

Teacher Retirement System of Texas
Retirees Advisory Committee for TRS-Care
Thursday, November 2, 2023 | Meeting Minutes

The Teacher Retirement System of Texas (TRS) Retirees Advisory Committee (RAC) for TRS-Care met at 1:00 p.m. on Thursday, November 2, 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 Sherry Miller, Active Teacher Anita Kay Young-Wolfe, Active Teacher, 2026 Dr. Mary Widmier, Retired Teacher, 2026	Presenter — Brian Guthrie, Executive Director Presenter — Lori LaBrie, TRS Ombuds Presenter — Meaghan Bludau, Chief of Staff, TRS Health Presenter — Monica Bernal, Senior Director of Operations, TRS Health Presenter — Umme Salama Oan Ali, Senior Health Engagement Implementation Specialist, TRS Health Dianna Jarvis, Executive Assistant for Health Services, Health Elvira George, Member Services, Health Leo Flores, Operations Supervisor for Member Services, Health Leslie Chandler, TRS Health Supervisor Marisa Campuzano, Team Lead, Health Assessment Denise McClain, TRS Health Sarah Farley, Engagement Strategist, TRS Health Engagement Team Denise Jimenez, Team Lead and Consultant, TRS Health Jean Gibson, Senior Health Engagement Specialist for TRS-Care, TRS Health	Presenter — Dr. Linda May, TRS-Care Senior Medical Director—Dedicated, United Healthcare Mary McKenzie, Account Executive, United Healthcare Lindsay Lluelf, Account Executive, Express Scripts Steve Alexander, Senior Account Executive, Blue Cross and Blue Shield of Texas 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 Lacy Stewart, Client Service Manager, United Healthcare Dr. Robert Wolfe

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 March 8, 2023 RAC Meeting

The Committee approved the minutes from the March 8, 2023 RAC Meeting.

4. Public Comment

This meeting had no public comments.

5. Executive and Legislative Updates

Brian Guthrie, TRS Executive Director, gave a **Texas Legislative Session Update** on the 88th Regular Legislative Session, including the General Appropriations Act riders affecting TRS; benefit enhancements for TRS retirees (stipends and COLAs); other health care legislation (Texas-based Pharmaceutical Initiative, Dental and Vision Plans for TRS-Care, Biomarker Testing); and Special Sessions.

Mr. Guthrie gave an update on new TRS headquarters, **One TRS: Moving Forward Together**, including key upcoming milestones on the TRS move to the Mueller area in Austin.

Mr. Guthrie reviewed the **TRS Strategic Plan internal campaign and interactive tool**, which is designed to uniquely engage all employees with the plan. The plan kicked off on Sept. 6, 2023 with an agencywide communication and video.

6. Ombuds

Lori LaBrie, TRS Ombuds, gave a brief overview of the history and purpose of the **TRS Office of the Ombuds**, which is an informal and neutral office established by the legislature to protect and advocate for TRS members. Ms. LaBrie reviewed recent and upcoming outreach and engagement initiatives designed to enhance member and retiree experiences.

7. TRS-Care

Meaghan Bludau, TRS Health Chief of Staff, recognized **Grace Mueller and Dr. John Fuller** for their service to the RAC. Their RAC terms are ending on Jan. 31, 2024 and this was their last meeting. Ms. Bludau also recognized Nancy Byler, who will be the next RAC Chair after Ms. Mueller's term ends and

Mary Widmier, who will be the next RAC Vice Chair. Ms. Bludau introduced two new RAC members (not present), **Tonya Davis** and **Dr. Mary Ann Whiteker**. Their terms will begin on Feb. 1, 2024.

Ms. Bludau provided updates on **recent activities and initiatives of the TRS Health Division**, including the Division's move to the Alpha Building at Mueller, legislative work, retiree outreach, the new TRS pharmacy benefits manager (Express Scripts), dental and vision plans for TRS-Care, and recent TRS-ActiveCare news.

A. Operations Update

Monica Bernal, TRS Health Operations Director, gave an update on **TRS Health member services**, including TRS Health Division staff augmentation, the impact of Medicare open enrollment on TRS-Care participants (and how TRS Health proactively works to ensure members continue to participate in TRS-Care), activities on the transition to the new TRS pharmacy benefit manager Express Scripts, TRS-Care medical ID cards and enrollment information for the new dental and vision plans that start 1/1/25.

Ms. Bernal provided a **customer service update**. TRS staff and vendors continue to exceed stringent service metrics.

Linda May, M.D., UnitedHealthcare (UHC) Medical Director, gave an update on the **UHC CMS Star Rating** (4.5 stars for 2024).

B. Engagement Update

Umme Salama Oan Ali, TRS Senior Health Engagement Implementation Specialist, gave an **outreach and engagement update**, including what's new in TRS-Care for plan year 2024 (TRS-Care Standard deductible increase, Express Scripts, and dental and vision plans); TRS-Care Health Fairs and webinars; one-time reenrollment opportunity; and news on health engagement PBM transition activities.

8. Feedback on Digital Communications and Topics for *The Pulse*

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

Dr. Fuller recommended that TRS include contact numbers in the orientation packet for new RAC members. He also recommended that TRS be well prepared to answer a lot of member questions due to plan changes that start January 1, 2024.

Dr. Widmier recommended that TRS staff include some reminders in *The Pulse* about making sure that prescriptions roll over to a different pharmacy vendor starting in January.

Ms. Wolfe recommended that TRS use the health fair road map design to create "important TRS-Care contact information" collateral.

9. Date of Next Meeting

Chair Mueller announced that the next RAC meeting is from 1:30 p.m. to 3:30 p.m. on March 27, 2024.

10. Adjourn

Chair Mueller adjourned the meeting at 2:58 p.m. on November 2, 2023.