

Teacher Retirement System of Texas
Retirees Advisory Committee for TRS-Care
Wednesday, March 27, 2024 | Meeting Minutes

The Teacher Retirement System of Texas (TRS) Retirees Advisory Committee (RAC) for TRS-Care met at 1:30 p.m. on Wednesday, March 27, 2024. 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	TRS Staff	Other Attendees
Present: Nancy Byler, Chair Dr. Mary Widmier, Chair Tonya Davis Sherry Miller Mary Ann Whitaker Anita Kay Young Wolfe Absent: Dr. Sonya Haidusek-Niazy	Presenters: Brian Guthrie Katrina Daniel Meaghan Bludau Barbie Pearson Yimei Zhao Monica Bernal Cristina Juarez Umme Salama Oan Ali Attendees: Kelly Archer Laura Cervantes Leslie Chandler Charlene Corron Cyrena Costilla Katherine Farrell Leonel Flores Jean Gibson Beth Hallmark Kristin Hamlett Lori LaBrie Kyle Marshall Denise McLain Holli Odom Megha Pandey Jon Sanchez	Lacy Stewart, UnitedHealthcare Gilbert Gonzalez, Express Scripts Steve Alexander, Blue Cross Blue Shield of Texas Karen Haywood, Blue Cross Blue Shield of Texas

1. Call to Order

Nancy Byler, RAC Chair, welcomed the group and called the meeting to order.

2. Roll Call of Retirees Advisory Committee Members

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

3. Introduction of New RAC Members

Katrina Daniel welcomed new RAC members that the TRS Board of Trustees recently appointed, including Sherry Miller, Tonya Davis and Mary Ann Whiteker. She also welcomed and thanked Ms. Nancy Byler for serving as the new RAC Chair and Mary Widmier as the new RAC Vice Chair.

4. Approval of Proposed Minutes from the November 2, 2023 RAC Meeting

The Committee approved the minutes from the November 2, 2023 RAC Meeting.

5. Public Comment

This meeting had no public comments.

6. Executive Updates

Brian Guthrie shared an executive update on the new headquarters in Mueller. TRS plans to move all TRS functions to the new Mueller location by next Spring. The member facing functions will be the last to move.

Mr. Guthrie also shared news of the Executive Director's Public Service Award that was awarded to the Health Division for their outstanding work on TRS-ActiveCare, as well as the *Austin American Statesman Top Workplace Award*, which TRS received for the thirteenth time.

Katrina Daniel shared news of Mr. Guthrie being recognized for his work as one of Austin's top workplace leaders.

7. Benefits Division Overview

Barbie Pearson gave an overview of the Benefit Services Division, including a staffing update and detailed review of responsibilities for each team in her division. She provided retirement benefit transaction data insights, regional office updates, as well as updates on pension benefit payouts and upcoming new initiatives, process improvements and cross-agency collaborations.

This Division processes over \$1 billion every month in monthly payroll and has over 500,000 monthly annuitants. In Fiscal Year 2023, they paid out over five billion annuity payments, totaling over \$12 billion. The telephone counseling center gets up to 700-800K calls a year.

8. TRS-Care Updates

Katrina Daniel gave an update on the new TRS RAC policy, which the TRS Board of Trustees will review at their May 2024 meeting. She shared highlights from the 2023 TRS Health Benefits Report to give the

Committee a sense of scale of TRS' health programs, cost containment strategies, benefit enhancements and the breath of its engagement activities.

Yimei Zhao shared news of the optional TRS-Care Dental and Vision benefits which TRS will offer to retirees in 2025. She also gave an overview of the thorough procurement process TRS is using to select these vendors.

A. Operations Update

Monica Bernal gave the committee a TRS Health Operations Team update, including a status report on TRS operations preparedness for TRS-Care Dental and Vision plans. She discussed peak enrollment in TRS-Care as well as development of the new TRS-ActiveCare Operations Team, including one new supervisor and two consultants. She discussed expanding MyTRS to incorporate some new health options. Lastly, she gave a brief customer service update. TRS staff and vendors continue to exceed stringent service metrics.

B. Engagement Update

Cristina Juarez shared information on TRS' robust health engagement strategy to communicate about new TRS-Care benefits, including insights on TRS-Care touchpoints, key milestones for health engagement, the 2023 TRS Health Benefits Report, and the proposed 2024 TRS-Care health fair schedule. Lastly, she gave the committee an overview of the TRS-Care Dental and Vision communication strategy.

Meaghan Bludau invited RAC members to attend the fall 2024 TRS-Care Health Fairs.

Umme Salama Oan Ali presented the new designed version of the *TRS-Care Important Contacts* publication for the committee to review.

9. Feedback on Digital Communications and *The Pulse* Topics

Ms. Juarez gave an update on TRS Health digital engagement efforts, including a review of upcoming topics for the TRS-Care edition of The Pulse.

10. Date of Next Meeting

Chair Byler announced that the next RAC meeting is on October 31, 2024.

11. Adjourn

Chair Byler adjourned the meeting at 2:44 p.m. on March 27, 2023.