

**MINUTES OF THE
CAPE COD MUNICIPAL HEALTH GROUP**

Steering Committee Meeting
Wednesday, April 24, 2019 at 11:00 AM
COMM Fire District Station, Centerville, MA

MEETING MINUTES

A meeting of the Steering Committee of the Cape Cod Municipal Health Group (“CCMHG”) was held on Wednesday, April 24, 2019 at 11:00 AM (or following CCMHG Board Meeting) at COMM Fire District Station, Centerville, MA.

The following people attended:

Steering Committee Members Present:

Skip Finnell, Committee Chair
Noreen Mavro-Flanders, Board Chair
Christopher Clark
John Kelly
Susan Wallen
Denise Coleman
Deb Heemsoth

Dennis Yarmouth RSD
County of Dukes County
Town of Harwich
Town of Orleans
Nauset RSD
Town of Falmouth
Town of Dennis

Guests Present:

Christopher Nadeau
Pat Haraden
Kate Sharry
Bob Whritenour
Jillian Douglass
Deanna Desroches
Patty Joyce
David Sirowich
Bob Kademian, RPh
Garbrielle Pitcher
Bill Rowbottom
Bill Hickey
Paula Giokas
Carol Cormier
Karen Carpenter

A. J. Gallagher
A. J. Gallagher
A. J. Gallagher
Town of Oak Bluffs
Town of Chatham
Mainland Wellness Consultant
Abacus Health Solutions
PBIRx
PBIRx
Blue Cross Blue Shield of MA (BCBSMA)
Blue Cross Blue Shield of MA (BCBSMA)
Harvard Pilgrim Health Care (HPHC)
Tufts Health Plan
Gallagher Benefits Services (GBS)
Gallagher Benefits Services (GBS)

Steering Committee Chair, Skip Finnell, called the meeting to order at 11:20 AM.

Approval of minutes of the March 27, 2019 meeting:

Noreen Mavro-Flanders moved approval of the March 27, 2019 Steering Committee meeting minutes.

Motion

Chris Clark seconded the motion. The motion passed by majority vote with John Kelly abstaining.

Meeting with A. J. Gallagher Management Team:

Skip Finnell said that the CCMHG was very surprised to learn of the sale of Group Benefits Strategies with the help of GBS. He said that the Group has been very comfortable with GBS and now is a bit apprehensive about the future.

Kate Sharry, former owner of Group Benefits Strategies (GBS) and now Area Vice President at A. J. Gallagher, said that she bought GBS from her father, Jack Sharry, about seven years ago and sold it to Gallagher last fall. She said Gallagher has a great reputation and a great team. She said GBS was a company of ten employees and she wanted to be able to continue the level of service it has been providing to municipal clients. She said she wanted to make sure the office would stay the same as it has been with the same staff. She said this is the case, and GBS is a branch office of Gallagher. She said now the company has more staff expertise and services behind it to support clients. Ms. Sharry noted that since the company is part of the Gallagher Benefits Services division, it can continue to use the GBS acronym.

Mr. Finnell called for everyone at the table to introduce themselves. In addition to Kate Sharry, the other Gallagher management team representative present were Christopher Nadeau, Regional Executive Vice President and Pat Haraden, Area President.

Chris Nadeau gave a brief history about his past with his company William Gallagher which, he said, had no relationship to A. J. Gallagher (AJG). He said he did the same as Kate Sharry, i.e. sold the company to A.J.G.

Noreen Mavro-Flanders asked Mr. Nadeau about changes to Wm. Gallagher when it was acquired by AJG.

Mr. Nadeau said that the company continued to write business and had no employee loss. He said the technology team changed to the centralized team.

Pat Haraden said that his former company, Longfellow Benefits, was acquired by AJG in 2013. He said AJG is a large company, but it is a family company. He said that AJG relies on the local municipal experience of the NE team.

Mr. Nadeau said that for eight years in a row, Gallagher has won the Ethisphere Award, naming AJG one of the 128 world's most ethical companies..

Kate Sharry said that there will be upgrades to security and technology. She said she now has more time to meet with clients and since the merger with AJG, her branch office has formed a new joint purchase group.

In response to a question from Chris Clark, Mr. Nadeau said that Kate Sharry has authority to make decisions.

Chris Clark said he wants to make sure that any bids that go out are in the best interest of CCMHG and not just given to Gallagher.

Noreen Mavro-Flanders said that the Mass. Municipal Reinsurance Arrangement (MMRA), of which CCMHG is a participant, was formed with Gallagher's help about five years ago. She said Tracey May has been the Gallagher consultant and that at MMRA Board meetings he has typically brought in various companies that wanted to provide services to the MMRA. She said that she required that Artex, the Gallagher-owned company that is the captive manager, be named the MMRA fiduciary. She said she wants to make sure that the decision to sell GBS to Gallagher was not related to the MMRA formation.

Kate Sharry confirmed that the decision to sell had nothing to do with the MMRA.

Ms. Sharry said that regarding pricing for CCMHG contracts, she and Carol Cormier have typically discussed this and consistently proposed very modest increases in pricing. She said that will continue to be the practice.

Skip Finnell asked what suggestions the AJG team has for CCMHG.

Pat Haraden said his best advice is to do whatever it takes to keep the CCMHG together.

Kate Sharpy said that there are other services that could be added to CCMHG that could make it more attractive, but she said there will not be an effort to “sell Gallagher”. She said that they would just make CCMHG aware of what is available.

Chris Nadeau said he is in charge of data and analytics. He said Gallagher is making progress with analysis in order to better identify trends.

Skip Finnell said one problematic issue is that many employees do not relate to CCMHG. He said they relate to their employers. He said some benefits administrators are not as active as others at getting the word out that the benefits come from CCMHG.

Chris Nadeau said that Gallagher has an engagement management team with surveys, etc. that could help.

Kate Sharpy suggested setting up another meeting to talk about the points and challenges.

Bob Whritenour welcomed Gallagher and said the Group trusts Kate Sharpy. He said CCMHG has enormous confidence in Carol Cormier as a leader with CCMHG. He said everyone is looking forward to continuing to make progress.

There was a brief discussion about data analytics.

Carol Cormier said she would like to be able to look at and compare differences in pricing and utilization across geographic areas.

Skip Finnell thanked the AJG management team for coming and invited Kate Sharpy, the team to a September meeting.

Other Business:

Noreen Mavro-Flanders described a conflict of interest issue that had come up.

Ms. Mavro-Flanders made a motion to ask Atty. Leo Peloquin to review and provide an opinion on this conflict of interest concern.

Motion

Denise Coleman seconded the motion. The motion passed by unanimous vote.

Noreen Mavro-Flanders moved to adjourn the meeting.

Motion

Christopher Clark seconded the motion. The motion passed by unanimous vote.

Skip Finnell adjourned the meeting at 12:30 PM.

*Minutes prepared by Carol G. Cormier, MHA, LIA
Gallagher Benefits Services (GBS)*