

**NEW CASTLE COUNTY GOVERNMENT BENEFIT COMMITTEE MEETING
MINUTES of December 02, 2020**

The meeting of the NCC Benefits Committee was held on December 02, 2020 via a Zoom Video Conference Call.

The meeting was called to order at 8:32 am

<p><u>COMMITTEE MEMBERS PRESENT:</u> Karen Brown, Chairperson Michael Smith, CFO Vincent Garlick, Non-Union Member Nellie Hill, Non-Union Member Jeffrey Maddocks, Sheriff's LaTonya Frieson-Jones, Local #1607 Rich Piekarski, Jr., Local #3109 Nate Beavers, Local #459 John Spence, Local #459 (Alt) Saul Polish, Local 3911 Kevin Maloney, FOP Lodge #5 Nicole Racine, Local #3109 (Alt) Jonathan Yard, FOP Lodge #5 (Alt)</p> <p style="margin-top: 20px;"><u>STAFF PRESENT:</u> Laura Hay, Assistant County Attorney II Vicki Workinger, Human Resources Assistant</p>	<p><u>COMMITTEE MEMBERS ABSENT:</u> Jacqueline Jenkins, CHRO Trina Lockard, Local #1607 (Alt)</p> <p><u>OTHERS PRESENT:</u> Teresa Baldwin Banerji Rinku</p> <p><u>INVITED GUESTS:</u> Mischelle Lindsay, USI Tracey Scholar, USI</p>
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Agenda Item	Discussion	Action
Old Business	Approval of 9/02/20 Meeting Minutes	<ul style="list-style-type: none"> • Minutes reviewed and approved.
New Business	<ul style="list-style-type: none"> • Overview of Open Enrollment 2021 • Wellness Program • Sick Bank Report • Delta January Credit 	<ul style="list-style-type: none"> • Karen reviewed the Open Enrollment season and asked members for feedback regarding Open Enrollment. • Committee was introduced to the Wellness Program and discussed how it would affect those in the program. • Karen reviewed the current stats regarding Sick Bank • Karen informed committee about credit that eligible employees would receive through Delta Dental
Round Table Discussion	Final notes...	<ul style="list-style-type: none"> • Adjournment of meeting

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Meeting Summary

Karen welcomed everyone and called this meeting of the Benefit Committee to order.

First item discussed was the request to approve the minutes for 9/02/20.

Saul Polish made a motion to approve the minutes. The motion was seconded by Michael Smith and approved.

Open Enrollment 2021

Karen reviewed the stats for the 2021 Open Enrollment Season...

- 1303 employees completed the process online or by phone
- 445 employees enrolled in one of the UNUM's worksite benefit options
- 275 employees enrolled in the LTD program
- 146 employees waived their options to participate in UNUM due to non-response. A communication on 11/16/2020 was sent to these employees informing them that they were not enrolled and have waived their rights to any guaranteed issue.

Keven Maloney asked about the stats for the Peoplesoft elections if the employees responded. Karen confirmed that all employees either accessed PeopleSoft to make changes or to keep everything the same.

There were some glitches in the system in the beginning but those were addressed and corrected. A communication was sent on Tuesday letting employees know that the glitch was fixed and if anyone went in on Monday would need to go back in to update and confirm benefits. Daily there were communications sent to employees about the Open Enrollment season and process.

Saul Polish shared feedback that when employees called EFP the customer service reps were not as courteous or helpful as the ones presented to the committee. He also was concerned how the transition with AFLAC would occur since Courtney is out on vacation during open enrollment.

There were some questions about the AFLAC policies. Karen confirmed that the individuals would be receiving communications from AFLAC regarding next steps if they wanted to continue these plans on their own. After the end of 2020 the County would no longer be taking deductions out of employee's checks for any AFLAC plans. If the employee did not want to continue any or a certain plan no action is needed. They would only need to respond if they wanted to continue any of the AFLAC policies on their own. Karen confirmed that there is information on the County portal concerning next steps with either continuing or discontinuing AFLAC plans.

The UNUM plans that employees enrolled in for 2021 will the employees receive any information regarding information about the plans they have selected. Karen confirmed that yes, they should, and stated that she has received her information.

LaTonya Frieson-Jones asked about employees who were being billed twice how it would be handled? Karen confirmed that the individuals brought to Benefit's attention has been refunded. Karen asked the committee if there was someone who was incorrectly billed and not refunded to let her know.

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LaTonya Frieson-Jones shared additional feedback regarding open enrollment. She said that one member said that prescription coverage was prematurely terminated. Karen confirmed that this was a separate issue outside of open enrollment and was corrected. LaTonya also requested for the future open enrollments to allow the committee to access information before open enrollment begins. This will allow them to help employees who contact them. Employees were not comfortable sharing their information with UNUM and the beneficiary information was not current. Karen reminded that the information UNUM received was what was in PeopleSoft. Individuals need to submit current information to allow HR to update their information in PeopleSoft. Open Enrollment is a prime time to review not only your benefits but your beneficiary address, phone, etc.

The questions came up as to why spouses were not always showing as beneficiary in the UNUM system. Karen said that they may only be listed as a dependent. Saul Polish said his wife is a dependent and beneficiary. Karen said she would have to look into as to why this occurred.

John Spence asked if during Open Enrollment if they did not make elections would they lose their coverage. The 146 who did not respond what happened to their benefits? Karen confirmed that the 146 was for the UNUM but all did go into PeopleSoft to confirm their benefits.

Concern was raised that no confirmation statement was sent after completing the process.

Wellness Program

The Wellness Program is set to launch in January 2021. Currently the following groups are subject to the program: Union FOP, Union 1607, and Non-Union Employees.

The company chosen as the third part administrator is HealthCheck 360. Communications will start later this month regarding this program. The County will not be receiving any personal information about the participants habits and usage. Each employee and spouse will need to earn at least 700 points in the 2021 calendar year. If an employee covers a spouse on their County health plan the spouse will be required to participate if they want to remain in the 90/10 split for the PPO plan. They can earn points by seeing their doctor for wellness visits, obtaining eligible tests and procedures and participating in positive life changes or habits that can positively impact their life. The administrator of the program will work with each employee to ensure that the steps taken pertain to the employee's current situation and fitness level. There will be different challenges offered throughout the year to help employees earn more points.

If the employee or spouse has disability that they cannot complete the program as designed, they can work with Healthcheck 360 to have a program designed to meet their needs to be able to participate as provided by their physician. This will be on a case-by-case basis.

All the health plans are subject to the wellness program. Currently those in the PPO program will be affected if they do not participate in the wellness program. In the upcoming years the other plans will be included in the program.

The program will run from 10/1/2020 to 9/30/21. 10/1/2021 a new year will begin for employees to earn their points.

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Karen confirmed there will be training programs to help employees navigate the system and the resources available. Karen will send the committee's contact information to HealthCheck 360 to insure they are included in the invite for this training.

LaTonya Frieson-Jones asked about the Lunch and Learns if they would be a way to help employees earn points. Karen said that it is currently in the process of setting up the parameters to help an employee to earn extra points.

A question came up for the positions who have to get physicals for their job would that count? Mischelle from USI responded that this is different from the physical that you would get from your primary care doctor. The goal is to further engage interaction with your primary care doctor. Mischelle pointed out that most times the physicals done for work are centered on different factors than via your doctor's office. The focus of the doctors' office is outlining what the program is set up for and to help identify the "silent killers" that are out there.

Jonathan Yard said that during the FOP negotiations the physical would be included with the fitness program. Karen responded she would discuss with Dr. Jenkins for confirmation.

Nate Beavers asked if there would be any flexibility with this program due to COVID? Many doctors are limiting their time and it can be harder to get an appointment. Mischelle responded that while in the beginning this was certainly an issue but now providers are opening their doors again. There are many different ways that an employee can earn points. If the situation changes the County can certainly take each case as it comes and decide the best course of action.

The question was raised by different members concerning the Unions who have not finalized their contracts and are not in the wellness program for 2021? Karen replied that there would be not changes to their coverage and their rates would be the 93/7 instead of the 90/10 for the employees who will be participating in the program. Depending on when the contracts have been approved would determine when the Union would be subject to the wellness program. It may be 2021 or 2022.

John Spence asked is all the items on the eligibility list to earn points are they available with no co-pay? Mischelle replied that while some may have a \$0 co-pay there are some items that would be subject to a co-pay.

Tracey from USI reminded the committee that the one of the purposes of this program is to help streamline costs. That if nothing is done now the costs will continue to increase and affect the premiums and co-pays subject to employees. Taking steps now can help curtail the slope of increase of the premium of their health insurance. Having the program offered for the PPO program is a pilot program to get things started. As time goes by the program will expand to include more plans and options.

Saul Polish mentioned that the Union contract that is getting ready to go through is from 2019 to 2023. It states that there will be a change in the deductible and co-pays; but it does not differentiate when the change would occur. Tracey replied that as of this time USI has not received any word about contract changes for 2021 regarding the health insurance. If it does happen then steps will be taken to ensure that what is in the contract for the appropriate effective will occur.

LaTonya Frieson-Jones confirmed that 1607 is okay with the proposed changes.

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Sick Bank

Karen will email the report to everyone. She shared her screen to show the current report and went over the current information. Once members receive the email to let Karen know if they have any questions.

Delta Credit January 2021

Due to COVID and individuals not able to make dental appointments; those who have had Delta Dental Coverage in August/September 2020 will receive a credit in the month of January. Eligible members will receive a 25% credit that will be in their January pay on a post-tax basis.

John Spence asked is Dominion Dental would be also offering any credit? Karen confirmed not they have not. Dominion did offer discounts if they went to a dentist in July.

Worksite Benefits Transition

Karen provided a copy of the letter that will be given to new hires informing them what actions they need to take to enroll in a UNUM plan. They have 30 days to reach out to EFP either by phone or online; EFP will reach out to them to follow-up about enrollment of these plans. All employees must contact EFP to either elect or waive these options.

Flu Shots

The stats for the 2020 Flu Shots are...

9/30 – 108 at the Gilliam Bldg.

10/7 – 171 at the Gov. Ctr.

10/8 – 146 at the Conner Bldg.

10/13 – 24 at the City/County Bldg.

10/15 – 97 at the Public Safety Bldg.

There were additional 41 given to police and EMS during their physical exams. There will be additional dates for 11/30/20 (Public Safety Bldg.), 12/01 (Government Center), and 12/03 (Conner Bldg.).

Saul Polish asked if this information would be in PeopleSoft to be able access to share with 360 to get your points? Karen replied that a report was ran and all who received their flu shot was sent over to 360 for credit applied to eligible employees.

Lunch and Learns

Karen outlined the 2021 schedule for the Lunch and Learn topics. The question came up if the employee could not view the webinar live could view it "On Demand" Mischelle from USI confirmed that they were currently working on that option to see what would be needed to allow employees to view the webinar.

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Mischelle asked is any of the members attended the Lunch and Learns in the past? Latonya confirmed she has participated in the one regarding Diabetes. LaTonya shared that is was well done and very informative.

Next Meeting

The next Benefit Committee Meeting is scheduled for March 3, 2021. Depending on what is happening regarding this pandemic, the meeting will either be the Government Center or via a Zoom Video Conference Call. The meeting for 2021 are March 3, 2021, June 2, 2021, September 1, 2021, and December 1, 2021. Additional meetings may be scheduled upon necessity.

LaTonya Frieson Jones made a motion to adjourn the meeting at 9:55 am. The motion was seconded Kevin Maloney and approved.