
MINUTES
EMPLOYEE BENEFIT PLAN COUNCIL MEETING
VIA WEBINAR
March 14, 2023 – 10:00 a.m.

The meeting of the Employee Benefit Plan Council (EBPC) was called to order by Chair Monirah Womack on Tuesday, March 14, 2023.

Council members present:

Monirah Womack, Chair
Angie Surface, Member
Spencer Moore, Member
Courtney Ware, Vice Chair
Jewelle Johnson, Member
Amy Auffant, Member
Glianny Fagundo, Member
Robert Joseph, Member
Matthew Almand, Member

Council members absent:

Chris Wells, Member

Additional attendees: Rebecca N. Sullivan, Commissioner, DOAS, Al Howell, Deputy Commissioner, DOAS-HRA, Autumn Cole, Assistant Commissioner and General Counsel, DOAS, Kori Woodward-Dickens, Attorney, DOAS-HRA, Carla Gracen, Director of Compensation and Benefits, DOAS-HRA, and Leneequa Morris, Benefits Manager, DOAS-HRA.

Approval of Minutes:

Rebecca N. Sullivan, Commissioner, DOAS, presented the minutes from the October 11, 2022, Employee Benefit Plan Council meeting for the Council's approval. There being no corrections or changes requested by the members present, Ms. Womack called for a motion to approve the minutes. The motion was moved by Mr. Moore, seconded by Mr. Almand, and carried unanimously.

Nomination for the 2023 Employee Benefit Plan Council Vice Chair:

Ms. Womack called for nominations for the 2023 Employee Benefit Plan Council Vice Chair. Ms. Surface nominated Ms. Ware for the Vice Chair vacancy. There being no additional nominations, Mr. Moore seconded the nomination and carried unanimously.

Update on the Flexible Benefits Program Request for Proposals (RFPs):

Carla Gracen, Director of Compensation and Benefits, DOAS-HRA, provided an update on the Plan Year 2024 Flexible Benefits Request for Proposals (RFPs). Ms. Gracen informed the council that DOAS-HRA is currently working with Benalytics on three RFPs, the first being Group Life and Accidental Death and Dismemberment, the second one being Group Critical Illness, Accident, Hospital Indemnity and Group Cancer, and thirdly, Flexible Spending Account (FSA) Administration – Health Care and Dependent Care. Ms. Gracen stated to the council that the suppliers' proposals are being evaluated based on completeness of responses, cost/rate guarantees, and technical responses, and that the top scoring suppliers have been tentatively

identified. Ms. Gracen informed the council that the plan is to be presented for approval in the June meeting.

Presentation of the Open Enrollment Metrics for Plan Year 2023:

Lenequa Morris, Senior Benefits Manager, DOAS-HRA presented the Open Enrollment Metrics for Plan Year 2023. Ms. Morris explained to the council the preparation that was taken in order to ensure a successful open enrollment, which ran from October 17, 2022, to November 4, 2022. Ms. Morris informed the council of the communication and outreach methods that were used during Plan Year 2023 Open Enrollment, highlighting the Benefits Advantage Newsletter, GaBreeze emails sent to participants, the Flexible Benefits virtual fair, postcards sent to Retirees, LWOP participants and COBRA Beneficiaries. Ms. Morris also informed the council of the Benefits Coordinators training and the fifteen in-person Benefit Fairs that took place. Ms. Morris updated the council of the two RFPs that Benalytics worked on, Dental PPO and the Vision, which the council previously approved Cigna for the Dental PPO and Anthem for the Vision. Ms. Morris explained to the council that the eligible participants number went up as well as the number of total enrollees and how the calls to the Benefits Center went down. Ms. Morris also explained to the council the Appointment Scheduler appointments, as well as the Intelligent Virtual Assistant (IVA) Lisa sessions during open enrollment.

Other Business:

Al Howell, Deputy Commissioner, DOAS-HRA announced to the council that the Governor's office appointed Monirah Womack to Chair, which left an opening for Courtney Ware to become the Vice Chair. Mr. Howell informed the council about an issue with the dental program. Mr. Howell explained to the council that recently a change was made to the Dental PPO which a new vendor, Cigna, was chosen through the RFP process and offered better rates/premiums and more services. Mr. Howell notified the council that when the transition began in January 2023, information in the system regarding out-of-network expenses were not updated causing claims that were being filed were being processed at the wrong copayments and deductible rates.

Carla Gracen, Director of Compensation and Benefits, provided the council with an update pertaining to the issue Mr. Howell previously express. Ms. Gracen informed the council that the Flexible Benefits team received a couple of complaints at the end of January which stated that when they received their bill for dental treatment while seeing an out-of-network provider, their bill was more than what they had previously paid in the prior year. Ms. Gracen explained to the council that according to the RFP the coverage was supposed to be at least the same if not better. Ms. Gracen informed the council that at that time Cigna was contacted and it was determined that they had set up their system to reimburse providers and employees using calculations that did not match Delta Dental. Ms. Gracen informed the council that Cigna did not have access to Delta Dental's calculations and had to use the summary plan descriptions and information that they had to set up the calculations, which ended up being incorrect. Ms. Gracen informed the council that when Cigna attempted to correct the issue, they realized that about 3.9 percent of the total employees that were enrolled in Cigna went to the dentist in January and they had out of pocket expenses, which meant that they had to be analyzed, which is a manual process. This process was started in February and will take up to 60 days to complete the manual calculations for anyone that visited the dentist in January and the first few days of February. Ms. Gracen informed the council that during this process to correct the situation, Cigna also reached out to

more dentists to add to their network. In summary, Cigna went through this process, corrected their system calculations, and added more dentists to their network.

Adjournment:

There being no further business to discuss, Ms. Womack called for a motion to adjourn the March 14, 2023, Employee Benefit Plan Council meeting. The motion was moved by Mr. Joseph, seconded by Ms. Auffant, and carried unanimously.

READ AND APPROVED on 20th of June 2023 by:

Monirah Womack

Monirah T. Womack, Chair

Jewelle Johnson

Jewelle Johnson, Member

Amy Auffant

Amy Auffant, Member

Glianny Fagundo

Glianny Fagundo, Member

Rob Joseph

Robert Joseph, Member

Chris Wells

Chris Wells, Member

Angie Surface

Angie Surface, Member

Spencer Moore

Spencer Moore, Member

Matthew Almand

Matthew Almand, Member

Courtney Ware

Courtney Ware, Vice Chair