



855 Front Street • P.O. Box 4759 • Helena, MT 59604-4759

Customer Service: 1-800-332-6102

Fraud Hotline: 1-888-682-7463 (888-MT-CRIME)

MONTANA STATE FUND
OPERATIONAL EXCELLENCE COMMITTEE
December 12, 2024

The Montana State Fund (MSF) Operational Excellence Committee meeting was held in MSF's Boardroom on December 12, 2024, at 855 Front Street, Helena, Montana 59601.

Committee Members Attending

Dexter Thiel, Chair, Sidney
Michael Marsh, Billings

Nancy Butler, Helena

Board Members Attending

John Maxness, Helena
Wylie Galt, Martinsdale

Karen Fagg, Billings

MSF Staff Attending

Holly O'Dell, President/CEO
Nick Mazanec, VP, Legal Services
Ryan Sanders, Sr Enterprise Solutions Engineer
Hannah Osinga, Enterprise Strategist Project Mgr

Verna Boucher, Executive Assistant
Bruce Johnsen, Chief Strategy Officer
Matt Mandell, Assistant VP

Others Attending

Peter Strauss, MSIA

Kari Leonard, CSI

I. Meeting Preliminaries – Chair Dexter Thiel

A. Call to Order

The meeting was called to order at 2:00 p.m.

B. August 19, 2024 Operational Excellence Committee Meeting Minutes

The Committee took action to approve the minutes. Mr. Marsh made the motion, Ms. Butler seconded; the motion passed unanimously.

II. Enterprise Scorecard and 2024 Strategy Update – Ryan Sanders, Senior Enterprise Solutions Engineer and Matt Mandell, Assistant VP

Staff provided a review of the internal financial, customer and learning and growth metrics monitored and depicted in the Scorecard Report. Vacancy savings are reduced due to less turnover, quicker position fill times, and concerted effort to repurpose positions.

Staff provided an update on the progress that has been achieved on the 2024 strategic plan and noted the plan for 2025 will continue to see proposed improvements to build on the customer experience and enhance the employee engagement.

III. Medical Fee Schedules, Matt Mandell, Assistant VP (2:20 p.m.)

Staff provided a review of the Montana fee schedule that was initiated in 1981 and limited to medical, chiropractic and paramedical services with the exclusion of facilities. He said Montana is paying the right amount for the right treatments in the vast majority of situations. Despite higher utilization, Montana is generally paying the right amount for emergency care and air ambulance providers are willing to negotiate. He noted that Montana is using more physical therapy at higher costs and at more expensive settings than other states.

IV. 2024 Policyholder Survey – Hannah Osinga, Enterprise Strategist Project Manager

Staff reported the policyholder survey issued in 2024 was undertaken to learn the overall satisfaction with MSF, the most valuable services we could offer, and communication preferences. Survey results found that the most valuable services MSF could offer were; the availability to talk with an MSF employee, effective communication and guidance when a workplace injury occurs, billing and payment in their preferred method and being able to quickly submit their payroll report.

V. Potential Workers' Comp and State Fund Legislation – Nick Mazanec, VP, Legal Services

Staff reported on the potential legislation that will be proposed and may be proposed at the upcoming legislative session. An early indicator was to focus on finding key efficiencies within the system and MSF is endeavoring to find those efficiencies to concentrate on.

VI. Old Business/New Business

The Chair called for any old or new business. The Committee members discussed the agenda topics for the next OEC meeting by narrowing down the OEC agenda items list.

Ms. Fagg said she would like to see a presentation on use of AI in a very structured and limited way at a future Board meeting. Mr. Marsh recommended adding that item to the “identifying safety resources” already on the agenda topics list.

The proposed agenda items for March 2025 OEC are:

A legislative update.

Further updated on the projects and items that staff are currently working on.

And strategic plan execution.

VII. Public Comment

The Chair called for public comment; there was none.

The meeting adjourned at 4:25 p.m. The next scheduled Operational Excellence Committee meeting will be held on Monday, March 6, 2025 at Montana State Fund, Helena, Montana in the first floor Boardroom.

Respectfully submitted,

Verna Boucher

Special Assistant to the President/CEO