



# MINUTES OF THE CAPE COD MUNICIPAL HEALTH GROUP

**Steering Committee Meeting**  
Wednesday, August 20, 2025, 9:00 AM

By Virtual Participation and In-Person Hybrid

## MEETING MINUTES

A meeting of the Steering Committee of the Cape Cod Municipal Health Group (CCMHG) was held on August 20, 2025, at 9:00 A.M.

**Steering Committee members present:**

Erin Orcutt, Steering Committee Chair  
Michael MacMillan  
Laurie Barr  
TK Menesale  
Susan Wallen  
Debra Watson  
Robert Whritenour  
Justyna Marczak  
Megan Downey  
Kathy Logue

Cape Cod Reg. Tech.  
Monomoy RSD  
Town of Eastham  
Hyannis Fire District  
Nauset RSD  
Town of Barnstable  
Town of Yarmouth  
Barnstable County  
Town of Chatham  
Dukes County

**Guests Present:**

Joseph Anderson  
Patrick Flattery  
Karen Quinlivan

Gallagher Benefit Services Inc. (GBS)  
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Erin Orcutt, Steering Committee Chair, called the meeting to order at 9:09 A.M.

Ms. Orcutt called for a roll of Steering Committee members present. The following voting members were present:

Erin Orcutt  
Laurie Barr  
Deb Watson  
Bob Whritenour  
Susan Wallen

Cape Cod Regional Tech.  
Town of Eastham  
Town of Barnstable  
Town of Yarmouth  
Nauset RSD



Justyna Marczak  
Michael Macmillan  
TK Menesale  
Megan Downey

Barnstable County  
Monomoy RSD  
Hyannis Fire District  
Town of Chatham

Erin Orcutt said that there are always issues hanging around that the committee cannot address and there is not an opportunity to have a strategic approach to the issues that the committee must deal with. This meeting was suggested to take a look at those and discuss them in an open format to perhaps lay out a strategic plan. When vendors are here it is hard to have conversation as a steering committee to improve the running of the organization and have a frank discussion in the direction the group should go in. Joe Anderson sent out a one-page document with ideas for discussion and the group can go through them one at a time. They were practical, helpful, knowledge-based topics and decisions that the group can look at with a project management perspective.

The creation of an annual calendar was discussed. The establishment of meeting dates for the year would be helpful as well as an outline of what topics are discussed at each time of year. Pending items can be listed so that they do not fall through the cracks and once closed can be removed.

Training new individuals may be extremely helpful. It may be difficult when the positions are changing all the time and updates sometimes do not filter to Gallagher. It may be helpful to have visits to new members so that they can be trained individually, time permitting. Susan Wallen said that she joined the Steering Committee because she wanted to have Benefits Administrators represented. Many have a lot on their plate that they are responsible for.

Kathy Logue said that many do not come to meetings and do not even understand that we are self-funded. Mentorship may be helpful to new members if they have a more knowledgeable person that they can call. An orientation twice a year would be helpful. The idea of putting small videos of situations on the website was suggested. The Who to Call list can be sent out multiple times per year with an expansion of topics that each contact can address. Perhaps posting of the meeting recording when Benefits Administrators meetings are held would be helpful as well. Another suggestion was smaller topics of discussion that could be added to a monthly Brian Boost.

The Board members are not engaged. It would be a good idea to get town managers and superintendents together to stress the importance of meetings. Sometimes people in the offices making decisions do not do so with the notion of the bigger picture. A sense of urgency around critical issues that the group faces like the rising cost of pharmacy would spark interest. If there are not members attending the Board meeting, they are being shortchanged and miss information that could be life or death for them. Perhaps some Steering Committee discussions could be brought up at the Board meeting to engage.

The group has benefited from the ability to subsidize rates so the decision has not risen to a painful level and can therefore be ignored. When things go north of 10%, everyone wakes up and pays attention. That is happening more regularly across the state. A sense of urgency on understanding rates might help. There has been a good run but how sustainable that is might be a question going forward. Folks might not even understand how long the group has subsidized rates and to what extent. The more leadership that is imported and the more threats that appear on the doorstep, will lead to people wanting to drop off.

Hybrid meetings were a topic of conversation. The technical solution has been resolved at Barnstable County so even though there may be more of a hassle to roll call, hybrid meetings may be an option to engage and have a quorum for Board meetings going forward. Perhaps having the vendors do most of their reports for the Steering Committee and to the Board two times a year instead of four may help. A listing of units that have not attended in the last three board meetings will be gathered, so perhaps a positive contact can be made to encourage attendance. There were also suggestions that the website be sectioned into two distinct sections, one for administrators and one for employees. It is now but not very clearly defined.



Getting back to the calendar, a focused look needs to be made on individual plan performance before rate setting to determine if rate adjustments need to be made between plans. One of the challenges faced is rebates and the large scope of them that effects rating of plan performance. That creates an area of fuzziness. An annual December health informatics report may help to illustrate how the previous year went and suggest areas of improvement. Annual vendor performance can be put on the calendar as well. Investment reports can be given twice per year as opposed to four and perhaps it is time to put the investment management out for a bid again. It has not been done in quite some time. The decision should at least be made on a routine basis.

A marketing constant was discussed as perhaps a way of best communicating to the group with the website being a priority. A project management grid can also be established to list open items and what the status is.

Procurement is an area for greater understanding. PBIRx is doing RFPs for prescription drugs as an area of expertise for them and Gallagher may do the same in their consultant capacity for other items. If the group is comfortable relying on the consultant in their capacity and track record to bring things for consideration, the group can decide whether to accept or not. The group relies on Blue Cross and Harvard Pilgrim to administer their benefit in a similar fashion.

The summary page of the warrant can be sent for monthly review to see where the monthly expenditures are. That can be coupled with a ShareFile site that can list all current contracts, policies etc. Permission can be given to the Steering Committee to access.

Joe Anderson mentioned a recent area of investigation on Gallagher's part for another joint purchase group. The current enrollment system that is used for invoicing is a customized system that was built for the needs of the JPG's and is extremely labor intensive. An initial market source has been done at the request of another group to investigate the possibility of automating the enrollment process from the front end to integrate with the various admin systems that individual units are using.

Patrick Flattery gave a very brief overview. There is now a Gallagher division that builds out ben admin systems to handle online enrollment. They look at platforms everybody is using and tailor systems to fit their needs. They work to customize file feeds to the carriers, so everything runs automated. There is a team of people that has been working for over 10 years that have worked with different municipals around the country. The West Suburban Health group is working to stand this up for next July. A demonstration can be organized for the Steering Committee in the next month or so. New hires etc. would be walked through the benefits information and spell everything out for them to make enrollment decisions. The entire benefits offerings can also be loaded to individual site platforms. It was decided to set up a special meeting on September 24<sup>th</sup> at 2:00 P.M. for the Steering Committee to have a demonstration.

The meeting was adjourned by Chair, Erin Orcutt at 11:03 A.M.

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*Minutes prepared by Karen Quinlivan  
Gallagher Benefit Services, Inc.*