

MINUTES
University Operations - Employee Relations Committee
September 6, 2011 @ 1:30 PM –237 University Center

PRESENT Tom Anderson, Jill Brown, Jim Buchan (alternate for Jeff Jones), Rose Rita Cooper, Robert Dykes (alternate for Larry Holbert), Bonnie Frank, Deborah Higgs (alternate for Sharon Jackson), Mary Lucal (guest), Jeff Maples, Ron Tredway, Dan Trentham (guest), Karen Valero, and Fred Wolfenbarger.

ABSENT Brian Browning, Rhonda Cowden, Travis Godfrey, Troy Grant, Mike Herbstritt, Larry Holbert, Sharon Jackson, Jeff Jones, Christian McDaniel, George McGhee, John Seivers, Tim Shields, Tom Spoon, and Mark Wagner.

WELCOME

Jeff Maples welcomed everyone to the meeting and introduced guests: Dan Trentham, Team Lead for HR Call Center; and Mary Lucal, HR Senior Trainer and Employee Relations Coordinator.

NEW BUSINESS

1. Employee Engagement Survey – Mary Lucal, Employee Relations
Mary Lucal detailed the upcoming employee engagement survey with a kick-off on November 1. The computer-based survey will be open for 2 weeks and only takes about 20 minutes to complete. All employees are asked to participate and Mary will follow-up with Jeff Maples to arrange any special assistance that may be needed in facilities, dining services or other areas. The results of the survey are expected in spring 2012.
2. Q&A about the HR Call Center – Dan Trentham, HR Call Center
Dan Trentham distributed HR Call Center business cards, buttons and tote bags and briefly reviewed the operations of the HR Call Center and how they can help employees with HR questions and concerns. He responded to questions from the reps.
3. What is the appeals process for the merit/equity raises? – Tom Anderson
RESPONSE: Jeff Maples responded that there is not a special process and employees should follow existing grievance procedures. Ron Tredway added that open dialogues between employees and their supervisors are encouraged. When an employee is not satisfied with the response from the supervisor, they may go to the next level of administration. Also, the merit/equity adjustments are based on the metrics and guidelines of the performance evaluation. The performance review process is being reviewed across the system.
4. Question on Partnership Promise for insurance – Rhonda Cowden
Will an employee lose his insurance discount because he received health recommendations that are not covered by his insurance and he cannot afford out-of-pocket expenses?

RESPONSE: Ron Tredway spoke with Rob Chance in payroll and distributed the 2012 Partnership Promise FAQ. Although this question is not specifically addressed, the FAQ offers additional information on the partnership promise. Rob Chance expressed that he thought most medical treatments would be covered under the insurance plan, but there may be associated co-pays and costs. If an employee feels the co-pays are too expensive and refuses treatment, they could be forced back on the Standard Plan for 2012. Tom Anderson was asked to follow-up on this at the next ERAB meeting.

OLD BUSINESS

1. Update on optional vision plan – Rhonda Cowden
RESPONSE: Tom Anderson was asked to follow-up on this at the next ERAB meeting.

COMMENTS/ANNOUNCEMENTS

1. ERAB Meeting – Tom Anderson asked reps to relay any items for the next ERAB agenda.
2. Updates/Announcements – Jeff Maples discussed the early reports on next year’s budget and said that it will probably be January or February before we would know if there might be further reductions to our state appropriations. The federal government is cutting back on grants, but UT may be covered by the recent tuition increase. He also announced the new associate vice chancellor for facilities is Dave Irwin and he will begin on October 3. Jeff reviewed building projects with an update on student health services, music building, and the university center and parking garage.
3. HR Announcements – The Knoxville Area Fall Festival will be held on **Friday, September 30**. The focus this year is on little-known employee benefits and perks. Free lunch will be served at this employee appreciation event hosted by Human Resources, with games, prizes, giveaways, and musical entertainment.
4. Items for next agenda– Please submit to: Bonnie Frank, 825 Andy Holt Tower, or call: 974-8170, or email: bfrank1@tennessee.edu.

With no further business, the meeting was adjourned.

DISTRIBUTIONS

Minutes of University Operations ERC meeting on August 2, 2011
Handout on 2012 Partnership Promise FAQ from Rob Chance, Payroll

NEXT MEETING:
Tuesday, October 4, 2011 at 1:30 PM
Room 237 at UC

2012 Partnership Promise FAQ

1. What is changing?

In 2012, we are asking members to take a more active role in managing their health and wellness. In particular, this will involve members with certain health conditions or risk behaviors working with a Health Coach to establish goals to improve their health and reduce identified health risk behaviors. Members will also be required to keep their contact information up to date with their employers in 2012. If a member's information changes during the year, it is the member's responsibility to make sure the employer has the correct information on record.

2. What is health coaching?

The Health Coach is a trained health care professional who is here to help you achieve your personal health goals. Coaches will work with you to set goals, provide tools to track your progress and offer educational resources to help you make better choices and manage your health. All conversations with your Health Coach are confidential and cannot be shared with your employer, your health insurance carrier (BlueCross BlueShield or CIGNA) or the State of Tennessee Group Insurance Program. Information will only be shared with your health care provider with your permission.

Your coach can help you:

- Understand your medications
- Understand any lab test results or doctor's directions
- Set goals for healthier living
- Plan healthy meals and exercise habits
- Find a doctor, if you need one

There are two types of health coaching programs:

- **Lifestyle Management** programs can help you improve your health by changing habits. Lifestyle programs can help with high blood pressure, high cholesterol, tobacco cessation and weight management.
- **Disease Management** programs, for those with chronic health conditions, work with you and your doctor to help you with self-management skills to make sure that you are taking prescribed medicines and are getting the right preventive care. Disease management programs include asthma, chronic obstructive pulmonary disease (COPD), coronary artery disease (CAD), congestive heart failure (CHF), diabetes, depression, obesity and musculoskeletal conditions such as low back pain and arthritis.

3. How is participation in Health Coaching defined?

To be considered an active participant, you must work with your health coach to:

- Identify challenges to achieving or maintaining good health and set long- and short-term goals.
- Develop an individualized plan of care specific to your needs. Your plan of care could include discussing with your provider nationally recommended disease-specific

measures (see number 7 below) or receiving appropriate preventive care services for your age and gender. With guidance from your coach, you will be able to choose the disease-specific or preventive care services that are most important to achieving your own health goals.

- Communicate (via phone or email) as needed.
- Engage in other health and wellness activities such as webinars, community events, or on-line health modules provided by the ParTNers for Health Wellness Program.
- Work to make continued positive improvement toward meeting the goals in your plan of care

Failure to follow your individualized plan of care can make you ineligible for the Partnership PPO and default you to the Standard PPO health plan in 2013 with a higher premium, deductible and out-of-pocket costs.

4. When will someone contact me for health coaching?

If you are identified to participate in health coaching, a ParTNers for Health Wellness health coach may contact you at any time during the plan year (January 1 - December 31, 2012).

You may communicate via phone or email. There is no set number of emails or phone calls required. You and your coach will talk as needed, based on your health issues, and will develop a schedule that works best for you. Coaches are available Monday – Friday from 8:00 a.m. until 8:00 p.m. CST. If you miss a call, the coach will call you back or you can contact him/her.

5. How will the ParTNers for Health Wellness staff decide whether or not I must participate in health coaching to remain in the Partnership PPO?

The ParTNers for Health Wellness staff will determine this based on your medical conditions and behaviors that may negatively affect your health. They will identify members who have an opportunity to improve their health or change behaviors that may cause long-term health issues. Health conditions and behaviors are determined using information from health insurance claims, your health questionnaire responses and health screening results, including cholesterol levels, blood pressure, glucose levels and body mass index (BMI).

6. How will I know if I need to participate in health coaching?

ParTNers for Health Wellness health coaches will specifically contact members who are identified to participate in health coaching by telephone. Any Partnership PPO member identified by a health coach MUST participate in health coaching. However, other members may also choose to participate in a health coaching program.

7. Who is likely to be identified to participate in the health coaching program?

ParTNers for Health Wellness coaching staff will use information collected through medical claims, the health questionnaire and the health screening results to identify members who have an opportunity to improve their health or change behaviors that may cause long-term health issues. Opportunities to improve health and behaviors are based on national standards and guidelines scientifically proven to benefit a person's health and wellness or

prevent the development of chronic health conditions. Examples of opportunities to improve someone's health and wellness include:

- A member with diabetes and high blood sugar may benefit from assistance with nutrition, blood sugar monitoring, weight loss, education or other needs.
- A member who has been hospitalized for heart disease, heart failure, or other conditions may need assistance understanding discharge instructions, managing their medications and following his or her recommended plan of care once he or she is released.
- A member with asthma or chronic obstructive pulmonary disease (COPD) who has frequent shortness of breath or infections requiring emergency room visits may benefit from coaching on appropriate use of inhaler medications, self-monitoring of symptoms or peak flow measurements at home or getting vaccinated for the flu or pneumonia.
- A member who has health risk behaviors such as tobacco use or unhealthy eating habits resulting in weight gain may benefit from coaching to make lifestyle improvements.
- A member with depression, arthritis or low back pain may benefit from coaching to provide encouragement and guidance for coping with symptoms and maintaining the ability to perform normal activities.

8. What happens if I don't meet the goals in my plan of care?

As long as you are making an effort to work towards your goals and communicate with the Health Coach your challenges and successes, you can remain in the Partnership PPO. Your Health Coach will work with you to establish reasonable and achievable goals, and these can be adjusted at any time when appropriate.

9. Will the health coaches work with my doctor and my doctor's orders?

Your physician's recommendations will always take priority over any other recommendation made through the ParTners for Health Wellness Program. You should share your physician's plan of care or health recommendations with your Coach so that he/she can be aware and work as part of your health care team. With your permission, your Coach can communicate with your health care provider's office to share your health goals and plan of care. The health coach's role is to provide information and support—not a prescriptive plan that a member must follow. Members can choose the health risk(s) on which they want to focus and they work with both their health coach and primary care provider to develop a plan that is clinically appropriate.

10. What happens if my health coach is unable to reach me?

If the ParTners for Health Wellness Program health coach is unable to reach you after three attempts, he or she will send a letter to your home address and it becomes your responsibility to contact your health coach. If you do not follow up with your health coach, you will not be eligible to enroll in the Partnership PPO the following year.