



MINUTES OF APRIL 2, 2025 RETIREES COMMITTEE MEETING

To: Members of the Retirees Committee

From: Elizabeth Rogers, Chair

Subject: Summary of the April 2, 2025 Retirees Committee Meeting

Committee Chair Elizabeth Rogers called the April 2, 2025 Committee meeting to order at 9:33 a.m.

ACERA TRUSTEES, SENIOR MANAGERS AND PRESENTING STAFF IN ATTENDANCE

Committee members present were Elizabeth Rogers, Keith Carson, Henry Levy, Steven Wilkinson and George Wood. Also present was alternate member Cynthia Baron. Alternate member Kevin Bryant joined the meeting after roll call.

Staff present were Carlos Barrios, Assistant Chief Executive Officer; Sandra Dueñas-Cuevas, Benefits Manager; Mike Fara, Communications Manager; Erica Haywood, Fiscal Service Officer; Jessica Huffman, Benefits Manager; Harsh Jadhav, Chief of Internal Audit; Vijay Jagar, Chief Technology Officer; Lisa Johnson, Assistant Chief Executive Officer; David Nelsen, Chief Executive Officer; and Jeff Rieger, Chief Counsel.

PUBLIC INPUT

None.

INFORMATION ITEMS

1. Via Benefits 2024 Year in Review

Lisa Starr with Via Benefits provided information on Medicare and non-Medicare retirees related to call statistics, enrollment statistics, Medicare plan changes, member experience improvements, customer satisfaction survey results, and Health Reimbursement Arrangement (HRA) account activity. Additional information was provided regarding the number of retirees enrolling in plans online and those contacting Via Benefits for assistance with their plan enrollment.

In response to Trustee Rogers' suggestion, Ms. Starr will discuss changing Via Benefits' recorded message while a person is on hold to state that the call will be returned within a day, replacing the current message that states that the caller will not lose their place line.

In response to Trustee Levy's question, Ms. Starr will look into the extent artificial intelligence is used to assist in responding to calls from members.

In response to Trustee Carson's question, Staff will look into providing training sessions for members on using Via Benefits' online processes to help them become more comfortable using technology.

2. Survey of Retired Members on Three Rider Additions to the Kaiser Permanente Senior Advantage Plan

Staff provided the results of the 2025 Kaiser Permanente Senior Advantage Plan rider benefit enhancements survey, which was conducted online using SurveyMonkey and was open for responses from January 16 through January 24, 2025.

In response to Trustee Rogers' comment, Staff will ask Kaiser Permanente if it has cost comparison information regarding the over-the-counter health and wellness products between Kaiser and elsewhere.

3. 2026 Medical Plans Update/Renewal Requests of ACERA/County of Alameda

Staff reported that the 2026 annual medical plan renewal request letter was provided to the County of Alameda, and a summary of the information provided is included in the meeting materials.

4. Report on Annual Health Care Planning Meeting with Retiree Groups

Staff provided a report on the participants and topics discussed at the virtual Annual Health Care Planning meeting, which was held on February 26, 2025.

5. Supplemental Retiree Benefit Reserve Financial Status

Staff presented a 10-year history of the Supplemental Retiree Benefit Reserve (SRBR) activity through December 31, 2024. The total interest credited to the SRBR for 2024 was approximately \$83.5 million of regular earnings, using the assumed rate of return of 3.5000%. No excess earnings were credited. Net deductions were approximately \$55.5 million. The December 31, 2024 ending balance was approximately \$1.2 billion.

TRUSTEE REMARKS

In response to Trustee Levy's question, Trustee Rogers stated that the Kaiser Permanente Senior Advantage Plan rider benefit enhancements will be included on the agenda for discussion at a later date.

FUTURE DISCUSSION ITEMS

- Approval of Payment for Implicit Subsidy Cost for 2024
- Possible Declaration of Intent to Fund Implicit Subsidy Program for 2026
- Report and Possible Recommendation on Dental Care Provider Request for Proposal and Awarding Contract for Plan Year 2026
- Report and Possible Recommendation on Vision Care Provider Request for Proposal and Awarding Contract for Plan Year 2026

ESTABLISHMENT OF NEXT MEETING DATE

The next meeting is scheduled for June 4, 2025 at 9:30 a.m.

MEETING ADJOURNED

The meeting adjourned at 10:15 a.m.