



Agenda Report

2725 Judge Fran Jamieson
Way
Viera, FL 32940

Consent

F.14.

11/12/2024

Subject:

Group Health Insurance Stop Loss (Excess Insurance) placement CY2025

Fiscal Impact:

Selection of the recommended carrier (Option 2) will result in a 4% premium increase to \$7.83 PEPM (a projected 2025 cost of \$341,639). The specific deductible will increase from \$1,000,000 to \$1,050,000 per individual with potential for additional claims cost towards the aggregating deductible which is increased to \$312,000 and only applies if claims exceed the \$1,050,000 specific deductible. The Plan's maximum premium + aggregating deductible exposure for this renewal period is projected at \$653,639 for 2025. This is a potential overall 2% increase from \$641,858 for premium + aggregating deductible in 2024.

Dept/Office:

Human Resources

Requested Action:

That the Board of County Commissioners approve Option 2 for the renewal of Stop Loss Insurance with Symetra Financial for the self-insured group health insurance program and authorize the Human Resources Director to execute all documents necessary to bind this coverage effective 1/1/2025.

Summary Explanation and Background:

Stop Loss coverage for a self-funded health plan provides a limit of financial exposure for the benefit plan when any individual member incurs a catastrophic claim. After successfully self-funding this exposure for several years, change in federal law through the Affordable Care Act (ACA) changed the financial landscape for employer's coverage on catastrophic claims effective January 1, 2014, therefore the County began purchasing Stop Loss coverage with a high deductible through Symetra Financial. Stop Loss contracts are renewed each year.

The Office of Human Resources, along with the County's Benefits Consultants RobinsonBush, had requested 2025 renewal options from alternative Stop-Loss Insurance Carriers and received the following responses:

- Sun Life - Not competitive, declined to quote
- HCC/Tokio Marine - Not competitive, declined to quote

The following summarizes the Symetra renewal options received:

Subscriber Count:	3,636	Symetra		
	Current	Initial	Negotiated (Option 1)	Alternate (Option 2)
Specific Deductible	\$1,000,000	\$1,000,000	\$1,000,000	\$1,050,000
Coverages	Medical Only	Medical Only	Medical Only	Medical Only
Contract Basis	PAID	PAID	PAID	PAID
Reimbursement	100%	100%	100%	100%
Maximum Reimb	Unlimited	Unlimited	Unlimited	Unlimited
Premium PEPM	\$7.56	\$8.74	\$8.59	\$7.83
Annual Premium	\$329,858	\$381,344	\$374,799	\$341,639
\$ Premium Increase	\$0	\$51,486	\$44,941	\$11,781
% Premium Increase	\$0	16%	14%	4%
Aggregating Ded	\$312,000	\$312,000	\$312,000	\$312,000
Total with Agg Ded	\$641,858	\$693,344	\$686,799	\$653,639
Overall Maximum Increase		8%	7%	2%
				(\$50,000 per claimant increase to Individual Specific)

The recommended proposed renewal contract is based on claims incurred any time prior to December 31, 2025, and paid January 1, 2025 through December 31, 2025 (Paid basis). This is advantageous to the county in that the contract basis allows eligible claims incurred at any time prior to December 31, 2025, to be counted toward the Stop Loss deductible for claims paid in 2025 for any individual member ("run-in" claims). RobinsonBush Consulting, the County's Benefit Consultant, and the office of Human Resources/Employee Benefits recommend the 2025 renewal proposal as submitted by Symetra.

Clerk to the Board Instructions:

Please provide a copy of the Clerk's Memo to Human Resources.



Kimberly Powell, Clerk to the Board, 400 South Street • P.O. Box 999, Titusville, Florida 32781-0999

Telephone: (321) 637-2001
Fax: (321) 264-6972
Kimberly.Powell@brevardclerk.us

November 13, 2024

M E M O R A N D U M

TO: Melissa Powers, Human Resources Director

RE: Item F.14., Group Health Insurance Stop Loss (Excess Insurance) Placement CY2025

The Board of County Commissioners, in regular session on November 12, 2024, approved Option 2 for the renewal of Stop Loss Insurance with Symetra Financial for the self-insured group health insurance program; and authorized you to execute all documents necessary to bind this coverage effective January 1, 2025.

Your continued cooperation is always appreciated.

Sincerely,

BOARD OF COUNTY COMMISSIONERS
RACHEL M. SADOFF, CLERK

for: Donna Scott
Kimberly Powell, Clerk to the Board

/tr

cc: Finance
Budget

**Brevard County Government
2025 Stop Loss Renewal**

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	Experience Summary		
	Premium	Reimbursements	Loss Ratio
2024 Est	\$329,858	\$0	0%
2023	\$312,962	\$186,586	60%
2022	\$245,972	\$86,339	35%
2021	\$255,633	\$394,089	154%
Total	\$1,144,425	\$667,014	58%

	Top 5 Claims Summary		
	2024 YTD*	2023	2022
ISL/Agg Spec Deductibles	\$1 m \$312,000	\$1 m \$155,900	\$1 m \$155,900
Claimant #1	\$364,133	\$1,342,486	\$1,242,239
Claimant #2	\$363,300	\$783,605	\$949,902
Claimant #3	\$310,284	\$608,346	\$618,894
Claimant #4	\$305,915	\$472,059	\$578,973
Claimant #5	\$288,645	\$455,987	\$520,879
Reimbursements	\$0	\$186,586	\$86,339

*Paid Claims Through 9/30/2024

Symetra Stop Loss

RENEWAL PREPARED FOR

Brevard County Board of County Commissioners

January 1, 2025

IN PARTNERSHIP WITH: THE CROWNE GROUP INC

You have challenges; we have solutions

We know you have options when choosing a stop loss carrier.

We also know that finding the right partner is important. You need to work with professionals who understand the self-funded industry, who realize the importance of building the right stop loss policy at the right price, and who deliver on their promises year after year.

When you renew with us, you'll find a seamless continuation of all the benefits you've come to expect from your Symetra stop loss policy.

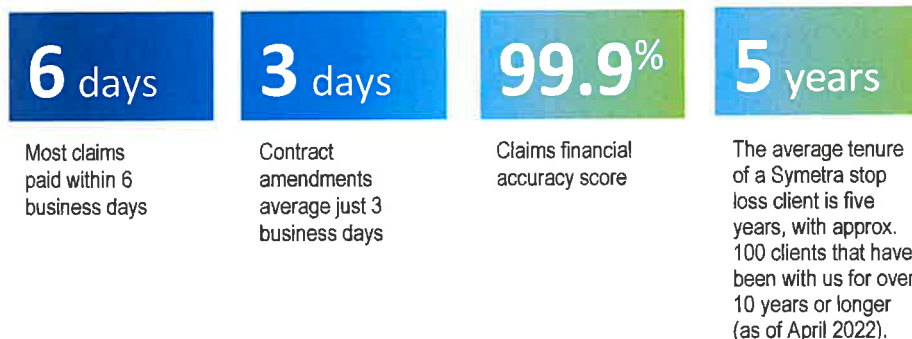
Things like:

- **Fast and fair claims practices.**
- **Most catastrophic claims reviewed and processed within 48 hours through our Preferred ASO Claim Advance program.**
- **Gapless option for renewal run-out contracts means claims paid outside the run-out period are still eligible for reimbursement.**
- **No new lasers or increase on existing lasers at renewal; laser at renewal available by request.**
- **Cost containment and alternative treatment plans to help control costs without sacrificing quality of care.**
- **24/7 online policy administration via Group Online (GO).**

Put our expertise to work for you

Symetra has been in the stop loss business for over 45 years, in fact, we helped pioneer it.¹ Our experienced team continues to be available as needed to help you understand and protect your self-funded plan.

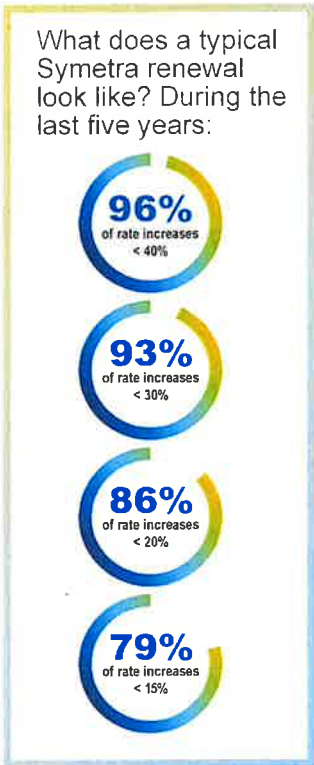
2022 performance highlights:²



Understanding stop loss rates

Pricing stop loss is a complex process and there are many factors that impact rates, especially at renewal. Here are some things we consider when determining the best possible price for your plan:

- **Plan design:** what services are covered; how much are employee copays, coinsurance, deductibles and/or premiums; are there wellness or other value-add programs included?
- **Group population:** how many people are covered; where do members live and/or receive care; what are the demographics of the group?
- **Managed care networks:** are provider and hospital networks helping to lower plan risk; what is the network usage rate?
- **Claims experience:** what is the claims experience history; how many claims, to date, are over the Specific deductible; how many are expected before the end of the plan year?
- **Medical trend:** how much are health care costs projected to increase?
- **Share of risk:** what is your deductible threshold and risk tolerance; how will rising medical trend impact your plan and the accompanying stop loss policy?



Based on Symetra renewal data from June 1, 2022, to May 31, 2023.

Lowering premium renewal increases through deductible leveraging

Annual renewal is an opportunity to review how your plan performed over the past year, and to evaluate whether your current Specific deductible is still appropriate. This is especially true when rising medical costs are paired with higher than expected claims, as this combination typically means a rate adjustment is needed for the new plan year.

Leveraged trend or, as applied, deductible leveraging, can help mitigate higher renewal rates by sharing the impact of medical trend between the health plan and Symetra stop loss via a higher Specific deductible.

Here's how it works:

Option 1 – keeping the same deductible at renewal				Option 2 – raising the deductible at renewal			
	Plan year 1	Plan year 2	Increase		Plan year 1	Plan year 2	Increase
Paid claim amount	\$300,000	\$330,000	10%	Paid claim amount	\$300,000	\$330,000	10%
Specific deductible	\$150,000	\$150,000	0%	Specific deductible	\$150,000	\$165,000	10%
Symetra reimbursement	\$150,000	\$180,000	20%	Symetra reimbursement	\$150,000	\$165,000	10%

For illustrative purposes only.

With deductible leveraging, you're trading lower premiums for a higher Specific deductible due to medical trend increases. It can be an effective way to help control the impact of rising costs on your plan.

If you're interested in deductible leveraging for your renewal, talk with your Symetra stop loss professional.

Renewal Status: Final if accepted by 11/21/2024

SPECIFIC STOP LOSS COVERAGE

Plan Description		Current	Option 1	Option 2
Coverages		Medical	Medical	Medical
Contract Type		Paid	Paid	Paid
Annual Specific Deductible per Individual		\$1,000,000	\$1,000,000	\$1,050,000
Aggregating Specific Additional Plan Liability		\$312,000	\$312,000	\$312,000
Transplant Exclusion		No	No	No
No New Laser Option		Included*	Included*	Included*
Maximum Lifetime Reimbursement		Unlimited	Unlimited	Unlimited
Maximum Policy Period Reimbursement		Unlimited	Unlimited	Unlimited
Reimbursement Percentage		100%	100%	100%
Quoted Rate(s) Per Month	Enrollment			
Composite	3,636	\$7.56	\$8.59	\$7.83
Estimated Annual Premium		\$329,858	\$374,799	\$341,639
Quoted Rate(s) include Commission of		0.00%	0.00%	0.00%

OVERALL COST SUMMARY

Plan Description		Current	Option 1	Option 2
Estimated Total Annual Fixed Cost		\$329,858	\$374,799	\$341,639
Specific Variable		\$312,000	\$312,000	\$312,000
Estimated Maximum Annual Liability		\$641,858	\$686,799	\$653,639

Renewal Status: Final if accepted by 11/21/2024

PROPOSAL QUALIFICATIONS AND CONTINGENCIES

- The terms of this proposal are based upon the policyholder having exercised commercially reasonable efforts to obtain and provide to Symetra all information set forth in this offer, together with all information identified in any prior proposal for coverage for the upcoming policy period. Except for the Plan Document or Plan Amendment, all requested information must be received no later than 15 days prior to the proposed effective date of coverage, otherwise we reserve the right to withdraw the proposed terms and return any premiums remitted.

Any secondary documents (e.g. "stop loss agreements", "procurement documents", "service contracts", etc.) must be disclosed to and approved by Symetra prior to the Employer's acceptance of our proposal. Subsequent undisclosed agreements may not be approved.

By delivering this proposal for coverage, the producer represents and warrants to Symetra that it and each of the persons or entities acting with or on behalf of the producer in the sale or solicitation of such coverage maintains such insurance producer licenses and appointments as are required by each state in which the coverage has been or will be solicited, and in all states in which the policy(ies) will be issued. This proposal is authorized for delivery only if the foregoing representation and warranty is true and correct.

This is a firm offer, which may be bound with no additional underwriting requirements provided that:

1. It is accepted in writing by the expiration date as shown above;
2. The policyholder has exercised commercially reasonable efforts to obtain and provide to Symetra all information requested in this proposal and any prior proposal for coverage for the upcoming policy period;
3. The data and information submitted to Symetra is, to the best of the policyholder's knowledge after due inquiry, materially accurate and materially complete as of the date of policyholder's written acceptance of this firm offer. Any material inaccuracies or material omissions in the data or other information submitted may require changes in underwriting, including but not limited to changes in the terms, rates and/or factors; and
4. The policyholder and its authorized agent agree that following acceptance of this firm offer, the policyholder or its authorized agent promptly notify Symetra upon becoming aware of any covered individual who (i) receives prior authorization approval for hospital confinement exceeding 30 days or more and/or (ii) becomes a listed transplant candidate, in each case so that Symetra can initiate appropriate cost containment efforts. For the avoidance of doubt, the provision of such notice pursuant to this item 4. will not change terms of the accepted offer.

If updated information is received by Symetra prior to written acceptance or the expiration date has passed, we retain the right to alter the terms, rates and/or factors. We will not be bound by any typographical errors or omissions contained herein.

- Where available, if a policyholder purchases Stop Loss and offers a Symetra Critical Illness plan to its employees, the policyholder may be eligible for our Critical Illness Step-Down Endorsement which provides a one-time, \$5,000 reduction to the Stop Loss deductible for a stop loss claim submitted with an eligible critical illness diagnosis.
- In certain states, discounts to the specific stop loss premiums of up to 2% may be available if the group purchases, or has an inforce, insured Symetra Workforce Benefits product that may include Group Life, Disability, and/or Supplemental Health insurance. This discount will apply during the first Policy Period that is either commensurate with or immediately following the effective date in which the new Group Life, Disability, and/or Supplemental Health policy becomes effective, or if already inforce, the effective date of the Stop Loss Policy.
- The offer of an individual contract with a run-in period greater than 3 months, assuming no change in administrators, is qualified for the following claims reports:
 - Pended claims
 - Denied claims
 - The last 90 days of precertifications
- Please provide details on any individual who has been hospital confined for 30 days or more in the most recent 12 months or is on an organ transplant list.
- Any unfunded or pended claims balance must be disclosed, otherwise such claims will not be considered eligible under the excess loss policy.

Renewal Status: Final if accepted by 11/21/2024

- Composite rates are illustrative and for comparative purposes only.
- This proposal is based upon the following network(s): Cigna ASO, UHC Choice Plus
- This proposal reflects the continuation of the current plan of benefits.
- Terms are subject to change if final enrollment varies by more than 10% from the proposal assumptions. A current census not older than 60 days prior to the effective date will be needed for final review.
- Eligibility is assumed to be all full time employees working 30 hours or more per week at their normal place of business.
- COBRA participation enrollment growth to more than 15% of the entire enrolled group will be deemed to be a material change under the policy.
- Network fees are ineligible expenses.
- Symetra reserves the right to revise this proposal if the incumbent administrator's claims backlog exceeds two weeks.
- In the event of early terminations (mid-policy period), Symetra will not provide coverage for run out claims.
- The producer must be properly licensed and appointed.
- The administrator must be approved by Symetra.
- This quote is subject to Symetra's stop loss policy provisions, limitations and exclusions.
- These rates and factors reflect the assumption that all retirees over age 65 are Medicare Primary. It is assumed that all retirees known at the time of quote were listed and identified on the census.
- Plan must have utilization review and case management.
- Subject to no material changes to the health plan, there will be no new lasers at renewal.
- No producer has the authority to bind or modify the terms of this offer without the approval of Symetra.

Renewal prepared for: Brevard County Board of County Commissioners

Renewal Status: Final if accepted by 11/21/2024

Check the box next to the selected proposal option; for Specific only coverage, when both Specific and Aggregate coverages are listed, please also check the box to decline Aggregate coverage.

Option	Specific	Aggregate
<input type="checkbox"/> 1	\$1,000,000 / Paid	
<input type="checkbox"/> 2	\$1,050,000 / Paid	

This is a firm offer, which may be bound with no additional underwriting requirements provided it is accepted in writing by the expiration date as shown above. The Premium, Aggregate Deductibles and all other terms are based on the data submitted. Any inaccurate or incomplete data submitted may require changes in underwriting. If updated information is received by Symetra prior to written acceptance or the expiration date has passed, we retain the right to alter the terms, rates and/or factors. We will not be bound by any typographical errors or omissions contained herein.

Please indicate your acceptance on this offer by having an authorized representative or agent of Brevard County Board of County Commissioners sign below:

Authorized Signature: _____	Date: _____
Printed Name: _____	Printed Title: _____
Company or Firm Name: _____	

Accelerated reimbursement for catastrophic claims

Preferred ASO Claim Advance

The Preferred ASO Claim program was launched in September 2014. Since then we've had:

Policyholders who have benefited from the program:

200

Transactions to date:

824

Average turnaround time:

2 DAYS

Statistics as of 2/28/23

Symetra's Preferred ASO Claim Advance option can significantly reduce the wait time for Specific claim reimbursement and help relieve some of the financial pressure associated with the possibility of a high-dollar, catastrophic claim.

Symetra has proven partnerships with ASO providers and understands their reporting workflows. We'll work with you, your broker and your ASO provider to ensure you have funds available when you need them.

Initially, Symetra will accept a simplified claim data set on a catastrophic claim in order to accelerate your reimbursement. Once the scheduled reporting is received, we'll complete our usual audit and review process to reimburse any additional monies owed, or adjust any variances.

Two simple steps to get started

Step 1 – Gather required information

- ✓ Verification of claimant eligibility
- ✓ Amount of the reimbursement request
- ✓ Statement confirming that policy provisions are met

Step 2 – Submit a Preferred ASO Claim Advance

- ✓ Via email to ASOADV@symetra.com
- ✓ Via fax to 1-866-348-0055
- ✓ Via phone at 1-800-352-0042

What happens next

- You will receive the EFT or paper check within two business days.
- Symetra will review and process the claim; if additional monies are due they'll be sent to the policyholder.

A convenient way to administer your stop loss policy

Group Online (GO)

When you choose Symetra for your stop loss coverage, you'll have access to Group Online (GO). This convenient, user-friendly online administration tool allows you to securely access and manage your policy information.

With GO you can view claim details, make electronic payments, print an explanation of reimbursement and much more. Information is updated automatically and you can access your account at any time.



Here's what you can do on GO:

Use a single login to access policy information

Find policy information and documents

- Confirm policy coverages.
- Download forms and administrative guides.
- Locate sales and service contact information.

View billing statements

- Access premium reports and payment history.
- Request and view Schedule A information.
- Submit premium calculation statement(s).
- Make electronic payments via ACH.

Check claim status

- Search for reimbursements.
- View claim reports.
- Print an explanation of reimbursement.
- Send documents securely to your claims team.

Plan Sponsor's Plan Document

Submission and Symetra Acceptance Required. As stated in Symetra's Proposal for Group Stop Loss Insurance, the Plan Sponsor's Plan Document must be submitted to Symetra no later than 90 days after the proposed effective date of Stop Loss Insurance coverage. The Stop Loss Insurance policy ("Policy") requires that only eligible charges payable under the terms of the Plan Document as approved by Symetra will be covered expenses eligible for reimbursement under the Policy.

The policy will be issued after the Plan Document is received and approved by Symetra or a signed Confirmation of Medical Benefit Plan is submitted to Symetra by the prospective policyholder.

Symetra may withhold reimbursement of covered expenses prior to the receipt and acceptance of the final signed Plan Sponsor's Plan Document or amendment.

In reviewing the Plan Document for acceptance, Symetra will consider whether the Plan Document:

1. Adequately addresses key plan components, including but not limited to eligibility rules, benefits promised, plan administration, discretionary language for court review of benefit claims, subrogation and coordination of benefits provisions.
2. Addresses the Plan's obligations under federal law, including
 - a. **ERISA (Employee Retirement Income Security Act) required provisions,**
 - b. **ACA (Affordable Care Act) required provisions; or**
 - c. **a statement of grandfathered status, if applicable.**

Symetra will have no liability for reimbursing Plan Sponsor obligations that are not clearly stated in the Plan Document whether or not the Plan remains obligated in the absence of express inclusion. It is recommended that the Plan Document include express reference to other federal mandates and laws to which Plan is subject or a "conformity with law" provision.

3. Contains typical exclusions or limitations, including but not limited to:
 - a. Experimental/investigations treatment (except as required by ACA), and
 - b. non-medically necessary treatment

The absence of or inadequate treatment of these subjects in the Plan Document may result in a superseding provision in the Stop Loss policy.

Your partner for stop loss success

Symetra is a financially strong, well-capitalized company on the rise, as symbolized by our brand icon—the swift. Swifts are quick, hardworking and nimble—everything we aspire to be when serving our customers.

We've been in business for more than half a century with a commitment to creating employee benefits products that people need and understand. We appreciate your business and look forward to the opportunity to continue serving you with professional, informative and responsive service.



Our guiding principles of Value, Transparency and Sustainability (VTS) are at the core of all we do.

- **Value:** Products and solutions people need at a competitive price—backed by outstanding customer service.
- **Transparency:** Clear communication so people understand what they are buying.
- **Sustainability:** Products that stand the test of time and fiscal responsibility to ensure we are there for our customers.

Financial Strength Ratings: A.M. Best: A "Excellent" (3rd highest of 16); Moody's A1 "Good" (5th highest of 21); Standard & Poor's: A "Strong" (6th highest of 21). Ratings are subject to change. Please refer to www.symetra.com/ratings for current information. Ratings as of April 1, 2023.

Symetra Life Insurance Company (est. 1957) is a direct subsidiary of Symetra Financial Corporation. First Symetra National Life Insurance Company of New York (est. 1990) is a direct subsidiary of Symetra Life Insurance Company and is an indirect subsidiary of Symetra Financial Corporation (collectively, "Symetra"). Neither Symetra Financial Corporation nor Symetra Life Insurance Company solicits business in the state of New York and they are not authorized to do so. Each company is responsible for its own financial obligations.

Stop loss policies are insured by Symetra Life Insurance Company, 777 108th Avenue NE, Suite 1200, Bellevue, WA 98004. Base policy is ELC-24000 7/19. In New York, stop loss policies are insured by First Symetra National Life Insurance Company of New York, New York, NY. Mailing address: P.O. Box 34690, Seattle, WA 98124. Policy form number is ELC-24000/NY 7/19. Coverage may be subject to exclusions, limitations, reductions and termination of benefit provisions. Products are not available in any U.S. territory.



www.symetra.com
www.symetra.com/ny

Symetra® is a registered service mark of
Symetra Life Insurance Company.

¹ 45 years for Symetra Life Insurance Company; 18 years for First Symetra National Life Insurance Company of New York as of 2021.

² Performance highlights based on financial and quarterly audits for 2022.