

**Troy Township  
Health Insurance Committee Meeting  
Monday, May 21, 2012  
6:30pm**

Committee Chairman Brett Wheeler called the meeting to order at 6:30pm.

The Pledge of Allegiance was led by Assessor Kim Anderson.

In attendance were:

|  |                                  |
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| Supervisor Joseph D. Baltz                         | Trustee Brett Wheeler (Chairman) |
| Assessor Kim Anderson                              | Collector Kristin Ethridge       |
| Administrator Jennifer Dylik (acting as Secretary) |                                  |

Supervisor Baltz noted that at the last committee meeting the committee was in agreement to move the township's coverage from Blue Cross to Blue Shield at a rate reduction of approximately 38.4% lower than our current BCBS rates. Before making the recommendation, the committee requested recommendations.

Administrator Dylik distributed a spreadsheet of references (attached) and noted that she received no negative feedback. All contacts intended to renew with Humana at their upcoming renewals.

Assessor Anderson added that she personally had Humana coverage and was pleased with the service.

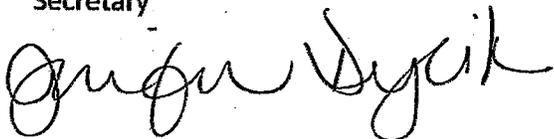
Motion made by Assessor Anderson; seconded by Collector Ethridge to recommend to the Board that Troy Township move their health insurance coverage from Blue Cross Blue Shield to Humana effective July 1, 2012. Motion carried.

Supervisor Baltz further noted that the committee will reconvene in September to review possible plan structure changes to be effective January 1, 2013.

Chairman Wheeler asked for any other new business. Hearing none, a requested a motion to adjourn.

Motion made by Assessor Anderson; seconded by Supervisor Baltz to adjourn the meeting. Motion carried. Meeting adjourned at 6:36pm.

Submitted by:  
Jennifer Dylik  
Secretary



|  |   |  |   |
|--|---|--|---|
| <p>How many years have you been with Humana?</p>   | <p>3 years</p>  | <p>3 years</p>   | <p>3 years</p>  |
| <p>What will the transition from BCBS to Humana look like?</p>   | <p>There will be paperwork to complete on the Township's end (for me (Jennifer) to do) mostly billing stuff. Steve will be handling and scheduling employee meetings for the transition.</p>  | <p>The switch was very easy and no problems.</p>   | <p>Very simple and seamless.</p>  |
| <p>Were there any surprises during the transition? If yes, what and why?</p>                           | <p>Steve, Matt and Matt's assistant Marianne are at our service is any issues arise. Usually if any do, this occurs during their data entry process because of missing information. Steve will work directly with me to correct any issues.</p> | <p>No problems at all.</p>   | <p>No problems. The Candos Agency was very helpful and took care of everything.</p>   |
| <p>How does the Humana network compare to the BCBS Network?</p>  | <p>Very comparable. You can go to Humana.com and do a radius search of any zip code to see doctors in the network. Choose FIND A DOCTOR, then EMPLOYER GROUP, then CHOICE POS for the network.</p>  | <p>Very comparable. Not only are they users, but they are a physical therapy office so can attest to the network from a doctor's standpoint. All of their favorite doctors are in the network.</p> | <p>Employees are very happy with the network.</p>   |
| <p>What are you employees experience with responsiveness to claims, questions and customers calls?</p> | <p>We have a dedicated billing rep. Also, if employees have any claim issues, we can escalate them to a team of renewal specialists that will help to correct.</p>  | <p>All employees are very happy with Humana. They have no issues. Claims are handled quickly.</p>  | <p>Usually they bring issues to her first and there really haven't been any. Customer service from Humana is very good.</p> |
| <p>Other</p>   | <p>Matt said Steve will talk with us about Humana's Vitality Wellness Program.</p>  | <p>They are currently up for renewal and will be staying with Humana. They are very happy.</p>   | <p>They will be sticking with Humana for their renewal.</p>   |

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