

MetroPlus Health Plan, Inc.  
Board of Directors Meeting  
October 20, 2020

### **Minutes**

The meeting of the Board of Directors of the MetroPlus Health Plan, Inc. (hereafter “MetroPlus or the Plan”) was held in the 12<sup>th</sup> Floor Executive Conference Room at 160 Water Street, New York, NY 10038, on the 20<sup>th</sup> day of October 2020 at 2:30 P.M., pursuant to a notice which was sent to all the Board of Directors of the Corporation and which was provided to the public by the Secretary. The following Directors were present via video conference:

**Ms. Sally Hernandez- Piñero**  
**Dr. Talya Schwartz**  
**Mr. Matt Siegler**  
**Dr. Eric Wei**  
**Ms. Nella Lewis**  
**Mr. Sherif Sakr**  
**Mr. Lloyd Williams**  
**Ms. Soraya Pares**

Ms. Hernandez-Piñero chaired the meeting and Kathleen Nolan, Secretary to the Board, kept the minutes, thereof.

### **ADOPTION OF THE MINUTES**

The minutes of the meeting of the Board of Directors held September 14, 2020 were presented to the Board. On a motion by Ms. Hernandez-Piñero and duly seconded, the Board adopted the minutes.

### **CHIEF EXECUTIVE OFFICER’S REPORT**

Dr. Schwartz’s remarks were in the Board of Directors packet and a copy is attached hereto and incorporated by reference.

Ms. Raven Solon, MetroPlus’ Chief Legal and Compliance Officer, reported that as of last week the State of New York extended the disenrollment moratoriums through December 31, 2020. The New York State Department of Health (SDOH) also extended the ban on member cost sharing on COVID-19 testing and telehealth visits through November 9, 2020. The Federal government has extended the declaration of emergency to January 31, 2021. All COVID-19 related provisions from the federal government, certain provisions included in the FFCRA and CARES Act, the enhanced federal Medicaid match rate, and other COVID-19 related emergency measures, will continue to be in effect until then.

Ms. Solon advised the Board about a new program allowing the Plan's healthy Medicaid/HARP members aging into Medicare to be automatically enrolled in MetroPlus' Medicare Advantage DSNP. The Well-Dual default program excludes dual eligible members who need Long-Term Service & Supports (LTSS), those members will be defaulted into the MAP program. SDOH is requiring eligible managed care Organizations to participate in this program, there is no official start date, but first quarter is the target. It will require significant operational lift for the Plan and there will be challenges regarding coordination of benefits (COB) determinations.

Dr. Schwartz advised the Board on the Plan's membership. Dr. Schwartz stated that the dashboard shows largely positive trends and the numbers are as of the end of the second quarter 2020. Plan membership is in the upwards of 11 percent and MetroPlus is on target to get to 600,000 members by year end. The Plan pays close attention to the percent of medical dollars that goes to New York City Health + Hospitals. Due to COVID-19 there was a slight negative trend in the first quarter but is now corrected in the second quarter.

Ms. Lauren Leverich, MetroPlus' Chief Administrative Officer, provided the Board with a detailed overview of the Plan's current membership by line of business. Ms. Leverich stated that Plan membership has increased by 10.8 percent since January 2020. The growth is driven mostly by primarily by MetroPlus' Medicaid and Essential lines of business. Medicaid had a 48,119 member increase since January of this year and the Essential Plan (EP) has grown by 6,767 members.

Ms. Leverich stated that between January and August of 2020, New York City mainstream Medicaid has grown by over 250,000 lives. MetroPlus was able to capture 20 percent of those lives and as a result the Plan's market share has increased by 0.2 percent. Ms. Leverich stated that, as of this report that Plan has had 72,084 diagnostic testing and 61,468 antibody testing. There has been over 2,543 confirmed COVID-19 admissions in claims experience to-date, unfortunately 374 of hospitalized MetroPlus members expired. The peak of COVID-19 admissions were in April to May and have continually decreased since June, there has been over 215,000 telehealth related visits.

Mr. John Cuda, MetroPlus' Chief Financial Officer, reported on the Plan's financial performance through June 30, 2020. Administrative expenses of \$127.5 million through June were \$17.6 million, or 12.1 percent under budget. Personnel Service (PS) costs of \$66.6 million were \$8.1 million or 11 percent under budget due to 211 vacant positions. Other than Personnel Services (OTPS) expenses of \$60.9 million were \$9.5 million under budget due to reduced spending in clinical services, marketing events, fulfillment, postage, administrative fees, training costs and IT services. COVID-19 PS & OTPS expenses consisted of PS of \$1,700,000, OTPS of \$127,000, fixed assets of \$525,000 which was a total cost of \$2,352,000.

Mr. Cuda stated that the New York State budget shortfall grows to \$14.5 billion dollars and that a bleak financial outlook causes greater uncertainty to Plan rates. In the Medicaid line of business, the expected upward Medical (2.7%) and Pharmacy (3.7%) trend is to be offset by other changes including updates to Efficiency Adjustment and Fair Drug Pricing, updated risk scores and encounter data withhold.

Mr. Cuda reported that New York State Department of Financial Services (DFS) finalized QHP and SHOP 2021 rates. MetroPlus filed for a 9.6 percent increase for QHP Individual for 2021 and DFS approved a final increase of 5 percent. MetroPlus filed for an 11.5 percent increase for Small

Group for 2021 and DFS approved a final rate increase of 8.5 percent. The MetroPlus Gold benefits and rates change are effective July 1<sup>st</sup> each year. The rate changes include basic medical rate of 3 percent and a pharmacy rider increase of 1 percent. The estimated impact is \$1.9 million for rest of the year. New MetroPlus Gold benefits include \$0 copay for generic medications and reimbursement for weight loss programs.

Mr. Roger Milliner, MetroPlus' Chief Growth Officer, reported that the Plan has many exciting new partnerships including ones with the Freelancer Union and Workers Benefit Fund. The Freelancer Union represents independent workers in the U.S. with nearly 200,000 members in New York. Collaboration is to include advertisement campaigns and event sponsorships to offer access to affordable health coverage. Workers Benefit Fund provides benefits for union members, workers, independent contractors and gig workers ("WBF Workers"). MetroPlus will be offering a seamless referral process to enroll WBF members in health insurance. Other new partnerships include American Transit and the New York Hotel Trades Council.

Mr. Milliner stated that MetroPlus is working with 38 community based organizations (CBOs) who received funding to educate the public about COVID-19 and engage with the Test & Trace Corps. Outreach efforts have included text campaigns, virtual events, and on-site enrollment at CBOs and testing sites. The Plan also has a Take the Pressure Off Campaign on going which addresses health care disparities in the Staten Island male, African American community related to hypertension. Blood pressure screening and referral to care are offered in Staten Island barbershops.

Dr. Sanjiv Shah, MetroPlus' Chief Medical Officer, provided the Board with a clinical update. MetroPlus' MyChart 2020 promotional campaign is the patient portal integrated with Epic and part of the "electronic front door" by which patients engage with NYC Health + Hospitals. MetroPlus has been promoting utilization through member newsletters, text/IVR message, Customer Service hold time message and marketing events. In addition, the Plan's member portal includes promotional information regarding MyChart.

Dr. Shah reported that the Plan's Housing Task Force has housed 34 members in 2020 so far, compared to 84 in 2019. Ogden Court (Hogar) has 18 units available for chronically homeless and mentally ill, the move in date is October 2020. 40 members were interviewed telephonically and 18 have accepted and 6 are wait listed. Bedford Green (Project Renewal) has 15 units available for members with substance use, the move in date is December 2020. 12 members were interviewed via video calls and 11 accepted.

Dr. Shah advised the Board on achievements of the Special Investigations Unit (SIU). The SIU has implemented operational workflows to proactively engage Plan providers and resolve overpayments. The Plan has achieved substantial increase in settlements as a result. They have developed specialty specific spike reports to identify aberrant billing patterns and have investigated inappropriate laboratory and pathology billing practices which resulted in operational changes to prevent overpayment.

Dr. Shah stated that Plan has achieved 3.5 Stars for Star 2021, Measurement Year 2019, thus qualifying for rebates for supplemental benefit enhancement. The Plan improved dramatically in several measures including Health Risk Assessment, Medication Adherence and Medication Therapy Management.

Dr. Shah reported on the transition of behavioral health (BH) from an outside vendor to in-house. The goals of the BH program include supporting members through a continuum of behavioral health services to address behavioral health gamut of needs from prevention to crisis management and developing contractual and operational agreements with the provider community to align on effective rendering of standard of care treatments. The Plan is on track to be transitioned by October 2021. Dr. Shah stated that the Plan is presenting a resolution today to extend the current contract with Beacon Health Options to continue to provide service during the transition.

## **ACTION ITEM**

The resolution was introduced by Dr. Shah.

*Authorizing the submission of a resolution to the New York City Health + Hospitals to authorize the Executive Director of **MetroPlus Health Plan, Inc. (“MetroPlus”)** to negotiate and execute an extension to the existing contract with **Beacon Health Strategies, LLC (“Beacon”)**, to provide behavioral health management services through September 30, 2021; and Authorizing additional funding of \$30,960,000 to cover the existing contract period from July 1, 2020 to December 31, 2020, the proposed extension contract period, starting January 1, 2021 through September 30, 2021, and \$2,054,494 for additional program and run-out costs for one additional year after September 30, 2021 for a total not to exceed addition to the contract of \$33,014,494.*

Dr. Shah gave a detailed overview of the services Beacon will provide and the justification for the additional funds required.

The adoption of the resolution was duly seconded and unanimously adopted by the MetroPlus Board of Directors.

Dr. Schwartz advised the Board on a few general updates. The Plan is moving its main office to 50 Water Street in early 2021, preparations are ongoing. MetroTech and 33 Maiden Lane locations will remain operational until the expiration of the current leases. The Plan will be terminating contracts in its back-up locations in Long Island City and the Bronx due to successful deployment of remote work.

There being no further business Ms. Hernandez- Piñero adjourned the meeting at 4:00 P.M.