

An order of the Commissioners Court approving the filing of the May 13, 2019 minutes.

On Monday, May 13, 2019, the Commissioners Court of Collin County, Texas, met in Regular Session in the Commissioners Courtroom, Jack Hatchell Collin County Administration Building, 4th Floor, 2300 Bloomdale Road, City of McKinney, Texas, with the following members present, and participating, to wit:

Judge Chris Hill  
Commissioner Cheryl Williams, Precinct 2  
Commissioner Darrell Hale, Precinct 3  
Commissioner Duncan Webb, Precinct 4

Absent: Commissioner Susan Fletcher, Precinct 1

Commissioner Webb led the Invocation.  
Commissioner Williams led the Pledge of Allegiance.  
Judge Hill led the Pledge of Allegiance to the Texas Flag.

1. Judge Hill called to order the meeting of the Collin County Commissioners Court at 1:30 p.m. and adjourned the meeting at 2:54 p.m.

President Hill called to order the meeting of the Collin County Health Care Foundation at 2:54 p.m. and adjourned the meeting at 3:25 p.m.

President Hill called to order the meeting of the Collin County Toll Road Authority at 3:25 p.m. and adjourned the meeting at 3:25 p.m.

**DECISIONS MANDATED BY LEGAL ENTITIES OUTSIDE OF COMMISSIONERS COURT AUTHORITY:**

1. AI-46437 Donation of \$2,500 to Emily's Place utilizing the District Attorney State Forfeiture Fund, District Attorney.
2. AI-46517 Personnel Changes, Human Resources.

**FYI NOTIFICATION**

1. AI-34688 Outstanding Agenda Items, Commissioners Court.
2. AI-46464 Amendment No. 1 to Access Control & Time Collection (Contract No. 2016-044) with dormakaba Workforce Solutions, LLC to add mounting brackets, Information Technology.
3. AI-46476 Addendums 1, 2, and 3 to Construction, Relocation of Collin County Tax Office, 900 E. Park, Plano (IFB No. 2019-174) to make various changes to the Invitation for Bid, Purchasing.
4. AI-46471 Budget Amendment in the amount of \$6,141 to establish the budget for the FY2019 Court Records Preservation Grant Program through the Texas Bar Historical Foundation from March 12, 2019 through and including March 1, 2020, Auditor.

2. **Public Comments.**

3. **Presentation/Recognition.**

4. **Consent agenda to approve:** Judge Hill asked for comments on the consent agenda. Commissioner Webb pulled all of item 4f. With no further comments, a motion was made to approve the remainder of the consent agenda. (Time: 1:32 p.m.)

Motion by: Commissioner Duncan Webb

Second by: Commissioner Cheryl Williams

Vote: 4 - 0 Passed

- a. AI-46506 Disbursements for the period ending May 7, 2019, Auditor.

COURT ORDER NO. 2019-352-05-13

- b. AI-46529 Indigent Defense Disbursements, Auditor.

COURT ORDER NO. 2019-353-05-13

c. **Agreement(s):**

1. AI-46511 Interlocal Agreement with Brazos County per Texas Government Code 791.001-791.029, Purchasing.

COURT ORDER NO. 2019-354-05-13

d. **Amendment(s):**

1. AI-46461 No. 9 to P25 Trunked Radio Replacement (Contract No. 2016-020) with Motorola Solutions, Inc. to make various changes to the contract and further authorize the Purchasing Agent to finalize and execute same, Sheriff.

COURT ORDER NO. 2019-355-05-13

**e. Budget adjustment(s)/amendment(s):**

1. AI-46472 \$6,884 to reallocate funds for the Spay/Neuter Program, Development Services.

COURT ORDER NO. 2019-356-05-13

2. AI-46479 \$156,455,000 to allocate 2019 bond funds to facilities, roads and open space bond projects, Budget.

COURT ORDER NO. 2019-357-05-13

**f. Receive and File, Final Audit Result(s) (1st Quarter FY2019), Auditor:**

Commissioner Webb pulled all the items under 4f to commend the departments and elected officials on their clean audits. With no further comments, a motion was made to approve the items. (Time: 1:34 p.m.)

Motion by: Commissioner Duncan Webb  
Second by: Commissioner Cheryl Williams  
Vote: 4 – 0 Passed

1. AI-46477 Animal Services.

COURT ORDER NO. 2019-358-05-13

2. AI-46492 Constable, Precinct 1.

COURT ORDER NO. 2019-359-05-13

3. AI-46491 Constable, Precinct 2.

COURT ORDER NO. 2019-360-05-13

4. AI-46490 Constable, Precinct 3.

COURT ORDER NO. 2019-361-05-13

5. AI-46483 County Clerk.

COURT ORDER NO. 2019-362-05-13

6. AI-46496 CSCD.

COURT ORDER NO. 2019-363-05-13

7. AI-46486 District Attorney.

COURT ORDER NO. 2019-364-05-13

8. AI-46494 District Clerk.

COURT ORDER NO. 2019-365-05-13

9. AI-46498 Elections.

COURT ORDER NO. 2019-366-05-13

10. AI-46499 Engineering.

COURT ORDER NO. 2019-367-05-13

11. AI-46500 Fire Marshal.

COURT ORDER NO. 2019-368-05-13

12. AI-46495 Justice of the Peace, Precinct 1.

COURT ORDER NO. 2019-369-05-13

13. AI-46489 Justice of the Peace, Precinct 3-2.

COURT ORDER NO. 2019-370-05-13

14. AI-46487 Justice of the Peace, Precinct 4.

COURT ORDER NO. 2019-371-05-13

15. AI-46488 Juvenile Probation.

COURT ORDER NO. 2019-372-05-13

16. AI-46493 Myers Park.

COURT ORDER NO. 2019-373-05-13

g. Filing of the Minute(s), County Clerk:

1. AI-46475 April 22, 2019.

COURT ORDER NO. 2019-374-05-13

**h. Miscellaneous**

1. AI-46422 Trade in one (1) UPS/Serial #AS1111222254 towards the purchase of one (1) APC Smart-UPS X 1500VA Rack/Tower LCD 120V, one (1) UPS Network Management Card 2 with environmental monitoring, one (1) APC Temperature and Humidity Sensor, and one (1) APC Smart-UPS X Series 48V External Battery Pack Rack/Tower, Facilities.

COURT ORDER NO. 2019-375-05-13

2. AI-46468 Interlocal Contract No. 2019-223 through Dallas County (Contract No. 2018-057-6750) and through Ellis County (Contract No. 2016-013) with Oldcastle Materials Texas, Inc. d/b/a Texas Bit for pavement rehabilitation & resurfacing services, Public Works.

COURT ORDER NO. 2019-376-05-13

3. AI-46469 Grant application for the FY2019 State Criminal Alien Assistance Program (SCAAP) grant through the US Department of Justice, Bureau of Justice Assistance, Sheriff.

COURT ORDER NO. 2019-377-05-13

4. AI-46518 Personnel Appointments, Human Resources.

COURT ORDER NO. 2019-378-05-13

5. AI-46519 Personnel Change, Human Resources.

COURT ORDER NO. 2019-379-05-13

**GENERAL DISCUSSION**

5. AI-46286 UnitedHealthcare Services Presentation, Human Resources.

Curt Hursh, VP Account Management for United Healthcare, came forward to address the Court on the financial performance of the plan for the last few years and to look at the dynamics in the plan programs to protect the financial interests of the plan and the members. From FY2017 to FY2018, there was a 9.7 increase which is higher than the national norms and this was primarily due to the catastrophic claims which are over \$50,000. The norms are defined as public entities within the State of Texas. These large claims were from cancers, injuries, and musculoskeletal conditions as well as readmissions and complications which can be very costly. Catastrophic cases increased by 31%. There were 0.4% more emergency room visits and urgent care visits

increased by 2%. Hospital admissions increased 7.8%. Commissioner Williams said without the catastrophic claim trend, there was only a moderate increase in claims. The five-year annualized trend was 8.7% which is still higher than the national norms, but this was heavily weighted to the FY2018 catastrophic claims. However, this did not include payments the County received from the stop loss insurance. Commissioner Webb asked if they could compare Collin County's employment base demographics to what a norm looks like. Mr. Hursh said they do have an age/gender mix which shows how they would expect the County's group to run compared to the peer group.

Mr. Hursh introduced Katy Kandal, Strategic Account Executive, who meets with the Human Resources team at Collin County every two weeks to review any open items as well as quarterly to review results. Ms. Kandal said there were 76 catastrophic claims in FY2018 compared to 57 claims in FY2017.

One of the new programs implemented in the last few years is the virtual visits. There are two provider groups in the network. This is a quick and convenient way to access health care services and is less costly than the alternatives. The contracted cost for the virtual visit is \$49 and automatically applies costs to deductibles, copays or coinsurance. This service is available 24/7. Since the inception of this program in January 2016, there have been 161 virtual visits with 87 of those in FY2018. There is also a telemental component to this program and there were seven of those visits in FY2018.

With 36% of adult members at risk for diabetes and heart disease based on Collin County's specific data, a program was added in June 2018 called Personal Health Support with Disease Management. This is a telephonic and mail outreach program that identifies gaps in care and has cut the risk score in half because more of the population can be reached through mail and online alerts. This program focuses on the highest cost and highest risk populations which include asthma, diabetes, congestive heart failure and coronary artery disease. In only six months they were able to enroll and engage 6% of the population. While this may not seem like a lot, in terms of dollars spent, this represents 50% of the overall claim dollars spent by Collin County.

During a quarterly review with Human Resources, they noticed the cancer spend was starting to increase rapidly and 88% of the cancer spend was catastrophic related. On January 1, 2019, a program called Cancer Support Services was added. Employees get access to highly-rated physicians and a personal care nurse who creates a relationship with them to help understand their needs and that of their families. They get information to help make informed health care decisions and help adhere to treatment plans. They are monitored for adherence to help increase effectiveness and reduce costs.

CAI (Consumer Activation Index) identifies key decision-making opportunities, and they found that 53% of the time our members are using the right services which is higher than last year and higher than the norm. Collin County is above the norm for diabetes and far above the norm for clinical prevention, clinical wellness, and resources participation.

Commissioner Williams asked if the employee clinic and virtual visits might be competing with each other. Ms. Kandal said directing members to the employee clinic during regular hours is a great idea, and she could promote the virtual visit for after hours. Judge Hill would like to work on getting credit for the employee clinic to increase the CAI score for care setting which is currently at the norm. Ms. Kandal welcomes the opportunity to integrate the data from the employee clinic.

Ellen D'Amato came forward to talk about the network. The network is managed locally in North Texas, and there are a range of choices that provide value. With over 930,000 professionals in the national networks, this is the largest single proprietary health plan network. There are tiered plans with incentives to use Tier 1 physicians who will deliver the best benefit value. The local networks combine primary care-centered and high-value networks. Judge Hill referred to the five-year trend and said the non-catastrophic spend has been increasing by 2.6% while the cost increase is between 2.5% and 2.9%. That would mean most of the growth has been in the inflationary growth in cost of services. This would also indicate the programs that have been implemented are working.

Heiko Steiner, Vice President of OptumRx, came forward to talk about the pharmacy benefit. One of the challenges they face is keeping the members adherent to their medication. Other challenges include trying to tackle the opioid crisis, controlling double-digit inflation and specialty pharmacy spend. Two percent of the population are making up 39% of the spend. There are new medications coming onto the market within the next 18 months that could be as expensive as \$1.5 million for one-time utilization. But in some cases, they are a lifetime cure.

One of the best ways to improve not only the health but also the cost is by engaging three key stakeholders – members, physicians and the plan - and helping them make better choices. Some of the things they are doing to help empower the members is doing proactive onboarding. This year Collin County added a specialty pharmacy program, and they worked with members transitioning from their retail pharmacy to their specialty pharmacy. The detailed prescription drug list communications and tools give consumers the coverage and cost information they need to make informed prescription decisions. Pharmacy transparency at the point of prescribing helps physicians understand requirements so they and their patients can make smart, cost-effective and time-saving prescription decisions together. Consumers have access to tolls and services that make it easy and convenient to order refills, renew prescriptions, research medications and look for lower-cost alternatives.

Mr. Steiner explained one of the new tools they implemented 18 months ago was PreCheck MyScript. This program takes Collin County's plan data and links it to the provider's electronic medical record. This will provide the lower cost alternative, pricing, and allow that physician to do a prior authorization right in the physician's office.

There is an opioid strategy in place to help prevent, treat, and support members and it is having some very good results. Spending is down from FY2017 by 46.4%, total opioid utilizers has dropped by 2%, total opioid prescriptions has dropped by 12%, and the average daily morphine equivalent dose for long-acting opioids is down by 26%. There is a 14% decline in the PMPM (Per Member Per Month) trend from FY2018 to FY2017. On a four-year average the pharmacy trend has been 2.4% which is just slightly higher than what it was in FY2015.

Corrie Cabral, Director of Onsite Health Strategies, came forward next to talk about the on-site nurse liaison. The role of the nurse advocate is to identify members who are hospitalized; make hospital visits to members with high risk diagnoses; support and educate members and their families on the health condition and treatment plan; plan interventions based on opportunities identified; provide coaching and support for individuals and groups; and provide referrals to clinical and community programs. By the end of the year, they hope to show a reduction in the admissions for certain conditions and a cost savings.

Mike Lynn, Field Account Manager, has serviced Collin County's account for 16 years. The goal of the Advocate4Me program is to deliver an enhanced experience, customized to the County's needs and creating a relationship between families and advocates. The benefits advocate is a customer service expert experienced at member tools, preventive care education, provider verification and appointment scheduling and program enrollment. The health advocate is a claims and wellness expert experienced at program enrollment, detailed benefits/claims support, preventive care education and basic health education. The nurse advocate is a clinical licensed LPN (Licensed Practical Nurse) or RN (Registered Nurse) experienced at providing health education, treatment decision support, clinical education and pharmacy.

Members are taking advantage of the resources. Service is very important to United Healthcare, and feedback allows them to continue to improve and enhance the members' overall experience.

Mr. Hursh came forward again for final comments and to answer any questions the Court might have. To compare Collin County to other municipalities, they will look at the risk score which is a measurement of the disease burden in the population. They provide a numerical value that is an indicator of risk and cost. They will provide some historical perspectives and give some comparisons to the norm as well. They will do this on a retrospective and prospective basis. The County's CAI (Consumer Activation Index) is 71.9%. This is very good since it is rare to see a CAI over 70%.

Commissioner Williams said the County is self-insured and not an insurance customer. United Healthcare is a third-party administrator for the County. The Commissioner asked Mr. Hursh what he felt their job was as a third-party administrator and what they should be doing. Mr. Hursh said it is multi-pronged. They look to come up with programs to help the County avoid the financial pitfalls, they present solutions to the County, provide information with how the solutions are going to work, provide financial metrics to the solutions, and ultimately let the County make those decisions. They also help with claims and good member service to help people live



healthier lives, and to help serve the County's needs. Commissioner Williams said the County designs its plan as to what the plan will cover, how much they will cover, and then ask the third-party administrator to execute that plan. But what the Commissioner sees happening, particularly on the prescription side, is there are unilateral decisions being made about what will be covered and how much will be covered. The Court and sometimes Human Resources are not a part of these decisions. When the County goes out for bid on this, the Commissioner will want a third-party administrator that will not make unilateral decisions and impose them on the County, but will take the County's feedback on what the County wants.

Heiko Steiner, Vice President of OptumRx, came forward to address the Commissioner's concerns. Changes on the prescription drug list are made two times per year, and they communicate which drugs will be impacted, how many members will be affected, and the financial impact. It is up to the plan to decide which of those recommendations they choose to accept or deny at a drug-level basis. Commissioner Fletcher wants to make sure that information is getting to the Human Resources Department, and they are able to analyze it and bring it to the Court. Mr. Steiner said there are two types of exclusions that are available. The first is Strategic Exclusions in which they will look at the marketplace and what is happening to the cost of that medication and what alternatives exist. The other program that Collin County has in place is called Exclude upon Launch. Before a new drug on the market makes it onto the formulary, there is an opportunity to evaluate that medication for cost and alternatives such as a rebate.

Commissioner Webb asked what Mr. Hursh would propose to get the County's catastrophic numbers more in line with the norm or the non-catastrophic. The Commissioner would also like to know what other things the County can do besides coverage changes to try to drive down the rate of increase in catastrophic claims. Mr. Hursh said typically employers have a large catastrophic year once out of every four or five years. There was a brief discussion on the high costs of readmissions.

Commissioner Williams said there is zero transparency nationwide when it comes to hospitals' billings. Ellen D'Amato said hospitals can charge whatever they want. United Healthcare controls this as much as possible by fixing the rates they pay the hospitals. There is a lot of work that goes into the contracting to fix the costs. They use Medicare and other benchmarks to help determine what things should cost. Mr. Hursh said they will work on the questions and concerns the Court raised and provide feedback.

Judge Hill asked Cynthia Jacobson, Human Resources, what the parameters are for the requirements for a third-party administrator, and will they all bring in their network services and experience. Ms. Jacobson said they usually come in close in terms of claims and costs. The RFP (Request for Price) does reflect a broad depth of the different types of programs for what they see works and what doesn't work. (Time: 2:48 p.m.)

**NO ACTION TAKEN**

6. **AI-33858** RTC monthly update, Commissioner, Precinct 4.

Commissioner Webb updated the Court on that last RTC (Regional Transportation Council) meeting. They did amend the 2020 Unified Transportation Program and Regional 10-Year Plan. The only impact on Collin County was the RTC took \$50 million that was currently classified as Category 2 funding and replaced it with \$50 million of Category 12 funding. Category 2 is controlled by the RTC and Category 12 is strictly controlled by the Texas Transportation Commission. If the Commission was not willing to fund the project, which is the north/south freeway corridor east of US75, they would find some other Category 4 funds which are district controlled. They did this so the Commission understands the importance of freeways in Collin County.

Next there was a presentation on the National Highway System which is in review. US75 is the only highway shown in Collin County on the National Highway System at this point. The Commissioner will be pushing to get US380 on that system as soon as they know what the corridor will look like.

The next item of interest is the RTC will start working on the 2021-2024 TIP (Transportation Improvement Program). That is a three or four year plan, and there needs to be consensus on US380. If it is not on the TIP, it will not happen. That means the projects need to be shovel ready.

Lastly, there were three Transit Studies Stakeholder Meetings. The seven largest cities in Collin County have asked that there be a comprehensive transit study done for Collin County. This will go out for an RFP in the next few months. The Commissioner would like to see the County be a participant in this. These transit studies will be funded by NCTCOG (North Central Texas Council of Governments), and Commissioner Webb feels that Collin County should take the leadership role as opposed to the seven cities. (Time: 2:54 p.m.)

**NO ACTION TAKEN**

**7. AI-45660 86th Legislative Agenda for 2019, Commissioners Court:**

- a. SB29/HB281
- b. Proposed Magistrate Bill
- c. Additional District Courts
- d. Creation of the Van Alstyne Municipal Utility District No. 2
- e. Creation of the North Celina Municipal Management District No. 3
- f. Lakehaven Municipal Utility District of Collin County
- g. Collin County Municipal Utility District No. 2
- h. Walker Farms Municipal Utility District
- i. SB2/HB2
- j. HB 1245
- k. HB 705
- l. Texas CUC – Principles of the Urban Counties Policy Platform

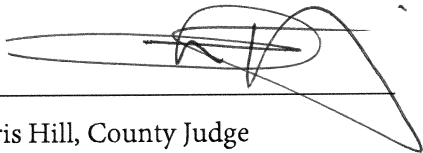
- m. Texas CUC – Bills Filed
- n. Any other legislative items

**NO ACTION TAKEN**

8. Future agenda items without discussion.

**EXECUTIVE SESSION**

The Court did not recess into Executive Session. There being no further business of the Court, Judge Hill adjourned the meeting at 2:54 p.m.



Chris Hill, County Judge



Darrell Hale, Commissioner, Pct 3



Susan Fletcher, Commissioner, Pct 1

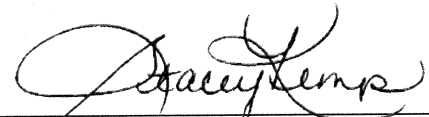


Not Present

Duncan Webb, Commissioner, Pct 4



Cheryl Williams, Commissioner, Pct 2



ATTEST: Stacey Kemp, County Clerk