AGENDA
Kansas Board of Regents
Student Insurance Advisory Committee
Wednesday, February 5, 2025, at 12:30

I.   Approve Minutes from December 20, 2024

II.   ECI Waiver Reports

III.   Updates on outstanding items from December 4, 2024, and December 20, 2024, meetings

A.   From the 12/4/24 minutes:
UHC SR Quarterly Reports
For PY 24-25, there is data for four months. Enrollment the past few years has been dropping; PY 22-23 had 6,112 students. PY 24-25 has 5,510 students, based on estimated annualized count. That is the lowest enrollment in the past four PYs. The data also reflects shifting in age to a slightly older population than in the past. Carol Solko-Olliff asked if that data reflects more graduate students in the upper age ranges, and Jim Lester responded he will get information about the undergraduate and graduate age breakdowns. 1/10/25 email from Ellison: Attached is the age group breakdown.

📄 PDF
Kansas Membership
by Age Group.pdf

Newborns
Morgan Swartzlander asked why the liveborn is considered a dependent. Jim Lester responded even if the child only has coverage for the first 31 days, the child has an independent identifier code. He will get information about how dependents are being identified. 1/10/25 email from Ellison: When we get a dependent claim, they claim number is identified as 1234567-*3*, which identifies the claim as a "Dependent Child" claim. -1 is for Students, -2 is for Spouse. See below as an example:

471-3	Dependents	0	ROUTINE WELL BABY
664-3	Dependents	0	ROUTINE WELL BABY
387-3	Dependents	0	ROUTINE WELL BABY

Items from September 4, 2024, SIAC meeting
1.   Jennifer Williams, KSU, asked if UHC SR could increase the number of days the payment link is available for Option 3 students as they often have to wait for funds to be available. The graduate students would like the link to be active throughout the enrollment period, which is most likely not feasible, but an extension from the current five-day window would be appreciated. Matt Brinson replied that he will discuss this with UHC SR's Partner Center team to see if the period can be extended beyond five days. [After the meeting, Jim Lester provided the following response: It was confirmed that the payment link is open for the period for which the link was sent. So, for example, for the Fall, the link would be good until the cutoff date, which would have been 10/1/24. If the issue is monthly, that link is set to expire 5 days after the date for which it is issued. Given the short coverage period for monthly, that length of time is unfortunately not something that can be changed.]

Several SIAC members noted that the link is only available for five days even for those Option 3 students and not until the enrollment period expires. Jim Lester will follow-up with UHC SR contacts. 1/10/25 email from Ellison: We have confirmed that we cannot extend beyond the 5-day calendar link.

B. From the 12/20/24 draft minutes:

Good of the Order

1. Carol Solko-Olliff asked if UHC SR could provide <mark>a report on claims denied</mark> at the February Committee meeting. Ellison Rooney said a campus-by-campus report can be provided. 1/13/25 email from Ellison: We have received the denied claim reporting but are unable to share it in any written format due to corporate policy. We can share this information verbally (at the next SIAC meeting).

2. Aaron Coffey said he heard from a student who received an <mark>email from UHC SR about "Proofpoint," a secure email platform</mark>. He asked that UHC SR share information about this before the students see it. Ellison Rooney said this platform will replace the previous Cisco platform. She will reach out to the transition team.   1/10/25 email from Ellison: UHCSR is moving to a new Secure Email solution and their plan to have it completed by April 2025. Secure email recipients will experience the following changes: The first time recipients receive a secure message, they will be required to register with Proofpoint. The experience will be similar to the process for registering with Cisco. I've attached the external recipient user guide for a little more information.

Proofpoint
Encryption External U:

IV. **Quarterly Reports – UHC SR**

V. **Update on the status of the SIAC recommendation for PY 25-26**

VI. **Good of the Order**

VII. **Future SIAC meeting tentatively scheduled for 12:30**
   A. Wednesday, May 7, 2025
   B. Wednesday, September 3, 2025
   C. Wednesday, December 3, 2025

KANSAS BOARD OF REGENTS
Student Insurance Advisory Committee
MINUTES
December 20, 2024

The December 20, 2024, meeting of the Student Insurance Advisory Committee (SIAC) was called to order at 12:30 p.m.

Members Participating by Video Conference Call:
Jeff DeWitt, KU COBO rep, Chair
Ella Burrows, FHSU student
Carol Solko-Olliff, FHSU
Tabatha Tafoya, ESU

Matt Anderson, KUMC
Aaron Coffey, WSU
Morgan Swartzlander, KU
Jennifer Williams, KSU

Also participating were Ellison Rooney, UHC SR; and John Yeary, Gage Rohlf, Becky Pottebaum, and Kristin Scruggs, KBOR. Kiera Pulliam, PSU, and Jonah Sandford, PSU student, were unable to attend.

Minutes
Matt Anderson moved to approve the December 4, 2024, minutes. Following the second by Jennifer Williams, the motion carried.

Plan Year 25-26 Renewal – Revised Information
At the SIAC's December 4, 2024, meeting, the Committee reviewed UHC SR's initial renewal information that reflected no premium increase but some enhanced benefits for Options 2, 3 and 4 (changed the Preferred Provider OOP maximum from $8,200 to $8,000 (Family max of $16,000); changed the Rx Tier 2 coinsurance from 40% to 30%; and changed the Deductible from $500 to $450).

After discussion, the Committee members expressed interest in receiving revised renewal information reflecting a premium decrease and the potential for changing the Rx Tier 2 coinsurance from 40% to 30%. UHC SR's revised PY 25-26 renewal information was emailed to SIAC members on December 11, 2024.

Student Only Annual Premium Information

Duplicate Existing Benefits	PY 24-25	PY 25-26	$ and % Change
Plan Option 1	$5,431	$5,105	-$326.00 / -6.00%
Plan Options 2, 3 and 4	$2,831	$2,661	-$170.00 / -6.00%

Change Rx Tier 2 coinsurance from 40% to 30%	PY 24-25	PY 25-26	$ and % Change
Plan Option 1	$5,431	$5,159	-$272.00/ -5.01%
Plan Options 2, 3 and 4	$2,831	$2,689	-$142.00 / -5.02%

SIAC members shared information about their university sub-committee preferences. The following shared that their sub-committees preferred the option with the 6% premium decrease duplicating existing benefits: Tabatha Tafoya, ESU; Carol Solko-Olliff, FHSU; and Matt Anderson, KUMC. Morgan Swartzlander reported that KU's sub-committee was split but favored the smaller premium decrease with the reduction in Tier 2 prescription coinsurance. However, Ms. Swartzlander supports approval of the larger premium decrease.

Aaron Coffey reported that WSU's committee was concerned about a "yo-yo" resulting from a premium reduction this year being followed by a larger increase in a subsequent year and would vote to leave premiums at the current level. However, between the two new options, WSU's committee would opt for the larger premium decrease.

Jennifer Williams asked whether there would be a yo-yo after decreasing premiums this year, given the changes made regarding dependent coverage for Option 1. Jeff Dewitt noted that the recent larger increase was due to extraordinary claims, but that claims are more consistent following the structural change. Ellison Rooney agreed, but noted there is still a chance of large claims that could necessitate an increase.

After hearing input from the Committee members, Jeff Dewitt summarized the collective viewpoint that, following the plans' structural change and good plan experience, it is time to give some of the profit reaped by the insurer back to the students in the form of lower premiums, and that the group's consensus was to opt for the maximum premium decrease. Ellison Rooney said that UHC SR will be happy to do this and appreciates the Committee's feedback.

Aaron Coffey moved to recommend the across-the-board 6% premium decrease duplicating existing benefits for Plan Year 25-26. Carol Solko-Olliff seconded the motion. The motion carried.

Jeff DeWitt, who was unable to attend the December 4 meeting, said that he had reviewed the meeting minutes. He thanked the Committee on behalf of himself and the student population for the Committee's thoughtfulness and insightful questions.

Jeff DeWitt will shepherd the SIAC recommendation through the various KBOR committees. If approved by the Council of Business Officers at its January 8, 2025, meeting, the recommendation will be taken to the Council of Presidents at its January 15, 2025, meeting. If approved, the recommendation will be presented to the Governance Committee and the Board of Regents at their February 12, 2025, meetings.

Good of the Order
1. Carol Solko-Olliff asked if UHC SR could provide a report on claims denied at the February Committee meeting. Ellison Rooney said a campus-by-campus report can be provided.

2. Aaron Coffey said he heard from a student who received an email from UHC SR about "Proofpoint," a secure email platform. He asked that UHC SR share information about this before the students see it. Ellison Rooney said this platform will replace the previous Cisco platform. She will reach out to the transition team.

Future SIAC meetings
Future SIAC meetings tentatively scheduled for 12:30 (unless otherwise stated below):
A.   Wednesday, February 5, 2025
B.   Wednesday, May 7, 2025

Kansas Board of Regents

KBOR Quarterly Meeting

**Eligibility and Waiver Audit Services
Overview of January 2025 Process (Ongoing)**

Date of Report: January 15, 2025

At the request of the Kansas Board of Regents (KBOR) this document serves as an overview of the work ECI has performed for six of the seven KBOR schools: (1) University of Kansas (KU), (2) University of Kansas Medical Center (KUMC), (3) Kansas State University (KSU), (4) Emporia State University (ESU), (5) Wichita State University (WSU), and (6) Pittsburg State University (PSU).

The waiver/enrollment processes have proceeded normally for audits, enrollment if applicable, and Customer Service.

Attached are the Spring 2025 Elev834 reports with to-date results on waiver and enrollment data for the semester, and Customer Service and Ticket reports. ECI expects to end work for Spring 2025 by early February, with one school finalizing their waivers in early March. We've noticed an increase in the number of "preaudits" requested from students prior to them submitting a waiver. Hopefully, that's helped them not to spend money on a policy that would not pass an audit. Such actions reflects to ECI that students are being thoughtful about the waiver process.

ECI does not report on monthly enrollments, special handling, or dependent enrollment.

As a partner to KBOR and United HealthCare Student Resources we are always looking for better ways to serve the schools of the Kansas Board of Regents. We appreciate your business.

University of Kansas

Waiver Audit Summary Report

Plan Year 2024-25

Spring 2025 (Ongoing)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	**Approved**	**34**	**89.5%**
2	Unknown		0.0%
4	Invalid Student Insurance Information		0.0%
6	Carrier refuses to disclose information		0.0%
7	Auditor was unable to complete the waiver audit (other than network status)		0.0%
8	Policy is not Active		0.0%
9	Plan does not provide insured prescription drug coverage		0.0%
10	No coverage for inpatient and/or outpatient mental health services with no limit		0.0%
11	Plan does not have maternity coverage with no dollar limit		0.0%
12	Plan does not have preventive routine care with no limit		0.0%
13	Plan does not provide coverage for pre-existing conditions		0.0%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		0.0%
15	The Individual Annual Deductible is over $500		0.0%
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**	**2.6%**
17	Patient co-insurance is over 25%		0.0%
18	Insurer does not have a based of operations in the U.S. or have a U.S. based claims payer		0.0%
19	**Plan does not provide a combined maximum of $100,000 for Medical Evacuation and Repatriation**	**2**	**5.3%**
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		0.0%
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		0.0%
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%
99	**Void**	**1**	**2.6%**
Grand Total		**38**	**100%**

Audits Adjusted	Total
Additional Documentation	
Audit Adjustment	9
Client Request	
Student Provided MER	1
Student Resubmitted Waiver	1
Student Updated Insurance	
Grand Total	**11**

% Adjusted of Total Audits Completed	28.9%

Total Billable	Billable Count
Final, Completed Audit Results	38
Audits Adjusted	11
Total Billable	**49**

Wichita State University

Waiver Audit Summary Report

Plan Year 2024-25

Spring 2025 (Ongoing)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	**Approved**	**25**	**83.3%**
2	Unknown		0.0%
4	**Invalid Student Insurance Information**	**1**	**3.3%**
6	Carrier refuses to disclose information		**0.0%**
7	Auditor was unable to complete the waiver audit (other than network status)		**0.0%**
8	Policy is not Active		0.0%
9	Plan does not provide insured Prescription Drug coverage		0.0%
10	No coverage for inpatient and/or outpatient mental health services with no limit		0.0%
11	Plan does not have maternity coverage with no dollar limit		0.0%
12	Plan does not have preventive routine care with no limit		0.0%
13	Plan does not provide coverage for pre-existing conditions		0.0%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		0.0%
15	The Individual Annual Deductible is over $500		0.0%
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%
17	Patient co-insurance is more than 25%		0.0%
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		0.0%
19	**Plan does not provide a combined maximum of $100,000 for Medical Evacuation and Repatriation**	**3**	**10.0%**
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		0.0%
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		0.0%
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%
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%
99	**Void**	**1**	**3.3%**
Grand Total		**30**	**100%**

Audits Adjusted	Total
Additional Documentation	
Audit Adjustment	5
Client Request	2
Student Provided MER	1
Student Resubmitted Waiver	3
Student Updated Insurance	
Grand Total	**11**

% Adjusted of Total Audits Completed	36.7%

Total Billable	Billable Count
Final, Completed Audit Results	30
Audits Adjusted	11
Total Billable	**41**

Kansas State University

Waiver Audit Summary Report

Plan Year 2024-25

Spring 2025 (Ongoing)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	**Approved**	**3**	**50.00%**
2	Unknown		0.00%
4	Invalid Student Insurance Information		0.00%
6	Carrier refuses to disclose information		0.00%
7	Auditor was unable to complete the waiver audit (other than network status)		0.00%
8	Policy is not Active		0.00%
9	Plan does not provide insured Prescription Drug coverage		0.00%
10	No coverage for inpatient and/or outpatient mental health services with no limit		0.00%
11	Plan does not have maternity coverage with no dollar limit		0.00%
12	Plan does not have preventive routine care with no limit		0.00%
13	Plan does not provide coverage for pre-existing conditions		0.00%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		0.00%
15	The Individual Annual Deductible is over $500		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)		0.00%
17	Patient co-insurance is more than 25%		0.00%
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		0.00%
19	**Plan does not provide a combined maximum of $100,000 for Medical Evacuation and Repatriation**	**3**	**50.00%**
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		0.00%
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		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		0.00%
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.		0.00%
99	Void		0.00%
Grand Total		**6**	**100%**

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

% Adjusted of Total Audits Completed	16.7%

Total Billable	Billable Count
Final, Completed Audit Results	6
Audits Adjusted	1
Total Billable	**7**

Emporia State University

Waiver Audit Summary Report

Plan Year 2024-25

Spring 2025 (Ongoing)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	**Approved**	**2**	**100.0%**
2	Unknown		0.0%
4	Invalid Student Insurance Information		0.0%
6	Carrier refuses to disclose information		0.0%
7	Auditor was unable to complete the waiver audit (other than network status)		0.0%
8	Policy is not Active		0.0%
9	Plan does not provide insured Prescription Drug coverage		0.0%
10	No coverage for inpatient and/or outpatient mental health services with no limit		0.0%
11	Plan does not have maternity coverage with no dollar limit		0.0%
12	Plan does not have preventive routine care with no limit		0.0%
13	Plan does not provide coverage for pre-existing conditions		0.0%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		0.0%
15	The Individual Annual Deductible is over $500		0.0%
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%
17	Patient co-insurance is more than 25%		0.0%
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		0.0%
19	Plan does not provide a combined maximum of $100,000 for Medical Evacuation and Repatriation		0.0%
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		0.0%
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		0.0%
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%
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%
99	Void		0.0%
Grand Total		**2**	**100%**

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

% Adjusted of Total Audits Completed	100.0%

Total Billable	Billable Count
Final, Completed Audit Results	2
Audits Adjusted	2
Total Billable	**4**

Pittsburg State University

Waiver Audit Summary Report

Plan Year 2024-25

Spring 2025 (Ongoing)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved		0.0%
2	Unknown		0.0%
4	Invalid Student Insurance Information		0.0%
6	Carrier refuses to disclose information		0.0%
7	Auditor was unable to complete the waiver audit (other than network status)		0.0%
8	Policy is not Active		0.0%
9	Plan does not provide insured Prescription Drug coverage		0.0%
10	No coverage for inpatient and/or outpatient mental health services with no limit		0.0%
11	Plan does not have maternity coverage with no dollar limit		0.0%
12	Plan does not have preventive routine care with no limit		0.0%
13	Plan does not provide coverage for pre-existing conditions		0.0%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		0.0%
15	The Individual Annual Deductible is over $500		0.0%
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%
17	Patient co-insurance is more than 25%		0.0%
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		0.0%
19	**Plan does not provide a combined maximum of $100,000 for Medical Evacuation and Repatriation**	**1**	**0.0%**
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		0.0%
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		0.0%
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%
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%
99	Void		0.0%
Grand Total		**1**	**0%**

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

% Adjusted of Total Audits Completed	0.0%

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

University of Kansas Medical Center (KUMC)

Waiver Audit Summary Report

Plan Year 2024-25

Spring 2025 (Ongoing)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	**Approved**	**3**	**100%**
2	Unknown		0%
4	Invalid Student Insurance Information		0%
6	Carrier refuses to disclose information		0%
7	Auditor was unable to complete the waiver audit (other than network status)		0%
8	Policy is not Active		0%
9	Plan does not provide insured Prescription Drug coverage		0%
10	No coverage for inpatient and/or outpatient mental health services with no limit		0%
11	Plan does not have maternity coverage with no dollar limit		0%
12	Plan does not have preventive routine care with no limit		0%
13	Plan does not provide coverage for pre-existing conditions		0%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		0%
15	The Individual Annual Deductible is over $500		0%
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%
17	Patient co-insurance is more than 25%		0%
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		0%
19	Plan does not provide a combined maximum of $100,000 for Medical Evacuation and Repatriation		0%
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		0%
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		0%
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%
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%
99	Void		0%
Grand Total		**3**	**100%**

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

% Adjusted of Total Audits Completed	66.7%

Total Billable	Billable Count
Final, Completed Audit Results	3
Audits Adjusted	2
Total Billable	**5**

Kansas Board of Regents (KBOR)

Customer Service Toll-Free Calls

Count	Time (Creation)	Queue Name	Media Type
1	11/21/2024 13:14:17	Waiver	Phone
2	11/28/2024 14:05:34		Phone
3	11/28/2024 14:05:34	Waiver	Phone
4	12/9/2024 14:33:26	Waiver	Phone
5	12/23/2024 14:52:22	Waiver	Phone
6	12/24/2024 12:14:18	Waiver	Phone
7	12/24/2024 12:25:44	Waiver VM	Voice Mail
8	12/24/2024 14:09:43		Phone
9	12/26/2024 12:05:30	Waiver	Phone
10	1/3/2025 09:09:31	Waiver	Phone
11	1/4/2025 10:26:37		Phone
12	1/4/2025 11:52:50		Phone
13	1/6/2025 15:00:59		Phone
14	1/6/2025 15:00:59	Waiver	Phone
15	1/7/2025 09:31:49	Waiver	Phone
16	1/7/2025 11:54:18	Waiver	Phone
17	1/8/2025 08:04:14	Waiver	Phone
18	1/8/2025 09:58:37	Waiver	Phone
19	1/8/2025 13:05:26	Waiver	Phone
20	1/8/2025 15:42:16	Waiver	Phone
21	1/9/2025 08:53:37	Waiver	Phone
22	1/9/2025 13:27:53	Waiver	Phone
23	1/10/2025 08:35:55	Waiver	Phone
24	1/10/2025 09:07:22	Waiver	Phone
25	1/10/2025 11:36:34		Phone
26	1/10/2025 11:36:34		Phone
27	1/10/2025 11:38:16	Waiver	Phone
28	1/11/2025 08:56:41		Phone
29	1/11/2025 09:26:10		Phone
30	1/11/2025 14:34:14		Phone
31	1/13/2025 08:51:51		Phone
32	1/13/2025 08:51:51		Phone
33	1/13/2025 09:41:20	Waiver	Phone
34	1/13/2025 11:45:01	Waiver	Phone
35	1/13/2025 12:45:37	Waiver	Phone
36	1/13/2025 14:57:40		Phone
37	1/13/2025 15:07:03		Phone
38	1/13/2025 15:07:04	Waiver	Phone
	Total Calls	**38**	

Notes:

* If the "Queue Name: is blank this means the caller experienced no wait time for Customer Service

Kansas Board of Regents

Waiver Processing Time Report

Spring 2025 (Ongoing)

January 13, 2025

University of Kansas

Spring 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
38	1.28	0.07

Wichita State University

Spring 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
30	0.69	0.03

Kansas State University

Spring 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
6	0.76	0.06

Emporia State University

Spring 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
2	1.06	0.01

Pittsburg State University

Spring 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
1	0.05	0.06

University of Kansas Medical Center

Spring 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
3	0.44	0.05

University of Kansas

Statistics Report

Spring 2025

Monday, January 13, 2025

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	51
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	2
STUDENTS WHO DID NOTHING	1872
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	**1925**

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	34
DENIED WAIVERS	3
PENDING WAIVERS	1
VOIDED WAIVERS	1
NUMBER OF SUBMITTED WAIVERS	**39**

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	1
STUDENTS DROPPED FROM SHIP	0
STUDENTS WHO ARE DISAPPROVED FROM SHIP	4
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	-3
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	**-3**

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	1925
WAIVERS PROCESSED	39
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	5
STUDENTS WITH MULTIPLE RESULTS	-3
TOTAL NUMBER STUDENTS RECEIVED	**1966**

Wichita State University

Statistics Report

Spring 2025

Monday, January 13, 2025

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	150
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	4
STUDENTS WHO DID NOTHING	1375
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	**1529**

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	27
DENIED WAIVERS	4
PENDING WAIVERS	2
VOIDED WAIVERS	1
NUMBER OF SUBMITTED WAIVERS	**34**

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	34
STUDENTS DROPPED FROM SHIP	0
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	**34**

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	-4
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	**-5**

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	1529
WAIVERS PROCESSED	34
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	34
STUDENTS WITH MULTIPLE RESULTS	-5
TOTAL NUMBER STUDENTS RECEIVED	**1592**

Kansas State University

Statistics Report

Spring 2025

Monday, January 13, 2025

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	5
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	3
STUDENTS WHO DID NOTHING	722
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	**730**

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	3
DENIED WAIVERS	3
PENDING WAIVERS	0
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	**6**

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	-3
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	**-3**

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	730
WAIVERS PROCESSED	6
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	0
STUDENTS WITH MULTIPLE RESULTS	-3
TOTAL NUMBER STUDENTS RECEIVED	**733**

Emporia State University

Statistics Report

Spring 2025

Monday, January 13, 2025

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	32
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	111
TOTAL ENROLLMENTS	**143**

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

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	143
WAIVERS PROCESSED	2
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	1
STUDENTS WITH MULTIPLE RESULTS	0
TOTAL NUMBER STUDENTS RECEIVED	**146**

Pittsburg State University

Statistics Report

Spring 2025

Monday, January 13, 2025

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	0
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	126
TOTAL ENROLLMENTS	**126**

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

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	126
WAIVERS PROCESSED	1
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	0
STUDENTS WITH MULTIPLE RESULTS	-1
TOTAL NUMBER STUDENTS RECEIVED	**126**

University of Kansas Medical Center

Statistics Report

Spring 2025

Monday, January 13, 2025

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	0
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	105
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	**105**

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	3
DENIED WAIVERS	0
PENDING WAIVERS	2
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	**5**

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	105
WAIVERS PROCESSED	5
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	0
STUDENTS WITH MULTIPLE RESULTS	0
TOTAL NUMBER STUDENTS RECEIVED	**110**

Kansas Board of Regents (KBOR)

Customer Service - Ticket Requests

November 11, 2024 through January 13, 2025

Ticket	Start Date	Close Date	Response time	Duration Time	Category	School
1	11/13/2024 14:08	11/14/2024 13:47	0:12:00	10:51:00	Insurance Enrollment / Drop Enrollment Request	Wichita State University
2	11/14/2024 14:04	11/14/2024 14:55	0:14:00	1:05:00	Waiver / Waiver Audit Questions	Kansas State University
3	11/15/2024 10:30	11/15/2024 10:37	0:02:00	0:09:00	Waiver / Waiver Audit Questions	Kansas State University
4	11/18/2024 16:34	11/21/2024 17:46	4:34:00	38:46:00	Insurance Enrollment / Drop Enrollment Request	Kansas State University
5	11/18/2024 17:18	11/18/2024 17:18	0:14:00	0:14:00	Insurance Enrollment / Enrollment Questions	Kansas State University
6	11/20/2024 9:56	11/25/2024 14:36	1:51:00	39:31:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
7	11/20/2024 15:35	11/20/2024 15:39	0:18:00	0:22:00	Waiver / Waiver Audit Questions	University of Kansas
8	11/27/2024 11:26	11/27/2024 11:56	0:18:00	0:48:00	Waiver / Waiver Audit Questions	University of Kansas
9	12/2/2024 10:07	12/2/2024 10:15	2:07:00	2:15:00	Waiver / Waiver Audit Questions	Kansas State University
10	12/2/2024 10:18	12/2/2024 10:29	1:42:00	1:53:00	Waiver / Waiver Audit Questions	Kansas State University
11	12/3/2024 16:16	12/9/2024 11:09	1:04:00	39:57:00	Insurance Enrollment / Drop Enrollment Request	Kansas State University
12	12/4/2024 16:22	12/9/2024 11:12	0:10:00	28:00:00	Insurance Enrollment / Drop Enrollment Request	Kansas State University
13	12/5/2024 13:45	12/5/2024 16:46	0:12:00	3:13:00	Waiver / Waiver Audit Questions	University of Kansas Medical Center
14	12/9/2024 9:22	12/11/2024 11:59	0:36:00	25:13:00	Insurance Enrollment / Enrollment Questions	Wichita State University
15	12/10/2024 12:36	12/11/2024 11:57	0:33:00	10:54:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University
16	12/12/2024 12:05	12/13/2024 15:29	7:41:00	22:05:00	Insurance Enrollment / Drop Enrollment Request	Kansas State University
17	12/13/2024 10:18	12/13/2024 10:18	2:18:00	2:18:00	Insurance Enrollment / Enrollment Questions	Wichita State University
18	12/16/2024 9:29	12/16/2024 17:01	0:18:00	7:50:00	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
19	12/16/2024 10:12	12/16/2024 12:29	0:07:00	2:24:00	Insurance Enrollment / Enrollment Questions	Wichita State University
20	12/17/2024 8:09	12/17/2024 8:11	0:09:00	0:11:00	Waiver / Waiver Audit Questions	Kansas State University
21	12/17/2024 10:03	12/17/2024 10:03	1:31:00	1:31:00	Insurance Enrollment / Drop Enrollment Request	Emporia State University
22	12/23/2024 9:36	12/23/2024 9:37	1:13:00	1:14:00	Waiver / Waiver Audit Questions	Kansas State University
23	12/23/2024 10:09	12/23/2024 10:09	1:59:00	1:59:00	Insurance Enrollment / Enrollment Questions	University of Kansas
24	12/26/2024 10:02	12/27/2024 12:14	2:50:00	16:02:00	Waiver / Waiver Audit Questions	Kansas State University
25	1/2/2025 9:11	1/2/2025 9:11	1:11:00	1:11:00	Insurance Enrollment / Enrollment Questions	Wichita State University
26	1/2/2025 12:08	1/2/2025 12:41	3:29:00	4:02:00	Waiver / Waiver Audit Questions	University of Kansas
27	1/2/2025 14:00	1/2/2025 16:00	0:07:00	2:07:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
28	1/3/2025 12:55	1/3/2025 12:55	1:31:00	1:31:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
29	1/3/2025 15:15	1/3/2025 17:13	0:43:00	2:41:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
30	1/4/2025 21:09	1/6/2025 9:59	0:10:00	1:49:00	Insurance Enrollment / Enrollment Questions	Wichita State University
31	1/6/2025 18:44	1/7/2025 10:09	0:34:00	2:59:00	Insurance Enrollment / Enrollment Questions	Emporia State University
32	1/6/2025 18:47	1/6/2025 18:47	0:35:00	0:35:00	Insurance Enrollment / Enrollment Questions	Emporia State University
33	1/7/2025 12:15	1/7/2025 13:41	0:44:00	2:10:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
34	1/8/2025 9:47	1/8/2025 9:47	4:26:00	4:26:00	Insurance Enrollment / Enrollment Questions	Emporia State University
35	1/8/2025 12:14	1/8/2025 12:34	0:16:00	0:36:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
36	1/8/2025 16:01	1/8/2025 16:13	1:10:00	1:22:00	Waiver / Waiver Audit Questions	University of Kansas
37	1/8/2025 17:58	1/9/2025 7:55	1:04:00	2:06:00	Waiver / Waiver Audit Questions	University of Kansas
38	1/9/2025 11:31	1/9/2025 11:31	0:22:00	0:22:00	Insurance Enrollment / Enrollment Questions	Wichita State University
39	1/9/2025 13:22	1/9/2025 13:41	0:03:00	0:22:00	Waiver / Waiver Audit Questions	University of Kansas
40	1/10/2025 9:12	1/10/2025 9:12	0:08:00	0:08:00	Insurance Enrollment / Enrollment Questions	Wichita State University
41	1/13/2025 13:55	1/13/2025 14:27	5:03:00	5:35:00	Waiver / Waiver Audit Questions	University of Kansas
42	1/13/2025 9:47		0:09:00		Insurance Enrollment / Drop Enrollment Request	Wichita State University
43	1/13/2025 10:33	1/13/2025 10:33	0:14:00	0:14:00	Insurance Enrollment / Enrollment Questions	University of Kansas
44	1/13/2025 10:55	1/13/2025 16:55	0:12:00	6:12:00	Insurance Enrollment / Enrollment Questions	Wichita State University
45	1/13/2025 11:31		0:06:00		Insurance Enrollment / Drop Enrollment Request	Kansas State University
46	1/13/2025 16:41		2:38:00		Insurance Enrollment / SHIP Enrollment Request	University of Kansas

Notes:

Tickets created during period: **46**

Of them closed: **43**

Still open: **3**

Tickets that were reopened: **5**

Average response time: **1h 14m 5s**

Average duration: **6h 57m 30s**

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