



MetroPlus Health Plan, Inc.  
Board of Directors Meeting  
December 22, 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 22<sup>nd</sup> day of December 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/ via teleconference:

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

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 October 20<sup>th</sup>, 2020 were presented to the Board. On a motion by Ms. Hernandez-Piñero and duly seconded, the Board adopted the minutes.

### **ACTION ITEMS**

The **first** resolution was introduced by Ms. Hernandez-Piñero.

*Approving a resolution honoring the extraordinary leadership and service of retiring member of the MetroPlus Board of Directors Lloyd A. Williams.*

The Board of Directors thanked Mr. Williams for his service and wished him good luck on all of his future endeavors. Mr. Williams thanked the Board for this honor and stated that he would still remain a huge supporter of MetroPlus.

There being no further questions or comments. On motion by the Chairman of the Board, the Board approved the resolution.

The **second** resolution was introduced by Mr. Ganesh Ramratan, Chief Information Officer.

*Authorizing the Executive Director of MetroPlus to negotiate and execute a contract with Carahsoft Technology Corp to provide Salesforce CRM and Member/Provider Platform for a term of three (3) years with two (1) options to renew solely exercisable by MetroPlus for an amount not to exceed \$9,727,165 for the entire 5-year duration.*

Mr. Ramratan stated that MetroPlus requires a Customer Relationship Management (CRM) system to help in consolidating systems and tools required for Customer Services, Sales & Marketing, Network Relations, and other business areas to elevate employee efficiency and increase member and provider satisfaction. A CRM system will allow the Plan to streamline member and provider engagement by bringing together cross-departmental goals such as resolving member & provider questions or complaints and closing gaps in care into a single interface. There was a brief discussion regarding the procurement process and vendor selection.

There being no further questions or comments. On motion by the Chairman of the Board, the Board approved the resolution.

The **third** resolution was introduced by Ms. Kathryn Soman, Director of Communications.

*Authorizing the submission of a resolution to the Board of Directors of the New York City Health and Hospitals (“NYC Health + Hospitals”), to authorize the Executive Director of MetroPlus Health Plan, Inc. (“MetroPlusHealth” or “the Plan”) to extend the contract with Milton Samuels Advertising Agency, Inc. (“MSA”) from the current end date of February 13, 2021 and to increase the spending authority by \$1,750,000 from the current not-to-exceed amount of \$19,100,000 to \$20,850,000.*

Ms. Soman stated that the Plan seeks to extend its media buying/marketing contract with the current vendor, Milton Samuels Advertising (MSA), for 6 months. The current contract expires on February 12, 2021. The reasons for the extension were to provide time to conduct a Request for Proposal (RFP) process to obtain a new 5-year contract and to complete recruitment process for a new Chief Brand & External Relations Officer who will be an important part of the RFP process.

There being no further questions or comments. On motion by the Chairman of the Board, the Board approved the resolution for consideration by the NYC Health + Hospitals Board of Directors on January 28<sup>th</sup>, 2021.

The **fourth** resolution was introduced by Mr. Christopher Roker, Chair of the Finance Committee.

*Adopting the Annual Operating Budget and Expense Authority of the MetroPlus Health Plan, Inc. (the “Plan”), for Calendar Year 2021.*

Ms. Leverich-Castaldo, Chief Administrative Officer and Acting Chief Financial Officer, read through the PowerPoint presentation.

Ms. Leverich-Castaldo reported that the 2021 annual budget was developed using current membership levels adjusted to reflect management growth expectations, premium income, reflective of projected marketplace trends for the 2021 fiscal year and medical expenses based upon most recent and expected trends. 2021 administrative and capital budget expense levels were developed by department managers and the Executive Staff based on their expected needs to meet volume and service changes for MetroPlus' existing lines of business. For 2021, the Plan is requesting expense authority for administrative functions in the amount of \$295.9 million and capital expenditures in the amount of \$8 million; a total of \$304.0 million.

There being no further questions or comments. On motion by the Chairman of the Board, the Board approved the resolution.

The **fifth** resolution was introduced by Dr. Sanjiv Shah, Chief Medical Officer.

***Authorizing the Executive Director of MetroPlus Health Plan, Inc. ("MetroPlus") to negotiate and execute a contract with Council on the Environment, Inc. ("GrowNYC") to provide a Nutritional Supplemental Benefit for the Medicare Line of Business for a 1-year term for an amount not to exceed \$522,339 for the total 1-year term of the contract.***

Dr. Amanda Parsons read through the PowerPoint presentation. Dr. Parsons stated that CMS has approved MetroPlus adding a new supplemental benefit to its Medicare line of business as part of the 2021 bid. The benefit will provide eligible members with coupons that can be used to purchase healthy food (fresh fruits and vegetables) and is designed to support them in leading healthier lifestyles & managing chronic conditions. GrowNYC is the only qualified partner given their unique ability to meet the requirements of MetroPlus.

There being no further questions or comments. On motion by the Chairman of the Board, the Board approved the resolution.

The **sixth** resolution was introduced by Mr. Ramratan.

***Authorizing the Executive Director of MetroPlus Health Plan, Inc. ("MetroPlus") to negotiate and execute a contract with Fidelus Technologies, LLC, ("Fidelus") to provide Information Technology managed services for a term of five years for an amount not to exceed \$1,805,000 for the total 5-year term of the contract.***

Mr. Ramratan stated that the Plan requires a Managed Services Provider (MSP) to monitor, manage and maintain all of its contact center, network and unified communications environment. Fidelus has been MetroPlus' MSP since 2017 after having been selected through a Negotiated Acquisition. Switching to any other solution will not only be expensive but will also interrupt the current workflow with the contact center and member communications.

There being no further questions or comments. On motion by the Chairman of the Board, the Board approved the resolution.

The **seventh** resolution was introduced by Dr. Shah.

*Authorizing the Executive Director of MetroPlus Health Plan, Inc. (“MetroPlus” or the “Plan”) to negotiate and execute a contract with VARIS, LLC to provide diagnosis-related group (“DRG”) validation services for all lines of business for a term of three years with two options to renew for a 1-year term, each solely exercisable by MetroPlus, for an amount not to exceed \$700,000 per year.*

Michael Martellacci, Director of Network Relations, gave the Board a detailed overview of the services that Varis provides. Varis is 65 percent woman-owned company and is eligible for MWBE status in New York City. At the request of MetroPlus, Varys has initiated the NYC MWBE certification process and has stated they meet all of the criteria and they expect to be approved.

There being no further questions or comments. On motion by the Chairman of the Board, the Board approved the resolution.

The **eighth** resolution was introduced by Mr. Robert Micillo, Chief Information Security Officer.

*Authorizing the approval of the Cybersecurity Program of MetroPlus Health Plan Inc. (“MetroPlus”).*

Mr. Micillo gave a detailed PowerPoint presentation detailing MetroPlus’ Cybersecurity Program, it’s goals, what is protected and how it is done.

There being no further questions or comments. On motion by the Chairman of the Board, the Board approved the resolution.

## **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. Lauren Leverich-Castaldo, 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’s year to date membership has grown by 14 percent, driven mostly by primarily by MetroPlus’ Medicaid and Essential lines of business. Child Health plus decline of 4.5 percent was experienced by all New York health plans due to parental eligibility changes.

Ms. Leverich-Castaldo gave the Board an update on COVID-19 testing. Though November 2020, there were 4,369 distinct admissions that were identified with confirmed/suspected cases of COVID-19, out of which 413 hospitalized members expired.

Ms. Leverich-Castaldo, in her role as Acting Chief Financial Officer, reported on the Plan’s financial performance through September 30, 2020. Administrative expenses of \$183.7 million through September were \$32.4 million, or 15 percent under budget. Personnel Service (PS) costs of \$95.2 million were \$16.9

million or 15 percent under budget due to 218 vacant positions. Other than Personnel Services (OTPS) expenses of \$88.5 million were \$15.4 million under budget due to reduced spending in clinical services, analytics, marketing services, fulfillment, postage, administrative fees, training costs, lease of space, travel, legal fees and licenses.

Ms. Leverich-Castaldo stated that the New York State budget deficit of more than \$14.5 billion has caused uncertainty to Plan rates. In the Medicaid line of business, the April 2020 rate decrease of 1 percent compared to the January 2020 rate has a negative \$15 million impact. In the HARP line of business, the April 2020 rate increase of 3 percent compared to the January 2020 rate has a positive \$8 million impact.

Ms. Leverich-Castaldo reported that the Risk Corridor settlement has been funded by the federal government. The settlement is for years 2014 through 2016 for the QHP line of business.

Dr. Sanjiv Shah, MetroPlus' Chief Medical Officer, provided the Board with a review on the Plan's engagement with Marwood Group Consulting. Marwood was engaged to develop a strategic plan to increase membership, provider engagement and to support retention in key lines of businesses. Marwood was able to identify lines of businesses with potential for membership growth, provide suggestions related to reducing loss of membership and evaluate benefit enhancement for certain lines of businesses. The key next steps for the Plan are to build a three year strategic plan that includes membership growth, retention and improving current and gaining new partnerships.

Dr. Shah reported on the transition of behavioral health (BH) from an outside vendor to in-house. On November 19, 2020, the NYC Health + Hospitals Board of Directors approved the Beacon contract extension and additional funding for the contract through September 30, 2020. Currently the Plan is waiting for approval of the extension from the New York State Department of Health (NYSDOH). The Plan is in the midst of network development which includes increasing staffing for network build. The network must be submitted to NYSDOH by April 2021.

Dr. Schwartz advised the Board of the new Minority and Women-Owned Business Enterprise Program (MWBE) policy at MetroPlus. As of October 15th, 2020, the Plan has added 10% of the evaluation criteria dedicated to MWBE status or MWBE utilization for solicitations, including Request for Bids and Requests for Proposals. The Plan is finalizing its new MWBE policy and procedure requiring that all new contracts that require MetroPlus' Board approval will comply with 30% MWBE certified contracting. While the policies are being finalized, this requirement has been already put into effect.

There being no further business Ms. Hernandez- Piñero adjourned the meeting at 3:57 P.M.