

# Public Employees Benefits Board Meeting

January 30, 2025

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## Public Employees Benefits Board

January 30, 2025

9:00 a.m. – 4:00 p.m.

**This meeting will be hybrid with attendance options both in person and via Zoom**

Health Care Authority  
Sue Crystal A & B  
626 8<sup>th</sup> Avenue SE  
Olympia, Washington

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**TAB 1**

**Public Employees Benefits Board**  
**January 30, 2025**  
**9:00 a.m. – 4:00 p.m.**

**This meeting will be hybrid with attendance options either in person or via Zoom. Masks are optional.**

**TO JOIN ZOOM MEETING – SEE INFORMATION BELOW**

9:00 a.m.*	<b>Welcome and Introductions</b>		MaryAnne Lindeblad, Chair	
9:05 a.m.	<b>Meeting Overview</b>		Dave Iseminger, Director Employees & Retirees Benefits (ERB) Division	Information
9:10 a.m.	<b>Provider Networks Discussion</b>		Facilitator: Jean Bui, Deputy ERB Director Employees & Retirees Benefits (ERB) Division  Panel Members: <ul style="list-style-type: none"> <li>Denise Corcoran, Vice President, Contracting, Regence Blue Shield WA</li> <li>Ty Terry, Director, Provider Contracting, Health Plan Pricing, Operations and Contracts, Kaiser Foundation Health Plan of Washington (KPWA)</li> </ul>	Information/ Discussion
10:25 a.m.	<b>Break</b>			
10:35 a.m.	<b>Office of Financial Management (OFM) State Budget Update</b>	TAB 3	Robyn Williams, Budget Director Office of Financial Management (OFM)	Information/ Discussion
11:35 a.m.	<b>Plan Year 2025 Open Enrollment Summary</b>	TAB 4	Alisa Richards, Section Manager  Stacy Grof-Tisza, Customer Service Manager Employees & Retirees Benefits (ERB) Division	Information/ Discussion
12:00 p.m.	<b>Break</b>			
12:15 p.m.	<b><u>Working Lunch</u></b> <b>Benefits 24/7 Update</b>	TAB 5	Clinton Brooks, IT Business Analyst Enterprise Technology Services (ETS)	Information/ Discussion

12:35 p.m.	<b>Legislative Session Update and Governor Inslee's Proposed Budget Update</b>	TAB 6	Cade Walker, Section Manager Employees & Retirees Benefits (ERB) Division  Tanya Deuel, ERB Finance Manager Financial Services & Health Care Purchasing Administration	Information/ Discussion
1:50 p.m.	<b>Policy Resolution</b>	TAB 7	Stella Ng, Policy and Rules Coordinator Employees & Retirees Benefits (ERB) Division	Action
2:10 p.m.	<b>Contracts and Benefit Planning Cycles</b>	TAB 8	Dave Iseminger, Director Employees & Retirees Benefits (ERB) Division	Information/ Discussion
2:30 p.m.	<b>Break</b>			
2:40 p.m.	<b>Employee Engagement Survey Results</b>	TAB 9	Missy Yates, Stakeholder Engagement Coordinator Employees & Retirees Benefits (ERB) Division	Information/ Discussion
2:55 p.m.	<b>Medicare Update</b>	TAB 10	Laura Ryan, Senior Account Manager Employees & Retirees Benefits (ERB) Division	Information/ Discussion
3:15 p.m.	<b>2025 PEB Board Season Preview</b>		Dave Iseminger, Director Employees & Retirees Benefits (ERB) Division	Information/ Discussion
3:25 p.m.	<b>General Public Comment</b>			
3:55 p.m.	<b>Closing</b>			
4:00 p.m.	<b>Adjourn</b>		MaryAnne Lindeblad, Chair	

\*All Times Approximate

The Public Employees Benefits Board will meet Thursday, January 30, 2025 at the Washington State Health Care Authority, Sue Crystal Rooms A & B, 626 8<sup>th</sup> Avenue SE, Olympia, WA. Attendance for this meeting can be in person or via Zoom. Masks are optional.

The Board will consider all matters on the agenda plus any items that may normally come before them.

This notice is pursuant to the requirements of the Open Public Meeting Act, Chapter 42.30 RCW.

To provide public comment by email, direct e-mail to: [PEBBoard@hca.wa.gov](mailto:PEBBoard@hca.wa.gov).

Materials will be posted at <http://www.pebb.hca.wa.gov/board/> by close of business on Monday, January 27, 2025.

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Join Zoom Webinar Meeting

Meeting attendees will only be able to activate their audio and/or video during the public comment period at the end of the meeting. At public comment, participants will need to raise their virtual hand and only after being recognized by HCA staff will the participant see the ability to turn on their audio/video options.

<https://us02web.zoom.us/j/88119746890>

## PEB Board Members

Name	Representing
MaryAnne Lindeblad, Interim Director Health Care Authority 626 8 <sup>th</sup> Ave SE PO Box 42713 Olympia WA 98504-2713 V 360-725-2104 <a href="mailto:MaryAnne.Lindeblad@hca.wa.gov">MaryAnne.Lindeblad@hca.wa.gov</a>	Chair
Kurt Spiegel WA Federation of State Employees 1212 Jefferson ST SE #300 Olympia WA 98501 V 833-622-9373 <a href="mailto:PEBBoard@hca.wa.gov">PEBBoard@hca.wa.gov</a>	State Employees
Elyette Weinstein 5000 Orvas CT SE Olympia WA 98501-4765 V 360-705-8388 <a href="mailto:PEBBoard@hca.wa.gov">PEBBoard@hca.wa.gov</a>	State Retirees
Tom MacRobert 4527 Waldrick RD SE Olympia WA 98501 V 360-264-4450 <a href="mailto:PEBBoard@hca.wa.gov">PEBBoard@hca.wa.gov</a>	K-12 Retirees
Michaela Doelman Office of Financial Management 302 Sid Snyder Ave Olympia WA 98501 C 360-790-8315 <a href="mailto:PEBBoard@hca.wa.gov">PEBBoard@hca.wa.gov</a>	Benefits Management/Cost Containment

## PEB Board Members

Name	Representing
Sharon Laing Box 358421 1900 Commerce Street Tacoma, WA 98402 V 253-692-4475 <a href="mailto:PEBBoard@hca.wa.gov">PEBBoard@hca.wa.gov</a>	Benefits Management/Cost Containment
John Comerford* 121 Vine ST Unit 1205 Seattle, WA V 206-625-3200 <a href="mailto:PEBBoard@hca.wa.gov">PEBBoard@hca.wa.gov</a>	Benefits Management/Cost Containment
Harry Bossi 19619 23 <sup>rd</sup> DR SE Bothell WA 98012 V 360-689-9275 <a href="mailto:PEBBoard@hca.wa.gov">PEBBoard@hca.wa.gov</a>	Benefits Management/Cost Containment
<b>Legal Counsel</b> Michael Tunick, Assistant Attorney General 7141 Cleanwater DR SW PO Box 40124 Olympia WA 98504-0124 V 360-586-6495 <a href="mailto:MichaelT4@atg.wa.gov">MichaelT4@atg.wa.gov</a>	

\*non-voting members

1/16/25





STATE OF WASHINGTON  
**HEALTH CARE AUTHORITY**  
626 8th Avenue SE • PO Box 45502 • Olympia, Washington 98504-5502

**PEB BOARD MEETING SCHEDULE**

**2025 Public Employees Benefits (PEB) Board Meeting Schedule**

The PEB Board meetings will be held at the Health Care Authority, Sue Crystal Rooms A & B, 626 8<sup>th</sup> Avenue SE, Olympia, WA 98501.

January 30, 2025 (Board Retreat) - starting at 9:00 a.m.\*

March 13, 2025 - starting at 9:00 a.m.

April 10, 2025 - starting at 9:00 a.m.

May 15, 2025 - starting at 9:00 a.m.

June 12, 2025 - starting at 9:00 a.m.

June 26, 2025 – starting at 9:00 a.m.

July 10, 2025 - starting at 9:00 a.m.

July 17, 2025 - starting at 9:00 a.m.

July 24 2025 - starting at 9:00 a.m.

July 31, 2025 - starting at 9:00 a.m.

\*Meeting times are tentative

If you are a person with a disability and need a special accommodation, please contact the Employees and Retirees Benefits (ERB) Board Operations Manager at 360-725-9484.

06/14/2024

OFFICE OF THE CODE REVISER  
STATE OF WASHINGTON  
FILED

**DATE: July 01, 2024**

**TIME: 11:11 AM**

**WSR 24-14-099**

**TAB 2**

## PEB BOARD BY-LAWS

### **ARTICLE I**

#### **The Board and its Members**

1. **Board Function**—The Public Employees Benefits Board (hereinafter “the PEBB” or “Board”) is created pursuant to RCW 41.05.055 within the Health Care Authority; the PEBB’s function is to design and approve insurance benefit plans and establish eligibility criteria for participation in insurance benefit plans for Higher Education and State employees, State retirees, and school retirees.
2. **Staff**—Health Care Authority staff shall serve as staff to the Board.
3. **Appointment**—The Members of the Board shall be appointed by the Governor in accordance with RCW 41.05.055. Board Members shall serve two-year terms. A Member whose term has expired but whose successor has not been appointed by the Governor may continue to serve until replaced.
4. **Non-Voting Member**—There shall be one non-voting Members appointed by the Governor because of their experience in health benefit management and cost containment.
5. **Privileges of Non-Voting Member**—The non-voting Member shall enjoy all the privileges of Board membership, except voting, including the right to sit with the Board, participate in discussions, and make and second motions.
6. **Board Compensation**—Members of the Board shall be compensated in accordance with RCW [43.03.250](#) and shall be reimbursed for their travel expenses while on official business in accordance with RCW [43.03.050](#) and [43.03.060](#).

### **ARTICLE II**

#### **Board Officers and Duties**

1. **Chair of the Board**—The Health Care Authority Administrator shall serve as Chair of the Board and shall preside at all meetings of the Board and shall have all powers and duties conferred by law and the Board’s By-laws. If the Chair cannot attend a regular or special meeting, he or she shall designate a Chair Pro-Tem to preside during such meeting.
2. **Other Officers**—(reserved)

**ARTICLE III**  
**Board Committees**

**(RESERVED)**

**ARTICLE IV**  
**Board Meetings**

1. Application of Open Public Meetings Act—Meetings of the Board shall be at the call of the Chair and shall be held at such time, place, and manner to efficiently carry out the Board's duties. All Board meetings, except executive sessions *as permitted by law*, shall be conducted in accordance with the Open Public Meetings Act, Chapter 42.30 RCW.
2. Regular and Special Board Meetings—The Chair shall propose an annual schedule of regular Board meetings. The schedule of regular Board meetings, and any changes to the schedule, shall be filed with the State Code Reviser's Office in accordance with RCW 42.30.075. The Chair may cancel a regular Board meeting at his or her discretion, including the lack of sufficient agenda items. The Chair may call a special meeting of the Board at any time and proper notice must be given of a special meeting as provided by the Open Public Meetings Act, RCW 42.30.
3. No Conditions for Attendance—A member of the public is not required to register his or her name or provide other information as a condition of attendance at a Board meeting.
4. Public Access—Board meetings shall be held in a location that provides reasonable access to the public including the use of accessible facilities.
5. Meeting Minutes and Agendas—The agenda for an upcoming meeting shall be made available to the Board and the interested members of the public at least 24 hours prior to the meeting date or as otherwise required by the Open Public Meetings Act.

Agendas may be sent by electronic mail and shall also be posted on the HCA website. An audio recording (or other generally accepted electronic recording) shall be made of the meeting. HCA staff will provide minutes summarizing each meeting from the audio recording. Summary minutes shall be provided to the Board for review and adoption at a subsequent Board meeting.

6. Attendance—Board Members shall inform the Chair with as much notice as possible if unable to attend a scheduled Board meeting. Board staff preparing the minutes shall record the attendance of Board Members at the meeting for the minutes.

**ARTICLE V**  
**Meeting Procedures**

1. Quorum—Five voting members of the Board shall constitute a quorum for the transaction of business. No final action may be taken in the absence of a quorum. The Chair may declare a meeting adjourned in the absence of a quorum necessary to transact business.
2. Order of Business—The order of business shall be determined by the agenda.
3. Teleconference Permitted—A Board Member may attend a meeting in person or, by special arrangement and advance notice to the Chair, by telephone conference call, or video conference when in-person attendance is impracticable.
4. Public Testimony—The Board actively seeks input from the public at large, from enrollees served by the PEBB Program, and from other interested parties. Time is reserved for public testimony at each regular meeting, generally at the end of the agenda. Opportunity for public testimony at Board meetings shall also be made available immediately before the Board’s vote on a resolution. At the direction of the Chair, opportunities for public testimony may also be made available at other times during Board meetings. The Chair has authority to limit the time for public testimony, including the time allotted to each speaker, depending on the time available and the number of persons wishing to speak.
5. Motions and Resolutions—All actions of the Board shall be expressed by motion or resolution. No motion or resolution shall have effect unless passed by the affirmative votes of a majority of the Board Members present and eligible to vote, or in the case of a proposed amendment to the By-laws, a 2/3 majority of the Board.
6. Representing the Board’s Position on an Issue—No Board Member may endorse or oppose an issue purporting to represent the Board or the opinion of the Board on an issue unless the majority of the Board approve of such position.
7. Manner of Voting—On motions, resolutions, or other matters a voice vote may be used. At the discretion of the Chair, or upon request of a Board Member, a roll call vote may be conducted. Proxy votes are not permitted, but the prohibition of proxy votes does not prevent a Chair Pro-Tem designated by the Health Care Authority Director from voting.
8. Parliamentary Procedure—All rules of order not provided for in these By-laws shall be determined in accordance with the most current edition of Robert’s Rules of Order. Board staff shall provide a copy of *Robert’s Rules* at all Board meetings.
9. Civility—While engaged in Board duties, Board Members’ conduct shall demonstrate civility, respect, and courtesy toward each other, HCA staff, and the public and shall be guided by fundamental tenets of integrity and fairness.
10. State Ethics Law and Recusal—Board Members are subject to the requirements of the Ethics in Public Service Act, Chapter 42.52 RCW. A Board Member shall recuse

himself or herself from casting a vote as necessary to comply with the Ethics in Public Service Act.

**ARTICLE VI**  
**Amendments to the By-Laws and Rules of Construction**

1. Two-thirds majority required to amend—The PEBB By-laws may be amended upon a two-thirds (2/3) majority vote of the Board.
2. Liberal construction—All rules and procedures in these By-laws shall be liberally construed so that the public's health, safety and welfare shall be secured in accordance with the intents and purposes of applicable State laws and regulations.

*Last Revised March 9, 2023*

**TAB 3**

January 2025

# 2025-27 Operating Budget Overview

Robyn Williams  
Office of Financial Management  
Interim Budget Director





# Overview & Purpose

- 2025-27 biennial budget context
- Revenue forecast and updates
- Budget requirements
- Governor Inslee's Proposed Budget
- Timeline



# Revenue

## **Economic and Revenue Forecast Council**

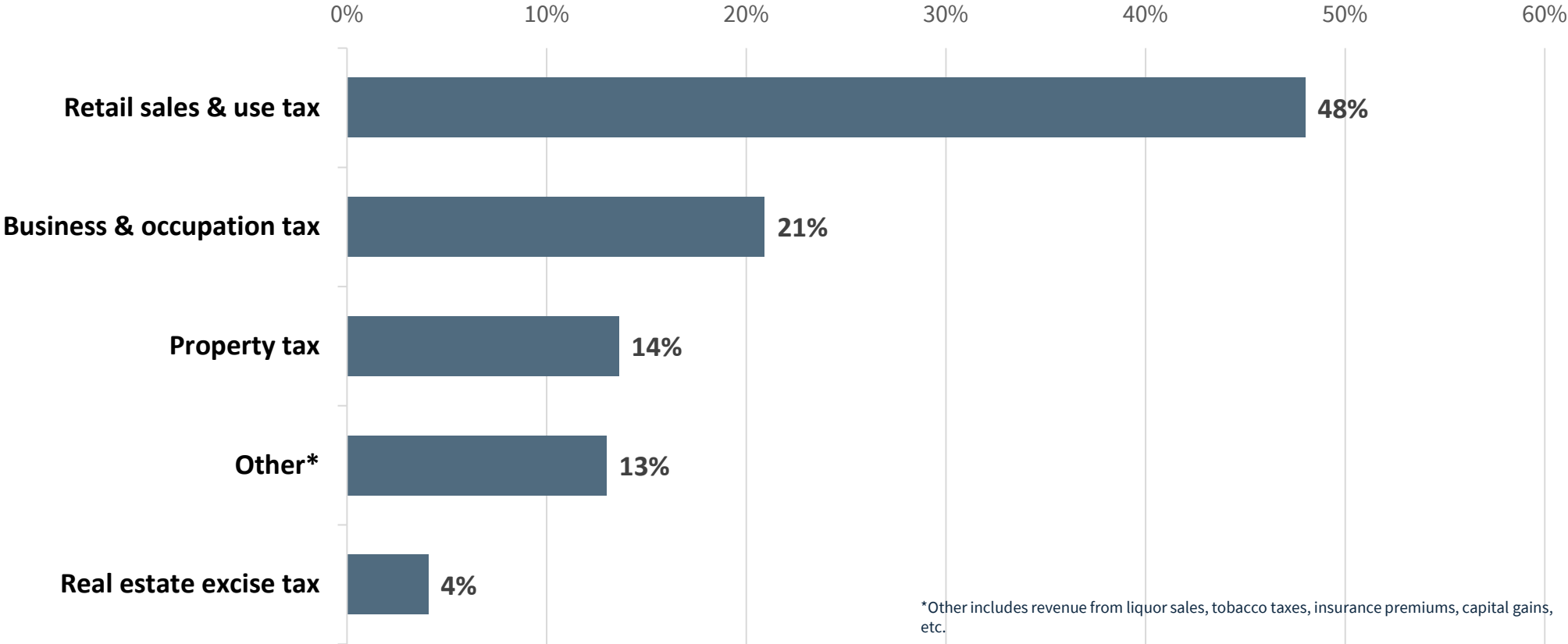
- Official state revenue forecaster
- Adopts quarterly forecasts of Near General Fund revenues for the current and the ensuing biennia
- Together with reserves from previous biennia, the forecasts determine available resources to support base budgets and new or adjusted policies

# November Revenue Forecast

- Economic and Revenue Forecast Council
  - Unemployment rate, employment growth, oil prices, consumer price index, GDP, exports, etc.
  - Revenue collections are forecasted to decrease (February 2024 compared to November 2024)
    - For the 2023-25 biennium, revenue decreased by \$615 million (-0.9%)
    - For the 2025-27 biennium, revenue decreased by \$291 million (-0.4%)
    - For the 2027-29 biennium, revenue increased by \$103 million (-0.1%)
  - Factors related to revenue forecast
    - International conflicts
    - Economy (employment and wage growth, inflation, consumer spending)
    - Monetary policy (interest rates)
    - Potential tariff impacts

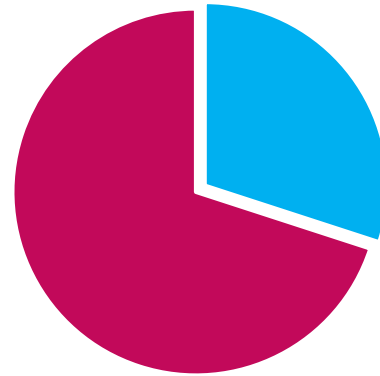
# Major Revenue Sources – Near General Fund

2025-27 revenue estimates, November 2024 forecast



# Majority of Near General Fund Spending is Required

About **65%** of the budget is protected by law.



The other **35%** for other purposes

## Examples of required spending:

- Debt service
- Pension contributions
- Entitlements, *i.e.*, TANF, financial aid, Medicaid, K-12 basic education
- Correctional institutions
- Working families tax credits
- Courts
- Transfers to Budget Stabilization Account

## Examples of **not required** spending:

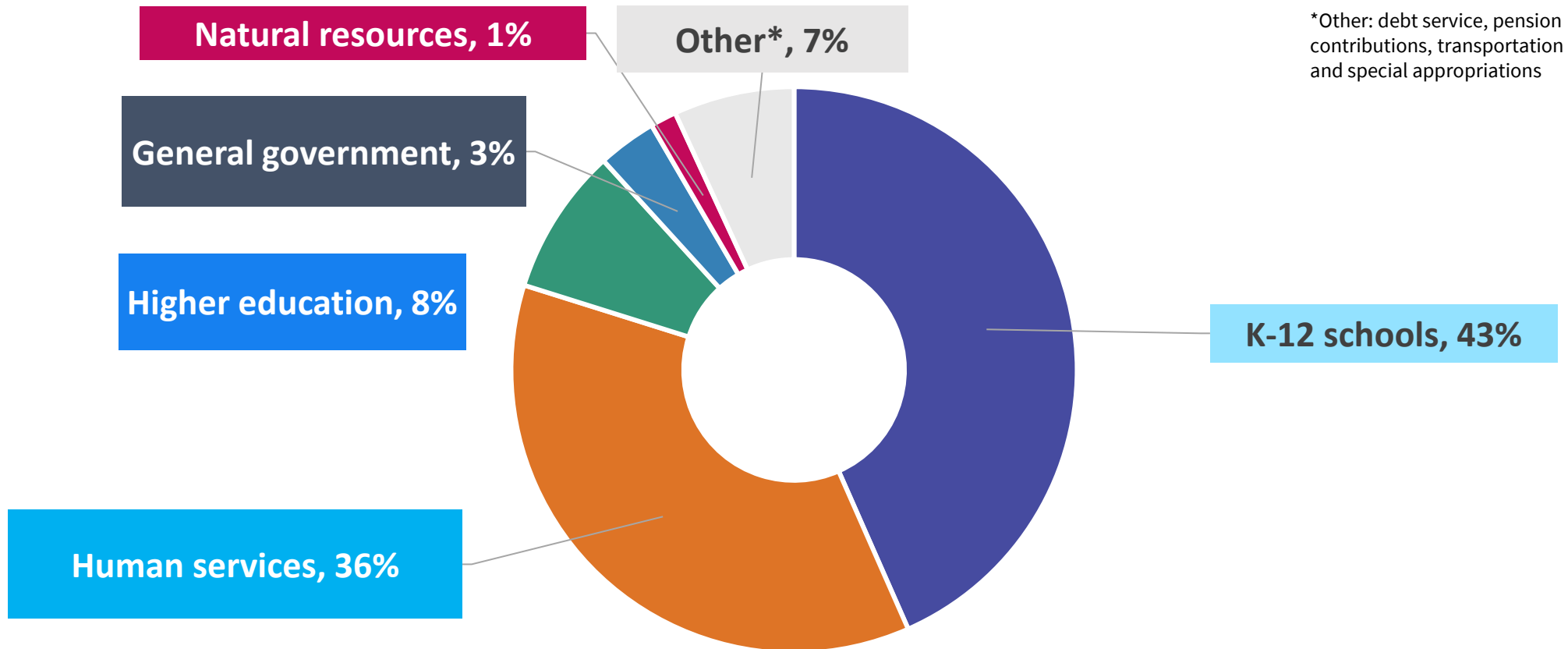
- Higher education
- Human services, *i.e.*, state-only funded health care programs, public health
- K-12 other programs
- Natural resources
- State basic operating costs
- Reserves



# Base Budget

- **Carryforward Level**
  - Cost of ongoing programs, including workload and service changes directed by law and removal of costs considered non-recurring
- **Maintenance Level**
  - Cost of providing current services in the ensuing biennium
  - Based on current appropriations adjusted for projected changes in caseloads
- **Caseload Forecast Council**
  - Forecasts utilization of state entitlement programs; i.e., public schools, long-term care, medical assistance, foster care, adoption support, adult and juvenile offender institutions and others

# Near General Fund-State Spending



Distribution of 2023-25 state operating appropriations (Near General Fund)

Source: Office of Financial Management, June 2024

# Operating Budget Framework

Near General Fund (NGF)

*Dollars in billions*

	2023-25	2025-27	2027-29
Beginning NGF balance	5.3	1.4	0.5
Forecasted revenue, other resources	68.1	70.8	77.2
<b>Total Revenue</b>	<b>73.4</b>	<b>72.2</b>	<b>77.7</b>
Appropriations			
Enacted + carryforward + maintenance	72.5	77.3	80.7
New – Gov Inslee Proposed	0.3	2.1	2.0
Reductions – Gov Inslee Proposed	-0.1	-0.8	-1.0
<b>Total Revised Appropriations</b>	<b>72.7</b>	<b>78.6</b>	<b>81.7</b>
<b>Revenue - Appropriations</b>	<b>0.7</b>	<b>-6.4</b>	<b>-4.0</b>



# Compensation

<i>Dollars in thousands</i>	<b>Near General Fund 2025-27</b>	<b>Total Funds 2025-27</b>
Collective Bargaining Agreements	\$ 543,025	\$ 976,248
Collective Bargaining Non-rep	195,180	477,912
I-732 COLA	50,115	54,892
Child Care Center Parity	678,492	678,492
Consumer Direct Employer	149,083	336,910
DDA/ALTSA Alignment with CDE labor rate (required)	31,351	70,850
DDA/ALTSA Alignment with CDE administrative rate	6,202	14,017
Public Employee Benefits (PEBB)	(21,210)	(42,325)
K-12 Salary Inflation	646,212	646,212
SEBB	(5,296)	(5,296)
<b>Total</b>	<b>\$ 2,273,154</b>	<b>\$ 3,207,912</b>

# Gov. Proposed and Priorities

## Governor Inslee's Proposal

- Reductions: \$2 billion
- New appropriations: 40% of past budgets
- New revenue: \$13 billion in new revenue
- Freezes ongoing: Hiring, contracts, purchases and travel

## Governor Ferguson's Priorities

- Reductions: \$4.4 billion (6% - most agencies, 3% - 4-yr higher ed) *in addition to Inslee proposed*
  - Administrative strategies include management consolidation
  - Reduction in travel and equipment
  - Suspend legislative reports Re-evaluate all programs
- New appropriations: Increase local law enforcement, process toxicology backlog, housing, ferries, universal free school lunches, child care for small business employees
- New revenue: only as a last resort

# Timeline

- November 2024: caseload and revenue forecasts
- December 17: governor's proposal (based on November forecasts)
- January 13: legislative session convenes
- February 14: caseload forecast
- March TBD: revenue forecasts
- April 27: legislative session ends
- May 20: governor must sign/veto bills including the budget

# For more information

## Contact:

Robyn Williams | Interim Budget Director

Budget Division

[robyn.williams@ofm.wa.gov](mailto:robyn.williams@ofm.wa.gov)



Scan the QR code to visit [ofm.wa.gov](https://ofm.wa.gov) or find us on social media.



**TAB 4**

# Plan Year 2025 Open Enrollment Summary

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Alisa Richards  
Benefits Accounts Section Manager  
ERB Division

Stacy Grof-Tisza  
Customer Service Manager  
ERB Division  
January 30, 2025

# Benefits Accounts

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- ▶ The two primary units involved in open enrollment activities within the Benefits Accounts section are customer service and Outreach and Training (O&T)
- ▶ Customer service is the first line of contact for retirees and continuation coverage enrollees
- ▶ Staff perform three primary functions:
  - ▶ Answer calls via a toll-free line (and respond to HCA Support inquiries)
  - ▶ Provide in-person lobby services for walk-in members
  - ▶ Review members' retiree or continuation coverage eligibility as they process enrollment forms

# Benefits Accounts (*cont.*)

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- ▶ Outreach and Training (O&T) provides training and support to agencies and organizations who act as the first line of customer service for their employees
  - ▶ When these agencies or organizations need additional assistance, they reach out to O&T through a dedicated toll-free line and/or a secure message through HCA Support
  - ▶ O&T supports in-person benefits fairs



# Open Enrollment Readiness

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- ▶ The customer service unit and O&T work with other HCA divisions on open enrollment activities year-round
- ▶ Some examples are:
  - ▶ Preparing enrollment system
  - ▶ Securing vendors' locations and schedules for the in-person benefits fairs
  - ▶ Conducting pre-open enrollment training for Benefits Administrators (BAs)
  - ▶ Continuing work on the virtual benefits fairs

# Open Enrollment Highlights

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- ▶ Open enrollment was scheduled for October 28, through November 25, 2024
- ▶ Allowed submission of paper forms through November 27, 2024
  - ▶ Electronic FSA/DCAP
- ▶ 62,000 PEBB Program member logins to Benefits 24/7
- ▶ No downtime in Benefits 24/7
- ▶ Paper forms available online
- ▶ 2,108 HCA Support requests received from PEBB Program Benefits Administrators

# Benefits Fairs

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## ▶ Overview

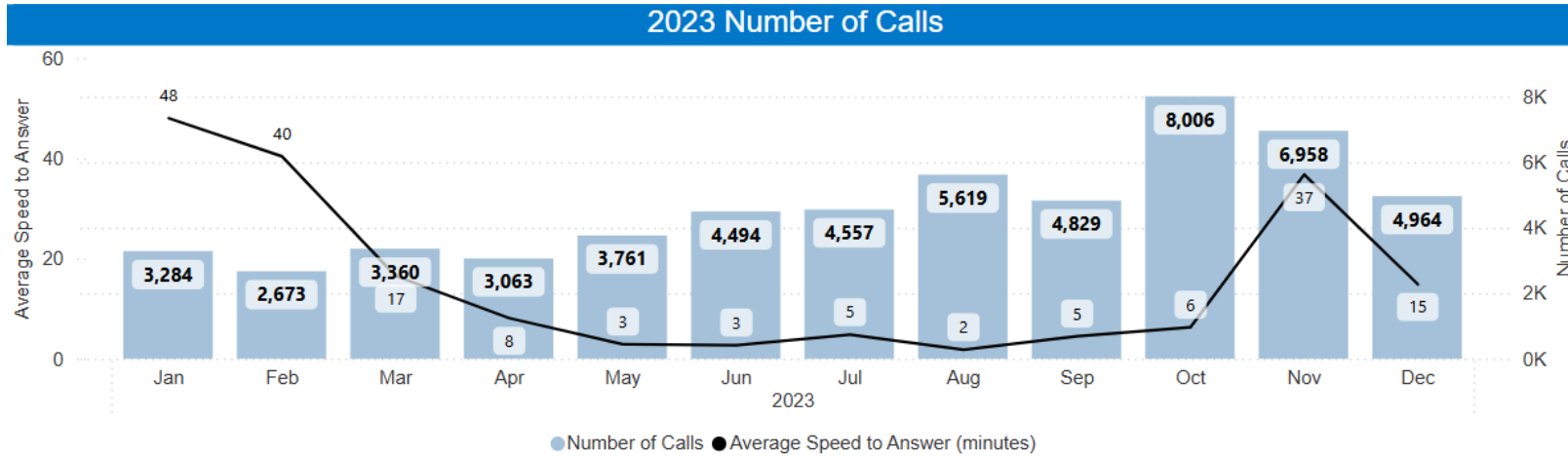
- ▶ 15 HCA hosted fairs across Washington State
- ▶ Supported four fairs hosted by University of Washington (UW)
- ▶ Increased staffing at benefits fairs

## ▶ Virtual Benefits Fairs (VBF)

- ▶ 93,675 visits (PEBB Program)
- ▶ Available 24/7
- ▶ Virtual booths with information from all plans

# Customer Service: Phones

## 2023-2024 Comparison

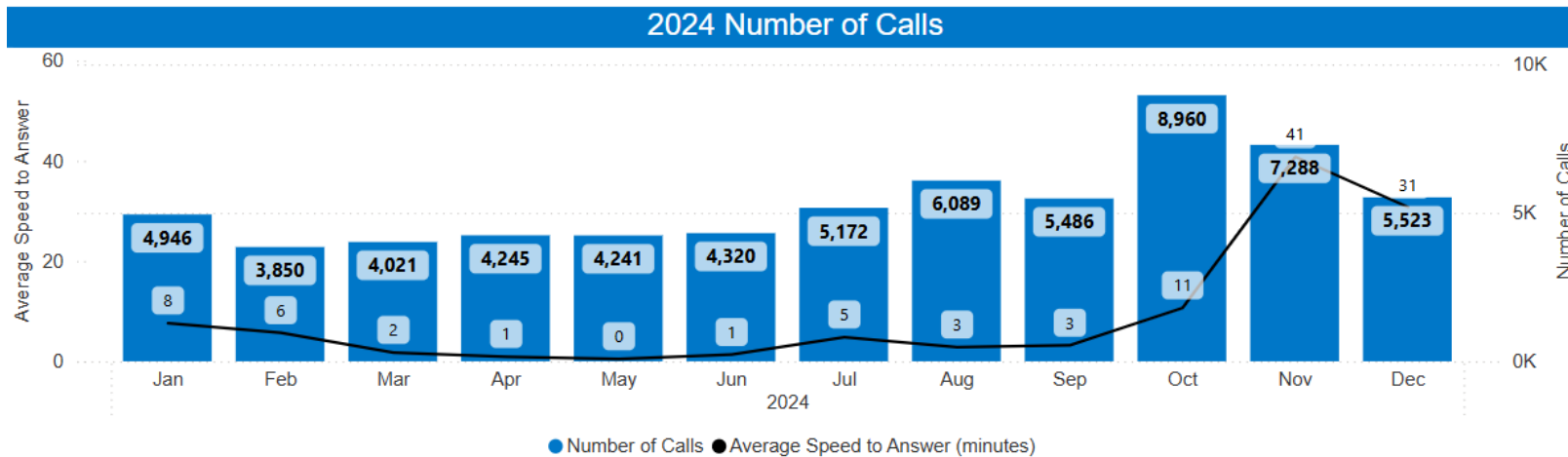


Calls Answered

55,568

Avg Speed to Answer

14.4



Calls Answered

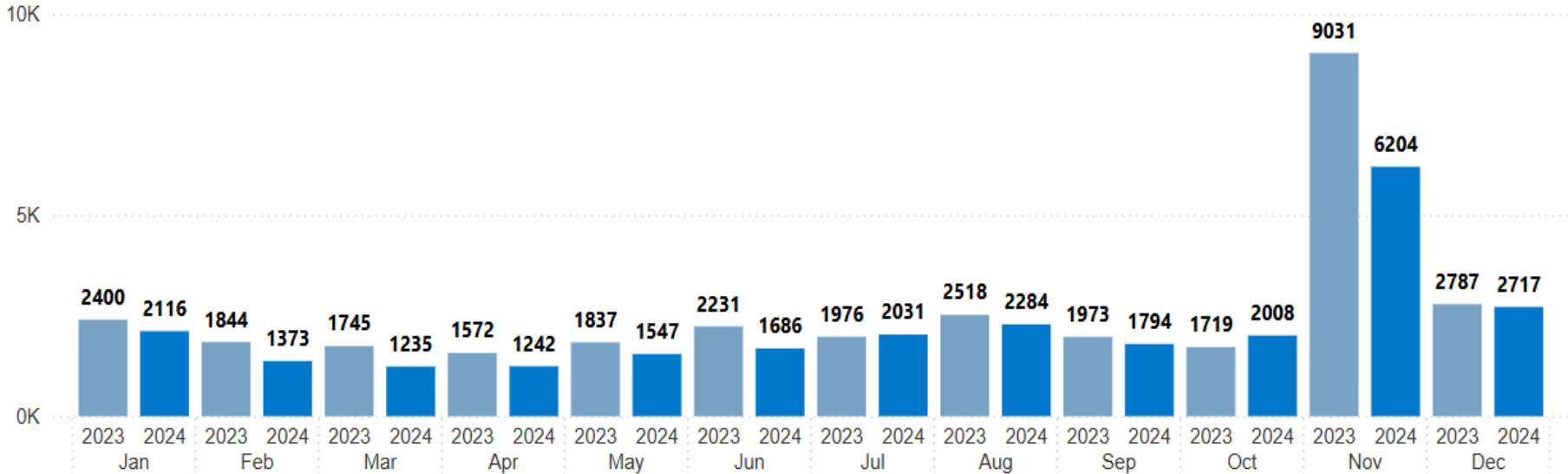
72,280

Avg Speed to Answer

10.9

# Customer Service: Documents

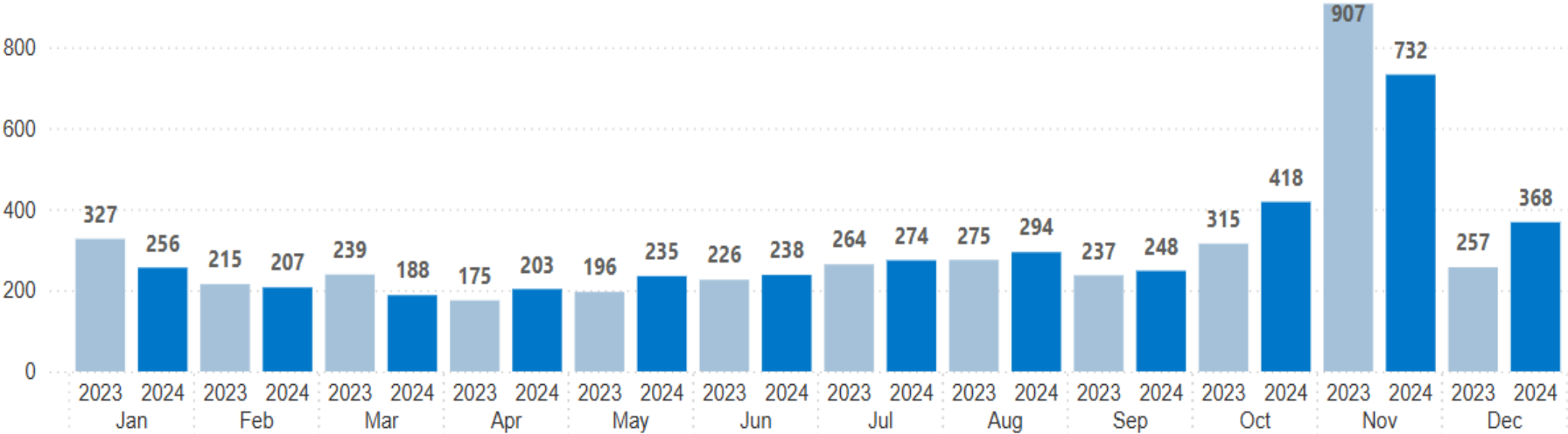
Received Paper Documents



2023 All Documents Received	2023 Open Enrollment Forms	2024 All Documents Received	2024 Open Enrollment Forms
31,633	7,137	26,237	5,113

# Customer Service: Lobby

## Lobby Visits



<b>2023 Total Visits</b>	<b>2024 Total Visits</b>
<b>3,633</b>	<b>3,670</b>

# Customer Service: Open Enrollment

2022-2024 Comparison (October 28 – November 25)

PEBB Program	2022	2023	2024
Interactive Voice Response (IVR)	5,138	3,774	1,642
Calls	5,146	6,958	9,553
Wait Time Average (Minutes)	58	36.7	39.2
Callback Feature Utilized by Caller	604	952	880
Lobby Visits	841	908	776
Paper Open Enrollment Forms	8,884	7,120	5,103
Benefits 24/7 Open Enrollment Requests	N/A	N/A	2,068
HCA Support	2,326	1,553	1,473
Fully Trained Staff	9	20	22

# PEBB Program Non-Medicare Enrollment Net Changes

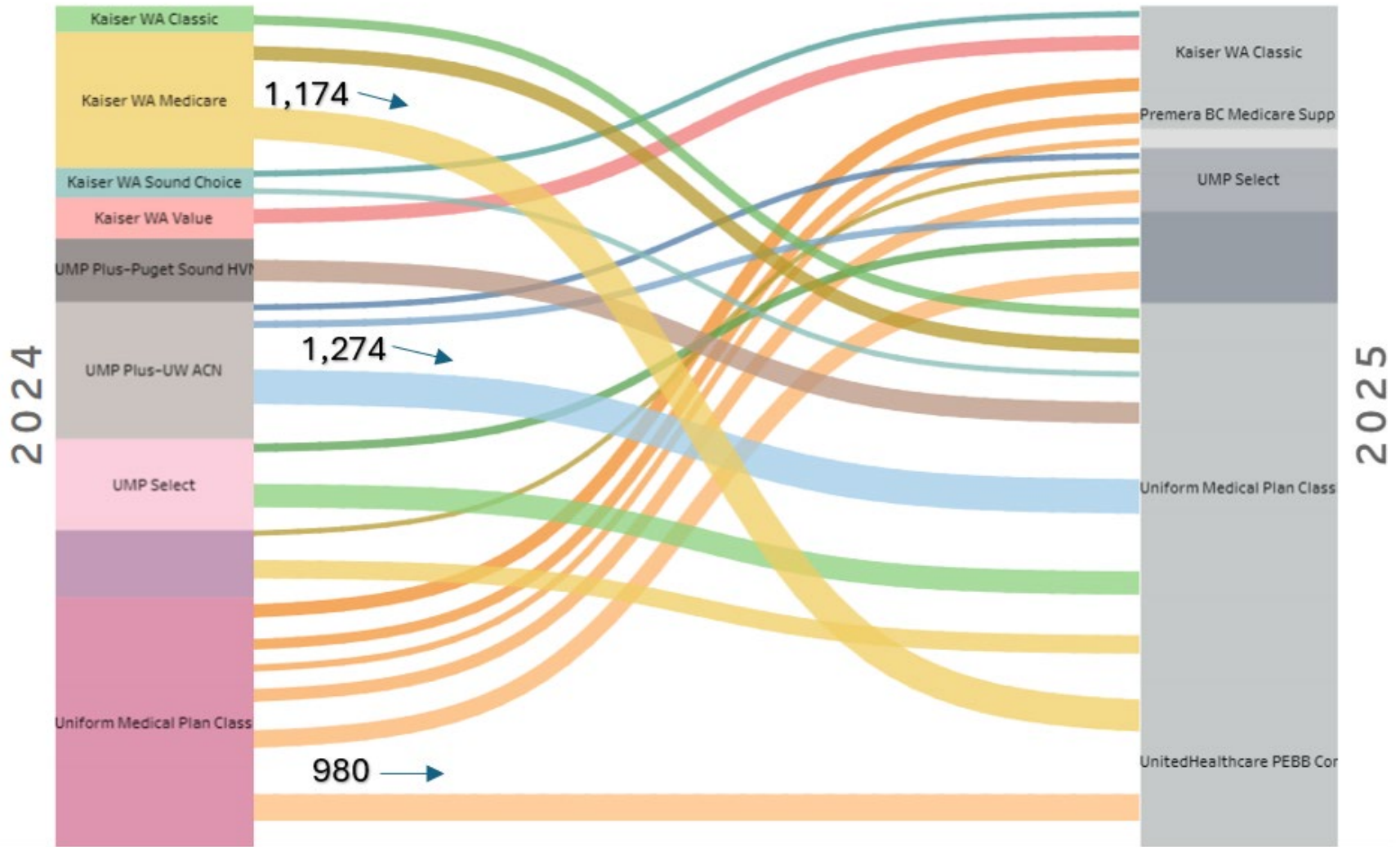
Carrier	2024	2025	Change	% Change
Kaiser NW CDHP	449	459	10	2.2%
Kaiser NW Classic	1,464	1,650	186	12.7%
Kaiser WA CDHP	5,486	5,690	204	3.7%
Kaiser WA Classic	18,114	20,327	2,213	12.2%
Kaiser WA Sound Choice	16,067	15,919	(148)	-0.9%
Kaiser WA Value	9,724	8,208	(1,516)	-15.6%
UMP Plus - Puget Sound High Value Network	10,032	8,227	(1,805)	-18.0%
UMP Plus - UW Medicine Accountable Care Network	23,220	19,819	(3,401)	-14.6%
Uniform Medical Plan CDHP	29,003	29,961	958	3.3%
Uniform Medical Plan Classic	169,225	173,466	4,241	2.5%
Uniform Medical Plan Select	15,814	14,202	(1,612)	-10.2%
<b>Total Members</b>	<b>298,598</b>	<b>297,928</b>	<b>(670)</b>	<b>-0.2%</b>



# Medicare Retiree Enrollment Net Changes

Carrier	2024	2025	Change	% Change
Kaiser NW Classic	2,255	2,243	(12)	-0.5%
Kaiser WA Classic	249	237	(12)	-4.8%
Kaiser WA Medicare	22,975	20,302	(2,673)	-11.6%
Premera Blue Cross Medicare Supplement F	13,302	13,126	(176)	-1.3%
Premera Blue Cross Medicare Supplement G	11,357	11,946	589	5.2%
Uniform Medical Plan Classic	35,954	35,239	(715)	-2.0%
UnitedHealthcare PEBB Balance	595	638	43	7.2%
UnitedHealthcare PEBB Complete	23,215	26,054	2,839	12.2%
<b>Total Members</b>	<b>109,902</b>	<b>109,785</b>	<b>(117)</b>	<b>-0.1%</b>

# Switching Flow Chart



# PEBB Program Vision

## Vision Selection by Carrier

	Davis Vision	EyeMed Vision	Metlife Vision	Default	Waived	Termed/No Longer Enrolled	Grand Total
Kaiser Permanente NW	135	80	657	6	2	26	906
Kaiser WA	3,394	2,071	19,197	105	48	112	24,927
Uniform Medical Plan	10,695	11,536	91,589	456	307	487	115,070
New	1,869	1,609	14,107	617	672	111	18,985
No Plan Selected	29	25	167	7	1	4	233
<b>Grand Total</b>	<b>16,122</b>	<b>15,321</b>	<b>125,717</b>	<b>1,191</b>	<b>1,030</b>	<b>740</b>	

<https://www.hca.wa.gov/about-hca/programs-and-initiatives/public-employees-benefits-board-pebb-program/enrollment-reports>

# Questions?

Alisa Richards, Benefits Accounts Section Manager  
Employees and Retirees Benefits (ERB) Division

[Alisa.Richards@hca.wa.gov](mailto:Alisa.Richards@hca.wa.gov)

Stacy Grof-Tisza, Customer Service Operations Manager  
Employees and Retirees Benefits (ERB) Division

[Stacy.Grof-Tisza@hca.wa.gov](mailto:Stacy.Grof-Tisza@hca.wa.gov)

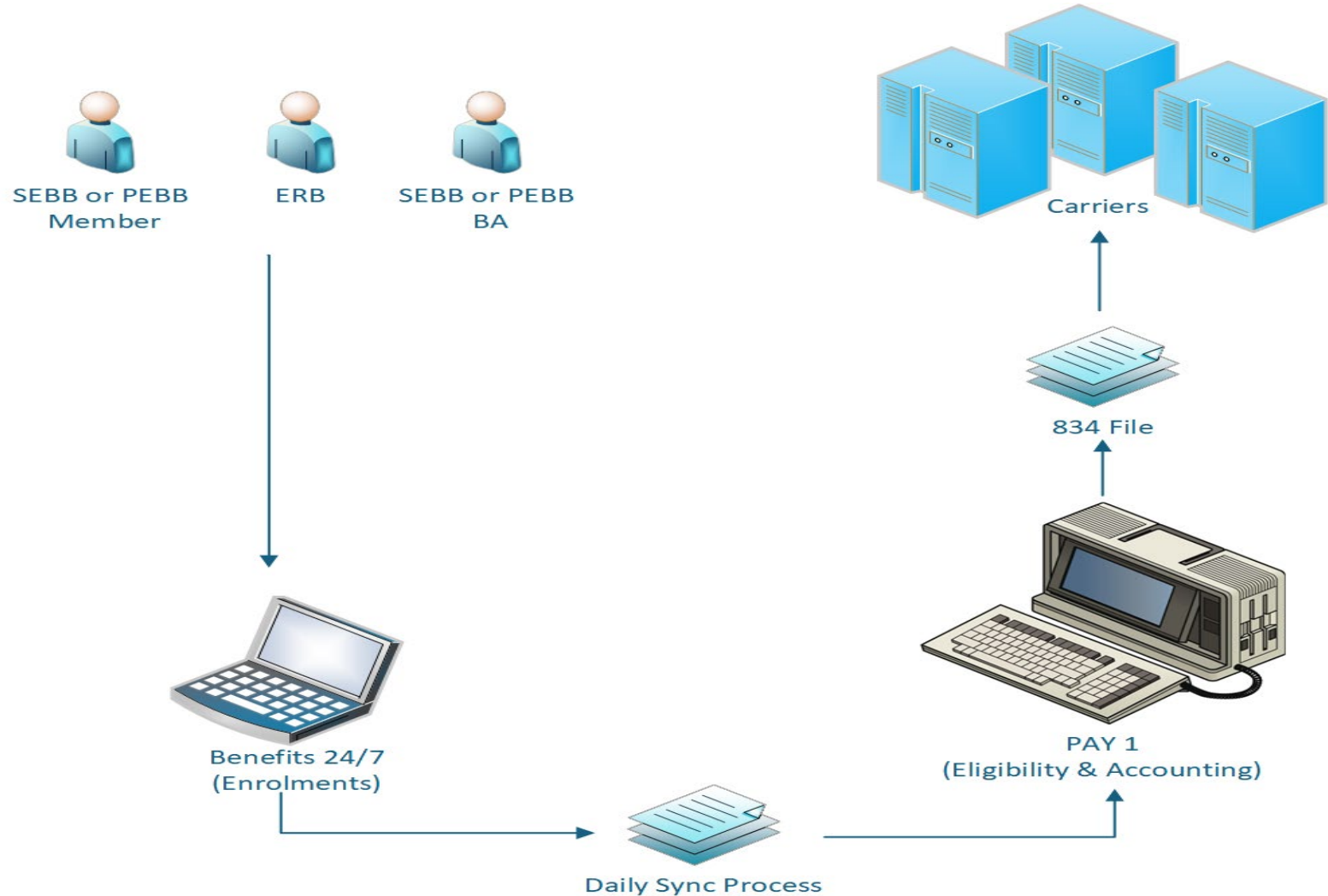
**TAB 5**

# Benefits 24/7 Update

---

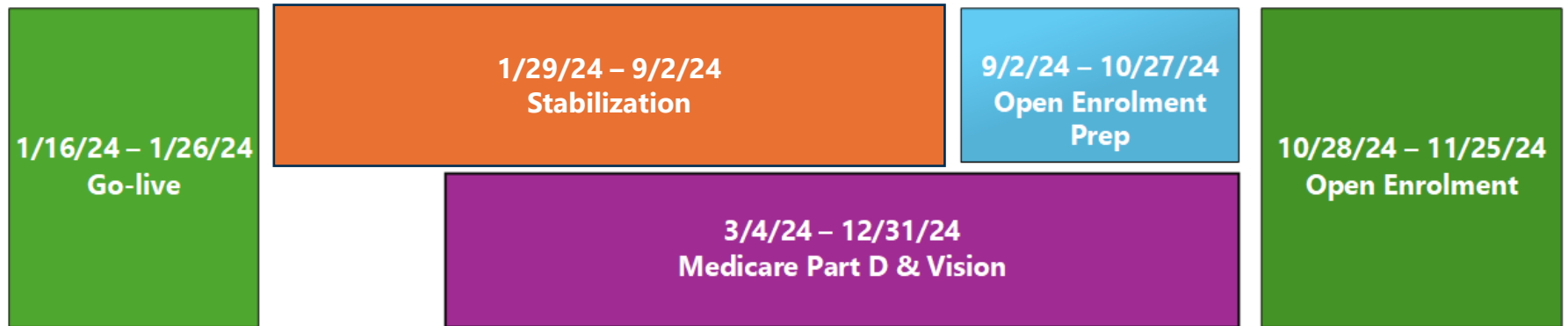
Clinton Brooks  
ERB Solution Architect  
Enterprise Technology Services  
January 30, 2025

# What is Benefits 24/7?



# Benefits 24/7: The First Year

---





# Open Enrollment Overview

---

- ▶ Open enrollment in Benefits 24/7 opened and closed on time
- ▶ No downtime
- ▶ Total of 127,000 unique subscribers accessed the system across the PEBB Program (62,000) & the SEBB Program (65,000 - 11% decrease from previous year)
- ▶ Open enrollment wizard completion rate
  - ▶ PEBB Program: 96.5%
  - ▶ SEBB Program: 78.2%

# Open Enrollment Overview (*cont.*)

---

- ▶ Partial outage of Secure Access Washington (SAW) the first two days of open enrollment
  - ▶ Impacted a projected 5% of users
- ▶ Benefits 24/7 team delivered a total of 10 hotfix releases over the course of open enrollment, averaging 3.5 bugs per hotfix
- ▶ Successfully completed open enrollment and transmitted data to carriers

# Pain Points

---

## Functional

- ▶ Dependent and spousal portion of open enrollment wizard
- ▶ Long-term disability (LTD) as part of the open enrollment wizard
- ▶ Daily sync process is still problematic
- ▶ Access issues

# Pain Points (*cont.*)

---

## Operational

- ▶ Didn't include subscribers and benefits administrators (BAs) in evaluating the system usability before open enrollment
- ▶ Lack of capacity to fully complete stabilization due to Part D and vision implementation
- ▶ Team resources were stretched

# 2025 Roadmap

---

- ▶ Finish resolving outstanding defects
- ▶ Integrating with SAW replacement or identifying options for addressing user access challenges
- ▶ Implement automation for routine and high impact processes
- ▶ Recruitment of roles funded by decision package, if approved

# Questions?

Clinton Brooks, ERB Solution Architect  
Enterprise Technology Services (ETS) Division

[Clinton.Brooks@hca.wa.gov](mailto:Clinton.Brooks@hca.wa.gov)

**TAB 6**

# Legislative Session Update

---

Cade Walker  
Policy, Rules, and Compliance Section Manager  
Employees and Retirees Benefits Division  
January 30, 2025



# Bill Analyses by ERB Division

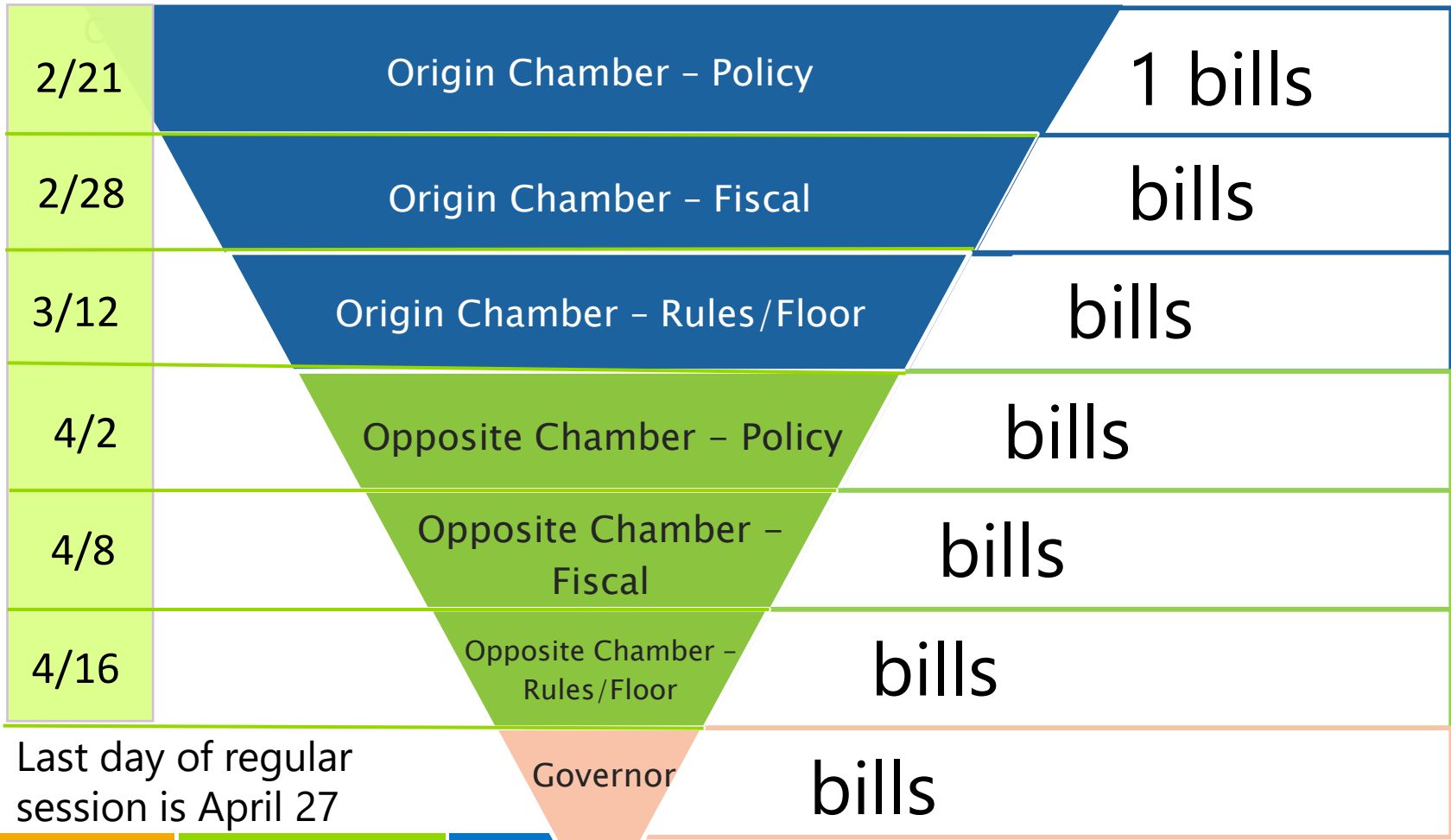
---

	ERB Lead	ERB Support	
<b>High Priority</b>	13	15	28
<b>Low Priority</b>	8	19	27
	21	34	55

<b>Fiscal Notes</b>	7	17	
---------------------	---	----	--

As of 1/24/25

# Bill Analyses by ERB Division



# Recent Legislative Reports

---

## Anti-obesity medications (AOMs) in Uniform Medical Plan

- ▶ <https://www.hca.wa.gov/assets/program/anti-obesity-medications-ump-leg-report-2024.pdf>
- ▶ Recommendation of using prior authorization cadence to assure medical necessity and coverage as long as effective and well-tolerated
- ▶ Estimated increase in employer medical contribution (EMC) expenditures (state costs) for AOMs: \$129M - \$260M for PEBB & SEBB Programs

# Recent Legislative Reports (*cont.*)

---

## Study on consolidating the PEBB & SEBB Programs

- ▶ <https://www.hca.wa.gov/assets/program/pebb-sebb-consolidation-leg-report-2024.pdf>
- ▶ Consolidation of board, non-Medicare risk pools, and benefits portfolio
- ▶ Eligibility remains unchanged for all populations
- ▶ Statutory changes provided

# Agency Requested Legislation

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- ▶ House Bill (HB) 1123/Senate Bill (SB) 5083 – Ensuring access to primary care, behavioral health, and affordable hospital services
- ▶ SB 5478 – PEB Board Authority

# Current Legislation

---

## Administrative

- ▶ HB 1330/SB 5086 – PEBB & SEBB consolidation
- ▶ HB 1069/SB 5044 – Allowing collective bargaining over contributions for certain supplemental retirement benefits
- ▶ HB 1354 – Legislative session employees/PEBB
- ▶ HB 1312/SB 5114 – Retirement benefits at death

## Providers

- ▶ HB 1124/SB 5112 – Prescribing psychologists
- ▶ HB 1114 – Respiratory care compact

# Current Legislation

---

## Health Plan Coverage

- ▶ HB 1062 – Biomarker testing
- ▶ HB 1090 – Contraceptive coverage
- ▶ HB 1129/SB 5121 – Fertility-related services
- ▶ SB 5075 – Cost sharing for prenatal and postnatal care
- ▶ HB 1535/SB 5351 – Dental insurance practices
- ▶ HB 1326/SB 5353 – Diabetes and obesity treatment

## Pharmaceutical

- ▶ HB 1186 – Medication dispensing
- ▶ SB 5019 – Prepackaged medication distribution
- ▶ SB 5326 – Emergency insulin supply

# Questions?

Cade Walker, Policy, Rules, and Compliance Section  
Manager

Employees and Retirees Benefits Division

[Cade.Walker@hca.wa.gov](mailto:Cade.Walker@hca.wa.gov)

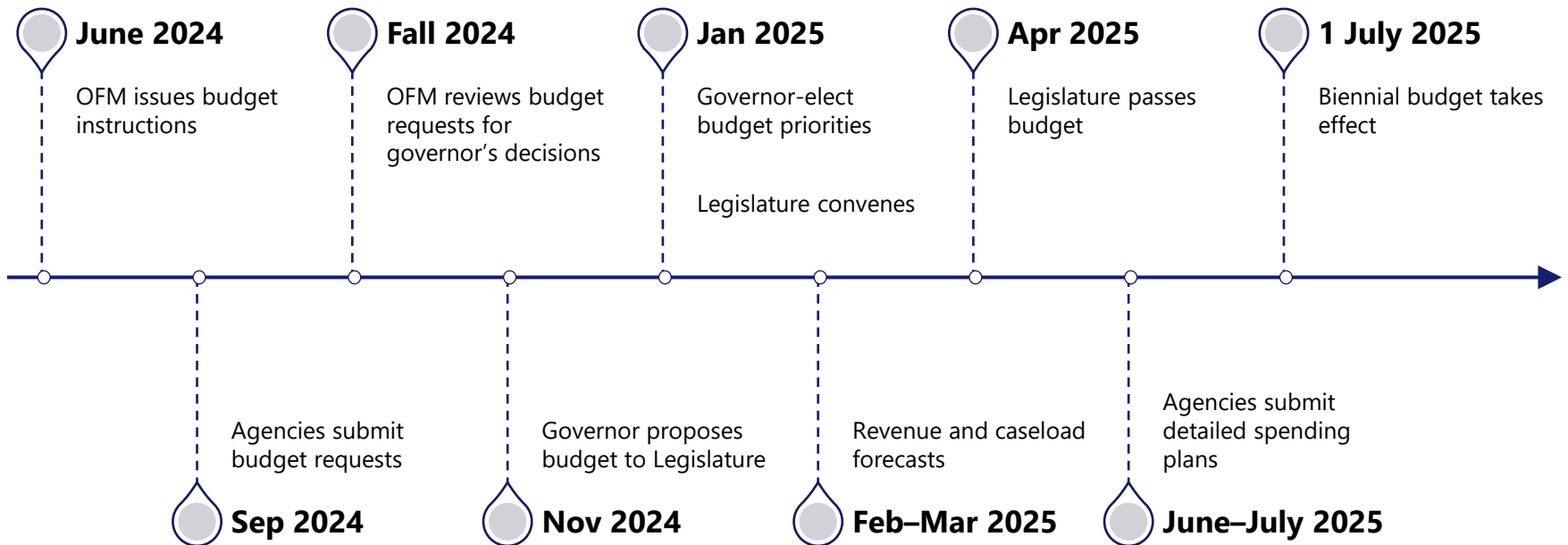


# Governor Inslee's Proposed Budget Update

---

Tanya Deuel  
Finance Section Manager  
Finance Services and Health Care Purchasing Administration  
January 30, 2025

# Timeline



# 2025 Supplemental Budget

# Fiscal Year 2025 Supplemental Budget

## Governor Inslee Funded Decision Packages

---

Decision Package	FTE	Dollars
<b>Third Party Administrator (TPA) Spending Authority</b> Increased spending authority to align with the increased self-insured medical enrollment and Part D transition.	NA	\$1.5M
<b>Contract Increases</b> Funding to support increases to the actuarial services contract for PEBB Program.	NA	\$352,000

# 2025-27 Biennial Budget

# 2025-27 Collective Bargaining Agreement

## Article 42 Health Care Benefits Accounts

# 2025-27 Tentative Agreement

---

- ▶ Maintains the Employer Medical Contribution (EMC) at 85 percent of the monthly premium benchmarked off UMP Classic
- ▶ Codifies that vision will be 100% employer paid with the change to stand-alone vision
- ▶ Medical Flexible Spending Arrangement (FSA) benefit (effective January 2026)
  - ▶ Salary threshold increased from \$60,000 to \$68,004 annually
  - ▶ Benefit increased from \$250 to \$300
  - ▶ Adjustments try to keep maintain same number of employees
- ▶ Agreement will become final once funded by the legislature during the 2025-27 conference budget

# 2025-27 Biennial Budget

## Governor Inslee Funded Decision Packages

Decision Package	FTE	Dollars
<b>TPA Spending Authority</b> Increased spending authority to align with the increased self-insured enrollment and Part D transition.	NA	\$17.3M
<b>Contract Increases</b> Funding to support increases to the actuarial services contract for PEBB Program.	NA	\$700K
<b>IT Resources</b> FTEs to support and stabilize the member enrollment system (Benefits 24/7).	5.5	\$2.5M



# 2025-27 Biennial Budget (*cont.*)

## Governor Inslee Funded Decision Packages

Decision Package	FTE	Dollars
<b>Doulas</b> Funding to provide coverage for doula services in UMP.	NA	\$400K
<b>Dental Benefit Enhancements</b> Funding for enhancing UDP benefits to remove the deductible for children under the age of 15 and increasing TMJ coverage.	NA	\$360K
<b>Agency Request Legislation</b> Administrative funding for support related to SB5083.	NA	\$187K

# Additional Governor Inslee's Proposed Budget Items

---

- ▶ Combined PEBB and SEBB Program sections, for accounting purposes in state systems
- ▶ Enhance employer paid LTD benefit within existing resources from \$240 to \$450 per month
  - ▶ Likely to be a rate reduction for employee paid benefits

# Governor Inslee's Budget Proposals to Address the Budget Deficit

---

- ▶ Long Term Disability (LTD) reserves
  - ▶ Withdrawing employer paid reserves that are above required amounts
- ▶ Closing the UMP Plus plans December 31, 2025
  - ▶ Current contract expires December 31, 2026
  - ▶ Providers who are in the Plus network are all participating in other UMP plan offerings and there are additional providers available in those plans
  - ▶ Members can maintain their provider relationships by enrolling in another UMP plan offering

# 2025-27 PEBB Funding Rate

---

- ▶ \$1,315 FY24 State funding rate
- ▶ \$1,355 FY25 State funding rate
  - ▶ Per eligible employee per month
  - ▶ Includes funding for:
    - Decision packages
    - Collective bargaining changes
    - Agency request legislation
    - Governor's budget deficit proposals

# Medicare Explicit Subsidy

---

- ▶ \$183 Medicare Explicit Subsidy (per Medicare retiree per month)
  - ▶ Maintained level from Calendar Year 2025

# Questions?

Tanya Deuel, Finance Section Manager  
Finance Services and Health Care Purchasing  
Administration

[Tanya.Deuel@hca.wa.gov](mailto:Tanya.Deuel@hca.wa.gov)

**TAB 7**

# Policy Resolution

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Stella Ng  
Policy and Rules Coordinator  
Employees and Retirees Benefits Division  
January 30, 2025



# RCW 41.05.065(4)

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(4) Except if bargained for under chapter **41.80** RCW, the public employees' benefits board shall design benefits and determine the terms and conditions of employee and retired or disabled school employee participation and coverage, including establishment of eligibility criteria subject to the requirements of **this chapter**. Employer groups obtaining benefits through contractual agreement with the authority for employees defined in RCW **41.05.011**(6)(a) (i) through (vi) may contractually agree with the authority to benefits eligibility criteria which differs from that determined by the public employees' benefits board. The eligibility criteria established by the public employees' benefits board shall be no more restrictive than the following:...

# RCW 41.05.080(1) and (3)

---

(1) Under the qualifications, terms, conditions, and benefits set by the public employees' benefits board:

(a) Retired or disabled state employees, retired or disabled school employees, retired or disabled employees of county, municipal, or other political subdivisions, or retired or disabled employees of tribal governments covered by this chapter may continue their participation in insurance plans and contracts after retirement or disablement;

(b) Separated employees may continue their participation in insurance plans and contracts if participation is selected immediately upon separation from employment;

(c) Surviving spouses, surviving state registered domestic partners, and dependent children of emergency service personnel killed in the line of duty may participate in insurance plans and contracts.

(3) Rates charged to surviving spouses and surviving state registered domestic partners of emergency service personnel killed in the line of duty, retired or disabled employees, separated employees, spouses, or children who are eligible for parts A and B of medicare shall be calculated from a separate experience risk pool comprised only of individuals eligible for parts A and B of medicare; however, the premiums charged to medicare-eligible retirees and disabled employees shall be reduced by the amount of the subsidy provided under RCW 41.05.085.

# PEB Board Policy Resolution

---

PEBB 2025-01

Automatic deferral - PEBB retiree insurance coverage for subscribers who permanently live in a location outside of the United States

# Resolution PEBB 2024-26

## PEBB Retiree Insurance Coverage Deferral – Permanently Live in a Location Outside of the United States

---

**(As adopted on June 27, 2024)**

**Resolved that**, effective January 1, 2025, retirees and survivors who are enrolled in Medicare may defer enrollment in PEBB retiree insurance coverage when they permanently live in a location outside of the United States.

Evidence of continuous enrollment in a qualified coverage is waived while a retiree or survivor enrolled in Medicare lives outside of the United States.

A retiree or survivor enrolled in Medicare who defers enrollment while permanently living outside of the United States will have the opportunity to enroll in a PEBB health plan when they return to the United States by submitting the required forms and proof of enrollment in Medicare Parts A and B within the HCA required enrollment timeframe.

# Proposed Resolution PEBB 2025-01

## Automatic Deferral - PEBB Retiree Insurance Coverage for Subscribers Who Permanently Live in a Location Outside of the United States and Do Not Respond to HCA

---

Effective January 30, 2025, retirees and survivors who are not on Medicare and enrolled in PEBB retiree insurance coverage and permanently live outside of the United States, become eligible for Medicare Parts A and B, and do not respond to HCA within the required timeframe will be automatically deferred from PEBB retiree insurance coverage. These subscribers will be exempt from the deferral form requirement.

Evidence of continuous enrollment in a qualified coverage is waived while a retiree or survivor enrolled in Medicare lives outside of the United States.

A retiree or survivor enrolled in Medicare whose enrollment is deferred while permanently living outside of the United States will have the opportunity to enroll in a PEBB health plan when they return to the United States by submitting the required forms and proof of enrollment in Medicare Parts A and B within the HCA required enrollment timeframe.

# Proposed Resolution PEBB 2025-01

## Automatic Deferral - PEBB Retiree Insurance Coverage for Subscribers Who Permanently Live in a Location Outside of the United States and Do Not Respond to HCA

---

**Resolved that**, effective January 30, 2025, retirees and survivors who are not on Medicare and enrolled in PEBB retiree insurance coverage and permanently live outside of the United States, become eligible for Medicare Parts A and B, and do not respond to HCA within the required time frame will be automatically deferred from PEBB retiree insurance coverage. These subscribers will be exempt from the deferral form requirement.

Evidence of continuous enrollment in a qualified coverage is waived while a retiree or survivor enrolled in Medicare lives outside of the United States.

A retiree or survivor enrolled in Medicare whose enrollment is deferred while permanently living outside of the United States will have the opportunity to enroll in a PEBB health plan when they return to the United States by submitting the required forms and proof of enrollment in Medicare Parts A and B within the HCA required enrollment timeframe.

# Next Steps

---

- ▶ Amend standard retiree communications
- ▶ Update training materials for staff
- ▶ Incorporate this resolution into the PEBB Program rules

# Questions?

Stella Ng, Policy and Rules Coordinator  
Employees and Retirees Benefits (ERB) Division

[Stella.Ng@hca.wa.gov](mailto:Stella.Ng@hca.wa.gov)



**TAB 8**

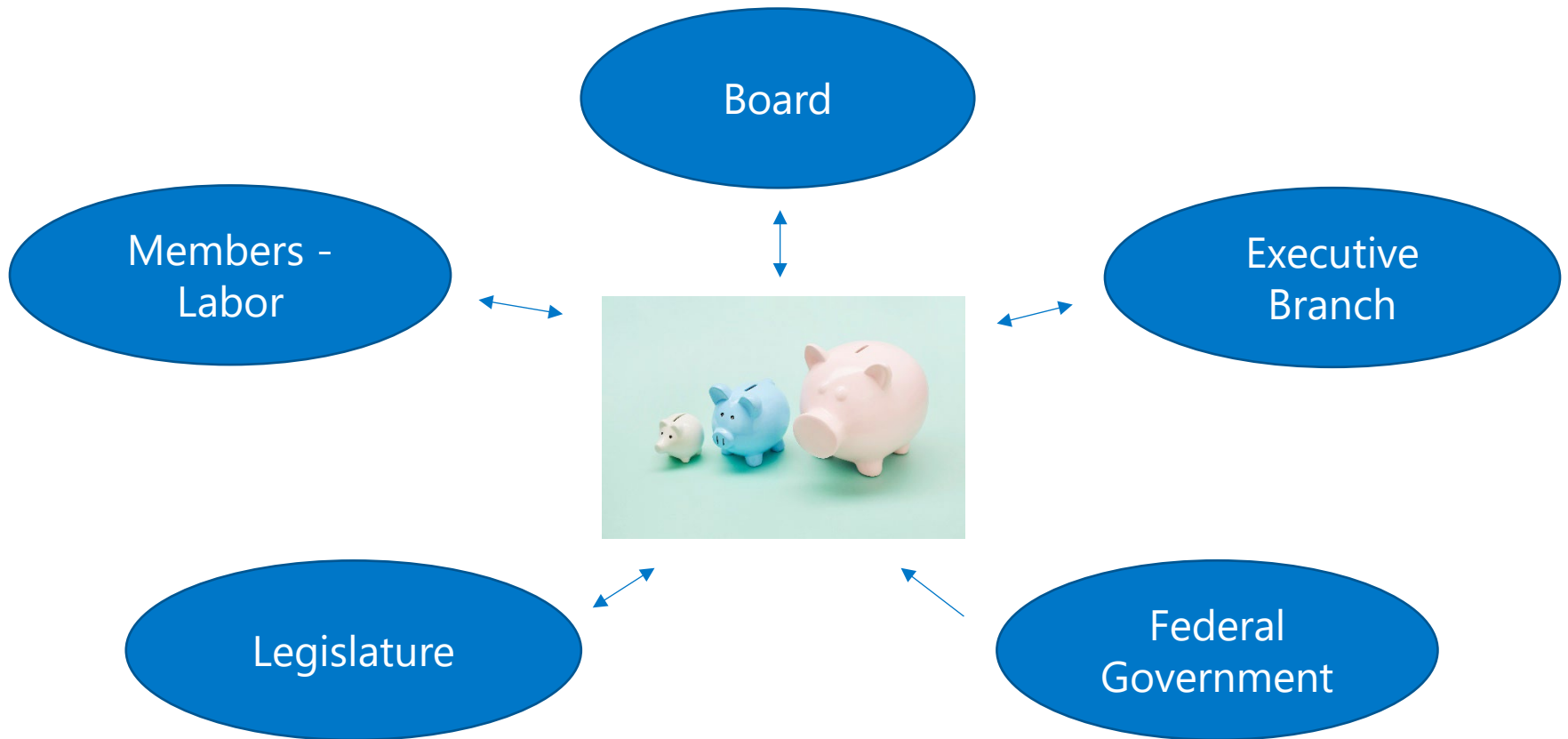
# Contracts and Benefit Planning Cycles

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David Iseminger  
ERB Director  
Employees & Retirees Benefits Division  
January 30, 2025

# Development of Benefit Designs

---



# Contracts Renewal Cycle

---

- ▶ Existing relationships
- ▶ Will run process as normal
  - ▶ Communicate financial forecast
  - ▶ Manage expectations
  - ▶ Gain awareness, assess opportunities

# Benefit Planning Cycle

---

- ▶ Streamlined process given financial environment
- ▶ Revisiting positively reviewed, cost-effective proposals from recent years
- ▶ Continuing industry scans
- ▶ Reviewing benefit additions with lower-than-expected utilization
  - ▶ Perceived versus actual value
  - ▶ Refine, replace
  - ▶ Educate, build awareness

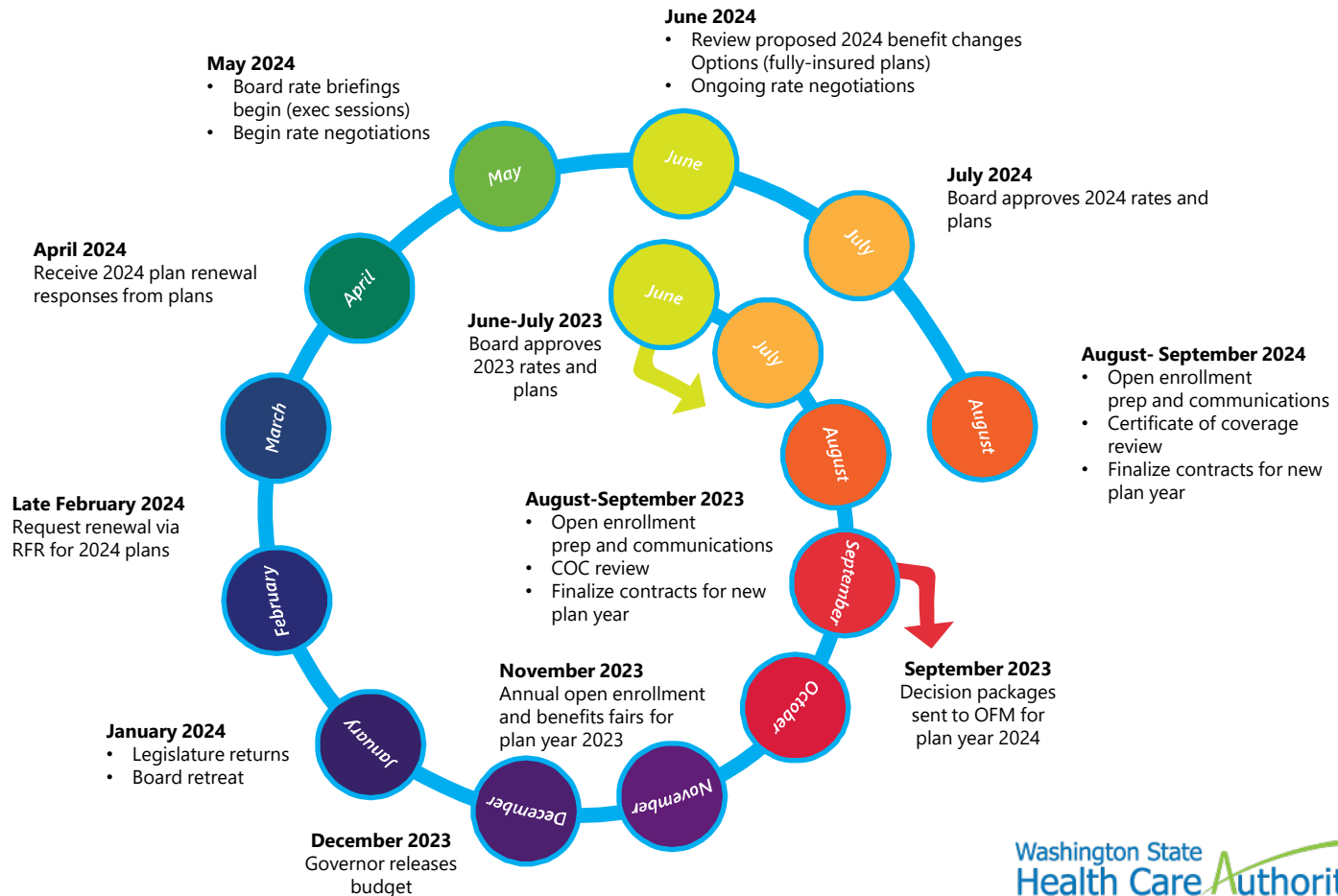
# Questions?

David Iseminger, ERB Director  
Employees and Retirees Benefits Division

[David.Iseminger@hca.wa.gov](mailto:David.Iseminger@hca.wa.gov)

# Appendix

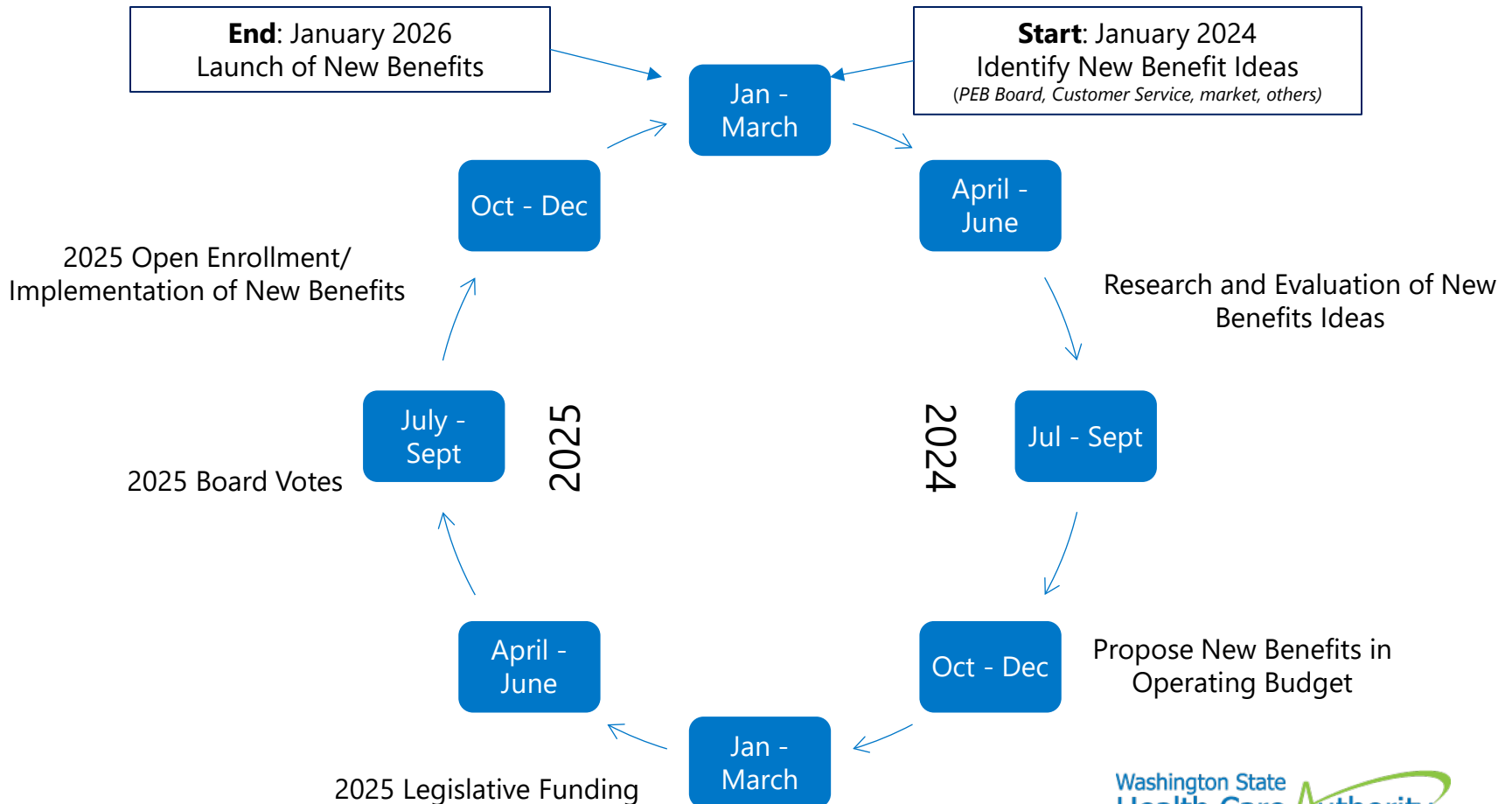
# PEBB Program Contracts Renewal Cycle For Benefit Year 2026





# SEBB Benefit Planning Cycle

## For Benefit Year 2026



**TAB 9**

# Employee Engagement Survey Results

---

Missy Yates  
Stakeholder Engagement Coordinator  
Employees & Retirees Benefits Division  
January 30, 2025

# Overview

---

- ▶ Survey background
- ▶ Key takeaways
- ▶ Demographics voluntary response
- ▶ Questions and discussion

# Survey Background

---

- ▶ 26 survey questions
  - ▶ Two questions about subscriber status
  - ▶ 18 questions about benefits satisfaction
  - ▶ Six optional demographic questions
- ▶ Survey open the entire month of June 2024
- ▶ 5,005 individual responses
  - ▶ 1,862 responses from PEBB Program employees
    - ▶ 1,718 from state agencies or high ed institutions
    - ▶ 144 from PEBB Program employer groups such as city, county, water districts, etc.

# Key Takeaways

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# Subscriber Priorities

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## Benefits

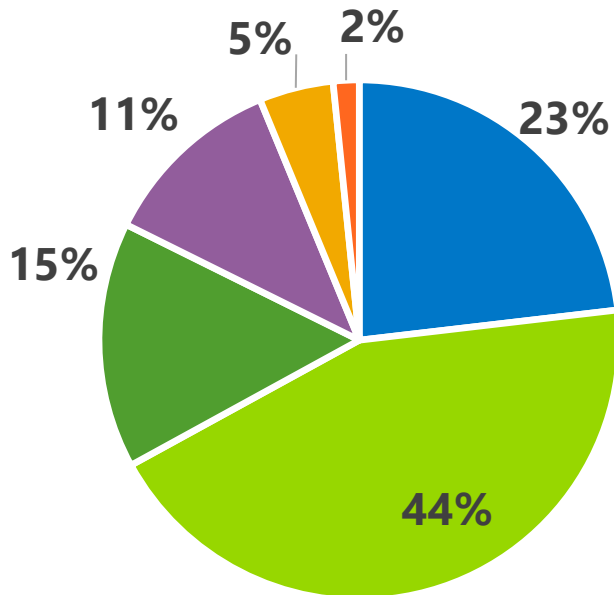
- ▶ Medical
- ▶ Dental
- ▶ Vision

## Reasons for Choosing Current Plans

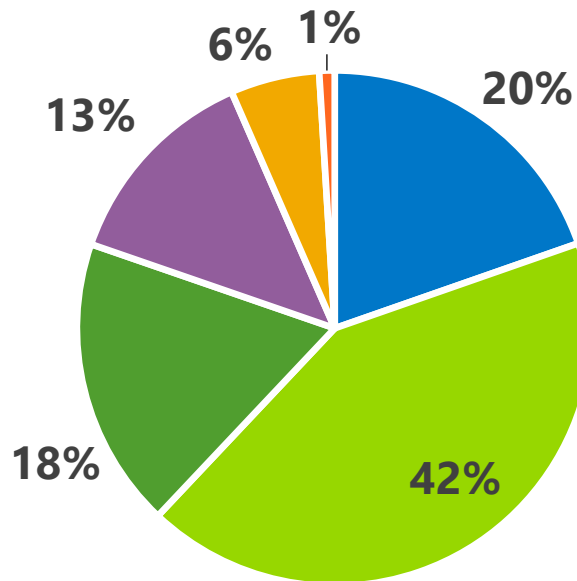
- ▶ Cost
- ▶ Benefits/Coverage
- ▶ Provider Network (Provider Choice/Continuity)

# PEBB Program Satisfaction Ratings

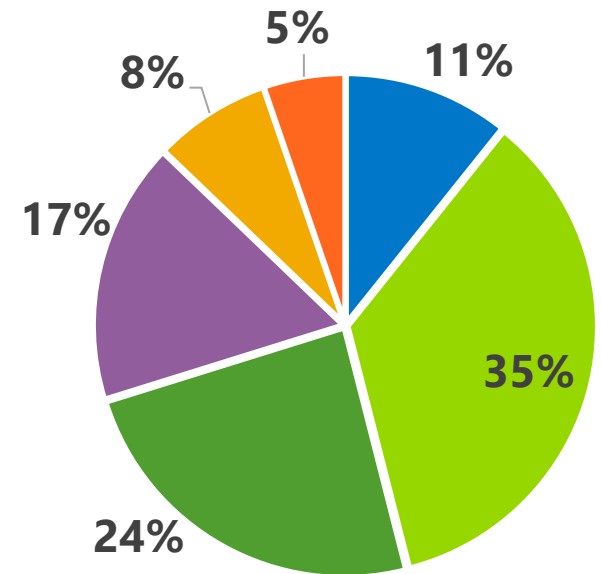
## Medical



## Dental



## Vision

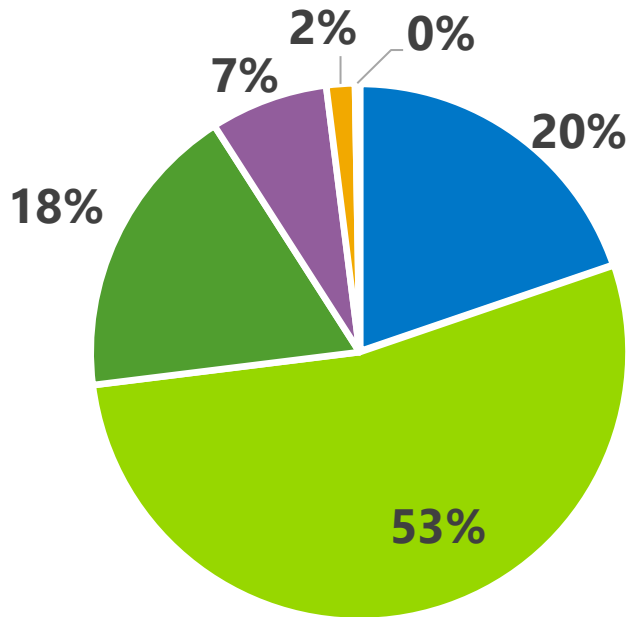


■ Very Satisfied   ■ Satisfied   ■ Neutral   ■ Dissatisfied   ■ Very dissatisfied   ■ N/A

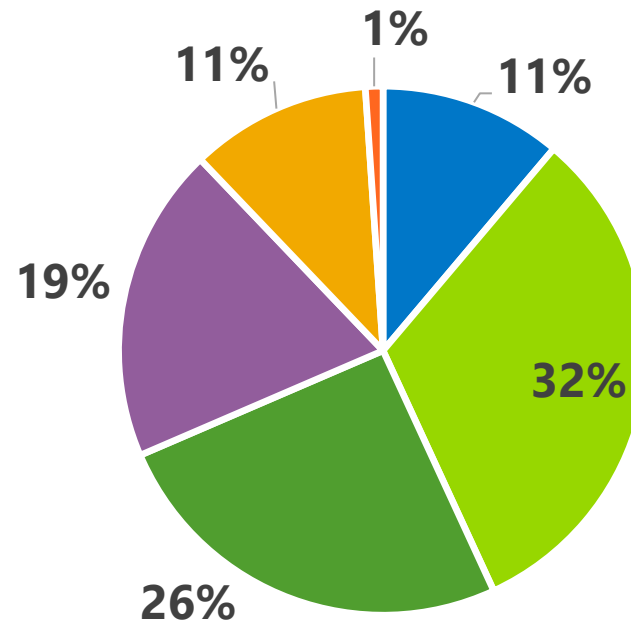


# PEBB Program Satisfaction Ratings (*cont.*)

## Overall Benefits



## Comparing Out-of-Pocket Cost to Benefits Received



■ Very Satisfied   
 ■ Satisfied   
 ■ Neutral   
 ■ Dissatisfied   
 ■ Very dissatisfied   
 ■ N/A

# Subscriber Pain Points

Increasing costs / cost transparency

Accessible information

Rx coverage

Timeliness

Customer service

Provider network limitations

Vision hardware bi-annual benefit

Dental provider network & benefits limitations

Technology



# Health Care Literacy



76% of PEBB Program responders agree they have access to information to help them make enrollment decisions



68% of PEBB Program responders feel they understand their benefits

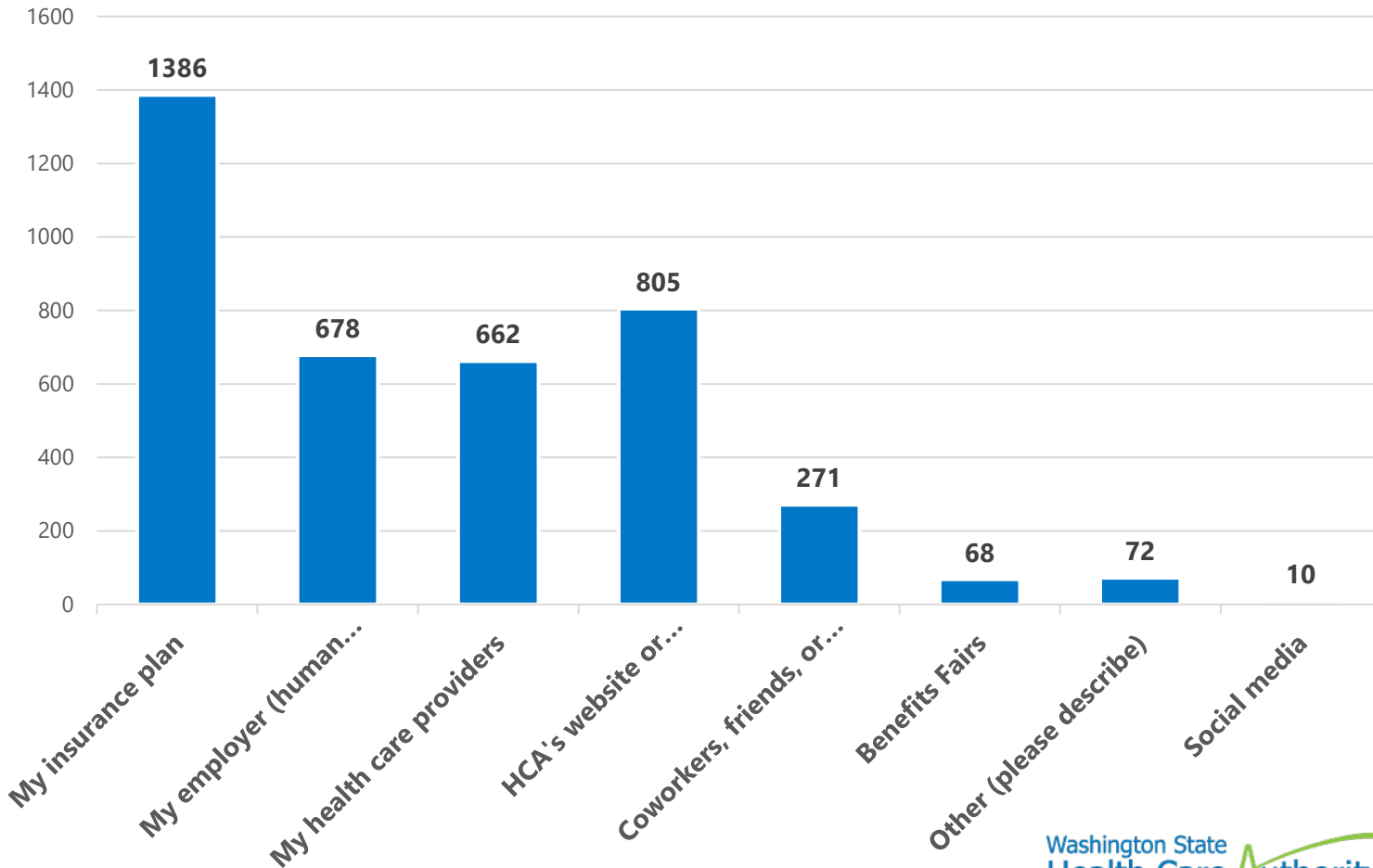


62% of PEBB Program responders agree they have access to plan choices that meet their needs



63% of PEBB Program responders agree with the statement "Using my benefits is easy"

# Where PEBB Program Subscribers Seek Help\*



\*See Appendix for "other" sources.

# Subscribers Want...

---

## Lower costs / fees

- Premiums, deductibles, copays, co-insurance
- Annual limits

## More benefits, more coverage

- Weight loss treatment
- Infertility treatment
- Mental/behavioral health
- Healthy lifestyle (gym memberships, massage, naturopathy, etc.)
- Annual vision benefit

## Accessible information

- Easy to find, easy to understand
- Member education opportunities
- Better onboarding and support from benefits administrators
- Intuitive website navigation

## Process Simplification

- Claims processing
- Preauthorization
- Referrals
- Appeals
- FSA reimbursement

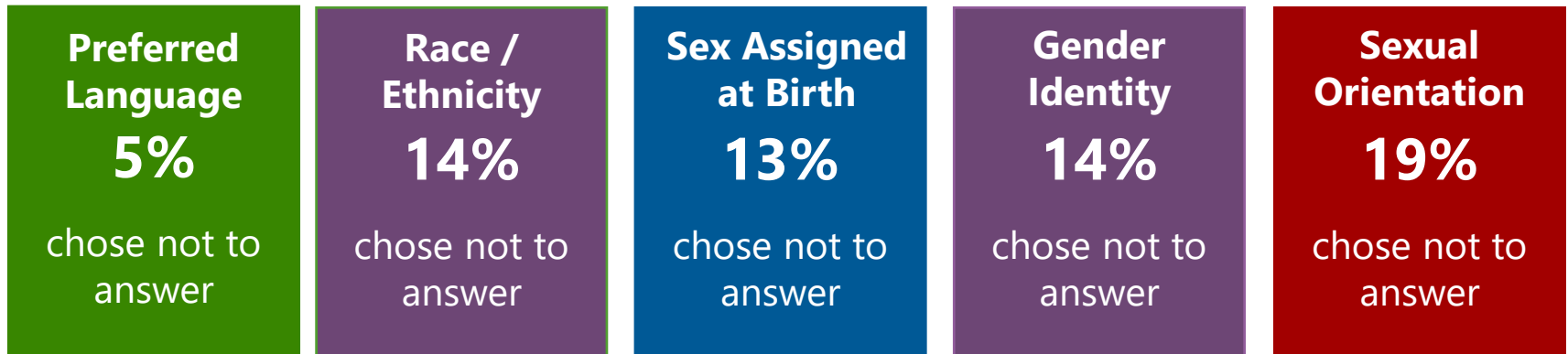
# Demographics Voluntary Response

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# Demographics Participation

---



\*percentages combine "N/A" and "prefer not to answer" responses

# Questions?

Missy Yates, Stakeholder Engagement Coordinator  
Employees & Retirees Benefits Division

[Missy.Yates@hca.wa.gov](mailto:Missy.Yates@hca.wa.gov)



# Appendix

# “Other” Information Sources Used

---

- ▶ Google or online search
- ▶ PEBB Program website
- ▶ Call carrier
- ▶ Pub Med
- ▶ None – we don’t have a Human Resources person
- ▶ “I don’t know where to go”

**TAB 10**

# Medicare Update

---

Laura Ryan  
Retiree Benefits Manager  
Employees and Retirees Benefits Division  
January 30, 2025

# Overview

---

- ▶ Introduction
- ▶ Open enrollment Medicare plan changes
- ▶ Recap of benefits fairs
- ▶ Planned communication improvements for 2025

# Introduction

---

- ▶ Have been in position since mid-September
- ▶ Previously worked in the Statewide Health Insurance Benefits Advisor (SHIBA) program at the Office of the Insurance Commissioner (OIC)
- ▶ Prior experience in PEBB Program customer service
- ▶ Extensive Medicare background including eight years working in kidney care
- ▶ Three months' crossover working with Ellen Wolfhagen
  - ▶ Responded to HCA PEBB Medicare inbox, UMP Questions inbox, and attended benefits fairs

# Open Enrollment Non-Medicare Retirees

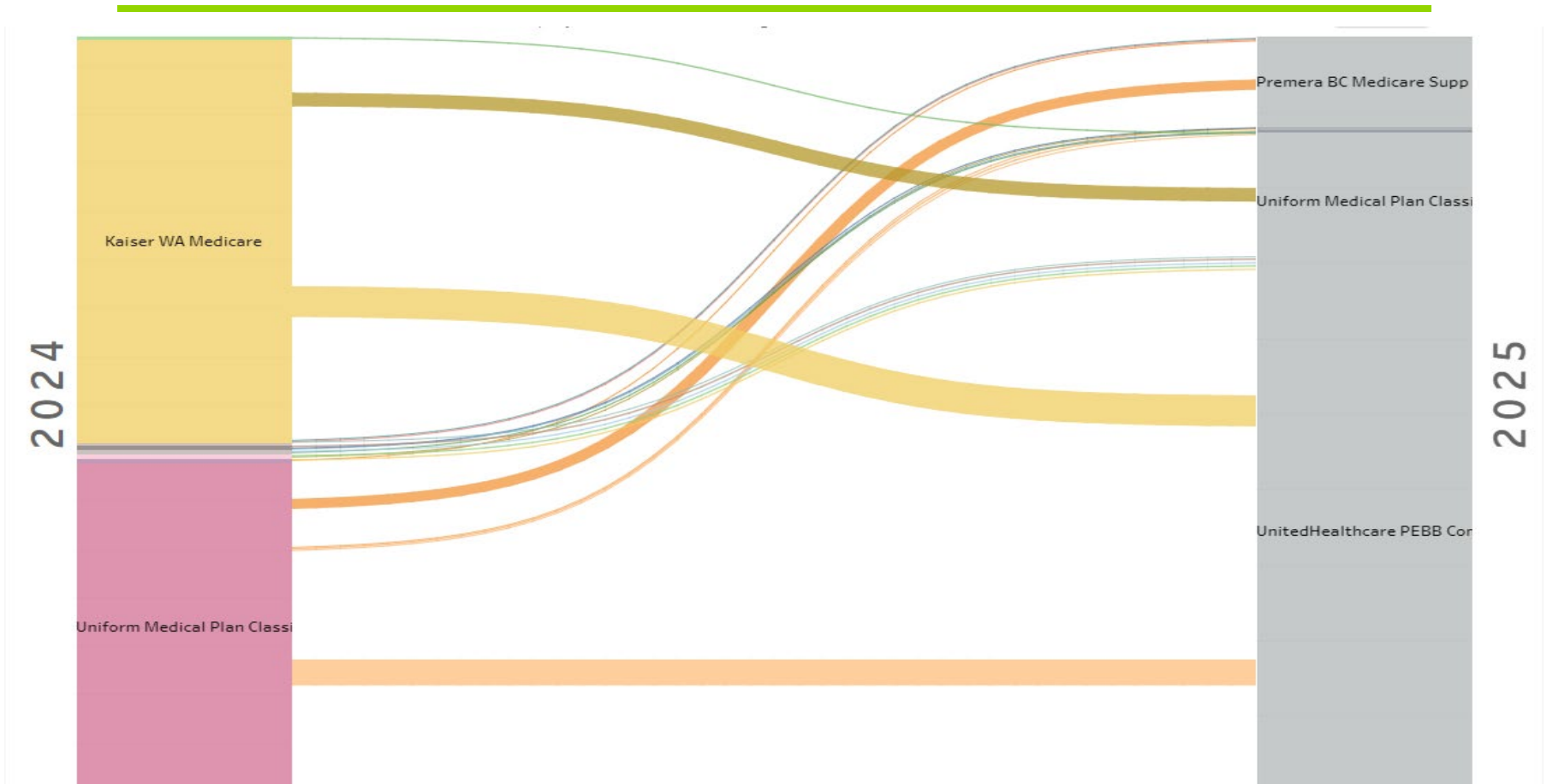
Plan Name	Pre-Open Enrollment	Post Open Enrollment	Change
Kaiser NW CDHP	10	9	(1)
Kaiser NW Classic	81	76	(5)
Kaiser WA CDHP	45	42	(3)
Kaiser WA Classic	556	512	(44)
Kaiser WA Sound Choice	584	548	(36)
Kaiser WA Value	247	204	(43)
UMP Plus - Puget Sound High Value Network	102	66	(36)
UMP Plus - UW Medicine Accountable Care Network	137	113	(24)
Uniform Medical Plan CDHP	280	266	(14)
Uniform Medical Plan Classic	5,250	3,969	(1,281)
Uniform Medical Plan Select	547	489	(58)

# Open Enrollment Medicare Retirees

Plan Name	Pre-Open Enrollment	Post Open Enrollment	Change
Kaiser NW Senior Advantage with Part D	2,254	2,243	(11)
Kaiser WA Medicare Advantage with Part D	22,970	20,299	(2,671)
Premera Blue Cross Medicare Supplement F	13,301	13,125	(176)
Premera Blue Cross Medicare Supplement G	11,321	11,939	<b>618</b>
Uniform Medical Plan Classic Medicare with Part D	35,767	35,069	(698)
UnitedHealthcare PEBB Balance	594	637	<b>43</b>
UnitedHealthcare PEBB Complete	23,197	26,053	<b>2,856</b>



# Open Enrollment Changes



# Kaiser Foundation Health Plan of Washington (KPWA)

---

- ▶ Service area change for KPWA Classic Medicare mostly affected eastern Washington counties
- ▶ 2,600 members needed to change plans
- ▶ These members were already seeing providers who are included in at least one other plan's network

# Premera Medicare Supplement Plan G

---

- ▶ Continues to be a popular option with growing enrollment
- ▶ Plan F closed to new enrollees and re-enrollees
- ▶ Premera's presentations at benefits fairs were very popular this year
- ▶ SHIBA support at benefits fairs was very helpful for Medicare information and helping with enrollment in commercial Part D plans

# UMP Classic Medicare with Part D

---

- ▶ Lots of positive feedback regarding the reduction in premium
- ▶ General acceptance of change to Part D
- ▶ Extensive communications in advance of the Part D implementation
- ▶ Some technical challenges to be expected with new plan implementation, these were quickly addressed

# UnitedHealthcare Medicare Advantage Plan

---

- ▶ Continues to be a popular option
- ▶ Saw the greatest enrollment increase of PEBB retiree plans

# Recap of Benefits Fairs

---

- ▶ Retirees continue to be main population of attendees
- ▶ First half of fairs are busiest with retiree interest and questions
- ▶ SHIBA presence was widely appreciated, and we received lots of positive feedback
- ▶ Received requests to have more comprehensive retiree materials available for hand out at future benefit fairs
  - ▶ Preparing changes for 2025

# Communication Improvements

---

- ▶ Based on previous feedback received regarding too much information and need for simplification
  - ▶ Implemented retiree-specific newsletters with a redesigned format for 2024
  - ▶ Implemented retiree-specific open enrollment web page
  - ▶ Convened internal workgroup to identify and provide simple communication resources tailored to specific retiree groups
- ▶ Communications goal: right information, right format, right time
- ▶ Hired a new communication consultant to focus on retiree communications

# Questions?

Laura Ryan, Retiree Benefits Manager  
Employees and Retirees Benefits Division

[HCAPEBBMedicare@hca.wa.gov](mailto:HCAPEBBMedicare@hca.wa.gov)