

April 2025

CUSTOMER CARE

Benefits Committee Meeting



**Teacher Retirement System of
Texas**

1000 Red River Street
Austin, Texas
78701-2698

**TEACHER RETIREMENT SYSTEM OF TEXAS MEETING
BOARD OF TRUSTEES
AND
BENEFITS COMMITTEE**

*All or part of the April 10, 2025, meeting of the TRS Benefits Committee and Board of Trustees may be held by telephone or video conference call as authorized under Sections 551.130 and 551.127 of the Texas Government Code. The Board intends to have a quorum and the presiding officer of the meeting physically present at the following location, which will be open to the public during the open portions of the meeting: **1000 Red River, Austin, Texas 78701 in the TRS East Building, 5th Floor, Boardroom.***

The open portions of the April 10, 2025, meeting are being broadcast over the Internet. Access to the Internet broadcast and agenda materials of the meeting is provided at www.trs.texas.gov. A recording of the meeting will be available at www.trs.texas.gov.

**AGENDA
April 10, 2025 – 1:00 p.m.**

1. Call roll of Committee members.
2. Consider the approval of the proposed minutes of the December 2024 committee meeting – Committee Chair.
3. Receive updates and consider the following regarding TRS pension benefits program – Barbie Pearson and Adrea Bridgeman:
 - A. Consider recommending to the Board acceptance of the Medical Board Meeting minutes of November 2024 and January 2025;
 - B. Consider recommending to the Board approval of Benefit Payments for December 2024 through February 2025; and
 - C. Benefit Services Operations update including an overview of Service Credit Purchase.
4. Receive updates on TRS-Care and TRS-ActiveCare health plans, including actuarial enhancements– Katrina Daniel and Melanie Ingleby

NOTE: The Board of Trustees (Board) of the Teacher Retirement System of Texas will not consider or act upon any item before the Benefits Committee (Committee) at this meeting of the Committee. This meeting is not a regular meeting of the Board. However, because the full Committee constitutes a quorum of the Board, the meeting of the Committee is also being posted as a meeting of the Board out of an abundance of caution.

Minutes of the Benefits Committee December 5, 2024

The Benefits Committee of the Board of Trustees of the Teacher Retirement System of Texas met on December 5, 2024, in the boardroom located on the Fifth Floor in the East Building of TRS' offices located at 1000 Red River Street, Austin, Texas, 78701.

Committee members who participated:

Mr. Elvis Williams, Chair
Ms. Brittney Allred
Mr. Michael Ball
Ms. Nanette Sissney

Other TRS Board Members who participated:

Mr. David Corpus
Mr. John Elliott
Mr. James D. Nance
Mr. Robert H. Walls, Jr.

Others who participated:

Brian Guthrie, TRS	Dr. Rene Paulson, Elite Research
Andrew Roth, TRS	
Heather Traeger, TRS	
Amanda Jenami, TRS	
Don Green, TRS	
Barbie Pearson, TRS	
Katrina Daniel, TRS	
Adam Fambrough, TRS	
Jennifer Gasior, TRS	
Cristina Juarez, TRS	
Sunitha Downing, TRS	
Katherine Farrell, TRS	
Suzanne Dugan, Cohen Milstein	

Mr. Elvis Williams, called the meeting to order at 11:27 a.m.

1. Call roll of Committee members.

Ms. Farrell called the roll. A quorum was present, Mr. Rutherford was absent.

2. Consider the approval of the proposed minutes of the September 2024 committee meeting – Committee Chair.

On a motion by Ms. Allred, seconded by Mr. Ball, the committee voted to approve the proposed minutes for the September 2024 Benefits Committee meeting as presented.

3. Receive an update and consider the following regarding TRS pension benefits program:

A. Consider recommending to the Board acceptance of the Medical Board Meeting minutes of September 2024 meeting;

Ms. Barbie Pearson recommended to the Committee acceptance of the medical board meeting minutes for September 2024.

On a motion by Mr. Ball, seconded by Ms. Allred, the committee voted to recommend to the Board acceptance of the medical board meeting minutes for September 2024.

B. Consider recommending to the Board approval of Benefit Payments for September – November 2024; and

Ms. Pearson recommended to the Committee the approval of benefit payments for September through November 2024.

On a motion by Ms. Sissney, seconded by Ms. Allred, the committee voted unanimously to recommend to the Board approval of the Benefit Payments for September through November 2024, as presented by staff.

C. Benefit Services 4 Operations update – Barbie Pearson, Adam Fambrough and Jennifer Gasior.

Ms. Pearson provided an update on staffing and member interactions. She reported over a million specific member interactions in fiscal year 2024, 16,000 more than the previous year. Mr. Adam Fambrough reviewed the reorganization on the Member Services side including changing Benefit Counseling to Member Services. He said this new structure enhances the focus on Member Services and Education, improving leadership oversight by really focusing people in on certain areas of interactions with members. He reported on Member Services interactions for fiscal year 2024 noting an increase in all except telephone class which remained static from last year. He referenced the 10 percent increase in members using MyTRS to send secure messages to TRS. He reviewed the objectives for the year and highlighted that all objectives were exceeded for the year.

Mr. Fambrough said the way the Member Services measure satisfaction is through two surveys, the aftercall survey in which a score of 4.9 out of five was received for the year. He said the other survey was the How Was Your Visit survey given to those after an office visit counseling session. And again, he reported Member Services scoring a 4.9 out of five. He said it demonstrates their commitment to quality and providing a great member experience. He reviewed the quality analysis performed by Benefit Operations Support on calls, in-person office visits. He said next year they would start evaluating secure messaging responses and virtual appointments. He concluded by reviewing initiatives to improve member experiences for the next year.

Ms. Jennifer Gasior provided an update for the Account Services area of Benefit Services. She reviewed the new organizational chart which consisted of Benefit Processing and Benefit

Accounting. She reviewed the workload for Account Services which included over 26,000 retirements processed, a 36 percent increase from the previous fiscal year. For Employer Customer Support, she said the team focused on increasing employer engagement and attendance at training sessions. She reported the number of training sessions increased by almost 67 percent and attendance was close to 95 percent. She said based upon feedback from the 2023 Reporting Employer Satisfaction Survey, the trainings were made shorter and topic-based, resulting in increased attendance and engagement. She concluded by reporting Account Services section for fiscal year 2024 having exceeded all target performance objectives in four out of five service areas in Benefit Processing. She said as to the one measure, retirements, the first quarter of 2024 brought the average down but each quarter after the target performance objective was met. She said there is an expectation of making this performance measure in 2025.

Ms. Gasior reviewed the surveys performed to determine the employer satisfaction. She said one was recently implemented, the Refund Survey, to gauge satisfaction with the online refund process in MyTRS. She concluded by reviewing initiatives planned for the upcoming year.

Ms. Pearson provided an overview of Operations Support which provides support to the entire division of Benefit Services. She said they do the training for all new hires and workforce management such as scheduling and forecasting. She reviewed their workload for fiscal year 2024. Ms. Pearson concluded by highlighting a few high points from the year-end review for Benefit Services for each department.

Mr. Fambrough provided a demonstration of MyTRS.

4. Receive update and consider the following regarding TRS health insurance benefits program:

- A. Receive an update on the TRS-Care Retirees Advisory Committee (RAC) meeting held on October 31, 2024 – Nancy Byler.**
- B. Consider recommending to the Board the appointment of a member to the Active School Administrator position on the RAC – Cristina Juarez; and**

Ms. Katrina Daniel announced that due to the meetings running behind schedule Ms. Nancy Byler had a conflict and was unable to present. She said her report on the October 31st meeting would be shared with the Trustees.

Ms. Cristina Juarez stated there was an opening for the Active School Administrator position on RAC due to Dr. Sonya Haidusek-Niazy's retirement. She thanked Dr. Niazy for her service. Ms. Juarez then described the process undertaken to identify and review the possible candidates. She said the staff recommendation was Dr. Pete Pape who currently serves as the chief financial officer at Leander ISD.

On a motion by Mr. Ball, seconded by Ms. Allred, the committee voted to recommend to the Board the resolution regarding the appointment of a member to the Active School Administrator position on the RAC, as presented by Staff.

RESOLUTION
FILLING A VACANCY ON THE RETIREES ADVISORY COMMITTEE
December 5 & 6, 2024

Whereas, Chapter 1575, Insurance Code (the “Texas Public School Retired Employees Group Benefits Act”), governs the Texas Public School Retired Employees Group Benefits Program, hereinafter referred to as TRS-Care, and authorizes the Teacher Retirement System of Texas (“TRS”), as trustee, to take actions necessary to devise, implement, and administer TRS-Care, as described in the statute;

Whereas, Chapter 1575, Insurance Code defines “Trustee” to mean TRS; Chapter 821, Government Code defines the Board of trustees (“Board”) to be the board appointed to administer TRS;

Whereas, Subchapter I of Chapter 1575 (Sections 1575.401 through 1575.408) of the Insurance Code creates the Retirees Advisory Committee (“RAC”), whose duties include holding public hearings on group coverage, and recommending to the trustee minimum standards and features for TRS-Care and desirable changes in rules and legislation affecting TRS-Care;

Whereas, Section 1575.402 of the Insurance Code mandates the RAC be composed of seven members appointed by the trustee: one member who is an active school administrator, one member who is a retired school administrator, two members who are active teachers, and three members who are retired teachers;

Whereas, Section 1575.403 of the Insurance Code establishes that RAC members serve staggered four-year terms. The terms of the active school administrator, active teacher, and two retired teachers expire on February 1, 2002, and every fourth year after that date; and the remaining three members’ terms expire February 1, 2004, and every fourth year after that date;

Whereas, Section 1575.404 of the Insurance Code requires the trustee to fill vacancies on the RAC by Whereas, Dr. Sonya Haidusek-Niazy, who filled the role of an active school administrator RAC member, retired on June 30, 2024 from Galena Park Independent School District and is therefore no longer eligible to serve in the role;

Whereas, Dr. Sonya Haidusek-Niazy’s term was set to end on Jan. 31, 2026; it is now necessary for the Board to appoint a new RAC member to fill this vacancy and serve the remainder of this term;

Whereas, the Board acknowledges the service provided by RAC member Dr. Sonya Haidusek-Niazy and releases her from her duties from the date of her retirement on June 30, 2024, with sincere gratitude for her dedication and service;

Whereas, the Board desires to nominate a new active school administrator member to the RAC effective immediately upon approval of this resolution; now, therefore, be it

Resolved, That the Board appoints __Dr. Pete Pape__ as an active school administrator RAC member, whose appointment will take effect immediately upon approval of the resolution and who will serve the remainder of the term until Jan. 31, 2026.

C. Receive an update on TRS-Care and TRS-ActiveCare health plans, including an update on TRS-ActiveCare annual enrollment and member and retiree engagement – Katrina Daniel, Meaghan Bludau and Cristina Juarez.

Ms. Daniel noted the success of the dental and vision benefit launch and thanked the Pension Benefit Team for their help with this endeavor. She reported that on the open enrollment for Medicare Advantage plan 1,400 applications were received to either return to or enter TRS-Care. She reported on TRS-ActiveCare's recent open enrollment period. She said 27,000 new people enrolled but lost 24,000 people. She said its reflective of the 10 new employers that joined and the one employer that dropped. She said TRS-ActiveCare remains affordable and is 14 percent below cost comparable plans.

Ms. Juarez concluded by reviewing the communications and engagement efforts behind TRS-Care and ActiveCare. She said there were 14 million touchpoints which included direct mail, email, phone, text and 22 health fairs across the state.

5. Receive an update on Member Satisfaction Survey Results – Sunitha Downing and Dr. Rene Paulson, Elite Research.

Ms. Sunitha Downing provided an overview of the Member Satisfaction Survey. She noted it is sent out to a random representative sample of active member and retirees. Dr. Rene Paulson reviewed the results of the survey. She said it was the fifth year for them to administer the survey and the third year to employ a split survey method improving the completion and response rate. She reported the overall satisfaction with TRS remains consistent compared with previous years. She said there were significant gains in overall satisfaction with TRS interactions and greater satisfaction with service timeliness. She reported members are more satisfied with the TRS health care services compared to 2024. She said members identified the coverage of additional services and prescriptions as the most important way to improve health care plans. She concluded by noting members generally appreciate and highly rate communication but there is opportunity to increase communication on retirement planning topics for active members and overall availability in benefits of the TRS email subscription service.

There being no more business before the Benefits Committee, the committee adjourned at 1:41 p.m.

Approved by the Benefits Committee of the Board of Trustees of the Teacher Retirement System of Texas on April _____, 2025.

Katherine H. Farrell
Secretary to Board of Trustees

Date

TAB 3



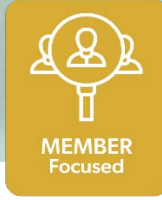
Pension Services

Presentation Date: April 10, 2025

Presented By: Barbie Pearson and Adrea Bridgeman



Pension Services at a Glance



Key Updates

Division Rebranding

Pension Services Division

Performance Objectives

Achieving all metrics

Tax Reporting

605,543
1099-R Forms
mailed as of
1/31/2025

MyTRS

785,910
accounts
registered

Transactions and Interactions

437,891
Member
Transactions



24 valid
complaints
(0.0026%)

484,325
Member
Interactions

Member Engagement

Secure Message
Changes

FY25 Through Q2
72 presentations
5,319 attendees

Piloting a new
bite-sized
webinar series
beginning in
April

Reporting Employer Outreach

FY25 Through Q2
44 trainings
2,484 attendees

Retirement Certification
training video to be
published in April

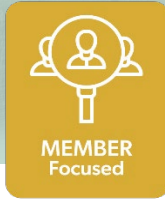




Service Credit Purchase



Service Credit Purchase



Earned Service Credit



Purchased Service Credit



Total Years of Service used in Retirement Calculation

Years of Service

X

2.3%

X

Highest Average Salary

=

Monthly Standard Annuity

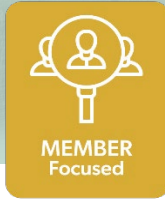
12 Months

The more years of service,

- The higher the annuity
- Reach retirement eligibility sooner



Service Credit Purchase - Types



Withdrawn Service

Out-of-State Service

Military Service

State Sick and/or Personal Leave

Developmental Leave

USERRA Service

Unreported Service and/or Compensation

Work Experience (Career or Tech Teacher)

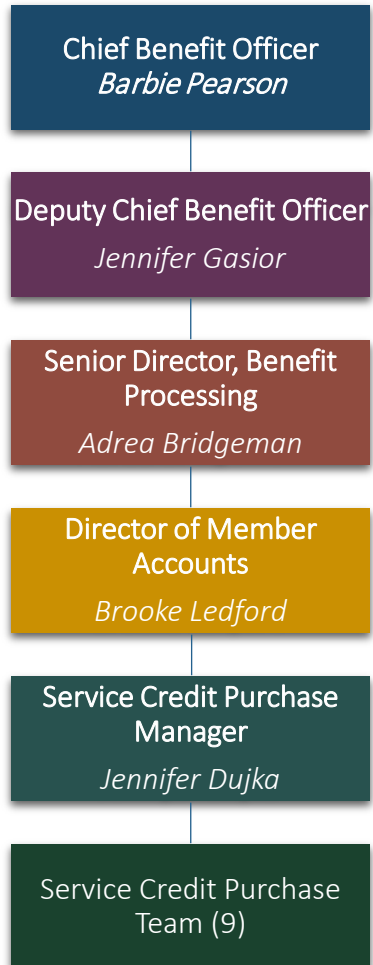
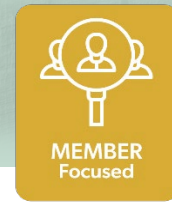
Substitute Service

Membership Waiting Period





Service Credit Purchase Team and Workload

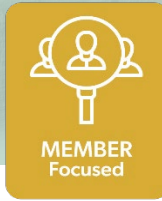


Types of Service Credit Purchase FY24-FY25	Total Created		Total Purchase Completed		Percent of created cost statement that were purchased	
	FY24	FY25 Sept-Feb	FY24	FY25 Sept-Feb	FY24	FY25 Sept-Feb
Withdrawn	10,059	5,673	940	303	9.3%	5.3%
Military	911	488	399	123	43.8%	25.2%
Out of State	1,030	545	251	94	24.3%	17.3%
Sick Leave	470	122	150	57	31.9%	46.7%
Other	511	235	150	60	29.4%	25.5%
Total	12,981	7,063	1,890	637	14.6%	9.0%

FY24 and FY25 through February 2025



Service Credit Purchase Resources



Service Credit
Purchase Member
Education Video

TRS Benefits
Handbook

TRS Service Credit
Brochure



- Types of Service Credit
1. Withdrawn
 2. Unreported Service and/or Compensation
 3. Substitute
 4. Out-of-State
 5. Developmental Leave
 6. Military
 7. USERRA
 8. State Sick and/or Parental Leave
 9. Work Experience by a Career or Tech Teacher
 10. Membership Waiting Period





Questions



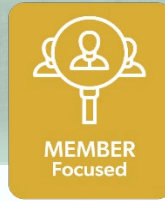
Questions?



Appendix



Member Services Objectives



Business Activity	Objectives	FY Target	FY24	FY25 Sept-Feb
Telephone Calls	Calls answered within three minutes	90%	95%	95%
	Average speed of answer (minutes/seconds)		0:27	0:21
Office Visits (Austin)	Number of office visits available annually	20,000	22,758	8,984
Conducted	In-Person		5,494	2,760
	Live Video		4,635	2,244
	Telephone		3,313	1,505
	Walk-Ins		1,489	576
Office Visits (El Paso)	Number of office visits available annually	7,500	5,851	2,703
Conducted	In-Person		1,621	807
	Live Video		980	544
	Telephone		617	343
	Walk-Ins		2,636	631



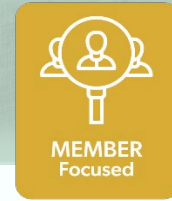
Account Services Objectives



Business Activity	Objectives	FY Target	FY24	FY25 Sept-Feb
Refunds	Refunds validated within five business days of receiving final deposit and all paperwork	95%	100%	100%
Benefit Estimates	Benefit estimates mailed within 31 days of request	95%	100%	100%
Retirements	Retirees received first annuity payment on time	98%	90%	98%
Death Claims (acknowledged)	Claims acknowledged within 14 days of receipt of death notification	95%	99%	99%
Death Claims (payments)	Claims payments issued within 31 days of receipt of all required paperwork	95%	99%	99%
Reporting Employer	Regular payroll reports completed by the end of each quarter (cumulative for fiscal year)	90%	99%	99%



Benefit Operation Support Objectives



Business Activity	Objectives	FY Target	FY24	FY25 Sept-Feb
Foundational Training	Provided pension benefits foundational classroom training for all new hires (cumulative)	100%	98%	100%
Quality Assurance	Number of telephone interactions evaluated	11,500	12,252	2,954
	Number of virtual office visits evaluated	1,200	452	211



TAB 4



TRS Health

Thursday, April 10, 2025 – Benefits Committee

Presented by:

Katrina Daniel, Chief Health Care Officer

Melanie Ingleby, FSA, TRS Chief Health Care Actuary

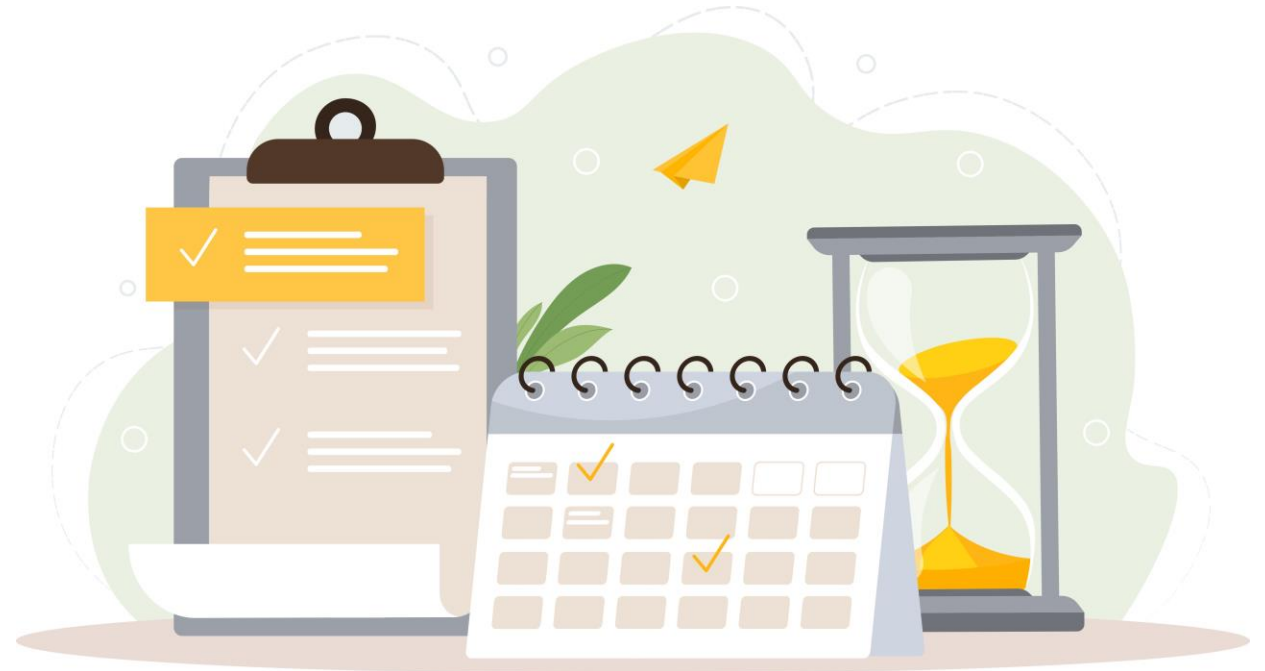




Health Agenda



- **TRS-Care Update**
- **TRS-ActiveCare Update**
- **Update from Health Actuary**





Introducing Two Deputy Chiefs for Health Division

Yimei Zhao

Deputy Chief Health Finance



Chris Herrick

Deputy Chief Health Operations





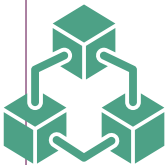
Accelerating Operational Efficiency Through Automation



Eliminated over 500 manual data entry tasks by automating workflows for 42 health care bills, boosting review efficiency.



Streamlined data exchange with bswift, reducing monthly record transfers from 40M to 50K, ensuring faster data availability and improved auditability.



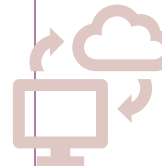
Automated prescription drug rebate reconciliation to achieve **100% accuracy validation of \$200m in revenue every quarter** across three programs.



Reduced claims data delivery time to under three days by implementing automated quality checks, improving accuracy.



Performed market research on 16 weight-loss program vendors, analyzing their program details and pricing structures. **Leveraged AI to consolidate insights from 192 unique responses.**



Initiated move to **automate data in the health annual report**, saving hundreds of staff hours and manual steps.



TRS-Care Update

Katrina Daniel, Chief Health Care Officer



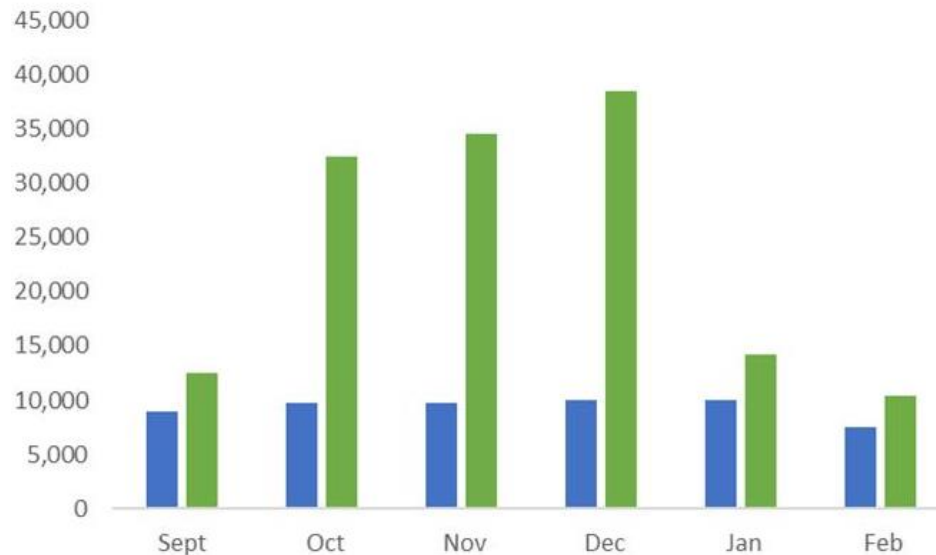
TRS-Care Call Volume & Service Level Trends



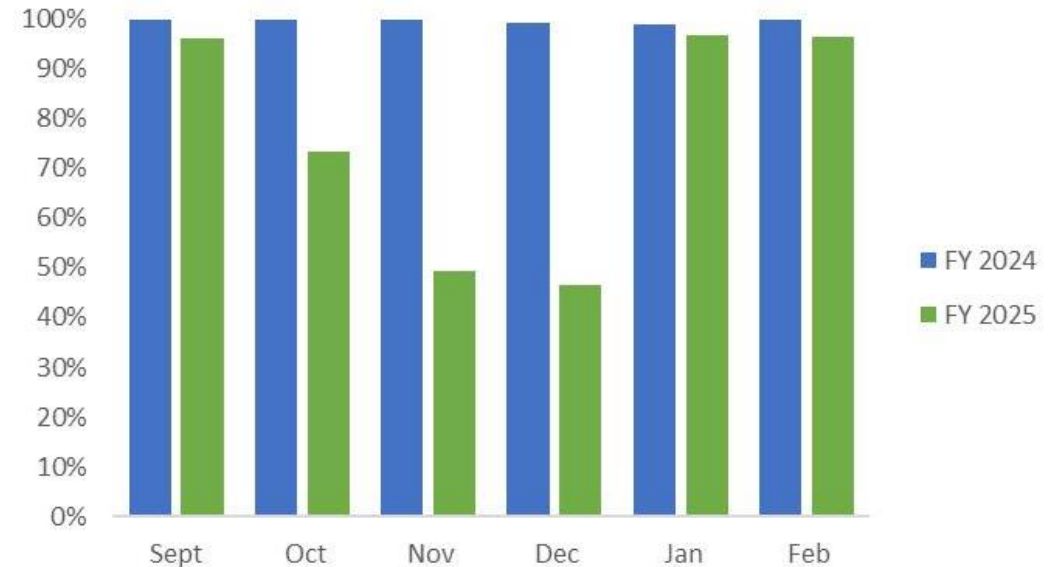
Top three call drivers in Jan. and Feb.

- 1) Dental and vision plans
- 2) Members wanting to understand their plans
- 3) Questions about their premiums

Inbound Calls to TRS



Service Level



- Enabled a call-back feature to minimize wait times.
- Despite a dip during dental and vision open enrollment, our service levels have stabilized.
- Maintaining 90%+ answer rate, even with increased call volumes.



Retiree Feedback on TRS Services and Representatives

Excerpts and summaries from after-call survey:



Positive feedback on dental and vision plans saving money.



Counselors are informative, friendly and patient.



Representatives are professional, polite and helpful.



Representatives are kind and compassionate, easing confusion about Medicare.



TRS services meet retiree needs and provide clear answers.

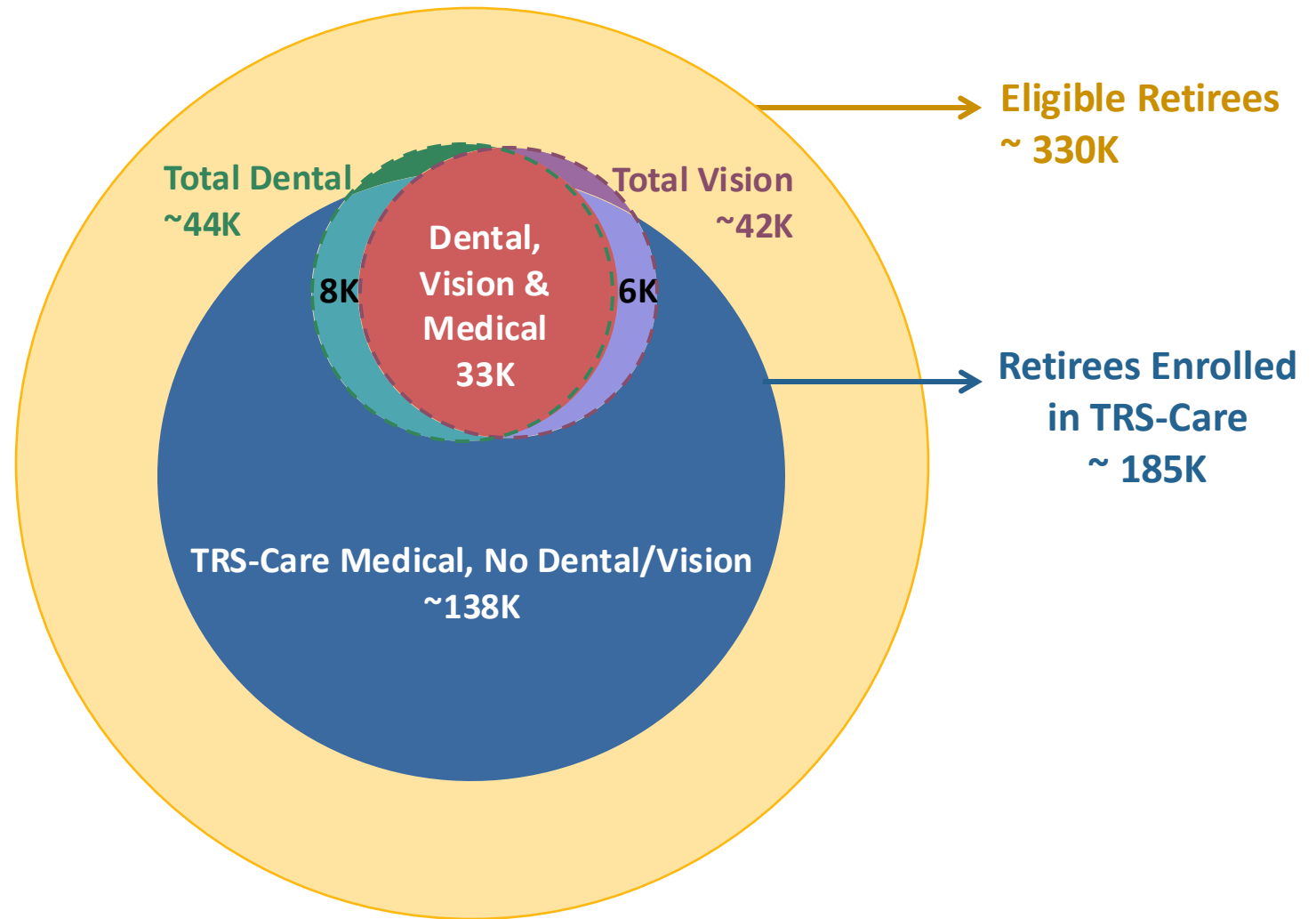
Increased our customer satisfaction ratings from 3.8 to 4.7 by making process improvements based on customer feedback from after-call surveys



Analyzing Dental & Vision Enrollment Trends



- **50K** unique retirees (15%) of eligible retirees
- **93%** of dental and vision enrollments are retirees already in a TRS-Care health plan
 - **26%** of retirees enrolled in a TRS-Care plan select Dental/Vision coverage
- **69%** of those enrolled opted into both dental and vision





Enhancing Dental & Vision Engagement to Boost Enrollment



Targeted Outreach for PY 2026

Increasing Awareness

- Educate non-enrolled retirees about dental and vision benefits.

Building Trust

- Focused communications to existing participants to add dental and vision coverage.

Expanding Coverage

- Raise awareness of benefits for adding dependents.



TRS-ActiveCare Update

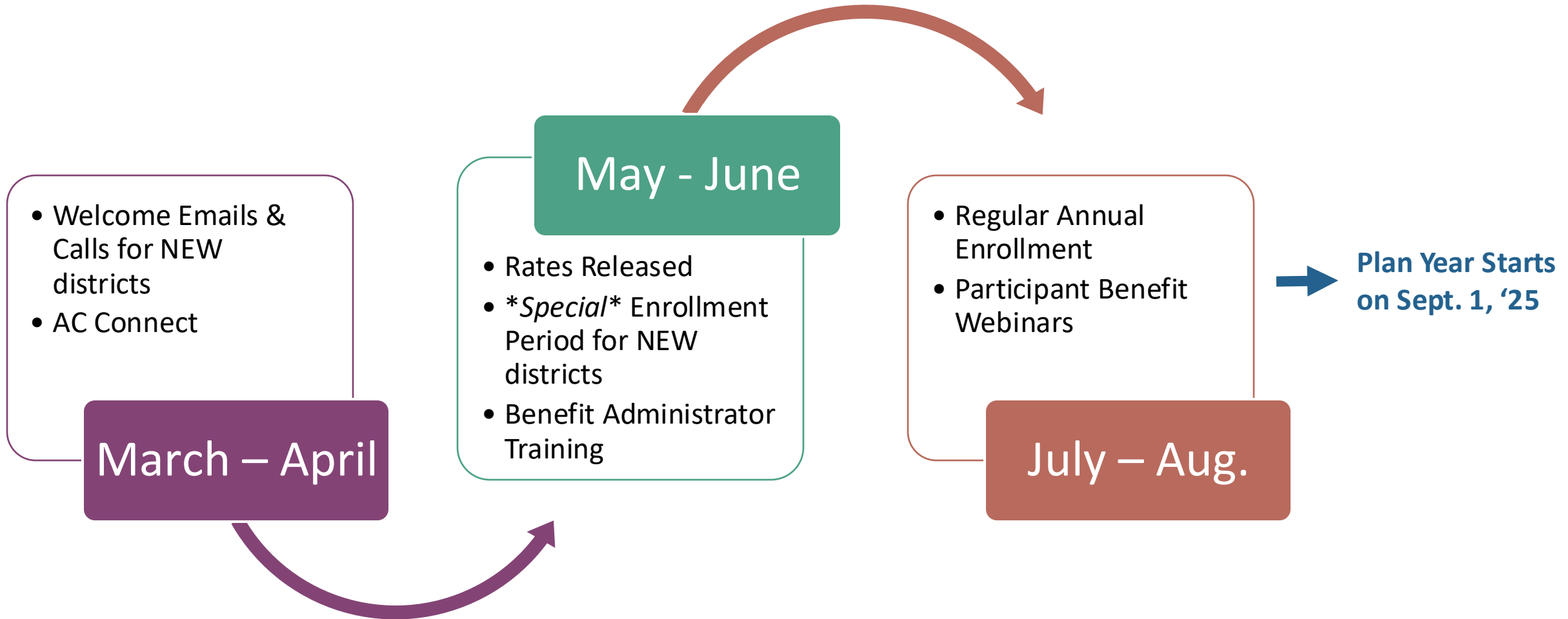
Katrina Daniel, Chief Health Care Officer

Melanie Ingleby, FSA, TRS Chief Health Care Actuary



Outreach & Engagement Plan – TRS-ActiveCare PY 2025-26

Hands-on onboarding of **three** new districts (~5,500 employees) joining TRS-ActiveCare



Ongoing District Ambassador Support throughout Annual Enrollment and plan year



Offering Decision Support for Employers



Direct Communication

- Outreach via Connect calls and emails.
- Quarterly calls with 600+ districts in attendance.

Claims Data Insights

- Provide a clear understanding of their claims data.
- Turnaround time within three days.

Market Comparison

- Illustrate how TRS-ActiveCare costs compares to districts outside the plan.
- 42% of outside market captured by our benchmark.

Health Care Market Education

- Presented at two statewide conferences.
- Offer factors for employers to consider when shopping for outside coverage.



TRS Health Actuarial Team



- Two credentialed actuaries
 - ✓ Fellow of the Society of Actuaries (FSA)
 - ✓ Associate of the Society of Actuaries (ASA)
- 23 exams
- 7,000 study hours
- 34 years of experience



Melanie Ingleby, FSA
*TRS Chief Health Care
Actuary*



Matt Pasyk, ASA
*TRS Health Care
Actuary*



Adrianna Timmer
Analyst

What does an actuary do?



Calculate premium rates



Estimate and report claims reserves



Estimate financial impact to changes in TRS health plans



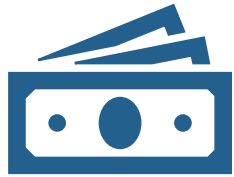
Develop reporting and analyze trends



Calculate projected fund balances

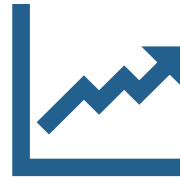


Actuarial Objectives



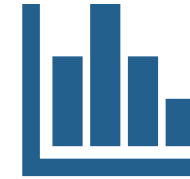
Maintain Fund Stability

Adequate Premiums
Sufficient Reserves



Research and Understand Trends

Historical
Future



Financial Reporting

Fund Balances
Departmental



TRS Health Plans

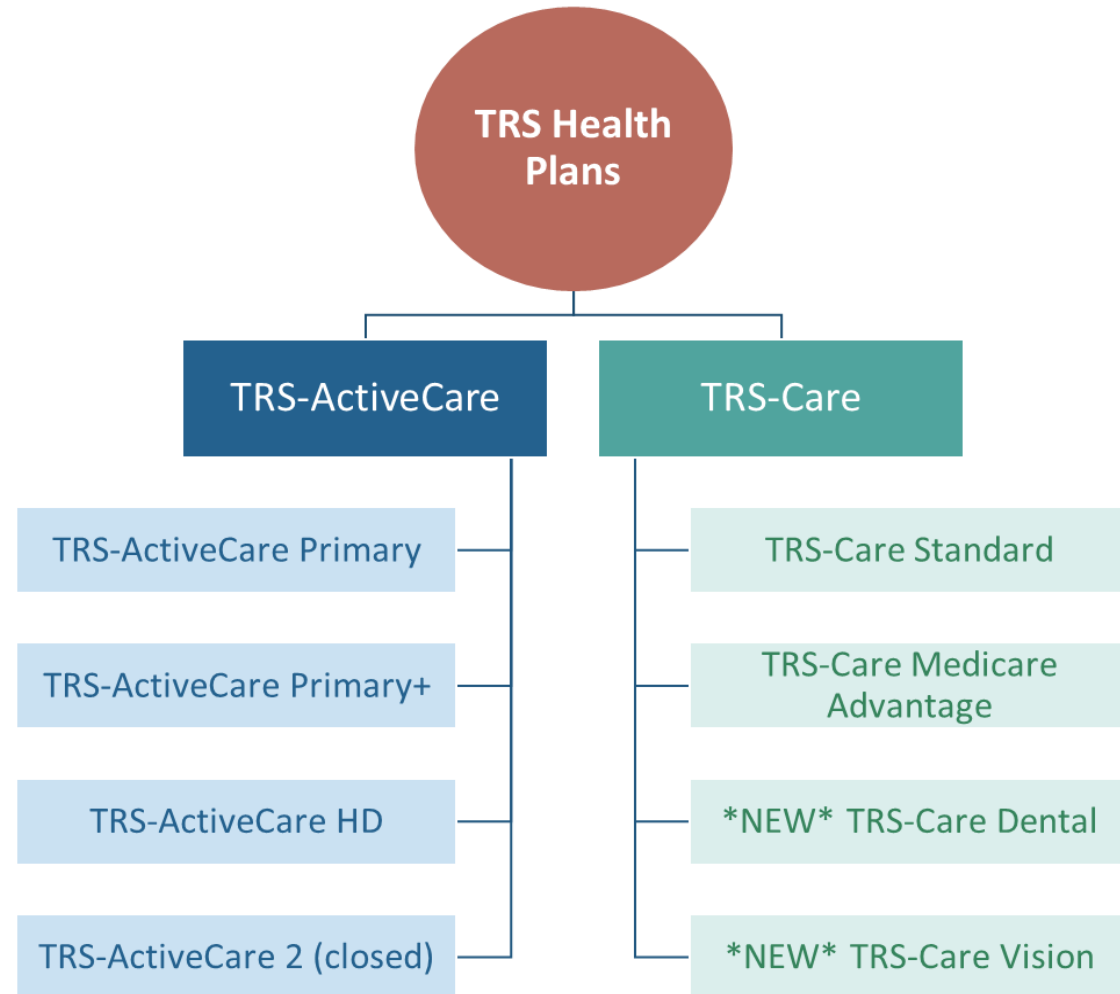


TRS-ActiveCare

- Regionally rated using 20 Education Service Centers (ESCs)
- Nearly 1,000 districts and 420K lives

TRS-Care

- Two statewide plans
- Nearly 220K lives





TRS-ActiveCare – Factors Affecting Rates



Regional Rating

- Maintain stability of the fund
- Provide market competitive rates to districts



Transitional Plans

- Developed a process for districts to enter outside the plan year



Filed Bills

- Supplemental Funds
- 5-year commitment period
- One time exception for districts who left





TRS-ActiveCare Regional Rating



- 320 Distinct rates
- 114 Districts eligible to return in FY28
- Unknown district contributions and employee participation
- Pending legislation

TRS-ActiveCare Eligible Employees Expected to Grow in FY 2025-26



Enrollment estimates for FY 2026 are based on Jan. 1, 2025 enrollment data.

Regional Variations



Risk and Demographics



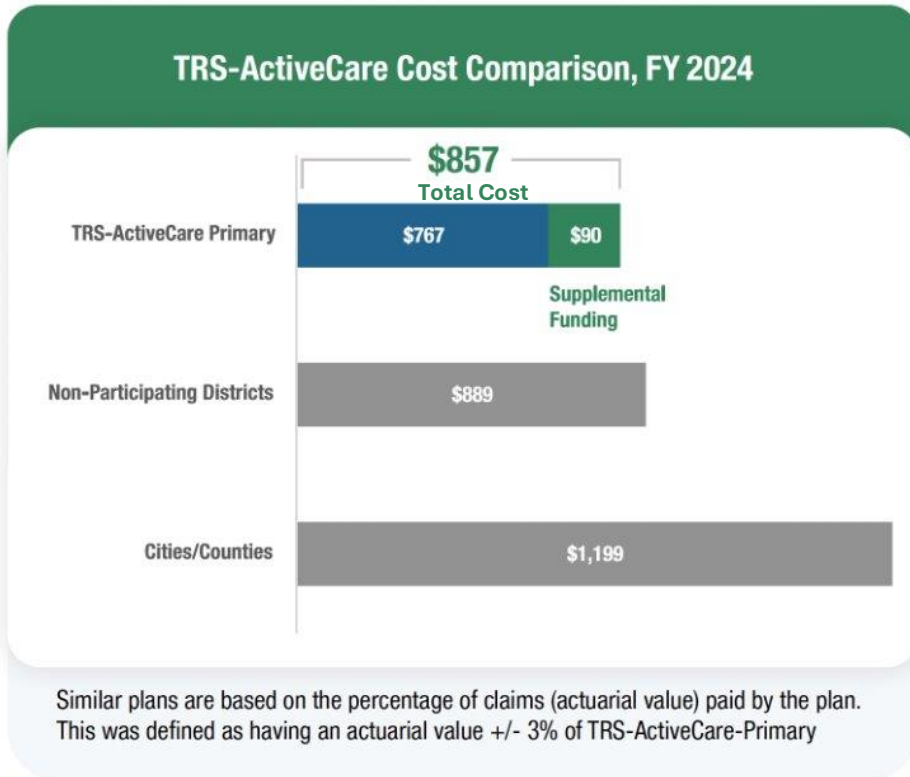
Available providers and utilization patterns



Hospital Mergers



TRS-ActiveCare Market Comparison



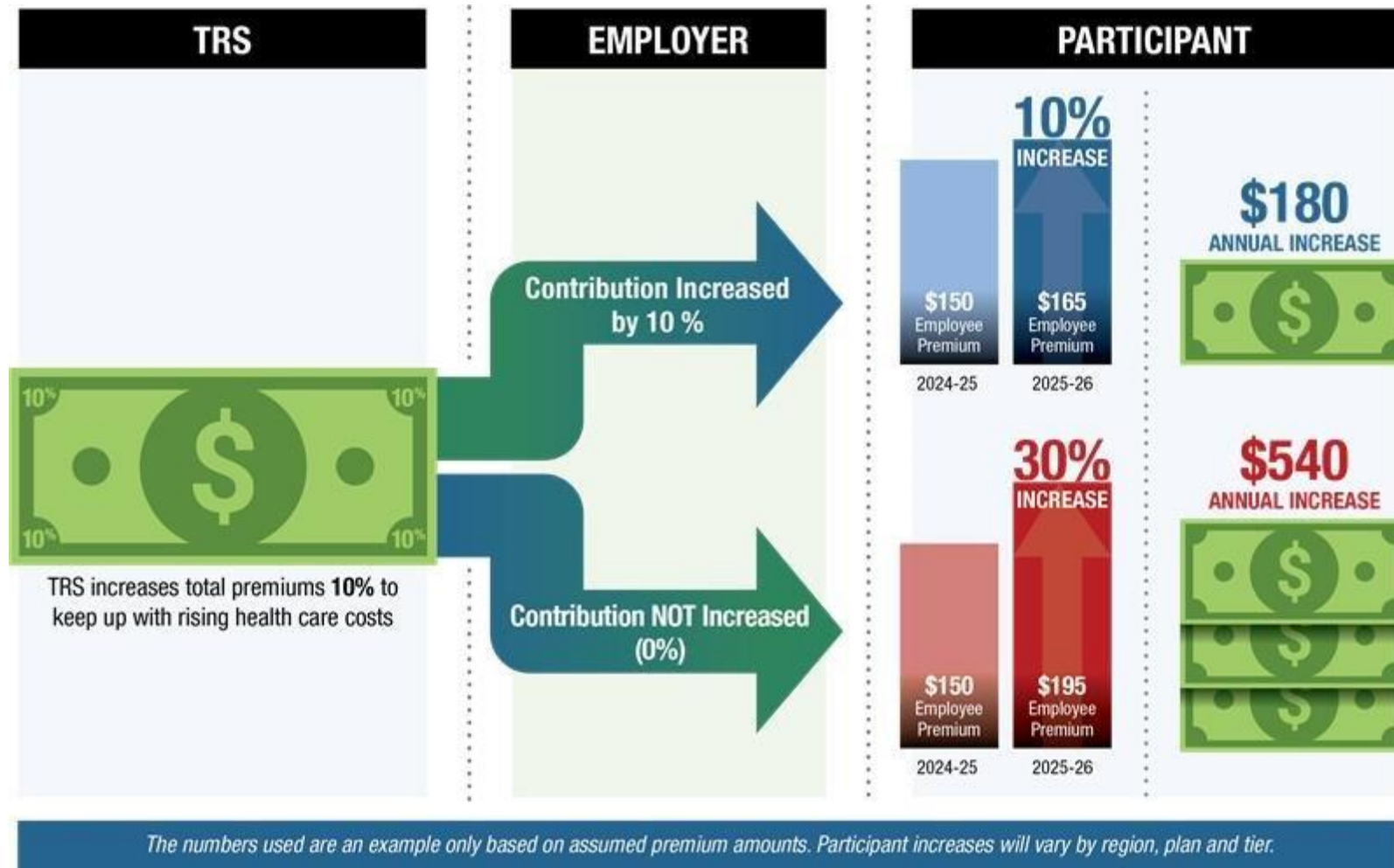
TRS-ActiveCare Primary plan costs **14% less than comparable plans with supplemental funding.**

TRS-ActiveCare Primary plan costs **4% less on average than similar plans even without supplemental funding.**

TRS-ActiveCare remains competitive, with below-market costs, even without supplemental funding.



Impact of Employer Contributions



When the board's adopted gross premium increase is fully passed on to employees, it results in a significantly higher percentage increase for employees and their families.



TRS-Care Actuarial Accomplishments



TRS-Care Medicare Advantage Rate Reduction

Recommended
premium rate
reduction for TRS-
Care Medicare
Advantage retirees,
saving participants
between \$720 -
\$4,884 annually.

Stress tested
assumptions to
ensure fund would
be solvent for the
foreseeable future.

Ongoing monitoring
with market
adjustments
starting in CY27.



Value to TRS Health Employers & Participants



TRS-ActiveCare

- Accurate rates with minimal margin
- High-cost claim pooling across the state
- Stability and bargaining power

TRS-Care

- No premium increase to TRS-Care Standard since 2018
- TRS-Care Medicare Advantage premiums lowered last year to reflect savings
- Stability and competitive benefits



Appendices

Fund Balances

Appendix: TRS-ActiveCare Fund Balance Projection Through 2027

Fiscal Year	Contributions							Expenditures					Ending Balance (Incurred Basis)
	State/District Contributions	Supplemental Appropriations	Employee Contributions	HMO Contributions	LTC	Other Income	Total Revenue	Medical Incurred	Drug Incurred (includes Rebates)	HMO Premium Payments	Administrative Costs	Total Expenses	
FY 2019	\$1,049,243,657		\$881,998,119	\$246,513,026	\$146,090	\$11,162,989	\$2,189,063,880	\$1,459,520,631	\$254,168,852	\$243,198,667	\$123,514,885	\$2,080,403,035	\$164,953,230
FY 2020	\$1,035,176,542		\$870,173,250	\$260,364,669	\$145,265	\$8,121,853	\$2,173,981,579	\$1,522,489,616	\$271,480,529	\$256,850,839	\$119,814,483	\$2,170,635,466	\$168,299,343
FY 2021	\$1,011,525,120		\$850,291,777	\$176,981,437	\$142,718	\$1,853,676	\$2,040,794,727	\$1,615,822,471	\$285,092,897	\$173,297,782	\$78,637,967	\$2,152,851,116	\$56,242,954
FY 2022	\$1,033,743,632	\$638,337,761	\$868,968,740	\$149,833,982	\$0	\$1,656,095	\$2,692,540,210	\$1,690,700,579	\$293,845,034	\$146,752,232	\$69,945,345	\$2,201,243,189	\$547,539,975
FY 2023	\$952,097,761		\$800,336,918	\$85,603,456	\$0	\$27,739,322	\$1,865,777,457	\$1,683,988,310	\$288,020,255	\$83,782,801	\$73,689,100	\$2,129,480,467	\$283,836,966
FY 2024	\$1,088,669,143	\$588,518,000	\$757,221,705	\$67,899,516	\$0	\$48,200,848	\$2,550,509,213	\$1,741,530,426	\$251,690,274	\$72,524,931	\$80,123,736	\$2,145,869,368	\$688,476,811
FY 2025	\$1,218,709,620		\$847,671,106	\$7,709,091	\$0	\$36,091,329	\$2,110,181,146	\$1,973,337,199	\$345,063,465	\$7,609,386	\$80,056,214	\$2,406,066,265	\$392,591,692
FY 2026	\$1,254,779,028		\$872,759,113	\$7,929,653	\$0	\$14,557,980	\$2,150,025,774	\$2,067,138,692	\$393,562,976	\$7,830,113	\$82,026,449	\$2,550,558,230	(\$7,940,763)
FY 2027	\$1,292,422,399		\$898,941,886	\$8,167,543	\$0	\$996,334	\$2,200,528,162	\$2,160,159,933	\$435,374,986	\$8,068,003	\$85,365,788	\$2,688,968,708	(\$496,381,309)

Notes:

- Invoice data through November 30, 2024
- Medical trend: 6% in FY25 (Higher trend used in FY25 to account for new districts). 4.75% trend in FY26, reduced by 0.25% each year thereafter with a 4% minimum.
- Pharmacy trend: 9% in FY25 (Higher trend used in FY25 to account for depressed claims in FY24 because of PBM switch). 8% trend in FY26 and reduced by 0.25% each year thereafter with a 6% minimum.
- Prior to FY2018: State contributions are equal to \$75 PEPM. District contributions are equal to \$150 PEPM. FY2018 and Forward: State/District Contributions are based on September actual contributions.
- Interest rate assumed in FY25 is 5.08%. Rate decreases by a factor of 25% each year with a minimum of 0.5%.
- Premium rate increases of 3% are assumed for all years after FY25.
- The ActiveCare Fund balance is managed to prevent a deficit through premium and benefit adjustments.
- Assumes no supplemental funding for FY26-27

Appendix: TRS-Care Fund Balance Projection Through 2027

Fiscal Year	Contributions							Expenditures			Ending Balance (Incurred Basis)
	Retiree Contributions	State Contributions	Supplemental Appropriations	Active Employee Contributions	District Contributions	Investment Income	CMS, Part D and EGWP Subsidies	Medical Expenses	Drug Expenses	Administrative Costs	
FY 2017*	\$373,229,610	\$328,063,352	\$15,559,552	\$213,241,179	\$191,057,800	\$5,225,993	\$195,396,219	\$807,831,048	\$734,805,874	\$51,885,051	\$368,737,886
FY 2018	\$488,069,004	\$425,625,726	\$394,600,000	\$221,325,377	\$266,061,322	\$10,930,281	\$183,159,406	\$840,420,584	\$669,082,906	\$50,430,879	\$798,574,633
FY 2019	\$517,965,033	\$437,189,334	\$73,641,562	\$227,338,454	\$273,110,251	\$25,046,771	\$321,106,153	\$688,148,611	\$648,749,351	\$45,051,884	\$1,292,022,346
FY 2020	\$499,057,861	\$468,330,999	\$230,756,971	\$243,532,120	\$292,411,364	\$25,396,789	\$317,440,892	\$659,668,989	\$668,307,637	\$44,654,785	\$1,996,317,930
FY 2021	\$533,592,849	\$481,564,562	\$5,520,343	\$250,413,572	\$299,803,511	\$9,226,940	\$311,771,512	\$604,926,549	\$705,239,916	\$38,802,284	\$2,539,242,470
FY 2022	\$399,788,260	\$506,388,630	\$83,000,000	\$263,328,449	\$315,688,282	\$13,499,534	\$288,606,867	\$551,595,432	\$694,534,457	\$45,475,384	\$3,117,937,219
FY 2023	\$477,018,666	\$533,605,088	\$0	\$277,468,284	\$334,703,238	\$151,354,211	\$354,575,016	\$590,029,372	\$714,251,845	\$52,615,305	\$3,889,765,200
FY 2024	\$469,319,251	\$558,086,044	\$0	\$290,204,743	\$351,169,597	\$202,197,475	\$395,494,793	\$607,212,304	\$690,449,243	\$41,929,243	\$4,816,646,313
FY 2025	\$374,073,383	\$569,247,765	\$0	\$296,008,838	\$341,548,659	\$153,071,573	\$502,569,729	\$650,292,924	\$841,376,548	\$50,519,258	\$5,510,977,530
FY 2026	\$337,721,554	\$580,632,720	\$0	\$301,929,015	\$348,379,632	\$129,724,703	\$612,160,267	\$654,711,319	\$982,462,955	\$52,178,968	\$6,132,172,178
FY 2027	\$340,299,641	\$592,245,375	\$0	\$307,967,595	\$355,347,225	\$107,224,415	\$652,205,103	\$731,305,954	\$1,053,078,595	\$54,619,953	\$6,648,457,029

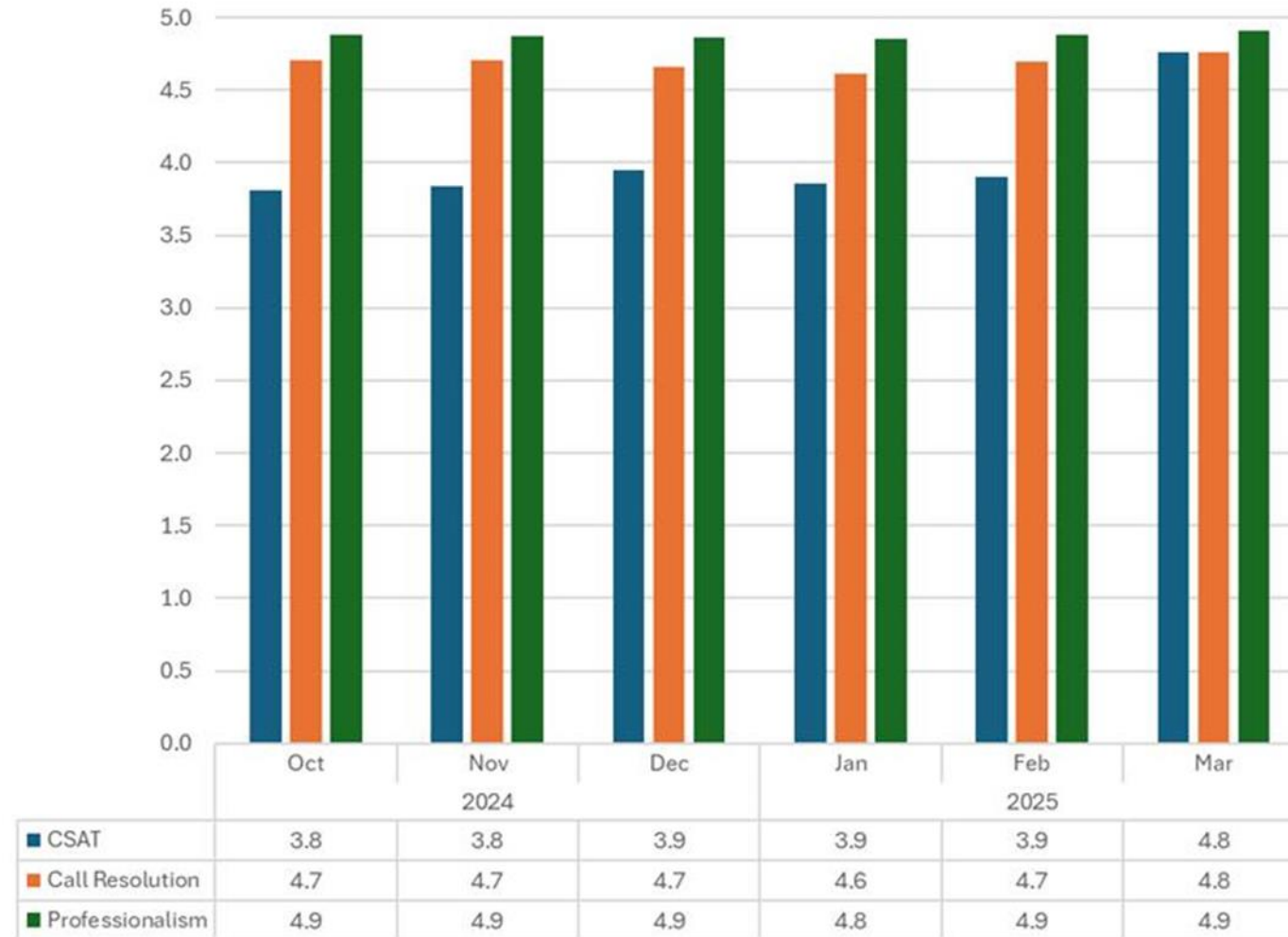
Notes:

- Invoice data through November 30, 2024
- The purpose of this report is to project revenue and expenses on an incurred basis and should not be used as a projection of cash flow. Cash flow projections are usually less than incurred primarily due to a delay in receipt of federal subsidies.
- State Contribution rate of 1.25%; District Contribution rate of 0.75%; and Active Contribution rate of 0.65% beginning 9/1/2017.
- Medical trends: 7% through FY2024; reduced by 0.25% each year thereafter.
- Pharmacy trends: 7% through FY2024; reduced by 0.25% each year thereafter.
- 2% increase in payroll growth
- Interest rate is set to match current returns and reduced by 25% a year with a floor of 0.5%.

* Note that there was a prior period adjustment to retiree contributions FY2017. This number will not tie to the ACFR as the adjustment is reflected here.



After Call Survey Results





Retiree Feedback Quotes



January – March '2025

- We're happy with the new program as far as the dental plan and the vision plan. It's saving us some money and I'm assuming th at the service will be the same. We thank you for going forward and trying to help out all the retirees with lowering the cost and we thank you very much.
- Thank you so much for giving me a chance to say that my TRS-Health counselor was wonderful. She was very informative. She knew what was going on and she answered my questions in a very concise manner. She was also friendly, nice, and sweet. I really appreciate that. She was patient with me while I asked all my questions. She was so patient that I could write down her answers to remember them later. She's a very good representative for the for the company. I appreciate TRS and TRS-Care. You have been a blessing to me. Have a lovely day. God bless you all bye bye.
- Both representatives that I spoke with were very professional, very polite, and willing to help me with anything I needed to know. I am a senior and that means a lot to me that they made me feel comfortable. Thank you very much and have a nice day.
- My TRS representative today was very kind and patient because I have been very confused about this whole Medicare thing. She was very sweet, and I just wish that social security was run as well as TRS is ran. Have a wonderful day. God bless all of you guys. And thank you so so much for putting people on the other end of this phone that are compassionate. Thank you.
- I have been most definitely satisfied with the services provided by TRS. My representative today was excellent. They met all of my needs, answered all my questions, and even some that I didn't even ask for that I didn't know that I needed. Thank you, TRS! Have a good day.
- Today, the health counselor I spoke to was wonderful. He explained in a manner that I understood it. He was patient with me. He was great. Actually, everybody that I talked with at TRS has been wonderful. This is the best experience and I thank you for that. Have a good day.
- I didn't get the name of the young man that helped me today but thank you so much. He did a great job and I really appreciate it. I was very frustrated up until I talked to him. He clarified a whole lot of information. I greatly appreciate it. Thank you.
- My counselor did a great job. He was very well informed and was very good with his communication of the details. This is all a complicated process for those of us who aren't in insurance so kudos to you guys for being on the ball.
- The agent we spoke to was very professional. She was very efficient, and she was very courteous, and we appreciate her great feedback, and we feel really good about my retirement and benefits. Thank you so much have a good day. Bye bye.



Dental and Vision Retiree Enrollment

