



Minutes from Staff Senate Monthly Meeting of October 12, 2017

Location: Newcomb Hall, South Meeting Room

Time: 11:00 AM–1:00 PM

Meeting Summary

Welcome and Announcements: Jess Wenger and Michael Phillips Co-Chairs

Open Enrollment Presentation: Joe Esposito –University Human Resources

UFirst Presentation: Julie Bird – Ufirst project

Senate Business: Exec Updates – Executive Committee

Senate Business: Senate Discussion

Welcome and Announcements

Jess Wenger and Michael Phillips, Co-Chairs

- Diane Ober was present with attendance sheet so those in attendance could sign in.
- Parking passes for Central Grounds Garage were made available.
- Reminder of special meeting – Dean’s working group in response to events of August 11 and 12.
 - Newcomb Hall Gallery
 - Tuesday, October 17
 - 11 a.m. to 1 p.m.
 - Dean Risa Goluboff

Open Enrollment

Joe Esposito, University Human Resources

- Open Enrollment is October 9 -27, 2017
- Choosing benefits is a significant investment in your physical and financial well-being.
- An average of \$3,000 spent on health care for you and your family annually.
- Benefits options change from year to year. Pay attention to changes and understand your coverage.
- Changes to the Health Plan are made because:
 - Sure to be in compliance
 - We keep a wish list, keep track of those, give to benefit design team.
 - There is a thought process, some data, and tracking and retaining wish list.
 - Changes happen based on climate, industry and changes in marketplace.

- Benefits options change from year to year. Pay attention to changes and understand your coverage.
- Changes to 2018 Health Plan **(see slide 11)**
 - Telemedicine services – big help to those in rural areas.
 - Streamlined Pharmacy
 - Tier I, II and III drugs
 - UVA Pharmacy now will be main pharmacy for specialty drugs
 - Open Enrollment is a good time to review Rx formularies and specialty drug list
 - What tier are you paying under?
 - Review your medications. Look at meds you are on. Make sure that OptumRx still covers them, or change medications to something that Optum covers.
 - New Rx cards will go out 3rd week in December – goal is to get them to you by first of the year – only for basic.
 - All in and out of network maximums for out-of-pocket costs are the same for all three options.
- Changes to 2018 Choice Plan **(see slide 12)**
- Changes to 2018 Value Plan **(see slide 13)**
- Changes to 2018 Basic Plan **(see slides 14-15)**
 - Difference in basic is that deductible includes medical and prescription expenses. Value and choice do not. **(See slide 16)**
 - Go to Aetna’s website.... See how many health care costs you had in prior year. Use AskAlex to model what plan may be right for you. Value still has copays. Basic and Choice now have co-insurance, which is new **(see slide 16)**

Q: Is that scenario (slide 16) based on an individual?

A: This is based on worse-case scenario. It is based on one person, not on a family.

Q: So, 7,000 on Choice is based on the fact that the Choice premium is so high?

A: Yes.

- 2018 Pre-Tax FSA and HSA **(see slide 17)**
 - How will this work as we do the OE process?
 - If you want to keep what you have in HSA and FSA - do nothing. We will roll over.
 - If you want to waive or change amount, you have to go in and change it.
 - Once we close open enrollment, cannot go back in and change
 - Take a look at what you have and decide if that works for you for the next 12 months.
 - Unless you have a life-qualifying event.

Q: Is preventative care still covered at 100%?

A: Yes. Nothing has changed in regard to preventative care. When you go, be sure to tell them it’s preventative care. Have conversation with doctor to be sure it’s still a preventative visit... if you talk with them about something else which changes it to an office visit; this happens all the time.

- HSA is an investment opportunity. Could be a vehicle for retirement.
 - If you are planning your retirement today, every financial planner will tell you to plan for health care; usually \$18,000 - \$20,000/year
 - If you use the Basic Health plan, HSA money is yours; whether you leave or retire. **(See slides 17-18)**
 - \$4 administrative fee if you move out of Basic plan.
- 2018 Davis Vision changes **(see slide 19)**
 - A lot of people pay for vision plan and don't use it
 - Ask yourself if you are really going to use it; or can you re-purpose that money
- Resources/Maximizing Health Dollars **(see slide 20-23)**
 - Ask Alex, access videos
 - www.virginia.edu/OE-Resources - open enrollment website is live and ready to go
 - How to Maximize Dollars (see slide)
 - Aetna Member Tools
 - Look for the tools on the Aetna Navigator site

Q: You talk about maximizing health dollars. How should you budget when in particular have heard about the difficulty of getting dollar amounts up front. It's still not normal for providers to name how much services will cost.

A: Use the cost estimator tool. Though everyone has contracted differently, costs are on average. Can put in the hospital comparison tool. It will tell you where the best quality of service is based on location. It's not always about price. Also tells you about procedure success rate and re-admission information. That's why those tools exist. If you haven't been in Aetna Navigator, you will need to create an account first.

Q: If you're sick... you don't have time to go on Aetna Navigator and figure out how much it is to go to doctor. It would be nice to have a list upfront, especially if you have to meet a deductible and coinsurance first. Why can't Aetna provide a list of what services cost? When your policy changes and you get sick soon thereafter, and you're hit with a huge bill after you're used to paying a copay, it's a set back.

A: Physicians change all the time. Access the tools that are there now; prepare ahead of time.

Q: Can we go on today and see the doctors we use today and then go and ask them what you pay today and what you will be paying?

A: Yes

Comment: It's a little more granular than that. If it's a new doctor, make sure you clarify with your doctor what level office visit you will be charged for. Between level 1 and 5. Will be charged more for a level 5 visit.

Comment: As consumers, this is making it more difficult. We are paying for something that we are going to have to do more back end work for.

A: That's not necessarily true for a deductible. They do know what they are charging you for a copay. They don't know where you are in the spectrum of your plan. They have to bill you for the rest.

Q: One thing that might be helpful would be to have a list of what standard expectations of what a doctor's office looks like. What should we be saying to doctor's office? Is there a script we could use?

A: Getting to that. Choosing Wisely, a non-profit consumer program helps you create a dialogue with your physician; helps you have better conversations. Makes more appropriate recommendations based on your individual situation.

- **2018 Monthly Health Premiums (see slides 26-27)**
 - Optimized and customized to meet your needs.
 - Basic did not change. Choice and Value did.
 - How do you use your plan? Which is the best plan for you?

Q: Who is the consumer that chooses choice?

A: People that have choice is because of caution. They have lower deductibles. Going forward, it's changed.

Comment: Previously, for example if you were in choice. Maternity for example, is covered 100%, but the actual delivery would have been covered at a higher rate. It's something worth considering now, though.

A: There are changes in dental, vision plan. Ask the same question. Are you paying for enhanced, when you could use Basic? Could you move those dollars to retirement, another plan?

Q: So if you make a change, this does not take place until January, correct?

A: Yes

Q: Davis Vision is going up. They take \$30 away the copay, but it's going up \$5.24 a month. Why is it going up that much?

A: The feedback we got was that people didn't want to pay the copay, so we had to change the plan. This was part of the wish list.

Q: Do you bill out bids for those other benefits? How often does that happen?

A: Those contracts run through 2020. So probably in the fall of 2019, we'll do RFPs. Not sure we will do RFPs on all of them. We have five including Aetna, Davis, United Concordia, and Optum. Again, we have consultants and brokers to tell us what we should be looking for and what changes to make.

- **Important Dates (see slide 29)**
 - Benefits Open Enrollment – October 9 – 27, 2017
 - Health and Benefit Expos – October 11 and 12
 - Open Enrollment changes take effect January 1, 2018
- **Hoo's Well Fall Campaign (see slide 30)**
 - You still have time to earn all rewards for Hoo's Well – fall campaign
- **Text Start to 434-208-1923 (see slide 31)**

- You can still sign up for reminder text messages.
- When Open Enrollment closes on Oct 27, we have very little wiggle room to open it up because you forgot.
- Spouses are welcome to sign up, too.

- **Open Enrollment Summary (see slide 32)**
 - www.hr.virginia.edu/oe
 - Please print your confirmation. That gives you your record for the next 12 months. Keep it for the next 12 months, too.
 - You will be able to dispute claims on what you elected, if necessary.
 - Double-check your information for accuracy.
 - If you have dependents, we have to have documentation on them. We are working on cleaning that up.
 - Not a scam email or letter. Trying to get ahead of the curve to collect SSNs for dependents; required by Affordable Care Act.

Q: How long can you keep your kids on your health care plan?

A: 26 and they don't have to be in school.

Ufirst Update – Workday Partners

Julie Bird, Ufirst project

- Ufirst has an updated website: <https://ufirst.virginia.edu/>

- Introduction of *Workday Partner* concept (see slide 35-37)
 - Looking for people out in field who will be Workday experts
 - Chrome River did an ambassador program; super user kind of role
 - About 45 hours over the course of 2018 – some upfront work – as it launches, have the people be hands on the ground; looking for a 1:100 ratio
 - Workday launch is July, 2018
 - If you are interested we are taking nominations (yourself, or others)
 - Ultimately governance group will have to make final decisions, after checking with manager
 - To apply, email ufirst@virginia.edu – submit list, name, title, email address and manager's name.
 - Would like list of names of nominees by end of the month. Please share with constituents. If anything or anyone comes up after 10-31, don't hesitate.
 - Check out the demo on the website (see slide 38)

Q: Will the previous information (from Oracle, etc.) be transferred over?

A: I don't know the specifics or details of that, once it's determined, we will share.

Q: A front load of work for ambassadors, when would that start?

A: We are likely going to have two kick off sessions, one in December and one in January, as we anticipate over 200 ambassadors. We will also have preview and feedback sessions and those will likely take place in February.

Workday is a cloud-based technology, and it updates every six months. We get those updates. We get new technology every six months. We will also be asking those partners to help with the upgrade in September after go live in July. Won't know how significant the upgrade will be until closer to go live.

Q: Will employees have to initiate changes?

A: No. Workday is all cloud based; all web based. After it gets updated, the next time you log in you will just see the differences.

Q: Is AIM in Facilities Management going away?

A: No, there will be an integration; don't know all details, but it is not going away.

Senate Business – Executive Update

Jess Wenger and Michael Phillips, Exec Co-Chairs

- Exec Update – What Have We Been Doing? **(see slide 39)**
 - BOV Meeting
 - Was a great outcome
 - Meeting with Bryan Garey, Joe Esposito, and Michael Latsko
 - Brief Susan Harris periodically and invite BOV to attend
 - Education Benefits – continuing as it is now for 2018
 - Benefits – discussion with Joe about how they work on and design benefits
 - The “Big Three” to join us in the Spring
 - Tom Katsouleas, Rick Shannon, and Pat Hogan
 - We have two confirmed and working on dates and the third person
 - Coordinating Tuesday, October 17's event with Dean Goluboff
 - Sorry for short notice on that!
 - Welcome Letter to President Ryan crafted by Melissa Goldman
 - Updates from Directors **(see slide 40)**
 - Leah Beard new co-election coordinator
 - Co-directors still needed – Advocacy, University Partnerships and Memberships

- **Advocacy Update**
 - Met Tuesday, October 10 to set goals for upcoming year.
 - Still in planning and brainstorming process but will continue to work on
 - Education Benefit - ensuring they are getting correct info from service center. Get clarity on how benefit should be used. Do they need to use it for job requirement, or should school/unit be paying for that? Need to work through weeds with UHR to determine some of these questions. One member is going to try to get some data and stats on how used; is it primarily professional development funds? Or other things?

- **University Partnerships**
 - Thanks for all who stepped up. We now have liaisons for all partnerships we wanted. If you are still interested in collaborating with any of the Faculty Senate, Student Council, Sustainability, Medical Center, BOV; let Melissa know.

- **Working Groups (see slide 41)**
 - Executive Committee met October 11 and established three guidelines
 - From Bylaws:
 - Working groups may be appointed by the Senate co-chairs as necessary to carry out the work of the Staff Senate. Refer to [Staff Senate Working Group Best Practices Guidelines](#).
 - All working groups must be sponsored by a director or co-chair.
 - Staff Senate may allow persons who are not senators to serve on a working group, but the leader of the working group must be a senator and at least one member must be a senator or alternate. Exceptions to this rule may be made with the approval of the Executive Committee

- **Working Groups (see slide 42)**
 - From Staff Senate Working Group Best Practices Guidelines:
 - Working groups of the Staff Senate are created to address a specific interest or concern of the Staff Senate or the Staff Senate Executive Committee.
 - Work of a Staff Senate working group must fall within the mission, scope, and bylaws of the Staff Senate.
 - Working groups may only exist for a finite period of time and must produce a product at the end of their time.
 - Working groups must provide updates of their progress or future plans at all Staff Senate meetings.

- Working Groups Proposed (see slide 43 - 46)
 - Website Working Group
 - Sponsor Maggie Stein – send Maggie an email if interested
 - Deadline February 13
 - Within our budget, we have to pay for design of update. This group will give clear direction, maximizing money, have a clear vision of what it should look like and an ability to convey to web designer
 - Use money before end of fiscal year – and will need to give web designer time to recreate.
 - If anyone has web design experience, that would be cool.
 - Constituency Communication Working Group
 - Sponsor – Andrea Johnson
 - Deadline – Spring, 2018 - TBD
 - Goal: Create a list of best practices to help Senators better engage with their constituents. These are not to replace monthly emails, but provide options for additional communication or ideas to make the monthly emails more dynamic.
 - Senator office hours?
 - Won't be meeting heavy
 - Senate Representation Working Group
 - Sponsors– Michael Phillips and Jess Wenger
 - Deadline – Spring, 2018 – TBD
 - Staff Senate was formed with assumption that voting would be done in person. We don't. We have alternates so that if Senators can't attend, do we need alternates because we don't do voting in person. So, if we eliminate alternates, how do we phase them out? We want everyone to feel welcome. In several years, what does alternate role look like?
 - There isn't as much required of Senators anymore, which is why we have alternates. We need to be sure we are making the right decision. Strategic planners welcome – so we can phase out appropriately if that's what we decide to do.
 - If there is an alternate who thinks this is a bad idea, we would love for them to be a part of the group to hear the other side of this.
 - Won't be meeting heavy; no homework.

- Working Groups
 - Requires people to join in and take responsibility. There are some requirements to join, but it is your opportunity to join and put your stamp on it, and spearhead something. We value your opinions and your ability to contribute.
 - If you have ideas for other/more working groups, please send an email to staffsen-exec@virginia.edu

- Senate Discussion (**see slide 48**)
 - Broke into small groups and discussed for 10 minutes; reported back to the group at large thereafter.

 - **Q. 1:** In what ways should Staff Senate work to promote ourselves and share information with other staff?
 - Presence at fairs, field days, benefits fairs, pancake breakfast.
 - Someone needs to coordinate that, though
 - Marketing materials are in Collab
 - FM represents a large area- and they have an ice cream social, town hall – have a table there or ask for five minutes to represent Staff Senate.
 - Live feed at meetings?
 - Some folks don't use computers
 - Hard copy newsletter; flyers that advertise our presence and what we do in realm of advocacy.
 - Decide and spotlight what value we provide to employees
 - Have social time
 - Bring about topics from constituents, meet people from other areas. Enhance focus in here because we have ideas from constituents that we can bring up in a social environment.

 - Communications and knowledge of Staff Senate among staff. People want place to get info.
 - Have open meetings around grounds tables with topics, moderated by Staff Senate members. Might be a safer space to share if it's not a colleague (their constituents)
 - Monthly Email
 - Make attention grabbing; short enough to highlight key things that people should pay attention to
 - Use UVAToday, Cavalier Daily advertisement. Have a link to website
 - It's important that we don't seem desperate - we're not recruiting.

- Media – difference between how it’s perceived and how it’s said.
 - TV’s - partner with UVA administration to do a news interview – 30 second spot. If people know why they should listen, they will listen; there’s a purpose behind the reason.
- Getting a presence on social media. There are a lot of twitter, Facebook, Instagram accounts/pages at UVA. Great way to share info about Senate-related info or info that staff might be interested in
 - Easy to share from other UVA pages. Things specific to other areas.
 - Social media campaign – feature one Senator per week. Showcase which area they represent; similar to bios.
 - Blog – great way to share info that Execs get and then can share
- **Q. 2:** In what ways should Staff Senate work to promote ourselves within the University administration?
 - At this point we don’t need to do to much. More pertinent at this point to sustain momentum. Five minutes with BOV was huge!
 - Our execs council meet with higher ups month to month – then bring back to us
 - We kind of do that with advisory board, but not directly with them; this is done quarterly
- Some barriers we found:
 - Multiple buildings
 - Getting in front of quarterly or semesterly meetings
 - Because much of what we have heard is HR and benefit related, our HR related benefit people per area, also have ways of communicating. They may not want us to be the ones to relay that information. Figure out coordination between HR in units and staff senate.

Next Meeting:

- **Thursday, November 2**
Newcomb South Meeting Room
11:00 AM – 1:00 PM
Jason Belford, Chief Information Security Officer