<u>AGENDA</u>
Kansas Board of Regents
Student Health Insurance Committee
Conference Call
Wednesday, September 6, 2023, 12:30 p.m.

I.   **Approve: Minutes from May 3, 2023**

II.   **Introductions:**
   a. **COBO chair** – Wesley Wintch, FHSU   wdwintch@fhsu.edu
   b. Student reps
   Jyothilakshmi Kalarikkal (K-State International Student Affairs Director)
   Jessica Ramirez (K-State Student Health and Well-Being Director)

III.   **ECI Waiver Reports**

IV.   **Quarterly Reports – UHC-SR**

V.   **Items from the May 3, 2023, SIAC meeting**
   Carol Solko-Olliff asked whether utilization data could be broken out between international and domestic students. Matt Brinson stated that he and Jim Lester will look to see what is possible, noting that domestic students can be enrolled in Option 3, the graduate student plan. Morgan Swartzlander asked if status could be captured at enrollment, and Matt Brinson stated he would check to see if it is possible.

   Aaron Coffey noted that the utilization data shows that KU (and KUM) consistently have more paid claims than premiums paid and wondered if a breakdown of graduate students in Option 3 could be informative. Jim Lester replied that they would dig into the data to see what information might be helpful. Aaron Coffey indicated that more people on his campus are asking questions about the premium rates, what usage looks like, and why the KBOR plan is more expensive than plans offered in Missouri and Texas. Jim Lester stated that they will look to see what type of analytics can be provided to show additional details when questions arise.

V.   **FHSU: whether students at affiliated campuses are eligible for the KBOR student insurance plan (Gage Rohlf, KBOR Associate General Counsel)**

VI.   **Good of the Order**

VII.   **Future SIAC meeting tentatively scheduled for 12:30**
   A.   Wednesday, December 6, 2023
   B.   Wednesday, February 7, 2024
   C.   Wednesday, May 1, 2024
   D.   Wednesday, September 4, 2024
   E.   Wednesday, December 4, 2024

KANSAS BOARD OF REGENTS
Student Insurance Advisory Committee
MINUTES
May 3, 2023

The May 3, 2023, meeting of the Student Insurance Advisory Committee (SIAC) was called to order at 12:30 p.m.

Members Participating by Video Conference Call:

Diana Kuhlmann, ESU COBO rep, Chair	Aaron Coffey, WSU
Hollie Hall, KU student	Kiera Pulliam, PSU
Carol Solko-Olliff, FHSU	Morgan Swartzlander, KU
Jennifer Williams, KSU	Madi Vannaman, KBOR

Also participating were Matt Brinson, Jim Lester and Traci Martin, UHC-SR; and John Yeary and Gage Rohlf, KBOR. Matt Anderson, KUMC; Mary McDaniel-Anschutz, ESU; and Fabiana Salas, KU student, were not able to attend.

Minutes
Carol Solko-Olliff moved to approve the December 15, 2022, and January 11, 2023, minutes. Following the second by Aaron Coffey, the motion carried.

Introductions
When Dale Burns retired last year, a new UHC-SR account executive, Jim Lester, was added to the KBOR plan. Jim has had multiple roles as an underwriter and then as Director of Underwriting for over 20 years. He is very familiar with KBOR and has worked on the account at times during his underwriting career. He has also overseen Policy Services, worked with Compliance and most recently was involved with Special Projects and Reporting. Jim has been around student health insurance since 1992 and brings with him a wealth of knowledge and background that will be beneficial for the KBOR student plan.

ECI Waiver Reports
Matt Brinson requested feedback about the reports and the waiver process that can be communicated back to ECI to further improve or address shortfalls in the process. Morgan Swartzlander, KU, asked if she could check with others on campus to see if they had feedback that would be shared later.

UHC-SR Quarterly Reports
Matt Brinson reviewed highlights from the quarterly report noting an increase in enrollment for KBOR and across UHC-SR's book of business, back to pre-COVID enrollment levels. The loss ratio for Plan Year 21-22 is currently at 92%, but there will still be additional runout as that period is about 99% complete. Plan Year 22-23 is currently reflecting a 41.7% loss ratio and even though semester end is approaching, we are only about half-way through the policy year from a payout perspective. Network experience, from an underwriting perspective is positive as most of the experience is in-network or at the student health centers with minimal out-of-network experience. This benefits both the Plan and the students.

Carol Solko-Olliff asked whether utilization data could be broken out between international and domestic students. Matt Brinson stated that he and Jim Lester will look to see what is possible, noting that domestic students can be enrolled in Option 3, the graduate student plan. Morgan Swartzlander asked if status could be captured at enrollment, and Matt Brinson stated he would check to see if it is possible.

Morgan Swartzlander asked if it was too early for takeaways related to eliminating dependent coverage on Option 1 as we are mid-way through the first plan year. Jim Lester replied there are currently less than 150

dependents insured but they have had $841k in paid claims, resulting in a loss ratio of 208.91%. But that is better than the previous plan year, Plan Year 21-22, for which the loss ratio is currently 511.86% and over $3M in claims paid. The student only loss ratio this year is running at 37.31% and last plan year was 74.39%. Even if the dependents' loss ratio doubled this year, it would be significantly lower than last plan year.

Aaron Coffey noted that the utilization data shows that KU (and KUM) consistently have more paid claims than premiums paid and wondered if a breakdown of graduate students in Option 3 could be informative. Jim Lester replied that they would dig into the data to see what information might be helpful. Aaron Coffey indicated that more people on his campus are asking questions about the premium rates, what usage looks like, and why the KBOR plan is more expensive than plans offered in Missouri and Texas. Jim Lester stated that they will look to see what type of analytics can be provided to show additional details when questions arise.

Plan Renewal for Plan Year 23-24
Matt Brinson stated that at the UHC-SR Tuesday filing meeting, the actuary and compliance team indicated they believe final approval by the Kansas Insurance Department (KID) is very close. UHC-SR nudged KID a few weeks ago, to ask for status of the filings and, based on that outreach, were notified the rates will likely be approved. The filing includes a form filing in addition to the premiums, and the forms are still being reviewed. Once approval is complete, Traci Martin, who has been working behind the scenes, will incorporate any required changes.

Jennifer Williams stated that once the approval is secure, she will update the KBOR-specific flyers and share them with the campuses for their use.

Good of the Order
Appreciation was expressed for Diana Kuhlmann's SIAC leadership the past two years, as she has been instrumental in presenting the SIAC's recommendations to the Board of Regents and securing approval. Wesley Winch, FHSU's VP of Administration and Finance, will be the new Council of Business Officers representative to chair the SIAC at the next meeting.

Future SIAC meetings
Future SIAC meetings tentatively scheduled for 12:30 (unless otherwise stated below):
A.   Wednesday, September 6, 2023
B.   Wednesday, December 6, 2023

Kansas Board of Regents

Wichita State University

Statistics Report
Summer 2023
Tuesday, August 29, 2023

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	78
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	489
TOTAL ENROLLMENTS	**567**

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	17
DENIED WAIVERS	5
PENDING WAIVERS	0
VOIDED WAIVERS	2
NUMBER OF SUBMITTED WAIVERS	**24**

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	279
STUDENTS DROPPED FROM SHIP	21
STUDENTS WHO ARE DISAPPROVED FROM SHIP	1
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	**301**

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	-2
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	-1
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-4
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	**-7**

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	567
WAIVERS PROCESSED	24
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	301
STUDENTS WITH MULTIPLE RESULTS	-7
TOTAL NUMBER STUDENTS RECEIVED	**885**

Kansas Board of Regents

Wichita State University

Statistics Report
Summer 2023
Tuesday, August 29, 2023

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	308
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	21
STUDENTS WHO DID NOTHING	2212
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	**2541**

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	49
DENIED WAIVERS	25
PENDING WAIVERS	5
VOIDED WAIVERS	2
NUMBER OF SUBMITTED WAIVERS	**81**

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	51
STUDENTS DROPPED FROM SHIP	0
STUDENTS WHO ARE DISAPPROVED FROM SHIP	1
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	**52**

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	-1
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	0
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-25
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	**-26**

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	2541
WAIVERS PROCESSED	81
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	52
STUDENTS WITH MULTIPLE RESULTS	-26
TOTAL NUMBER STUDENTS RECEIVED	**2648**

Kansas Board of Regents

University of Kansas

Statistics Report
Summer 2023
Tuesday, August 29, 2023

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	37
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	303
TOTAL ENROLLMENTS	**340**

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	88
DENIED WAIVERS	8
PENDING WAIVERS	0
VOIDED WAIVERS	1
NUMBER OF SUBMITTED WAIVERS	**97**

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	1447
STUDENTS DROPPED FROM SHIP	16
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	**1463**

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	-4
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	-89
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-3
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	**-96**

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	340
WAIVERS PROCESSED	97
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	1463
STUDENTS WITH MULTIPLE RESULTS	-96
TOTAL NUMBER STUDENTS RECEIVED	**1804**

Kansas Board of Regents

University of Kansas

Statistics Report
Fall 2023
Tuesday, August 29, 2023

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	195
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	20
STUDENTS WHO DID NOTHING	2136
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	**2351**

STUDENT WAIVERS	
APPROVED WAIVERS	100
DENIED WAIVERS	25
PENDING WAIVERS	0
VOIDED WAIVERS	3
NUMBER OF SUBMITTED WAIVERS	**128**

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	
STUDENTS WITHDRAWN FROM PROCESS	216
STUDENTS DROPPED FROM SHIP	1
STUDENTS WHO ARE DISAPPROVED FROM SHIP	10
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	**227**

STUDENTS WITH MULTIPLE RESULTS	
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	-1
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	-1
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-24
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	**-26**

STUDENT RECORDS PROCESSED	
ACTIVE ENROLLMENT	2351
WAIVERS PROCESSED	128
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	227
STUDENTS WITH MULTIPLE RESULTS	-26
TOTAL NUMBER STUDENTS RECEIVED	**2680**

Kansas Board of Regents

Kansas State University

Statistics Report
Summer 2023
Tuesday, August 29, 2023

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	3
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	139
TOTAL ENROLLMENTS	**142**

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	7
DENIED WAIVERS	3
PENDING WAIVERS	0
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	**10**

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	77
STUDENTS DROPPED FROM SHIP	271
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	**348**

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	-1
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	-6
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-3
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	**-10**

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	142
WAIVERS PROCESSED	10
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	348
STUDENTS WITH MULTIPLE RESULTS	-10
TOTAL NUMBER STUDENTS RECEIVED	**490**

Kansas Board of Regents

Kansas State University

Statistics Report
Fall 2023
Tuesday, August 29, 2023

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	
STUDENTS WHO DID NOTHING	
DEFAULT ENROLLED PAID (ACTIVE)	
TOTAL ENROLLMENTS	**0**

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	
DENIED WAIVERS	
PENDING WAIVERS	
VOIDED WAIVERS	
NUMBER OF SUBMITTED WAIVERS	**0**

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	
STUDENTS DROPPED FROM SHIP	
STUDENTS WHO ARE DISAPPROVED FROM SHIP	
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	**0**

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	**0**

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	
WAIVERS PROCESSED	
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	
STUDENTS WITH MULTIPLE RESULTS	
TOTAL NUMBER STUDENTS RECEIVED	**0**

Kansas Board of Regents

Emporia State University

Statistics Report
Summer 2023
Tuesday, August 29, 2023

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	3
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	22
TOTAL ENROLLMENTS	**25**

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	0
DENIED WAIVERS	0
PENDING WAIVERS	0
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	**0**

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	12
STUDENTS DROPPED FROM SHIP	13
STUDENTS WHO ARE DISAPPROVED FROM SHIP	1
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	**26**

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	0
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	0
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	0
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	**0**

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	25
WAIVERS PROCESSED	0
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	26
STUDENTS WITH MULTIPLE RESULTS	0
TOTAL NUMBER STUDENTS RECEIVED	**51**

Kansas Board of Regents

Emporia State University

Statistics Report
Fall 2023
Tuesday, August 29, 2023

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	38
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	1
STUDENTS WHO DID NOTHING	143
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	**182**

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	1
DENIED WAIVERS	1
PENDING WAIVERS	0
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	**2**

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	5
STUDENTS DROPPED FROM SHIP	0
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	**5**

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	0
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	0
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-1
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	**-1**

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	182
WAIVERS PROCESSED	2
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	5
STUDENTS WITH MULTIPLE RESULTS	-1
TOTAL NUMBER STUDENTS RECEIVED	**188**

Kansas Board of Regents

Pittsburg State University

Statistics Report
Summer 2023
Tuesday, August 29, 2023

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	5
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	36
TOTAL ENROLLMENTS	**41**

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	0
DENIED WAIVERS	2
PENDING WAIVERS	0
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	**2**

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	17
STUDENTS DROPPED FROM SHIP	8
STUDENTS WHO ARE DISAPPROVED FROM SHIP	1
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	**26**

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	0
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	0
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-2
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	**-2**

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	41
WAIVERS PROCESSED	2
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	26
STUDENTS WITH MULTIPLE RESULTS	-2
TOTAL NUMBER STUDENTS RECEIVED	**67**

Kansas Board of Regents

Pittsburg State University

Statistics Report
Fall 2023
Tuesday, August 29, 2023

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	1
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	283
TOTAL ENROLLMENTS	**284**

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	0
DENIED WAIVERS	0
PENDING WAIVERS	0
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	**0**

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	0
STUDENTS DROPPED FROM SHIP	28
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	**28**

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	0
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	0
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	0
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	**0**

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	284
WAIVERS PROCESSED	0
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	28
STUDENTS WITH MULTIPLE RESULTS	0
TOTAL NUMBER STUDENTS RECEIVED	**312**

Kansas Board of Regents

University of Kansas Medical Center

Statistics Report
Summer 2023
Tuesday, August 29, 2023

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	0
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	82
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	**82**

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	3
DENIED WAIVERS	0
PENDING WAIVERS	0
VOIDED WAIVERS	1
NUMBER OF SUBMITTED WAIVERS	**4**

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	1
STUDENTS DROPPED FROM SHIP	0
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	**1**

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	0
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	0
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	0
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	**0**

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	82
WAIVERS PROCESSED	4
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	1
STUDENTS WITH MULTIPLE RESULTS	0
TOTAL NUMBER STUDENTS RECEIVED	**87**

Kansas Board of Regents

Emporia State University

Statistics Report
Fall 2023
Tuesday, August 29, 2023

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	0
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	88
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	**88**

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	4
DENIED WAIVERS	1
PENDING WAIVERS	0
VOIDED WAIVERS	1
NUMBER OF SUBMITTED WAIVERS	**6**

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	3
STUDENTS DROPPED FROM SHIP	0
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	**3**

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	0
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	0
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	0
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	**0**

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	88
WAIVERS PROCESSED	6
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	3
STUDENTS WITH MULTIPLE RESULTS	0
TOTAL NUMBER STUDENTS RECEIVED	**97**

Kansas Board of Regents

Waiver Processing Time Report

Summer 2023 and Fall 2023

August 24, 2023

University of Kansas

Waiver Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
221	1.72	0.20

Wichita State University

Waiver Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
94	1.20	0.05

Kansas State University

Waiver Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
24	0.27	0.05

Emporia State University

Waiver Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
1	0.50	0.06

Pittsburg State University

Waiver Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
2	0.60	0.05

University of Kansas Medical Center

Waiver Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
6	0.56	0.09

Emporia State University

Waiver Audit Summary Report

Plan Year 2023-24

Summer 2023

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	**Approved**	**7**	**70.00%**
2	Unknown	0	0.00%
4	Invalid Student Insurance Information	0	0.00%
6	Carrier refuses to disclose information	0	0.00%
7	Auditor was unable to complete the waiver audit (other than network status)	0	0.00%
8	Policy is not Active	0	0.00%
9	Plan does not provide insured Prescription Drug coverage	0	0.00%
10	No coverage for inpatient and/or outpatient mental health services with no limit	0	0.00%
11	Plan does not have maternity coverage with no dollar limit	0	0.00%
12	Plan does not have preventive routine care with no limit	0	0.00%
13	Plan does not provide coverage for pre-existing conditions	0	0.00%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations	0	0.00%
15	The Individual Annual Deductible is over $500	0	0.00%
16	**Plan does not have out-of-pocket maximum of $8,200 per member or $16,400 per family (Including deductible and all co-pay amounts)**	**1**	**10.00%**
17	Patient co-insurance is more than 25%	0	0.00%
18	Insurer does not have a based of operations in the U.S. or have a U.S. based claims payer	0	0.00%
19	**Plan does not provide a combined maximum of $100,000 for Medical Evacuation and Repatriation**	**2**	**20.00%**
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance	0	0.00%
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents	0	0.00%
22	The following health plan types will not be accepted: Limited, Travel, Short Term Limited Duration, Disability, Hospital Indemnity, Accident Only, or Emergency/Urgent Care Only	0	0.00%
23	Plan documents reviewed are not in English and converted to U.S. dollars or the insurance company contact telephone number is outside of the U.S.	0	0.00%
99	Void	0	0.00%
Grand Total		**10**	**100%**

Audits Adjusted	Total
Additional Documentation	0
Audit Adjustment	1
Client Request	0
Student Provided MER	1
Student Resubmitted Waiver	2
Student Updated Insurance	1
Grand Total	**5**

50

% Adjusted of Total Audits Completed	50.00%

Total Billable	Billable Count
Final, Completed Audit Results	10
Audits Adjusted	5
Total Billable	**15**

Date Report Generated: 24-Aug-23

Emporia State University

Waiver Audit Summary Report

Plan Year 2023-24

Fall 2023

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	**Approved**	**1**	**100.00%**
2	Unknown	0	0.00%
4	Invalid Student Insurance Information	0	0.00%
6	Carrier refuses to disclose information	0	0.00%
7	Auditor was unable to complete the waiver audit (other than network status)	0	0.00%
8	Policy is not Active	0	0.00%
9	Plan does not provide insured Prescription Drug coverage	0	0.00%
10	No coverage for inpatient and/or outpatient mental health services with no limit	0	0.00%
11	Plan does not have maternity coverage with no dollar limit	0	0.00%
12	Plan does not have preventive routine care with no limit	0	0.00%
13	Plan does not provide coverage for pre-existing conditions	0	0.00%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations	0	0.00%
15	The Individual Annual Deductible is over $500	0	0.00%
16	Plan does not have out-of-pocket maximum of $8,200 per member or $16,400 per family (Including deductible and all co-pay amounts)	0	0.00%
17	Patient co-insurance is more than 25%	0	0.00%
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer	0	0.00%
19	Plan does not provide a combined maximum of $100,000 for Medical Evacuation and Repatriation	0	0.00%
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance	0	0.00%
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents	0	0.00%
22	The following health plan types will not be accepted: Limited, Travel, Short Term Limited Duration, Disability, Hospital Indemnity, Accident Only, or Emergency/Urgent Care Only	0	0.00%
23	Plan documents reviewed are not in English and converted to U.S. dollars or the insurance company contact telephone number is outside of the U.S.	0	0.00%
99	Void	0	0.00%
Grand Total		**1**	**100%**

Audits Adjusted	Total
Additional Documentation	0
Audit Adjustment	0
Client Request	0
Student Provided MER	0
Student Resubmitted Waiver	0
Student Updated Insurance	0
Grand Total	**0**

% Adjusted of Total Audits Completed	0.00%

Total Billable	Billable Count
Final, Completed Audit Results	1
Audits Adjusted	0
Total Billable	**1**

Date Report Generated: 24-Aug-23

KBOR Toll Free Customer Service
April 12, 2023 to August 17, 2023

Time Zone: (GMT-5) America/Chicago Central Time (Kansas)

	Time (Creation)	Queue*	Channel ID	Media Type	Direction
1	8/16/2023 16:45:40	Waiver	18332490574	Phone	Inbound
2	8/16/2023 14:04:03	Waiver	18332490574	Phone	Inbound
3	8/16/2023 14:03:10	Waiver	18332490574	Phone	Inbound
4	8/16/2023 14:01:36		18332490574	Phone	Inbound
5	8/16/2023 09:17:36	Waiver	18332490574	Phone	Inbound
6	8/16/2023 09:16:01		18332490574	Phone	Inbound
7	8/15/2023 13:41:31	Waiver	18332490574	Phone	Inbound
8	8/15/2023 10:17:20	Waiver	18332490574	Phone	Inbound
9	8/15/2023 10:16:24		18332490574	Phone	Inbound
10	8/15/2023 07:42:42	Waiver	18332490574	Phone	Inbound
11	8/14/2023 16:57:06	Waiver	18332490574	Phone	Inbound
12	8/14/2023 16:56:01		18332490574	Phone	Inbound
13	8/14/2023 10:52:41		18332490574	Phone	Inbound
14	8/12/2023 17:07:34		18332490574	Phone	Inbound
15	8/11/2023 15:23:19	Waiver	18332490574	Phone	Inbound
16	8/9/2023 12:57:27		18332490574	Phone	Inbound
17	8/9/2023 12:57:15		18332490574	Phone	Inbound
18	8/9/2023 12:56:17		18332490574	Phone	Inbound
19	8/7/2023 15:42:51		18332490574	Phone	Inbound
20	8/7/2023 12:36:33	Waiver	18332490574	Phone	Inbound
21	8/7/2023 12:35:28		18332490574	Phone	Inbound
22	8/7/2023 11:50:07	Waiver	18332490574	Phone	Inbound
23	8/4/2023 14:20:05	Waiver	18332490574	Phone	Inbound
24	8/4/2023 13:29:37		18332490574	Phone	Inbound
25	8/3/2023 16:42:30	Waiver	18332490574	Phone	Inbound
26	8/3/2023 16:42:00		18332490574	Phone	Inbound
27	8/2/2023 11:05:08		18332490574	Phone	Inbound
28	8/1/2023 12:10:42		18332490574	Phone	Inbound
29	7/28/2023 13:52:05	Waiver	18332490574	Phone	Inbound
30	7/28/2023 11:07:42		18332490574	Phone	Inbound
31	7/28/2023 10:17:17	Waiver	18332490574	Phone	Inbound
32	7/28/2023 10:15:51	Waiver	18332490574	Phone	Inbound
33	7/27/2023 09:55:33		18332490574	Phone	Inbound
34	7/26/2023 11:38:56	Waiver	18332490574	Phone	Inbound
35	7/26/2023 11:20:14	Waiver	18332490574	Phone	Inbound
36	7/25/2023 10:35:20	Waiver	18332490574	Phone	Inbound
37	7/24/2023 16:56:35	Waiver	18332490574	Phone	Inbound
38	7/21/2023 15:17:34		18332490574	Phone	Inbound
39	7/21/2023 11:20:28	Waiver	18332490574	Phone	Inbound
40	7/21/2023 11:19:31		18332490574	Phone	Inbound
41	7/19/2023 09:43:04	Waiver	18332490574	Phone	Inbound
42	7/17/2023 09:15:49	Waiver	18332490574	Phone	Inbound
43	7/13/2023 09:43:03	Waiver	18332490574	Phone	Inbound
44	7/10/2023 17:53:33		18332490574	Phone	Inbound
45	6/23/2023 13:59:39	Waiver	18332490574	Phone	Inbound
46	6/22/2023 14:55:54	Waiver	18332490574	Phone	Inbound
47	6/20/2023 15:41:20	Waiver	18332490574	Phone	Inbound
48	6/20/2023 15:41:02		18332490574	Phone	Inbound
49	6/20/2023 12:33:17	Waiver	18332490574	Phone	Inbound

KBOR Toll Free Customer Service
April 12, 2023 to August 17, 2023

Time Zone: (GMT-5) America/Chicago Central Time (Kansas)

	Time (Creation)	Queue*	Channel ID	Media Type	Direction
50	6/16/2023 16:15:53	Waiver	18332490574	Phone	Inbound
51	6/16/2023 15:17:13	Waiver	18332490574	Phone	Inbound
52	6/16/2023 14:36:31	Waiver	18332490574	Phone	Inbound
53	6/15/2023 11:47:31	Waiver	18332490574	Phone	Inbound
54	6/15/2023 11:45:51		18332490574	Phone	Inbound
55	6/15/2023 09:11:19	Waiver	18332490574	Phone	Inbound
56	6/15/2023 08:51:38		18332490574	Phone	Inbound
57	6/14/2023 16:19:23	Waiver	18332490574	Phone	Inbound
58	6/14/2023 11:06:50		18332490574	Phone	Inbound
59	6/13/2023 16:43:44	Waiver	18332490574	Phone	Inbound
60	6/12/2023 16:02:10	Waiver	18332490574	Phone	Inbound
61	6/12/2023 15:46:41	Waiver	18332490574	Phone	Inbound
62	6/12/2023 15:45:17		18332490574	Phone	Inbound
63	6/12/2023 10:20:39	Waiver	18332490574	Phone	Inbound
64	6/12/2023 08:02:58	Waiver	18332490574	Phone	Inbound
65	6/12/2023 08:02:02		18332490574	Phone	Inbound
66	6/11/2023 20:44:26		18332490574	Phone	Inbound
67	6/9/2023 16:59:14	Waiver	18332490574	Phone	Inbound
68	6/9/2023 16:58:44	Waiver	18332490574	Phone	Inbound
69	6/9/2023 16:58:39		18332490574	Phone	Inbound
70	6/9/2023 16:58:34		18332490574	Phone	Inbound
71	6/9/2023 16:57:40	Waiver	18332490574	Phone	Inbound
72	6/9/2023 16:57:34		18332490574	Phone	Inbound
73	6/9/2023 16:56:43		18332490574	Phone	Inbound
74	6/9/2023 15:39:32		18332490574	Phone	Inbound
75	6/9/2023 15:37:21		18332490574	Phone	Inbound
76	6/9/2023 15:37:14		18332490574	Phone	Inbound
77	6/9/2023 12:31:06	Waiver	18332490574	Phone	Inbound
78	6/7/2023 16:50:09	Waiver	18332490574	Phone	Inbound
79	6/7/2023 15:44:10	Waiver	18332490574	Phone	Inbound
80	6/7/2023 15:42:33		18332490574	Phone	Inbound
81	6/7/2023 11:31:55	Waiver	18332490574	Phone	Inbound
82	6/7/2023 11:31:27	Waiver	18332490574	Phone	Inbound
83	6/7/2023 11:30:06	Waiver	18332490574	Phone	Inbound
84	6/7/2023 09:31:09	Waiver	18332490574	Phone	Inbound
85	6/7/2023 08:09:47	Waiver	18332490574	Phone	Inbound
86	6/7/2023 07:47:16	Waiver	18332490574	Phone	Inbound
87	6/6/2023 14:37:17	Waiver	18332490574	Phone	Inbound
88	6/6/2023 14:25:37	Waiver	18332490574	Phone	Inbound
89	6/6/2023 12:36:26		18332490574	Phone	Inbound
90	6/6/2023 11:59:44	Waiver	18332490574	Phone	Inbound
91	6/6/2023 11:50:05	Waiver	18332490574	Phone	Inbound
92	6/6/2023 07:09:54	Waiver	18332490574	Phone	Inbound
93	6/5/2023 11:48:05		18332490574	Phone	Inbound
94	6/5/2023 10:43:36		18332490574	Phone	Inbound
95	6/5/2023 09:58:58	Waiver	18332490574	Phone	Inbound
96	6/2/2023 13:52:53	Waiver	18332490574	Phone	Inbound
97	6/2/2023 12:16:04	Waiver	18332490574	Phone	Inbound
98	6/2/2023 08:36:10		18332490574	Phone	Inbound

Time Zone: (GMT-5) America/Chicago Central Time (Kansas)

	Time (Creation)	Queue*	Channel ID	Media Type	Direction
99	6/2/2023 08:34:43	Waiver	18332490574	Phone	Inbound
100	6/1/2023 12:06:51		18332490574	Phone	Inbound
101	6/1/2023 11:45:42		18332490574	Phone	Inbound
102	5/22/2023 15:53:51	Waiver	18332490574	Phone	Inbound
103	5/22/2023 15:52:52	Waiver	18332490574	Phone	Inbound
104	5/22/2023 15:48:17	Waiver	18332490574	Phone	Inbound
105	5/22/2023 11:20:09	Waiver	18332490574	Phone	Inbound
106	5/19/2023 13:02:47		18332490574	Phone	Inbound
107	5/15/2023 13:08:22		18332490574	Phone	Inbound
108	5/15/2023 13:07:29		18332490574	Phone	Inbound
109	5/15/2023 12:56:36		18332490574	Phone	Inbound
110	5/15/2023 12:54:27		18332490574	Phone	Inbound
111	5/12/2023 11:39:28	Waiver	18332490574	Phone	Inbound
112	5/12/2023 11:30:00	Waiver	18332490574	Phone	Inbound
113	5/12/2023 11:24:36	Waiver	18332490574	Phone	Inbound
114	5/11/2023 13:36:07	Waiver	18332490574	Phone	Inbound
115	5/8/2023 09:41:31		18332490574	Phone	Inbound
116	5/1/2023 11:43:19	Waiver	18332490574	Phone	Inbound
117	4/17/2023 18:03:56	Waiver VM	18332490574	Voice Mail	
118	4/17/2023 18:02:20		18332490574	Phone	Inbound
119	4/15/2023 10:23:05		18332490574	Phone	Inbound
120	4/13/2023 10:49:06	Waiver	18332490574	Phone	Inbound
	Total				

Notes:

* If the Queue is blank this means the caller experienced no wait time

Report Generated On: Aug 18, 2023 09:23:46

ECI Services

Waiver Statistics Report

Definitions Key

STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	Students who selected to enroll in SHIP* by submitting the on-line enrollment form
DENIED WAIVERS - PENDING ENROLLMENT	Students will be enrolled on SHIP* due to waivers being denied
DEFAULT ENROLLED PAID (ACTIVE)	Student that did not submit a waiver or positively enroll on the insurance plan so are automatically enrolled on SHIP*
APPROVED WAIVERS	Student submitted waiver was approved
DENIED WAIVERS	Student submitted waiver was denied
PENDING WAIVERS	Student submitted waiver is in the process of being audited
VOIDED WAIVERS	School requested to void the waiver for reasons such as student dropped out of school or waiver was submitted in error
STUDENTS WITHDRAWN FROM PROCESS	Student has been removed from the eligibility process at the school's request for reasons such as 1) student dropped below the number of hours, 2) student dropped out of school,3) student is on another school plan (i.e., a graduate plan such as GTA/GRA/GA)
STUDENTS DROPPED FROM SHIP	Student has been dropped from SHIP* as the school's request or student has a subsequently approved waiver after they were enrolled on SHIP*
STUDENTS WHO ARE DISAPPROVED FROM SHIP	Student enrolled on SHIP (possibly in error) and enrollment hasn't been activated at the carrier
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	Student has submitted a waiver that was approved/denied. At a later date the student drops out of school or has been withdrawn from school for other reasons.
STUDENTS WITH DENIED WAIVERS AND ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	Student that has an approved waiver on file, but subsequently enrolls on SHIP*, but student is not yet Active on carrier's system.

* SHIP = Student Health Insurance Plan