

**USG LIBRARY ACCESS AND SERVICES FOR RETIREES COMMITTEE (LASR) UPDATE  
REPORT FOR USGRC SPRING MEETING 4-9-21**

**Prepared by Kathy Tomajko and Ron Bohlander**

- 1. Committee members:** Kathy Tomajko (Chair), Ron Bohlander, Dennis Marks, Dorothy Zinsmeister
- 2. LASR Accomplishments:**
  - a. Inclusion of the following policies on the GALILEO Access Policies and Information 1.1 webpages, <https://about.galileo.usg.edu/governance/policies> (approved 1-9-20):
    - i. Three standard library services for all USG retirees who come to a USG library in-person (1. check out of library materials; 2. access to electronic resources while in the library; and 3. reference help); some of these services require a retiree ID for identification purposes.
    - ii. Emeritus/a faculty at USG institutions will be provided full library access (the same as active faculty), including remote access to electronic resources (requires them to be identified as such in a local institutional or USG authentication database).
  - b. Creation of a Working Group on Emeritus/a Status led by Marti Venn, Vice Chancellor for Academic Affairs, related to regularizing a variety of Emeriti policies, procedures, and benefits across the USG.. The Working Group includes members across the USG, as detailed further in Section 4 below.
- 3. LASR Work in Progress: Access Anywhere to Library Electronic Resources as an Option for All USG Retirees (opt-in basis):**
  - a. Discussion with Georgia Tech Library Dean Leslie Sharp: as of the January 2021 Regents Academic Committee on Libraries (RACL) Meeting, there has been no progress related to a request for a USG retiree identification (ID). The request was made to the USG and there has been no response.
  - b. One possible solution for “USG Retiree Access Anywhere” to remote electronic resources for those who want to opt in and who are approved via an application process, is that they would have an “employee-like” title such as affiliate or guest researcher or the like. There is still much more work to do in this area. An important aspect of this is that retirees would need to be aware that they couldn’t use the electronic resources for financial gain. Paying additional money to library electronic resources vendors/contractors, so that USG retirees could access electronic resources remotely, isn’t an option based on the many discussions we have had.
  - c. Per Lucy Harrison, Asst. Vice Chancellor for Academic Library Services/GALILEO Executive Director: we are currently authenticating USG staff through local IdP connections, not through a central system office database. While it would certainly be helpful to have the system more robustly recognize emeritus/a

status as long as those faculty are still in the local institutional IdP we should be able to authenticate them.

- d. Currently, GT is manually adding the Emeriti Faculty to its local institutional IdP. There seems to be no easy solution in sight to this manual process, and all USG institutions are dealing with it.

#### **4. Work with the USG Working Group on Emeritus/a Status**

- a. Members of this Working Group are Marti Venn (USG Vice-Chancellor & Task Force Chair), Johnny Evans (Vice President for Academic Affairs, College of Coastal Georgia), Steven Lloyd (Vice Provost, Academic Affairs, Univ. of North Georgia), Ron Matson (Sr Assoc. Vice President for Academic Affairs, KSU), Leslie Sharp (Dean of Libraries at GT), Ron Bohlander (USGRC, GT), Harry Dangel (USGRC, GSU), Dorothy Zinsmeister (USGRC, KSU)
- b. Two meetings have been held, on Oct. 1, 2020 and Feb. 18, 2021
- c. Resource material developed previously by the LASR committee was shared with the Working Group showing what policies, procedures, and privileges Emeriti experience at each of the USG institutions.
- d. Meetings have focused on preparing to develop a core of consistent policies and procedures across the institutions and some recommended privileges that may vary some across different tiers of member USG institutions. Different tiers may have different resources with which to afford some privileges. It is anticipated these guidelines would be expressed in the Academic & Student Affairs Handbook (ASAH).
- e. Needs for identification of USG retirees generally and emeriti in particular were recognized. These include:
  - i. The need for personnel databases like OneUSG to include emeritus/a status if that has been granted. It was recognized that was lost when some campus personnel databases were transferred to OneUSG.
  - ii. The need for retirees generally, and emeriti specially, to have some form of physical identification card that can show places on campus like the library that the person legitimately has retiree or emeritus/a status.
  - iii. The need for retirees generally and emeriti specially, to have some form of digital identification that may be useful in accessing online resources. Special email addresses with defined privileges was discussed as one alternative.

Encouragement was given for finding solutions to these needs because they provide enablement for consistent access to privileges.



- ▶ LASR Committee: Kathy Tomajko, Ron Bohlander, Dennis Marks, Dorothy Zinsmeister
- ▶ USG Collaborators: Lucy Harrison (Asst. VC Academic Library Services), Regents Academic Committee on Libraries (RACL), Marti Venn VC for Academic Affairs, members of the Emeriti Working Group (see detailed report)
- ▶ Standard library services included in Galileo Access Policies & at USG institutions:
  - Checkout
  - In-library electronic access
  - Reference help
  - Emeriti have full library access incl. online access everywhere
- ▶ Ongoing investigation of online library access for retirees generally, by application.
- ▶ USG Emeriti Working Group formed to create reference guidelines for policies, procedures, and privileges. Not limited to library access.
- ▶ Key enablers for retiree benefits or privileges is identification.
  - Record of emeriti status in One USG
  - ID cards
  - Digital ID or email

## LIBRARY ACCESS & SERVICES FOR RETIREES



# Well-being Subcommittee

- USG is developing a system wide culture and environment to support well-being
  - \$10,000/year for each unit by proposal; must meet certain criteria
  - Statewide programs to reduce obesity and diabetes
  - Statewide programs on financial well-being
- USG's Well-being Annual Summit
  - Accolade's Behavioral Health
  - Kepro's MyLifeExpert
- Retirees
  - Many programs, especially webinars, are available to retirees: <https://www.usg.edu/well-being/>
  - A campus near you may have programs that include retirees. Check with HR to find your well-being contact.
  - Let me know of specific programs that interest your retiree group. I will bring them up in our meetings: [mcody@gsu.edu](mailto:mcody@gsu.edu)



# Communications Committee

- ▶ Subcommittee of Total Rewards Steering Committee (TRSC) met most every week, 8/5/20 - 9/30/20, to review materials to communicate with employees and retirees by mail, email, and text. Improvement in distinguishing among active employees, pre-65 retirees, and post-65 retirees.
- ▶ Medicare Open Enrollment through Aon for post-65 retirees is October 15 - December 7, every year.
- ▶ Medicare Advantage Open Enrollment through Aon for post-65 retirees enrolled in a Medicare Advantage Plan is January 1 - March 31, every year.
- ▶ USG Open Enrollment with OneUSG for pre-65 retirees' health insurance and all retirees' dental/vision insurance was Wednesday, October 21 - Friday, November 6, 2020.

# Communications Committee

- ▶ **NEW! USG Systemwide Virtual Benefits Fair** took place online Monday, October 19 - Friday, October 23, 2020. Generally worked well. Virtual booths not always staffed - need better signage on when someone will be available.
- ▶ **NEW! CAPTRUST** -free advisory service provided by USG to advise employees (and retirees!) on 401k, 403 b, 527, and ORP plans. I tried CAPTRUST out - they seem more geared to accumulation phase than to distribution phase.
- ▶ **NEW! Manage Your HRA** webinars: 11-12 and 2-3 on 12/14/20 and 1/12/21. Some people had trouble logging in to WebEx. Some suggestions presented did not seem disinterested. Presentation should be posted on USG website - delayed by need to close caption. Some useful short videos about HRA on Aon website at <https://retiree.aon.com/my-account.aspx?tab=hra>

# Communications Committee

- ▶ We need stronger links between campus HRs and ROs. Some campus HRs feel that retiree issues have been centralized out of their hands.
- ▶ ROs should communicate with retirees and would-be retirees!!
- ▶ Thank you to the USG:RC leadership and to USG staff: Karin Elliott, Associate Vice Chancellor of Human Resources; Anessa Billings, Executive Director of Health and Voluntary Benefits; and BeNedra Williams, Benefits Manager.
- ▶ Communications go both ways! Please send feedback to Dennis Marks ([dmarks@valdosta.edu](mailto:dmarks@valdosta.edu)).



Retirement Advisory & Investment Committee Meeting Report (Virtual)  
December 4, 2020 10:00 AM-1:00 PM

Attendees: Representatives from the University System of Georgia, CAPTRUST, and TIAA

Agenda: TIAA Review and Update—led the discussion on current plan assets

TIAA discussed the current market environment along with the more recent rise in markets and the cause for the shift (Fed action/stimulus, legislative action, low bond yields, return of some level of confidence, businesses opening, and recent job increases). At a participant level, most participants stayed the course with less than 1% of participants making a change during this time.

The TIAA team provided updates on the TIAA Real Estate Account, TIAA Traditional, and CREF Stock. They discussed recent performance for each of the investments. TIAA then led a discussion on the current plan statistics through September 30, 2020.

Key items discussed:

- Touchpoints to participants based on life stage, total savings rate, balance, allocation, retirement readiness, etc.
- Virtual meeting activity
- COVID related activity
- Participants by plans broken down by active vs terminated, average account balance, engaged vs. dis-engaged, allocation on track vs. not on track, my money stats, etc.
- Planning and advice engagement
- Contributions, loans, and withdrawals by plan
- Cyber-security update

#### INDUSTRY UPDATE/OVERVIEW

CAPTRUST led a discussion on how the SECURE Act has changed the way that sponsors and providers may consider participants' income in retirement, and the consolidation of recordkeeping firms over the last several years. CAPTRUST discussed how defined contribution plans may work as a retirement income vehicle for retirees with a focus on the following areas:

- Participant education and advice on retirement-related topics, such as keeping money in the plan, Social Security benefits, and withdrawal strategies.
- Systematic and/or periodic withdrawal options that have become more prevalent among plan sponsors, allowing participants to draw down their balances over time.
- Managed account products that offer assistance with allocating funds pre-retirement and withdrawal strategies post-retirement.
- Guaranteed investments that offer a lifetime withdrawal or annuity option.
- Non-guaranteed investments, such as target date funds, that are focused on income in retirement and adjust over time.

CAPTRUST provided the Committee with an update on recordkeeping vendor consolidation and outsourcing:

- Since 2008, there has been significant merger and acquisition activity among recordkeeping firms.
- Some have opted to outsource some of their core recordkeeping activities to a third party to cut costs.
- Plan sponsors should understand their recordkeepers' position in the marketplace, and the implications of any merger activity on their participants. Participants need education on the changes that may occur when a recordkeeping platform is acquired by another, and how this impacts the services they receive.

Submitted by Dorothy Zinsmeister



ECONOMIC/MARKET UPDATE All major asset classes rose in the third quarter. Despite a slight pullback in September, all asset classes have continued to rally from the market lows experienced in March. Fiscal stimulus continued to buoy markets, but uncertainties remain regarding the pandemic, the looming election, and the future of additional stimulus.

- U.S. posted strong gains in the third quarter.
- International developed and emerging markets stocks rallied in the third quarter but continue to lag U.S. stocks for the year. Emerging markets stocks were a standout in the third quarter, buoyed by China's economic recovery.
- Bonds continued to outpace stocks for the year, with historically low interest rates continuing.
- Real estate continued to struggle despite historic interest rate lows, as pandemic-related office closures and the economic shutdown continued to weigh on office and retail sectors.

CAPTRUST discussed more recent performance of the major asset classes, along with the continued outperformance of growth stocks versus value stocks.

#### INVESTMENT REVIEW

The committee and its advisors reviewed the investments in a manner consistent with the standards and approach defined in the Investment Policy Statement.

#### PARTICIPANT ADVISORY SERVICES AND RETIREMENT PLANNING DISCUSSION

CAPTRUST provided an update on utilization of the Participant Advisory Services and Retirement Planning offerings. The Committee provided feedback indicating that we are on the right path. While more work will need to be done, they were pleased with the progress thus far.

#### OTHER/ACTION ITEMS

- Provide additional information on retirement income strategies and the tools that USG already has, and if anything additional needs to be done now.
- Provide additional information on the AIG and TIAA annuity to mutual fund platform initiative.

## 2020 Ongoing Education

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- **Age In webinars**
  - Ongoing every month
  - 12 webinars in 2020
  - 65 total USG retirees in attendance
- **Virtual pre-retirement meetings**
  - Partnership with USG
  - Social Security, Medicare and Aon
  - Two meetings in 2020 -> September 16 and 18
- **HRA Webinars**
  - Four total sessions (two per day)
  - December 14 – 1,155 RSVP
  - January 12 – 490 RSVP
  - Recorded for USG
- **Quarterly educational newsletters**
  - Preventative care
  - Eat healthy
  - Get active
  - Managing conditions



# Medicare Market Changes

## Medicare

- Part A Deductible increasing by \$76 to \$1,484
- Part B Premium has increased YOY from \$144.60 per month to \$148.50
- Part B Deductible increases from \$198 in 2020 to \$203 in 2021

## Medicare Supplement Plans

- The average 2021 Medicare Supplement premium for ARHS members is \$191.20

## Medicare Part D Prescription Drug Plans

- The estimated national average 2021 PDP premium will increase to ~ \$41.00/month
- The average 2021 PDP premium for ARHS members is \$33.60
- Standard deductible increasing by \$10 to \$445/year
- Maximum out-of-pocket threshold for PDP will increase from \$6,350/year in 2020 to \$6,550/year in 2021

## Medicare Advantage Plans

- The average 2021 Medicare Advantage premium will decline to the lowest amount since 2007
- The average 2021 Medicare Advantage premium for ARHS members is \$30.80
- The maximum out-of-pocket for Medicare Advantage plans increases to \$7,550/year for 2021 from \$6,700/year in 2020

## HRA Utilization

	2020	2019
Total number of accounts	17,202	15,934
Accounts exhausting HRA	8,607 accounts / ~50%	7,834 accounts / 49%
Accounts rolling over HRA	8,595 accounts / ~50%	8,100 accounts / 51%
Average balance 12/31-1/1	\$1,690.01	\$1,368.84
Retirees requesting CHRA*	71 retirees / \$163,316	56 retirees / \$145,096
Accounts without a claim	730 / ~4.2%	684 accounts / ~4%

\*Catastrophic HRA

### Claims Data

- 170,791 claims were processed in 2020
- 86% of claims were recurring



## Looking Ahead - 2021

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- Continue monthly Age In webinars
- Participate in virtual pre-retirement meetings in the Fall
- Have additional HRA webinars throughout the year
- Continue the quarterly educational newsletters
- Continue with the USG dedicated model and continuous improvement
- Explore educational opportunities regarding HRA utilization (e.g., Part B recurring premiums)

# Innovation Lab

*While keeping retirees at the center of everything we do...  
...we are exploring the following possibilities*



## ENGAGE

- Increasingly **personalized communications**—to the right members, at the right time, with a meaningful message
- Introduction of **personalized plan check-up** via email
- Introduction of **text messaging**—beginning with permissions collection and progressing to appointment notifications and two-way interactions



## EDUCATE

- **Retiree-driven content** in newsletters, gathered from surveys and focus groups
- Continued education in response to the popularity of **all-in-one products** MAPD & DVH
- **On-demand** virtual shopping & enrollment tutorials, highlighted in AEP

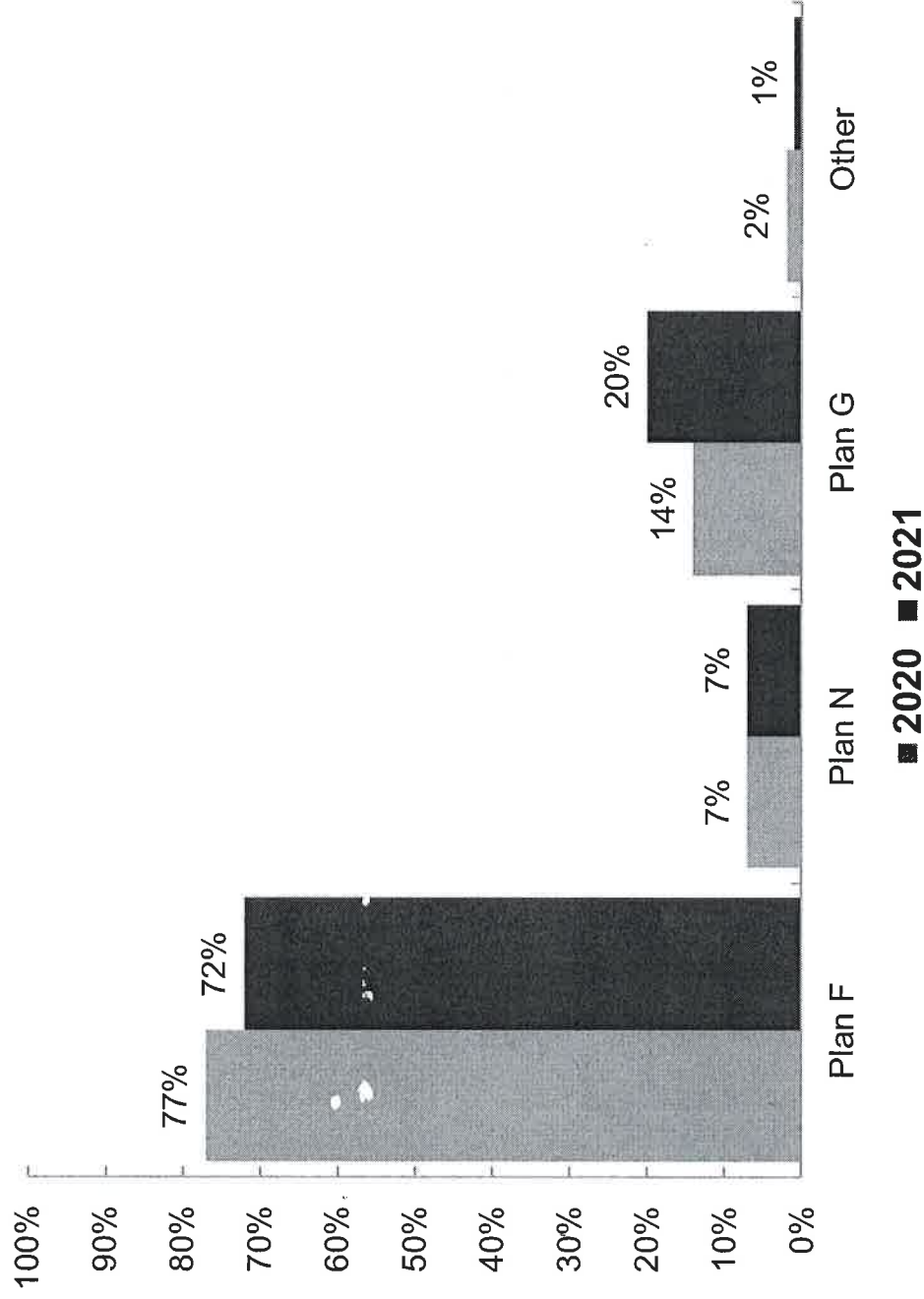


## ENROLL

- **Pilot virtual enrollment labs** to support new and returning retirees in the absence of face-to-face retiree meetings
- **Streamline online enrollment** experience, with renewals and self-serve users in mind
- **Uprtrain enrollment specialists** to support application submission and set expectations for next steps

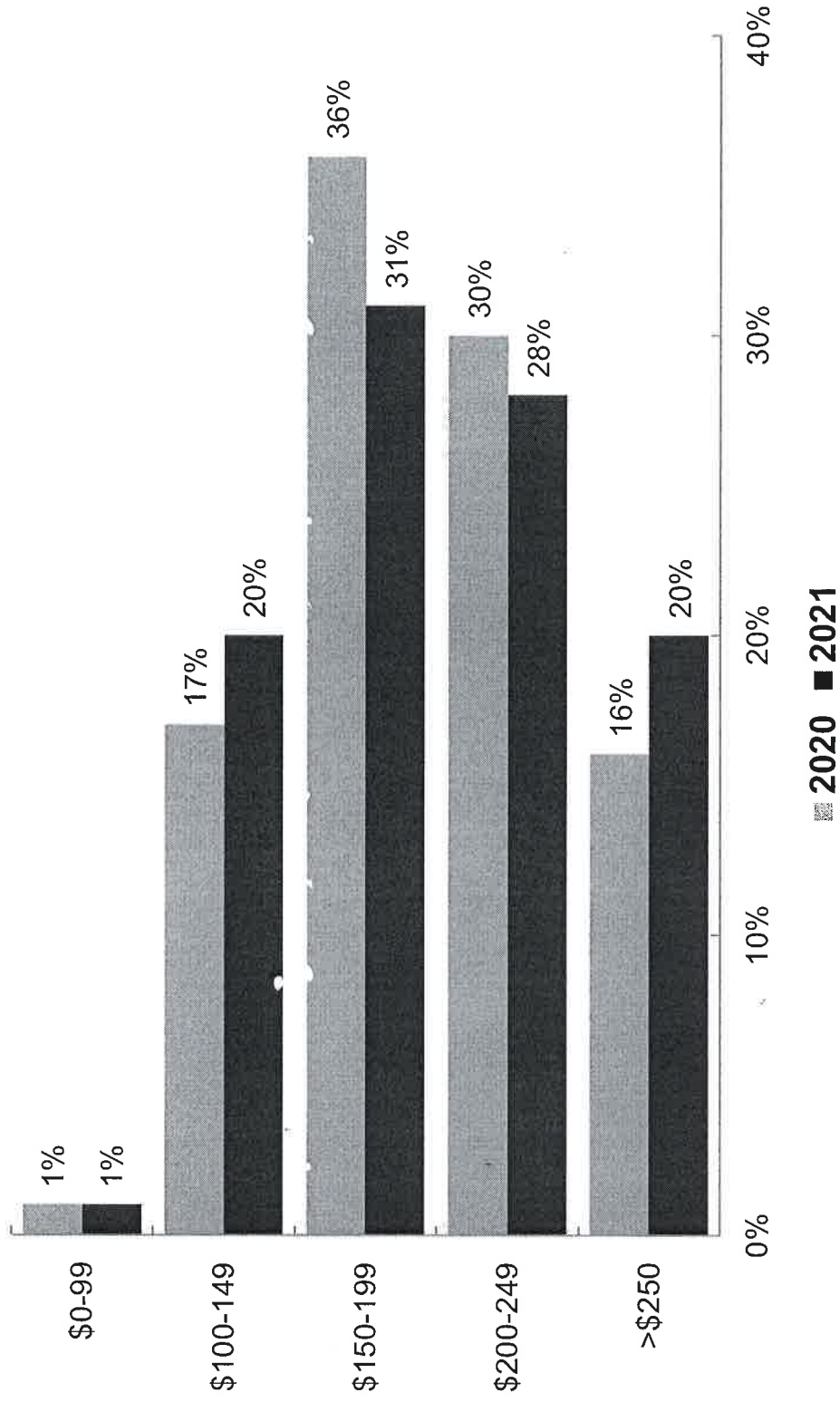


# Medicare Supplement Enrollments by Type



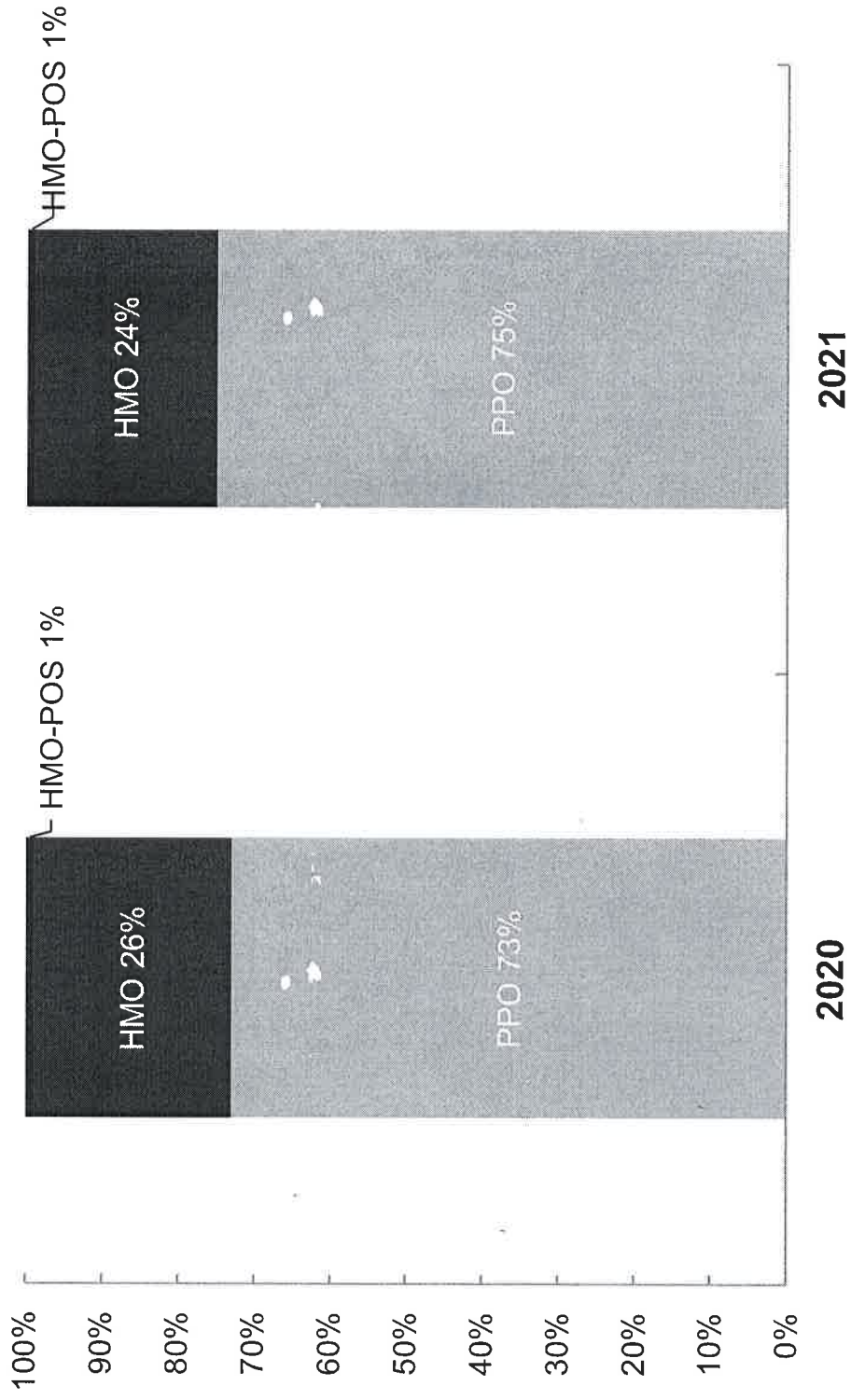
# Medicare Supplement

## Premium Distribution



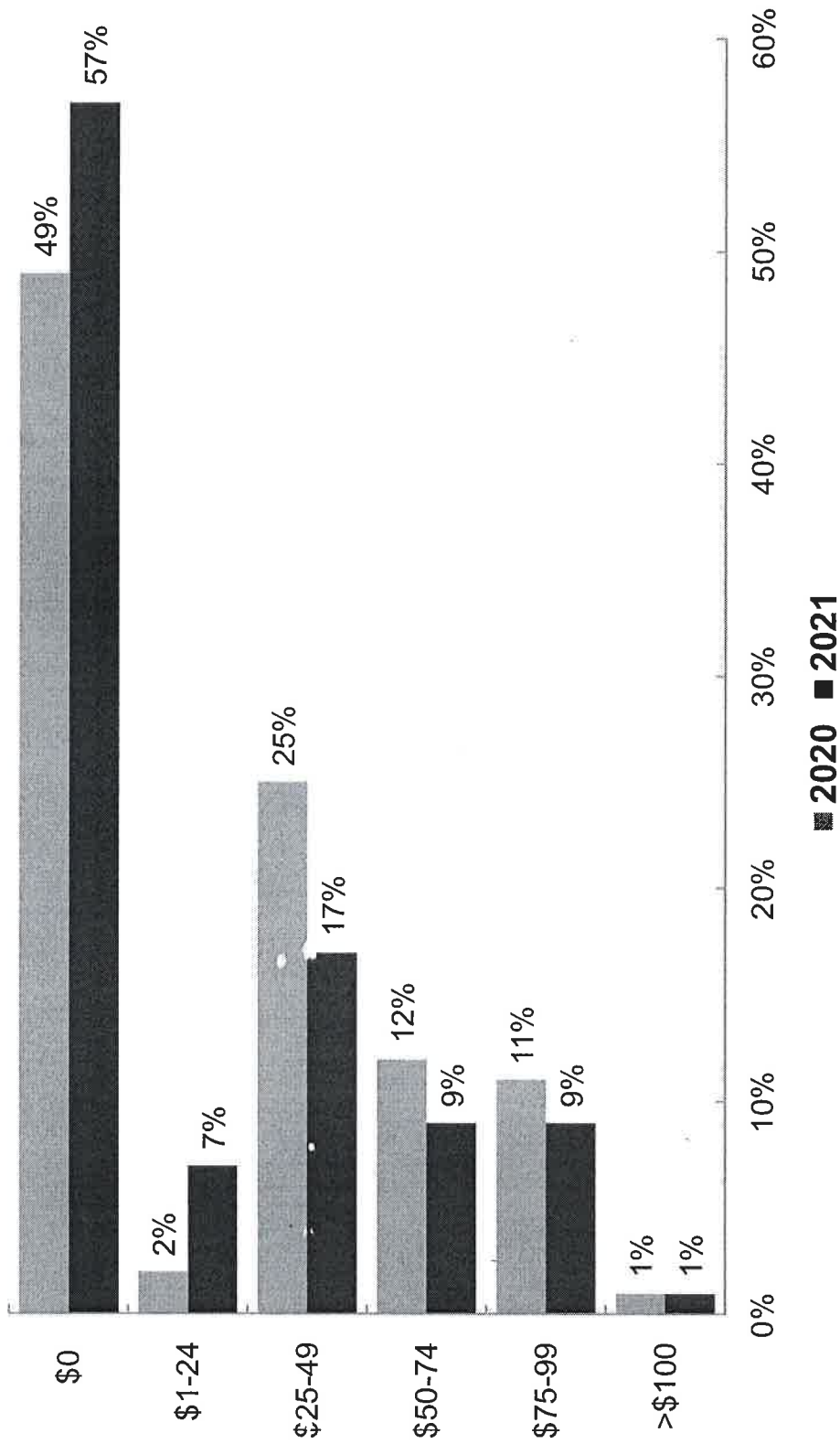
# Advantage Plans

## Enrollment by Type





# Advantage Premium Distribution



# RX Premium Distribution

