

Approved June 6, 2016

USG Retiree Council
March 4, 2016
Middle Georgia State University
Professional Science Center, Room 212
10:00 am—2:00 pm
MINUTES

9:30-10:00 Registration

Attendees:

In Person: Richard Baringer (Georgia Southwestern State University), Zandra Brasington (Georgia Southern University), Max Burns (President, Gordon State College; Chair Total Rewards Steering Committee, USG), Raymond Chambers (Bainbridge College), Missy Cody (Georgia State University), Sara Connor (Armstrong State University), John Derden (East Georgia State College), Karin Elliott (Associate Vice Chancellor for Total Rewards, USG), Marion Fedrick (Vice Chancellor for Human Resources, USG), John Hutcheson (Dalton State College), Dave Lapp (Augusta University), Dennis Marks (Valdosta State University, chair-elect), Bob McDonough (Perimeter College, Georgia State University), Barbara Morgan (Atlanta Metropolitan State College), Leslie Pierce (Intern from Georgia College and State University who is shadowing Marion Fedrick, USG), Anne Richards (University of West Georgia, proxy for Glenn Novak), Andy Smith (Georgia Tech), George Stanton (Columbus State University), Martha Venn (Deputy Vice Chancellor for Academic Affairs), Brahm Verma (University of Georgia), Fred Ware (Valdosta State University, alternate), Martha Wicker (Clayton State University), Dorothy Zinsmeister (Kennesaw State University, chair)

Via Phone: Kathy Martin (University of North Georgia), Barbara Price (Georgia Southern University, USGRC Secretary, Non-Voting at Meeting), and Mike Rogers (alternate for Linda Noble)

I. Welcome, Introductions and Roll Call

Dorothy Zinsmeister welcomed all – on phone and in person, including USG Staff and President Max Burns. Zinsmeister announced that Marion Fedrick agreed to cover meeting costs for attendees so that the \$20 meeting registration will be returned.

Barbara Price requested a sign-in sheet.

Marion Fedrick said that she would reach out to institutions that were not represented at the meeting.

Attendees (on site and by phone) introduced themselves.

II. Approval of Minutes of the October 23, 2015, USGRC Meeting

Barbara Price presented the minutes of the October 23, 2015, meeting, which were sent out in advance of the March 4, 2016, meeting. Approval was moved by John

Derden and seconded by Dave Lapp. There were no additional corrections or comments, and the minutes were approved by voice vote with no dissensions.

III. Total Rewards Steering Committee (TRSC) Report (President Max Burns, Chair TRSC)

Dr. Burns thanked Council members for their service to the USG and stated that he looks forward to becoming a retiree. He reported on the history, challenges and actions of the TRSC.

The TRSC was formed in 2011 by the Chancellor. It is a 19-member committee, and two of the committee members are retirees. It is an advisory committee to the Chancellor and not a decision-making body; the Board of Regents is the only decision-making body. Healthcare is one of its concerns. Other concerns include wellness and wellbeing and voluntary retirement plans other than TRS (Teachers' Retirement System) and ORP (Optional Retirement Program). Another concern is that campuses are not standardized in the options that are available for healthcare. There have been many changes in healthcare coverage in the last decade, and federal programs, such as the Affordable Care Act (ACA), have brought substantial changes. Employees have increasingly had to cover the costs of healthcare with little salary adjustments; therefore, many employees have seen a decline in take-home pay.

On the retiree side, ACA and Medicare primary coverage changed healthcare coverage from an employer-centric system to a federal-centric system. Previously, some retirees were advised to forego Medicare and remain on USG insurance. Starting in 2014, Medicare is required of eligible employees and retirees. USG is paying late penalties for those retirees who did not sign up for Medicare when they were first eligible and were advised to stay on the USG plan, as long as they signed up for Medicare by the USG deadline. For retirees, Medicare is primary with a private supplement (Medigap) available for purchase through the Aon-administered retiree exchange. Many other employers have done what the USG has done in regard to establishing Medicare as primary.

The Board of Regents (BOR) made the decision in November 2013 to move to a system, which decoupled employee and retiree healthcare plans. This was a surprise for many retirees. Change is hard and harder when one does not know what will change and why. There were many reasons for the change, including:

- Federal Medicare benefits were becoming the standard for all eligible individuals.
- ACA created a competitive market for affordable coverage.
- The combination offered the highest quality, lowest cost option for the USG.
- Decoupling provided retirees more options that better fit their needs and wants.

The HRA (Health Reimbursement Account), aka YSA, is not intended to cover all healthcare costs, although it does in some cases. It is intended to cover at least one-third of the cost. Aon was selected by USG as the private exchange partner, and overall Aon has done a good job, but there have been some issues.

- Communication probably has been the weakest link.
- So many options/choices made it challenging for some. This was true for both Medicare Part D and Medicare Supplement (Medigap)/Medicare Advantage plans.
- 17,000+ retirees needed to be informed and offered enrollment. Over 16,000 (approximately 98%) responded and were served.

Dr. Burns asked the USGRC to share experiences and responded to questions.

- Sara Conner: Previously, USG insurance was secondary for retirees, but the new plans are supplemental to covered Medicare costs. If Medicare does not cover, the supplemental insurance will not cover. Some drugs previously covered by the USG Silver Scripts policy are not covered in current Part D policies. Also, Armstrong does not have a listserv/email list. Aon is making postings to HRAs that were not intended by retirees. Grumpy Retiree wants more options; he feels too limited.
- Karin Elliott (response): The USG plan is moving to supplemental coverage. The issue presented is largely a Part D issue and can be appealed through the carrier. Elliott is also working with Aon to determine whether there is another resolution. She will check on the HRA postings; the checking account information that Aon retrieved was supposed to be used for premium payment required by carriers.
- Brahm Verma: His Aon representative was not very helpful, and he felt that he was more informed than the representative. He also commented that they were receiving erroneous YSA postings from Aon.
- Karin Elliott (response): USG did get some negative feedback on Aon advisors and apologize for those instances. Elliott is working with Aon to address future issues.
- Marion Fedrick (response): One or more occurrences of an error will cause USG to contact Aon, especially if an error is recurring.
- Max Burns (response): This was a transition year, and, hopefully, things will improve moving forward. Karin Elliott and Marion Fedrick have worked hard to resolve issues.
- Zandra Brasington: One Georgia Southern retiree has had to repeat at least once, sometimes twice with Aon...very inefficient.
- Ray Chambers: He had good experiences with the supplement (Medigap). However, Part D has caused issues because the updated formulary does not come out until after the decision is made. Therefore, some drugs he thought would be covered were not.

President Burns thanked everyone and invited people to attend the TRSC meetings.

IV. Medicare-Eligible Retiree Healthcare: Report on Enrollment and HRA – Trials and Successes (Karin Elliott and Marion Fedrick; See Attachment A)

Update (Marion Fedrick): Fedrick commended Elliott for her hard work and thanked the USGRC for providing excellent feedback, allowing USG to address key issues, including weak communication on some campuses. She said that 98+% of retirees and eligible spouses have enrolled and that 40 individuals have not been contacted. USG is deeply focused on contacting the remaining 40 individuals. USG has established a benefits website for retirees: http://www.usg.edu/hr/benefits/retiree_benefits/ and will be adding communication links. USG staff has grown to help provide better services, and they are working on improvements. They know that Aon did not always provide the services as desired and are working with them.

Update (Karin Elliott): Thanks to USGRC for help in finding retirees. The list is down to 40, and that number drops daily. She reported that USG has been in contact with 99.7% of retirees and 95% of retirees have enrolled in coverage; some retirees had other coverage and have opted out of USG coverage.

Aon says that approximately 90% of enrolled retirees are getting auto-reimbursement. Manual reimbursement is also available (handout distributed with instructions; electronic copy sent to USGRC members for campus distribution; See Attachment B). No retiree has sent an email saying that they are not being reimbursed.

Elliott said that there were several issues that have been communicated to USG that will be addressed with Aon: 1) An Aon advisor asked for banking information. This was for the carrier, not reimbursement; this will be corrected. 2) Only the retiree has access to the spending account, not the spouse, even though the account is jointly held.

Elliott distributed a draft scorecard from Aon through March 1, 2016. USG has weekly calls with Aon. Every month retirees are aging into coverage and are going through the same process that the original group completed, but the numbers are lower. The majority of retirees chose a Medigap Plan. Some selected a Medicare Part D to get the HRA and then enrolled in a Medigap Plan outside of Aon. Enrollment outside of Aon lowers leverage for USG and is not supported by USG.

We will learn the HRA for 2017 this fall as the budget is set. If you want to stay in the plan that you are in for 2016 and that plan is still available, you will not have to go through a re-enrollment process.

Elliott asked for questions from Council members.

- Ray Chambers: Can dental insurance through the Board of Regents have auto-reimbursement?
Elliott (response): Yes. Once it is submitted manually, it can be set up for auto-reimbursement.
- (From the group): Why were there premium increases in January that retirees did not know about prior to enrollment?

Elliott (response): Premiums are controlled by carriers, not Aon. Plans are highly regulated by CMS. Every year carriers must have plans approved, but rates are not known until October; some carriers informed retirees later in December. If you are in an age-rated plan, you may also see increases on your birthday; however, generally that will not happen.

Max Burns (response): Costs have also increased annually for active employees.

Martha Wicker (response): Many retirees experienced two increases – premium and Medicare. Increases were not large, but they did occur. She asked whether the HRA could be indexed by age, since many Medigap insurance premiums are indexed by age.

Marion Fedrick (response): Fedrick noted that this issue has not previously been raised and will be considered. USG will look at numbers when analyzing, but retirees must understand that, if they select a plan with a higher rate, that is the choice that they are making. If they opt to change plans for the next year, they may need medical underwriting.

Anne Richards explained that she finds it difficult to speak and take notes about what she is saying at the same time, so she prepared a handout to distribute to persons attending today's meeting.

V. Discussion and Endorsement of the USGRC Communications Report (Brahm Verma for the committee (Dennis Marks and Barbara Price)); See Attachments C and D for the PowerPoint Presentation and Motion)

Verma thanked the committee and the USG Office. Marks remarked that the committee worked well together and used input from USGRC to modify the proposal. Price supported Verma's and Marks' comments.

Motion:

A. The USG Retiree Council endorses the proposal to exploit modern electronic technologies to create USG and institution-level communications networks, including the suggested implementation plan proposed by the USG System Office.

B. The USG Retiree Council endorses the proposal to encourage the development of institution-level retiree organizations linked to the USG Retiree Council, including the suggested implementation plan proposed by the USG System Office.

- Question from the floor: Will the motion be shared with institutions?

Brahm Verma (response): If approved, USGRC members are encouraged to share the information.

Marion Fedrick (response): This could be shared at HR and CIO USG meetings. Also, they will work on ways to communicate the information with these groups, with Presidents/VPAAs and with USG Faculty and Staff Councils.

Dennis Marks (response): The GA-HERO meeting is scheduled for April 1, 2016, on the Emory campus. It can be shared there.

- Martha Wicker: Wicker expressed concern that revision to the motion leaves open the representation by the USGRC on USG Faculty and Staff Councils. The general consensus was that the support for the motion addresses that issue.
- Dorothy Zinsmeister: Zinsmeister noted that representatives of the USG Faculty and Staff Councils were invited to attend today's USGRC meeting but did not respond.
- Question about a statewide retiree call center:
Marion Fedrick (response): The Shared Services Center will host a centralized call center. Retirees may still contact their own institutions.

The motion was from the committee and did not require a second. Vote on Motion: Favor (19); Opposed (0); Abstentions (0)

VI. Council Membership Roster Update (Dorothy Zinsmeister, chair)

The Retiree Council website is hosted on the USG website under Academics: Academic Partnerships and Accreditation:

http://www.usg.edu/academic_planning/committees/view/usg_retiree_council.

The website contains the bylaws, meeting minutes and other documents related to the Council. She encouraged USGRC members to share the link with their retirees. It was suggested that there be a single link from the homepage for all retiree information.

- Question from the floor: Would USGRC help campuses develop an organization? The general response was yes.
- Dennis Marks (request): Would each attendee report on his/her campus's organization(s) and share them on the USGRC listserv.
- Bob McDonough (question): How are retiree organizations working at merged institutions?

Dorothy Zinsmeister (response): Things are moving slowly for Kennesaw and Southern Poly. Efforts will continue, and plans are to have some meetings on both campuses.

Missy Cody and Bob McDonough (response): The unit emeriti organizations are merging. Georgia State does not have an all-retiree organization, and Perimeter does. While there may be a merged all-retiree organization in the future, Perimeter will retain its own traditions, just as other individual colleges at Georgia State have.

David Lapp (response): Augusta University is attempting to be proactive in merging groups.

VII. Election of Officers

A. Chair-Elect

Nominee: Missy Cody (Georgia State); nominations closed and Cody elected by acclamation

B. Secretary

There being no nominations, Dorothy Zinsmeister will solicit nominations electronically and the USGRC will vote electronically. Dennis Marks asked that this take place within the next 30 days. The deadline for nominations was set at April 4.

- C. There was significant discussion on whether an elected officer's institution can have another voting member. Current bylaws do not permit that.

VIII. USGRC Fall meeting

A doodle will be sent with possible dates. Macon will continue to be the meeting location.

- IX. Recognition of Dorothy Zinsmeister for her service as the first USGRC chair.

- X. Adjournment (2:05)

Respectfully submitted,

A handwritten signature in purple ink that reads "Barbara A. Price". The signature is written in a cursive, flowing style.

Barbara A. Price
Secretary

Reimbursement submission process – Dental, Vision and other reimbursements:

To receive reimbursement for other eligible health care expenses (copays, coinsurance, etc.), you can submit the request in two ways:

Option 1: Online Form

Log into your account at www.retiree.aon.com/usg, choose the 'HRA' tab which will display the *Manage My Account* button. The *Manage My Account* button will direct the retiree to their account information with Aon's Your Spending Account; from the Account Summary page, choose 'Get Reimbursed'; complete the information on-line and submit documentation to be reimbursed.

Option 2: Paper Form

The paper form must be requested from the Benefits Advisor; this **was not** included in the HRA Welcome Packet; complete the form and fax or mail to Aon along with supporting documentation.

Providing Supporting Documentation

Information may be obtained from the following documentation types. However, in order to be acceptable, the documents, or combination of documents, must provide all the standard required information (Amount, Date, Description, Provider, Who for):

- Cancelled or un-cancelled check
- Statement from insurance provider
- Bank statement showing premium payment

Bank Statement Definition:

A summary report released by a bank to the bank's customer on a fixed date every month. It lists all transactions (deposits, withdrawals, checks paid, interest earned, service charges, penalties, etc.) incurred on the customer's account during the specified time period.

The intent behind YSA's (Your Spending Account) requirement of a receipt, such as a bank statement, is to prove, by a third party, that services were rendered. Therefore the bank statement must include sufficient information to clearly indicate that it was issued by a third party - in this case issued by a Bank.

A bank statement **must** include:

- 1) Bank Name,
- 2) Bank's Information: may be letterhead, address, phone number, website, logo, etc.
 - a) Information that clearly indicates that the statement was issued by a separate, third party, entity- in this case, by a Bank..
- 3) Transaction date and description
 - a) The date must include the year, such as the month and year or, the month, day and year.
 - b) The transaction description must include sufficient information to clearly identify it as an eligible insurance premium expense.

USGRC Communication Committee Report

Brahm Verma

Email: bverma@engr.uga.edu

Presented at the

March 4, 2016 USGRC Meeting
Macon, GA

Committee Members

Barbara Price

Dennis Marks

Brahm Verma (Chair)

Thank you

Dorothy Zinsmeister

Dennis Marks

Barbara Price

USG Office

Karin Elliott, Marion Fedrick
Teresa Joyce, and Linda Noble

USG Retiree Community

- Dispersed in states and countries
- Mobile
- Total number retirees, over 21,000
- Do not have regular contact w/institutions
- Contact information is often not updated
- May not check messages/mail regularly
- Varying degree of computer use
- Many with declining physical/mental abilities

Effective Communication

1. Confidence in delivery of message/mail to ALL retirees
2. Content is presented in direct and simple language
3. Builds trust in retirees
4. Creates a habit in retirees to pay attention to the delivered mail/messages
5. Retirees know who and how to contact for help

Chronology of Events

October 6, 2015

The Committee recommendations including suggested implementation plan were submitted to the Executive Committee.

October 24, 2105

The recommendations were discussed at the USGRC meeting and tabled for action at the next meeting.

October 24 to March 1, 2016

Received several comments and suggestions from USGRC members and insightful input of USG staff.

USG staff responses included several actions proactively taken that are aligned with the recommendations.

Member Inputs

Institution HR - At the time of retirement

- Counsel the importance of providing current contact information
- Adding an alternate contact persons contact information

USG HR

- Centralize retiree benefits related information and make it accessible on the USG website
- Consider creating a "Central Call Center"
- Consider creating 800 number hotline
- Both technical and financial assistance will be needed for small institutions
- Continue using US mail (Many retirees do not use computers)

Do not be prescriptive.

The Motion

The USG Retiree Council endorse the proposal to

- A. **Exploit modern electronic technologies** for creating USG- and institution-level communications networks, including the suggested implementation plan proposed by the USG System Office.

- B. Encourage the development of **institution-level retiree organizations** linked to the USG Retiree Council, including the suggested implementation plan proposed by the USG System Office.

Discussion

USG Office Actions/Plans

A. Modern Electronic Technologies

- USGRC listserv has already been created
- In the near term,
 - USG will be encouraging Institution HR to
 - Build database with retiree's and an alternate's contact information
 - Advise retirees (when they retire) to update information in future
 - Send annual reminders to retirees to update
 - Create a listserv of their institution's retirees
- The System HR office will communicate with all retirees through the institution listserv
- In the longer term,
 - USG is planning to consolidate and standardize retiree benefits functions to a central location that will communicate with all retirees via U.S. and e-mail, and will address retiree questions

USG Office Actions/Plans

B. Institution-level Retiree Organization

(A body that represents the institutional retirees)

USG Office is/will encourage:

- Each institution to establish an institutional retiree organization that links with USGRC and be of assistance to other institutions
- Retiree to engage with their institution through their institution's organization
- Institutional organization to work with USGRC for building a strong System-wide representation of behalf of retirees

USGRC will assist each institution organizations so the retirees become an officially recognized part of the institution's governance structure.

The Motion

The USG Retiree Council endorse the proposal to

- A. **Exploit modern electronic technologies** for creating USG- and institution-level communications networks, including the suggested implementation plan proposed by the USG System Office.

- B. Encourage the development of **institution-level retiree organizations** linked to the USG Retiree Council, including the suggested implementation plan proposed by the USG System Office.

Thank you!

USGRC Communications Committee

Motion

USGRC Meeting - March 4, 2016

At the October 23, 2015, USGRC meeting, the Communications Committee presented its Recommendations, which are appended to the minutes of that meeting. After discussion, the Committee's Recommendations were tabled to the next meeting and are therefore on the floor for discussion at the March 4, 2016, USGRC meeting. The Committee wishes to express its thanks to the USG Retiree Council members and the USG System Office staff for their review and insightful suggestions for improvements to the Committee's Recommendations. Based on the feedback the Committee has received, the Communication Committee makes the following motion:

A. The USG Retiree Council endorses the proposal to exploit modern electronic technologies to create USG- and institution-level communications networks, including the suggested implementation plan proposed by the USG System Office.

1. *The USG Retiree Council thanks the USG System Office for reviewing the Communication Committee report, already setting up a USGRC listserv and proactively initiating several actions aligned with the Committee's report outlined below.*
2. *The USG Retiree Council recognizes that each institution maintains retiree contact information in the Human Resources/Payroll System which includes current mailing address, phone number and e-mail address. We commend the University System for proactively taking the following actions:*
 - *Recommend to institution HR office that at retirement, new contact information based on their retirement is collected from the retiree, and give instructions to the retiree on who to contact if any of their contact information changes. [It would be helpful if the contact information collected from retirees/covered spouses included alternative contacts, in the event that the retiree/covered spouse is no longer in charge of his/her affairs. These contacts might include younger family members, powers or attorney or others who do not live in the retiree's household. This would, hopefully, provide an alternative postal address to reach retirees/covered spouses and those in charge of their affairs with an alternative address for certified mail.]*
 - *Recommend to institution HR office mailing reminders to retirees annually*
 - *In the near term, the system office will recommend that each institution create a listserv for retirees. If this is not possible, the system HR office will work with SSC to create a report that each institution can run that contains retiree e-mail addresses. When information needs to be sent to retirees, the System HR office will provide the communication template and ask that the institutions run the report and send the communication by e-mail to their retirees and send by regular mail.*

We appreciate the Systems office concerns that a listserv requires someone to maintain, monitor, and respond to the posts. Some institutional HR offices may not have the resources to administer a listserv.

- *Planning in the longer term to move administration and communications of retiree benefits to a central location and be standardized for all retirees. This will ensure the timing and content of retiree communications is the same for all retirees. The central location will communicate to all USG retirees via e-mail and regular mail using the contact information in the HR/Payroll System. In addition to the communications, one central call center will handle all retiree questions/issues relating to contact information, benefits enrollment and eligibility, premium payment, etc.*
- *Working to standardize retiree benefits communications and for creating a USG retiree website/webpages where the most up-to-date information is being posted about retiree benefits and for recommending that all institutional HR websites redirect retirees to the USG webpages for questions about retiree benefits coverage. For the short term for questions about retiree billing and premiums, the USG website could redirect retirees to SSC, for ADP institutions, GA Tech, UGA or Augusta University. Once the process is standardized across all institutions, this information will be added to the USG Benefits website. One click access to retiree benefits pages will be available from the USG website.*

B. The USG Retiree Council endorses the proposal to encourage the development of institution-level retiree organizations linked to the USG Retiree Council, including the suggested implementation plan proposed by the USG System Office.

1. *The USG Retiree Council commends the USG System Office for proactively taking actions to:*
 - *Continue encouraging each institution to establish an institutional retiree organization that links with the USGRC and for assisting in connecting institutions without such an organization with institutions that have strong organizations to help them build and develop their own organizations. We are thankful that the USG System Office remains committed to building a culture at our institutions and across the USG in which retirees are valued and their welfare is promoted and fostered.*
 - *The Systems office further observes that retirees will continue to engage with their institution through retiree organizations, which could be developed and supported through the institutional Foundation, Academic Affairs or HR office.*
2. *The USG Retiree Council will work with the USG System Office to encourage the development of vibrant, effective retiree organizations at each institution of the University System. Each institution's retiree organization is entitled to select its institution's representative on the USG Retiree Council.*
3. *The USG Retiree Council members will work with their respective retiree organizations to assist retirees becoming an officially recognized as part of each institution's governance structure, for example, by liaison representation to faculty and staff governance bodies, similar to the liaison representation between the USG Retiree Council and the USG Faculty Council and USG Staff Council.*