



**Alameda County Employees' Retirement Association
BOARD OF RETIREMENT**

**RETIREEES COMMITTEE/BOARD MEETING
NOTICE and AGENDA**

**THIS MEETING WILL BE CONDUCTED VIA TELECONFERENCE [SEE EXECUTIVE
ORDER N-29-20 ATTACHED AT THE END OF THIS AGENDA.]**

ACERA MISSION:

**To provide ACERA members and employers with flexible, cost-effective, participant-oriented
benefits through prudent investment management and superior member services.**

**Wednesday, April 7, 2021
10:30 a.m.**

ZOOM INSTRUCTIONS	COMMITTEE MEMBERS	
The public can view the Teleconference and comment via audio during the meeting. To join this Teleconference, please click on the link below. https://zoom.us/join Meeting ID: 838 9730 3072 Password: 249818 For help joining a Zoom meeting, see: https://support.zoom.us/hc/en-us/articles/201362193	LIZ KOPPENHAVER, CHAIR	ELECTED RETIRED
	HENRY LEVY, VICE CHAIR	TREASURER
	KEITH CARSON	APPOINTED
	DARRYL L. WALKER	ALTERNATE SAFETY
	GEORGE WOOD	ELECTED GENERAL

This is a meeting of the Retirees Committee if a quorum of the Retirees Committee attends, and it is a meeting of the Board if a quorum of the Board attends. This is a joint meeting of the Retirees Committee and the Board if a quorum of each attends.

The order of agenda items is subject to change without notice. Board and Committee agendas and minutes, and all documents distributed to the Board or a Committee in connection with a public meeting (unless exempt from disclosure), are available online at www.acera.org.

Note regarding public comments: Public comments are limited to four (4) minutes per person in total.

Note regarding accommodations: The Board of Retirement will provide reasonable accommodations for persons with special needs of accessibility who plan to attend Board meetings. Please contact ACERA at (510) 628-3000 to arrange for accommodation.

RETIREEES COMMITTEE/BOARD MEETING

NOTICE and AGENDA, Page 2 of 2 – Wednesday, April 7, 2021

Call to Order: 10:30 a.m.

Roll Call:

Public Input (Time Limit: 4 minutes per speaker)

Action Items: Matters for Discussion and Possible Motion by the Committee

There are no action items for discussion.

Information Items: These items are not presented for Committee action but consist of status updates and cyclical reports

1. Supplemental Retiree Benefit Reserve Financial Status

Statement of additions and deductions to the Supplemental Retiree Benefit Reserve for the period ending December 31, 2020.

- Margo Allen

2. Via Benefits 2020 Year-End Review

Via Benefits will present a year-end review report for 2020.

- Kathy Foster

- Via Benefits

3. Semi-Annual Report on ACERA's Wellness Program

Staff will provide the semi-annual report on ACERA's Wellness Program.

- Ismael Piña

- Mike Fara

4. Miscellaneous Updates

Staff will update the Committee on any recent benefit issues affecting ACERA retirees.

- Ismael Piña

Trustee Remarks

Future Discussion Items

- Approval of Payment for Implicit Subsidy Cost for 2020
- Possible Declaration of Intent to Fund Implicit Subsidy Program for 2022

Establishment of Next Meeting Date

June 2, 2021, at 10:30 a.m.

Adjournment

**EXECUTIVE DEPARTMENT
STATE OF CALIFORNIA**

EXECUTIVE ORDER N-29-20

WHEREAS on March 4, 2020, I proclaimed a State of Emergency to exist in California as a result of the threat of COVID-19; and

WHEREAS despite sustained efforts, the virus continues to spread and is impacting nearly all sectors of California; and

WHEREAS the threat of COVID-19 has resulted in serious and ongoing economic harms, in particular to some of the most vulnerable Californians; and

WHEREAS time bound eligibility redeterminations are required for Medi-Cal, CalFresh, CalWORKs, Cash Assistance Program for Immigrants, California Food Assistance Program, and In Home Supportive Services beneficiaries to continue their benefits, in accordance with processes established by the Department of Social Services, the Department of Health Care Services, and the Federal Government; and

WHEREAS social distancing recommendations or Orders as well as a statewide imperative for critical employees to focus on health needs may prevent Medi-Cal, CalFresh, CalWORKs, Cash Assistance Program for Immigrants, California Food Assistance Program, and In Home Supportive Services beneficiaries from obtaining in-person eligibility redeterminations; and

WHEREAS under the provisions of Government Code section 8571, I find that strict compliance with various statutes and regulations specified in this order would prevent, hinder, or delay appropriate actions to prevent and mitigate the effects of the COVID-19 pandemic.

NOW, THEREFORE, I, GAVIN NEWSOM, Governor of the State of California, in accordance with the authority vested in me by the State Constitution and statutes of the State of California, and in particular, Government Code sections 8567 and 8571, do hereby issue the following order to become effective immediately:

IT IS HEREBY ORDERED THAT:

1. As to individuals currently eligible for benefits under Medi-Cal, CalFresh, CalWORKs, the Cash Assistance Program for Immigrants, the California Food Assistance Program, or In Home Supportive Services benefits, and to the extent necessary to allow such individuals to maintain eligibility for such benefits, any state law, including but not limited to California Code of Regulations, Title 22, section 50189(a) and Welfare and Institutions Code sections 18940 and 11265, that would require redetermination of such benefits is suspended for a period of 90 days from the date of this Order. This Order shall be construed to be consistent with applicable federal laws, including but not limited to Code of Federal Regulations, Title 42, section 435.912, subdivision (e), as interpreted by the Centers for Medicare and Medicaid Services (in guidance issued on January 30, 2018) to permit the extension of

otherwise-applicable Medicaid time limits in emergency situations.

2. Through June 17, 2020, any month or partial month in which California Work Opportunity and Responsibility to Kids (CalWORKs) aid or services are received pursuant to Welfare and Institutions Code Section 11200 et seq. shall not be counted for purposes of the 48-month time limit set forth in Welfare and Institutions Code Section 11454. Any waiver of this time limit shall not be applied if it will exceed the federal time limits set forth in Code of Federal Regulations, Title 45, section 264.1.
3. Paragraph 11 of Executive Order N-25-20 (March 12, 2020) is withdrawn and superseded by the following text:

Notwithstanding any other provision of state or local law (including, but not limited to, the Bagley-Keene Act or the Brown Act), and subject to the notice and accessibility requirements set forth below, a local legislative body or state body is authorized to hold public meetings via teleconferencing and to make public meetings accessible telephonically or otherwise electronically to all members of the public seeking to observe and to address the local legislative body or state body. All requirements in both the Bagley-Keene Act and the Brown Act expressly or impliedly requiring the physical presence of members, the clerk or other personnel of the body, or of the public as a condition of participation in or quorum for a public meeting are hereby waived.

In particular, any otherwise-applicable requirements that

- (i) state and local bodies notice each teleconference location from which a member will be participating in a public meeting;
- (ii) each teleconference location be accessible to the public;
- (iii) members of the public may address the body at each teleconference conference location;
- (iv) state and local bodies post agendas at all teleconference locations;
- (v) at least one member of the state body be physically present at the location specified in the notice of the meeting; and
- (vi) during teleconference meetings, at least a quorum of the members of the local body participate from locations within the boundaries of the territory over which the local body exercises jurisdiction

are hereby suspended.

A local legislative body or state body that holds a meeting via teleconferencing and allows members of the public to observe and address the meeting telephonically or otherwise electronically, consistent with the notice and accessibility requirements set forth below, shall have satisfied any requirement that the body allow

members of the public to attend the meeting and offer public comment. Such a body need not make available any physical location from which members of the public may observe the meeting and offer public comment.

Accessibility Requirements: If a local legislative body or state body holds a meeting via teleconferencing and allows members of the public to observe and address the meeting telephonically or otherwise electronically, the body shall also:

- (i) Implement a procedure for receiving and swiftly resolving requests for reasonable modification or accommodation from individuals with disabilities, consistent with the Americans with Disabilities Act and resolving any doubt whatsoever in favor of accessibility; and
- (ii) Advertise that procedure each time notice is given of the means by which members of the public may observe the meeting and offer public comment, pursuant to subparagraph (ii) of the Notice Requirements below.

Notice Requirements: Except to the extent this Order expressly provides otherwise, each local legislative body and state body shall:

- (i) Give advance notice of the time of, and post the agenda for, each public meeting according to the timeframes otherwise prescribed by the Bagley-Keene Act or the Brown Act, and using the means otherwise prescribed by the Bagley-Keene Act or the Brown Act, as applicable; and
- (ii) In each instance in which notice of the time of the meeting is otherwise given or the agenda for the meeting is otherwise posted, also give notice of the means by which members of the public may observe the meeting and offer public comment. As to any instance in which there is a change in such means of public observation and comment, or any instance prior to the issuance of this Order in which the time of the meeting has been noticed or the agenda for the meeting has been posted without also including notice of such means, a body may satisfy this requirement by advertising such means using "the most rapid means of communication available at the time" within the meaning of Government Code, section 54954, subdivision (e); this shall include, but need not be limited to, posting such means on the body's Internet website.

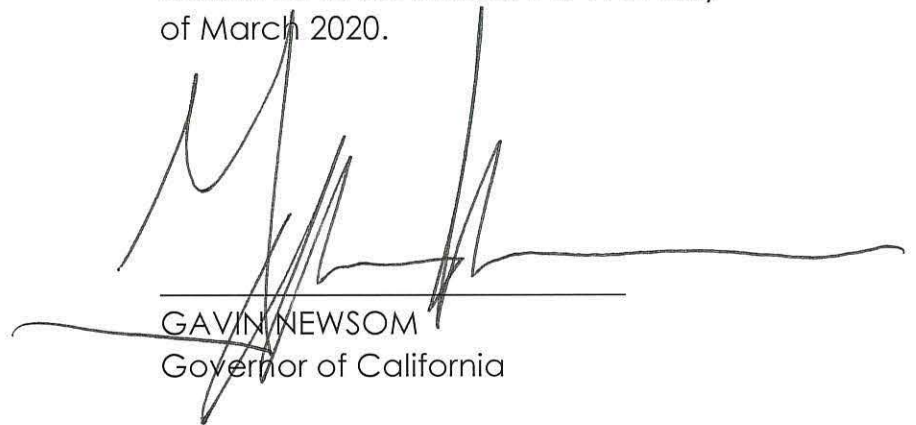
All of the foregoing provisions concerning the conduct of public meetings shall apply only during the period in which state or local public health officials have imposed or recommended social distancing measures.

All state and local bodies are urged to use sound discretion and to make reasonable efforts to adhere as closely as reasonably possible to the provisions of the Bagley-Keene Act and the Brown Act, and other applicable local laws regulating the conduct of public meetings, in order to maximize transparency and provide the public access to their meetings.

IT IS FURTHER ORDERED that as soon as hereafter possible, this Order be filed in the Office of the Secretary of State and that widespread publicity and notice be given of this Order.

This Order is not intended to, and does not, create any rights or benefits, substantive or procedural, enforceable at law or in equity, against the State of California, its agencies, departments, entities, officers, employees, or any other person.

IN WITNESS WHEREOF I have
hereunto set my hand and caused
the Great Seal of the State of
California to be affixed this 17th day
of March 2020.



GAVIN NEWSOM
Governor of California

ATTEST:

ALEX PADILLA
Secretary of State



MEMORANDUM TO THE OPERATIONS COMMITTEE

DATE: April 7, 2021

TO: Members of the Operations and Retiree Committee

FROM: Margo Allen, Fiscal Services Officer *MA*

SUBJECT: Statement of Reserves and Supplemental Retirees Benefit Reserve (SRBR)
Status as of December 31, 2020

Statement of Reserves

The Statement of Reserves as of December 31, 2020, is attached for your review. The semi-annual interest crediting as of December 31, 2020, was completed on February 23, 2021.

For the six-month period ended December 31, 2020, approximately \$315.0 million of total interest was credited to all the valuation reserve accounts, including the 401(h) account and the SRBR.

- Regular earnings of \$315.0 million were credited to the valuation reserve accounts, the 401(h) account and the SRBR at one half of the assumed crediting rate of return of 3.6250%.
- There was no crediting of earnings above the assumed rate of return (excess earnings).

The total interest crediting rate to the valuation reserve accounts and the 401(h) account as well as the SRBR was 3.6250% (see table below).

Earnings Classification	Valuation Reserve & 401(h) Accounts		SRBR	
	Amount	Rate	Amount	Rate
Regular Earnings	\$281,572,944	3.6250%	\$33,414,313	3.6250%
Excess Earnings	0	0.0000%	0	0.0000%
Total Interest Credited	\$281,572,944	3.6250%	\$33,414,313	3.6250%

The process for crediting interest as of December 31, 2020, is presented in the table on the next page. Note that for this semi-annual interest crediting period, the Contingency Reserve Account (CRA) was restored to 1% of total assets, \$98.7 million as of December 31, 2020, and \$29.7 million was subsequently withdrawn from the CRA to fund the interest crediting shortfall. Without the use of the CRA funds the interest crediting rate would've been 3.2831%.

Interest Crediting Methodology as of December 31, 2020	
Expected Actuarial Earnings for the period	\$ 295,971,204.79
10 % Amortization of deferred amounts – (Sum of the last 10 periods)	88,000,387.53
Actuarial earnings on a smoothed basis	383,971,592.32
CRA adjustment to 1% of total assets as of 12/31/2020	(98,689,470.27)
Actuarial earnings available for interest crediting at the rate 3.2831%	285,282,122.05
CRA usage to cover the interest crediting shortfall	29,705,134.60
Total amount to credit interest at 3.6250%	\$ 314,987,256.65

There was a market **gain** of approximately \$1,508.5 million for the six-month period ended December 31, 2020, which was higher than the expected actuarial earnings of approximately \$296.0 million. As a result, \$1,212.5 million in **gains** were added to the market stabilization reserve (the difference of the actual market gain and the expected actuarial earnings). In addition, \$88.0 million of net **gains** from the previous ten (10) interest crediting cycles were recognized in the current interest crediting period. Thus, the market stabilization reserve increased from net deferred **loss** of \$481.2 million as of June 30, 2020, to \$643.3 million in deferred **gains** as of December 31, 2020.

Supplemental Retiree Benefit Reserve (SRBR) Status Report

The 10-year history of SRBR activity through December 31, 2020, is attached for your review. The December 31, 2020, ending balance of the SRBR account is approximately \$931.8 million.

The break-down of the December 31, 2020 total interest crediting rate is as follows:

- Regular earnings were credited at the assumed rate of return of 3.6250%.
- No earnings above the assumed rate of return (excess earning) were credited.

The total interest credited to the SRBR for the six-month period ended December 31, 2020, was approximately \$33.4 million of regular earning and \$0.0 of excess earnings. For the year ended December 31, 2020 approximately \$58.9 million of regular earnings and \$0.0 excess earnings were credited to the SRBR.

For the six-month period ended December 31, 2020, the net deductions from SRBR were approximately \$23.5 million. These deductions include the net transfer to/from the employer advance reserve for 401(h) contributions of \$22.8 million, as well as payments of supplemental COLA and retired death benefits of \$0.7 million. For the year ended December 31, 2020, the net deductions from SRBR were approximately \$51.8 million. These deductions include the net transfer to/from the employer advance reserve for 401(h) contributions of \$50.5 million as well as payments of supplemental COLA and retired death benefits of \$1.3 million.

Attachments:

- Statement of Reserves as of December 31, 2020.
- SRBR Status as of December 31, 2020.

ALAMEDA COUNTY EMPLOYEES' RETIREMENT ASSOCIATION
STATEMENT OF RESERVES
For the Six Months Ended December 31, 2020

	Beginning Balances 6/30/2020	Net Contributions Benefits, Refunds & Transfers 7/1 - 12/31/2020	Interest Crediting Process 7/1 - 12/31/2020 (3.6250%)	Allocation of Excess Earnings 7/1 - 12/31/2020 (0.0000%)	Ending Balances 12/31/2020
Member Reserves:					
Active Member Reserves	\$ 1,593,765,136	\$ (8,260,755)	\$ 54,992,932 ¹	- ¹	\$ 1,640,497,313
Employer Advance Reserve	1,206,797,808	42,354,443	41,728,191	-	1,290,880,442
401(h) Account - OPEB	9,099,884	(378,134)	329,870	-	9,051,620
Total Employer Reserves	1,215,897,692	41,976,309	42,058,061 ¹	- ¹	1,299,932,062
Retired Member Reserves	4,957,026,429	(96,234,602)	184,521,950 ¹	- ¹	5,045,313,777
Supplemental Retiree Benefit Reserve:	921,774,155	(23,434,311)	33,414,313 ¹	- ¹	931,754,157
Contingency Reserve	-	-	68,984,336 ²	-	68,984,336
Market Stabilization Reserve	(481,202,797)	-	-	1,124,488,502	643,285,705
Total Reserves at Fair Value	\$ 8,207,260,615	\$ (85,953,359)	\$ 383,971,592	\$ 1,124,488,502	\$ 9,629,767,350

Notes: 1. Interest credited as of 12/31/20 includes \$314,987,256.65 of regular earnings and no excess earning allocation to either the SRBR Reserve or Non-SRBR reserves.

2. Amount includes an increase of the CRA by \$98,689,470.27 to restore the balance at 1% total assets as of 12/31/20; and subsequent withdrawal of \$29,705,134.60 to cover the semi-annual interest crediting shortfall at 12/31/20. As a result, the CRA balance at 12/31/20 was 0.70% of total assets.

ALAMEDA COUNTY EMPLOYEES' RETIREMENT ASSOCIATION
STATEMENT OF RESERVES
For the Year Ended December 31, 2020

	Beginning Balances 1/1/2020	Net Contributions & Transfers 1/1 - 12/31/2020	Interest Crediting Process 6/30/20 & 12/31/2020 (2.7537%) & (3.6250%)	Allocation of Excess Earnings 6/30/20 & 12/31/2020 (0.0000%) & (0.0000%)	Ending Balances 12/31/2020
Member Reserves:					
Active Member Reserves	\$ 1,581,322,252	\$ (36,600,726)	\$ 95,775,787 ¹	- ¹	\$ 1,640,497,313
Employer Advance Reserve	1,159,079,408	60,575,906	71,225,128	-	1,290,880,442
401(h) Account - OPEB	10,415,538	(1,980,605)	616,687	-	9,051,620
Total Employer Reserves	1,169,494,946	58,595,301	71,841,815 ¹	- ¹	1,299,932,062
Retired Member Reserves	4,853,063,581	(131,087,320)	323,337,516 ¹	- ¹	5,045,313,777
Supplemental Retiree Benefit Reserve:	924,709,823	(51,834,073)	58,878,407 ¹	- ¹	931,754,157
Contingency Reserve	-		68,984,336 ²		68,984,336
Market Stabilization Reserve	260,688,449			382,597,256	643,285,705
Total Reserves at Fair Value	\$ 8,789,279,051	\$ (160,926,818)	\$ 618,817,861	\$ 382,597,256	\$ 9,629,767,350

Notes: 1. Interest credited as of 06/30/20 and 12/31/20 were \$234,846,268.57 and \$314,987,256.65, respectively. There were no allocation of earnings above the assumed rate of return as of 6/30/20 and 12/31/20.

2. Net amount includes addition to the CRA of \$83,861,667.61 as of 6/30/20 and \$98,689,470.27 as of 12/31/20, to restore the balance at 1% total assets; and subsequent withdrawals of the entire \$83,861,667.61 at 6/30/20 and \$29,705,134.60 at 12/31/20, to cover the semi-annual interest crediting shortfalls for the respective crediting periods. As a result, the CRA balance at 12/31/20 was \$68,984,335.67, which is about 0.70% of total assets.

**ALAMEDA COUNTY EMPLOYEES' RETIREMENT ASSOCIATION
SUPPLEMENTAL RETIREES' BENEFIT RESERVE (SRBR)
For the Ten Years Ended December 31, 2011 - December 31, 2020**

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Beginning Balance	\$624,166,664	\$ 602,906,726	\$570,878,929	\$ 643,056,500	\$ 789,826,877	\$ 853,842,371	\$ 874,385,246	\$ 893,770,614	\$ 919,488,617	\$ 924,709,823
Deductions:										
Transferred to Employers Advance Reserve	31,858,291	33,353,151	32,240,449	34,038,593	36,528,264	33,818,832	38,327,914	43,777,409	44,858,371	45,456,100
Employers Implicit Subsidy	4,402,603	4,411,206	7,370,466	6,992,822	5,320,953	6,021,451	8,787,596	5,800,563	6,899,139	6,446,702
Supplemental Cost of Living	2,556,221	2,345,527	2,067,218	1,849,140	1,555,924	1,350,784	1,231,500	1,134,613	1,181,244	1,116,523
Death Benefit - Burial - SRBR	746,102	791,492	5,525	223,529	213,909	187,081	187,060	196,576	216,834	230,747
ADEB (Active Death)	936,133	426,640	-	-	-	-	-	-	-	-
Total Deductions	40,499,351	41,328,016	41,683,658	43,105,084	43,619,050	41,378,148	48,534,070	50,909,161	53,155,588	53,250,072
Additions:										
Interest Credited to SRBR	19,239,412	9,300,219	38,786,516	54,031,947	62,722,797	60,730,023	66,715,938	64,827,682	57,022,294	58,878,406
Excess Earnings Allocation	-	-	75,074,713 (1)	132,455,002	43,770,247	-	-	10,574,982	-	-
Transferred from Employers Advance Reserve	-	-	-	3,388,512 (2)	1,141,500	1,191,000	1,203,500	1,224,500	1,354,500	1,416,000
Total Additions	19,239,412	9,300,219	113,861,229	189,875,461	107,634,544	61,921,023	67,919,438	76,627,164	58,376,794	60,294,406
Ending Balance	<u>\$602,906,726</u>	<u>\$ 570,878,929</u>	<u>\$643,056,500</u>	<u>\$ 789,826,877</u>	<u>\$ 853,842,371</u>	<u>\$ 874,385,246</u>	<u>\$ 893,770,614</u>	<u>\$ 919,488,617</u>	<u>\$ 924,709,823</u>	<u>\$ 931,754,157</u>

Notes


- (1) The Excess Earnings allocation of \$75,074,713.03 is a total of \$72,013,436.53 from investment earning above the assumed rate of return and \$3,061,276.50 from additional excess earning made available from the dispersal of the Death Benefit-Burial Reserve as of 12/31/13.
- (2) These amounts include reclassification of OPEB Administrative Expense contribution reimbursement activities and interest from January 2012 through June 2014; and normal activities for the six month period of July 2014 through December 2014. The SB 1479 reimbursements from the Employer Advance Reserve were inadvertently booked to the 401(h) account instead of SRBR. A total misclassified balance of \$2,649,500 and regular credited interest of \$182,511.54 were transferred from the 401(h) account to SRBR.
- Amounts are rounded to the nearest dollar and include <\$1 rounding differences.



MEMORANDUM TO THE RETIREES COMMITTEE

DATE: April 7, 2021

TO: Members of the Retirees Committee

FROM: Kathy Foster, Assistant Chief Executive Officer 

SUBJECT: **Via Benefits 2020 Year End Review**

Via Benefits will review the attached presentation and discuss the following topics.

- Medicare
 - Enrollment Statistics and Activity
 - Call Statistics
 - Enhancements Made for 2021 Enrollment Season
 - Carrier Updates Made for 2021 Enrollment Season
- Individual and Family Plan/IFP (Pre-65)
 - Plan Statistics
 - Call Statistics
 - New Experience for 2021 Enrollment Period
 - Individual Marketplace Updates
- Voice of the Customer
- Funding Account Activity
 - Improvements and News
 - New Reimbursement Request Form and Mobile App
- Integration with Aon

Attachment

2020 Year End Review

Individual Marketplace – Via Benefits

ACERA

April 7, 2021



A photograph of a middle-aged couple with dark skin, smiling and looking at a laptop screen. The woman is on the left, wearing a grey top, and the man is on the right, wearing a red and white striped shirt. The woman's hand is resting on the man's chest. The background is blurred, showing an indoor setting with greenery.

Agenda

- Your Team
- 2020 Year in Review
 - Medicare
 - Individual and Family Plan (Pre-65)
 - Voice of the Customer
 - Funding Account Activity
 - Looking Ahead



Your Team

ACERA's Team

EXECUTIVE SPONSOR

JOSEPH KEYES

Client Service and Delivery Leader
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1 801 994 9138

MARCY BORODKIN

Client Service and Delivery Leader
Marcy.Borodkin@willistowerswatson.com
1 312 965 9002

CLIENT SERVICE MANAGER

LISA STARR

Client Service Manager
Lisa.Starr@willistowerswatson.com
801 994 9842

SUPPORT TEAM

Data

Reporting, Eligibility Files
datasupport.retiree@willistowerswatson.com

Customer Service

Retiree Inquiry, Resolution
Gateway Portal:
<https://Benefitview.io>

Reporting

Service Center metrics and reporting
<https://Benefitview.io>

A photograph of a middle-aged couple in a modern living room. The man, wearing glasses and a light green shirt, is seated and looking at a laptop. The woman, wearing a leopard print top, stands behind him, smiling and looking at the screen. Large windows in the background show a view of greenery and a brick building. A vase of orange flowers sits on a table to the right.

ACERA 2020 Year in Review

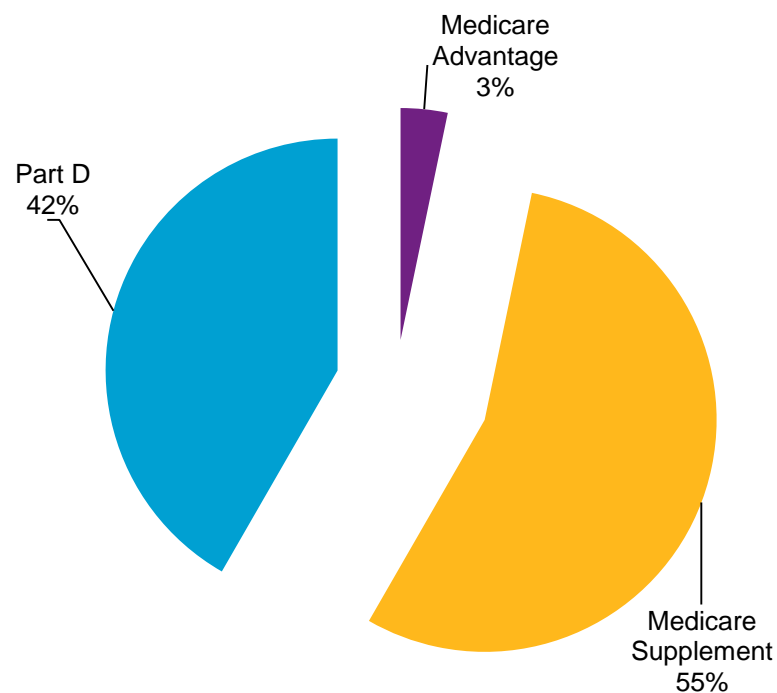
Medicare

Medicare Enrollment Statistics

Total Eligible	# of Participants Who Have Elected Plans	Percent Enrolled
11,013	1,571	14.26%

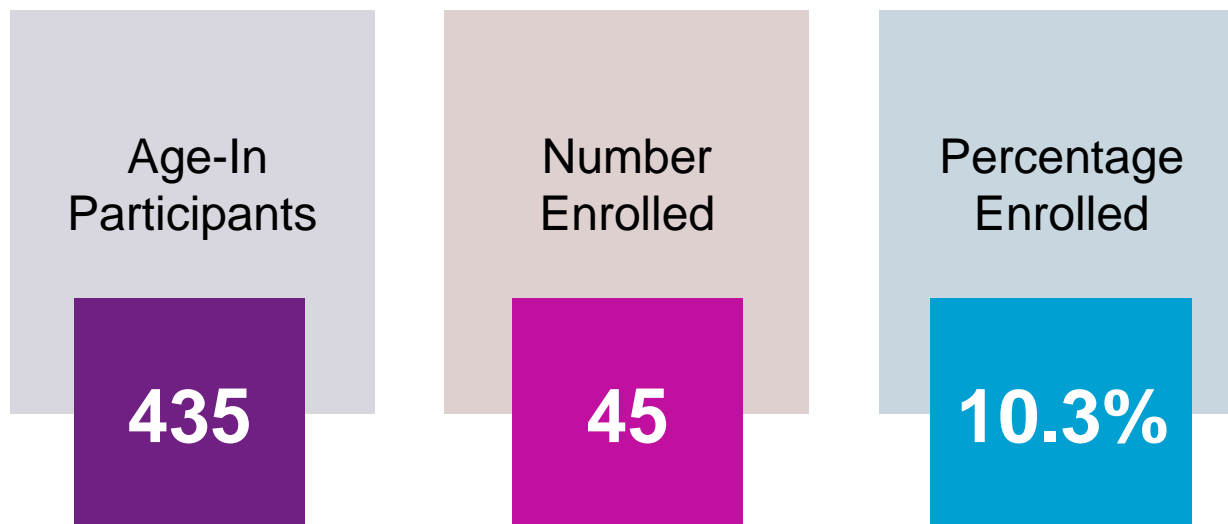
Plan Type	Enrollment
Medicare Advantage	88
Medicare Supplement	1,483
Part D	1,123

Medicare Advantage	Medicare Supplement
13.16%	86.84%



Enrollment Activity

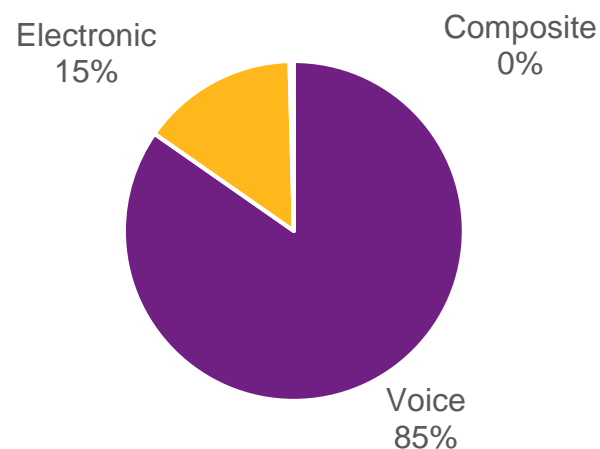
Annual age-in enrollments and plan changes during open enrollment



Original Plan	New Plan	1/1/2021 Changes	1/1/2020 Changes
Medicare Supplement	Medicare Supplement	9	8
Medicare Supplement	Medicare Advantage	2	3
Medicare Advantage	Medicare Advantage	18	1
Medicare Advantage	Medicare Supplement	1	2
Prescription Drug Plan	Prescription Drug Plan	118	145

Enrollment By Signature Type

Plan Type	Signature Type		
	Voice	Electronic	Composite
Medicare Advantage	39	12	0
Medicare Supplement	113	2	2
Medicare Part D	263	59	0



- Voice = Enrollment through Benefit Advisor over the phone
- Electronic = Enrollment completed online
- Composite = Election placed in Shopping Cart online and then enrollment completed through Benefit Advisor over the phone

Connecting with Participants



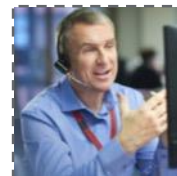
**Total
Inbound
calls:**

5,295



**Total
Outbound
calls:**

1,062



**Average
(inbound)
handle time:**

21m 15s

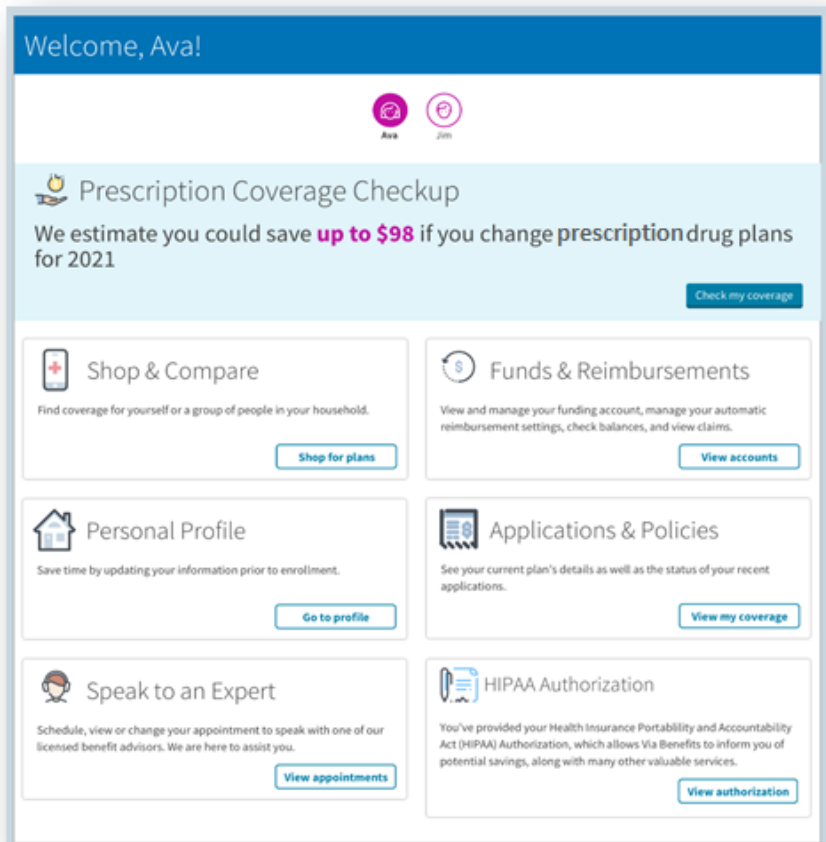


**Average
speed to
answer:**

3m 29s

Metric	Q1	Q2	Q3	Q4
Total Inbound Calls	1,742	825	849	1,879
Total Outbound Calls	304	285	193	280
Average Handle Time	16m 57s	20m 36s	20m 01s	26m 37s
Average Speed to Answer	2m 22s	34s	1m 00s	7m 39s

Enhancements Made for 2021 Enrollment Season



- New home page
- Enhanced Rx check-up information
 - Consisted of three phases:
 - 1) Telephonic outreach to update online prescription drugs
 - 2) Email reminder
 - 3) Email with Rx analysis
- Benefit Advisor and Participant now have the same view

Carrier Updates Made for 2021 Enrollment Season

- New plan offerings and benefits
 - Low premium Rx plans available
 - Expanded MAPD benefits
 - Increased marketing activity from carriers
 - Insulin Rx cap to a maximum of \$35 copay for 30 day supply
- Online enrollment
 - Approximately 95% of plans now have online enrollment
- Integration with AARP's Medicare Supplement online enrollment portal
 - Allow participants to navigate to the AARP enrollment portal to complete an AARP MS application online
 - NOTE: AARP MS plans for ND, NE, MN, and WI are excluded from this integration

Gateway Inquiry Log

52

Total Inquiries



9.5

Average Days to Resolution



.98%

Inquiries as a Percentage of Total Call Volume



Topics

- Reimbursement
- Enrollment Request
- HRA





ACERA 2020 Year in Review

Individual and Family Plan (Pre-65)

IFP Plan Statistics

	2020	2019
Number of Eligible Participants	416	293
Total Enrolled Through Via Benefits	70	49
Top Enrollment State	NV	ID
Enrolled in Qualified Health Plan	60	38
Enrolled in Non-Qualified Health Plan	10	11
Total Opted-In for Funding	127	99

Connecting with Participants



**Inbound
calls
handled:**

797



**Outbound
calls
handled:**

307



**Average
(inbound)
handle time:**

21m 12s

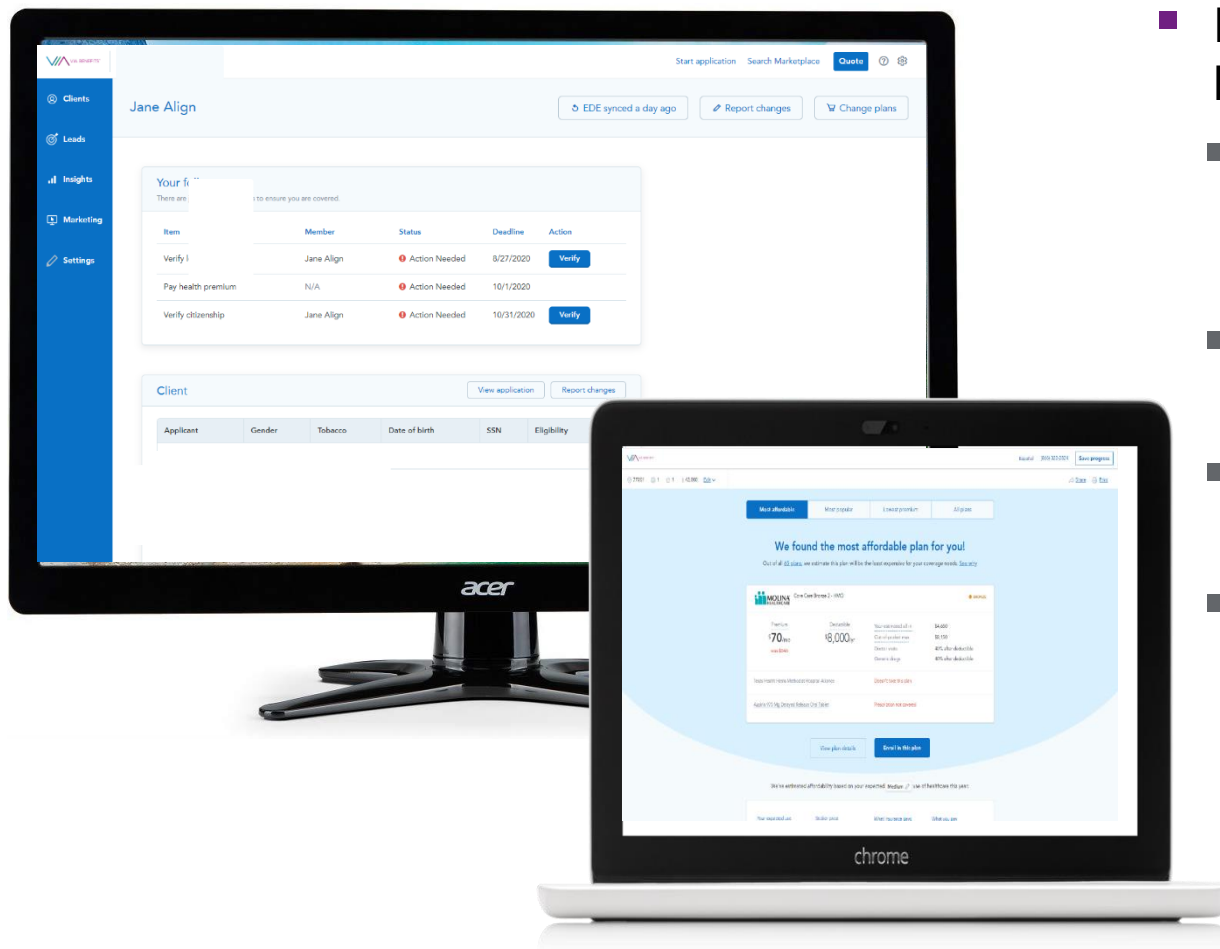


**Average
speed to
answer:**

3m 10s

Metric	Q1	Q2	Q3	Q4
Total Inbound Calls	246	155	138	258
Total Outbound Calls	63	103	69	72
Average Handle Time	16m 38s	20m 37s	19m 11s	27m 37s
Average Speed to Answer	2m 08s	29s	44s	7m 41s

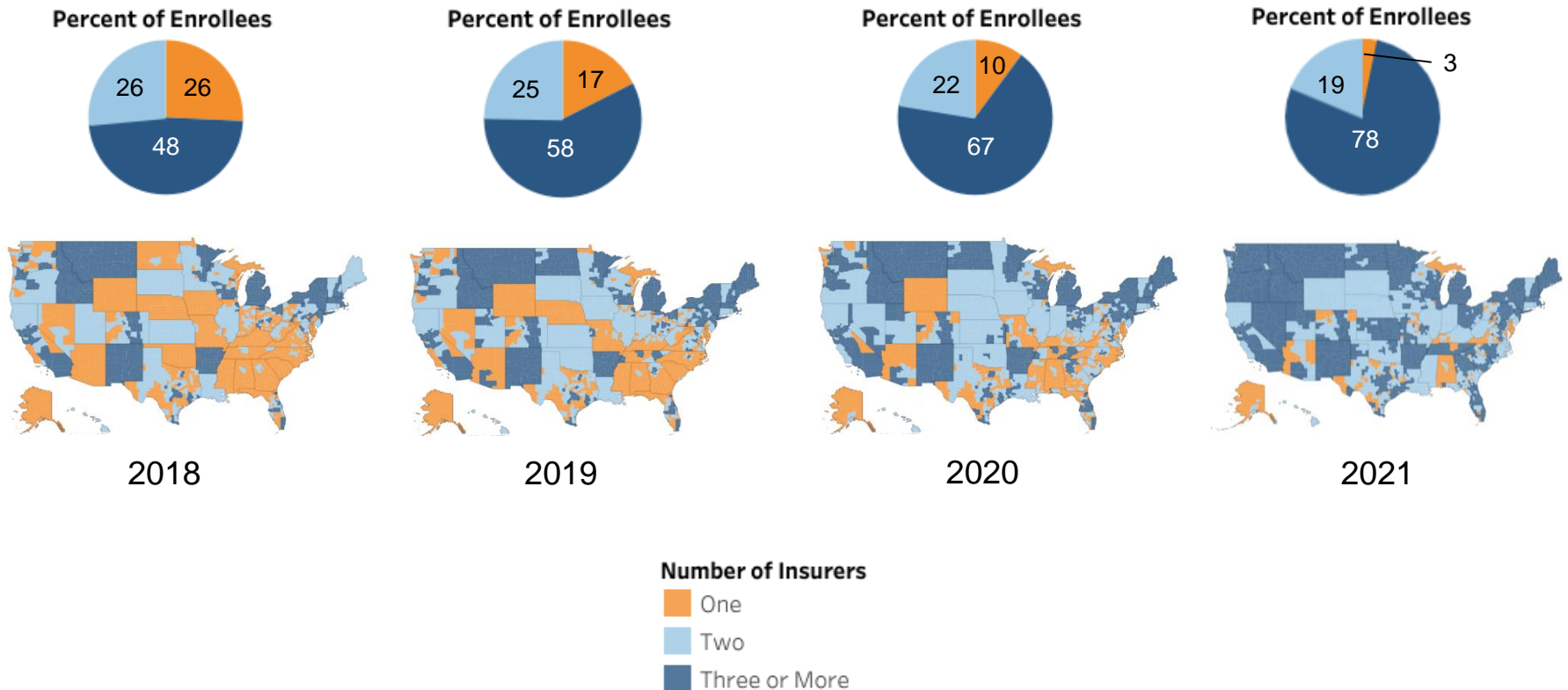
New IFP Experience for 2021 Enrollment Period



- New software delivering best experience
- Access to Enhanced Direct Enrollment (EDE) platform
- Increased online plan selection
- Improved decision support tools
- Less referrals direct to carrier

IFP Updates

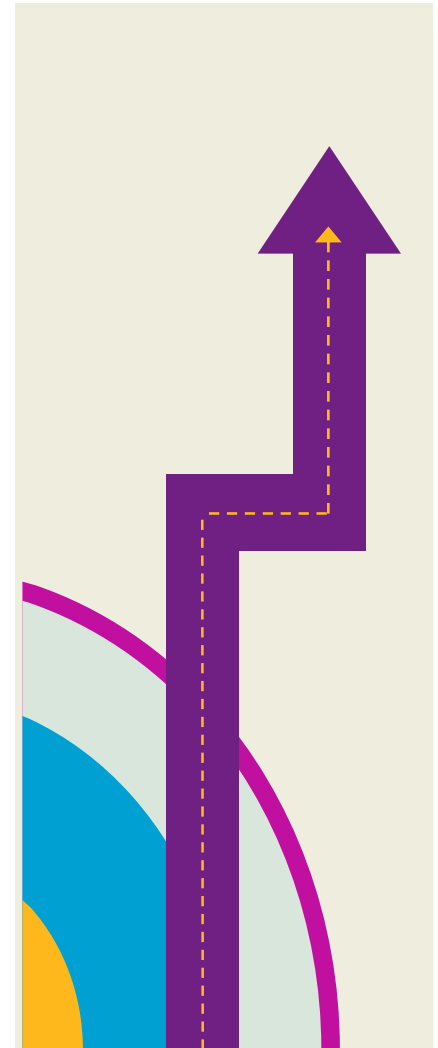
From 2018-2021, carriers expanded their individual market foot prints. The percentage of enrollees with access to three or more carriers went from 48% to 78%



Source- Kaiser Family Foundation

2021 IFP Market Update

- Premium costs remain stable
- 30 insurers entered the IFP market across 20 states and an additional 61 insurers have expanded their service area within states they already operate
- There is an average of 5.0 insurers per state in 2021
- Going into 2021, 1,207 counties (38%) are gaining at least one insurer, while only 12 counties nationwide will lose an insurer (net of any entrances)



A middle-aged man with grey hair and glasses, wearing a light-colored work vest over a dark shirt, is smiling and holding a clipboard. He is in a warehouse or industrial setting with shelves of various items in the background.

ACERA 2020 Year in Review

Voice of the Customer

Medicare – Customer Satisfaction (CSAT)

“Overall, how satisfied are you with the service you received from Via Benefits?”

2020 Average Score – 4.35/5

2019 Average Score – 4.36/5



	2020	2020	2019	2019
CSAT Score	Count	%	Count	%
5	220	62.5%	226	66.3%
4	78	22.2%	64	18.8%
3	27	7.7%	21	6.2%
2	12	3.4%	8	2.3%
1	15	4.3%	22	6.5%
	352	100%	341	100%

CSAT Scale:

5 = Very Satisfied

1 = Very Dissatisfied

IFP – Customer Satisfaction (CSAT)

“Overall, how satisfied are you with the service you received from Via Benefits?”

2020 Average Score – 4.17/5

2019 Average Score – 4.35/5




	2020	2020	2019	2019
CSAT Score	Count	%	Count	%
5	19	65.5%	15	65.2%
4	3	10.3%	5	21.7%
3	3	10.3%	0	0%
2	1	3.4%	2	8.7%
1	3	10.3%	1	4.3%
	29	100%	23	100%

CSAT Scale:

5 = Very Satisfied

1 = Very Dissatisfied



ACERA 2020 Year in Review

Funding Account Activity

2020 Funding Account Activity

Total Reimbursements Paid in Calendar Year

\$5,080,206

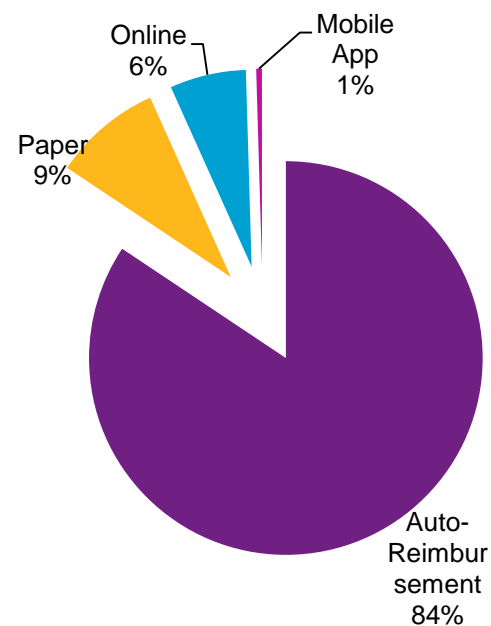
Reimbursement Activity	2020
Accounts	1,685
Accounts with no reimbursements in plan year	198
Accounts with no reimbursements in plan year	12%
Accounts with \$0 available balance	330
Accounts with \$0 available balance	19.58%

2020 Funding Account Activity – Direct Deposit and Claims Source

Direct Deposit Activity	2020	2019
Accounts	1,685	1,581
Accounts with direct deposit as of 12/31	1,087	978
Accounts with direct deposit as of 12/31	65%	61.86%

Submission Source	Number of Claims
Auto-reimbursement	24,730
Paper	2,611
Online	1,835
Mobile App	137
Total	29,313

Percentage of Claims



Funding Account Improvements and News

- Overpayments can now be resolved by submitting a repayment online via ACH
- No signature requirement for paper forms
- Participants are allowed to provide the missing pieces of the reimbursement and not resubmit the entire original request
- Check reimbursements now have a minimum threshold of \$25
- Funding self-service via IVR - participants can request current funding balance, last five transactions, request reimbursement forms
- Online tools and website improvements:
 - Self-service tools for Multi-Factor Authentication (MFA)
 - Landing page updates
 - “Same view” systems
 - Deep Links – allows participant to click on email. Once logged in, it takes participant directly to the subject of the notification
- The Coronavirus Aid, Relief and Economic Security (CARES) Act:
 - These updates are retroactive to January 1, 2020 and are considered permanent. Below are a few of the changes that impact certain HRA accounts:
 - Over-the-counter (OTC) item are now covered as reimbursable expenses
 - WTW continues to process reimbursements under the submission deadline extension

New Reimbursement Request Form and Mobile App

New Reimbursement Request Form

- Via Benefits has combined the Recurring Claim Form and the Reimbursement Claim Form for a new comprehensive single claim form, titled Reimbursement Request Form. This enhancement is meant to improve the customer experience and simplify the process. If a form is needed, it may be accessed by contacting Via Benefits.



The form is titled "Reimbursement Request Form" and features the Via Benefits logo. It includes a barcode and account information: Account ID 1234567899, GROUP NAME, LLC. The form is divided into two main sections: "Step 1. Prepare your request" and "Step 2. Add your expenses to the correct table".

Step 1. Prepare your request

- Check your name and address above, as you can only use your own form.
- Collect your required **supporting documentation**, as we need it to process your request. (See back for details.)

Step 2. Add your expenses to the correct table

Enter premium expenses
(Your request will be considered for recurring reimbursement based on your documentation and plan rules.)

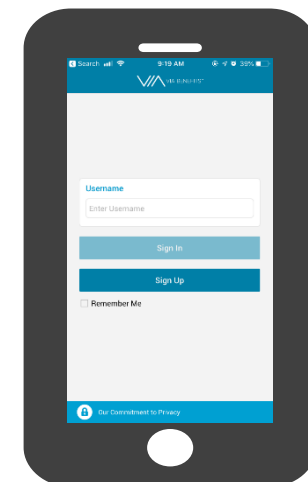
Coverage Period (e.g., 01/01/2020 - 12/31/2020)	Premium Type (e.g., Medical, Medicare Part B)	Carrier (e.g., Humana)	Individual Served (e.g., John Doe)	Monthly Amount (e.g., \$200.00)

Enter out-of-pocket medical expenses

Date of Service (e.g., 01/01/2020)	Expense Type (e.g., Copay)	Provider (e.g., Dr. Smith, CVS)	Individual Served (e.g., John Doe)	Amount (e.g., \$100.00)

Mobile App:

- Stay up to date on actions that need your attention
- Complete reimbursement requests quickly
- Upload documents directly to the app
- Check the available balance of your account
- Available for both Apple and Android users



Looking Ahead



We continue to make progress with our integration planning efforts and will draw the best from both organizations to achieve our full potential. We expect the transition to close sometime in the second half of 2021.

Until the transaction is finalized, we remain separate and independent organizations.



Thank You!



MEMORANDUM TO THE RETIREES COMMITTEE

DATE: April 7, 2021

TO: Members of the Retirees Committee

FROM: Ismael Piña, Assistant Benefits Manager
Mike Fara, Communications Manager

SUBJECT: **Semi-Annual Report on ACERA's Wellness Program**

Two handwritten signatures are present: one in blue ink above the signature "mf" in black ink.

Due to the worldwide pandemic, we have continued our 2020 wellness approach into 2021. We will not be holding any in-person wellness events this year in order to responsibly prevent the spread of COVID-19.

Wellness Program

While continuing to focus the majority of our resources on upgrading our virtual services with things like electronic forms and virtual signatures, we will continue to offer members a modicum of wellness resources for 2021:

- Wellness posts with links to a variety of self-care resources
- Wellness blast emails to subscribers
- "Find a COVID-19 vaccine" and resource link hub
- COVID-19 news section of the website
- Financial wellness webinar presented by the Elder Protection Unit of the DA's Office
- Continue offering Delta Dental's Toothpic smartphone teledentistry app
- Virtual Health and Wellness Fair

We continue to meet with our vendors regarding chronic conditions and preventative care, and that we will be setting goals for on-line/virtual information and initiatives to attempt to engage retirees since in person events will not be held this year and may be limited to smaller capacities next year.

Retiree Health and Wellness Fair

We predict that conditions will not have improved sufficiently by October to hold the annual in-person Retiree Health and Wellness Fair. We will hold a virtual event over Zoom like we did in 2020 with presentations from our healthcare providers and other experts, as well as resources from a myriad of vendors. The virtual event was well attended, with about 230 participants in the live event and 400+ visitors to the virtual expo page.



MEMORANDUM TO THE RETIREES COMMITTEE

DATE: April 7, 2021

TO: Members of the Retirees Committee

FROM: Ismael Piña, Assistant Benefits Manager

A handwritten signature in black ink, appearing to read "Ismael Piña".

SUBJECT: **Miscellaneous Updates**

An oral report will be provided on any recent benefit issues at the Retirees Committee meeting.