Student Health Insurance Advisory Committee

Friday, March 4, 2016

Agenda

1. SHIP renewal decisions
2. Final carrier selections
   1. Dental benefit max changed to $1700.
3. Total premiums
4. Communications to campus about changes
5. Feedback on process this year
6. Last SHIAC meeting of 2015-2016

Absent: Elioth

MINUTES  Italics are UHS responses to member questions.

- Final premium rates distributed. 1.2% increase undergrads, 10.4% grads
- Communications
  - Daily Cal
  - Social media
  - Student Health Advisory Committee
  - ASUC/GA and campus stakeholders
  - Dependent coverage - Grad Division web, etc.
  - Student Parent center - Bahar/KLP
  - Belinda - University Village
  - International students - BIO KLP/Bahar
  - Gender and Equity Resource Center
- Insurance helpline can help students over the summer for international students
  - Legal notice that they can’t help foreign dependents before they get to the states
Students shared that they are being interviewed for a longform article about SHIAC in Daily Cal next week.

Questions/Notes

- We’ve already started working with Anthem to plan/implement transition. Will work with Aetna through August 14.
- Delay in waiver due to transitions - aiming for May 16 opening.
- Working with our UHS providers on referrals of providers they use a lot so we can address the network gap issues should they exist.
- Working with WF/Anthem to ensure the medical Ophthalmologists from UC School of Optometry can added to the network (for medical, not vision plan coverage; they are already our primary provider of vision coverage).
- Still in procurement process. Working on service agreements. Having signed contracts yet so still have to be careful about what bid information is shared.
- Feedback about the committee:
  - SHIAC can agree on some things that need to be part of the process.
  - A lot of changes this year because people were not satisfied. I don’t want to see the good changes rely on assertiveness of the committee members next year. If we don’t bring structure we are afraid will lose these improvements.
  - How we deal with the Request for Proposals (RFP). Be more structured.
  - Streamline feedback process.
  - Within the committee, information was not shared with all committee. Non-student members had certain insights that others didn’t. Good to say upfront what has been shared and what hasn’t.
  - Make sure SHIAC meeting minutes are institutionalized.
  - Helpful to make sure all of our information gets shared with next year’s SHIAC committee so you don’t lose the institutional knowledge. Maybe first meeting you bring back who is left from SHIAC this year as a transition.
  - Survey should be longer and should go out earlier in big renewal years. Should continue.
  - Keep having a open forum in contract renewal years.
  - Toward the beginning of the semester SHIAC should try to come up with that they need to make decisions up front that would have been more useful.
○ Do this throughout the year instead of in a rushed way all together.
○ One idea is to have Broker put together what can’t and can be shared.
○ The survey could have been done better. It went out too fast and didn’t have much input from us. UHS was just reaching a subset of students on the committee for feedback in the survey.
○ Doing things earlier in the process will help things go more smoothly.
○ More outreach in general, especially to student groups.
○ Having something in writing would be helpful for everyone five years from now. Best practice document.
○ What is the expectation of what SHIAC and UHS outreach.
  ■ UHS presented a timeline of groups we would outreach to before SHIAC even begin.
  ■ SHIAC has a role to gather feedback from the students and to keep student communities informed.
  ■ UHS can share more about what campus stakeholders were specifically reached for future years.
○ Could Grad Division send out an email about the decision and changes?
  ■ News is in e-Grad but we will ask Fiona’s team to send out an email too but it is Grad Division’s call.