

# School Employees Benefits Board Meeting

June 22, 2023

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## School Employees Benefits Board Meeting

June 22, 2023

9:00 a.m. – 12:30 p.m.

### Attendance In-person or via Zoom

Health Care Authority  
Sue Crystal A & B  
626 8<sup>th</sup> Avenue SE  
Olympia, Washington

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**TAB 1**

**School Employees Benefits Board**  
**June 22, 2023**  
**9:00 a.m. – 12:30 p.m.**

**This meeting will be hybrid with attendance options either in person or via Zoom. Masks are optional.**

**TO JOIN ZOOM MEETING – SEE INFORMATION BELOW**

9:00 a.m.*	<b>Welcome and Introductions</b>		Lou McDermott, Chair	
9:05 a.m.	<b>Meeting Overview</b>		David Iseminger, Director Employees & Retirees Benefits (ERB) Division	Information
9:10 a.m.	<b>Approval of Meeting Minutes</b> • June 1, 2023	TAB 3	Lou McDermott, Chair	Action
9:20 a.m.	<b>June 1, 2023 Meeting Follow Up</b>		David Iseminger, Director Employees & Retirees Benefits (ERB) Division	Information/ Discussion
9:30 a.m.	<b>UMP High Deductible Plan IRS Minimum Deductible</b>	TAB 4	Janice McAlpin, Senior Account Manager Employees & Retirees Benefits (ERB) Division	Action
9:40 a.m.	<b>UMP COVID-19 Over-The-Counter Test Coverage</b>	TAB 5	Shawna Lang, Section Manager Employees & Retirees Benefits (ERB) Division	Action
9:50 a.m.	<b>PEBB Retiree Engagement Update</b>	TAB 6	Ellen Wolfhagen, Senior Account Manager Employees & Retirees Benefits (ERB) Division	Information/ Discussion
10:05 a.m.	<b>Open Enrollment Member Communications Survey</b>	TAB 7	Michelle George, Communications Manager Communications Division (COM)	Information/ Discussion
10:25 a.m.	<b>General Public Comment</b>			
10:50 a.m.	<b>Closing</b>			
10:55 a.m.	<b>Transition to Executive Session</b>			
11:00 a.m.	<b>Executive Session</b>			
12:30 p.m.	<b>Adjourn</b>		Lou McDermott, Chair	

\*All Times Approximate

The School Employees Benefits Board will meet Thursday, June 22, 2023 at the Washington State Health Care Authority, Sue Crystal Rooms A & B, 626 8<sup>th</sup> Avenue SE, Olympia, WA. Attendance for this meeting can be in person or via Zoom. Masks are optional.

The Board will consider all matters on the agenda plus any items that may normally come before them.

Pursuant to RCW 42.30.110(1)(L), the Board will meet in Executive Session to consider proprietary or confidential nonpublished information related to the development, acquisition, or implementation of state purchased health care services as provided in RCW 41.05.026. The Executive Session will begin at 10:55 a.m. and will conclude no later than 12:30 p.m.

No "final action," as defined in RCW 42.30.020(3), will be taken in the Executive Session.

This notice is pursuant to the requirements of the Open Public Meeting Act, Chapter 42.30 RCW.

To provide public comment by email, direct e-mail to: [SEBBoard@hca.wa.gov](mailto:SEBBoard@hca.wa.gov).

Materials are posted at <https://www.hca.wa.gov/about-hca/school-employees-benefits-board-sebb-program/meetings-and-materials> by close of business on Tuesday, June 20, 2023 due to the holiday.

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Join Zoom Meeting

<https://us02web.zoom.us/j/85716016987?pwd=SzRWZXcrN21UcXB3T0NxUTljaGtldz09>

Meeting ID: 857 1601 6987

Passcode: 569144

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One tap mobile

+12532158782,,85716016987#,,,,\*569144# US (Tacoma)

+12532050468,,85716016987#,,,,\*569144# US

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Dial by your location

- +1 253 215 8782 US (Tacoma)
- +1 253 205 0468 US
- +1 669 444 9171 US
- +1 669 900 6833 US (San Jose)
- +1 719 359 4580 US
- +1 346 248 7799 US (Houston)
- +1 360 209 5623 US
- +1 386 347 5053 US
- +1 507 473 4847 US
- +1 564 217 2000 US
- +1 646 931 3860 US
- +1 689 278 1000 US
- +1 929 205 6099 US (New York)
- +1 301 715 8592 US (Washington DC)
- +1 305 224 1968 US
- +1 309 205 3325 US
- +1 312 626 6799 US (Chicago)

Meeting ID: 857 1601 6987

Passcode: 569144

Find your local number: <https://us02web.zoom.us/u/kFZpGtBZ>

## SEB Board Members

Name	Representing
Lou McDermott, Deputy Director Health Care Authority 626 8 <sup>th</sup> Ave SE PO Box 42720 Olympia, WA 98504-2720 V 360-725-0891 <a href="mailto:louis.mcdermott@hca.wa.gov">louis.mcdermott@hca.wa.gov</a>	Chair
Kerry Schaefer 1405 N 10 <sup>th</sup> ST Tacoma, WA 98403 C 253-227-3439 <a href="mailto:SEBBoard@hca.wa.gov">SEBBoard@hca.wa.gov</a>	Employee Health Benefits Policy and Administration
Vacant <a href="mailto:SEBBoard@hca.wa.gov">SEBBoard@hca.wa.gov</a>	Employee Health Benefits Policy and Administration
Dawna Hansen-Murray 15535 104 <sup>th</sup> PL SE Yelm, WA 98597 C 360-790-4961 <a href="mailto:SEBBoard@hca.wa.gov">SEBBoard@hca.wa.gov</a>	Classified Employees
Myra Johnson Park Lodge Elementary School 6300 100 <sup>th</sup> ST SW Lakewood, WA 98499 V 253-583-5353 <a href="mailto:SEBBoard@hca.wa.gov">SEBBoard@hca.wa.gov</a>	Certificated Employees

## SEB Board Members

### Name

### Representing

Pamela Kruse  
6440 Lake Saint Clair DR SE  
Olympia, WA 98513  
V 360-790-0995  
[SEBBoard@hca.wa.gov](mailto:SEBBoard@hca.wa.gov)

Certificated Employees

Terri House  
Shoreline School District  
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Shoreline, WA 98155  
V 206-393-3387  
[SEBBoard@hca.wa.gov](mailto:SEBBoard@hca.wa.gov)

Classified Employees

Amy Griffin  
Knox 111 Administrative Center  
111 Bethel Street NE  
Olympia, WA 98506  
V 360-596-6187  
[SEBBoard@hca.wa.gov](mailto:SEBBoard@hca.wa.gov)

Employee Health Benefits Policy  
and Administration  
(WASBO)

Alison Poulsen  
12515 South Hangman Valley RD  
Valleyford, WA 99036  
C 509-499-0482  
[SEBBoard@hca.wa.gov](mailto:SEBBoard@hca.wa.gov)

Employee Health Benefits Policy  
and Administration

### Legal Counsel

Katy Hatfield, Assistant Attorney General  
7141 Cleanwater Dr SW  
PO Box 40124  
Olympia, WA 98504-0124  
V 360-586-6561  
[Katy.Hatfield@atg.wa.gov](mailto:Katy.Hatfield@atg.wa.gov)

1/31/23



STATE OF WASHINGTON  
**HEALTH CARE AUTHORITY**

626 8th Avenue SE • PO Box 45502 • Olympia, Washington 98504-5502

**SEB BOARD MEETING SCHEDULE**

**2023 School Employees Benefits (SEB) Board Meeting Schedule**

The SEB Board meetings will be held at the Health Care Authority, Sue Crystal Center, Rooms A & B, 626 8<sup>th</sup> Avenue SE, Olympia, WA 98501.

January 26, 2023 - 9:00 a.m. – 4:00 p.m.

March 2, 2023 - 9:00 a.m. – 1:30 p.m.

April 6, 2023 - 9:00 p.m. – 1:30 – p.m.

May 4, 2023 - 9:00 a.m. – 1:30 p.m.

June 1, 2023 - 9:00 a.m. – 1:30 p.m.

June 22, 2023 - 9:00 a.m. – 1:30 p.m.

July 6, 2023 - 9:00 a.m. – 12:00 p.m.

July 13, 2023 - 9:00 a.m. – 12:00 p.m.

July 20, 2023 - 9:00 a.m. – 12:00 p.m.

\*Meeting times are tentative

If you are a person with a disability and need a special accommodation, please contact Connie Bergener at 360-725-0856

7/6/22

OFFICE OF THE CODE REVISER  
STATE OF WASHINGTON  
FILED

**DATE: July 12, 2022**

**TIME: 9:20 AM**

**WSR 22-15-023**



**TAB 2**

## SCHOOL EMPLOYEES BENEFITS BOARD BY-LAWS

### **ARTICLE I**

#### **The Board and Its Members**

1. **Board Function**—The School Employees Benefits Board (hereinafter “the SEBB” or “Board”) is created pursuant to RCW 41.05.740 within the Health Care Authority; the SEBB’s function is to design and approve insurance benefit plans for school district, educational service district, and charter school employees, and to establish eligibility criteria for participation in insurance benefit plans.
2. **Staff**—Health Care Authority staff shall serve as staff to the Board.
3. **Appointment**—The members of the Board shall be appointed by the Governor in accordance with RCW 41.05.740. A Board member whose term has expired but whose successor has not been appointed by the Governor may continue to serve until replaced.
4. **Board Composition**—The composition of the nine-member Board shall be in accordance with RCW 41.05.740. All nine members may participate in discussions, make and second motions, and vote on motions.
5. **Board Compensation**—Members of the Board shall be compensated in accordance with RCW [43.03.250](#) and shall be reimbursed for their travel expenses while on official business in accordance with RCW [43.03.050](#) and [43.03.060](#).

### **ARTICLE II**

#### **Board Officers and Duties**

1. **Chair of the Board**—The Health Care Authority Director or his or her designee shall serve as Chair of the Board and shall conduct meetings of the Board. The Chair shall have all powers and duties conferred by law and the Board’s By-laws. If the regular Chair cannot attend a regular or special meeting, the Health Care Authority Director may designate another person to serve as temporary Chair for that meeting. A temporary Chair designated for a single meeting has all of the rights and responsibilities of the regular Chair.
2. **Vice Chair of the Board**—In December 2017, and each January beginning in 2019, the Board shall select from among its members a Vice Chair. If the Vice Chair position becomes vacant for any reason, the Board shall select a new Vice Chair for the remainder of the year. The Vice Chair shall preside at any regular or special meeting of the Board in the absence of a regular or temporary Chair.

### **ARTICLE III**

#### **Board Committees** **(RESERVED)**

**ARTICLE IV**  
**Board Meetings**

1. Application of Open Public Meetings Act—Meetings of the Board shall be at the call of the Chair and shall be held at such time, place, and manner to efficiently carry out the Board’s duties. All Board meetings shall be conducted in accordance with the Open Public Meetings Act, Chapter 42.30 RCW, but the Board may enter into an executive session as permitted by the Open Public Meetings Act.
2. Regular and Special Board Meetings—The Chair shall propose an annual schedule of regular Board meetings for adoption by the Board. The schedule of regular Board meetings, and any changes to the schedule, shall be filed with the State Code Reviser’s Office in accordance with RCW 42.30.075. The Chair may cancel a regular Board meeting at his or her discretion, including the lack of sufficient agenda items. The Chair may call a special meeting of the Board at any time and proper notice must be given of a special meeting as provided by the Open Public Meetings Act, RCW 42.30.
3. No Conditions for Attendance—A member of the public is not required to register his or her name or provide other information as a condition of attendance at a Board meeting.
4. Public Access—Board meetings shall be held in a location that provides reasonable access to the public including the use of accessible facilities.
5. Meeting Minutes and Agendas—The agenda for an upcoming meeting shall be made available to the Board and the interested members of the public at least 24 hours prior to the meeting date or as otherwise required by the Open Public Meetings Act. Agendas may be sent by electronic mail and shall also be posted on the HCA website. An audio recording (or other generally-accepted electronic recording) shall be made of each meeting. HCA staff will provide minutes summarizing each meeting from the audio recording. Summary minutes shall be provided to the Board for review and adoption at a subsequent Board meeting.
6. Attendance—Board members shall inform the Chair with as much notice as possible if unable to attend a scheduled Board meeting. Board staff preparing the minutes shall record the attendance of Board members in the minutes.

**ARTICLE V**  
**Meeting Procedures**

1. Quorum—Five voting members of the Board shall constitute a quorum for the transaction of business. No final action may be taken in the absence of a quorum. The Chair may declare a meeting adjourned in the absence of a quorum necessary to transact business.
2. Order of Business—The order of business shall be determined by the agenda.
3. Teleconference Permitted—A Board member may attend a meeting in person or, by special arrangement and advance notice to the Chair, by telephone conference call or video conference when in-person attendance is impracticable.

4. Public Testimony—The Board actively seeks input from the public at large, from enrollees served by the SEBB Program, and from other interested parties. Time is reserved for public testimony at each regular meeting, generally at the end of the agenda. Opportunity for public testimony at Board meetings shall also be made available immediately before the Board’s vote on a resolution. At the direction of the Chair, opportunities for public testimony may also be made available at other times during Board meetings. The Chair has authority to limit the time for public testimony, including the time allotted to each speaker, depending on the time available and the number of persons wishing to speak.
5. Motions and Resolutions—All actions of the Board shall be expressed by motion or resolution. No motion or resolution shall have effect unless passed by the affirmative votes of a majority of the Board members present and eligible to vote, or in the case of a proposed amendment to the By-laws, a 2/3 majority of the Board .
6. Representing the Board’s Position on an Issue—No Board member may endorse or oppose an issue purporting to represent the Board or the opinion of the Board on the issue unless the majority of the Board approve of such position.
7. Manner of Voting—On motions, resolutions, or other matters a voice vote may be used. At the discretion of the Chair, or upon request of a Board member, a roll call vote may be conducted. Proxy votes are not permitted, but the prohibition of proxy votes does not prevent a temporary Chair designated by the Health Care Authority Director from voting.
8. State Ethics Law and Recusal—Board members are subject to the requirements of the Ethics in Public Service Act, Chapter 42.52 RCW. A Board member shall recuse himself or herself from casting a vote as necessary to comply with the Ethics in Public Service Act.
9. Parliamentary Procedure—All rules of order not provided for in these By-laws shall be determined in accordance with the most current edition of Robert’s Rules of Order Newly Revised. Board staff shall ensure a copy of *Robert’s Rules* is available at all Board meetings.
10. Civility—While engaged in Board duties, Board members conduct shall demonstrate civility, respect, and courtesy toward each other, HCA staff, and the public and shall be guided by fundamental tenets of integrity and fairness.

**ARTICLE VI**  
**Amendments to the By-Laws and Rules of Construction**

1. Two-thirds majority required to amend—The SEBB By-laws may be amended upon a two-thirds (2/3) majority vote of the Board.
2. Liberal construction—All rules and procedures in these By-laws shall be liberally construed so that the public’s health, safety, and welfare shall be secured in accordance with the intents and purposes of applicable State laws and regulations.

**TAB 3**

**Draft**  
**School Employees Benefits Board**  
**Meeting Minutes**

June 1, 2023  
Health Care Authority  
Sue Crystal Rooms A & B  
Olympia, Washington  
9:00 a.m. – 12:30 p.m.

The Briefing Book with the complete presentations and an audio recording of the meeting can be found at:  
<https://www.hca.wa.gov/about-hca/programs-and-initiatives/school-employees-benefits-board-sebb-program/meetings-and-materials>

**Members Present in Olympia**

Lou McDermott  
Pamela Kruse  
Kerry Schaefer  
Dawna Hansen-Murray  
Amy Griffin  
Myra Johnson  
Alison Poulsen

**Members Present via Zoom**

Terri House

**Members Absent**

None

**SEB Board Counsel**

Katy Hatfield, AAG (in person)

**Call to Order**

**Lou McDermott, Chair**, called the meeting to order at 9:06 a.m. Sufficient members were present to allow a quorum. Board members and the public were able to attend either in person or virtually via Zoom.

**Meeting Overview**

**David Iseminger**, Director of the Employees and Retirees Benefits (ERB) Division, provided an overview of the agenda.

### **Approval of Meeting Minutes**

Myra Johnson moved, and Pamela Kruse seconded a motion to approve the June 1, 2023 meeting minutes. Minutes were approved as written by unanimous vote.

### **May Meeting Follow Up**

**David Iseminger**, Director of the Employees and Retirees Benefits (ERB) Division, provided a verbal update on the status of the Benefits 24/7 application for the SEBB Program.

### **UMP Hearing Instruments Benefit**

**Janice McAlpin**, Senior Account Manager, Employees and Retirees Benefits (ERB) Division, brought a resolution to the SEB Board for voting regarding aligning the UMP hearing instruments benefit with legislation passed in the 2023 session.

- *SEBB 2023-05 UMP Hearing Instruments Benefit*. Pamela Kruse moved, and Alison Poulsen seconded a motion to approve the resolution. The resolution passed with a unanimous vote.

The following members of the public provided comments regarding the UMP hearing instruments benefit resolution:

- **Fred Yancey**, with concerns

### **UMP High Deductible Plan IRS Minimum Deductible**

**Janice McAlpin**, Senior Account Manager, Employees and Retirees Benefits (ERB) Division, presented information to the Board regarding the UMP High Deductible Plan and proposed resolution SEBB 2023-06 regarding setting the annual deductible for the plan to align with the minimum annual deductible level established by the Internal Revenue Service (IRS).

No action was taken, and voting is scheduled to occur on this resolution at the June 22, 2023 SEB Board meeting.

### **2023 Kaiser Permanente of Washington First Fill Insights**

**Christine Davis**, Senior Account Manager in the Employees and Retirees Benefits (ERB) Division, provided an overview of the Kaiser Permanente first fill prescription program. The presentation included a recap of the Board vote in 2022 regarding the Kaiser Permanente premiums and changes, the Health Care Authority's standard communications methods after premium votes conclude, how the first fill program was communicated in open enrollment materials, lessons learned from the Health Care Authority regarding plan benefit change implementation, and a statement from Kaiser Permanente of Washington.

### **Federal Public Health Emergency Unwind**

**Shawna Lang**, Portfolio Management and Monitoring Section Manager in the Employees and Retirees Benefits (ERB) Division, gave an update on the federal public health emergency unwind and COVID-19 benefit coverage changes. The presentation included public health emergency coverage and information as well as actions taken after the federal public health emergency ended for Washington Apple Health (Medicaid), and the SEBB Program plans, including Premera, Kaiser Permanente, and

the Uniform Medical Plan. Topics also included UMP's COVID-19 coverage history, and proposed resolution SEBB 2023-07 regarding UMP over-the-counter COVID-19 test coverage.

No action was taken, and voting is scheduled to occur on this resolution at the June 22, 2023 SEB Board meeting.

### **General Public Comment**

No members of the public provided general comments at this meeting.

An audio recording for the June 1, 2023 meeting can be found at:

<https://www.hca.wa.gov/about-hca/programs-and-initiatives/school-employees-benefits-board-sebb-program/meetings-and-materials>

### **Next Meeting**

June 22, 2023

9:00 a.m. – 12:30 p.m.

### **Preview of June 22, 2023 SEB Board Meeting**

**David Iseminger**, Director of the Employees and Retirees Benefits Division, provided an overview of potential agenda topics for the June 22, 2023 SEB Board Meeting.

### **Executive Session**

Pursuant to RCW 42.30.110(1)(L), the Board met in in Executive Session to consider proprietary or confidential nonpublished information related to the development, acquisition, or implementation of state purchased health care services as provided in RCW 41.05.026. The Executive Session began at 10:03 a.m. and concluded at 11:56 a.m.

Meeting adjourned at 12:01 p.m.



**TAB 4**

# UMP High Deductible IRS Plan Minimum Deductible

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Janice McAlpin  
Senior Account Manager  
Employees and Retirees Benefits Division  
June 22, 2023

# Follow Up

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## **Question:**

What if IRS guidance results in a lowering of the minimum deductible?

## **Answer:**

HCA would assess for upcoming year changes for rate impacts.

# Resolution SEBB 2023-06

## UMP High Deductible IRS Plan Minimum Deductible

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**Resolved that,** for plan years beginning on or after January 1, 2024, HCA shall set the annual deductible for the UMP High Deductible health plan at the minimum annual deductible level established by the Internal Revenue Service (IRS) to qualify the plan as a high deductible health plan.

# Next Steps

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- ▶ Updates to HCA member communications and websites to prepare for open enrollment
- ▶ Updates to Regence member communications and website to prepare for open enrollment
  - ▶ Including new 2024 identification cards for UMP High Deductible members
- ▶ Regence internal system updates
- ▶ Washington State Rx Services (WSRxS) updates
  - ▶ Combined medical and pharmacy deductible

# Questions?

Janice McAlpin, Senior Account Manager  
Employees and Retirees Benefits Division

[Janice.McAlpin@hca.wa.gov](mailto:Janice.McAlpin@hca.wa.gov)

# Appendix

Name of person with issue	Resolution	Issue/Comments	Date	Adjudication
Vicki Owen-Gailey Coupeville SD	2023-06 2023-07	I agree with this proposed resolutions	6/5/2023	Responded via email on 6/5/2023 and thanked her for the feedback.
Mitch Thompson ESD 112	2023-06 2023-07	I don't have any issues with either of these policies. It's always easier to have a blanket policy (for the minimum deductible) rather than having a set dollar amount that you have to change every time the IRS changes their policies.	6/5/2023	Responded via email on 6/5/2023 and thanked him for the feedback.
Shari Maier OIC	2023-06 2023-07	Thank you for the opportunity to provide input on the proposed Resolution SEBB 2023-06 and 2023-07. Upon review, our agency does not have any comments or feedback to share.	6/5/2023	Responded via email on 6/5/2023 and thanked her for the feedback.



**TAB 5**

# UMP COVID-19 Over-The-Counter Test Coverage

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Shawna Lang  
Portfolio Management & Monitoring Section Manager  
Employees and Retirees Benefits Division  
June 22, 2023

# Unwinding the Public Health Emergency (PHE)

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- ▶ After May 11, Kaiser, Premera, and UMP made the following changes:
  - ▶ Treatment costs are still covered as a medical expense
  - ▶ COVID-19 testing - all lab tests for COVID-19 will revert to standard plan benefits, which may include cost shares
  - ▶ Plans will reimburse for antibody tests that are for the purpose of supporting a COVID-19 diagnosis as part of the treatment or management of a patient's medical condition
    - Member cost shares may apply
  - ▶ Over-the-counter home test kits were covered through May 11, 2023
    - Tests purchased after May 11, 2023 are not covered

# UMP COVID-19 Coverage History

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- ▶ During the PHE, OTC COVID-19 tests were required to be covered with no member cost share by group health plans
- ▶ Federal PHE ended on May 11, 2023, and members were mailed notification letter from Regence on April 28
- ▶ After May 11, 2023
  - ▶ UMP resumed paying the standard rate for covered COVID-19 services, including virtual
    - ▶ Cost shares will apply
  - ▶ OTC COVID-19 tests not covered
  - ▶ All pre-authorization requirements will be reinstated
  - ▶ Personal protective equipment (PPE) will not be covered
- ▶ The 2023-2025 biennial operating budget included coverage for two OTC COVID-19 tests per member per month without cost share beginning July 1, 2023
  - ▶ Passed by legislature

# Public Feedback

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- ▶ We received three comments from stakeholders
  - ▶ None of them have any issues or concerns regarding the proposed resolution

# Resolution SEBB 2023-07

## UMP Over-The-Counter COVID-19 Test Coverage

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**Resolved that,** beginning July 1, 2023, all Uniform Medical Plan (UMP) plans will cover up to two over-the-counter COVID-19 diagnostic tests per member per month, up to \$12 per test, without member cost-share.

If the Internal Revenue Service (IRS) issues future guidance that requires the deductible to be met prior to plan payment for over-the-counter COVID-19 diagnostic tests in high deductible health plans, the UMP High Deductible plan shall be amended to comply with IRS guidance.

# Questions?

Shawna Lang, Portfolio Management & Monitoring  
Section Manager

Employees and Retirees Benefits Division

[Shawna.Lang@hca.wa.gov](mailto:Shawna.Lang@hca.wa.gov)

# Appendix



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Vicki Owen-Gailey Coupeville SD	2023-06 2023-07	I agree with this proposed resolutions	6/5/2023	Responded via email on 6/5/2023 and thanked her for the feedback.
Mitch Thompson ESD 112	2023-06 2023-07	I don't have any issues with either of these policies. It's always easier to have a blanket policy (for the minimum deductible) rather than having a set dollar amount that you have to change every time the IRS changes their policies.	6/5/2023	Responded via email on 6/5/2023 and thanked him for the feedback.
Shari Maier OIC	2023-06 2023-07	Thank you for the opportunity to provide input on the proposed Resolution SEBB 2023-06 and 2023-07. Upon review, our agency does not have any comments or feedback to share.	6/5/2023	Responded via email on 6/5/2023 and thanked her for the feedback.

**TAB 6**

# PEBB Program Retiree Engagement Update

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Ellen Wolfhagen  
Senior Account Manager  
Employees and Retirees Benefits Division  
June 22, 2023

# Presentation Topics

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- ▶ Listening Sessions and Public Forum Recap
- ▶ Retiree Communications Update

# Listening Sessions Recap

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- ▶ 24 sessions held as of May 31
  - ▶ Includes 4 in-person sessions
  - ▶ Tumwater, Cheney, Yakima, and Bothell
- ▶ Total of 268 registrants and 193 participants
- ▶ Initial high-level themes:
  - ▶ Keep UMP classic Medicare
  - ▶ Costs are too high (UMP premiums, UHC pharmacy)
  - ▶ Listening sessions are highly appreciated for opportunity to give HCA feedback and listen to others

# Public Forum Update

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- ▶ April 26, May 17, and May 24
- ▶ 32 registrants and 18 participants
- ▶ Initial feedback:
  - ▶ Keep options that work with traditional Medicare
  - ▶ Dissatisfaction with privatization of health plans
  - ▶ Increase HCA transparency and interaction with retirees
  - ▶ Look for ways to lower UMP costs – work with other states, lobby federal government, change benefits

# Retiree Communications Update

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- ▶ Website updates
  - ▶ FAQs
  - ▶ Common myths
  
- ▶ FAQs from listening sessions
  - ▶ Most common questions first
  - ▶ Will keep updating

# Retiree Engagement Webpage Location

Home > Employee and retiree benefits

## Employee and retiree benefits

**Retiree engagement**



**Register for PEBB Medicare listening sessions**

**Benefits 24/7 to replace PEBB My Account and SEBB My Account**





# Retiree Engagement Webpage Location (*cont.*)

## Retiree engagement

We want to know what retirees like about the Public Employees Benefits Board (PEBB) Medicare medical plans and what could be better. The insights our members provide will help HCA and the PEB Board shape future policy discussions as well as how we communicate important information about changes.

On this page

[How is HCA connecting with retirees?](#)

[How will feedback be used?](#)

[Why are we doing retiree engagement?](#)

[FAQs](#)

[Medicare myths](#)



# Retiree Engagement Webpage Location (*cont.*)

## FAQs

Have a question not listed below? Email [HCA PEBB Medicare](#).

Is UMP Classic Medicare closing? ▼

If I enroll in a PEBB Medicare Advantage plan, can I enroll in a different PEBB plan later? ▼

I'm a Medicare retiree. Where can I find a comparison of PEBB plans available to me? ▼

Is UMP Classic Medicare the only Medicare plan that is available statewide and nationwide? ▼

How are UMP, HCA, PEBB, SEBB, and Regence related? ▼

Will my prescription drugs be covered by PEBB Medicare plans, and at what cost? ▼

If I am in Uniform Medical Plan (UMP), do I have to be in Uniform Dental Plan (UDP)? ▼

Are Delta Dental plans available out of state? ▼

Is Fred Hutchinson/Seattle Cancer Care Alliance in network for UnitedHealthcare? ▼

# Retiree Engagement Webpage Location (*cont.*)

## Medicare myths

Myth: If I sign up for a Medicare Advantage plan through PEBB and I want to go back to Original Medicare, I will be subject to pre-existing conditions or underwriting limits. ∨

Myth: UMP Classic Medicare is a Medicare Supplement plan. ∨

Myth: I've been in my plan for years, so I don't have to pay attention to what PEBB offers. ∨

Myth: My brother has a Medicare Advantage plan with a \$0 premium. That's a much better deal than anything I could get through PEBB. ∨

Myth: All Medicare Advantage plans are the same. ∨

Myth: If a plan costs less it must not be able to offer the same coverage. ∨

Myth: PEBB has no information about what you need to do when you plan to retire. ∨

Myth: I need a separate Medicare drug plan to be on any of the PEBB Medicare plans ∨

Myth: UMP doesn't provide vision or hearing benefits. ∨

# Questions?

Ellen Wolfhagen, Senior Account Manager  
Employees and Retirees Benefits Division

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**TAB 7**

# Open Enrollment Member Communications Survey

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Michelle George  
Communications Manager  
Communications Division  
June 22, 2023

# Why Do a Survey?

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- ▶ PEBB and SEBB Programs provide communications for open enrollment, including newsletters, web content, benefits fairs (in-person and virtual), emails, and webinars
- ▶ Newsletters are the primary open enrollment notice to members
- ▶ Continuous improvement to make sure communications are meeting members' needs

# How Subscribers Receive Newsletters

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- ▶ Sent to subscribers via mail or email
- ▶ Posted on the HCA website
- ▶ Promoted via social media (Facebook, Instagram)
- ▶ Provided as links by employers to employees



# Survey Design

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- ▶ Online survey
- ▶ Primary focus was the newsletters
- ▶ Respondents who are UMP members could choose to respond to UMP-specific questions
- ▶ Respondents could also respond to additional questions about other open enrollment communications

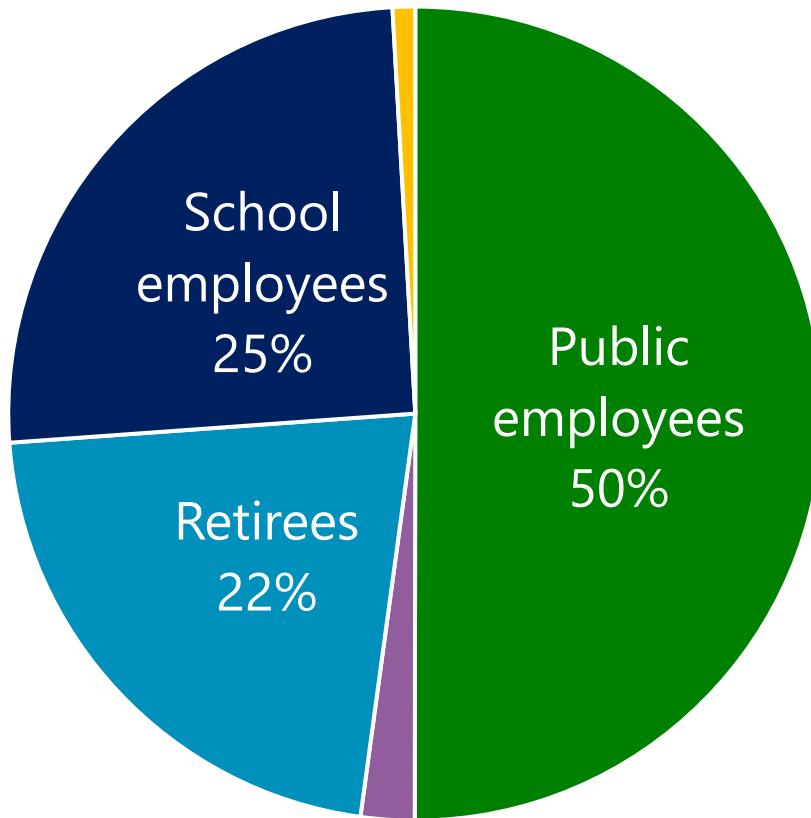
# Survey Promotion

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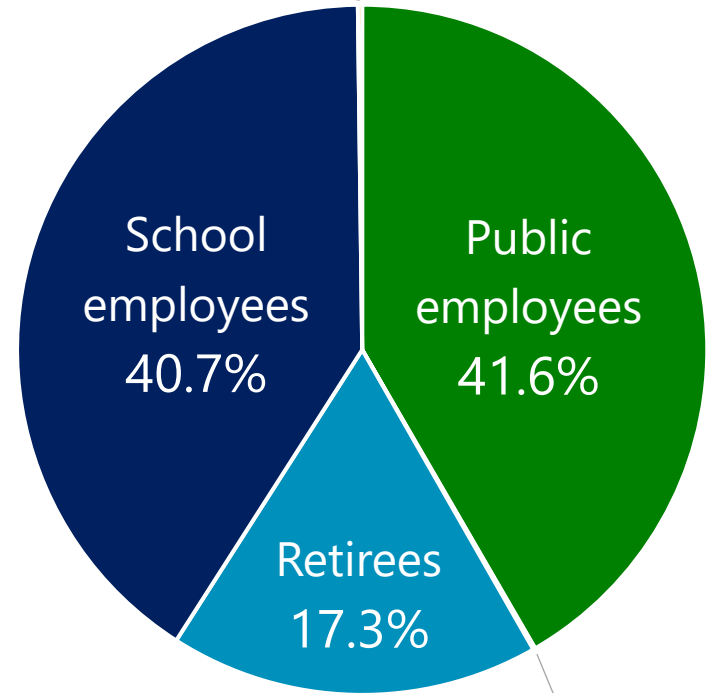
- ▶ Included invitation to participate in the February PEBB *For Your Benefit* and SEBB *Intercom* newsletters (mail and email)
- ▶ Created forwardable messages to be shared by benefits administrators, unions, and associations (such as retiree associations)
- ▶ Promoted on social media
- ▶ Sent message from HCA director Sue Birch to other agency directors in order to encourage participation

# Survey Respondents vs. Total Population

SEBB Cont. Coverage, 1%



SEBB Cont. Coverage, 0.2%



PEBB Cont. Coverage, 0.1%

PEBB Cont. Coverage, 2%

# What We're Doing Well

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- ▶ HCA is a trusted source of information
- ▶ HCA's website is a widely used resource
- ▶ Newsletters
  - ▶ Respondents are reading at least half or more
  - ▶ Respondents feel like they are understandable and user-friendly

# Where We Can Improve

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- ▶ Make information as easy to find as possible, including how to sign up for email delivery
- ▶ Promote health literacy and awareness of benefit offerings and how benefits work
- ▶ Use website usage data to put resources toward where members are finding information

# What We're Already Doing

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- ▶ Improving health literacy
  - ▶ HCA News launched May 15
  - ▶ Newsletters include health literacy articles
- ▶ Getting member feedback
  - ▶ Retiree listening sessions and public forums
  - ▶ Open enrollment member communications survey
  - ▶ Website feedback survey

# Next Steps

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- ▶ Use feedback to improve materials and make member-specific communications
  - ▶ Provide more information for members preparing for retirement
  - ▶ Retiree versions of all PEBB newsletters, not just October edition
  - ▶ Create videos on benefits topics
- ▶ Newsletters
  - ▶ Focus on topics like details about benefits and how to use them, costs, changes, etc.
  - ▶ Include information about Board activities
- ▶ Continue to seek member feedback

# Questions?

Michelle George, Communications Manager  
ERB Communications

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