

University of Maine System
Board of Trustees Meeting

Zoom Meeting
October 26, 2020

Human Resources & Labor Relations Committee Meeting

Present: **Committee Members:** Sven Bartholomew; Chair, James Erwin, Mark Gardner, Betsey Timm, Trevor Hustus, Trish Riley, Michael Michaud, and Sam Collins. **Chancellor:** Dannel Malloy. **Staff:** Carol Corcoran, Ellen Doughty, Ryan Low, James Thelen, Sam Warren, and Tamara Mitchell. **Others:** Susan Hunter and Kimberly Whitehead.

Absent: None.

Trustee Bartholomew, Chair, called the meeting to order and welcomed everyone. The Clerk performed a roll call of the Committee members present.

Aon Retiree Health Plan Update

UMS Chief Human Resources Officer (CHRO) Carol Corcoran provided an update to the status of the Aon Retiree Health Insurance Program. CHRO Corcoran explained that Aon has been providing her with an accumulative scorecard every Monday to keep her apprised of the status of retiree enrollment in the new Aon retirement health plan. As of this morning 306 retirees have enrolled in the program. This past week alone, Aon had 398 appointments, which included 501 UMS retirees and spouses combined. Next week there are 498 appointments scheduled, and 567 in the following week. Over one third of retirees have had at least an initial call with Aon representatives. These calls and appointments are scheduled to continue through November 23rd. CHRO Corcoran feels that the bulk of retirees will be enrolled by that point. UMS Human Resources has been in touch with 75% of the UMS retiree population directly, and are pursuing an aggressive campaign with registered letters to contact the retirees that have not had any contact with Aon thus far. Aon has provided CHRO Corcoran with information on their Search Light Process, which started back on September 18th. This information states that Aon has sent out five different touch point communications to retirees since September and plan to continue these types of communications to elicit retiree responses. CHRO Corcoran stated that UMS has continued to receive letters from retirees in opposition to the change to the Aon program and that UMS has responded to each letter to try to provide additional information to help to alleviate the concerns raised in the letters.

Trustees raised concerns about specific letters the Trustees have received from retirees who are in the middle of healthcare crisis situations, on life saving prescriptions that have already contacted Aon and found that their prescriptions were far more costly than in their current Aetna plan. They inquired how quickly letters such as this are being responded to and if there any tools in place to help retirees find an Aon plan that is comparable to what they are paying currently, including prescription drug costs. CHRO Corcoran replied that a comprehensive comparison of current retiree health plans to the new Aon plan was completed over the Summer. She stated that Aon has assigned a point person to work directly with the small percentage of retirees who are in extraordinary circumstances and seeing major price jumps from one plan to the other, find the best plan available. She explained that responses have been sent in an expedient manner to all retirees who have contacted the System with concerns. It was recommended by Trustees that the System hire an ombudsman to help with the onslaught of retiree emails and communications and to make sure that all retirees with concerns are being addressed. Chancellor Malloy and CHRO Corcoran agreed with this recommendation and stated they would start the process of hiring such a person. Trustee Committee members asked if

there was a plan to have any kind of evaluation of the new Aon plan a few months down the road to see if retirees are happy with their new plans and receiving comparable benefits and pricing. CHRO Corcoran proposed that the System perform a self-study 3 months after the new Plan takes effect in January 2021, to collect data on those metrics. Trustees also asked if Aon is currently providing any metrics to UMS concerning customer service information. CHRO Corcoran stated that Aon was providing those metrics and Chancellor Malloy asked CHRO Corcoran to have this data posted on the UMS Human Resources website and update it weekly. Trustees asked that additional data concerning the percentage of retirees that have enrolled in the Aon program also be provided and CHRO Corcoran agreed to publish that information as well.

Labor Relations Update

CHRO Corcoran stated there has not been any major activity concerning labor relations since the last Committee meeting, other than issues concerning the retiree healthcare change. There have been number of Memorandums Of Understanding (MOUs) sent to the unions and UMS has come to an agreement with all of the unions, with the exception of the Police and their unwillingness to wear masks and submit to random COVID-19 testing.

Executive Session

On a motion by Trustee Timm, which was seconded by Trustee Michaud, and approved by a roll call vote of all Trustees present, the Human Resources & Labor Relations Committee agreed to go into Executive Session under the provisions of:

- 1 MRSA Section 405 6-A to discuss the evaluation of personnel and the consideration and discussion of appointments, evaluations, employment and duties.
- 1 MRSA Section 405 6-D to discuss planning for negotiations and communications with AFUM, UMPSA, ACSUM, Police, PATFA, and Service and Maintenance Units.

On a motion by Trustee Erwin, which was seconded by Trustee Riley, and approved by a roll call vote of all Trustees present, the Human Resources & Labor Relations Committee concluded the Executive Session.

Additional information about the meeting can be found on the Board of Trustees website:
<https://www.maine.edu/board-of-trustees/wp-content/uploads/sites/12/2020/10/MtgMat-HR-102620.pdf>

Adjournment
Heather A. Massey for
Ellen N. Doughty, Clerk