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# Retirement Administration Service Center

CUCRA/CUCEA Joint Meeting

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April 27, 2021

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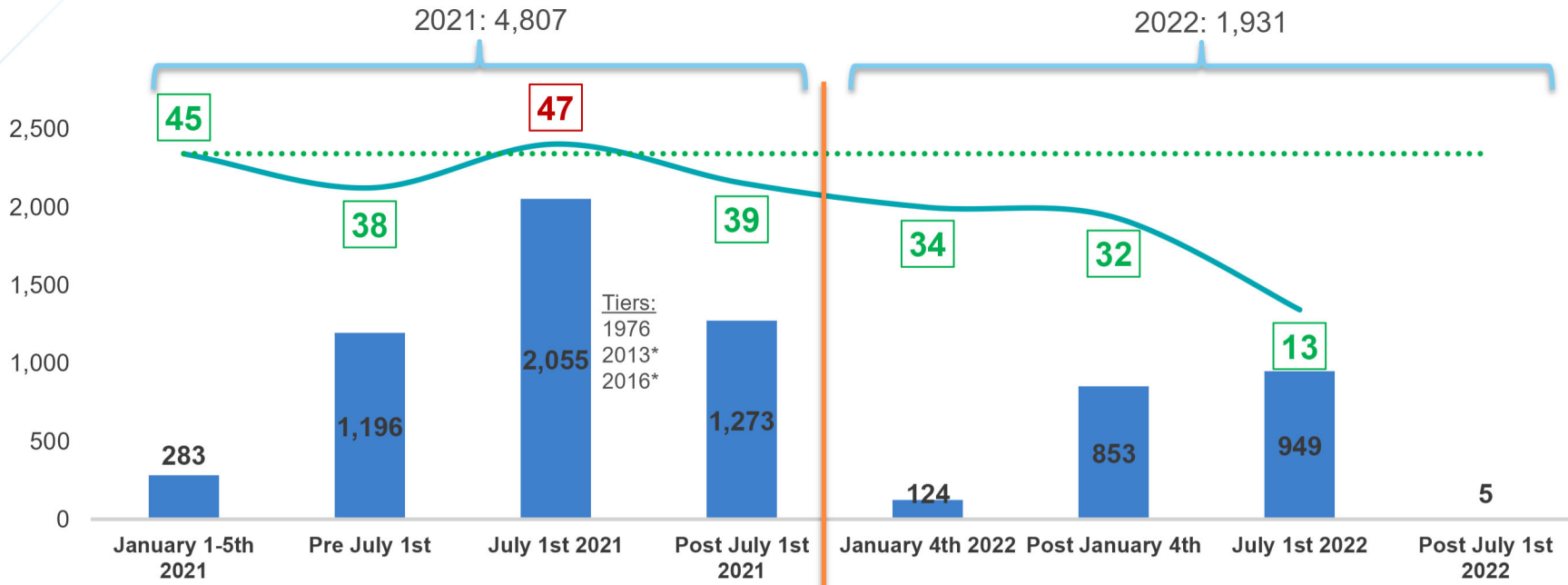
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# Retirement update

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# Retirement performance results

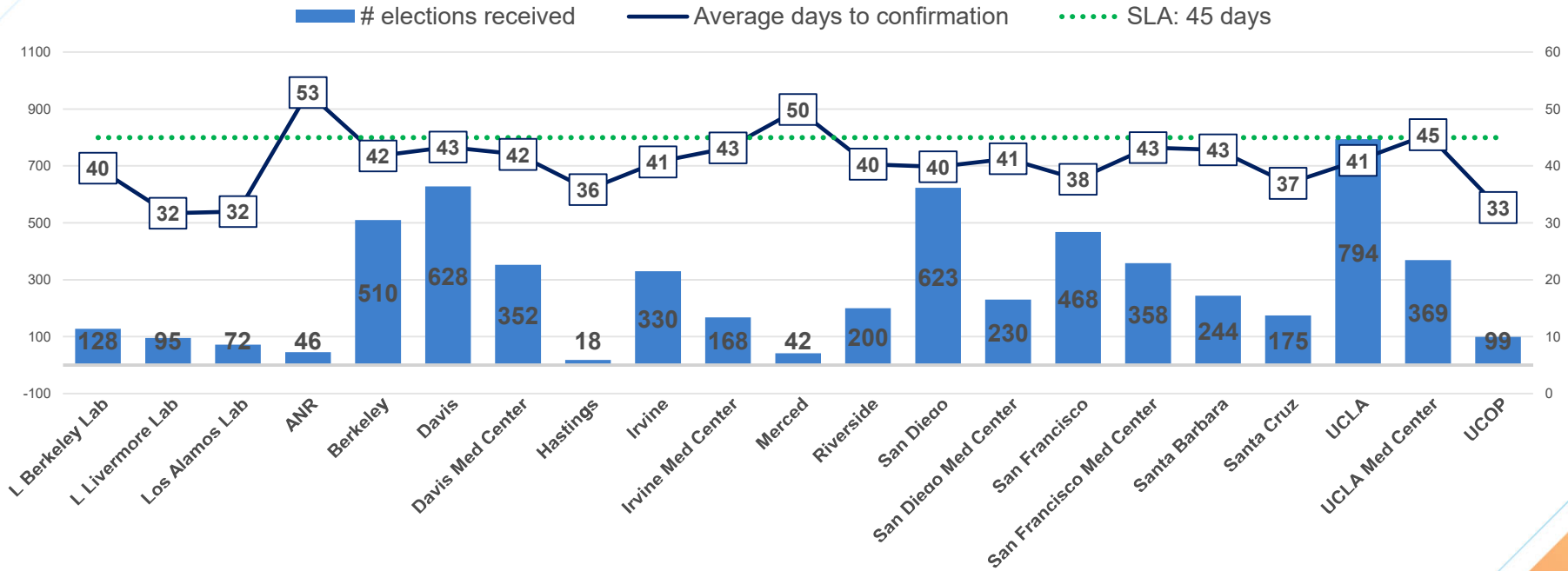
■ Total elections    
 — Average days to confirmation    
 ⋯ SLA: 45 days



From the election receipt date to confirmation

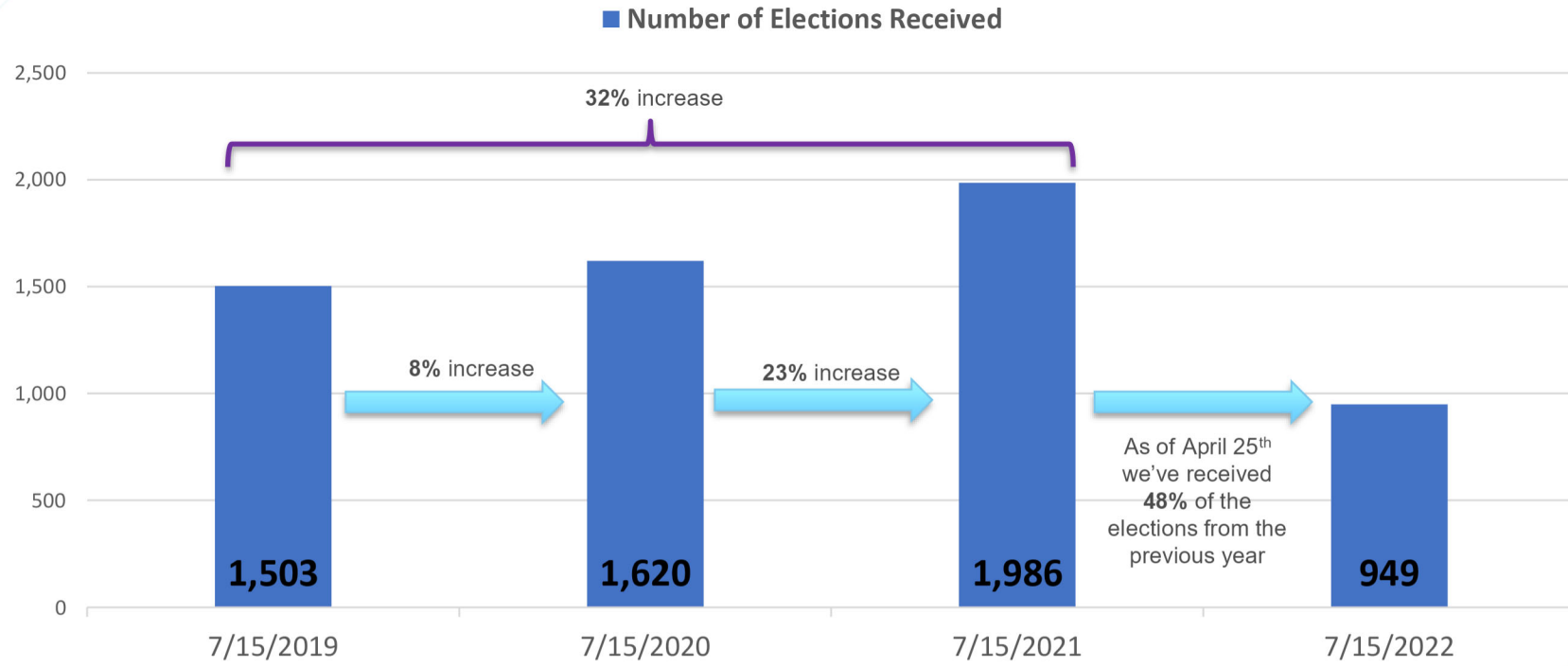
Retirement performance results by campuses

# Retirement elections from July 1<sup>st</sup>, 2021 through April 25, 2022

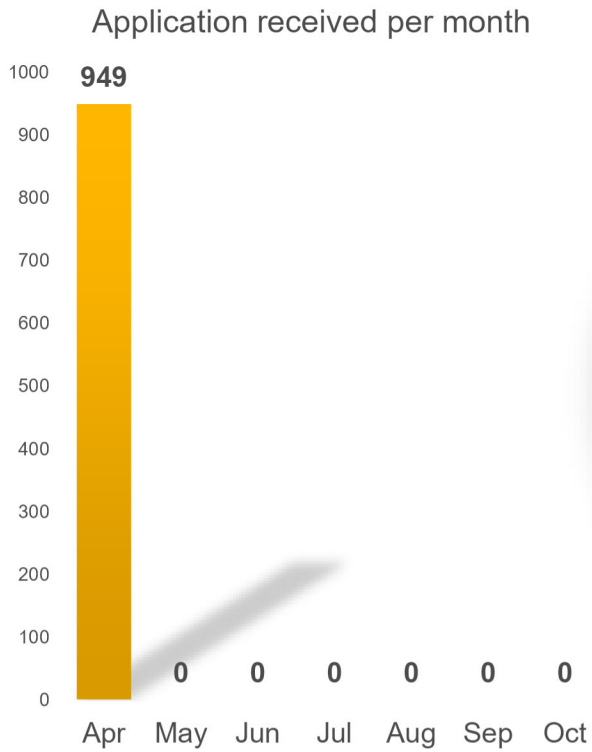


**UNIVERSITY OF CALIFORNIA** Results as of April 25<sup>th</sup>

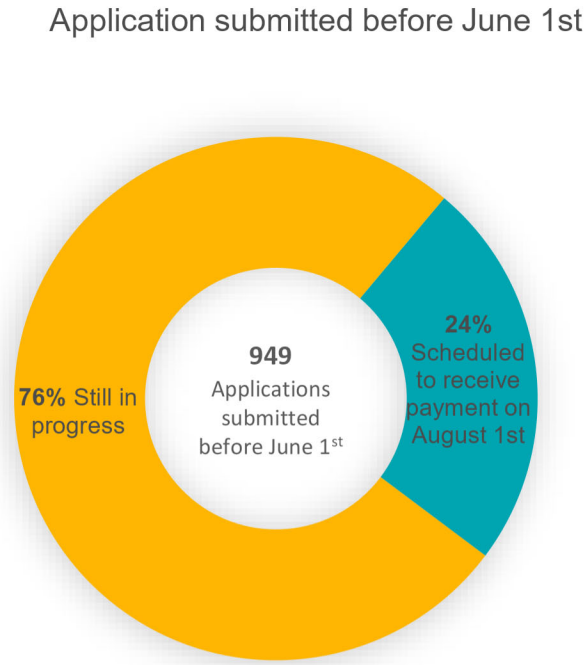
# July 1<sup>st</sup> peak seasons - Year over year comparison



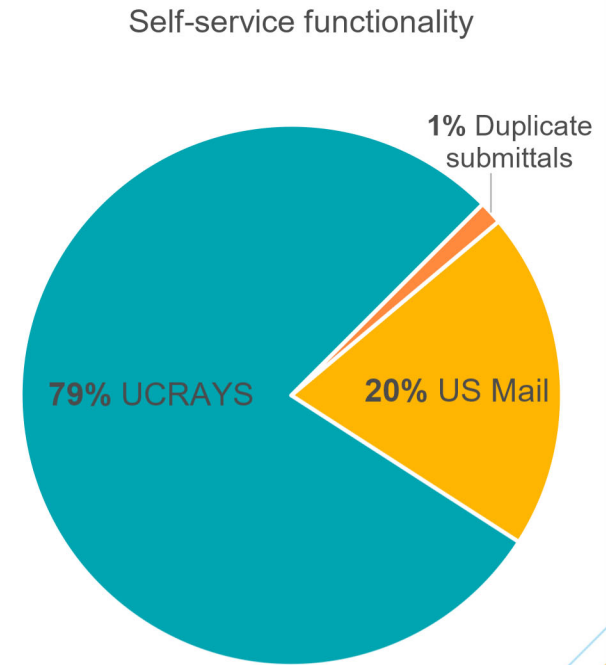
# July 1<sup>st</sup> 2022 peak season



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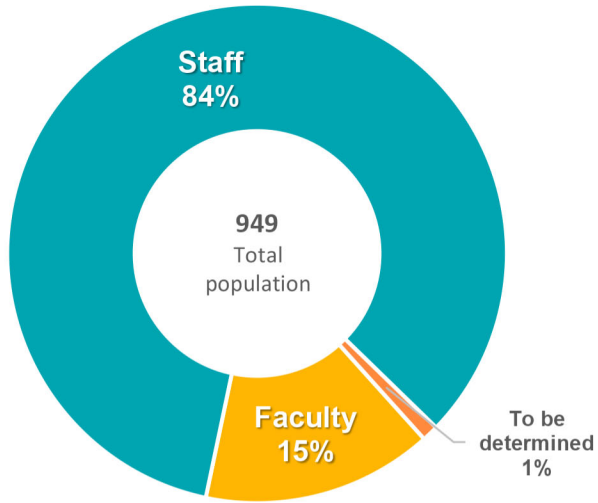


\*June 1<sup>st</sup> represents 45 days prior to the 15 day waiting period and before the July 1<sup>st</sup> payment date

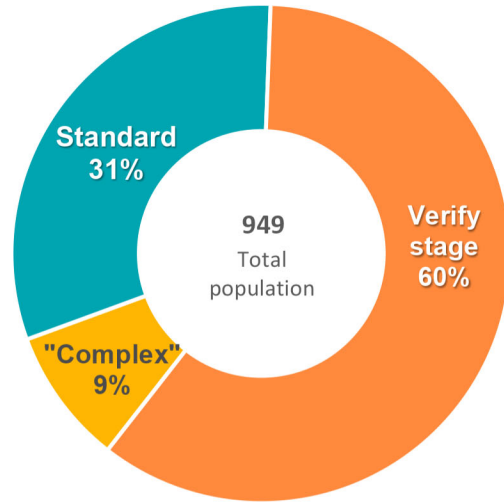


# July 1<sup>st</sup> 2022 Retirement population analysis

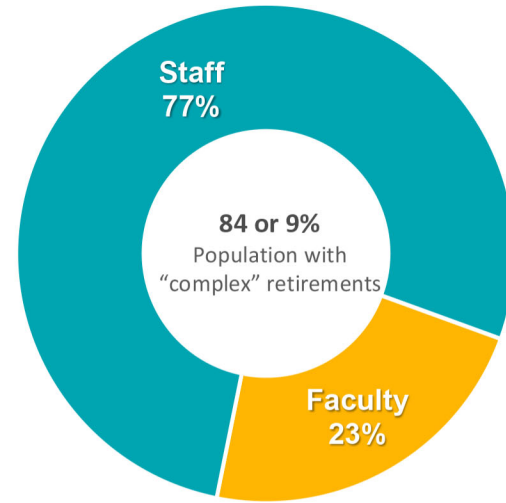
### Faculty or Staff



### Standard or "Complex"



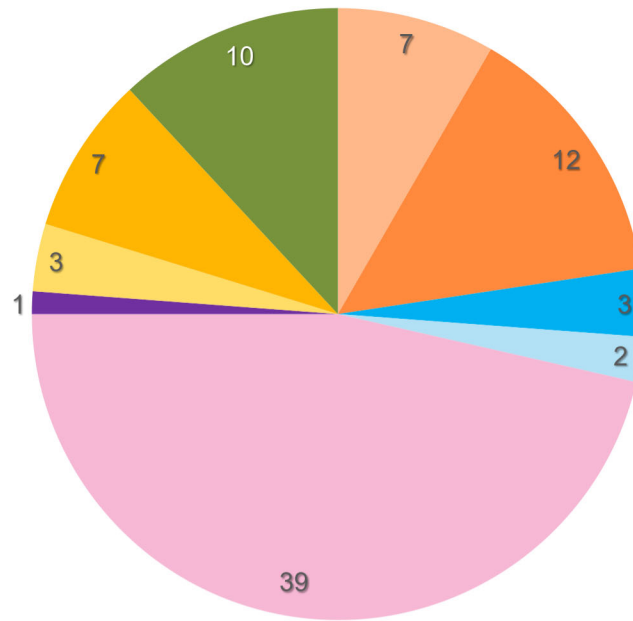
### Faculty or Staff by "Complexity"



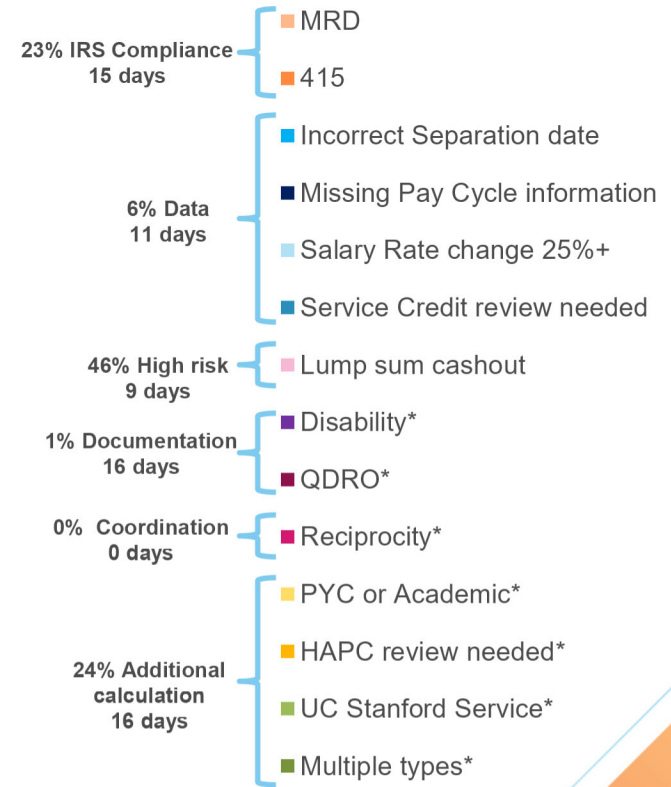
# July 1<sup>st</sup> 2022 - "Complexities" that required longer processing time

## Areas of focus:

- Define complex versus Redwood capability
- Better coordination with other retirements systems
- Consistent interpretation of data
- Accept high risk timeline
- Validating HAPC where needed
- Build our internal capability



**84 (9%) of 380**  
Population with  
"complex" retirements





## Key observations

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### Retirement processing:

- At this point in time - we have received 48% of the elections received the previous year.
- Of those, **25%** have been **processed** and are in the **final payment stages**
- As of the same point in time we have received **82% more** retirements applications than last year
- We continue to process **retirement elections outside of July 1st** and have **6%** in progress.
- Our **current average** to provide a confirmation statement is trending **6 days below the previous year**

### Proactive communication:

- Efforts began on February 25<sup>th</sup>
- Outreach begins on May

### Technology impact:

- Redwood functionality is having a positive impact
- Redwood functionality to support No Lapse in Pay and Benefit Continuation implemented
  - **Phase 2** scheduled for release in **June**

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# No Lapse in Pay and Benefit Continuation

## No Lapse in Pay and Benefit Continuation: Expanded Eligibility

### Eligible Retirees/Requirements

- ☺ New retiree with a **July 1<sup>st</sup> - 2022** retirement date
- ☺ Completed and submitted election documents and any required documentation
- ☺ Completed and submitted the No Lapse in Pay Form (UCRS 168) stating they wish to receive a provisional benefit payment between their retirement date and the first date of their fully audited and confirmed MRI

#### Eligibility now includes:

- ☺ UCRP service credit in more than one tier
- ☺ PYC (Partial Year Career)
- ☺ QDRO with no adverse claims (court approved FL 180 on file, or if accounts have been approved and split)

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### Ineligible Retirees/Exclusions

- ☹ Lump sum cashout
- ☹ Eligibility for reciprocity
- ☹ Disability Crossover
- ☹ Eligibility for Minimum Required Distributions (MRD)
- ☹ MDIB
- ☹ Multiple Classification (ex: safety)
- ☹ UCRP Tier Two
- ☹ Rehired Retiree
- ☹ Plan 02, 401-a, or 415 Limited
- ☹ Qualified Domestic Relations Order (QDRO) **with an adverse claim**
- ☹ Incomplete Election Documentation
- ☹ Retirement in Calculation, Review, or Confirmation

## No Lapse in Pay and Benefit Continuation: Functionality Implementation Update

- **Part 1 - No Lapse in Pay full functionality implementation is complete. This implementation included the following key functions:**
  - NLIP option integrated in UCRAYS (4/1-5/13)
  - NLIP checkbox and Opt-in available in Redwood with system determined and user determined denial reasons
  - Systematic acceptance and denial communications
  - Systematic Accept to Payroll setup for eligible retirees
  - Systematic generation of recalculation BPMs
- **Part 2 - Full functionality will be implemented in June 2022**
  - Remaining communications for the confirmed benefit amount
- We provided **functionality trainings** to the locations and key stakeholders on April 11th.

### Key No Lapse in Pay Dates

NLIP Period	Dates
NLIP Start Date	04/01/2022
NLIP End Date	05/13/2022
<b>NLIP Retirement Date</b>	<b>07/01/2022</b>
NLIP Payment Date	08/01/2022

## No Lapse in Pay and Benefit Continuation

### NLIP Opt-in applications:

- As of **April 26<sup>th</sup>**, we have **received 710 applications** to opt-in.
- This **represents 75%** of total retirement elections received to date.

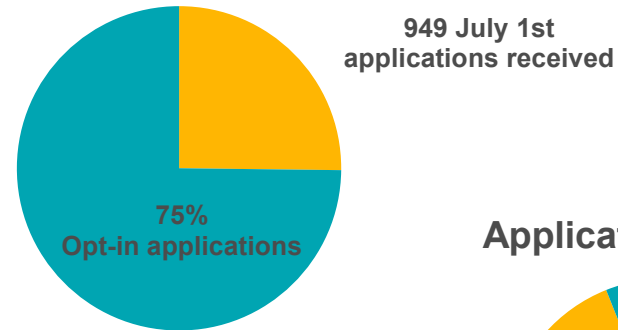
### Applications processed:

- **35%** have been **processed** and are **scheduled for payment** on August 1<sup>st</sup> (248 applications)

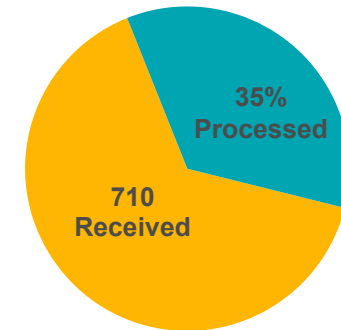
### Eligibility update:

- Of the processed opt-in applications - **92%** have **met eligibility criteria**

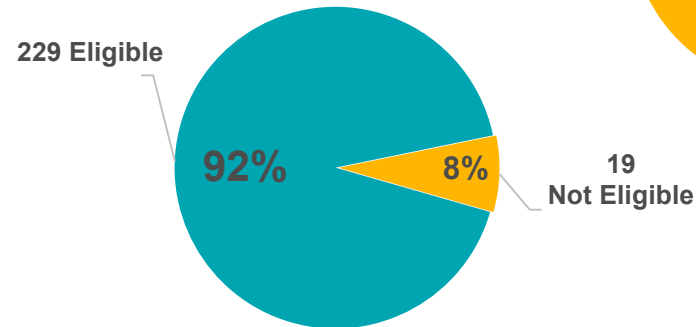
### July 1<sup>st</sup> applications received



### Applications processed



### Eligibility by status



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# Member Contact Strategy

## Member Contact and Support

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We are **focused** and are taking **deliberate** steps to **improve** our **Member Contact Strategy**:

**Expand** our **internal support** and **channels** for **more personal engagement**:

- Implementing teams who will provide direct care and support at the onset

Implement **proactive outreach campaigns**:

- **Monthly outreach campaigns** via outbound phone calls
- Targeting retirement planning, health and welfare, wellness programs and **high impact notices** and/or **initiatives** which may occur with **minimal notice**

**Align and Improve skills** and **knowledge** of our internal **resources** and **member support** teams

Leverage **new telephony system functionality** to triage calls

**Streamline channels** for partner and stakeholder queries

## Proactive outreach

- **Our recommended approach for prospective retirees:**

Retirees will receive a call when:

- **Verification:**
  - RASC receive their application and it is within the verification stage
  - Their application have been in verification stage for +5 days
- **Calculation:**
  - Their application moves from verification to calculation
  - Their application have been in calculation for +14 days
- **Final review:**
  - Their application moves to final review (if needed)
- **Confirmation:**
  - Their application is within the plan required 15-day waiting period for review and/or cancellation
- **Payment:**
  - Their application is within the final payment stages with an expected payment date





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# Thank you



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