

To: ESEBT Trustees
Fr: Randi Seaberg
Dt: January 16, 2013

2013 Open enrollment summary

- 537 employees logged into Employee On-Line (EOL) during open enrollment
 - 110 of which only made changes to optional coverage (STD, FSA's, Life insurance, etc.)
 - 157 either re-enrolled in the same medical plan or waived dental or vision coverage. Those wanting to drop vision and/or dental had to be denied as employees cannot waive dental or vision coverage.
- 270 employees either changed medical and/or dental plans and/or made changes to their dependents.

Issues:

- 205 employees made changes to their medical coverage (changed plans/added or dropped dependents)
 - 55 of these folks as of this 1/16/13 have contacted the benefits department with issues regarding their medical coverage

The main issue has been with employees who changed medical plans – coverage was terminated for old plan effective 12.31.2012 but new coverage was not rolled over effective 01.01.2013 so employees were told (by provider or Premiera) they had no medical coverage.

Also, major issue with identification cards: employees either received no cards, received vision only cards when covered under medical coverage, or received new cards for their old plans.

Example (used with permission): Arlene received the correct new identification card for dependent child but no cards for herself or spouse. She requested correct cards be sent and received second set for plan ending 12.31.2012 for employee and spouse. Again requested corrected cards, was told did not have medical coverage and to call HR. She then sent an email to our contact at Premiera and received correct card for employee and dependent child, but vision only card for spouse. She sent another email and finally received correct identification cards for correct plan for employee, spouse and dependent child.

A number of employees who did not make any changes to their medical coverage were also sent new identification cards which were incorrect.

Most employees call Benefits for assistance, however employees who have called Premera were told to call Aon/Hewitt who told them they had nothing to do with enrollment and that their HR department made a mistake.

Benefits department checked every transaction to ensure that information was transmitted correctly. All but one dependent data from our reports (via Employee On-line) was accurately communicated electronically.

All employee issues that we've been made aware of have been resolved. The weak link in this system appears to be Aon Hewitt. Innumerable emails and phone calls have been exchanged with Premera/Aon Hewitt/Everett SD. Kim Mead has been involved in conversations as well.

The good news is that employees, although some accurate ID cards may have been delayed, have not had any lapse in service due to this error.

~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~