

BENEFITS COMMITTEE MINUTES

April 30, 2015

10:30 – 11:30 a.m.

- **Call to Order – Patricia Rodgers, Chair**

Meeting called to order by Patricia Rodgers, Chair, at 10:35 a.m.

- **Leave System Presentation- Cathy Petry/Claudia Cornwell**

Cathy Petry, director of human resources support services and Claudia Cornwell, leave supervisor, presented the new leave system to the group.

The current leave system is 16 years old and there are many inconsistent and inefficient practices. It is a paper-based system that requires manual overtime calculations and contains limited and confusing information. Form P128 is used for non-exempt employees currently, adding another step to the process. This form, P128, will be eliminated on July 10, 2015.

The new leave system was demonstrated to the group. It will be paperless, feature automatic calculations of overtime, and will provide better information to employees. It will include reminders about authorized closings, comp time expirations, and employee-specific leave codes. Leave reports will be automatically routed to an employee's supervisor (or other authorized approver). It will show employees leave codes that apply to them only, eliminating confusion. This system will be more efficient, support sustainability efforts and will be more accurate.

Question from the committee: How will supervisors approve leave reports?

Answer: Supervisors will receive an email prompt that states that a leave report is waiting to be approved. If a leave report is rejected, the supervisor must send a comment to the employee to fix.

Question from the committee: What if I have 20 people, will I receive 20 emails?

Answer: Email prompts will be limited to one per day.

Question from the committee: What happens when a leave report is submitted months later?

Answer: the supervisor will still receive an email prompt. The audit tracking will state that it was submitted late.

There are multiple phases to the leave system rollout. Testing will begin with various pilot groups throughout campus. Training will be done for leave reps and employees to ensure that the system is used correctly. The rollout will be slower than first anticipated because each department will be trained on how to use the system first. The webpage will include manuals and training modules for the system. Various demos will continue throughout campus. The anticipated rollout date for the system is between July 10 and August 9.

Question from the committee: Where do non-exempt employees record their time worked?

Answer: Time will be entered on the calendar in the leave system. Employees will fill in the hours worked.

Question from the committee: If an individual works 9 hours in a day, will the system send a report stating that the person is eligible for overtime?

Answer: No, because some individuals on campus have a modified schedule (ex: four ten hour days) it would be impossible for the system to do that.

Follow up question: If an employee works 41 hours in a week, will it report?

Answer: Yes, the system will automatically calculate the overtime if an employee goes over 40 hours in the week.

Question from the committee: If an employee is on FMLA or VSDP, how will they enter that?

Answer: Human Resources will allow access to leave codes for employees approved for FMLA and/VSDP leave so that it can be entered.

Question from the committee: How will the rollout be handled?

Answer: Originally, there were three pilot groups that would test before going live. Now, that has been determined to be too aggressive. The team is re-evaluating how to phase the system in. Before the system goes live, departments will be trained on the system. The pilot groups are currently meeting to determine the best process for this. We believe that this will help gauge the system's capabilities and will give us time to make improvements.

Question from the committee: Is the group that developed this program the same as the ones who developed Time Clock?

Answer: No, Time Clock is a third party program. This program was built in-house (Debbie Fulton's group).

Question from the committee: Will this system interface with Banner? For example, if someone gets overtime, will it automatically receive payout information?

Answer: Yes, we are currently looking at best practices for this. There will initially be a report.

● **Open Enrollment- Becky Morris**

Becky Morris handed out copies of the "Spotlight on Your Benefits". There are very minimal changes from the 2014-15 plan year to 2015-16. Open enrollment will be taking a team approach this year. Becky Morris, Teresa Lyons, Ashley Mauchley, Monica Mathena and Ann Cronley will all be presenting at various locations around campus. Information is available on the HR website and meetings being May 1st.

COVA Care Changes:

Health Insurance ID Cards

- New plan ID cards will be mailed to participant home addresses.

Deductible Increase

- The plan year deductible for COVA Care plans will increase to \$300 for one person and \$600 for two or more people.

Copayments

- Prescription drug copayments will now count toward the out-of-pocket expense limit.
- The copayment for physical therapy decreases to \$15 for both primary care and specialist visits.

Hearing

- Routine hearing exams covered under the optional vision and hearing buy-up increases to once per plan year from once every 48 months.

Compound Drugs

- Compound drugs are covered if the primary ingredient is FDA-approved.

Web-based Programs

- Members can contact a doctor 24/7 when they download the LiveHealth app or sign up for [LiveHealth online](#). Select a doctor from a broad network of United States board-certified doctors who average 15 years of experience practicing medicine and are specially trained for online visits.
- \$25 primary care copay for COVA Care members.

COVA HDHP Changes

Compound Drugs

- Compound drugs are covered only if the primary ingredient is FDA-approved.

Web-based Programs

- Members can access a doctor 24/7 when they download the LiveHealth app or sign up for [LiveHealth online](#). Select a doctor from a broad network of United States board-certified doctors who average 15 years of experience practicing medicine and are specially trained for online visits.
- \$49 per consultation for COVA HDHP members. Cost goes toward the deductible. Once the deductible is met, members pay 20 percent coinsurance.

COVA HealthAware Changes

Web-based Programs

- Members and enrolled family members can access a United States board-certified doctor or pediatrician who can diagnose and recommend treatment by phone or online video and prescribe medications 24/7 through Teladoc. Learn more, set up an account, or request a consultation [online](#) or via phone 1-855-Teladoc.
- \$40 per consultation, which applies to the deductible and can be paid from a member's HRA account. After the deductible has been met, members pay 20 percent coinsurance.

Kaiser Permanente Changes

Web-based Programs

- Members may speak with a doctor via online video 24/7 at no extra cost. Call the Kaiser medical advice line at 703-359-7878 to speak with a registered nurse who will determine if the member's condition qualifies. If a member's condition is determined to be qualified, a link to speak with a doctor will be set up. Doctors have access to the member's health record, can prescribe medication, and can make follow-up appointments.

TRICARE

No Changes

Flexible Spending Accounts

Flexible Spending Accounts (FSA)

- Failure to resolve improper FSA payments on time will result in:
 - Deactivation of the benefit card.
 - Withholding funds from pay.
 - Reclassification of FSA funds as taxable income.
- The minimum contribution to any FSA account is \$10 per pay period.
- An administrative fee of \$3.65 will be deducted monthly on a pre-tax basis.
- If a member's account ends on June 30, 2016, that member will have until September 30, 2016 to file for reimbursement.

Health Flexible Spending Accounts

- The maximum amount that can be contributed to a Health FSA increases from \$2,500 to \$2,550.

Dependent Flexible Spending Accounts

- The maximum amount that can be contributed to a Dependent Care FSA is \$5,000.

Premium Rewards

Rewards will remain at \$17 for an employee and \$17 for a qualified spouse. If an employee has already completed the biometric screening, they will not need to do it again. Everyone must update their online health assessment. New participants in the premium rewards will need to do the online health assessment at MyActiveHealth and complete a biometric screening. It is recommended that employees use the wizard on MyActiveHealth's website when doing the health assessment.

FAMIS

Assistance through the FAMIS program is now available to state employees. FAMIS is similar to Medicaid but with slightly higher income requirements. It is insurance for children. Do not remove children from

your insurance plan without approval from FAMIS first. If they are not approved and are removed during open enrollment, a qualifying event will be required to add them back.

Question from the committee: If a person already has premium rewards, they have to fill out the assessment but do they have to do another biometric screening at the doctor's office?

Answer: No, if someone is already participating in rewards, they only need to do the health assessment.

Question from the committee: What was the average increase in premiums?

Answer: It varies by plan. Some actually decreased. Overall, it's about a 2-2.5% increase.

Question from the committee: Has there been a change in the way electronic medical records are shared? Everything seems to be shared now.

Answer: There is one data clearinghouse for all medical information. There have not been any changes, to our knowledge, of how the information is shared. All insurance works the same way regarding how medical information is shared.

Question from the committee: How often do people have trouble with getting paperwork together for the FSA?

Answer: Anthem requires a lot of information because they strictly follow IRS guidelines. EOB's (Explanation of Benefits) nearly always gets accepted. You can log into Anthem's website to get your EOB. If you submit electronically, there tends to be fewer issues. However this is the employee's responsibility.

Recommendation from the committee: Explain to employees that they need to obtain EOBs.

Question from the committee: If you buy a prescription, should you mention that you are insured? I've heard people get better deals if they aren't insured.

Answer: You don't have to mention that you are insured when shopping for medication. However, once you purchase, insurance will be charged either way.

Question from the committee: if you go paperless will you still get an EOB? How do you know how much of the out of pocket has been spent?

Answer: No, you will not automatically get an EOB via mail if you go paperless. However, you should be able to obtain your EOB online website. Your cumulative out of pocket will be shown on Anthem's site.

Recommendation from the committee: Delta Dental's main website accepts log in information for Virginia participants, however, after logging in, it says that it cannot "send to Virginia". There is a special site for Virginia plan participants, www.deltadentalva.com, can someone let Delta Dental know that this is confusing?

• **University Organizational and Professional Development- Lori Baker-Lloyd and John Massey**

UOPD is a unit in Human Resources that is devoted to development and retention of employees. UOPD has five areas of focus. These areas are:

- Professional Development: Open enrollment classes for faculty and staff, not specific to one area. A wide variety of courses are provided.
- Diversity Development Institute: Tied to the strategic goal of fostering inclusivity.
- Organizational Development: Works with departments on a range of issues including restructuring, mission statements, etc.
- Leadership Development: Includes two different leadership academies: Management Academy (mid-level managers) and Executive Development (senior-level managers)
- Strategic Initiatives: Various initiatives. Currently, the initiative is "Inclusive VT".

The primary interest of the benefits committee is offering a partnership between Virginia Tech and area community colleges so that employees can attend courses for credit. In the past, there was a relationship with Virginia Tech and New River Community College where employees could earn certificates and credit toward degrees. This program has now disappeared. Why did it disappear and could it be reestablished?

There is still a relationship between Virginia Tech and New River Community College. They do the office skills training. One of the certificates offered through the partnership in the past was the Administrative Excellence certificate. This program is still available through New River Community College. In the past, the reason for having this training at Virginia Tech was that New River did not have a presence in Christiansburg. It was a successful program until 2009 when it started to lose popularity. There was extremely low attendance so classes were cancelled.

To compensate, UOPD provided more offerings. It was found that people wanted Virginia-Tech specific classes. There are now 18-20 different workshops. UOPD is open to providing whatever employees feel that they need.

Question from the committee: How popular are the UOPD programs?

Answer: The programs are well attended. In fact, many tend to fill up too quickly. UOPD is currently looking at options for providing new courses and more sessions for popular courses. The programs, materials and website are all being redesigned.

Question from the committee: Is UOPD self-funded?

Answer: Not entirely, it is funded by the university.

There are a few areas of concern for reestablishing the partnership between Virginia Tech and New River Community College: participation, funding issues, and location for the program. These issues could be overcome if there is enough interest.

Question from UOPD: What is appealing about reestablishing the relationship?

Answer: Location and convenience.

Question from the committee: Is there a tuition break through New River Community College for offering these courses to employees?

Answer: No. Employees must enroll in New River Community College. It would be a tuition reimbursement situation.

The UOPD course catalog contains courses that are not necessarily sponsored by UOPD. Other programs use the UOPD catalog.

A survey will be sent out to the Benefits Committee, HR Partners and HR Council from UOPD to learn more about what employees want regarding courses. Results will be shared as they are available.

● **Other Topics- All**

The Educational Aid Usage by Virginia Tech Employees document was handed out.

● **Adjourn**

The meeting was adjourned at 11:40.