



**City of Cincinnati Retirement System
Performance Evaluation Committee Meeting
Minutes
March 2, 2023/ 12:00 P.M.
City Hall Council Chambers and via Zoom**

Board Members Present

Kathy Rahtz, Chair
Tom Gamel, Vice Chair
Monica Morton
Mark Menkhaus, Jr.

Administration

Karen Alder
Mike Barnhill, Contractor

Law Department

Call to Order

The meeting was called to order at 12:02 p.m. by Chair Rahtz and a roll call of attendance was taken. Committee members Rahtz, Menkhaus, Gamel, and Morton were present. Committee members Walsh and West were absent.

Public Comment

No public comment.

Approval of Minutes

Approval of the minutes for the meeting of December 1, 2022, was moved by Trustee Gamel and seconded by Trustee Morton, and approved by unanimous roll call vote.

Unfinished Business

Staff Evaluation of Board Contractors

Consultant Barnhill summarized the staff evaluation of the systems' health vendors: Anthem and CVS. Both vendors were given an "exceeds expectations" rating. Anthem and CVS meet with staff frequently and also provide frequent reports. In terms of appeals, there are practically no appeals filed, which may suggest that either members are very satisfied with the service these vendors are providing, or, members do not know how to file appeals. Mr. Barnhill suggested that a question could be added to the upcoming member survey asking if members know how to file appeals.

Trustee Rahtz asked if metrics around how many claims were denied could be provided. Mr. Barnhill said that information could be requested, but suggested that clam denials could have been appropriately made. Trustee Rahtz also indicated she is aware of a post-65 appeal having been filed in 2022. This raises the

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possibility that the appeal data provided by the vendors is inaccurate. Trustee Rahtz further asked about the difference between a grievance and appeal. Director Alder offered her experience that members could characterize their experience differently than does the vendor. Trustee Moller suggested that appeals could be low because the member is told by their provider in advance whether care is covered. Mr. Barnhill acknowledged that could be the case because almost all care is provided in network. Mr. Barnhill further suggested that a health care consultant can offer a variety of ways of measuring health care vendor performance. The relative level of satisfaction expressed by members in response to the upcoming survey may provide some corroboration (or not) of the low levels of appeals provided by Anthem.

Mr. Barnhill noted that the Anthem and CVS contracts were entered into in 2017, and appear to be on the same RFP cadence. He further recommended that healthcare RFPs be done on a long-term basis (every 10yrs). Trustee Menkhaus supported the recommendation for longer term health care vendor contracts.

With respect to cost control, over the last 6 years, cost growth as reported in the actuarial valuations has been relatively flat, suggesting that Anthem and CVS are doing a decent job of controlling costs.

With respect to areas of concern, there have been difficulties with both Anthem and CVS in terms of having to deal with large complex organizations. This can impair communication, and has resulted in delay with initiatives.

Trustee Rahtz would like to see evaluation of the customer experience. She indicated that the upcoming survey can provide some visibility on that issue. Mr. Barnhill suggested that customer experience metrics can be appended to the vendor contracts through either negotiation or a future RFP process. Mr. Barnhill suggested that Anthem and CVS are likely collecting a variety of customer experience metrics now.

Trustee Gamel moved, and Trustee Morton seconded, a motion to accept the staff evaluation report of Anthem and CVS. The motion passed unanimously on a roll call vote.

Draft Board CY2023 Objectives

Mr. Barnhill summarized the Board's strategic planning process in CY2022. Before the committee is an update for 2023. Mr. Barnhill stated that no changes have been made to the Board's Goals and Responsibilities. With respect to 2023 Board objectives, Mr. Barnhill split out the objectives into two categories: strategic and ongoing. The 2023 proposed strategic objectives include working collaboratively to increase the City's contribution rate, develop a retiree handbook, provide recommendations on City's healthcare funding policy (completed), prepare an Annual Comprehensive Financial Report, assist with filling Board vacancies, prepare an RFP for actuarial services in Fall 2023, and complete the actuarial experience study (to be presented at today's Board meeting).

Trustee Gamel asked how the Board can work towards seeking a contribution rate increase, given the current vacancy in the Executive Director position. Mr. Barnhill suggested that the Board has the means to proceed, and that Trustee Moller and Director Alder have been working on this item, through meetings with key stakeholders. Trustee Moller summarized the current status of communications with City Council members and the City administration.

Mr. Barnhill summarized the ongoing Board objectives and their current status.

Trustee Moller mentioned the training of new Trustee Walsh, and asked about training materials for new trustees. Mr. Barnhill stated that all of the trustee training materials are posted on the CRS website under Trustee Manual. Director Alder indicated she is willing to walk through the website training materials with new trustees.

Mr. Barnhill next discussed the committee objectives. He recommended that he would work with each of the committees individually on consideration and adoption of these items. This work is underway.

Finally, Mr. Barnhill recommended that later in the year, there be consideration of a disaster recovery/continuity of operations plan.

Trustee Gamel moved, and Trustee Morton seconded, a motion to adopt the proposed Board's strategic objectives for 2023, and the Performance Evaluation Committee's proposed objectives for 2023. The motion passed unanimously on a roll call vote.

Trustee Gamel moved, and Trustee Morton seconded, a motion to adopt the proposed Board's ongoing objectives for 2023. The motion passed unanimously on a roll call vote.

Evaluation of CRS Executive Director

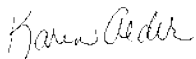
Chair Rahtz stated that it was moot to conduct an evaluation of Mr. Barnhill, given his resignation and departure.

Adjournment

Following a motion to adjourn by Trustee Gamel and seconded by Trustee Morton, the Performance Evaluation Committee approved the motion by unanimous roll call vote. The meeting adjourned at 12:50pm.

Meeting video link: <https://archive.org/details/crs-performance-eval-3-2-23>

Next Meeting: June 2, 2023, at 12:00pm.



Secretary