

**Senate Benefits and Welfare Committee
University of Pittsburgh
Minutes of Dec 14, 2010 Meeting**

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

Attendees: Irene Kane, Judith Lave, Emilia Lombardi, Linda Rinaman, Robert Robertson, Elsa Strotmeyer, Elizabeth Richey, Nancy Gilkes, Jim Holland, Angelina Riccelli, Harvey Wolfe, John Kozar, Ronald Frisch

Guests: MetLife -- Eric Zvejnieks (client executive), Loretta Harper (disability consultant), EJ Heckert (regional director)

Absent: Sandra Founds, Sunny Fulton, Alan Meisel, Lara Putnam, Mark Scott, Yong Li

Topic	Discussion	Action to be Taken
Call to Order	L. Rinaman, chair, called the meeting to order at 9:05 AM	
Committee business	Minutes from 11/9/2010 meeting were approved	
Benefits Office Report (J. Kozar)	<ul style="list-style-type: none"> • FYI Office of HR works over winter break but at reduced hours (9:00 am-2:00 pm, Dec 28-31). • UPMC health plan open with limited hours on certain days. • Details are provided in the Benefits Newsletter within the University Times • Claims submission related to flex spending accounts for the period July 1, 2009 through June 30, 2010 will end December 31. • 2011 weight race: similar to last year, with enrollment on HR site. • Weight loss programs will be promoted through UPMC and a Weight Watchers on-campus meeting site will be set up. More details in the new year. • TIAA-CREF and Vanguard reps are eager to give 1-on-1 reviews of each customer's financial status; everyone should arrange an appointment <p>H. Wolfe raised the issue of ANOC (annual notice of coverage) book received recently in the mail by all Pitt retirees. "Material is not useful" and is quite confusing.</p> <p>N. Gilkes indicated that the ANOC report is not sent from Pitt, but is a government regulation requirement, and that Pitt HR has no control over material (doesn't even see it before it goes out). HR has created a summary, which is currently being mailed to retirees; however, it doesn't specifically refer to the ANOC.</p> <p>L. Rinaman suggested that HR send out a postcard before that ANOC is received in order to</p>	

	<p>reassure people and tell them to ignore ANOC.</p> <p>N. Gilkes said we should Ignore “benefits” documents that arrive without Panther or Cathedral of Learning images on the cover.</p>	
<p>Main Topic: MetLife vendor presentation</p>	<ul style="list-style-type: none"> • Introduction Eric Zvejnieks (client executive), Loretta Harper (disability consultant), EJ Heckert (regional director) MetLife manages FMLA, Long and short term disability for the University of Pittsburgh. • Overview The Benefits Edge: Book that refers to available benefits. Protect people in case of disability and death. Disability is their core business. Moving into FMLA Maintain compliance with regulations. • Plans/claims FMLA paperwork and monitoring Short term disability (STD) – Managing medical claims in compliance with policy Generally for staff there is a 30 day waiting period. STD pays at 60% of base pay up to 26 weeks. <p>Faculty have salary continuance for first 26 weeks at 100% of base pay.</p> <p>Long Term Disability (LTD) – after 6 months participants (faculty and staff) receive 60% of monthly salary. Up to \$20,000. LTD is offset by other forms of income including Social Security Disability Income (SSDI). FMLA 8747 claims covered. 1204 claims a year (getting appropriate paperwork source of denials) Short term – 6820 covered. 496 claims/yr, FMLA and Short-term disability run concurrently. Long term disability starts at 6 months. Short term disability – Most prevalent reasons for it are pregnancy and muscular/skeletal conditions Long term claims are driven by Muscular/skeletal and Cancer claims. <ul style="list-style-type: none"> • Claims Process MetLife manages FMLA and short term disability for staff only. MetLife manages faculty and staff long term disability coverage. FMLA approvals are made within 48 hours, Short term approvals may take up to 5 days. </p>	

	<p>Period of time to gather information including statements from physicians. Inform claimant by phone and mail Reach out with other resources. Specialty medical providers, SS assistance. Resolution, Get employee back to work, perhaps with some form of arrangement is necessary.</p> <ul style="list-style-type: none"> • Opportunities/action Steps <p>Problems: Improve image, poor employee experiences. Changes in process. Timing issues in claim decisions and receipt of written correspondences Written correspondence for STD and FMLA claims not clear. FMLA approval and short term denial in less than 30 days confusing Intermittent leave approvals Keeping dept administrators up to date regarding regulations and claims.</p> <p>2010: Partner with University to overcome challenges and improve employee service experiences. Process FMLA and STD together Sharing claims with UPMC to enhance health and wellness connection.</p> <p>2011: Management of FMLA online. Total Absence Management Platform. Customize all correspondences for FMLA and STD Provide training to Dept Administrators</p> <ul style="list-style-type: none"> • Summary <p>Contact John or Shannon if you have any questions.</p>	
Other Business	None	
Adjournment	L. Rinaman adjourned the meeting at 10:30 AM	