

Teacher Retirement System of Texas
Retirees Advisory Committee for TRS-Care
Wednesday, March 8, 2023 | Meeting Minutes

The Teacher Retirement System of Texas (TRS) Retirees Advisory Committee (RAC) for TRS-Care met at 1:00 p.m. on Wednesday, March 8, 2023. TRS hosted the meeting at TRS Headquarters, East Building, 5th Floor Boardroom, 1000 Red River Street, Austin, Texas. This meeting did not have a virtual option.

RAC Members Present	TRS Staff Present	Other Attendees Present
Chair — Grace Mueller, Retired Teacher, 2024 Vice Chair — Nancy Byler, Retired Teacher, 2026 Dr. H. John Fuller, Retired School Administrator, 2024 (absent) Dr. Sonya Haidusek-Niazy, Active School Administrator, 2026 (absent) Sherry Miller, Active Teacher (absent) Anita Kay Young-Wolfe, Active Teacher, 2026 Dr. Mary Widmier, Retired Teacher, 2026	Presenter — Andrew Roth, Deputy Director Presenter — Katrina Daniel, Chief Health Care Officer Presenter — Frank Williams, Chief Information Security Officer Presenter — Kristi Glasgall, Deputy Chief Information Security Officer, HIPAA Security Officer Presenter — Meaghan Bludau, Chief of Staff, TRS Health Presenter — Monica Bernal, Senior Director of Operations, TRS Health Presenter — Yimei Zhao, Senior Director of Finance, TRS Health Presenter — Cristina Juarez, Health Engagement Manager, TRS Health Presenter — Umme Salama Oan Ali, Senior Health Engagement Implementation Specialist, TRS Health Laura Cervantes, Member Coordination Operations Manager, TRS Health Cyrena Costilla, TRS Health Operations Jean Gibson, Health Engagement Specialist for TRS-Care, TRS Health	Presenter — Steve Alexander, Senior Account Executive, Blue Cross and Blue Shield of Texas Presenter — Dr. Linda May, TRS-Care Senior Medical Director—Dedicated, United Healthcare Presenter — Amanda Niemann, TRS-Care Clinical Director—Dedicated, United Healthcare Adriana S. Garza, Advisor, CVS Health Laura Haug, Director of Claims Service, United Healthcare Dena Huggler, Account Manager, Blue Cross and Blue Shield of Texas Joey Johns, Client Service Specialist, Blue Cross and Blue Shield of Texas Mary McKenzie, Account Executive, United Healthcare Lacy Stewart, Client Service Manager, United Healthcare Dr. Robert Wolfe

RAC Members Present	TRS Staff Present	Other Attendees Present
	Kristin Hamlett, Director of Operations, TRS Health Hali Jarrell, TRS Health Operations Kyle Marshall, Supervisor, TRS Health Operations Narisco Montes, TRS Health Operations Holli Odom, TRS Health Operations Jeene Rubio, TRS Health Operations Shao Yang, Executive Assistant to Chief Health Care Officer, TRS Health Carly Yansak, Communications Specialist for TRS Health	

1. Call to Order

Grace Mueller, RAC Chair, welcomed the group and called the meeting to order.

2. Roll Call of Retirees Advisory Committee Members

Chair Mueller called roll for RAC members, TRS staff and guests.

3. Approval of Proposed Minutes from the November 1, 2022 RAC Meeting

The Committee approved the minutes for the November 1, 2022 RAC Meeting.

4. Public Comment

This meeting had no public comments.

5. Executive and Legislative Updates

Mr. Roth gave updates on:

- A. **New TRS Trustees** — The Governor named three new TRS Board Trustees this year, including John Elliott, Brittney Allred and Elvis Williams.
- B. **Legislative Session** — TRS executives continue to engage with legislators to make sure they're aware of issues TRS and its membership faces. TRS serves as a resource to the Texas Legislature by providing options to possible scenarios and responding to questions.

- a. **SB1 and HB1 (General Appropriations Act, GAA) Filed** — SB 12 (86R) final phase of increased contribution rates included; no supplemental funding needed for TRS-Care; New Rider 21 (TRS retiree benefit enhancement)
- b. **Exceptional item in the GAA** — Funding request for TRS-Active Care
- c. **Recommended rider not in the GAA** — Contingent appropriation of pension trust funds for a second TRS regional office
- C. **El Paso Regional Office** — November grand opening; location allows TRS to serve members in person where demand is located.
- D. **New TRS Headquarters** — TRS move starts in May 2023 and ends in 2024.
- E. **TRS Top Workplaces USA Winner** — In November, TRS employees recognized TRS as an Austin Top Workplace for the 11th time.

6. Health Care Update

Ms. Daniel gave updates on:

- A. **2022 TRS Health Benefits Report** — Each RAC member got a hard copy of the report and an overview of TRS Health data, efficiencies and value-added highlights from report.
- B. **New Pharmacy Benefit Manager, Express Scripts** — The TRS Board voted in February to award the new TRS pharmacy benefit management contract to Express Scripts. Services start for TRS-ActiveCare participants on 9/1/23 and for TRS-Care participants on 1/1/24. Implementation is underway. TRS expects very little disruption to participants during the transition from CVS Caremark (current contractor) to Express Scripts.
- C. **Rebranding** — TRS renamed the “Health and Insurance Benefits Division” to “TRS Health” and unveiled a new division logo.

7. Security and Data Protection

Mr. Williams presented information on:

- A. **Seven Layers of Defense** — review of IT systems that protect TRS information and equipment
- B. **Security Awareness** — review of staff education, activities and events that support TRS IT security

Ms. Glasgow presented information on:

- A. **Fraud Awareness** — review of key things members can do to prevent fraud or help prevent fraud

8. TRS-Care

A. Operations Update

Ms. Bernal gave updates on:

- a. **Member Servicing Levels** — TRS staff and vendors continue to exceed stringent service metrics.

Dr. May and Ms. Niemann gave updates on:

- a. **Healthy at Home** — review of hospitalization post-discharge support program for TRS-Care Medicare participants with a focus on helping members stay home
 - i. Moms Meals (home-delivered meals)
 - ii. ModivCare (routine non-emergency transportation)
 - iii. CareLinx (in-home personal care)

Mr. Alexander gave updates on:

- a. **TRS-Care Standard Retiree Experience in 2022** — review of reasons members contacted BCBSTX in 2022; review of member satisfaction with BCBSTX in 2022
- b. **New TRS-Care Standard Virtual Telehealth Provider in 2023** — In addition to Teladoc, RediMD is a new virtual telehealth benefit that started on 1/1/23.
- c. **Accessing the Right Care** — review of Personal Health Guides, Blue Access for Members, Nurseline

B. Engagement Update

Ms. Juarez gave updates on:

- a. **2022 TRS-Care Engagement Touchpoints** — 3.5 million touchpoints, or 16 touchpoints per participant; higher results expected for 2023; focus on identifying gaps in patient care
- b. **TRS Focus Group** — review of new TRS Communications Department initiative to review its communication resources; announcement that Ms. Byler, Ms. Miller and Ms. Wolfe are participating
- c. **New Health Plan Testimonials**— review of new TRS Health project that uses TRS health plan participant stories to illustrate the value of TRS health plan benefits
- d. **New Pharmacy Benefits Manager, Express Scripts** — review of implementation impact to TRS-Care population and TRS communication strategy; RAC Recommendation: *Ms. Byler and Dr. Widmier recommended that TRS notify members that this change is forthcoming so members won't think they're losing coverage when they get their CVS Caremark "termination" notice.*
- e. **Retiree Healthy with TRS-Care Webinars** — announcement of new webinar
- f. **2023 TRS-Care Health Fairs 2023** – review of schedule, dates, locations; Ms. Oan Ali invited RAC members to participate in health fairs to increase RAC engagement with retirees.

9. Review and Approve Operational Guidance

Ms. Bludau led a review and discussion of the “Retiree Advisory Committee Operational Guidance” and the “Guidelines for RAC Member External Communications with the Legislature.” TRS recommended no revisions. The RAC approved both documents with no revisions for a period of three years.

10. Feedback on Topics for *The Pulse*

Ms. Oan Ali gave an update on the new listicle format as well as upcoming topics for the TRS-Care edition of *The Pulse*.

11. Date of Next Meeting

Chair Mueller announced that the next RAC meeting is November 2, 2023, from 1- 3 p.m.

12. Adjourn

Chair Mueller adjourned the meeting at 2:44 p.m. on March 8, 2023.