

Chief Benefits Officer Update

PATRICK LANE
Chief Benefits Officer
September 22, 2022



Chief Benefits Officer Update

Benefit Services | Customer Service | Member Education | Insurance



- **By the Numbers**
- **Division Updates**
- **Questions**



By the Numbers | Benefit Services

As of August 31,	2022	2021	2020
New Retirements	4,716	4,628	4,363
Benefit Estimate Requests	5,209	4,192	4,603
Service Credit Purchases	2,532	2,529	1,443
Individual Counseling Sessions	2,541	2,348	3,457

Capital Accumulation Plans (CAPs)

As of July 1,	Participants			Assets (\$ millions)		
	2022	2021	2020	2022	2021	2020
PERAPlus 401(k)	66,922	67,759	68,651	\$3,745	\$4,514	\$3,671
PERAPlus 457	20,005	19,804	19,238	\$1,081	\$1,249	\$1,001
PERA DC Plan	7,701	7,528	7,145	\$315	\$363	\$271



Division Update | Benefit Services

Technology Projects

- PERA Mobile app
- Benefit payroll close & balance system
- Revising demographic infrastructure and data flow, primarily to interface with Empower

Disability Program RFP & Claims Audit

- Milliman conducting claims audit of Unum, results to be presented to Benefits Committee in November

Staffing

- Two tenured managers are retiring October 1

CAP Recordkeeper

- Post-transition work with Empower



By the Numbers | Customer Service

As of July 31,

	2022	2021	2020	2019
Calls Received	150,677	129,379	122,976	135,953
Average Call Length	7:07	7:34	6:41	4:43
Time in Queue/Avg. Speed of Answer	5:52	2:59	4:06	0:27
Secure Messages and Emails	13,323	12,382	10,241	6,928

Most Frequent Call Types	2022
Health Care	23,233
Web Access	22,166
Retirement Planning	19,511
Refunds	14,649



By the Numbers | Customer Service

SERVICE LEVEL	2022	2021
May	83%	62%
June	73%	70%
July	75%	64%
August	88%	52%

- ✓ Agent scheduling improved with four-day shifts, 30-minute lunch options, and multiple start times
- ✓ Breaks and lunches spread out to offer more availability during peak times
- ✓ Greater focus on Monday as the day with greatest call volume, including having all agents in the office and less off-phone activity

Goal – 80% of calls answered in 60 seconds or less



By the Numbers | Customer Service

HANDLE TIMES	May	June	July	August
2022	8:26	8:20	8:05	7:49
2021	9:39	9:35	9:08	9:28

- ✓ Call verification procedures streamlined to improve security and the member experience in March 2022
- ✓ There have been less potential fraud incidents using these procedures
- ✓ Call handle times (the total time to take a phone call, add notes, etc.) dropped in 2022 vs. 2021

Assuming cost per minute of an agent handling a call is \$1.10 (salary, benefits, overhead, etc.), an average phone call costs PERA \$8.62 in August 2022 vs. \$10.59 in August 2021



By the Numbers | Member Education

As of July 31,

	2022	2021	2020	2019
<i>Mode</i>	<i>Live Virtual & On Demand</i>	<i>Live Virtual</i>	<i>Live Virtual</i>	<i>Live In-person</i>
January	2,078	1,810	3,027	2,382
February	3,451	1,949	2,944	2,584
March	2,507	3,556	1,644	2,075
April	2,428	4,826	2,336	3,637
May	1,555	4,546	1,346	3,372
June	1,347	2,334	1,030	1,969
July	2,266	2,898	885	2,600
Total	15,632	21,919	13,212	18,619



Division Update | Member Education

Employer Toolkit 1.0

- Curated area of PERA website for HR and Benefit contacts to access featured content, financial wellness library, curated resource recommendations

PERA On Demand

- Recorded presentations now available at PERA website

Social Media

- Facebook Live June 2022; Fraud, Identify Theft & You (for employers) September 2022; Employer Toolkit Tour September 2022

PERAPulse

- Monthly touchpoint to HR/Benefit employer partners



By the Numbers | Insurance

As of July 31,

	2022	2021	2020	2019
PERACare Enrollment	93,754	93,657	93,347	93,126
Health Care	71,817	71,796	72,420	73,007
Dental	68,878	67,273	65,773	64,325
Vision	55,906	54,670	53,229	51,799

- ✓ PERACare Open Enrollment nearly upon us! Mailings begin at end of the month and enrollment period begins October 17th.
- ✓ Insurance and Member Education will host 10 virtual meetings during the 5-week Open Enrollment period.
- ✓ Insurance working with Segal on benchmarking project for the PERACare Pre-Medicare (under age 65) plans, and with Milliman on a plan review for life insurance. Both projects completed by year end.

Division Update | Insurance



Dental and Vision RFP

- ✓ In early 2023 Insurance will release RFP for dental and vision carriers for the 2024 plan year. Work on this project beginning this fall.



Inflation Reduction Act: Impact on PERACare

- ✓ Health care changes in the Act focused on Medicare plans only, but there may be ripple effects to other plans as each piece is implemented.
- ✓ One mandate going into effect in 2023, which is the cap on insulin copays.
- ✓ We believe UnitedHealthcare and Kaiser will include for our retirees, but the plans are awaiting guidance from Medicare regarding implementation.



Questions?

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