

**Center for Student Health and Counseling
Student Health Advisory Board Meeting Minutes
January 18, 2008**

Action Items:

- A. **January 25th Insurance Meeting:** Please note there is an insurance meeting on Friday, January 25th from 9:30 to 11:30. Insurance options for next year will be discussed. SHAB members are encouraged to attend. A list of questions and contact names will be e-mailed to the group. Kim will come up with a list of potential non-profit companies.
- B. **Post agenda in SHAC.** And in Smith on the ASPSU if possible.
- C. **Student Forum:** the forum will be on February 8th, and Jessica Cole will see if the insurance agents would be available for the meeting. Laura to talk to Mary Beth about possible presentation materials that will visually describe current insurance options.
- D. **Dental Services:** Leslie will research and try to find data that would compare our services with a similar institution. If possible, she will attend the February 8th event.
- E. **Agent of Record RFP:** Mary Beth will find the previous RFP to present to the group.

Attendance:

- 1. Mary Beth Collins, LCSW, SHAC Director
- 2. Laura DeGrace, Administrative Assistant
- 3. Nick Walden Poublon
- 4. Rafael Fernandez
- 5. Kim Heidenreich
- 6. Tamara Kennedy
- 7. Emerson Murphy-Hill
- 8. Jessica Cole, SHAC, Operations Supervisor
- 9. Leslie Culligan, Director, Dental Services

Not in Attendance:

- 1.

- A. **Minutes:** the committee reviewed the 1/11/08 minutes, made a few revisions, and voted to approve them.
- B. **Bylaws:** The committee reviewed the revised Bylaws. Nick discussed membership terms and logistics about Presidential Committees and ASPSU. It was decided that the Vice Chair position will be optional. Also, it was asked that we clarify the language about the deadline about voting by e-mail. The Board voted to approve the

Bylaws.

- C. **Charter:** The 2005 Board had gotten to the point where they only needed to submit the charter to the President. This document was reviewed and revised by the Board. This document and the Bylaws will be sent out by e-mail for review and voting.
- D. **Student Forum:** Nick has already spoken to students about the potential forum, and received an enthusiastic response. He also presented it to the ASPSU board. The ASPSU board was very excited about the idea and can provide helpful resources for promoting the event. The SHAB Board discussed possible dates for the forum. We may have two forums: one for gathering initial feedback, and a follow-up forum or event to present information. The first date will be Friday, February 8th at noon in Smith with a brown bag option. Further coordination of this event can be done via e-mail. Also Mary Beth and/or Christi Ziegler, the SHAC insurance representative can make an initial presentation to inform the audience what the existing situation is.
- E. **Dental Issues:** the spectrum of dentist practices (“overeager” vs. “wait and see”) was discussed with Leslie Culligan, Director of Dental Services. Although Leslie acknowledged that there is this spectrum in the dental industry as a whole, she was surprised to hear the perception that PSU dentists were “overeager”. PSU dentists typically come from a public health background and would most likely fall into a needs/priority based practice. Leslie continued to say that one possible reason for this perception is that often students often have a very high need. In fact, there is a high percentage of students who have never seen a dentist. Budget is a constant concern, and the dental staff is very aware of this issue. Dental Services often tries to use preventative measures as much as possible.

There was a discussion about how we could potentially track this issue, or compare it to other institutions. Leslie pointed out that last summer Dental Services was quiet, and if the dental staff was in the eager category, potentially they could have filled the appointments, but that wasn’t the case.

The Board asked Leslie about what feedback or issues that would be helpful for Dental Services. Leslie confirmed that feedback is extremely valuable. There are feedback forms in the Dental Services in the waiting room, but they are not often filled out. One issue can be people who don’t return. Another issues that has been largely resolved is having continuous care with one Dental Services provider.

Returning to the spectrum of care issue, Leslie mentioned a study that was done at her previous employer where patients were sent to several orthodontists, and indeed they did receive different treatment plans. Doing a similar plan here might not be feasible, but other alternates were discussed. One suggestion was to focus on new patients; however there are many logistical obstacles to this.

Ultimately it was decided that Leslie would research and try to find data that would compare our services with a similar institution. She also reiterated that feedback is always invaluable.

F. **January 25th meeting:** the Board discussed what questions they want to ask at the meeting. Revisions to the questions will be done by e-mail.

1) Questions:

- a. If we uncoupled the basic and extended plan, what kind of plan could we get?
- b. Could we get estimates at a several deductibles and credit requirements?

How much savings do we get for a larger insurance pool?

- c. Using the graph from the OUS presentation, after about 10,000 people, the predictability of claims becomes stable. Also after about 60% of the population, there are not much savings.
- d. For PSU, what would the requirement be in numbers?

2) Does it make sense to offer all these different pools?

3) Can we investigate non-profit insurance carriers?
(*ie Regency/Blue Cross, OHSU, Kaiser Permanente*)

INTERNAL Concerns:

- **Enrollment:** we might get feedback that mandatory insurance would negatively affect enrollment.
- **Timeline:** What sort of timeline would be possible?
- **Contract issues:** there are some current contract and payment issues between PSU, the state, and the insurance company.
- **Agent of Record:** The contract with our agent of record ends at the end of this fiscal year. We will need to write another RFP for this.
- **Switching carriers/Aetna option:** Last year we did have a lower bid for Aetna. It was lower for us, but higher for international. International did not want to switch. Switching carriers is a large undertaking logistically. Apparently Aetna is potentially interested and growing their student base. Another consideration in switching is that the first year will be reasonable, and the second year will be higher because the carrier knows you will not want to switch again.

G. **Next SHAB meeting:** February 1st at 12:30.