

NDPERS BOARD MEETING

Agenda

The NDPERS Board Meeting will be held via Teams Meeting. The public may join by phone.

Conference Call #: 701.328.0950
Conference ID: 808 641 67#

Tuesday, July 13, 2021

Time: 8:30 A.M.

I. MINUTES

- A. June 8, 2021

II. PRESENTATIONS

- A. New Diabetes Management Tool Offering: Livongo– Sanford Health Plan

III. RETIREMENT

- A. Highway Patrol Indexing – MaryJo (Board Action)
- B. Retiree Health Insurance Credit (RHIC) Administration Request for Proposal – Bryan (Board Action) ***EXECUTIVE SESSION**

IV. GROUP INSURANCE

- A. Medicare Part D (EGWP) Request for Proposal – Bryan (Board Action) ***EXECUTIVE SESSION**
- B. Employee Assistance Program (EAP) Update – Bryan (Information)
- C. Wellness Renewal Update – Rebecca (Information)
- D. American Rescue Plan Act Update – Rebecca (Information)
- E. Tobacco Cessation Program – Rebecca (Board Action)
- F. Value Based Care Arrangement – Scott (Board Action)

V. MISCELLANEOUS

- A. Legislation Implementation – Rebecca (Information)
- B. Audit Committee Report – Shawna (Information)
- C. Contracts Under \$10,000 – Scott (Information)
- D. Quarterly Consultant Fees – Derrick (Information)
- E. Office Relocation Update – Derrick (Board Action)
- F. Operations Update – Derrick (Information)
- G. Board Assignments – Scott (Board Action)

VI. MEMBER ****EXECUTIVE SESSION**

- A. Retiree Health Insurance Credit (RHIC) Member Appeal Case # 686 – MaryJo (Board Action)

*Executive Session pursuant to N.D.C.C. §44-04-17.1(1) and §44-04-18.4(6)(b) to discuss exempt vendor responses.

**Executive Session pursuant to N.D.C.C. §44-04-19.2, §44-04-19.2(1) and/or §54-52-26 to discuss confidential records or confidential member information.



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Memorandum

TO: NDPERS Board

FROM: Rebecca

DATE: June 8, 2021

SUBJECT: New Diabetes Management Tool Offering: Livongo

As discussed at the June Board meeting, Sanford Health Plan (SHP) has contracted with Livongo, a digital self-management program for individuals with Type I and Type II Diabetes, to make their services available to SHP members, including NDPERS members. SHP will be at the meeting to provide additional information specific to the program and how it offers an additional resource for our members with this disease. In addition, SHP will explain how it fits in with our other diabetes management resources, including the About the Patient Diabetes Management Program, which is the prescription drug adherence program available to this population.

Representatives from SHP will be available at the Board meeting to discuss any questions that you may have.

NDPERS Diabetes Management Solutions

Diabetes Management Solutions

- Part of our population health strategy is to address the needs of NDPERS members across the continuum of care
- We are addressing the needs of those at risk for diabetes as well those who are currently diagnosed with diabetes
- By utilizing data, technology and member engagement tactics, we can directly impact quality of care, health outcomes and cost



Diabetes Management Solutions

Type 1 and Type 2 Diabetic Member

- Lifestyle Medicine
- Exercise is Medicine
- About the Patient Diabetes Program
- **NEW** Diabetes Self Management Program beginning July 1, 2021

Pre-Diabetic Member

- Lifestyle Medicine
- Exercise is Medicine
- Change Your Weigh Diabetes Prevention Program (in-person and virtual)
- **NEW** SHP Virtual Diabetes Prevention Program (DPP) – Replacing Omada DPP

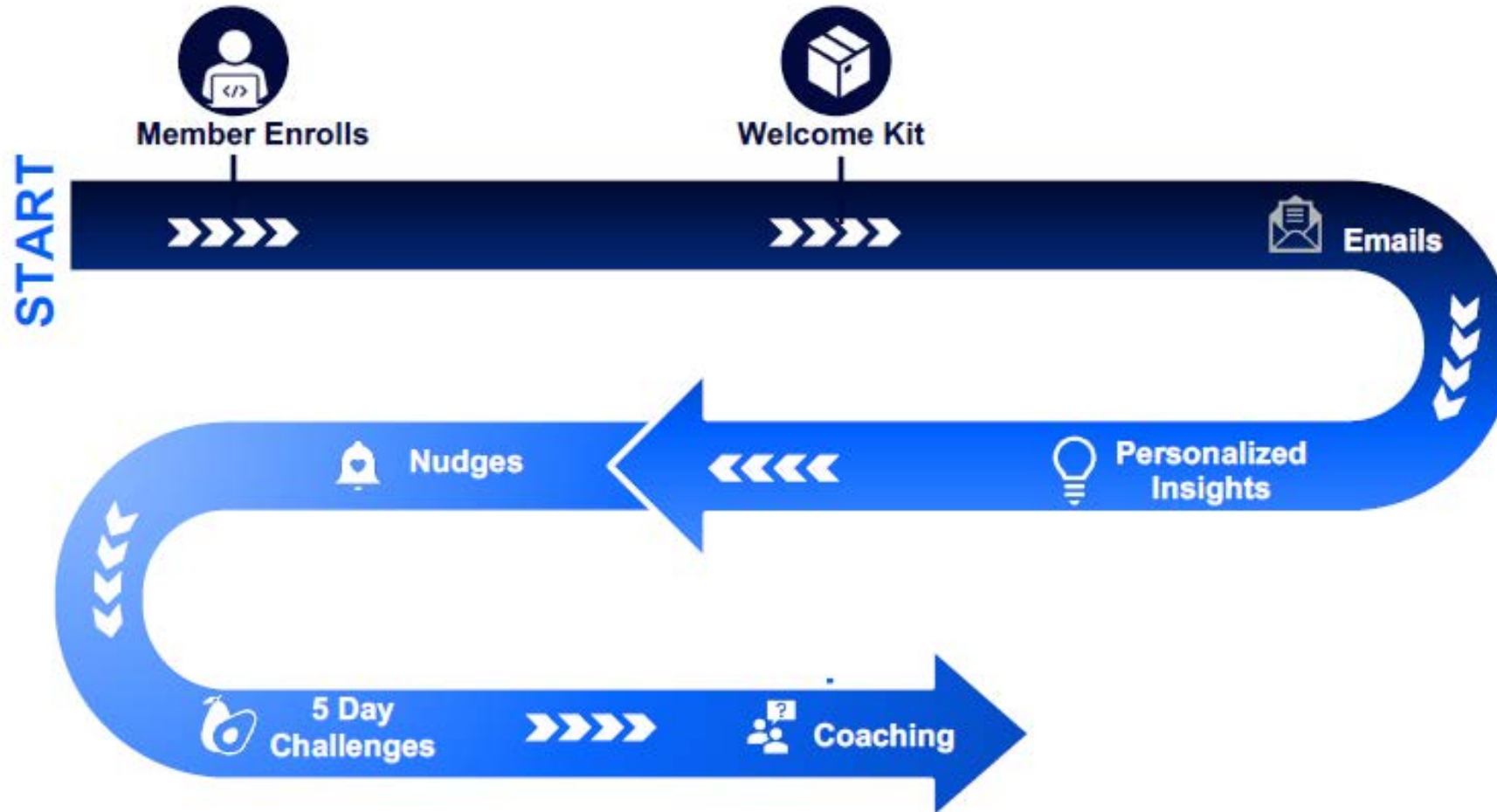
New Diabetes Management Program

Type I & II diabetes program

Livongo | Self Management Program (SMP)

- Sanford Health Plan has partnered with Livongo to offer a diabetes management program to empower our members with Type I or Type II diabetes to live better and healthier lives
- The program is designed for behavior change, utilizing a personalized, human-centered approach through connected devices
 - This connectivity assists Sanford Health Plan to collect and aggregate real-time data securely as members navigate their daily lives, allowing us to meet members where they are, when they need it based on their conditions, motivations, and lifestyles
- Livongo also addresses other risk factors in addition to diabetes; the program incorporates management of other chronic conditions as well yielding a single integrated experience

Livongo | SMP Member Journey



Livongo | Member Enrollment

- Identify eligible members with type 1 or 2 diabetes via secure sharing of eligibility and medical/pharmacy data.
- Livongo sends targeted communications and pre-registers members, using data to personalize the program for each member.
- When a member chooses to enroll, they have multiple ways to join:
 - Online at welcome.livongo.com/SAN-MEM
 - Calling the Livongo Member Support Call Center at (800) 945-4355
 - By entering their registration code "SAN-MEM" at Livongo.com
- The member provides their name, address, email, and password, and a health profile is created which creates a tailored experience from the start of the program

Livongo | Enrollee Welcome Kit

- Every member who enrolls receives a welcome kit with:
 - 1 Livongo blood glucose meter
 - 150 test strips
 - Strips automatically shipped to remove barriers to checking
 - 1-click meter and mobile app ordering
 - 150 lancets
 - 1 lancing device
 - 2 bottles of control solution
 - 1 USB charger, carrying case and instructions

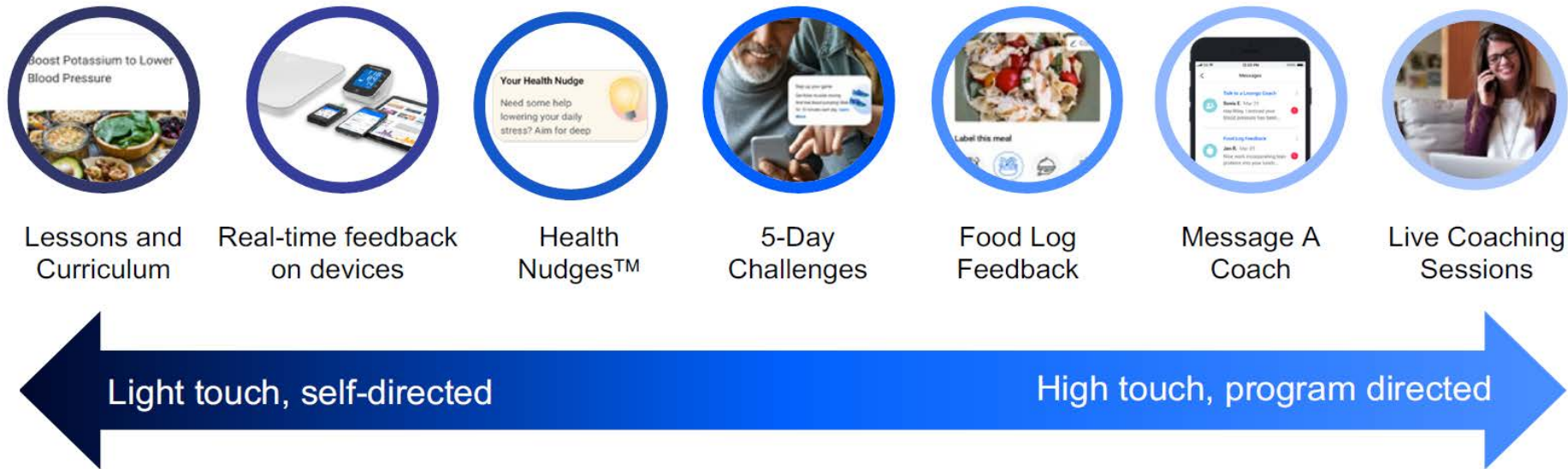


Livongo | Enrollment Incentives

- To encourage optimal enrollment (30-35%), incentives will be offered throughout the engagement period
- Key levers utilized to achieve higher enrollment is the use of behavior based incentives, which begin typically around the 3rd month of the targeted marketing launch campaign, typically yielding an additional 5% enrollment
- A wide variety of monetary and non-monetary items are offered to motivate members with diabetes to take action, including:
 - Healthy meal plans, healthy eating guides, activity trackers (i.e, Fitbits, connected scales, gift cards)
- Incentives are also provided when goals are met, reinforcing positive behavioral changes and clinical outcomes

Livongo | Curriculum

Once enrolled, members receive a wide variety of engaging programs and health based curriculum to help them better manage their type 1 or 2 diabetes.



Livongo | Expected Outcomes

- Livongo's latest enrollment rate is approximately 25%-30%
- SHP Disease Management activation rate is 92% (first use of Livongo issued device)
 - Members typically take 30-60 days to activate because many want to use their previous test strips before starting a new program
 - After activation, a significant reduction in A1c 0.5% typically occurs within 6-months and is typically maintained
 - Most member engagement is through meter as it is highly interactive
- **Average A1c reduction of 1%**
 - If member begins with an uncontrolled (HbA1c $\geq 7\%$) and has been enrolled at least 6 months or more
- **Increased percentage of members in control of HbA1c ($<7\%$)**
 - 46% at baseline to 63% at 6 months or longer

Pre-Diabetes & Diabetes Management

Pre-diabetes and Type II diabetes programs

CDC Prevention Program

- SHP Wellness Team now offering virtual Diabetes Prevent Program (DPP)
 - Programs start every month
 - Smart scale and education manual included
 - Free service to NDPERS members
- Participants lose on average 5% of their bodyweight and reduce their risk of developing diabetes by 54%
- SHP program replacing Omada Digital DPP



Lifestyle Medicine

- Lifestyle Medicine specialist meets with member
- Completes intake which covers 6 dimensions of well-being
- Lifestyle Medicine plan is developed
- Participants in the program complete a personalized number of visits to successfully complete their lifestyle plan and goals, the average length of ongoing coaching is 5 months



Top Health Outcomes for Center for Lifestyle Medicine Completers

- ↓ Graduates with an obesity diagnosis reduced their BMI by **4%** on average
- ↓ Participants with a type 2 diabetes diagnosis reduced their glucose by **59 points** on average, a 32% reduction, moving them from the Type 2 Diabetes glucose range down to the pre-diabetes glucose range
- ↑ Graduates increased their physical activity by **106%**

Exercise is Medicine

- Available virtually and in person
- All virtual participants will receive a fitness box delivered to their home which includes:
 - Exercise is Medicine workbook
 - Healthy Recipes cookbook
 - Yoga mat
 - Lacrosse ball
 - Handled resistance band
- Members can start at ANY time
- 74% average increase in cardiovascular exercise minutes



Questions?



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Memorandum

TO: NDPERS Board

FROM: MaryJo Anderson

DATE: July 13, 2021

SUBJECT: Final Average Salary Indexing for Highway Patrol

North Dakota Century Code § 39-03.1-11(5) provides:

The final average salary used for calculating deferred vested retirement benefits must be increased annually, from the later of the date of termination of employment or July 1, 1991, until the date the contributor begins to receive retirement benefits from the fund, at a rate as determined by the board not to exceed a rate that would be approximately equal to annual salary increases provided state employees pursuant to action by the legislative assembly.

As provided in statute, it is necessary for the NDPERS Board to set a rate to be used in establishing the index factor for deferred members of the Highway Patrol. Currently there are 28 members in the system in a deferred status.

It has been NDPERS' policy to solicit input and a recommendation from the Highway Patrol leadership. The last legislative session provided a 1.50% increase for the first year of agencies' budgets for the 2021-2023 biennium. The North Dakota Highway Patrol leadership is recommending that deferred members in its system receive a 1.50% increase to their final average salary (FAS). A copy of this correspondence is attached for your information.

The current assumption for indexing of deferred members as reported in the Gabriel Roeder & Smith (GRS) July 1, 2020 actuarial report is 3%. Therefore, a 1.50% increase will result in an actuarial gain to the plan as confirmed by our consultant.

In the past, the Board has generally approved an indexing percentage, as recommended by the Highway Patrol leadership, that is the same or slightly lower than the salary increases granted to state employees.

Board Action Requested:

Affirm or deny the Highway Patrol Administration's recommendation



Memorandum

TO: Major Aaron Hummel
FROM: MaryJo Anderson
DATE: May 11, 2021
SUBJECT: Highway Patrol Indexing

The Highway Patrol indexing for deferred members of the HP system is up for review. There are currently 28 deferred vested members affected.

For your convenience, listed below are the legislative equivalents granted, as well as the increase percentages set for indexing purposes by the board since 1993 when the factor became policy.

	Legislative Increase	Index Approved
1993	3.00	3.57
1994	2.00	3.00
1995	2.00	2.00
1996	2.00+ 1.00 discretionary	2.00
1997	Average 3.00	3.00
1998	Average 3.00	1.80
1999	2.00 (min \$35)	1.26
2000	2.00 (min \$35)	2.00
2001	3.00 (min \$35)	1.81
2002	3.00 (min \$35)	1.73
2003	None Authorized	-0-
2004	None Authorized	-0-
2005	4.00	4.00
2006	4.00	4.00
2007	4.00	4.00
2008	4.00	4.00
2009	5.00	5.00
2010	5.00	5.00
2011	3.00	2.00
2012	3.00	2.00
2013	3.00	3.00
2014	3.00	3.00
2015	3.00	3.00
2016	3.00	2.00
2017	None Authorized	-0-
2018	None Authorized	-0-
2019	2.00	2.00
2020	2.50	2.50

As the above illustrates, the rate has historically been set at a percentage that is the same or less than the salary increases granted to state employees. The 2021 legislature provided appropriation to agency budgets by 1.5% for the first year of the 2021-2023 biennium with a \$100 minimum per month.

This item will be scheduled for the July NDPERS Board meeting agenda. We are requesting your written response by June 10, if possible. If you need additional information, please let me know.

May 12, 2021

Ms. MaryJo Anderson
North Dakota Public Employees Retirement System
400 East Broadway, Suite 505 – Box 1657
Bismarck, ND 58502-1657

SUBJECT: HIGHWAY PATROL INDEXING

Dear Ms. Anderson:

The North Dakota Highway Patrol recommends that North Dakota Public Employees Retirement System index in at the rate of 1.5% for 2021.

Sincerely,



BRANDON SOLBERG
Colonel, NDHP
Superintendent

bs/jr



III. RETIREMENT

B. Retiree Health Insurance Credit (RHIC) Administration Request for Proposal *EXECUTIVE SESSION

**The material for the Executive Session
will be sent under separate cover.**

IV. GROUP INSURANCE

A. Medicare Part D (EGWP) Request for Proposal

***EXECUTIVE SESSION**

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Memorandum

TO: NDPERS Board

FROM: Bryan Reinhardt

DATE: July 13, 2021

SUBJECT: Employee Assistance Program (EAP) Update

The NDPERS Board approved five EAP vendors for the 2021-2023 biennium. Four were existing providers: CHI St. Alexius, The Village, eni NexGen, and Live Well Solutions. The new provider was Humana (approved for agencies with over 50 employees).

There were four agencies that switched EAP providers during our open enrollment.

ND Department of Health from CHI St. Alexius to eni NexGen
ND State Library from CHI St. Alexius to eni NexGen
ND Electrical Board from the Village to CHI St. Alexius
ND Plumbing Board from Live Well Solutions to CHI St. Alexius

Note that no agencies selected Humana.

If you have any questions, we will be available at the NDPERS Board meeting.



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Memorandum

TO: NDPERS Board

FROM: Rebecca

DATE: July 13, 2021

SUBJECT: **Wellness Renewal**

NDPERS staff has completed the renewal of the Employer Based Wellness Program for the plan year July 1, 2021 to June 30, 2022. This renewal determines those employers that will qualify for the 1% health insurance premium discount during the plan year. Employers are given the opportunity to combine efforts with another NDPERS employer in order to qualify.

At this time, there are a total of 177 out of 223 employers electing to participate in the wellness program. This is an employer participation rate of 79%. However, approximately 97% of employees covered on the insurance plan are working for employers that are offering wellness programs and activities to their employees.

The breakdown of the participating employers is as follows:

- 110 state agencies, universities and district health units
- 25 counties
- 13 schools
- 13 cities
- 16 political subdivisions

This item is informational only and does not require any action by the board.



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Memorandum

TO: NDPERS Board

FROM: Rebecca

DATE: July 13, 2021

SUBJECT: American Rescue Plan Act Update

The following is an update regarding the implementation of the American Rescue Plan Act as it relates to the NDPERS plans.

COBRA Premium Subsidy for Health, Dental and Vision Insurance Plans

Additional guidance was released in May from the federal government regarding the subsidy. Upon review of the guidance, staff worked with Ice Miller on clarifications that were needed.

In addition, the following activity has occurred at NDPERS since we last reported on this item at the April meeting:

- Staff prepared queries to identify those individuals to whom the model notice should be provided.
- Communications and forms were finalized and reviewed by Ice Miller, NDPERS' federal tax consultant.
- Communications were emailed to employers to notify them of the COBRA premium subsidy and the processes NDPERS would be following.
- Notices were mailed to potentially eligible individuals the week of May 10, well ahead of the May 31 deadline. Additional individuals were identified and queried, with notices then being provided. Approximately 2,800 notices were sent.
- Ongoing communications occur as newly terminated employees or those with a reduction in hours resulting in the loss of coverage are identified. This will continue throughout the duration of the subsidy window.

As of June 30, 2021, seven individuals have been verified as eligible for the premium subsidy.

FlexComp Plan

Based upon the Board decision to allow the increased dependent care spending account limit from \$5,000 to \$10,500 for calendar year 2021, staff wanted to provide an update on the number of employees that modified their election for 2021. During the special enrollment window, 159 members enrolled or increased their previous election.

This item is informational and does not require action by the Board at this time.



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Memorandum

TO: NDPERS Board

FROM: Rebecca

DATE: July 13, 2021

SUBJECT: Tobacco Cessation Program

At the June meeting, the Board was informed (Attachment 1) that on May 11, the Department of Health notified Sanford Health Plan (SHP) that the 67th Legislative Assembly did not provide an appropriation for the grant funding for the NDPERS Tobacco Cessation Program. Therefore, the NDPERS Tobacco Cessation Program will end on June 30, 2021.

During the June meeting, Senator Mathern offered to reach out to the Department of Health to request that they reinstate the program. The following is the response received to Senator Mathern's request:

Good afternoon Senator Mathern,

Thank you for the email. The Sanford Health Plan (SHP) contract to provide tobacco cessation services to NDPERS members expires on June 30, 2021. The funding in the current biennium was at \$50,000 for the period of July 1, 2019 – June 30, 2021. While the direct conversation did not occur during our Senate Appropriations presentations, the Department did share a schedule with the Human Resources Division of the House Appropriations Committee, which outlined the grants / contracts that were planned for the 2021-2023 biennium. This change in funding to SHP was indicated on the schedule presented.

While we do not plan to move forward with that same contract with SHP, our Tobacco team, led by Neil Charvat, has been working closely with NDPERS to ensure NDPERS membership is still able to access cessation services. Our plan is to utilize our current provider and expand their cessation services to the NDPERS membership. In addition we

are working with NDPERS to begin covering medications as well if NDPERS is interested. NDPERS has expressed interest in this coverage and plans to discuss at the next board meeting, which I believe was scheduled for today. We are waiting to hear from NDPERS as we move forward with coverage for the NDPERS membership through other means.

Please feel free to reach out to Neil Charvat, Director, Tobacco and Prevention Control Program.

Regards,

*Brenda M. Weisz, CPA
Chief Financial Officer*

In addition, Scott and Rebecca met with Dirk Wilke to provide him an update on the program given he was unable to attend June's meeting. Dirk has confirmed that the above information is accurate, but that the option to expand services to the NDPERS membership and begin covering medications would need to be funded by a source other than the Department of Health as they were not allocated funding for this grant/program. Therefore, it appears we have returned to the original discussion point for the Board, which is whether the Board wishes to continue a similar program and if so, fund the program from the health insurance plan reserves?

As provided in last month's memo, SHP estimates that the current program cost, including administration and member benefits, is approximately \$80,000-\$90,000 per biennium. The current program is only available to active employees and covered dependents (age 18 and over) of state agencies, district health units and the Garrison Diversion. It is not available to employees or dependents of political subdivisions. One thing the Board may wish to consider if it wants to continue to offer a similar program is to expand the eligible population to all active employees, regardless of being state or political subdivision employees. However, this could potentially double the cost due to the increase in population.

SHP has indicated they could administer a similar program on behalf of NDPERS. In addition, Neil Charvat, Director of the Department of Health's (DoH) Tobacco Prevention and Control Program Division, reached out to NDPERS and met with staff to discuss NDQuits and the services offered to all North Dakota residents, including NDPERS members that live in North Dakota. The following is information provided by Neil as part of that meeting:

Current and ongoing services available to residents of North Dakota, including NDPERS members:

- Cessation counseling provided through UND
- Funding of cessation products for 8 weeks per year per client to include:
 - o Gum
 - o Patch
 - o Lozenges
- DoH bids for a 3rd party vendor
 - o National Jewish Health current vendor
- Counselor orders cessation product for participant and item is mailed to home address.

However, the current services available through NDQuits does not include medications such as Chantix. Neil indicated there would be an option should the NDPERS Board wish to fund medications for NDPERS members. The products would be provided through their 3rd party vendor. NDPERS and DoH would need to determine an estimated cost, could set a ceiling on how much would be available in total dollars, and could end once dollars are exhausted. We'd also need to determine how the funding would be handled from reserves. For example, would NDPERS send payment to DoH to pay vendor, NDPERS pay vendor direct, etc.

If the Board would like staff to develop a similar program to be offered and paid for from the health insurance plan reserves, staff will work with SHP and/or the Department of Health, and bring back a final proposal for Board review and approval at the July meeting.

Board Action Requested:

Determine if staff should develop a program similar to the current Tobacco Cessation Program to be funded by health insurance plan reserves for the 2021-2023 biennium. If so:

- 1) Provide guidance on if the Board wishes to have staff work with Sanford Health Plan or the Department of Health on providing this coverage.

- 2) Consider whether to expand the services to all NDPERS members on the Dakota Plan, active employees on the Dakota Plan or just those that were previously eligible for the Tobacco Cessation Program.



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Memorandum

TO: NDPERS Board

FROM: Scott

DATE: July 13, 2021

SUBJECT: Value Based Care Arrangement

Effective July 1, 2019, pursuant to Board approval, Sanford Health Plan (SHP) implemented a Value Based Care Arrangement that was designed to encourage health care providers to improve the efficiency of their care. As we are about to go into the new biennium, SHP is proposing that the Board approve the modification of that plan. SHP's proposal is contained within the attached memo.

During the Board's consideration last month, the Board tabled the discussion for more information from SHP. The below is from Don Schott with SHP. He will be at the Board meeting to present information on the topic and respond to Board member questions.

In an effort to address some of the questions of the NDPERS Board regarding the recommended adjustments to the current NDPERS value based arrangement settlement I offer the following:

1. What is the latest date that a decision can be made regarding these changes?

If approved, these changes would be implemented for the 12 month performance period ending June 30, 2022. The performance period begins July 1, 2021 but the provider does not receive its quarterly performance report until early January 2022 because the reporting allows for a three month claims runout period. The runout period allows us to capture all of the claims incurred July through September but submitted for in October through December. Therefore I recommend that a decision be made no later than September 1, 2021 and allow providers to choose their level of risk; 50/50 or no downside risk by October 1, 2021.

2. What is a good time to rerun the numbers?

Personally, I think this is more of a fairness concept and should be judged as such. The current model is mainly based on how the provider performs compared to itself without taking into account how it performs amongst its peers. Taking into account a provider's total cost of care index, which is a measurement of a provider's total medical spend relative to its peers, high performing providers will be recognized for their good performance and will not necessarily be penalized for not improving on their previous high performance.

This table illustrates the impact of mitigating losses for high performers based on the 12 month ending 12/31/20 for the 50/50 upside/downside risk model. The change has the potential to mitigate losses for providers that have a total cost of care index of less than 1.0. The illustration shows that providers D & F are 10 and 5 percentage points below the average total cost of care. Therefore, provider D's losses would be limited to \$111,320 rather than its actual shared loss of \$151,136 and Provider F's loss would be limited to \$32,885 rather than its \$153,331. As you can see, the 50/50 risk share model still requires providers to put 1% of their members total medical spend at risk no matter how well they perform. Providers A & B also performed better than average but their shared savings losses are less than the adjusted loss limitation so no adjustment is warranted.

Potential Impact of mitigating shared loss for high performing providers						
Interim Period:						
Jan-Dec 2020	Provider A	Provider B	Provider C	Provider D	Provider E	Provider F
Shared Savings/(Loss) Payment to/(From) Provider	\$ (1,210,004)	\$ (303,159)	\$ (32,220)	\$ (151,136)	\$ (435,384)	\$ (153,331)
Loss Mitigation adjustment for Strong Performers						
Total Cost of Care Index	0.99	0.96	1.04	0.90	1.19	0.95
% Points under benchmark (rounded to nearest whole number)	1.0%	4.0%	0.0%	10.0%	0.0%	5.0%
Current 5% Loss limitation (reduced for every % point below benchmark)	4.0%	1.0%	5.0%	1.0%	5.0%	1.0%
Adjusted Loss Limitation (Not to exceed total Loss amount)	\$ (1,902,796)	\$ (411,088)	\$ (1,519,067)	\$ (111,320)	\$ (664,319)	\$ (32,885)
Shared Savings/Loss Limitation						
Shared Savings/(Loss) is limited to 5% of Adjusted Allowed Amount	\$ (2,378,496)	\$ (2,055,439)	\$ (1,519,067)	\$ (556,598)	\$ (664,319)	\$ (164,423)
Total Shared Savings/(Loss) Payment to/(From) Provider	\$ (1,210,004)	\$ (303,159)	\$ (32,220)	\$ (111,320)	\$ (435,384)	\$ (32,885)

3. Why increase the incentive for providers to choose the no downside risk option?

Providers are concerned about the uncertainty of the demand for health care coming out of the Covid period and are skittish about putting dollars at risk in the upcoming year. Some have questioned if the rewards of this program are worth the additional work and administrative expenditures involved in managing the care of these attributed members. Currently, the providers share in 10% of the shared savings if the total savings is less than 2% of its attributed members' medical spend. Increasing that share to 20% gives providers more incentive to stay in the program and, overtime, equip them to move to a 50/50 risk share scenario.

Board Action Requested: Approve or deny the modification of the plan.



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Memorandum

TO: NDPERS Board

FROM: Rebecca

DATE: July 13, 2021

SUBJECT: Legislation Implementation

Staff have begun work efforts to implement bills that impact the NDPERS benefits. Specifically, the following grid provides the bills that staff are tracking and working on:

	Description	Effective Date
HB 1041	Employer penalties for reporting issues on retirement contributions and insurance premiums	8/1/21
HB 1435	Health insurance coverage for survivors of first responders who die in line of duty	8/1/21
SB 2043	HP Contribution Increase (.5% EE/.5% ER eff 1/2022, 1/2023, 1/2024 and 1/2025)	8/1/21 with contributions 1/1/22
SB 2044	Technical Corrections <ul style="list-style-type: none">- Clarification of retiree health insurance benefit eligibility- Age 72 Required Minimum Distribution language change- Lost NDPERS member location efforts – reduce time period to 1 year	8/1/21

HB 1041

The Board approved a policy related to how NDPERS will administer the employer penalties. Employer communications are being updated based upon this policy.

HB 1435

Efforts related to HB 1435 have involved confirming processes with Sanford Health Plan for the set-up of these individuals for tracking the required premiums against reserves. In addition, a new form was developed for the employer and surviving family members to complete to verify eligibility and enrollment. Outreach is in process to the 6 families that NDPERS is aware may be eligible for coverage as of August 1, 2021.

SB 2043

NDPERS materials are being reviewed and updated to reflect the upcoming contribution increase for Highway Patrol members. In addition, work orders have been submitted to request updates to the PERSLink business system to coincide with the effective dates of each contribution increase over the four year period.

SB 2044

Materials have been updated to reflect the change in Required Minimum Distribution age from 70 ½ to 72 based on federal law changes. In addition, the query to determine members that NDPERS has been unable to locate has been updated to reflect they have been “lost” for one year rather than the previous two years. This will allow NDPERS to provide an updated listing on our website following the August 1 effective date.

This item is informational and does not require any action by the Board.



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Memorandum

TO: NDPERS Board

FROM: Shawna Piatz

DATE: June 8, 2021

SUBJECT: Audit Committee Minutes

Attached are the approved minutes for the February 8, 2021 meeting. The minutes may also be viewed on the NDPERS website at www.nd.gov/ndpers.

The next Audit Committee meeting is scheduled virtually for August 16, 2021 at 3:00 p.m. This is for your information.

Attachments

MEMORANDUM

TO: Audit Committee
Mona Rindy
Adam Miller
Julie Dahle
Dirk Wilke
Senator Tim Mathern

FROM: Shawna Piatz, Chief Audit Executive

DATE: February 8, 2021

SUBJECT: **February 8, 2021 Audit Committee Meeting**

In Attendance:

Mona Rindy
Adam Miller
Dirk Wilke
Senator Tim Mathern
Dean DePountis
Shawna Piatz
Scott Miller
Derrick Hohbein
Rebecca Fricke
Sarah Marsh

The meeting was called to order at 3:00 p.m. by Ms. Rindy. The committee began the meeting with approving the prior Audit Committee minutes.

I. November 9, 2020 Audit Committee Minutes

- A. The Audit Committee minutes were examined. Mr. Wilke motioned approval of the minutes. The motion was seconded by Mr. Miller. This was followed and approved by voice vote.

II. Internal Audit Reports

- A. Quarterly Audit Plan Status Report – A summary of the Internal Audit staff time spent for the past quarter was included with the Audit Committee materials. Of the total hours reported, 63.34% was spent in audit, 6.09% in consulting, and 30.56% in administrative hours. A large portion of the audit hours were spent on auditing the retirement program, as we are reviewing 100% of the new BDS's work and a sample of the rest. The Retirement Program hours increased as BDS staff is still fairly new to their roles and Internal Audit continues to perform a

more thorough compliance review of the retirement accounts. The consulting hours were largely attributable to Internal Audit's assistance with vested employer contribution reconciliations, dual member FAS and service credit calculations and the FY 2020 external audit. Internal Audit started prep work and held an entrance meeting for the Deferred Compensation Audit this quarter.

A status update was provided on the 2020 – 2021 Audit Plan for each area of review. Along with the work done in the Retirement Benefit and Refund Payments audit, Internal Audit held an entrance meeting for the Deferred Compensation audit and assisted with numerous consulting projects.

- B. Retirement Benefit Payment Status Report – Information was provided to the Audit Committee, which summarizes the accuracy percentages of the retirement benefit and refund payments. The report shows the number of new retirees or refunds each month, the total number of new retirees or refunds audited and whether issues identified were procedure, system, compliance, or employer issues. An accuracy rate of 97.40% was achieved fiscal YTD as of January 2021 for new retirement benefit payments, which was above the 97% goal. 100% J&S and Single Life benefits continue to be the largest new retiree benefit categories. An accuracy rate of 88% was achieved fiscal YTD as of January 2021 for retirement refunds, which is below our 97% goal. However, a limited number of retirement refunds were audited and a portion of the sample was focused on those refunds in which a known system issue may have occurred.
- C. Benefit/Premium Adjustments Report – The quarterly benefit adjustment report was provided to the Audit Committee. The report is in several sections, each representing the type of corrections. These adjustments are considered errors, not adjustments made in the normal course of business. It was noted that the dollar amount of errors did increase slightly.
- D. Outstanding Issues Status Report – As stated in the Audit Policy #103, the Internal Audit Division is to report quarterly to management and to the Audit Committee, the status of the audit recommendations of the external auditors, as well as any found by the Internal Auditor. The report has been updated to reflect what has been accomplished November 1, 2020 through January 31, 2021. Staff reviewed the recommendations with the committee. A significant number of the outstanding items were closed over this past quarter. Currently, there are two items that remain outstanding; however, progress has been made on them. Therefore, 15 items were closed. We expect these last two items to hopefully be resolved over the next quarter.

III. Administrative

- A. Audit Committee Member Appointment – Per the Audit Committee Charter, “The audit committee will consist of two to five members with the majority of the members selected from the Board of Directors, and one may be selected from outside the organization. With Senator Grabinger transitioning off the NDPERS Board, Senator Tim Mathern was nominated and accepted the open Audit Committee position.

- B. Internal Audit Plan 2020-2021 Updates – The Audit Plan is updated each biennium with an update provided every year. Internal Audit coordinated the completion of the risk assessment updates in October 2020. No new major risks were noted and therefore no updates were made to the 2020 – 2021 Audit Plan. As no updates were completed, a motion for approval was not necessary.
- C. Internal Audit Report 2020 – Each year Internal Audit provides a general overview of the Internal Audit division and a summary of the audit activity that occurred during the previous year. Mr. Wilke motioned approval of the Internal Audit Report 2020. The motion was seconded by Mr. Miller. This was followed and approved by voice vote.
- D. Audit Committee Charter Matrix – The Audit Committee Charter states it will “confirm annually all responsibilities outlined in this charter have been carried out. Review and assess periodically the adequacy of the Committee charter, request Board approval for proposed changes, and ensure appropriate disclosure as may be required by law or regulation.” To meet the requirement a matrix was developed to review against current practices to ensure that the Audit Committee is meeting its responsibilities. The matrix was reviewed and approved by the Audit Committee, where Mr. Miller motioned approval of the matrix. The motion was seconded by Mr. Wilke. This was followed and approved by voice vote.
- E. Internal Audit Charter Matrix – A copy of the Internal Audit Charter Activity review matrix of the activities completed through December 31, 2020 was provided to the Audit Committee for their review and information.
- F. Chief Audit Officer (CAO) Annual Performance Evaluation – The CAO’s Annual Performance Evaluation is in process. The CAO has completed the self-evaluation and the Executive Director is currently reviewing and providing his ratings and comments. Once completed the Audit Committee will provide their individual ratings and comments. The final Performance Evaluation will be presented to the Audit Committee for their final approval.
- G. Audit Committee Meeting Date & Time – The next Audit Committee meeting is scheduled for Monday, May 10, 2021 at 3:00 p.m.
- H. External Audit Updates – The State Auditor’s Office is in the process of issuing the PERS financial statement audit RFP for FY 2021 – 2023. Internal Audit has reviewed the RFP, provided commentary and will be available to offer any additional assistance needed. This was provided to the Audit Committee for their information.

IV. Miscellaneous

- A. Travel Expenditures – There were no out-of-state travel expenditures incurred by the Executive Director or Board for the period November 1, 2020 through January 31, 2021. This was provided for the Audit Committee’s information.

- B. Risk Management Report – Updates were presented to the Audit Committee related to the Loss Control Committee activities. The Audit Committee was provided the minutes from the Loss Control Committee's December 18, 2020 meeting and the agenda for the March 30, 2021 meeting. The Loss Control Committee reviewed a number of action items for the previous quarter including an update on the distribution of agency laptops, FileNet and disaster recovery training, reviewed outstanding audit recommendations, conducted quarterly office inspections and reviewed agency incident reports.
- C. Report on Consultant Fees – According to the Audit Committee Charter, the Audit Committee should "Periodically review a report of all costs and payments to the external financial statement auditor. The listing should separately disclose the costs of the financial statement audit, other attest projects, agreed-upon-procedures and any non-audit services provided." A copy of the report showing the consulting, investment and administrative fees paid during the quarter ended December 2020 was provided for the Audit Committee's information.
- D. CPEs and Webinars – A report on the continuing professional education webinars, luncheon meetings and seminars Internal Audit participated in for the period November 1, 2020 through January 31, 2021 was provided to the committee. The Chief Audit Executive attended one webinar.

Meeting adjourned at 3:56 p.m, by Ms. Rindy.



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Memorandum

TO: NDPERS Board

FROM: Scott

DATE: July 13, 2021

SUBJECT: Contracts under \$10,000

Attached is a document that shows the contracts under \$10,000 that I have signed this calendar year. Please let me know if you have any questions on any of these contracts.

This topic is informational only.

Attachment

Vendor	Amount	Frequency Incurred
Office of Management & Budget	\$ -	3 year renewal for surplus property
Record Keepers	~ \$ 16	Weekly
*NDIT	\$ -	Secondary disaster recovery site
*Fireside	\$ -	Data service agreement

*Newly signed agreements since last board meeting



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Memorandum

TO: NDPERS Board

FROM: Derrick Hohbein

DATE: July 13, 2021

SUBJECT: Consultant Fees for the Quarter Ended June 2021

Attached is a quarterly report showing the consulting, investment, and administrative fees paid during the quarter ended June 2021.

Attachment

**North Dakota Public Employees Retirement System
Consulting/Investment/Administrative Fees
For the Quarter ended June 30, 2021**

Program/Project		Fee Type	Apr-21	May-21	Jun-21	Fees Paid During The Quarter	Fees Paid Fiscal Year-To-Date
Actuary/Consulting Fees:							
Mid Dakota Clinic	Retirement Disability	Time charges	300	400	350	1,050	\$ 5,050
Ice Miller	Legal fees Employee benefit matters			3,848	2,511	6,359	\$ 14,804
Deloitte	Legislative Analysis			7,313		7,313	\$ 26,937
Deloitte	Claims Projections					-	\$ 12,229
Deloitte	Consulting			2,600	18,281	20,881	\$ 205,484
Gabriel Roeder Smith & Company	Retirement	Fixed Fee				-	\$ 73,000
Gabriel Roeder Smith & Company	RHIC	Fixed Fee				-	\$ 13,600
Gabriel Roeder Smith & Company	GASB 67/68	Fixed Fee				-	\$ 44,000
Gabriel Roeder Smith & Company	GASB 74/75	Fixed Fee				-	\$ 8,250
Gabriel Roeder Smith & Company	Projections	Fixed Fee				-	\$ 17,900
Gabriel Roeder Smith & Company	Actuarial Factor Updates	Fixed Fee				-	\$ 20,000
Gabriel Roeder Smith & Company	Legislation	Time Charges	6,240	640	6,640	13,520	\$ 36,320
Gabriel Roeder Smith & Company	Retirement	Time Charges	4,760	2,890	4,080	11,730	\$ 42,585
Gabriel Roeder Smith & Company	RHIC	Time Charges				-	\$ 340
Gabriel Roeder Smith & Company	Deferred Comp	Time Charges				-	\$ -
Gabriel Roeder Smith & Company	Flexcomp	Time Charges				-	\$ -
Callan & Associates	Asset Allocation & Liability Study	Fixed Fee				-	\$ 68,000
Callan & Associates	Investment Consultant Expenses	Fixed Fee			12,450	12,450	\$ 12,450
Callan & Associates	Record Keeper Search	Fixed Fee				-	\$ -
Audit Fees:							
Clifton Larson Allen	Annual Audit Fee	Fixed Fee				-	\$ 241,800
Website Maintenance							
MABU	Website Redesign	Time Charges				-	\$ -
Legal Fees:							
ND Attorney General	Administrative	Time charges	3,565	2,934	2,318	8,817	\$ 46,101
Investment Fees:							
SIB - Investment Fees	Retirement (DB)	% Allocation	103,559	1,678,316	616,602	2,398,477	\$ 10,683,308
SIB - Investment Fees	Ret Health Credit	% Allocation	108,230	105,467	107,424	321,121	\$ 1,211,010
SIB - Investment Fees	Insurance	% Allocation	15,614	14,926	15,301	45,841	\$ 191,968
SIB - Administrative Fees	Retirement (DB)	% Allocation	29,634	33,087	47,404	110,125	\$ 530,253
						-	\$ 9,740,975
Administrative Fee:							
Sanford Health Plan	Health Plan	Fixed fee	2,209,057	2,205,315	*	4,414,372	\$ 24,611,242



Memorandum

TO: NDPERS Board

FROM: Derrick Hohbein

DATE: July 13, 2021

SUBJECT: Office Relocation Update

As you are aware, staff has begun the preparation for the office relocation to the WSI building. Staff plans to bring forward a monthly update to the Board to discuss progress, provide an update on estimated costs, and seek any contract approvals needed from the Board to proceed. These memos each month will keep running totals so the Board has full transparency regarding what this relocation effort will cost.

At the June 2021 Board meeting, the Board approved the costs of adding privacy film and plexiglass barriers to the visitor offices, as well as essential computer equipment to make the hoteling concept successful. Staff wanted to provide the update that all those efforts have been put into motion.

We have a number of costs to update the Board on with things becoming finalized. At the March 2021 meeting the Board approved the cost to tear down and move 15 offices from the old location to the new office. As the moving process progressed, it became apparent that Commerce was going to have a lot more pieces in the outer offices available than we originally anticipated. Acquiring the missing pieces for those 15 offices was more cost effective than tearing down and moving the furniture from one location to the next. This resulted in the office saving \$1,575, and the final cost was \$8,048.80 to setup the 15 offices to meet the needs of our agency.

Fireside delivered the new Kyocera to the new office in late June. We were quoted a \$75 one-time document fee and a monthly charge of \$118.00. The final cost for the lease is a one-time \$50 document fee and a monthly charge of \$110.00.

All of the computer equipment from NDIT, the plexiglass barriers, chairs, moving the network connections, and installing the sprinkler head were all completed and paid at the anticipated cost.

Progress payments were made towards the HVAC/Lighting/Fire Alarm relocation in the visitor offices as well as the locked doorways to secure the back office. The remainder of the payments will be made upon project completion, and will be done at the rates the Board approved.

One item we overlooked when we presented the equipment request was laptop stands. These stands allow for proper cooling of the laptop, and also raises the screen so it is more in line with the other monitors. We are seeking approval for 14 stands at a total cost of \$431.06.

Our new reception area has a large wall behind the desk. We are interested in adding our name in vinyl letters to this wall at a cost of \$85. A photo of the reception area is included in Attachment A so you can see where we'd like to add the lettering. This attachment also includes what Commerce had as a background, just as an FYI.

To date we have not committed any funds towards the \$20,000 ceiling the Board approved, as we haven't purchased any of Commerce's surplus furniture yet.

At this time we do not anticipate needing to use contingency funding to make this office move a success. We are trending below our expectations on our operating expenditures for last biennium because of a reduction in activities due to the pandemic. We attempted to procure and receive as many pieces to this puzzle as we could last biennium. The Legislative Assembly also did not reduce our rent by the \$50,000 of savings we anticipate having in the 2021-2023 biennium to help us accommodate this move.

The layout of the new office space is included in Attachment B so the Board can get a feel for the office space that will be dedicated to our agency.

Attachment C has a photo collage of some of the activity over the last six months at both the downtown location as well as the WSI location.

A summary of ongoing work efforts, expected costs, actual costs, and current status is outlined below:

Activity	Cost Quote	Actual Cost*	Status
Moving Expenses: 15 walled offices Fettes – remaining office furniture	\$ 9,623.40 8,520.00	8,048.40	Approved March 2021 Approved April 2021
Visitor office: DIRTT walls HVAC/Lighting/Fire alarm Sprinkler head installation NDIT – move network connections Fireside – new multi-function printer Privacy film on glass Plexiglass barriers Three monitors/wall mounts/docks/keyboards	18,719.00 6,275.00 750.00 762.00 75.00 + 118.00/Month 1,200.00 254.97 1,556.94	18,019.00 1,375.00* 750.00 762.00 50.00 + 110/Month 254.97 1,556.94	Approved March 2021 Approved March 2021 Approved March 2021 Approved April 2021 Approved May 2021 Approved June 2021 Approved June 2021 Approved June 2021
Customization of hoteling area: 8 chairs Privacy film on windows Office customization Monitors/docking stations Laptop stands for staff	7,171.60 1,860.00 12,859.08 10,185.00 431.06	7,171.60 7,549.24 10,185.00	Approved April 2021 Approved May 2021 Approved May 2021 Approved June 2021 Seeking Board Approval
Secure back office: Locked doorways (3) Secure window to reception area	55,000.00 3,000.00	30,000*	Approved April 2021 Approved April 2021
Reception area: Telecom system and lock the front door Secure glass on front door Vinyl lettering	15,500.00 1,300.00 85.00		Approved April 2021 Approved April 2021 Seeking Board Approval
Other essential costs not to exceed	20,000.00		Approved May 2021

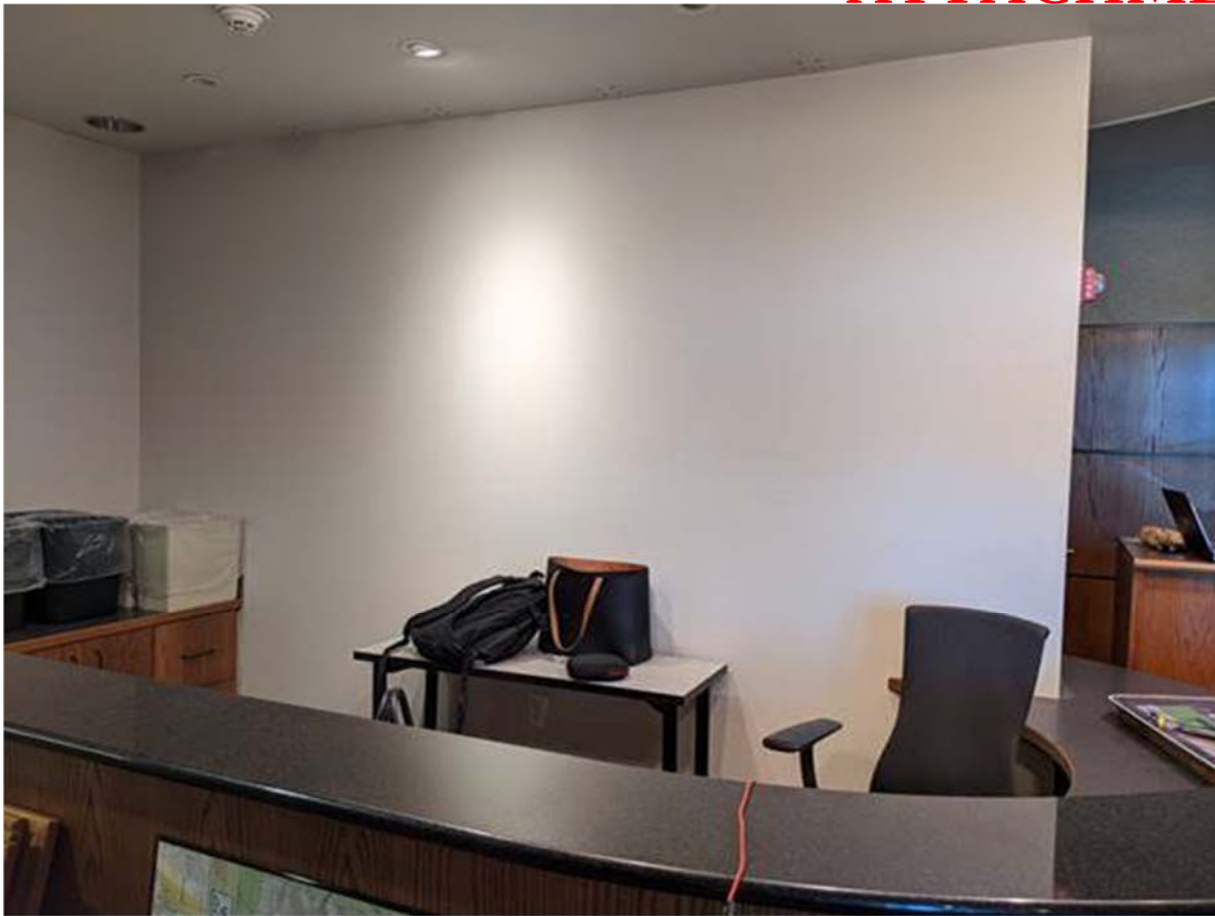
*Denotes a partial or progress payment made

Board Action Requested

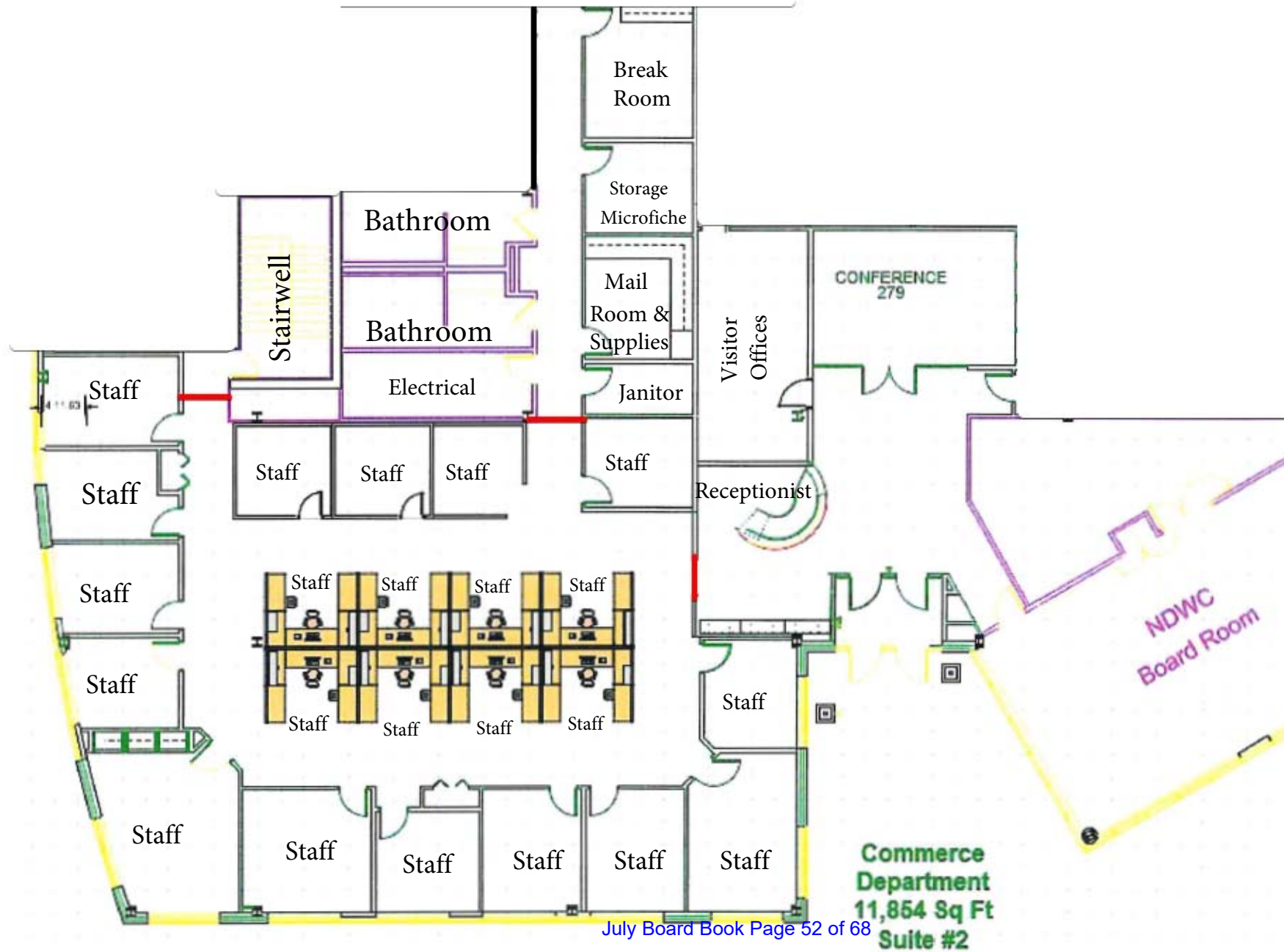
Consider and approve the attached cost proposal for the following:

- 1) Cost of 14 laptop stands for staff – (\$431.06)
- 2) Cost of adding our name in vinyl letters to the reception area - \$(85.00)

Staff is available to answer any questions the Board may have.



Attachment B



ATTACHMENT C

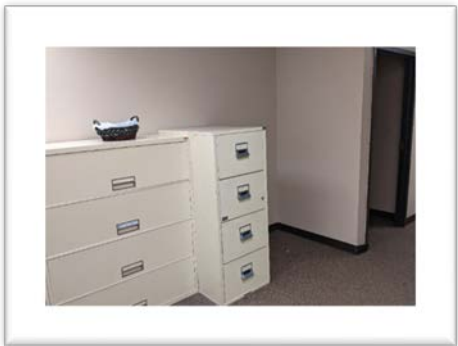
Office clean out and packing at Wells Fargo location.



Cleaning out the supply area.



Clean out, packing, & surplus property transfers.



Purge, purge, purge!



Home Sweet Home



1600 East Century Avenue, Suite 2



The modifications begin!

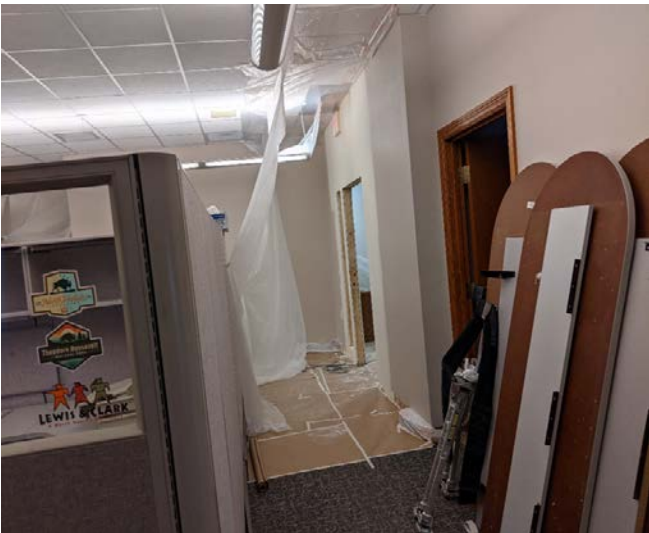


Front office reception area - before.



Installing the secured door.

View from the back office.



Revamping the hoteling area.



Visitor meeting rooms:



Fort Ransom Room (Commerce) before the renovation (DIRTT walls)



Ft. Ransom before installing the DIRTT wall visitor meeting rooms.



Meeting Room A in progress



Meeting Room B in progress



Meeting Room C in progress



Meeting Room doors



Visitor meeting rooms nearly complete.



View of Meeting Room B. Privacy film to be added on July 15.

Computer, monitor, tables, and chairs are next.



Memorandum

TO: NDPERS Board

FROM: Derrick Hohbein

DATE: July 13, 2021

SUBJECT: Operations Update

We last reported to the Board with an operational update at our November 2020 meeting. There has been a lot of work done and progress made on projects of which the Board may not be aware. In order to keep the Board informed, we like to provide updates once or twice a year on the progress our office is making. Over the last nine months, we have completed the following initiatives:

- It was one year ago that the concept of moving our office began to gain traction. Since that time we have had surplus property to our office 7 times and have 132 lines of assets that are no longer in our possession. The amount of planning that goes into successfully reducing your footprint by 50 percent is hard to describe. Today we are presenting this from our new office location, and overall things have gone about as smoothly as they could have. The new office space offers a number of enhancements from our previous location, and Staff is really excited for what this new space will offer our membership.
- As part of the budgeting process, staff recommended updating our website to be under the NDIT umbrella to give us a more robust platform. This transition also allows our agency to move away from the fee of having to pay MABU any time we need functionality added. This new website went live in June, and was a coordination effort between our office and NDIT. The transition will enhance our user experience, and create efficiencies within our office as well. We estimated the transition would cost our agency roughly \$6,000, and it ended up being delivered on time and under budget at a cost of just under \$4,000.

- Another exciting feature that we were able to introduce with our website launch is a dedicated YouTube channel for our agency. Having this channel allows our agency to provide educational videos that are too large to house directly on our website. Staff was able to get a government-friendly agreement with YouTube prior to the launching of our new website. You can see our YouTube site below:

<https://www.youtube.com/channel/UCom-abklwtN4AAXGI2rXyGA>

- Each year we offer our membership retirement education seminars. One event is a Pre-Retirement Education Program (PREP) and is a session for members retiring in the next 5 years. This year the ND Insurance Department joined to provide State Health Insurance Counseling information that is specific to the retiree population. Another event is a Financial Essentials Workshop (FEW) and is a session for new hires and mid-career employees. These sessions were held virtually in May and were also recorded so our members can access them on our YouTube channel via our website.

Over 600 individuals joined the Live Event for PREP, and the FEW had over 450 individuals join. The attendance far exceeded past in-person attendance for a single Bismarck or Fargo event. The feedback received was very positive with members emphasizing the flexibility and portability the virtual sessions provided.

- In April, staff conducted a virtual Lunch & Learn session for our members. Our counseling staff presented a one hour topic dedicated to education on disability benefits. The event had a nice turnout of 283 viewers, and is something we will continue exploring in the future.
- Every April a committee of staff members get together to review all of our Third Party Administrators' (TPA) System and Organization Controls (SOC) reports. These reports are designed to help capture any weaknesses in our TPA's internal control processes. SOC reports from ASIFlex, NDIT, Sagitec, Sanford, and TIAA were all reviewed, and I am happy to pass along that no material weaknesses were identified in any of the reports that staff reviewed.
- Business system updates were developed to accommodate the Board's direction of limiting new enrollees to 457 providers that did not agree to the amendment to serve as a fiduciary of the participants the providers oversee.
- PERSLink went live back in October 2010. Since that time we have been paying monthly fees to continue accessing the Mainframe, which was used to verify some information that does not exist in PERSLink. Staff worked with NDIT to develop a new interface that allows us to discontinue the use of the Mainframe.
- To help enhance transparency and accountability within the organization, a redesign of submitting business system issues was completed. Now when a user submits an enhancement for consideration, fields are prepopulated to save time. We also automated the notifications that are sent to internal staff so they are aware of timelines for issues being worked. We also set standards for the IT Department to adhere to so staff can have a realistic timeline for when issues will be resolved.

- To help make hoteling throughout our agency a successful transition, all staff were upgraded to laptop computers. Because NDIT received CARES funding specifically to help agencies with these types of transitions, the one-time fee that usually exists with these upgrades (for our agency roughly \$25,000) was waived. All staff were also transitioned to a “soft” phone. This functionality allows staff to make and receive calls using their computer, and doesn’t tie their office to a permanent location.
- The RHIC plan year was transitioned to a calendar year for 2021. This was done to ease the claim substantiation process for Medicare retirees and for retirees with other eligible insurance premiums.
- The American Rescue Plan Act (ARPA) created a significant work effort during our busiest time of the biennium. Commonly referred to as the latest stimulus package, the ARPA was signed by President Biden in March 2021. This unforeseen work effort impacted our agency with two different work efforts. First, a one-time open enrollment to expand dependent care flex spending elections for 2021. Second, a 100% COBRA subsidy was offered for individuals that experienced an involuntary separation (or a reduction of hours). Both of these work efforts were successfully implemented with a very compressed window for compliance.
- A two year work effort to transition Higher Ed to our Debit ACH process in Employer Self Service was completed in March 2021. The Universities present reporting challenges because they pay semi-monthly but they are also on a delayed payroll. With insurance, in particular, this creates challenges to ensure accuracy of reporting because they’ve finalized their payroll a full 2 weeks before we’ve ever billed them for the coverage. This process also completed an external audit finding from 2011 for accurate/timely follow-up of outstanding insurance receivables.

Staff is also currently working on the following projects:

- When we had our last operational update, we reported on an MSS enhancement being designed where members have the opportunity to apply for retirement benefits online. Our goals for this project are to streamline the benefit application process for the member, ensure the accuracy of information feeding into PERSLink, and freeing up staff time by eliminating the data entry element when receiving paper applications in our office. The wizards are currently being reviewed by staff.
- There are tables that exist in PERSLink that have not been archived since we went live ten years ago. Staff has been working with Sagitec on identifying tables that have information that may no longer be relevant, information that is outdated based on records retention policies, and information that is permanent but may need to be stored and accessed in a different manner than staff is currently accessing the information.
- Nightly batch processing generates a stack of letters for our members each and every day. An enhancement is being reviewed that will group these nightly letters by member so staff doesn’t have to sift through hundreds of documents. It also saves postage and confusion as members aren’t receiving numerous separate communications from us at one time.
- A project to enhance how enclosures are produced with the correspondence generated in PERSLink is currently being reviewed for efficiencies. Currently if a

form needs to be included with a letter to a member, Staff need to retrieve and print the form from our website. PERSLink offers the ability to auto-print enclosures, and Staff is in the process of documenting what enclosures are sent with each type of correspondence generated to begin taking advantage of this enhancement.

- One exciting capability with the upgrade to MVVM is the functionality to develop “surveys” for members and employers inside our portals. We view this as an opportunity to help streamline our Board election process. The base functionality is in place and staff will have the opportunity to customize the process to meet our business needs.
- The servers that our business system resides on are from 2010. These servers are being upgraded to Windows 2019, and will help the response time our users experience as well as implement some important security enhancements. The test servers have been transitioned and are currently being tested before we update the production servers.
- We previously discussed our concerns with the ND Login process and how it impacts our members from a security and customer experience perspective. NDIT is working on a redesign of the ND Login process and we were able to have our IT Manager secure a seat on the task force to offer input and ensure our concerns are satisfied with the new process.

Looking to the future, staff has identified the following goals and initiatives to work towards:

- HRMS is interested in coordinating with PERS on the education of new hires and existing employees on the benefits we offer. A team of PERS staff was identified to help coordinate these efforts with HRMS and may be expanded to also include HR Contact meetings as well as employer education opportunities.
- Business Process Management (BPM) is a system upgrade that was included as a one-time funding initiative for our agency for the 2021-23 biennium. This upgrade will redesign the flow of all work being done in our office, and will probably take 3-4 years to fully implement. Each workflow is analyzed for efficiencies, and the business process is built into the system directly so staff do not inadvertently circumvent processes and the system is driven as intended. This upgrade will also help with our transition to a remote working environment, allowing managers to see what staff are doing with the work being processed in our office.
- An additional developer was granted to our agency by the Legislative Assembly for the 2021-23 biennium. This resource will initially help develop comprehensive new hire and annual enrollment wizards in Member Self Service to enhance the experience of our members in the member portal. Once complete, this resource will also help with a backlog of system enhancements that our agency hasn’t been able to prioritize as well as help us move forward with our BPM development.

This is informational only and does not require any Board action.



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Memorandum

TO: NDPERS Board

FROM: Scott

DATE: July 13, 2021

SUBJECT: Board Committee Appointments

With two “new” Legislators appointed to serve on the Board, it is time to consider on which Board subcommittees you would like to serve. The current subcommittees and their members are below:

- Investment Committee: Adam Miller, Troy Seibel, Yvonne Smith, **Open**, Kim Wassim (alternate)
- Audit Committee: Chairperson Rindy, Adam Miller, Julie Dahl, Dirk Wilke, **Open**
- Benefits Committee: Casey Goodhouse, Kim Wassim, Open
- Retiree Committee: Yvonne Smith, **Open**
- Election Committee: Adam Miller, Kim Wassim, Troy Seibel

Board Action:

Consider which subcommittees you would like to serve on. Chairperson Rindy to make the appointments.

VI. MEMBER

A. Retiree Health Insurance Credit (RHIC) Member Appeal Case # 686

***EXECUTIVE SESSION**

**The material for the Executive Session
will be sent under separate cover.**