

Council of University of California Emeriti Associations
Council of University of California Retiree Associations
Joint Zoom Meeting
October 28, 2020
UC Santa Cruz

ATTENDEES:

UC Berkeley: Marian Gade, Amy Block Joy, Caroline Kane, Patti Owen, Antonia Sweet, Cary Sweeney, Louise Taylor

UC Davis: Marjorie Ahl, Jo Anne Boorkman, Mike Chandler, Juliane Crowley, MRC Greenwood (confirm morning attendance), Jack Harris, Barry Klein, John Meyer, Emil Nguyen, Kyle Urban

UC Irvine: Craig Behrens, Jeri Frederick, Jill Halvaks, George Miller, Emil Nguyen, William Parker, Pat Price, Richard Robertson, Bernadette Strobel, Jessica Utts, Marianne Schnaubelt

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

UC Merced: Phikoun Kamchanh, Ali Kalmin^[1]_[SEP]

UC Riverside: Bob Daly, Daralene DeMason, Mary Johnson, Doug Mitchell, Cristina Otegui, Raymond Russell^[1]_[SEP]

UC San Diego: Shem Ablakatof-Clow, Richard Attiyeh, Mae Brown, Suzan Cioffi, Joel Dimsdale, Sue Dreier, Betty Garbutt, Syndee Holt, Phyllis Mirsky, Henry C. Powell, Ann Skinner

UC San Francisco: Karen Akerson, Louis Gutierrez, Gail Harden, Charlene Harrington, Sandra Norberg, Eric Vermillion, William Wara^[1]_[SEP]

UC Santa Barbara: William Ashby, Loy Lytle, Doug Morgan, Karen Rasmussen

UC Santa Cruz: Judith Aissen, Roger Anderson, Barry Bowman, Christy Dawley, Lee Duffus, Cynthia Larive, Ilse Lopes, Bill Parro, Ginny Turner, Frank Trueba, Todd Wipke^[1]_[SEP]

LANL:

LBNL: Nancy Brown, Robert Cahn

LLNL: Jeff Garberson^[1]_[SEP]

PARRA: Jim Dolgonas, Bill Newton^[1]_[SEP]

UCOP: Kendra Eaglin, Joe Lewis, Ellen Lorenz, Cheryl Lloyd, Susan Pon-Gee, Anne St. George, Michael Waldman

Chazey Partners: Chas Moore, Bernadette Green

Call to Order and Campus Welcome

Henry Powell called the meeting to order at 8:30 a.m. Joe Lewis presented an official CUCRA welcome on behalf of Marianne Schnaubelt, who was unable to be in attendance. The new CUCEA officers were introduced: Henry Powell, President; Jo Anne Boorkman, Vice President; Phyllis Mirsky, Secretary; William Parker, Treasurer; Louise Taylor, Information Officer.

Spring Meeting at UC Los Angeles

Ayesha Dixon, announced that the Spring Joint Meeting, hosted by UCLA on April 28, 2021, would be virtual. President Drake is scheduled to address the group at 9:30-10:30am. Flyers will be sent out soon to “hold the date”. Association meetings could also be held on April 29th.

Approval of Minutes

Phyllis Mirsky presented the minutes of the April 29, 2020 Joint Meeting held via zoom. The minutes were approved as distributed.

Joint Benefits Committee Report

Roger Anderson presented a slide presentation of material not presented before.

Topics in the October 2020 Report:

Pension/Savings Choice: The Committee considered the importance of providing new employees with the necessary information and simulations to make their decisions. Employees hired after 2010 have had to make a choice between a defined contribution pension or a 401K-like savings plan. There is concern that insufficient guidance and information is available for making informed choices. The tools given on the website aren't especially useful and are difficult to use. The Report asks that the simulators ~~to~~ be revised. This issue has been brought up before in previous Reports there has been no written response from UCOP. JBC has asked our representatives on the University of California Retirement System (UCRS) Advisory Board to bring the issue to their next meeting.

RASC

The JBC is particularly interested in what obstacles still exist for RASC. Is there sufficient IT and staff support? Does the organization of RASC allow nimble and effective response to problems?

VIA Benefits—Since the inception of Via Benefits, the University has provided a maximum annual contribution of \$3,000 per member. This amount is supposed to be reassessed annually. JBC has the following questions relevant to the VIA Benefit: What has the analysis shown since inception in making this reassessment? Why has the \$3,000 per person maximum reimbursement for out of state retirees remained constant over the past seven years, despite the tremendous increases in health insurance? How much does it cost out of state retirees using Via Benefits for both their medical care and prescription drug coverage annually

HBAC-- The HBAC primary interest is active employee health benefits, but these benefits are used by a significant fraction of Emeriti and Retirees. These Retiree beneficiaries include pre-Medicare people who are too young to collect Medicare benefits and non-Medicare people who are older than 65, but do not have Medicare.

History of the JBC: Roger reviewed the background of JBC, including its purpose “to consider and make recommendations to CUCEA and CUCRA regarding the University's pension and benefit programs, and policy issues related to health insurance and delivery systems, and other benefit programs.” Its membership is representative of the two organizations and it makes twice-yearly reports with review of its deliberations and recommendations to CUCRA/CUCEA. It has no budget except that CUCRA and CUCEA support travel expenses for the Chair.

Of concern to the Committee is the need to maximize CUCRA/CUCEA's influence on UC Policies affecting retirees and emeriti. To that end, its current efforts include:

1. Finish JBC report sufficiently early to allow discussion by CUCRA and CUCEA leadership to assure that informative and productive discussions, useful metrics, and hopefully successful plans are presented and achieved at the biannual meetings.
2. Send JBC report to selected UCOP Staff for productive discussion at Joint meeting.
3. Encourage CUCEA/CUCRA Chairs to send the JBC Report, after approval, to UCOP and seek responses.
4. Work with *New Dimensions* to publish topics important to Retirees and Emeriti.

Work in progress includes:

1. Communication with UCFW and the Academic Senate through the CUCEA Chair.
2. Encourage the CUCRA and CUCEA Chairs to bring items to the UCRS AB.
3. Facilitate communication and actions with RASC through regular meetings.
4. Develop effective dialog with UC Benefits about Retiree health benefits.

Q—*What option are new employees choosing?* More choosing pension probably because it becomes the default after 90 days and is seen as a less stressful choice. There is supposed to be a “second” chance for

Draft: PM #3

employees whereby those who selected savings can move to the pension option but there is no information on whether this is happening.

Bill Ashby noted that campuses had not changed their processes in conferring emeriti status and Barry Bowman agreed.

Welcome to UCSC

Barry Bowman welcomed the group to UCSC and provided a virtual tour of the campus via a slide presentation. Currently enrolling 20,000 students, Santa Cruz is celebrating its 55th anniversary. It has just become a member of the AAU. He introduced UCSC Chancellor, Cynthia Larive. She is the 11th Chancellor of UCSC. She is a bio-analytical chemist and was the Provost and EVC at UCR before coming to UCSC. Her early challenges included a fire, which was burning within one mile of the campus and required a massive evacuation effort.

Chancellor Larive's goals have not changed since her arrival, even after dealing with fires, covid-19, and social and civil unrest. Her top goal is student success, 60% of UCSD students are 1st generation, low income and/or come from underrepresented backgrounds. Other challenges include dealing with reduced budgets, improving efficiency and effectiveness, developing more inclusive and diverse faculty and adapting to the "new normal."

Health Benefits Advisory Committee

John Meyer, Chair—of the HBAC, which is a restructured version of a prior retiree health committee, was expanded to include current employees, and reports to The Executive Steering Committee for Health Benefits. It will be submitting its report on November 20th. Bottom line "no major changes recommended for retiree health." A major benefit of the creation of this larger group has been a review and reaffirmation of basic principles underpinning the University's support of retiree health benefits. One recommendation is to review the disadvantages retirees may face in accessing comparable health benefits if their home campus doesn't have a medical center. The need for continuing support for campus Health Care Facilitators was also supported as it assists retirees in making informed decisions about health plans. There are ongoing discussions but as yet no resolution on the appropriate role of UC Health in the overall health benefit portfolio.

New Medicare PPO Customer satisfaction, VIA Benefits and the UC Contribution

Susan Pon-Gee, Senior Director Health and Welfare Benefits provided a slide presentation to accompany her remarks. That presentation was distributed after the meeting to CUCRA and CUCEA.

UC Medicare Plans Member Satisfaction Survey

Consumer Assessment of Healthcare Providers and Systems (CAHPS): 2,400 questionnaires were distributed (800 per plan) and the response rate was 55.79%. Average satisfaction across the Medicare plans offered was 93%.

2021 Medicare Rates ^{SEP}

There will not be significant increases in member contributions to these plans.

Out-of-State Retirees (Via Benefits) ^{SEP}

Susan described the program, which provides UC retirees who live out of state with health coverage. There are currently 7739 enrollees in the program. Overall satisfaction for the program is monitored via year round phone surveys. The issue of the \$3000/year currently being provided to these retirees is under review. This amount has not changed since the inception of the program with Via Benefits.

Current and Future "State of RASC"

Harry introduced Cheryl Lloyd, Interim VP Systemwide Human Resources. Cheryl described the difficult transition that RASC has undergone and that the current state of affairs is unacceptable. We are in the

process of remaking entire retirement services organization. The Redwood implementation suffered from poor project management and faulty software, which led to serious RASC service issues. This, coupled with the sudden and disruptive shift to remote operations in the spring, and the annual spring spike in retirement, simply overwhelmed the RASC resulting in massive service issues and a huge backlog. An external firm, Chazey Partners, was hired to do a thorough operational assessment. Changes that were made include proper equipment for staff working remotely and the hiring of temporary staff to address the backlog and deal with open enrollment.

For the future, a customer centric model will be employed; better service standard metrics will be used; and continuous service improvement will be implemented. Cheryl acknowledges that improvement will require more support and funding and that it will be provided.

Chazey Partners reviewed the New Operating Model that will be introduced in January. Tiered levels of support will be introduced. Currently all queries are handled by generalists. New model will include specialists' support to which customers will be referred. The recommendation for the survivor component is to reduce the time required to process, reduce the number of interactions, and improve communications. Longer-term options call for online death reporting and replacement of physical application forms with online benefit applications.

Cheryl described an initiative launched by VP and Chief Operating Officer, Rachel Nava, to identify how Systemwide HR can best support its stakeholders, e.g., the campuses, health centers, and labs that comprise the University. This review is underway and is expected to conclude by mid-January.

The HR industry has moved to a "total compensation" approach, which views benefits, compensation and retirement as one complete package. Employees are no longer staying at one organization for 20 or 30 years. As part of restructuring of the Systemwide HR and recruitment of new leadership, it will be a good time to review what total rewards and what benefits should be delivered to our populations. At that point, the work of HBAC, surveys, etc. that have been underway will inform the process for all constituents, including retirees.

Q—What are the plans to insure that there will always be a human touch for survivors who aren't technologically adept? Cheryl agreed that there would always be a need to have a human in the process. The shift to more online and self-service options will free up and create capacity of RASC to answer the phone and provide human assistance.

Comment: It is important to reinforce that campus HC Facilitators and Retirement Center directors have an important role in communication with RASC that can assist in mitigating problems for members.

RASC and UCOP-HR Updates

Open Enrollment Readiness and Phone Response

Harry introduced Michael Waldman who described the plans underway to handle Open Enrollment, which begins 10/29. Temporary staff has been hired to assist and are currently being trained. Two queues will be set up to bifurcate simple but heavily used problems, such as password reset, from the more extensive problem resolution needs. Hours will be expanded and a call back feature with a UC identifiable phone number has been introduced to help.

Q—How are we dealing with the problem of more paperwork needed when shifting from Medicare Advantage PPO? Michael reinforced that staff are trained to be aware of that need and that the confirmation statements emphasize the need to go that next step.

Survivor Benefits Collaborative Team Update

Anne St George and Greg Ricks (RASC) reported that the RASC Survivor Collaborative Work Group consists of Todd Wipke and Jo Anne Bookman from CUCEA, Joe Lewis and Lee Duffus from CUCRA, Greg Ricks and Anne St. George from RASC, and Bernadette Green from Chazey. The Group's mission is to share insights and ideas with respect to improving the member or survivor experience.

There are four focus areas for which action plans have been identified:

---Provide access to survivor /contingent annuitant choices made at retirement.

Action: A future enhancement for online access. All retiree currently receives a confirmation letter and copies can be requested through secure messaging.

---Improve member and survivor education and access to resources

Action: Leverage partnerships with Retiree and Emeriti Center Directors and Benefits Managers to provide additional training.

---Improve process and communication

Action: New RASC operating model under design. Exploring options to increase communications. Reviewed The Benet Tool.

---Encourage members to maintain contact information with RASC And Fidelity.

Action: Scheduling outreach through New Dimensions and UC Net articles.

Q—*Does there currently exist a document that explains to a survivor what they should do?* There is a Handbook, which does have a comprehensive list of the benefit process. A personalized letter explaining the benefits does go out to survivor once the specific benefits for that survivor have been confirmed along with list of documents and forms that need to be returned.

Comment—Adrian Harris has developed a template document that can be used by retirees to provide their heirs with relevant information in one place regarding benefits and locations of important items. The template may be accessed via both the CUCEA and UCSC websites. Adrian encourages UC to build upon that effort to improve the survivor experience for all.

Q—*What should survivors do who are in the midst of dealing with this. Do they go through open enrollment?* Health and welfare benefits do continue so there is no need to go through open enrollment if not changing plans. *If out of state?* No need to do anything if no changes.

Q—*Any effort to review level of reimbursement in the VIA program?* Not this year but in 2022.

Comment: Regents did approve offering a window for second chance to change the pension selection no sooner than 5 years after first selection. First time for a second chance is July 1, 2021 with 500 eligible to make this choice.

Q—*Are there still problems with getting data from the Redwood system?* There are still data challenges with Redwood. Enhancements are on the horizon to address these issues.

Responses to Joint Benefits Committee Report

It was announced that Scott Sylva was unable to attend.

Adjournment

Harry Powell announced that the October 2021 meeting will be virtual with host yet to be confirmed. Joe Lewis extended his appreciation and that of the attendees to UCOP for its participation and responsiveness to JBC issues.

Harry Powell adjourned the meeting at 12:00 pm.

Respectfully submitted,
Phyllis Mirsky, CUCEA Secretary