

**Senate Benefits and Welfare Committee
University of Pittsburgh**

Minutes of October 12, 2010 Meeting

9:00-10:30am, A219A Langley Hall (Executive Conference Room)

Attendees: Irene Kane, Emilia Lombardi, Linda Rinaman, Robert Robertson, Elsa Strotmeyer, Elizabeth Richey, Sunny Fulton, Nancy Gilkes, Alan Meisel, Angelina Riccelli, Harvey Wolfe, John Kozar, Ronald Frisch, John Baker

Guests (Benefits Office Staff): Carol Kinavey, Shannon Tatomir, Laura Phillips

Absent: Sandra Founds, Judith Lave, Lara Putnam, Mark Scott, James Holland, Yong Li

TOPIC	DISCUSSION	ACTION TO BE TAKEN
Call to order	Linda Rinaman, Chair, called the meeting to order at 9:03am.	
Committee business (L. Rinaman)	Introduction and welcome to Sunny Fulton, new Staff Association Council representative Approval of minutes as rendered without objections	
Benefits Office report (J. Kozar)	<p>J. Kozar reported:</p> <ol style="list-style-type: none"> 1. Negotiations with UPMC and Highmark for Post-65 benefits are in discussion. He explained fully insured vs. self insured; he also noted that the process is moving forward with rates submitted for approval in October. 2. Nancy Gilkes is gearing up for fall enrollment with new rates and changes effective January 1, 2011. 3. TIAA CREF letter that was sent to employees via mail explains their plans to lower costs. Certain TIAA CREF funds have been re-categorized to obtain lower administrative fees. L. Rinaman questioned if there was anything we have to do given the letter and response was 'Nothing'-- how administrative changes impact savings to employees explained. It was recommended that we check statements when they come out. A. Miesel questioned Vanguard changes and J.Kozar explained that their fee structure is low, no changes anticipated. 4. HR is also gearing up for open enrollment July 2011 which is a lengthy preparation process 	
Main Topic Meet the Benefits Office Staff	<p>L. Rinaman explained the goal of today's main agenda item, 'Meet the Benefits Office Staff'. J. Kozar introduced several Office Staff representatives who each provided a brief biography related to their position and a comprehensive overview of their position responsibilities, as follows:</p> <ol style="list-style-type: none"> 1. <u>Carol Kinavey</u>, lead Customer Service representative, discussed customer service and telephone and walk-in help request statistics: <ul style="list-style-type: none"> - Distributed very informative wallet cards for ready reference, including vendor contact information, as a sample of customer service. - Described <i>Customer Service</i> tasks and responsibilities with examples including: field 	

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	<p>calls for information, meet with walk-ins for multiple activities such as changes in family status, staff tuition benefits, new hire enrollments, court orders, orientations for new staff and faculty, reconciliations with vendors is a large part of work activity, campus events, data entry. <i>Telephone statistics:</i> 13,965 calls last year, 2 minutes average length. <i>Walk-in statistics:</i> 4789 last year. Goal is to address each individual's problem or query on the spot.</p> <ul style="list-style-type: none"> - R.Frisch and J. Kozar elaborated upon the impact of the benefits/Human Resources Web site as related to statistics such as telephone calls and walk-ins. Statistics definitely indicate a decrease in direct contact: number of telephone calls and walk-ins is decreasing; continued monitoring in process. Several members questioned customer feedback related to website. For the most part, response to website is positive. Timely response to questions is HR's achievable goal. Customer service is the goal of this group—meeting the eclectic needs of the staff and faculty is emphasized by HR. - L. Rinaman questioned tuition benefits for faculty. Response was that these benefits are handled by Faculty Records (Provost office area). <p>2. <u>Shannon Tatomir</u> presented her special projects focus, which includes open enrollments, student insurance, FMLA/disability leaves, and interaction/activities across campus:</p> <ul style="list-style-type: none"> - <i>Open enrollment</i> is the largest project which begins with a series of meetings with the Medical Advisory Committee to discuss proposed changes. Roll out of the open enrollment process ensues with team mobilization and includes coordinated and comprehensive summary guides developed for respective employees. Approximately 15,000 summary guide packets are distributed every year to main and regional campuses. Additionally, approximately seven benefits fairs are conducted per year. All materials associated with fairs and events are created by HR. Special requests for information such as the 'How to Save Money' leaflet distributed this year with packets are also handled via Ms. Tatomir. Several committee members noted that this information was well-received. - In response to H. Wolfe comment, it was explained that open enrollment is all direct automation; 'no human involvement', which has decreased error rate. Systemizing the process and working directly with vendors has also increased efficiency. - <i>Student Health Insurance:</i> UPMC Health Plan, is offered to all 35,000 students across all Pitt campuses—approximately 10% opt to participate. Respective benefits documents are created and distributed via a paperwork process that is moving on-line as of January 2010 with E-Benefits. Discussion occurred regarding questions about participant numbers which are down this year as students are returning or staying with coverage by parent's insurance. Health care reform has affected pool size with lower numbers; therefore, economics of insuring students has changed and it's costing more. It was 	

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	<p>noted by J. Kozar/N. Gilkes that we have some of the best rates in the country through the UPMC Health Plan, and we are working with UPMC to enlarge the risk pool by expanding coverage to other schools in city/region. N. Gilkes shared history of attempts to create an Oakland student health center (e.g., with CMU, Carlow, Duquesne, Chatham) but no interest among college campuses to have a centralized effort was expressed. Each university chooses their own plan.</p> <p>- <i>FMLA and Disability</i> monitor and application for faculty and staff (postdoctoral fellows have a separate classification) to ensure integrity of the plan, which is administered by MetLife. HR acts as liaison to the outsourced MetLife as of 3 years ago. Several members noted that there is some employee and departmental confusion regarding the process - this is being resolved, e.g. timing, communication issues, and complete submission of complete information to avoid automatic MetLife denials of requests when all information not submitted according to time schedule. Ms. Tatomir acts as liaison to the process. Since this area has multiple issues in discussion, L. Rinaman noted that MetLife/FMLA/disability coverage will be a separate agenda item for a future Benefits & Welfare Committee discussion to ensure facts and processes are clear.</p> <p>-HR is actively involved in all <i>campus interactions/activities/organizations</i> and activities such as student international orientation, fire safety, etc. by popular request and through as-needed scheduling to address issues and provide education within departments, etc.</p> <p>3. <u>Laura Phillips</u> works with 4 different accounts—Vanguard, TIAA CREF, DDB, Flexible Spending:</p> <p>-FSA: HR switched vendors to UPMC Health Plan this year; 90% of transactions are now made with the ‘stored value card’, which is multi-purpose and very convenient for direct debit. Claims turn-around has dropped from 7-10 days (prior company) to 2-3 days with UPMC. Changes are positive—very popular card mechanism. Claim statistics reviewed.</p> <p>Several members addressed separating accounts out for individual family members. ^a</p> <p><i>Special reference to changes in use of the stored value card for health care related items at the grocery store was emphasized: this will not be allowed after December; separate on-line forms at UPMC are available to process these requests.</i></p> <p>-TIAA-CREF and Vanguard: there are 11,364 active faculty and staff participants with over 3.1 billion contributions. H. Wolfe noted that “real estate” contribution changes recently implemented (limiting investment amount) by TIAA CREF. Concern was expressed that we do not have a more active role in such changes since our portfolios are affected. This could affect participation and such changes should pre-involve the participants who are affected to increase the user-friendly actions. All vendors should inform us of upcoming changes and not just institute the new policy. ^b</p>	<p>^a L. Philips will check with UPMC</p> <p>^b J. Kozar will make note to review this concern with vendors.</p>

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	<p><i>-One-to-one TIAA-CREF and Vanguard investment counseling sessions are available.</i>^c</p> <p>-Non-contributory <i>Defined Benefit Plan</i> administered by Buck Consultants - statistics reviewed, noting less participation. Typically used by faculty/staff who don't meet requirements for the matched contribution retirement investment program (e.g., part-time faculty in non-tenure stream).</p> <p>The Defined Dollar Benefit Program has grown since its inception in 2004 with increasing numbers of participants taking advantage of this benefit. HR anticipates continued growth to ½ of retirees enrolled by 2012, with all retirees enrolled within 5 years. Although currently administered by HM Benefits, they will be discontinuing service and RFP's are in process to identify an administration replacement.</p> <p>4. <u>Nancy Gilkes</u> reviewed her role with <i>retiree medical benefits</i> and <i>tuition benefits</i>.</p> <p>-Over 2500 retirees are enrolled in official University-sponsored plans. The plans are divided into Post-65 and Pre-65 retiree health care plans. Benefits include the service area of plans and the 'Retirees around the clock, around the World' handout nicely summed the vast reach and complexity of retiree benefits.</p> <ul style="list-style-type: none"> - Dental and vision are new offerings to these plans. - Education Benefits are available on all campuses and continue to be of very high importance to all employees. Benefits include a broad coverage base for family of employees—N. Gilkes explained the all-encompassing parameters of 'employee' eligibility for tuition benefits. Roughly 1/3 of eligible Pitt staff avail themselves of the education benefit, for themselves and/or family members. <p>Summary per N. Gilkes: <i>Goal is to make the transition to retirement smooth, and stress-free with a safety net which includes active medical to account for any government coverage blips.</i> HR ardently tries to keep up the Pitt connection to emphasize communication so that the benefit needs of faculty and staff are addressed.</p> <p><i>Bottom Line: HR is here to serve faculty and staff—their customers. Please communicate any issues as satisfactory resolution is always the desired outcome.</i></p>	<p>^c Staff and faculty are encouraged to take advantage of this.</p>
Closing remarks (L. Rinaman)	L. Rinaman reminded all members that we are the conduit for HR information presented: share information with our respective departments. Next meeting is November 9, 2010.	B&W Committee responsibility: share HR information with our respective departments
Adjournment	L. Rinaman adjourned the meeting at 10:32am.	

