



## The School District of Osceola County Employee Benefits Committee Meeting

### Agenda

**October 18, 2023**

- I. **Welcome (2 minutes)**
  - a. Speaking order volunteer
  - b. Timekeeper volunteer
- II. **RosenCare and People One update (20 mins)**
- III. **EBMS (10 mins)**
- IV. **Member concerns, tracking, and brainstorming solutions (30 minutes)**
- V. **Other concerns and updates (18 minutes)**

The next meeting will be held on **November 15, 2023** at **4:30 pm** in the **Multipurpose Room** located at The Center for Employee Health 831 Simpson Road, in Kissimmee.

# Employee Benefits Committee Meeting

## 2023-2024 Membership

### OCEA

Judi Crowell – St Cloud HS (v)  
Ann Glover – OSVS (v)  
Janet Moody -- OCEA/ESP Pres (v)  
Laura Wassum – Narcoossee MS (v)  
Kim Castro-Stevens – Hickory Tree ES (v)  
Dylan Reinsel – St Cloud HS (Alternate)

### Teamsters

Vacant (v)  
Carlos Martinez – Teamsters (v)

### Provider Representatives

Kelly Johnson – Lincoln Financial Group  
Mark Tafuri- VSP  
Belinda Gonzalez – Humana (Dental)  
Tom Remus - MetLife Life Ins.  
Cindy McCormick -- EBMS  
Mike Trent -- EBMS  
Vacant -- EBMS  
Jay Weingart – Trustmark

### Risk & Benefits Management/SDOC

Lauren M. Haddox – Director  
LaTasha Aponte – Employee Benefits Supervisor  
Megan Arencibia – Wellness Specialist  
LaToyia Edwards – Benefits Education Specialist  
Iris Hernandez - Secretary  
Sarah Graber – Chief Business & Finance Officer  
John Boyd – Chief Negotiator  
Scott Knoebel – Chief Negotiator

### Prof. Support Council

Felicia Smith – School Operations (v)

### ESP

LaShanna Ward – Denn John MS (v)  
Susan Compton – Custodial Servs. (v)

### Retirees

Ray Lackey – Retired Teacher

### Benefits Consultant

Ashley Bacot - RosenSure  
Carolyn Grant - RosenSure  
Barry Murphy – RosenSure  
Mystery Slimick -- RosenSure

### Center for Employee Health

Kenneth Aldridge -- RosenCare  
Dr. Jader Harlow -- RosenCare  
Val Mignogna -- PeopleOne  
Sherry Edwards -- PeopleOne  
Kelly Camps -- PeopleOne  
Jordan Tardash -- PeopleOne  
Dean Hatcher -- PeopleOne

# Benefits Committee

October 18, 2023



# Introductions of our Team

Jordan Taradash  
CEO & Founder

Dean Hatcher  
President

Dr. Jader Harlow  
Medical Director

Val Mignona  
Chief Clinical  
Operations Officer

Sherry Edwards  
VP of Clinical  
Operations



# PERFORMANCE REPORT

## Utilization Review:

Service Type	Sept 2022	Sept 2023	YTD 2023
Medical	1,210	1,191	12,714
Chiro	151	154	1,636
Physical Therapy	195	256	2,998
Wellness	94	106	1,129
Occ Health	52	28	269
Worker's Comp	60	157	1,045
<b>Total</b>	<b>1,762</b>	<b>1,892</b>	<b>19,791</b>



# PERFORMANCE REPORT

## Unique Patients per Service Type:

Service Type	Sept 2022	Sept 2023	YTD 2023
Medical	850	822	3,012
Chiro	93	111	364
Physical Therapy	69	74	454
Wellness	87	101	438
Occ Health	52	26	179
Worker's Comp	13	48	202
<b>Total</b>	<b>1,164</b>	<b>1,182</b>	<b>4,649</b>



# SDOC Center for Employee Health Q3 Survey Results

SDOC Center for Employee Health Primary Care					
		Q1		Q3	
<b>OVERALL SATISFACTION</b>	<b>Nat'l Avg</b>	<b>SDOC</b>	<b>Responses</b>	<b>SDOC</b>	<b>Responses</b>
Provider Satisfaction Rating	93.41%	89.39%	206	93.51%	326
Would Recommend Practice	93.14%	88.59%	206	92.52%	326



# SDOC Center for Employee Health Q3 Survey Results

PROVIDER COMMUNICATION		Q1		Q3	
		National Avg	SDOC	Responses	SDOC
Explaining Things Well	92.40%	89.68%	206	90.94%	326
Explaining Treatment Options	90.25%	86.49%	205	91.30%	316
Explain Follow-up Care	89.87%	88.56%	204	91.23%	316
Involved In Decisions	90.41%	90.53%	204	90.68%	313
Listening Carefully	91.63%	87.02%	206	92.80%	325
Showing Respect	92.52%	92.48%	205	93.00%	325
Spending Enough Time	91.04%	86.31%	206	94.62%	324
Knew Medical History	89.58%	90.08%	202	90.76%	317





# SDOC Center for Employee Health Q3 Survey Results

<b>MEDICATIONS</b>		<b>Q1</b>		<b>Q3</b>	
		<b>National Avg</b>	<b>SDOC</b>	<b>Responses</b>	<b>SDOC</b>
Review Medications	75.17%	88.37%	195	93.10%	299
Explain Reasons For Meds	93.82%	88.99%	91	93.01%	130
Explained Side Effects	76.55%	85.01%	91	87.39%	129
Explained Alternatives	78.24%	84.72%	90	89.80%	129



# SDOC Center for Employee Health Q3 Survey Results

PRACTICE OPERATIONS		Q1		Q3	
		National Avg	SDOC	Responses	SDOC
Communication By Phone	82.75%	86.06%	202	86.50%	308
Easy Appointment Scheduling	80.80%	78.62%	205	73.67%	324
Pleasant Waiting Area	83.45%	86.80%	201	87.48%	320
Waiting Time	80.46%	83.78%	198	80.94%	318
Informed About Delays	78.19%	81.41%	176	79.02%	254
Protect Patient Privacy	89.87%	91.22%	203	92.67%	321
Clerks and Receptionists	88.98%	90.98%	204	93.23%	326
Respected By Nursing Staff	91.00%	92.42%	203	95.20%	323



# IMPROVING ACCESS

## New Providers Onboarding:

- Locums (temporary) to cover provider maternity leave
- Acute Care Provider
- RN for Acute Care Triage, Care Management
- Telephone / PBX Operator
- Processes & Workflow Efficiencies



# Questions for the Team?



**Health Plan Analysis 10/16/2023 (23-24)**

**Summary**

ENROLLMENT			
Plan	TALLIES	Total	%
Healthy Advantage Plus	703	7826	8.98%
Healthy Advantage Plus Wellness	981	7826	12.54%
Health Center	286	7826	3.65%
Health Center Wellness	786	7826	10.04%
Healthy Essentials	1609	7826	20.56%
Healthy Essentials Wellness	2352	7826	30.05%
Opt Out Credit Plan	1106	7826	14.13%

**PROJECTED REVENUE BASED ON CURRENT ENROLLMENT MINUS ADMIN FEES**

Board Paid	\$58,023,273.00
Employee Premium	\$6,836,240.00
Retiree Premium	\$932,099.76
<b>SubTotal</b>	<b>\$65,791,612.76</b>
Administration Fees	(5,610,522.96)
<b>Total</b>	<b>60,181,089.80</b>

DESCRIPTION	OPTION	TALLIES	Board Share		Employee Premium		Retiree Premium				
			Per Pay	Per Year	Per Pay	Per Year	Per Month	Per Year			
Healthy Advantage Plus	1	599	374.9	224,565.10	4,491,302.00	75.00	44,925.00	898,500.00			
Healthy Advantage Plus	2	10	374.9	3,749.00	74,980.00	500.00	5,000.00	100,000.00			
Healthy Advantage Plus	3	57	374.9	21,369.30	427,386.00	325.00	18,525.00	370,500.00			
Healthy Advantage Plus	4	15	374.9	5,623.50	112,470.00	625.00	9,375.00	187,500.00			
Healthy Advantage Plus	5	11	374.9	4,123.90	82,478.00	350.00	3,850.00	77,000.00			
Healthy Advantage Plus	6	11	374.9	4,123.90	82,478.00	0.00	0.00	0.00			
Healthy Advantage Plus Wellness	1	766	374.9	287,173.40	5,743,468.00	50.00	38,300.00	766,000.00			
Healthy Advantage Plus Wellness	2	18	374.9	6,748.20	134,964.00	450.00	8,100.00	162,000.00			
Healthy Advantage Plus Wellness	3	83	374.9	31,116.70	622,334.00	275.00	22,825.00	456,500.00			
Healthy Advantage Plus Wellness	4	26	374.9	9,747.40	194,948.00	575.00	14,950.00	299,000.00			
Healthy Advantage Plus Wellness	5	18	374.9	6,748.20	134,964.00	300.00	5,400.00	108,000.00			
Healthy Advantage Plus Wellness	6	18	374.9	6,748.20	134,964.00	0.00	0.00	0.00			
Healthy Advantage Plus Wellness	7	1	374.9	374.90	7,498.00	450.00	450.00	9,000.00			
Healthy Advantage Plus Wellness	8	0	374.9	0.00	0.00	575.00	0.00	0.00			
Healthy Advantage Plus Wellness (JS)	1	0	187.45	0.00	0.00	237.45	0.00	0.00			
Healthy Advantage Plus Wellness Retiree	1	43							821.47	35,323.21	423,878.52
Healthy Advantage Plus Wellness Retiree	2	7							1,725.22	12,076.54	144,918.48
Healthy Advantage Plus Wellness Retiree	3	1							1,273.27	1,273.27	15,279.24
Healthy Advantage Plus Wellness Retiree	4	0							2,218.14	0.00	0.00
Health Center Wellness	1	406	374.9	152,209.40	3,044,188.00	0.00	0.00	0.00			
Health Center Wellness	2	39	374.9	14,621.10	292,422.00	175.00	6,825.00	136,500.00			
Health Center Wellness	3	191	374.9	71,605.90	1,432,118.00	25.00	4,775.00	95,500.00			
Health Center Wellness	4	67	374.9	25,118.30	502,366.00	200.00	13,400.00	268,000.00			
Health Center Wellness	5	33	374.9	12,371.70	247,434.00	0.00	0.00	0.00			
Health Center Wellness	6	33	374.9	12,371.70	247,434.00	0.00	0.00	0.00			
Health Center Wellness	7	3	374.9	1,124.70	22,494.00	175.00	525.00	10,500.00			
Health Center Wellness	8	2	374.9	749.80	14,996.00	200.00	400.00	8,000.00			
Health Center	1	171	374.9	64,107.90	1,282,158.00	25.00	4,275.00	85,500.00			
Health Center	2	13	374.9	4,873.70	97,474.00	225.00	2,925.00	58,500.00			
Health Center	3	63	374.9	23,618.70	472,374.00	75.00	4,725.00	94,500.00			
Health Center	4	24	374.9	8,997.60	179,952.00	250.00	6,000.00	120,000.00			
Health Center	5	6	374.9	2,249.40	44,988.00	50.00	300.00	6,000.00			
Health Center	6	6	374.9	2,249.40	44,988.00	0.00	0.00	0.00			
Health Center	7	2	374.9	749.80	14,996.00	225.00	450.00	9,000.00			
Health Center	8	1	374.9	374.90	7,498.00	250.00	250.00	5,000.00			
Health Center Wellness Retiree	1	12							568.54	6,822.48	81,869.76
Health Center Wellness Retiree	2	2							1,193.95	2,387.90	28,654.80
Health Center Wellness Retiree	3	0							881.23	0.00	0.00
Healthy Essentials Wellness	1	1883	374.9	705,936.70	14,118,734.00	0.00	0.00	0.00			
Healthy Essentials Wellness	2	32	374.9	11,996.80	239,936.00	325.00	10,400.00	208,000.00			
Healthy Essentials Wellness	3	172	374.9	64,482.80	1,289,656.00	152.00	26,144.00	522,880.00			
Healthy Essentials Wellness	4	35	374.9	13,121.50	262,430.00	452.00	15,820.00	316,400.00			
Healthy Essentials Wellness	5	104	374.9	38,989.60	779,792.00	20.00	2,080.00	41,600.00			
Healthy Essentials Wellness	6	104	374.9	38,989.60	779,792.00	0.00	0.00	0.00			
Healthy Essentials Wellness	7	0	374.9	0.00	0.00	325.00	0.00	0.00			
Healthy Essentials	1	1432	374.9	536,856.80	10,737,136.00	25.00	35,800.00	716,000.00			
Healthy Essentials	2	16	374.9	5,998.40	119,968.00	375.00	6,000.00	120,000.00			
Healthy Essentials	3	90	374.9	33,741.00	674,820.00	202.00	18,180.00	363,600.00			
Healthy Essentials	4	19	374.9	7,123.10	142,462.00	502.00	9,538.00	190,760.00			
Healthy Essentials	5	26	374.9	9,747.40	194,948.00	50.00	1,300.00	26,000.00			
Healthy Essentials	6	26	374.9	9,747.40	194,948.00	0.00	0.00	0.00			
Healthy Essentials Wellness Retiree	1	16							705.80	11,292.80	135,513.60
Healthy Essentials Wellness Retiree	2	5							1,482.18	7,410.90	88,930.80
Healthy Essentials Wellness Retiree	3	1							1,087.88	1,087.88	13,054.56
Opt Out Credit Plan (23-24)	1	1106	374.9	414,639.40	8,292,788.00	0.00	0.00	0.00			
Job Share Declined Benefits (I5 PT)	0	1	187.45	187.45	3,749.00						
FSA Extra \$250	1	1145	250.00		286,250.00						
<b>Total Employees and Retirees</b>		<b>7826</b>		<b>2,901,163.65</b>	<b>58,023,273.00</b>		<b>341,812.00</b>	<b>6,836,240.00</b>	<b>77,674.98</b>	<b>932,099.76</b>	

Option Legend	
Single	1
Spouse	2
Child(ren)	3
Family	4
Half Family Primary	5
Half Family Secondary	6
Domestic Partner	7
Child(ren) +DP	8
DP +DP Child(ren)	9
Child(ren) + DP + DP Child(ren)	10

**Revenue Totals Per Year**

Board Paid	\$58,023,273.00
Employee Premium	\$6,836,240.00
Retiree Premium	\$932,099.76
<b>Total</b>	<b>\$65,791,612.76</b>