

PROVOST LEVEL EMPLOYEE COMMUNICATION COUNCIL
May 9, 2001
Meeting 94

Attendees: Cheryl Adams , Jackie Cook, Jan Cornell, Diane Cronk, Susan Fogler, Kim Gregg, Pat Hartsook, Mary Herndon, Vince Kois, Kathy Reed, Michelle Reiss, Diane Russell, Lorraine Settimo, Barbara Spangler, Lewis Steva, Anda Webb, Sue Wharam

Guests: Linda Way-Smith, Margaret Marsh - Benefits Office

The 94th meeting of the Council was called to order at 8:30 am. Jan Cornell introduced Linda Way-Smith and Margaret Marsh.

Changes are usually made to the benefits plan in the fall. The UVA Medical Plan consists of three options: (Administered by QualChoice)
Option 1 - employee visits their PCP, employee receives a referral to a specialist from their PCP

Option 2 - employee goes directly to Network Physician, who may be a specialist, without a referral from their PCP

Option 3 employee chooses a physician outside the Network.

The cost to the employee is larger for each step taken away from option 1.

The UVA Health Plan consists of many more items than the Medical Plan:
Vision Discount Program - Administered by FAVS - good feedback
The employee should choose a local vendor who participates in the program. Vendors offer discounts on products and services, including eye exams. There is also a discount available on contacts and Laser Eye Surgery.

Complimentary and Alternative Medicine (CAM) Program - With American Specialty Health Networks

Effective January 1, 2001, members of the UVa Health Plan have access to American Specialty Health Networks (ASHN) credentialed network of chiropractors, acupuncturists and massage therapists throughout the United States. Participating providers have agreed to accept a 25% reduction in their fees for UVa Health Plan members. Under this program, members will make appointments directly with their providers and pay them directly for their services. (No referral from your PCP is required).

Healthyroads.com - This benefit includes educational resources, health and wellness products at a discount, and a provider search for

complimentary services. Discounted products include vitamins, skin-care products, baby care products and other related items. To be eligible for this discount, you must access the site through the University Benefits website www.hrs.virginia.edu.

Questions and Answers:

Question: My son is graduating from high school this year. He will be 18 in July. He would like to postpone college for one semester. Is it acceptable for me to leave him on my insurance policy for the semester he is not in school?

Answer: If your child, under age 23, lives in your home and does not have a full-time job, he may be included in your family coverage. If he has a full-time job, he would have to be dropped from the policy until open enrollment. Question: Can I cover my x-spouse under family coverage?

Answer: NO. If there is a separation or divorce issue, the employees need to check with the benefits office to make sure they are in compliance. If a divorced person is covering their ex-spouse on the group policy, the state and the university can drop the subscriber for three years.

Question: Why won't QualChoice pay for maintenance drugs?

Answer: Prices for all drugs have been rising. In the fall, they instituted a three-tier drug program. Most drugs can be substituted with a lower cost alternative. Mail order can be an option for the higher co-pay long-term drugs. Most physicians will give you a small amount to hold you over until the mail - order drugs can arrive.

QualChoice is making some very, very drastic changes to their pharmacy benefits effective July 1. We are not making those changes in our plan yet. Physicians might think some changes are made, but they do not apply to the UVA health plan. The three-tiered drug formulary was made by the Physician Pharmacy Therapy Committee. They are all local physicians - about 1/2 UVA doctors.

Some people are having trouble getting their prescriptions filled even a day or two early. Physicians can approve this, if the pharmacist will call them. If you need a prescription in advance of the effective date, call the benefits office, if the pharmacist will not call the doctor for you.

An employee received a letter from QualChoice after visiting the Emergency Room, at her doctor's request. The employee stated that she did not appreciate such a letter.

Response: No plan is perfect. Some participants are using the emergency room 50 times a year. QualChoice decided that they would notify people who were using the emergency room excessively. They happened to send the letter to a few people who did not qualify for the excessive use. A

recent study revealed that physicians who had shorter office hours and longer wait time for appointments (72 hours before appointment could be scheduled) had a higher incidence of referral to the emergency rooms. These physicians have been contacted also. There is an improper use of the Emergency room and QualChoice is trying to handle it.

An employee was involved in a car accident and her bills have not been paid by the at-fault party, or their insurance company. Should she submit these bills to QualChoice?

Response: Yes. Tell providers to bill her insurance company. Do not worry about collection proceedings when these things happen. Have your insurance company determine the reasonable costs for services and be repaid by another insurance company, if that is a problem.

Physicians are complaining that they are not getting paid and there is no evidence that QualChoice is not paying claims within 30 days. There is a financial incentive for them to pay claims on time - 30 days of receipt.

There was talk about the long-term care insurance for employees who are taking care of parents.

Kathy Reed stated that the Benefits Committee looked at the issue under the University health care plan, when they were looking at the issue of domestic partners. The benefits committee recognized the need for other dependents, - parents and partners. The constraint was state code - as long as we use state monies for health care, there are certain eligibility requirements. If the code was written as **dependents**, you could talk about including parents. At this present time, the code states specifically what the requirements are to define dependents. The new Ombudsman will deal with these issues and should be on board very soon. Employee Assistance could offer assistance with the Community Resources for these types of things. Flexible spending can be used for eldercare, if necessary.

Call the benefits office for specific questions. Check the website. Ask your employee council representative. There are 24,000 participants in the UVa Health plan, sometimes there will not be an immediate response. There is a full-time receptionist now, so the phone should be answered.

Why doesn't the plan cover hearing?

Response: We follow the state plan. There is legislation that could change this. A lot of the benefits are set by state mandate. We could add a discount plan for hearing. There is a running list have a list of things people have asked for and that is reviewed once per year. We asked for the eyecare benefit about two years ago and it was added in the next plan year.

Anda Webb

Anda Webb advised us that the search for a Provost is still underway and the process is moving along. We should know soon who will be our next Provost.

ISP - 5300 training seats to be filled. There is information on training and parking on the ISP website/

PTAEO cards - can print them off the system - for faculty and staff - barcode cards. Employees should read the items they will find on the ISP website. There is much information on the system, the requirements, etc. This will affect all of us, not just those of us who use it at go-live. The site is updated as often as possible and anything new, added, or changes made are listed on the website. There is a downloadable spreadsheet with the PTAEO list. You can download this sheet and sort it to meet your department needs

There is a new logo for the University. There will be a unification program and everyone will (should) be asked to change all items to show this new logo.

Jackie Cook:

The primary focus of Employee Relations is to advise managers and staff about policies and procedures relative to good employee relations. Conflict resolution, individuals, groups, departments, etc. They will refer to other programs, if needed. FEAP, EEO, ombudsman, etc.

Mediation is sometimes the issue - Employee Relations oversees the formal mediation process.

Other responsibilities of Employee Relations:

Outstanding Contribution awards

Service awards

New Employee Orientation

Faculty-staff Resource Fair. Great exhibits, information booths, department displays, etc. This is for everyone, especially for new employees. The next Fair will be in late November.

Grievance Procedures - help with the administrative part of this process

Performance Evaluation process

Travel Program

November 3 - 10, 2001 -- Munich and the Bavarian Alps

March 9-16, 2002 -- Barcelona

For more information: www.traveltci.com

Meeting adjourned at 10:30 am
Minutes prepared by Kim Gregg