

**STUDENT HEALTH INSURANCE
ADVISORY COMMITTEE
Information for February 3, 2021**

AGENDA

Kansas Board of Regents
Student Health Insurance Committee
Conference Call
Tuesday, February 3, 2021, at 12:30 p.m.

I. Approve: Minutes from the December 2, 2020

II. ECI Waiver Reports

III. Quarterly Reports – UHC-SR

IV. Update on PY 21-22 Kansas Insurance Department filing

V. Payment process for Option 3 (graduate students) – update from UHC-SR IT

The issues with PartnerCenter Payment Management payments related to times when we had higher loads on our databases resulting in individual payments not automatically posting successfully. This issue occurred 37 times this fall, with 19 in August, 13 in September, and 3 in October with the last time it occurred happening on 10/20. Each issue was resolved by completing the posting of the coverage to each student's account.

We have made several underlying system changes to prevent this issue occurring during times of higher loads on the system. Also, a nightly report that identifies if any coverages have not posted after the payments post alerts us so that if it occurs again those coverages will be loaded that night without the school or student needing to let us know of the issue. We will be actively monitoring the report throughout the year but especially during our busier months and will use it to identify if further performance enhancements are needed so that all Payment Management transactions flow automatically and without need for SR personnel intervention to get loaded. The issues have all been resolved and we have continued to update our systems and processes to ensure it doesn't occur again are in place.

VI. Good of the Order

VII. Future SIAC meeting tentatively scheduled for 12:30

- A. Wednesday, May 6, 2021
- B. Wednesday, September 1, 2021
- C. Wednesday, December 1, 2021

KANSAS BOARD OF REGENTS
Student Insurance Advisory Committee
MINUTES
December 2, 2020

The December 2, 2020, meeting of the Student Insurance Advisory Committee (SIAC) was called to order at 12:30 p.m.

Members Participating by Video Conference Call:

Doug Ball, PSU, COBO rep, Chair
Chelsea Dowell, KSU
Mary McDaniel-Anschutz, ESU
Suraj Shankar, KUMC student
Karen Worley, PSU

Matt Anderson, KUMC
Diana Malott, KU
Sheryl McKelvey, WSU
Carol Solko-Olliff, FHSU

Brayden Soper, ESU student, was not able to participate. Also participating were Dale Burns, Matt Brinson and Traci Martin, UHC-SR; Jennifer Dahlquist, MHEC; Julene Miller, KBOR; Melissa Cole, KU; and Maria Beebe, KSU.

Amber Graham-Roberts, who is the Director of Graduate Affairs and Liaison to the Professional Schools at the University of Kansas, was introduced and welcomed as KU's representative on the SIAC, taking the place of Diana Malott who is retiring.

Minutes

The minutes from the September 2, 2020, and September 30, 2020, meetings were approved.

ECI Waiver Report

Matt Brinson asked if there were any comments or questions about the ECI data. Sheryl McKelvey shared that a WSU financial operations employee wanted to share their experience and perspective that ECI is very responsive, provides great service and has brought great value to the waiver process.

UHC-SR Reports

Matt Brinson provided a high-level overview of the UHC-SR reports through October 2020. Membership is slightly down, especially with international student enrollment, and that is true with all UHC-SR clients.

Good of the Order

1. Sheryl McKelvey, WSU, wanted UHC-SR to be aware of issues encountered with Option 3 (graduate students) and the Partner Center. Other campuses, including KU and KSU have experienced the same issues in that information in the portal was not accurate and when questions were raised, payment documentation had to be provided to clear up the issues. Dale Burns requested that information be provided and that, in the future, issues like this can be brought to his and Matt Brinson's attention for quicker resolution.
2. Dale Burns provided an update about the PY 21-22 renewal, indicating that they have been in discussions with UHC-SR's legal and compliance and a redline document should be available before December 15th and that UHC-SR is currently preparing to start the filing process.
3. In response to an inquiry by Sheryl McKelvey, Matt will connect with ECI to see if there are efficiencies that would get international students into the UHC-SR system quicker as ECI has been communicating with KU about this same item.
4. Dale Burns shared that the current emergency provisions paying 100% for COVID testing go through 1/20/21. UHC-SR's policies cover testing whenever it is medically necessary. After 1/20/21, the testing would be subject to any deductible and coinsurance under the standard policy provisions.

5. Chelsea Dowell, KSU, asked about the status of dependents being covered under the student insurance plan. Dale Burns shared that the 17-18 and 18-19 plan years showed large dependent claim payments and that trend changed with the 19-20 plan year. Additionally, graduate and international students in particular may want to cover dependents. Because the dependent claims experience has not dramatically impacted the student premium, the decision was to continue dependent coverage. This may need to be revisited if the dependent claims experience changes and impacts the student premium rate.
6. Jennifer Dahlquist, MHEC, shared that Diana Malott received MHEC's Outstanding Service Award for her 11+ years of service to MHEC, including her membership on its Student Health Benefits Advisory Committee since its inception in 2009, and as KBOR's representative as a founding member of MHECare. Diana's contributions as a champion for student health and in collaborating with other compact regions to expand MHECare were noted. Diana will be missed!

Future SIAC meetings

Future SIAC meetings tentatively scheduled for 12:30 (unless otherwise stated below):

- A. Wednesday, February 3, 2021
- B. Wednesday, May 6, 2021
- C. Wednesday, September 1, 2021

KBOR

Waiver Processing Time Report

Spring 2021

January 8, 2021

University of Kansas

Spring 2021	Total Audits Average Processing Time (days)	Total Average QA Time (days)
29	0.12	0.08

Wichita State University

Spring 2021 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
37	1.92	0.1

Kansas State University

Spring 2021 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
9	0.02	0.07

Emporia State University

Spring 2021 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
6	2.21	0.09

Pittsburg State University

Spring 2021 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
0	0	0

University of Kansas Medical Center

Spring 2021 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
11	0.13	0.08

KBOR

University of Kansas

Statistics Report
Spring 2021

Januray 8, 2021

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	10
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	1
STUDENTS WHO DID NOTHING	1703
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	1714

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	23
DENIED WAIVERS	1
PENDING WAIVERS	5
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	29

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	77
STUDENTS DROPPED FROM SHIP	1
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	78

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	1714
WAIVERS PROCESSED	29
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	78
STUDENTS WITH MULTIPLE RESULTS	-1
TOTAL NUMBER STUDENTS RECEIVED	1820

Wichita State University

Statistics Report Spring 2021

January 8, 2021

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	71
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	6
STUDENTS WHO DID NOTHING	946
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	1023

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	31
DENIED WAIVERS	6
PENDING WAIVERS	0
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	37

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	7
STUDENTS DROPPED FROM SHIP	0
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	7

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	-6
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	-6

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	1023
WAIVERS PROCESSED	37
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	7
STUDENTS WITH MULTIPLE RESULTS	-6
TOTAL NUMBER STUDENTS RECEIVED	1061

Kansas State University

Statistics Report Spring 2021

January 8, 2021

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	4
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	1
STUDENTS WHO DID NOTHING	825
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	830

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	7
DENIED WAIVERS	1
PENDING WAIVERS	1
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	9

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	0
STUDENTS DROPPED FROM SHIP	0
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
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	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	830
WAIVERS PROCESSED	9
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	0
STUDENTS WITH MULTIPLE RESULTS	-1
TOTAL NUMBER STUDENTS RECEIVED	838

Emporia State University

Statistics Report Spring 2021

January 8, 2021

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	3
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	1
STUDENTS WHO DID NOTHING	168
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	172

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	5
DENIED WAIVERS	1
PENDING WAIVERS	0
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	6

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	19
STUDENTS DROPPED FROM SHIP	0
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	19

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	172
WAIVERS PROCESSED	6
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	19
STUDENTS WITH MULTIPLE RESULTS	-1
TOTAL NUMBER STUDENTS RECEIVED	196

Pittsburg State University

Statistics Report Spring 2021

January 8, 2021

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	0
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	80
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	80

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	0
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
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	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	80
WAIVERS PROCESSED	0
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	0
STUDENTS WITH MULTIPLE RESULTS	0
TOTAL NUMBER STUDENTS RECEIVED	80

University of Kansas Medical Center

Statistics Report Spring 2021

January 8, 2021

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	0
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	51
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	51

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	11
DENIED WAIVERS	0
PENDING WAIVERS	0
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	11

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	0
STUDENTS DROPPED FROM SHIP	0
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
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	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	51
WAIVERS PROCESSED	11
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	0
STUDENTS WITH MULTIPLE RESULTS	0
TOTAL NUMBER STUDENTS RECEIVED	62

KBOR

**University of Kansas
Spring - 2021
Waiver Audit Results**

January 8, 2021

Modified Approval/ Disapproval Code	Modified Approval/ Disapproval Description	Count of Audits	% of Audits
1	Approved	27	93.10%
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation	2	6.90%
Grand Total		29	100%

Audits Adjusted	Total
Audit Adjustment	2
Client Request	1
Grand Total	3

% Adjusted of Total Audits Completed	10.34%
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Total	Count
Final, Completed Audit Results	29
Audits Adjusted	3
Total	32

**Wichita State University
Spring - 2021
Waiver Audit Results**

January 8, 2021

Modified Approval/ Disapproval Code	Modified Approval/ Disapproval Description	Count of Audits	% of Audits
1	Approved	31	83.78%
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation	6	16.22%
Grand Total		37	100%

Audits Adjusted	Total
Audit Adjustment	4
Student Provided MER	2
Grand Total	6

% Adjusted of Total Audits Completed	16.22%
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Total	Count
Final, Completed Audit Results	37
Audits Adjusted	6
Total	43

**Kansas State University
Spring - 2021
Waiver Audit Results**

January 8, 2021

Modified Approval/ Disapproval Code	Modified Approval/ Disapproval Description	Count of Audits	% of Audits
1	Approved	7	77.78%
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation	1	11.11%
8	Policy is not active	1	11.11%
Grand Total		9	100%

Audits Adjusted	Total
Audit Adjustment	1
Grand Total	1

% Adjusted of Total Audits Completed	11.11%
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Total	Count
Final, Completed Audit Results	9
Audits Adjusted	1
Total	10

**Emporia State University
Spring - 2021
Waiver Audit Results**

January 8, 2021

Modified Approval/ Disapproval Code	Modified Approval/ Disapproval Description	Count of Audits	% of Audits
1	Approved	5	83.33%
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation	1	16.67%
Grand Total		6	100%

Audits Adjusted	Total
Student Resubmitted Waiver	2
Grand Total	2

% Adjusted of Total Audits Completed	33.33%
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Total	Count
Final, Completed Audit Results	6
Audits Adjusted	2
Total	8

**Pittsburg State University
Spring - 2021
Waiver Audit Results**

January 8, 2021

Modified Approval/ Disapproval Code	Modified Approval/ Disapproval Description	Count of Audits	% of Audits
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Audits Adjusted	Total
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% Adjusted of Total Audits Completed	0%
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Total	Count
Final, Completed Audit Results	0
Audits Adjusted	0
Total	0

**University of Kansas Medical Center
Spring - 2021
Waiver Audit Results**

January 8, 2021

Modified Approval/ Disapproval Code	Modified Approval/ Disapproval Description	Count of Audits	% of Audits
1	Approved	11	100%
Grand Total		11	100%

Audits Adjusted	Total
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% Adjusted of Total Audits Completed	0%
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Total	Count
Final, Completed Audit Results	11
Audits Adjusted	0
Total	11