CUCRA Information Officer's Report (Fall 2021 CUCRA Meeting)

2021 Activities:

- UCSF implemented online Zoom meeting registration. Feedback about the registration process will be appreciated to help improve future Zoom or hybrid CUCRA meetings.

- Thanks to the Association Presidents, CUCRA Reps, and Center Directors for helping to keep the CUCRA mailing lists up-to-date and for all the associations for submitting their association's report.

- Open Enrollment Publications Committee Activities – Changes to 2021 Open Enrollment publications influenced by the committee members:

    1) **Open Enrollment print materials**:
       a) Change from a 20-page booklet to a mailer with a full-color double-gatefold brochure and a black and white information booklet. Unfortunately, the mailing of this year's materials has been delayed due to production problems. You should be receiving them by the end of this week.
          (i) The brochure highlights 2022 changes and what to do. Provides an overview of UC's Medicare plan choices and premium costs.
          (ii) Details (e.g., legal notices, contact information, etc.) are in the supplemental booklet -- easily available, but not distracting from key messages.
       b) UC Medicare plan choices are presented in a "clear" table format, with information identified as central to understanding the differences between plans; plan administrator, how the plan works with Medicare, what the member and the plan pay for Medicare-covered care, and unique aspects of the plan.
       c) The minimum font size is 12 pt. (per CMS guidelines) as in years past. However, readability is improved with increased use of white space and better organization of information.

    2) ***New Dimensions***: Supplemental information about Medicare and Open Enrollment has been added, beginning with an extensive Medicare FAQ in the August issue, and continuing with Open Enrollment FAQs in the November issue.

    3) **The redesigned Open Enrollment website**
       <https://ucnet.universityofcalifornia.edu/oe/ or ucal.us/oe> is:
       a) Designed to work well on mobile devices
       b) Fully accessible
       c) Easy to navigate, with a dedicated landing page for retirees linking to information about choices, changes and costs.

4) 2022 and Beyond
   a) Possible formation of focus groups to evaluate changes to Open Enrollment publications.
   b) Possible implementation of an online counselor like active employees now have < https://www.myalex.com/uc/2022/>.
   c) A redesign of UCnet < https://ucnet.universityofcalifornia.edu/retirees/> to ensure it is accessible, easy to navigate and responsive.
   d) A mobile friendly version of *New Dimensions*.
   e) Possibly more improvements with print publications such as larger font sizes and continued improved readability.