555,644

Plan Paid by Network
7/1/202 - 6/31/2023



Member Maximum Used For 2022

Member Maximum Used
1/1/2022 - 12/31/2022



Performance Guarantees

Delta Dental of New Mexico									
FY2022-2023 NMPSIA 8564 & 8565 Quarterly Performance Guarantee Tracking									
	Quarterly Penalty	Metric	Q1	Q2	Q3	Q4	Q3	Q4	Penalty applicable in 2023
Claims Administration									
Financial Accuracy	\$750	99.0%	100%	100%	100%	100%			
Measurement: Measured as the total Claim dollars paid correctly divided by the total Claim dollars audited in a statistically valid sample from all Claims paid from all groups, with errors including the absolute value of all overpayments and underpayments, will be at least 99 percent. Penalty: \$750 per applicable quarter									
Claims Processing Accuracy	\$750	98.0%	99.33%	100%	100%	100%			
Measurement: Measured as the number of correctly processed paid Claims divided by the total number of Claims audited in a statistically valid sample from all Claims paid from all groups, will be at least 98 percent. The processing accuracy Rate measures all types of errors, not just financial errors. Penalty: \$750 per applicable quarter									
Payment Accuracy	\$750	98.0%	99.33%	100%	100%	100%			
Measurement: Measured as the number of Claims paid correctly divided by the number of Claims audited in a statistically valid sample from all Claims paid from all groups, with errors including all overpayments, underpayments, and dollars paid to the wrong payee, will be at least 98 percent. Penalty: \$750 per applicable quarter									
Claims Turn Around Time	\$750	95.0% of all dental claims within 10 business days	98.73%	99.74%	99.04%	98.06%			
Measurement: The percentage of claims processed within a specified number of calendar days. TAT is measured from the date the claim is received by Contractor to the date it is processed (i.e., paid, denied, or pending for external information). Penalty: \$750 per applicable quarter									
Customer Service									
Average Speed of Answer	\$750	25 seconds	0:00:01	0:00:01	0:00:02	0:00:03			
Measurement: Delta Dental guarantees that the annual average speed of answer of all calls to Delta Dental's customer service department will be 25 seconds or less. Penalty: \$750 per applicable quarter									
Call Abandonment Rate	\$750	<5%	0.13%	0.10%	0.12%	0.24%			
Measurement: Delta Dental guarantees that the annual call abandonment Rate for Delta Dental's customer service department (or the Rate of callers who hang up before Delta Dental's customer service staff answers their call) will be five percent or less. ASO Fee Risk: Shall refund one percent of your group's total annual administration costs for each one percent that the call abandonment rate falls below the 98% of calls answered before abandonment.									

100% of all Performance Guarantees have been met and exceeded!

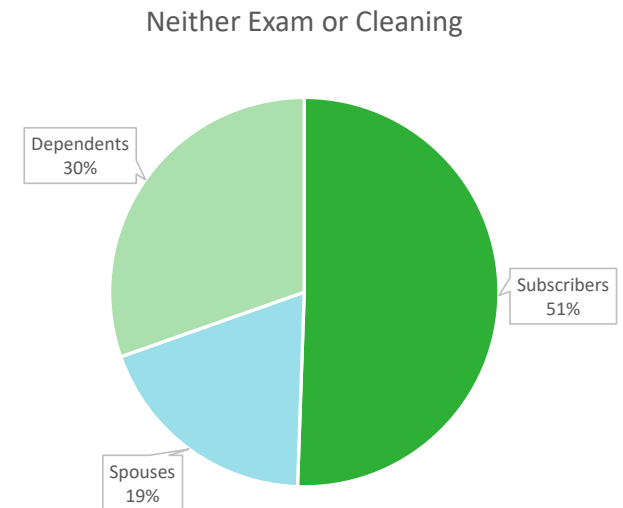


Understanding Oral Wellness

How Many Members Received Preventive Care?

Member Data
1/1/2022 through 12/31/22

Category	Subscribers	Spouses	Dependents	Members
Both Exam and Cleaning	2,334	845	1,552	4,731
Exam Only	296	103	82	481
Cleaning Only	205	105	73	383
Neither Exam or Cleaning	3,299	1,244	1,983	6,526
Totals	6,134	2,297	3,690	12,121

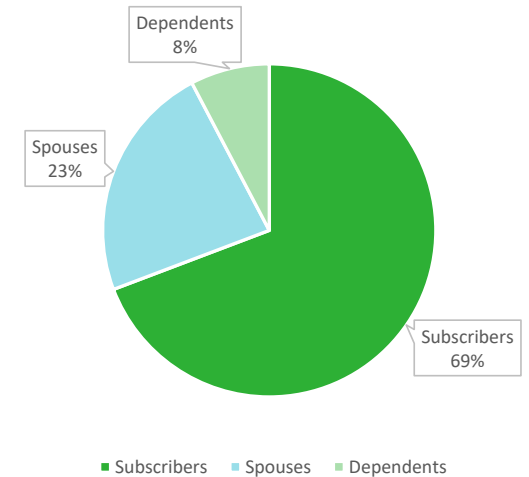


How Many Members Received Preventive Care For Chronic Conditions?

Member Data
1/1/2022 through 12/31/22

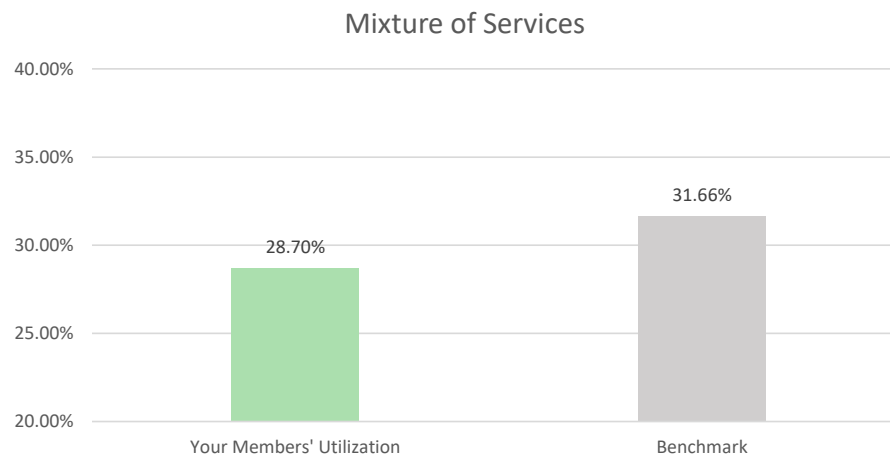
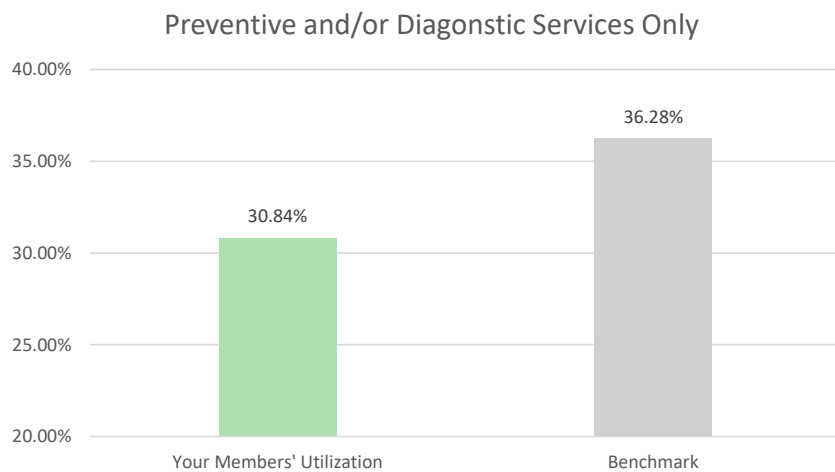
Category	Subscribers	Spouses	Dependents	Members
Four or More Cleanings	36	12	4	52
Three Cleanings	112	52	6	170
Two Cleanings	1,160	417	710	2,287
One Cleaning	1,231	469	905	2,605
No Cleanings	3,595	1,347	2,065	7,007
Totals	3,595	1,347	2,065	7,007

Members Utilizing Additional Cleanings



Peer Comparison

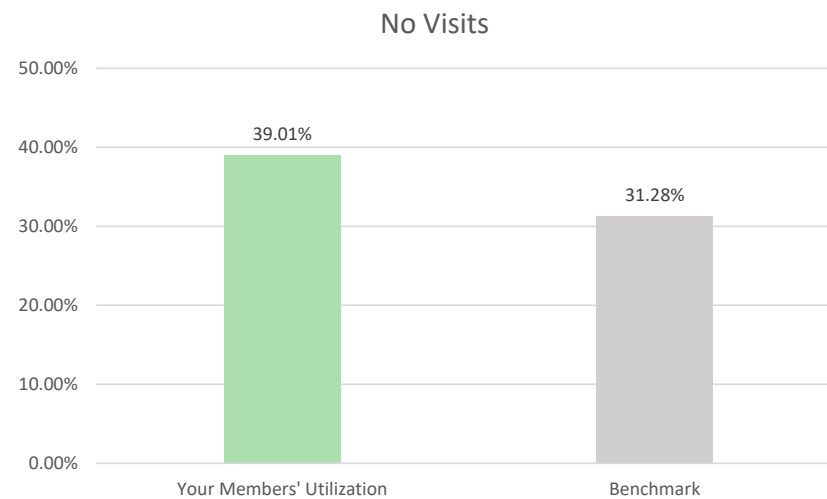
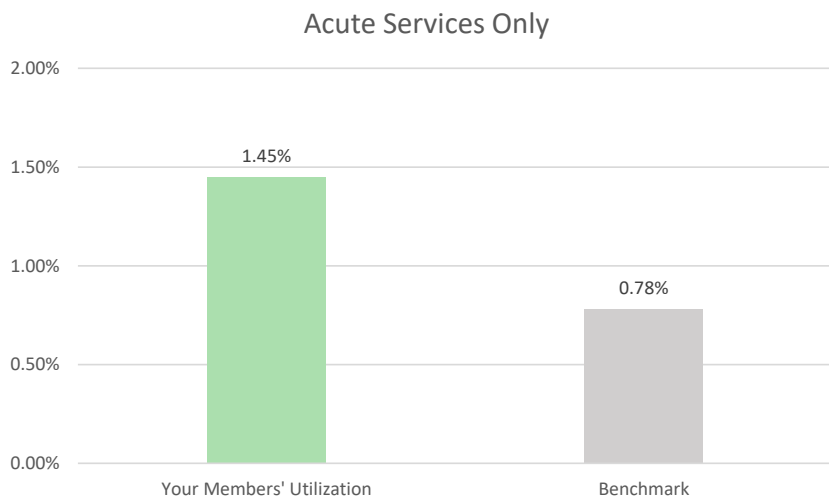
Member Data 1/1/2022 through 12/31/22



Peer Comparison

Member Data
1/1/2022 through 12/31/22

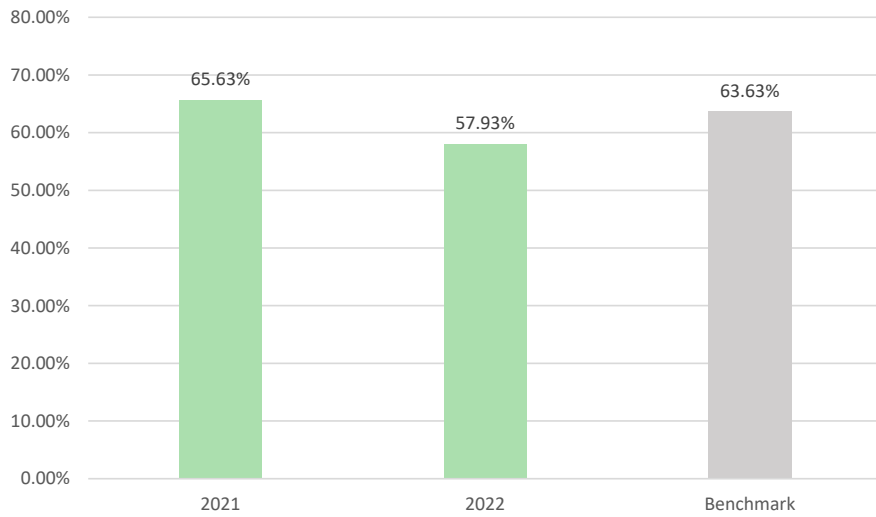
- Utilization that presents risks to the plan**



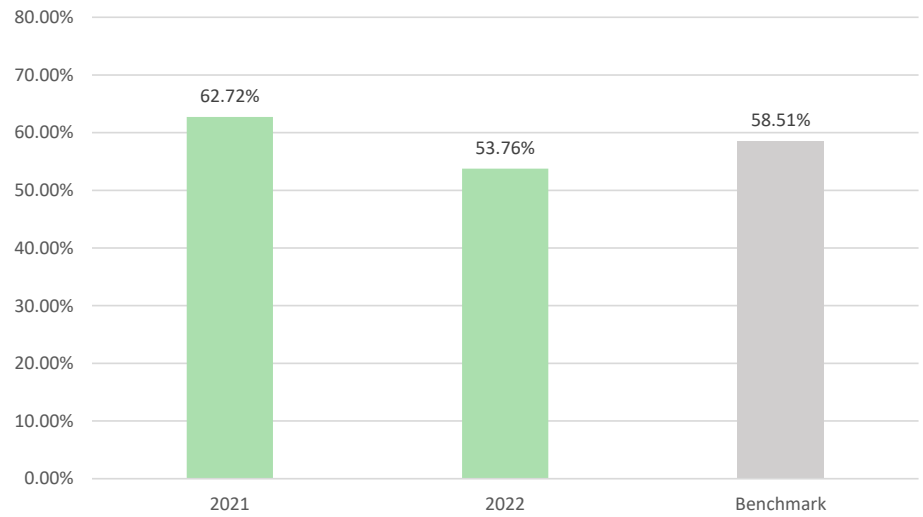
Peer Comparison Over Time

Member Data 1/1/2022 through 12/31/22

Oral Exams



Cleanings

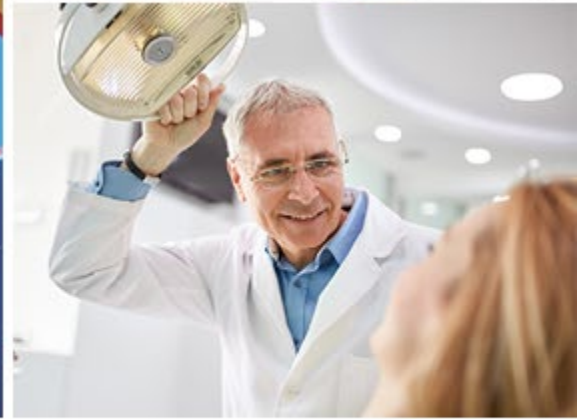
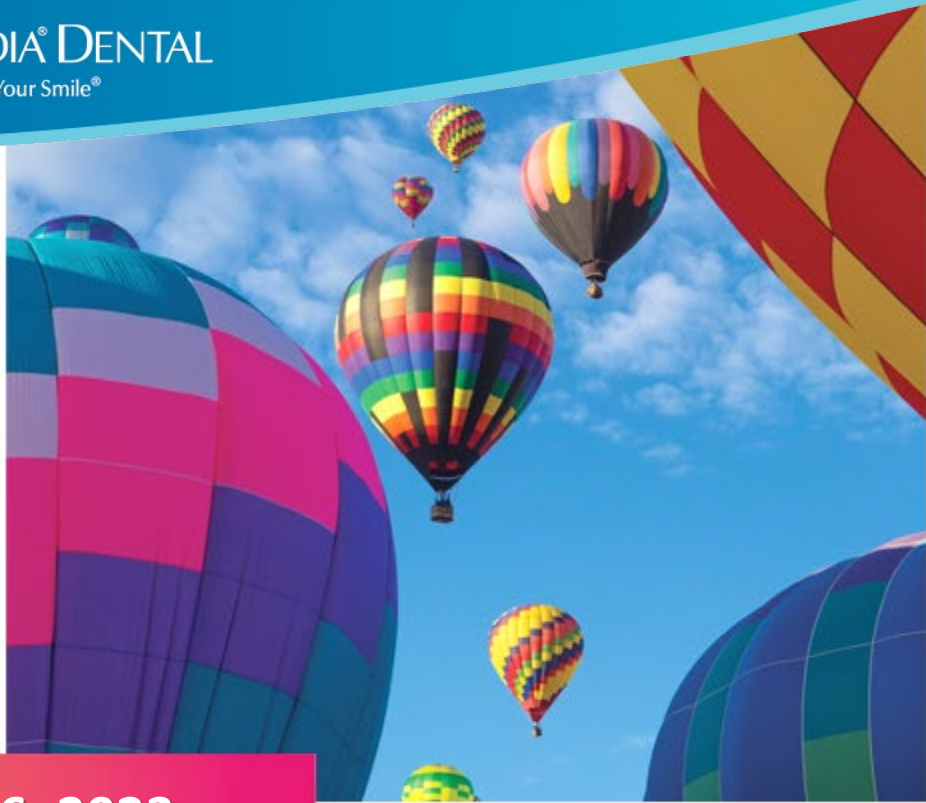


Thank you for your time.

We are honored to be serving you and your members.



Delta Dental of New Mexico
DeltaDentalNM.com



September 6, 2023

New Mexico Public Schools Insurance Authority

2022- 2023 Plan Year Review



Introductions



UCD in the Community



Network Highlights



Utilization Review



**Customer Service &
Member Engagement**



Value Added Benefits

UCD in the Community

Promoting Oral and Overall Health throughout New Mexico

★ Since 2014, we have supported New Mexico Dental Association Foundation's **Mission of Mercy free dental clinics throughout New Mexico** (NM MOM - clinics in Albuquerque, Las Cruces, Las Vegas, Rio Rancho, Roswell & Santa Fe). **The UCD Charitable Fund provided a grant in 2023 to support NM MOM's Remote Area Medical Clinic held in Las Vegas, NM in March.**

★ We have supported NM MOM's **free denture clinics for the past four years**, helping provide healthy smiles during the COVID-19 pandemic and beyond. **The UCD Charitable Fund provided a grant to support the 2023 denture clinic, held in Albuquerque at the end of March.**

★ In 2023, United Concordia Dental **provided toothbrushes, floss and toothbrush hygiene covers** to New Mexico Dental Association Foundation to distribute in **oral health kits to underserved children across the state.**



★ Each year, United Concordia Dental provides scholarships to dental and dental hygiene students across the country. **For nearly 15 years, we have provided scholarships to dental hygiene students at the University of New Mexico to help offset the costs of their education.**

★ Access to nutritious food is vitally important to the total health of all people and a critical social determinant of health. **In 2023, we donated to Roadrunner Food Bank in Albuquerque to help address this need.**

Network Highlights



Breadth

Depth

Growth

Quality



Alliance PPO Network



Over **86,000 Dentists** at more than **332,500 Access Points** nationwide



New Mexico Statewide Stats:

Over **712 dentists** at more than **2,801 Access Points** statewide

Provider Recruitment

- > In 2022 recruited **138** new providers that NMPSIA members are utilizing
- > Providers located in **18** different states



Claims Processing & Network

- > 2022 – 2023 processed claims from **45** different states
- > **NEW** Network Name:
New Mexico Preferred – 1/1/24

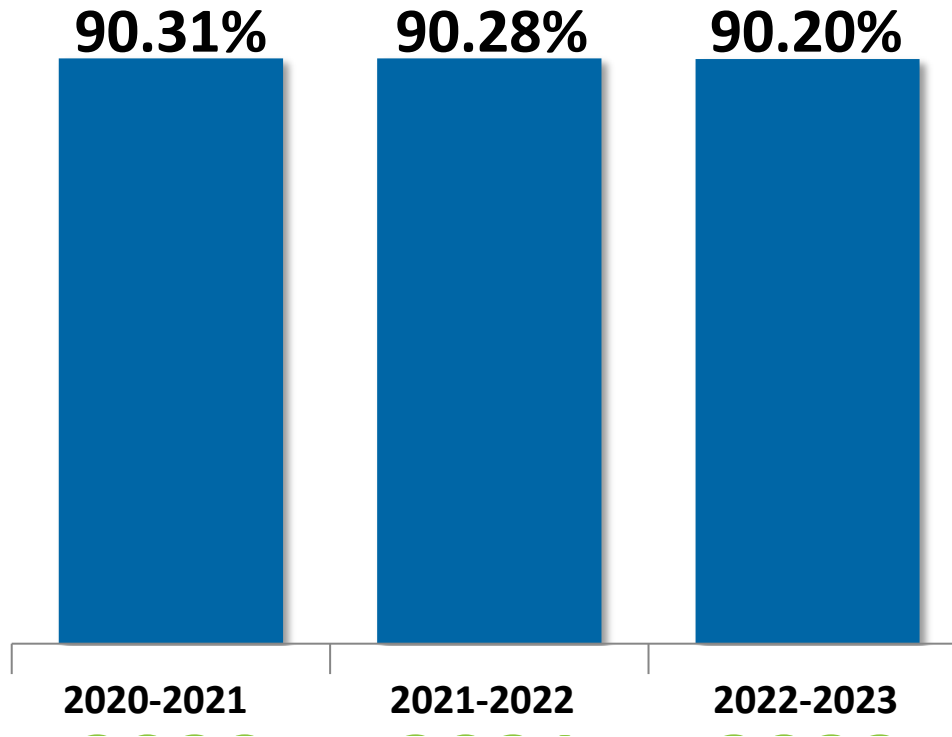


URAC Accreditation

- > **For 10 years our network has carried Health Network Accreditation from URAC** (Utilization Review Accreditation Commission), a mark of distinction that demonstrates our ongoing commitment to fulfilling best practices in network provider management, patient protection and all aspects of benefits administration.



Over
\$21 Million
in savings
in 3 years



	2020-2021	2021-2022	2022-2023
In Network Savings	\$7,433,718	\$6,952,301	\$6,626,390

NMPSIA Utilization



Membership and Utilization

- > Average age of employees is 49 years old.
- > Average age of spouses is 51 years old.
- > Average age of children is 15 years old.
- > Middle age members are faced with more periodontal and restorative procedures. This age group is also more likely to have one or more chronic medical condition.
- > Teenagers are more likely to have orthodontia and wisdom teeth services.



Financial

- > Total cost of care PMPM increased 1.5%.

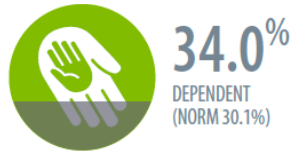
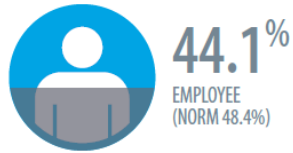


Utilization

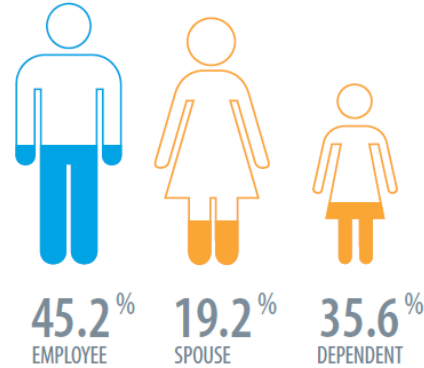
- > In network utilization has been consistent the last 3 years.
- > Diagnostic and Preventive services accounted for 76% of the total services.
- > Overall member utilization of the plan decreased.

Dental Utilization Review

PERCENT OF MEMBERSHIP



PERCENT OF PAYMENTS



KEY FINDINGS

- Employees represent 44.1% of the total population and 45.2% of the total payments.
- Spouses costs increased 2.4% PMPM.

	2022		2023		CHANGE
	TOTAL	PMPM	TOTAL	PMPM	PERCENT
EMPLOYEE	\$5,307,359	\$22.30	\$4,737,827	\$22.65	1.6%
SPOUSE	\$2,226,904	\$18.93	\$2,015,859	\$19.37	2.4%
DEPENDENT	\$4,191,270	\$22.86	\$3,736,532	\$23.12	1.1%
TOTAL	\$11,725,533	\$21.75	\$10,490,217	\$22.09	1.5%

Unique Member Usage

Plan year 2022-2023

RELATIONSHIP	2022			2023			% CHANGE
	UNIQUE USERS	MEMBERS	% USERS	UNIQUE USERS	MEMBERS	% USERS	
EMPLOYEE	11,288	19,835	56.91%	9,825	17,433	56.36%	-0.97%
SPOUSE	4,629	9,805	47.21%	4,056	8,671	46.78%	-0.92%
DEPENDENT	9,217	15,277	60.33%	8,132	13,468	60.38%	0.00%
TOTAL	25,134	44,916	55.96%	22,013	39,572	55.63%	-0.59%



RELATIONSHIP	2022			2023			% CHANGE
	UNIQUE USERS	MEMBERS	% USERS	UNIQUE USERS	MEMBERS	% USERS	
EMPLOYEE	13,139	19,835	66.24%	11,409	17,433	65.44%	-1.21%
SPOUSE	5,679	9,805	57.92%	4,957	8,671	57.17%	-1.30%
DEPENDENT	10,186	15,277	66.67%	8,996	13,468	66.80%	0.18%
TOTAL	29,004	44,916	64.57%	25,362	39,572	64.09%	-0.75%



KEY FINDINGS

- Overall preventive services remained unchanged.
- Employee preventive services remained unchanged from 57% to 56% which is greater than the norm of 54%.
- Spouse preventive services remained unchanged from 47% to 47% which is less than the norm of 56%.
- Child preventive services remained unchanged from 60% to 60% which is less than the norm of 62%.

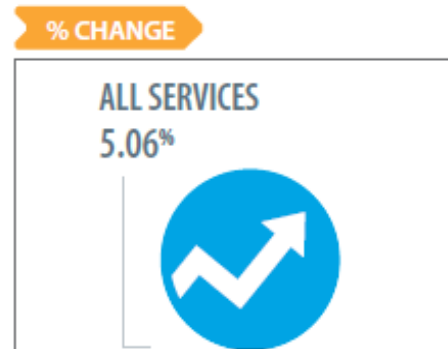
Unique Member Usage

Low Plan 2022-2023

RELATIONSHIP	PREVENTIVE SERVICES			PRIOR			CURRENT			% CHANGE
	UNIQUE USERS	MEMBERS	% USERS	UNIQUE USERS	MEMBERS	% USERS	UNIQUE USERS	MEMBERS	% USERS	
EMPLOYEE	788	1,688	46.67%	704	1,417	49.68%	704	1,417	49.68%	6.45%
SPOUSE	211	478	44.16%	178	413	43.08%	178	413	43.08%	-2.44%
DEPENDENT	470	767	61.24%	433	679	63.79%	433	679	63.79%	4.16%
TOTAL	1,469	2,934	50.07%	1,315	2,509	52.41%	1,315	2,509	52.41%	4.67%



RELATIONSHIP	ALL SERVICES			PRIOR			CURRENT			% CHANGE
	UNIQUE USERS	MEMBERS	% USERS	UNIQUE USERS	MEMBERS	% USERS	UNIQUE USERS	MEMBERS	% USERS	
EMPLOYEE	923	1,688	54.67%	818	1,417	57.72%	818	1,417	57.72%	5.59%
SPOUSE	246	478	51.48%	218	413	52.76%	218	413	52.76%	2.49%
DEPENDENT	497	767	64.76%	461	679	67.92%	461	679	67.92%	4.87%
TOTAL	1,666	2,934	56.79%	1,497	2,509	59.67%	1,497	2,509	59.67%	5.06%



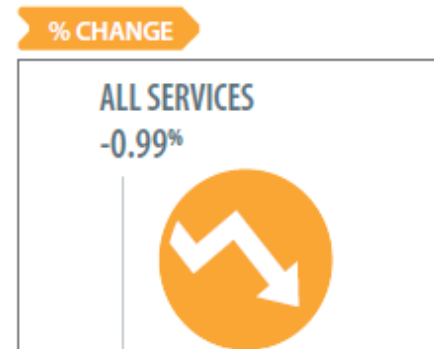
Unique Member Usage

High Plan 2022-2023





RELATIONSHIP	PREVENTIVE SERVICES			PRIOR			CURRENT			% CHANGE
	UNIQUE USERS	MEMBERS	% USERS	UNIQUE USERS	MEMBERS	% USERS	UNIQUE USERS	MEMBERS	% USERS	
EMPLOYEE	10,528	18,146	58.02%	9,153	16,016	57.15%	9,153	16,016	57.15%	-1.50%
SPOUSE	4,428	9,327	47.48%	3,885	8,258	47.05%	3,885	8,258	47.05%	-0.91%
DEPENDENT	8,768	14,510	60.43%	7,734	12,789	60.47%	7,734	12,789	60.47%	0.00%
TOTAL	23,724	41,983	56.51%	20,772	37,063	56.04%	20,772	37,063	56.04%	-0.82%



RELATIONSHIP	ALL SERVICES			PRIOR			CURRENT			% CHANGE
	UNIQUE USERS	MEMBERS	% USERS	UNIQUE USERS	MEMBERS	% USERS	UNIQUE USERS	MEMBERS	% USERS	
EMPLOYEE	12,251	18,146	67.51%	10,631	16,016	66.38%	10,631	16,016	66.38%	-1.68%
SPOUSE	5,446	9,327	58.39%	4,752	8,258	57.55%	4,752	8,258	57.55%	-1.45%
DEPENDENT	9,712	14,510	66.93%	8,574	12,789	67.04%	8,574	12,789	67.04%	0.16%
TOTAL	27,409	41,983	65.29%	23,957	37,063	64.64%	23,957	37,063	64.64%	-0.99%



Remarkable Member Experience

	Category	Standard	2022-2023 Results
Customer Service			
	Average Speed to Answer	30 seconds or less	26 Seconds
	Abandonment Rate	3% or less	2%
	First Call Resolution	90% or more	95%
Claims Administration			
	Turnaround Time	85% of non-investigated claims processed within 14 calendar days	97%
	Turnaround Time	95% of non-investigated claims processed within 30 calendar days	100%
Accuracy			
	Procedural	95% of claims paid accurately	100%
	Financial	99% of dollars paid accurately	100%
Administrative			
	Network Discount	23% discount off submitted charges	Satisfied
	File Eligibility Processing	100% of eligibility files processed within 2 business days	100%
	Timely & Accurate Reporting	Timely & Accurate Reporting	100%
	Account Management	Meet or exceed NMPISA staff and board expectations	Satisfied

Member Satisfaction Survey

Background & Methodology

- > An annual survey was conducted among current NMPSIA subscribers to gauge overall satisfaction with United Concordia Dental's services
- > The sample size included all subscribers who had not opted-out of UCD communications

Sample



7,297

Response



340 (4.66%)



Location



NM- 323 (95%)
TX- 14 (4%)
Others- 3 (1%)

Fielding Period



July 25 - Aug 8, 2023

- > 2021- 4.4% response rate
- > 2022- 4.8% response rate

Member Satisfaction Survey

Overall Satisfaction **93%**



Customer Service **94%**

Representative's professionalism in responding to me 96%

Representative's knowledge of my dental benefits 85%

Representative's commitment to resolving my inquiry 85%

*NOTE: Customer Service Ratings
Source: United Concordia Dental
NMPSIA member after-call survey:
August 2022 - July 2023*



Dental Network **94%**

Cleanliness of the dental office 97%

Quality of care by my dentist 96%

Appointment scheduling process 95%

Convenient location of in-network dentist 94%

Ease of finding an in-network dentist 93%

Clarity of the explanation of my treatment plan 92%

Number of dentists in-network to choose from 91%



Claims Servicing **89%**

Notifications I receive from United Concordia Dental on the status of my claim 90%

Ease of understanding the information on the Explanation of Benefits (EOB) statement 89%

Understanding costs that are my responsibility 86%

Digital-First Technology Reinventing Online Support

> Channel Choice and Guided Experiences

- Prevent Channel Switching with a Seamless Member Experience
- Upgrade to an Audio Call for More Complex Issues
- Affinity Setting Where Members can Chat with the Same Customer Service Representative



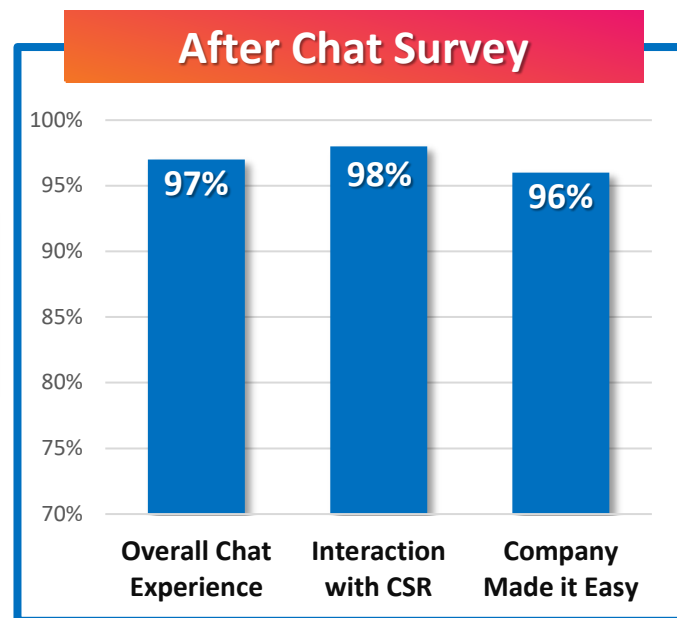
> Connect Chats with Live Web Sessions

- Enables Representatives to Engage with Customers Where They Are Online and Co-pilot to Resolve Issues

“I am sincerely grateful and can't express to you how thoughtful I think you are. I hope that you receive the same service from others as you have provided me.”

“The customer service alone may be worth changing dental insurance providers!!
...perfect! You just sold me!
I will change over during open enrollment!”

“The most amazing service when using the online chat function! Possibly the BEST service I had on an online chat! I am a very happy customer.”



MyDentalBenefits account allows you to:

- > Estimate your costs before getting care
- > Check the status of your insurance claims
- > Review what your dental plan covers and how much we'll pay
- > Get your ID cards
- > Find a dentist
- > Contact customer service
- > Take My Dental Assessment online for a custom oral health report card to review with your dentist

MyDentalBenefits Covered Services Claims Braces & Ortho

Benefits

JANE 07/02/1985 JOHN 01/10/1985 JAMIE 11/23/2006

View By
View benefits by coverage only or cost details.

Coverage Cost

Selected Dentist
Beaumont, Igor DDS [Change Dentist](#)

Your Network
CONCORDIAPLUS PDO CONCORDIAPLUS SPECIALISTS In Network Accepting New Patients

Your selected dentist is In-Network. Visiting an In-Network dentist saves you money.

Search for [Print](#)

Policy Information

- + Deductibles and Maximums
- + Coordination and Other Benefits
- + Wellness Benefits
- + Exams
- + X-Rays

Benefit Details

Exams

Procedure	Description	Covered	In-Network Coverage % or Copay \$	Allowance	Amount You Owe	Limitation	Applies to Deductible	Applies to Maximum
D0120	Periodic Exam >	Yes	100%	\$23.88	\$0.00	In-Network 2 Per Calendar Year more...	No	No
D0140	Limited Oral Exam >	Yes	100%	\$34.59	\$0.00	In-Network 1 Per 12 Months ~ Per Dentist more...	No	No
D0145	Oral Exam Under Age 3 >	Yes	100%	\$30.78	\$0.00	In-Network 2 Per Calendar Year more...	No	No
D0150	Comprehensive Exam >	Yes	100%	\$35.22	\$0.00	In-Network 2 Per Calendar Year more...	No	Yes
D0180	Extensive Oral Exam >	Yes	50%	\$57.12	\$28.56	In-Network 1 Per Lifetime ~ Per Dentist more...	No	Yes

Your information is private and secure with MyDentalBenefits

Teledentistry Services from Teledentix

What is Teledentix?

- A web-based service from Virtual Dental Care (VDC)
- Facilitates virtual dental consultations for urgent and emergency oral issues
- Enables secure, real-time visits between members and dentists

Virtual dental visits made easy

- Accessible via smartphone, tablet or computer
- Quick link on **UnitedConcordia.com**
- Covered the same as in-person exam
- Teledentix submits member claims

Services available to

PPO members:

- Limited oral evaluation (D0140)
- Prescriptions for antibiotics/pain medications
- Visual exams
- After-care instructions

Start Teledentix Visit

Example of quick link button




Benefits of teledentistry

- Reduces ER visits for dental issues
- Access to dental care anytime, anywhere
- Limits travel costs and time off work

Welcome/Onboarding Sample Communications

UNITED CONCORDIA® DENTAL




Welcome to United Concordia Dental.


Hey, <firstname>, great to see you. Let's make sure you have access to your ID card, a summary of your dental benefits, and an easy way to find in-network dentists nearby.

[Register for MyDentalBenefits](#)

You can do it all through your MyDentalBenefits account.




Access or download and print your digital ID card to bring to your dentist appointment.



Check your covered services, treatment details, and claims after your dental visit.

UNITED CONCORDIA® DENTAL



Access your digital ID card. Two ways.

Hi, <firstname>.

Did you know you have easy access to your United Concordia Dental digital ID card? It's with your benefits summary MyDentalBenefits account.

You can access your card in a couple of ways:


- Log in to your online account. The link to your digital ID card is below your account enrollment summary.
- Or download United Concordia Dental's app and carry your ID on your phone.

[Log in to MyDentalBenefits](#)
(https://www.unitedconcordia.com/MyDentalBenefits)

Here's a helpful video to show you how.

See how easy it is to check your coverage and claims, your ID card. Your account will help you keep a healthy smile.

UNITED CONCORDIA® DENTAL



Take two minutes for a healthier mouth.

Hi, <firstname>.

You've heard this before: The best way to maintain your oral health is to brush twice a day, floss daily and keep up with your dental appointments.


Well, that might reflect good habits, but it doesn't tell you if your mouth is healthy.

Take United Concordia Dental's two-minute quiz, called My Dental Assessment, to see how you're doing with your brushing and flossing.

[Take the quiz](#)
(https://www.unitedconcordia.com/MyDentalAssessment)

The quiz estimates your risk of developing cavities, gum disease or oral cancer based on your answers to a few simple multiple-choice questions. The results are just for you. Keep them to yourself, or print and share them with your dentist. It's a conversation worth continuing — for your good health.

UNITED CONCORDIA® DENTAL



Need a dentist? We've got you.

Hi, <firstname>.

At United Concordia, our new dentist, United Concordia Dental can locate in-network dentists and specialists to near your home.


Use our Find a Dentist tool and search by ZIP or name. Or plug in your own address to locate you. You can use the tool to make appointments.

[Find an in-network dentist](#)
(https://www.unitedconcordia.com/FindADentist/ZIP)

Use our Find a Dentist tool to get the most from your dental care. In-network dentists to get the most from your dental care.

At what network you're in, <log in to your MyDentalBenefits account>. Your network's name is posted there, just like your ID card.


UNITED CONCORDIA® DENTAL




Coverage and claims at your fingertips.

Hey, <firstname>.


We redesigned your MyDentalBenefits account to give you quicker access to your United Concordia Dental benefits and coverage.




Your claims, deductible and treatment info is easy to track.



Get a clear understanding of any out-of-pocket costs for covered procedures.



Check how often you can get a procedure done in a calendar year.



Access and print your digital ID card with ease.

Engagement Stats

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



Members enrolled in My Dental Benefits

2021: 5,287
2022: 5,313
2023: 5,193



Members enrolled in Smile for Health Wellness

2021: 72
2022: 67
2023: 68



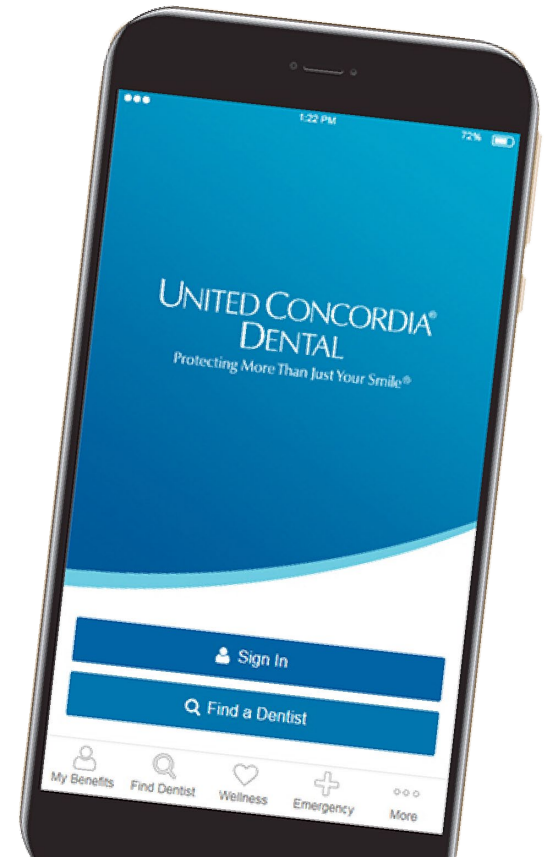
Members enrolled in College Tuition Benefit

2023: 137 members with value of \$1.3M
2022: 109 members



Members Engaged in Live Chat feature

2021: 377
2022: 623
YTD 2023: 294



Value Added Benefits

A virtual solution to help drive member engagement and education

United Concordia Dental is now partnered with Brainshark, a marketing and content management platform, designed to equip UCD account service personnel with virtual tools to meet your communication needs. Brainshark enables UCD service employees to create and customize pre-recorded webinars and interactive presentations to further help educate your employees on the dental topic of your choice.

Topics can include:

- > **Open Enrollment Benefit Education**
- > **Oral Wellness & the Oral Systemic Connection**
- > **College Tuition and GradFin Programs**
- > **& More!**

The screenshot displays a Brainshark interface for a webinar. On the left, a table of contents lists four sections, with the first section selected. The main area on the right shows a video player with a thumbnail image of a woman presenting. The video title is 'Oral Care - The Missing Piece of Total Health' by Valerie Fleming, BS, RDH.

UNITED CONCORDIA® DENTAL		
Copy of Member Oral Systemic Connection - 25m 54s		
CONTENT		
▶ 01. Untitled		00:46
02. Untitled		00:09
03. Untitled		00:08
04. Untitled		00:15

BRAINSHARK

UNITED CONCORDIA® DENTAL
Protecting More Than Just Your Smile®

May 2020

Oral Care - The Missing Piece of Total Health
Valerie Fleming, BS, RDH
Oral Wellness Consultant, Eastern Division & National Accounts

00:23 00:46

Enhanced benefits to treat periodontal (gum disease) for eligible members who have one of the following health conditions:

- > Diabetes
- > Cardiovascular (heart) disease
- > Cerebral vascular disease (including stroke)
- > Lupus
- > Oral cancer
- > Organ transplant
- > Rheumatoid arthritis

Additional Services* (per plan year)	Covered Amount
Periodontal (gum disease) Maintenance – one additional procedure above your plan’s standard limit	100%**
Scaling & Root Planing†	
Periodontal Surgery – four procedures‡	

* If necessary in accordance to United Concordia policies, as demonstrated by your dentist’s submitted documentation.

** Your standard plan’s frequency limitations (how often services are covered), annual maximum (the maximum amount your plan will pay toward services during the plan year), and other details still apply.

† Note to dentists: Now including CDT Code D4346 (Current Dental Terminology © 2016 American Dental Association. All rights reserved.)

‡ Four procedures related to gingival flap or osseous surgeries.

How Tuition Rewards® Work

Much like a frequent flyer program, members earn Tuition Rewards® points redeemable for tuition discounts at more than 400 private colleges and universities. **Points can be used to pay up to 1 full year of college.**

- > Members earn 2,000 Tuition Rewards points every year they're covered by United Concordia plans
- > **1 Tuition Rewards point = \$1**, so 2,000 points = \$2,000
- > The more points employees earn, the bigger their tuition discounts
- > Helps eligible students in the policyholder's family afford college, including children, grandchildren, nieces, nephews, stepchildren, godchildren and adopted children
- > **Each child enrolled receives a one-time 500 point bonus**



GradFin helps employees cut their payoff times almost in half!*

With GradFin, your employees get:

- > **Refinancing, consolidation and new loan** origination services
- > **Free 1-on-1 consultations** to find the best payoff strategies
- > **11 Diverse bank partners** that ensure approvals, no matter credit history
- > **Variety of fixed and variable loan terms** between 5 to 20 years
- > **Live educational webinars** and workplace “town halls”

With GradFin, you get:

- > **A valuable employee attraction and retention perk**
- > **Ready-to-use toolkit to promote GradFin to employees**
 - Employee flyer
 - Email Content
 - Newsletter article
 - Video monitor slide
 - BrainShark video



**Average savings over the lifetime of a loan.
GradFin internal research; 2020.*

THANK YOU !

