

DATE: September 8, 2020

**HEALTH & ENVIRONMENT, ZONING,  
RABIES (DOG POUND), EMERGENCY SERVICES, 9-1-1,  
CENTRAL DISPATCH, TOURISM, ECONOMIC, DEVELOPMENT,  
BI-COUNTY HEALTH BOARD, INSURANCE & SUPERVISOR OF ASSESSMENTS  
DECEMBER, 2019 THRU NOVEMBER, 2020  
FIRST AND THIRD MONDAYS OF THE MONTH  
COUNTY BOARD ROOM AT THE CAMPBELL BLDG. AT 5:15 P.M.\*\*\*\***

COMMITTEEMAN:

- Ray Minor - Chair - Central Dispatch
- Larry Miller - Economic Development - Animal Control
- Matt Donkin - Supervisor of Assessments - Mapping
- Jack Warren - ADA/Zoning
- John Gulley - Bi County Health Board - Solid Toxic Waste
- Neil Hargis - Emergency Services - 911
- Kevin Weston - Economic Development/Animal Control
- Alan Price - Tourism/Economic Development
- Randall Crocker - County Board Chair - Insurance

County Offices

- Amos Abbott, Director 911
- David Bartoni, Sheriff
- Ryan Buckingham, Director EMA
- Phillip Butler, State's Attorney
- Darla Fitzgerrell, Court Services
- Marty Leffler, Coroner
- Lorie LeQuatte, ROE
- Cynthia Loyd, Supervisor of Assessments
- Jim Muir, Circuit Clerk
- Sarah Popham, JDC Superintendent
- Gayla Prather, County Board Adm. Assist. Call-in
- Mike Rolla, County Engineer
- Thad Snell, Animal Control Supervisor
- Judge Tom Tedeschi,
- Monica Urban, Probation
- Steve Vercellino, Treasurer
- Greg Woolard, County Clerk

Guests..... Don Miklos, County Highway, and other interested parties.

MINUTES: \*\*\*\*Due to COVID19 the Franklin County Board Committee meetings and Franklin County Board meetings were held at Tino's on the Tee Banquet Room located at Rend Lake Golf Course, 12476 Golf Course Drive, Whittington, IL. Those attending were asked to wear masks, and observe all social distancing guidelines. This will be the board's designated meeting location until further notice.

In absence of Chairman Ray Minor, Randall Crocker called the meeting to order at 5:33 PM. See above list for those attending the meeting. Crocker asked those attending for items to be discussed....

- Sheriff Bartoni asked the board for help in providing School Resource Officers for the 5 unincorporated schools... Sesser-Valier, Zeigler-Royalton, Thompsonville, Akin and Ewing. Discussion followed.
- Neil Hargis gave the update on the survey results concerning employee health insurance. See attached for results. Discussion followed and the board asked Hargis to invite Randy House to the next committee meeting.
- Appointments for the September 22<sup>nd</sup> agenda were discussed.
- Coroner Marty Leffler gave his August report.

The meeting adjourned at 5:59 PM.

Minutes submitted 09/16/2020

Randall Crocker...In absence of Committee Chairman Ray Minor  
Health and Environment Committee

53 Total Surveys Returned

### Franklin County Insurance Survey

The County Board Insurance Committee is gathering information about our current health insurance company (Medova/Lifestyles) and broker (RKH Insurance Services). We are very interested to hear what our employees have to say about our current providers. Your feedback is much appreciated. Please answer the following questions and return the survey to your department head. Your department head will then turn them in to Gayla at the County Board Office.

1. How would you rate the county's current health insurance company:

10 Excellent  
23 Good  
12 Satisfactory  
8 Unsatisfactory

2. How would you rate the service of the county's current health insurance broker:

7 Excellent  
18 Good  
13 Satisfactory  
13 Unsatisfactory

3. Which of the following best describes how you feel towards the County's health insurance:

30 Nothing needs to change  
2 Need new Health Insurance Company  
9 Need new Health Insurance Broker  
9 Need both a new Health Insurance Company and Broker

4. In a few words, explain why you are satisfied or unsatisfied with the county's current insurance company and/or broker: (feel free to use the back of the sheet if you need more space)

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### Insurance Survey Question 4 Responses

Satisfied with insurance company, unsatisfied with insurance broker.

Satisfied with the insurance, but the cost is too high.

Hard to get information from the broker or reconcile bills.

We need a change.

Insurance is good.

Is no communication between the staff and the broker. Poor communication.

Insurance covers everything that I need at a good price.

Need low deductible for the employees.

I feel the broker does not do their job. They tell you something and it is not the total truth or they can't answer. Sometimes they don't answer at all, or take a very long time to do so.

We need to go back to Blue Cross Blue Shield.

How is it possible to charge \$1,300 for a family plan.

Really happy with coverage

Dixie goes out of her way to help, if you just go in to speak to her. The problem is with the county not paying the insurance bills.

We never get EOB's from broker. Need a card with secondary benefits. Need a closer place to get labs drawn.

County's failure to approve claims is the only shortfall. That is not SAS responsibility.

Dixie is great. Have nothing good to say about Mr. House. Treasurer should not hold funds to pay medical bills.

Its working as good as any insurance, we don't need to change it.

If it ain't broke, don't screw it up now.

Office is here in town. Don't have to talk to someone on the phone.

Never had any problems using it.

Local and convenient.

Beautiful Insurance provided. Super Excellent.

I am satisfied with both because my deductible is low and my co pays are low.

Dislike not being able to use local hospital and clinics for lab work.

Very little problem with billing, most always get answers back quick to questions.

Our current insurance is accepted almost everywhere. Anytime there has been an issue Mr. House's office has taken care of it expeditiously.

New employee, haven't used the insurance yet.

Too expensive, can't afford to put my entire family on the plan.

I am satisfied with our current insurance company and broker. The few times that I have had any questions regarding a claim, I have contacted the broker and they have looked into the issue and got back with me in a timely manner.

I have had on several occasions my insurance to providers not paid. I have been turned over to collections. I'm not sure why they are holding payments.

Coverage and procedures are approved but after it is learned that the facility and coverage was not costing employee out of pocket with no recourse.

Good ole boy program, worthless.

Insurance has been good for me.

I believe there needs to be better coverage available for spouses and kids.

It is local and I can go into the office and reach agents on phone if needed. Very pleased with the help you receive when needed on bill explanation.

Medova cost reduction strategy does not work for us. Employees not getting ongoing training and customer service they deserve. Claims taking too long to be approved for payment.

I feel that you shouldn't have to run down your broker to find out how much or what you have to pay on a bill. The bill should come and you and say you owe this and it should be complete.

It is important to support local businesses. Randy House is local and he is always helpful and accessible. I do not want a broker who is out of state or a broker who tells you everything you want to hear just to steal the business away from our local broker. I never have any issues with our insurance company. The coverage is good and accepted all over Southern Illinois.

I feel that our current insurance takes care of things. All the issues I have had have always been took care of. I have seen changes before that was a disaster, so I feel 100% we should leave it alone!

My only recommendation would be that the insurance claims be paid in a more timely manner.

I have been required to purchase medical supplies out of pocket, and waiting on reimbursement for these expenses for around a year. When I contact SAS for assistance, it has been a constant run around and lack of action.

Claims need to be handled in a better timely manner. Mine almost went to collection because it wasn't being handled in a timely manner.

DATE: September 21, 2020

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Chairman Ray Minor called the meeting to order at 5:33 PM. See above list for those attending the meeting.

Chairman Minor...

- Asked Administrative Assistant Gayla Prather for an update on any grant information. She informed the board that 1 of the 3 businesses who submitted applications will be awarded the DSBS grant. The committee was also informed that the grant for the Benton Evening News parking lot has been completed and the county should be receiving the money soon.
- Introduced Randy House, Randy House & Associate Insurance, who was present to discuss Franklin County Employee Insurance. He touched on different areas including Medova, Lifestyles, Healthlink, Shawnee 105 supplement, and providers impact on their insurance. Discussion followed.

The agenda for the following evening was also discussed. Membership for Southern Illinois Drug Task Force was explained by State's Attorney Phillip Butler. Discussion followed.

The meeting adjourned at 6:38 PM.

Minutes submitted 09/30/2020

Chairman Ray Minor

Health and Environment Committee