
MINUTES
EMPLOYEE BENEFIT PLAN COUNCIL MEETING
VIA WEBINAR
March 12, 2024 – 10:00 a.m.

The meeting of the Employee Benefit Plan Council (EBPC) was called to order by Chair Monirah Womack on Tuesday, March 12, 2024.

Council members present:

Monirah Womack, Chair
Angie Surface, Member
Glianny Fagundo, Member
Chris Wells, Member
Jewelle Johnson, Member
Robert Joseph, Member
Matthew Almand, Member

Council members absent:

Spencer Moore, Member
Amy Auffant, Member
Courtney Ware, Vice Chair

Additional attendees: Rebecca N. Sullivan, Commissioner, DOAS; Al Howell, Deputy Commissioner, DOAS-HRA; Kori Woodward-Dickens, Attorney, DOAS-HRA; and Leneequa Morris, Sr. Benefits Manager, DOAS-HRA.

Approval of Minutes:

Rebecca N. Sullivan, Commissioner, DOAS, presented the minutes from the November 14, 2023, Employee Benefit Plan Council meeting for the Council's approval. There were no corrections or changes requested by the members present, so Ms. Womack called for a motion to approve the minutes. The motion was moved by Mr. Joseph, seconded by Mr. Wells, and carried unanimously.

Update on the Flexible Benefits Program Request for Proposals:

Al Howell, Deputy Commissioner, DOAS-HRA, provided the council an update on the Flexible Benefits Program Request for Proposal (RFPs). Mr. Howell reminded the council that in November 2023, the council was informed of the intentions to issue RFPs for two benefit offerings, including the Short-Term/Long-Term Disability and the Flexible Spending Accounts-Health Care and Dependent Care. Mr. Howell informed the council that HealthEquity/WageWorks administers the Health Care and Dependent Care spending accounts, and The Standard Insurance Company administers the Short-Term/Long-Term Disability plan options. Mr. Howell informed the council that DOAS-HRA is working with the broker Benalytics and that the RFPs were released earlier this month. Mr. Howell notified the council that bids will be taken through early April, and the evaluation process will be finalized in May 2024. Afterward, recommendations will be submitted to the council for review and approval during the July 9, 2024, meeting. Mr. Howell informed the council that once the recommendations have been approved, they will take effect on January 1, 2025.

Update on the Eligibility and Enrollment System and Services Contract (Alight):

Al Howell, Deputy Commissioner, DOAS-HRA, provided the council with an update on the Eligibility and Enrollment System and Services Contract with Alight. Mr. Howell informed the

Council that the contract with began in 2009 to help with the administration of the Flexible Benefits program. Mr. Howell informed the council that in 2020, DOAS-HRA partnered with the State Health Benefit Plan to see if a vendor could assist in developing a single portal for employees to access one site to select their health and flexible benefits elections. Mr. Howell informed the council that on June 18, 2020, the Eligibility and Enrollment System and Services contract was awarded to Alight with the council's approval. Mr. Howell notified the council that the first renewal of the contract was due in December 2021. At that time, DOAS-HRA decided to renew the contract with Alight, and the State Health Benefit Plan decided not to renew and exited the project. Mr. Howell informed the council that continuing the contract with Alight allowed DOAS-HRA to obtain new services and more favorable rates. Mr. Howell notified the council that the contract was revised due to the State Health Benefit Plan exiting the program, and in December of 2021, negotiations began, and the council approved extensions until the negotiations were completed. Mr. Howell informed the council that in August 2023, an agreement was reached with Alight on the terms and conditions of the revised Eligibility and Enrollment System and Services contract, and the contract was signed on February 1, 2024, and will run through December 31, 2024. Mr. Howell informed the council that there would be six (6) options to renew the contract at that time. The contract is also set up to be renewed for three (3) additional one-year renewal terms if agreed upon by all parties and approved by the council.

Presentation on the Open Enrollment Metrics for Plan Year 2024:

Lenequa Morris, Benefits Manager 2, DOAS-HRA, presented on the Open Enrollment Metrics for Plan Year 2024. Ms. Morris informed the council that open enrollment began on October 16, 2023, and ran through November 4, 2023. Ms. Morris notified the council that the open enrollment preparation started with a kick-off meeting with Alight on May 18, 2023, to discuss potential plan changes, website improvements, and open enrollment dates. Ms. Morris reminded the council that the Flexible Benefits contract renewal extensions and plan changes were approved by the council on June 20, 2023. Ms. Morris notified the council that a review of the open enrollment communications and marketing materials was performed in collaboration with Benalytics and the flexible benefits vendors on a new marketing campaign, which resulted in the marketing materials and the websites being updated. Ms. Morris informed the council that the Benefits Advantage Newsletter notified the participants. GaBreeze sent emails, the Flexible Benefits Program virtual fair, and postcards mailed to retirees, LWOP participants, and COBRA beneficiaries. Ms. Morris informed the council that the Benefits Coordinators' training was conducted on September 26, 2023, and there were eight (8) in-person benefit fairs. Ms. Morris notified the council of the new Flexible Benefits Branding logo, "Flexible Benefits for You." Ms. Morris notified the council that the You Decide booklet was revamped and is now interactive. Ms. Morris notified the council that the Flexible Benefits open enrollment was a passive enrollment, meaning that all of the 2023 plan year elections, excluding the Flexible Spending Accounts, automatically rolled over. Ms. Morris informed the council that there were 129,994 eligible participants, 65,000 enrollments, and 1,746 calls to the Benefits Center. Ms. Morris informed the council that 610 open enrollment appointments were scheduled during this open enrollment and that the Intelligent Virtual Assistant (IVA), known as Lisa, performed 10,751 sessions with 31,973 total interactions. Ms. Morris informed the council that 117,353 participants are enrolled in at least one plan option, and the new plan option enrollments with the latest vendor, Voya, consisted of 2,721 for Child Critical Illness

Insurance, 7,999 for Accident Insurance, 3,489 for Hospital Indemnity Insurance and 4,268 for Cancer Insurance. Ms. Morris notified the council that a debrief is scheduled with Alight on April 15, 2024, to discuss what happened during open enrollment.

Other Business/Adjournment:

With no further business to discuss, Ms. Womack called for a motion to adjourn the March 12, 2024, Employee Benefit Plan Council meeting. The motion was moved by Ms. Fagundo, seconded by Mr. Joseph, and carried unanimously.

READ AND APPROVED on the 9th of July 2024 by:

Monirah Womack

Monirah Womack, Chair

E. Jewelle Johnson

Jewelle Johnson, Member

Amy Auffant

Amy Auffant, Member

Glianny Fagundo

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Robert Joseph

Robert Joseph, Member

Chris Wells

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Spencer Moore

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Matthew Almand

Matthew Almand, Member

Courtney Ware

Courtney Ware, Vice Chair