

Council of University of California Emeriti Associations
Council of University of California Retiree Associations
April 30, 2020 Zoom Joint Meeting Minutes

Attending

UC Berkeley: Lynn Bailiff, Marion Gade, Amy B. Joy, Caroline Kane, Patti Owen, Antonia Sweet, Cary Sweeney, Louise Taylor, Kris Thornton

UC Davis: Marjorie Ahl, Joanne Borkman, Mike Chandler, Juliane Crowley, MCR Greenwood, Barry Klein, John Meyer, Kyle Urban

UC Irvine: Craig Behrens, Jeri Frederick, Jill Halvaks, George Miller, Emil Nguyen, William Parker, Pat Price, Marianne Schnaubelt

UC Los Angeles: Sue Abeles, John Dahl, Ayesha Dixon, Adrian Harris, Ronald Mellor, Daniel Mitchell, Dick Weiss

UC Riverside: Bob Daly, Mary Johnson, Doug Mitchell, Cristina Otegui, Raymond Russell

UC San Diego: Richard Attiyeh, Joel Dimsdale, Phyllis Mirsky, Henry C. Powell, Shem Ablakatof-Clow

UC San Francisco: John Greenspan, Gail Harden, Sandra Norberg, William Wara

UC Santa Barbara: William Ashby, Robert Mann, Doug Morgan, Karen Rasmussen

UC Santa Cruz: Judith Aissen, Roger Anderson, Barry Bowman, Christy Dawley, Lee Duffus, Frank Trueba, Todd Wipke

LANL: Dale Thompson

LBL: Nancy Brown, Robert Cahn, Janis Dairiki

LLNL: Jeff Garberson

PARRA: Bill Newton

UCOP: Michael Brown, Lisa Collins, Aliya Dibrell, Jim Dolgonas, Kendra Eaglin, Joe Lewis, Ellen Lorenz, Cheryl Lloyd, Gregory Ricks, Stephanie Rosh, Gary Schlimgen, Anne St. George, Michael Waldman, Renee Wong

Call to Order and Logistics

The meeting was called to order at 9:00 a.m. by Marianne Schnaubelt. Caroline Kane thanked Myrna Davis and Renee Wong from UCOP for their assistance with the zoom meeting. Logistics for the day were given.

Approval of Minutes

Bill Ashby presented the minutes of the October 30, 2019 Joint Meeting at UC Davis. The minutes were approved unanimously.

UC Provost Michael Brown

Caroline introduced Provost Michael Brown, Executive Vice President for Academic Affairs. Provost Brown addressed many of the issues that he is involved with.

- First of all, the mitigation activities being done with respect to Covid-19, including coordination with the campuses, addressing academic issues with instruction, student support, and research. The Regents and the Academic Senate are reviewing admissions requirements and making recommendations for upcoming classes.

- Many campuses hold Native American artifacts and Provost Brown is coordinating how we might best repatriate these artifacts.
- UC's work to effectively steward instruments in our care such as the Cal Tech telescopes and possible future 30 meter telescope.
- Supporting the excellence of the institution.

Provost Brown answered questions presented to him:

- Re: the President search and Janet Napolitano's initiatives: President Napolitano will support her initiatives, however, the new President might be given different priorities.
- Re: opening the campuses for the fall quarter: This is actively being discussed and planned for. Major considerations are public health risks. The three considerations are:
 - a) availability of testing of the virus itself to get quick results,
 - b) vigorous contact tracing,
 - c) containment ability on campus. This is very critical with concern for the professors and staff who are at high risk. Current student housing could be putting students at risk. Some current practices could be putting the community at risk. Local counties in which our campuses reside have their own concerns and rules.

The presidential search process is active. Provost Brown thinks we will know who the new President is by the July Regents meeting. The pool of candidates was excellent.

Expect the revised May budget to be flat. In January the Governor proposed a 5% increase, however this is now off the table. We will probably revert to the budget we had last year. There may be revisions in August after the State budget is determined in July.

UC has approximately 300 projects around the system addressing the Covid 19 virus, including vaccine and treatment projects, serological testing and PPE developments. Some research labs are being turned into testing labs.

On the question of other sources of revenue, Provost Brown said that the Health Sciences has been negatively impacted by ~ \$1 billion by not being able to perform surgeries. Non-resident tuition is lost, international students are not able to come here. Money is lost from auxiliaries such as parking, dorms and food. Tough belt tightening will need to happen, including executive salary cuts. President Napolitano has sent a letter to the Governor laying out our budgetary picture and a letter to our unions inviting them to talk with us.

Joint Benefits Committee Report

(JBC report is available on the Association web sites.)

Roger Anderson reported on the JBC's areas of concentration:

- Pension/Savings plan choice, i.e. Defined Benefit or Defined Contribution. UC needs to provide better education and a better modeler for making this choice.
- The new Medicare Advantage plan needs comprehensive analysis, in particular a survey to give us good data.

- RASC - We need a statement of management and organizational opportunities.
- VIA benefits - Out of state retirees are given a Health Reimbursement Account (HRA). As costs have increased, this amount has remained the same. The JBC would like it to be raised to \$325 for parity with the cost of the Medicare Advantage plan. Also, the JBC would like to investigate what could be done to offer the Medicare Advantage Plan to out of state retirees.

We need to understand the potential changes to the active employee health insurance plans because they can affect the retiree plans.

Health Benefits Advisory Committee

John Meyer began by explaining that this committee is a restructured version of a prior retiree health committee, expanded to include current employees.

There are no plan changes for 2021 resulting from committee action.

There was a consultant change (for the better) to Deloitte.

Also, Medical Center representative is now the CEO from San Diego.

The committee is working on identifying principles to determine how to allocate premiums for various health insurance plans. For example, “family friendly” plans for families with children, better serving underserved campuses with fewer health care choices. Campuses with Medical Centers want to steer people to use the Medical Center for their care, but this can have higher costs.

A working group is putting together an interim report to collect current issues. This would be helpful for the incoming President.

There are many open questions about how the Virus will affect the budget.

UC health systems will receive an estimated \$177 million [from the CARES act], short of the first month’s losses.

Retirement Administration Service Center (RASC) Update

As he approaches retirement, Gary Schlinggen, Executive Director, Retiree Programs and Services, was appreciated for all the help and support he has given us over the years, and was presented (virtually) with his very own tiara. Gary appreciated the partnership of RASC with the Retirement Associations, Academic Senate and Advisory Board. Gary suggested that for the JBC report, a good avenue to research and get answers to some issues is through the UCRS Advisory Board. He also thanked the Retiree Associations for their support at the time that outsourcing of the RASC was being considered.

Gary introduced Cheryl Lloyd, UC Chief Risk Officer and Interim VP of Systemwide Human Resources.

Cheryl talked about the steps that have been taken to improve the Redwood Retirement Administration System. First of all, the implementation was reviewed and suggestions for improvements were made. RASC retained counsel to look at contracting as well as improving change management processes. With the onset of the Corona virus, laptops were purchased to enable RASC to issue retirement checks remotely. There are skeletal teams in the office to check mail. Next, Cheryl spoke about refreshing the strategic plan to present to the new President. In particular, strengthening the HR Benefits portfolio and stabilizing the Retirement Administration software program.

Ellen Lorenz, Director, reported that the majority of RASC employees were functional from home within 1-1/2 weeks of the onset of stay-at-home orders. Communications were sent out with information about how RASC could be reached. The emergency hot line voice mail can now be reached through the RASC 800#. There are separate mail boxes to address different issues. There is work being done on a call-back feature for voice mail. Currently the most efficient way to reach the RASC is through UCRays secure message. This process has been taking 6-8 days, and was hoped to be 2-4 days by today 5/8/20, moving toward the 2 day goal soon. Many temporary positions for open enrollment last fall have been converted to one year career positions or contracts. More robust reporting from Redwood is being developed. At this time there are ~120,000 UCRays registrations. A new webinar, "Preparing for Retirement", recently had 1,000 people registered. Questions can be asked and answered directly from the webinar. Ellen also reported that there are currently 83 full time employees and 15 full time contractors.

Aliya Dibrell, Manager of Benefits Information Systems, told us about updates to support the new retirement season. In March a new document upload feature was implemented which is heavily used by applicants. In November a retirement status tracker was implemented. There is not currently a survivor benefits status tracker. New reports are being developed out of the Redwood system.

For the ROOTS application available to Benefits professionals and Health Care Facilitators, improvements were made defining and detailing more demographic and historical health enrollment information. In response to a question about the issue that retirees are being locked out of the system when they try to log in a second time, Aliya responded that a fix is in progress and should be implemented within the next few weeks.

Kendra Eaglin, Operations Manager, provided an update on the new voicemail system. A new call handler was implemented on Friday, enabling members to call directly into the RASC 800#. Currently, there are four mail boxes, up from one. For UCRays secure messages has seen an increase of messages, close to 300 per day. Five representatives have been added. Retirement season is on track for the Personal Retirement Profile (PRP). 1200 of 1500 have been completed. For retirement elections, 370 out of 450 have been completed. Language on the UCRays login page has been updated with a prominent help box. Some Center Directors have been getting feedback that there has not been a timely response to secure messages. Kendra responded that five new reps have been added to support staff, starting April 30th. They have been assigned date ranges and it is expected that the backlog will be cleared up soon.

Anne St. George, Operations Manager, gave an update on retirement processing with a focus on training and quality. Anne reported that turnaround time has been improving. Resource plans are in place to handle incoming July volumes. In answer to a question about the death reports, Anne responded that they have been re-instituted and to send her an e-mail if you would like to be included on the distribution list.

Greg Ricks, Fulfillment Operations Manager, gave information about the survivor processing. Currently all packets are processed within 30 days. The average age of pending monthly setups has decreased from 81 to 68 days and progress is being made to reduce that number.

Michael Waldman, Member Services Manager, reported on RASC partnerships with Benefits Offices and Health Care Facilitators at each UC location, including a monthly call. Last year a monthly call was also initiated with the Retirement Center Directors. The RASC partnership support line was also initiated for people in these groups to send issues to RASC. More follow-up is needed to report the resolution to the person who has identified the issue. Others who are not in this group can contact a RASC manager directly.

Health Insurance and Benefits Issues

Susan Pon-Gee, Health and Welfare Benefits Director, reported on the new UC Medicare Choice Plan. There was a major communication effort pre enrollment, including 5 teleconferences with 700+ participants and 52 Town Hall meetings with attendance of ~3000. In a follow-up survey, 87% of participants reported a positive experience and better understanding of the plan. Providers were also educated by United Health Care (UHC). ~10,000 mailings were sent to in and out of network providers.

- Migration: In January, there were 16,053 total enrollments in UC Medicare Choice, including 9728 from HealthNet Seniority Plus and 1,355 from other UC options.

- Customer Service call metrics: For those who agreed to be surveyed after a call, almost 96% are completely or very satisfied with their experience.

- A new service that is available is house calls for an assessment. A gift card of \$15 is sent after each visit.

- Susan reviewed the top 10 Medical Diagnoses, determined by cost, number of claimants with at least one of the diagnoses and number of claimants with at least four of the diagnoses.

- Pharmaceutical utilization by member usage and total number of prescriptions ordered was reviewed. She also showed the top five drugs and how much the plan paid.

- Susan summarized tracking of the plan effectiveness by Plan Efficiency, Access to Quality of Care and Member Experience. Metrics are being developed to further monitor the plan

- An implementation audit was performed by a third party with positive results for United Health Care.

Questions:

How often have Medicare approved procedures been turned down and how often are claims turned down? These question have been sent to UHC.

Have any prescription drugs not been approved? After checking with RASC and the benefits community, there has been no negative feedback.

What per cent of those covered were able to keep their primary care physician? 100% as long as the provider accepts Medicare.

Are patented or generics drugs favored by the UC Medicare Choice plan and do we have utilization information about the other plans? Susan said that each plan has its own formulary based on many factors.

Is there any information about rates for next year? It is too early to know.

Will California Casualty continue to be provided through the UC Partnership Program which involves Berkeley, Davis and San Diego? The partnership is looking for a new vendor to launch July 1, but Susan doesn't have any other information.

Why did Kaiser people move? It might be able to infer this information from a CAP survey which will be conducted shortly.

Meeting Schedule 2020 and Beyond

(Schedule available on CUCRA and CUCEA web sites)

Louise Taylor suggested a change in the meeting cycle so we don't have to wait four more years to visit Santa Barbara. We will be at Santa Barbara in the spring of 2023 and at Riverside in the spring of 2025.

Fall 2020 Meeting Preview

Barry Bowman invited everyone to the fall conference at UC Santa Cruz on October 28/29 at the Hilton Hotel in Scotts Valley. All information about registration and accommodations are on the organization web sites.

Adjournment

Caroline Kane adjourned the meeting at 12:00 pm.

Respectfully submitted,
Gail Harden
CUCRA Secretary
May 30, 2020