

**Teacher Retirement System of Texas
Retirees Advisory Committee
Meeting Minutes
Thursday, June 17, 2021**

The Retirees Advisory Committee (RAC) met on Thursday, June 17, 2021 at 1:00 p.m., remotely through Zoom.

RAC members	TRS staff	Other Guests
Grace Mueller, Chair Nancy Byler Dr. Celeste Cardenas Dr. H. John Fuller Teresa Koehler Marcy McNeil	Brian Guthrie, Executive Director Katrina Daniel, Chief Health Care Officer Yimei Zhao, Director of Finance, Health and Insurance Benefits (HIB) Meaghan Bludau, Director of Health Care Analytics and Engagement, HIB Cristina Juarez, Health Care Engagement Team Lead Umme Salama Oan Ali, Health Care Engagement Specialist Addison Reagan, Governmental Relations Karen Harper, Operations, HIB Frank Washington, Manager, Operations, HIB Kristin Hamlett, Manager, Operations, HIB Charlene Corron, PMO Christi Holman, Director for Health IT Braidyn Lazenby, HIB Intern Leslie Chandler, HIB Melanie Ingleby, TRS-Care Megan Ritchey, HIB Intern Teresa Menchaca, Internal Audit	Adriana Salazar (CVS) Amanda Davila (UnitedHealthcare) Michael Heck (SilverScript) Kim McCleod, (BCBSTX) Dr. Linda May (UnitedHealthcare) Amanda Denis (UnitedHealthcare) Amanda Powell (BCBSTX) Steve Alexander (BCBSTX) Michelle Duran, SilverScript) Summer Rollison (CVS)

- I. Call to Order**
Chair Grace Mueller welcomed the group and called the meeting to order.
- II. Roll Call of Retirees Advisory Committee**
Chair Mueller called the roll for RAC members and Ms. Oan Ali called the roll for TRS staff and vendors.
- III. Approval of Proposed Minutes from the Jan. 26, 2021 RAC Meeting**
The Committee approved the minutes from January 26, 2021.
- IV. Public Comment**
There was no public comment.
- V. Legislative Update – Brian Guthrie and Katrina Daniel**
Brian Guthrie provided an update on the 87th legislative session. Mr. Guthrie shared that there will be a special session in order to address redistricting, since they did not have census numbers at the time and could not address it during regular legislative session. The special session might also address additional federal relief dollars for COVID-19 and any additional legislation that wasn't addressed—possibly about benefit enhancement for retirees. About 1,000 bills were up for consideration and Mr. Guthrie highlighted which ones impacted TRS.

He informed the RAC that TRS has received funding to open a regional office in El Paso, which will start sometime next year so serve TRS members in the West Texas area. TRS will consider opening up more regional offices in the future. Mr. Guthrie also mentioned that TRS also received approval to hire 25 additional full-time employees for the investment's division, building on the effort to bring investment talent in house, which has already saved TRS nearly \$200 million in external manager's fees.

Additionally, Mr. Guthrie shared the legislative changes made to Employment After Retirement (EAR) rules to make them more progressive by introducing the "three strikes rule". An additional provision was included to allow retirees retired as of Dec. 31, 2020 to go back to work immediately without sitting out for a year. Finally, an emergency rule was adopted in the April Board meeting that allows any retiree to return to work for any district during the summer without being penalized.

Furthermore, Mr. Guthrie updated the RAC on the ombudsman's position. Katharine Farrell, who serves as the Board secretary, has been appointed as the Interim Ombuds and TRS is in the process of filling this position with a permanent person by September. The hiring decision will be made by the Board and the Ombuds position will report directly to the board.

Lastly, Ms Daniel provided the RAC with an update on health care legislation, specifically Senate Bill 1444 and House Bill 2022. SB 1444 closes the District of Innovation loophole and prevents districts from offering competing coverage. It also allows districts to opt out of TRS-ActiveCare. Ms. Daniel also informed the RAC about HB 2022 - One-Time Reenrollment Opportunity. This legislation allows former retirees who voluntarily terminated their TRS-Care enrollment between Jan. 1, 2017 and Dec. 31, 2019 to re-enroll in the program. TRS is developing rules around implementing this legislation which will be presented to the Board in July, published in the Register for 30 days and adopted in the September Board meeting.

Executive Update

Mr. Guthrie provided an update on plans to return to office. Currently, about 40% of TRS employees are back in the office one to two times per week and 20-25% are in the office every day. Mr. Guthrie shared plans to at 50% capacity by July 6th and at full capacity after Labor Day. However, Mr. Guthrie clarified that a new normal of full capacity will look more like 75% due to the ability of TRS staff to work from home. He also mentioned that TRS is fully open to the public now and is taking walk-in visits. The RAC will determine whether the next meeting will be virtual or in-person closer to the date.

VI. COVID-19 Coverage Update

Katrina Daniel provided an update on the COVID-19 coverage. Ms. Daniel explained that member cases are edging towards 17,000. Although vaccine data appears low in the TRS-Care population, Ms. Daniel acknowledges the lag in getting data from CMS along with the variety of locations where participants can receive the vaccine, leading her to believe the vaccine rates are higher than they appear.

VII. TRS-Care

Operations Update: Kristin Hamlett presented an Operations update on behalf of Monica Bernal. Ms Hamlett updated the RAC on the Health Information Line of Business (HILOB) - a new technology platform that was built completely in-house. HILOB integrate data across the pensions and health systems along with improving the overall member experience and reducing the chance of errors and discrepancies. Ms. Hamlett continued with the member servicing update,

stating that call volumes have continued to be at record levels, but are following seasonal patterns. Vendor partners support about 85% of phone calls and abandonment rates continue to be high level. Ms. Hamlett says she knows the one-time reenrollment opportunity will likely bring in more calls during retirement season, but she is confident that TRS will maintain high levels throughout.

Engagement Update: Cristina Juarez gave an update on health care engagement to the RAC. She informed the Committee that TRS will be ending their long-term care insurance contract with Genworth as of August 31st, 2021 and impacted members has been informed. Moreover, Ms Juarez shared a communications strategy for eligible retirees that will have a one-time re-enrollment which involved mailing packets, info sessions and digital communication.

UnitedHealthcare Update on “Big 3” Themes: Dr. Linda May from UnitedHealthcare shared initiatives to promote the “Big 3” themes including the clinical programs such as HouseCalls, engaging with Primary Care providers as well as digital interventions like remote patient monitoring and telehealth. Through these Big 3 activities, TRS-Care participants can obtain the most value from their benefits.

Ms. Mueller also informed the Committee that four terms will expire on the RAC effective January 31st, 2022 and include an active school administrator, an active teacher, and two retired teachers. TRS is accepting nominations through August 15th. Those interested can submit their resume and a cover letter by mail to TRS or email to healthcarecomm@trs.texas.gov.

VIII. Feedback on Topics for *The Pulse*

Ms. Oan Ali shared *The Pulse* topics for the coming months, including articles on UV safety, tips to lower cholesterol, managing chronic conditions and value of virtual health services.

IX. Date of Next Meeting

The next meeting will be held on October 18th from 1:00 p.m.- 3:00 p.m. A poll will be sent out to determine whether the meeting will be in-person or over Zoom.

X. Adjourn

The meeting adjourned at 2:28 p.m.