

**MINUTES OF THE
ADMINISTRATIVE BOARD MEETING
November 14, 2013—3:00 p.m.—Utah Retirement Office**

Present: Mr. Richard Ellis, Board President
Ms. Sheri Nelson, Board Vice-President
Mr. Ed Alter, Board Member
Mr. Scott Berryessa, Board Member
Ms. Kathy Jones-Price, Board Member
Mr. John Lunt, Board Member
Mr. Bill Wallace, Board Member

Excused:

Staff: Mr. Daniel Andersen, Executive Director
Mr. Steve Baker, Healthcare Services Director
Ms. LuAnn Miskin, Administrative Assistant
Mr. Kim Kellersberger, Finance Director
Mr. Chet Loftis, PEHP Director
Mr. Todd Rupp, Deputy Executive Director
Mr. Joel Sheppard, Marketing Director

Legal Counsel: Mr. David Hansen
Mr. Dee Larsen

Guests: Ms. Nicole Anderson, NSON Opinion Strategy
Mr. Corey Mangleson, NSON Opinion Strategy

Call to Order and Approval of Minutes

President Richard Ellis called the meeting to order at 3:00 p.m. and welcomed Board members, staff, and guests.

ACTION: Mr. Ed Alter moved, seconded by Mr. Bill Wallace, to approve the minutes of the October 10, 2013, Board Administrative Meeting. The motion passed unanimously.

Board Disclosure Resolution Presentation

Mr. Dee Larsen reviewed *Resolution 11-04 Code Governing Ethics/Conflict of Interest for Board members* and provided training. The following items were reviewed:

- Conflict of Interest
- Financial Interest
- Material Non-public Information
- Gifts
- Use of Legal Counsel
- Indemnification

Each Board Member read and signed a Board Member Annual Fiduciary Compliance Certificate, which will be kept on file.

PEHP Survey Results Presentation

Ms. Nicole Anderson and Mr. Corey Mangleson from NSON Opinion Strategy presented the PEHP Member Survey results. The survey was conducted by phone from September 4-26, 2013, with 500 members participating. The results indicate that the overall satisfaction of members was very good. Specific negative responses were reviewed. Other items reviewed included:

- Cost and Quality Tools
- HSA-Qualified or Star Plan
- Sources for Benefit Information
- Current Educational Tools
- Monthly Emails
- Website
- Customer Service – Phone Line
- Comparison to 2011 Results
- Summary and Recommendations

Mr. Scott Berryessa asked if the negative responses are addressed. Mr. Chet Loftis reported that PEHP continually receives feedback online. All issues and problems, whether they are specific or global are addressed.

President Richard Ellis asked Mr. Loftis what his take-a-ways were from these results. Mr. Loftis stated that more outreach to older populations is necessary. Overall, he felt that the numbers looked good. Improvement has been made in the 5 or 6 areas PEHP has been worried about. The website scores were good. The possibility of a focus group was discussed.

At 3:52 p.m., Mr. Ed Alter moved, seconded by Mr. John Lunt, to move into Closed Session for the purpose of discussing confidential and fiduciary matters. The motion passed unanimously.

Mr. Ed Alter moved, seconded by Mr. Scott Berryessa, to move back into open meeting. The motion passed unanimously. The open meeting resumed at 4:19 p.m.

Order of Dismissal 12-23D

ACTION: Mr. John Lunt moved, seconded by Mr. Bill Wallace, to approve the Order of Dismissal 12-23D as submitted by the Adjudicative Hearing Officer. The motion passed unanimously.

Order of Dismissal 13-35H

ACTION: Ms. Sheri Nelson moved, seconded by Ms. Kathy Jones-Price, to approve the Order of Dismissal 13-35H as submitted by the Adjudicative Hearing Officer. The motion passed unanimously.

Order of Dismissal 12-16H

ACTION: Ms. Kathy Jones-Price moved, seconded by Mr. Scott Berryessa, to approve the Order of Dismissal 12-16H as submitted by the Adjudicative Hearing Officer. The motion passed unanimously.

Board Elections

President Richard Ellis reported that the Board Officers will remain the same with himself serving as Board President and Ms. Sheri Nelson as Vice President. Ms. Nelson will also serve as Audit and Budget Committee Chairperson.

Adjournment

Mr. Scott Berryessa moved, seconded by Mr. Bill Wallace, to adjourn the meeting. The motion passed unanimously.

The meeting adjourned at 4:23 p.m.

Richard K. Ellis, Board President

Daniel D. Andersen, Executive Director