

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

Minutes of September 28, 2011 Meeting

9:00-10:30am, VB 138 (Clinical Research Conference Room)

Attendees: Elected: Sandra Founds, Irene Kane, Judith Lave, Lara Putnam, Angelina Riccelli, Sachin Velankar; **Appointed:** Elizabeth Richey, Elaine Devlin, Nancy Gilkes, Anna Roman, Harvey Wolfe, John Kozar, Ronald Frisch, John Baker

Not present: Emilia Lombardi, Robert Robertson, Taekia Blackwell, James Holland, Alan Meisel, Andrew Blair, Michael Pinsky, Lori Molinaro
Faculty Assembly Visitor: James Becker

TOPIC	DISCUSSION	ACTION TO BE TAKEN
Call to order	Irene Kane, Chair, called the meeting to order at 9:03am.	
Committee business (I. Kane)	<ol style="list-style-type: none"> 1. Introduction of committee members; one visitor attending. 2. Review of mission statement for the committee. 3. I. Kane reviewed University Senate website emphasizing the wealth of information available and shared Faculty Assembly meeting update. 4. Agenda topics were reviewed and Committee members were encouraged to submit ideas. The 'umbrella' theme for this academic year, 'communications', was discussed. Although multiple avenues exist for delivery of information by Human Resources (HR) staff, Committee members were asked to assist consider novel ways to expand upon delivery of information from all forums attended to support HR efforts. 5. <i>All information presented in the meetings is considered confidential unless otherwise indicated by the presenter.</i> 	Committee to submit ideas for enhancing communication & further agenda ideas.
Benefits Office report (J. Kozar)	<ol style="list-style-type: none"> 1. Pharmacy <ul style="list-style-type: none"> • Walgreens Pharmacy has mailed letters to customers notifying patients that they will not be part of the Express Scripts network effective January 1, 2012. • Walgreens will honor all prescriptions until that time. • UPMC Health Plan is following this situation closely and is holding out hope that the two parties will still come to some agreement. • UPMC Health Plan will send a notification to their membership in November if it does not appear an agreement is forthcoming. <p>Discussion: J. Becker, Faculty Assembly member, commented on the Walgreen letter sent to faculty and staff and asserted that improving timely sharing and preparing faculty for change is indicated. A Roman shared that her department also received the letter noting that it was prematurely sent since discussion in progress with no decision made. J. Kozar apologized if HR reaction was delayed but since it is in discussion stage with final decision pending including retention of Walgreen's—sending notification seemed precipitous. He noted that companies sometimes used tactics to gain user support to leverage negotiations. Ultimately, the cost to employees is at the</p>	J. Kozar will check with counsel to determine

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	<p>heart of the HR process. J. Becker reiterated sending out general memo as soon as talk is underway to preempt one-sided communication. J. Kozar will check with counsel to determine ability to do so.</p> <p>J. Lave requested clarification on Scripts ability to change network in the middle of a year. J. Kozar educated the group that untimely pull-outs can occur when a plan is orchestrated as a national plan. He noted that Express Scripts is purchasing Medco that has the prescription drug business with Highmark. J. Lave recommended general faculty & staff contract education ahead of time. R. Frisch cautioned that timing is quite important in negotiations & HR is required to follow procedure. The Committee will continue to collaborate on these issues with a goal of reciprocal best outcomes.</p> <p>2. University Identification Cards</p> <ul style="list-style-type: none"> • The issue regarding the ability for a faculty member to obtain their University ID card continues. According to Panther Central, a faculty or staff member must have an employee record created and entered into the Oracle System before an ID card can be generated. On the faculty side, this involves the department creating the record and Faculty Records entering it, thus Faculty Affairs can best address this issue. <p>Discussion: S. Velankar queried about the ID not available within a few days. A. Roman reviewed the process within her department noting how easily delays occur. J. Baker noted that 1 year contracts and turnover time influence ID issue. N. Gilkes informed the committee that a working group has been designated by A. Blair to resolve. A. Riccelli shared a positive note regarding Panther Central issuing temporary ids to address select emergent situations.</p> <p>3. Cobra administration and Retiree Benefits Administration</p> <ul style="list-style-type: none"> • Effective October 1, 2011, based on price and HR ability to customize services, the administration of COBRA and retiree benefits is moving to Benefit Management Service, Inc., part of UPMC's Insurance Division. <p>4. Student Health Insurance</p> <ul style="list-style-type: none"> • Student Health Insurance recently converted to a totally paperless system with eBenefits, a third party administrator. Vision and dental benefits are now offered with the new system. E Richey corroborated that the system is working well and much improved from the manual. J. Becker asked if info can be coded onto ID card v separate card. J. Kozar will check, however, complications of mixed systems will likely prevent this. S. Velankar questioned coverage for international students and J. Kozar clarified student population coverage. <p>5. Annual enrollment for retirees will be rolled out in October or November as usual. Benefits administration continues unchanged by UPMC-Highmark negotiations.</p>	<p>ability to send out mass communication during discussion phase of negotiations.</p> <p>J. Kozar and all Committee members will reflect upon ways to educate faculty/staff regarding benefits' process education.</p> <p><i>Addendum/Action: A. Blair clarified at Faculty Assembly that his staff resolves the issues that arise as the functional 'working group'. At this time incidences of ID issue have been resolved-to-date.</i></p>

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Benefits Department: Communications-Overview of Strategy & Methods (J. Kozar)	<p>J. Kozar discussed Human Resources' strategy and methods via a review of the updated website as well as supporting media, e.g. University Times; and, N. Gilkes reviewed printed materials from HR available for information and education. Although multiple avenues exist for delivery of information by Human Resources (HR) staff, Committee members will assist with the dissemination of information by considering novel ways to expand delivery of information to support HR efforts.</p> <p>Discussion: J Lave noted the importance of communication with administrators since most faculty or staff will start their query process via this route. E. Richey supported 'tweaking' cumbersome benefits information for easier comprehension. R. Frisch concurred that bundling widespread information is helpful and HR continues work toward strengthening HR website communications. A. Riccelli observed that Pitt provides great benefits—top tier nationally—and, we 'need to toot our horn'.</p>	<p>Committee members will assist with the dissemination of information by considering novel ways to expand delivery of HR information.</p> <p>HR Website development continues.</p>
Closing remarks (I. Kane)	<p>I. Kane reemphasized the mission of the Committee, the collaborative nature of the agenda to ultimately result in positive outcomes, and the confidentiality of issues discussed as such until information is formally released.</p> <p>Please send any suggested agenda items and/or communication venue suggestions to IK at your convenience.</p>	
Adjournment	I. Kane adjourned the meeting at 10:30am. Next meeting: October 20, 2011.	