







2019 Open Enrollment

Board of Trustees Meeting

October 22, 2018

A Division of the Department of State Treasurer

Open Enrollment Direct Mail Campaign Complete

- Medicare Invitation to Outreach Meetings
- Telephone Town Hall Postcards
- Enrollment Decision Guides
- Reminder Postcards

State Health Plan Open Enrollment for 2019

DEADLINE: OCTOBER 31, 2018!

TIME IS RUNNING OUT!

ALL MEMBERS MUST TAKE ACTION DURING OPEN ENROLLMENT!

REMINDER: All members will be automatically enrolled in the 70/30 Plan, but YOU MUST TAKE ACTION to reduce your premium. If you prefer the 80/20 Plan, YOU MUST TAKE ACTION! If you want to reduce your monthly premium on either Plan, YOU MUST TAKE ACTION by completing the tobacco attestation!

If you fail to take action during Open Enrollment, your monthly premiums will be considerably higher in 2019!

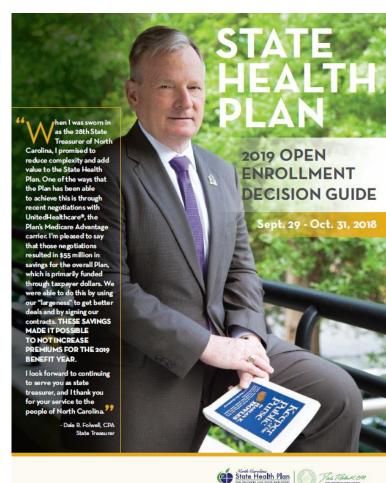






our State Health Plan benefit is paid for by you and taxpayers like you. We're pleased to have frozen premiums for 2019. Also, it will only take around 10 'clicks' to complete Open Enrollment. But, it's important for you to carefully review your Open Enrollment options and make the best choice for your family. We are working hard to protect your benefit and strengthen the Plan for a sustainable future.

- Treasurer Dale R. Folwell, CPA





Open Enrollment: Member Outreach

- 27 Active/Non-Medicare Member Outreach Events were held in September and October across the state with 2,423 members attending. 6 Active/Non-Medicare Webinars were also conducted with 3,321 members attending.
- 31 Medicare Outreach Events were held in 24 counties with more than 2,900 members attending. Several meetings are occurring this week as well.



Results as of 10/17/18



Telephone Town Hall Events



- 3 Telephone Town Hall events were held yielding a very high level of participation and engagement.
 - 2 events for Medicare Retirees
 - 1 event for Non-Medicare Retirees
- A total of 30,290 members participated with a large portion of listeners staying on the line throughout the duration of the 45minute call.
- This pattern is similar to our experience last year for these calls.
- We did experience a jump in the number of cell phone numbers, which impacts who we can call to participate.

Email Communications

- The Plan has sent out 10 HBR and Member Alerts to date informing members about Open Enrollment.
- Open rates for these emails is on average 31%.
- Six more emails are scheduled through October 29.



State Health Plan Open Enrollment is UNDER WAY!

Open Enrollment is now under way and ends October 31, 2018. Changes you make during this period will be effective for the 2019 benefit year, which runs January 1, 2019-December 31, 2019.

We're pleased to say that through recent negotiations with UnitedHealthcare, the Plan's Medicare Advantage carrier, \$55 million in savings was generated for the overall Plan. **These savings made it possible to NOT increase your premiums for the 2019 benefit year.** In addition, this year's online enrollment process remains simple and straightforward, taking only around 10 "clicks" to complete the process.

Take Action

Please note that all members will be automatically enrolled in the 70/30 Plan, which will remain premium-free for retiree-only coverage. In you prefer the 80/20 Plan, **YOU MUST TAKE ACTION!** If you want to reduce your monthly premium on the 80/20 Plan, **YOU MUST TAKE ACTION** by completing the tobacco attestation! If you fail to take action during Open Enrollment, you will be enrolled in the 70/30 Plan for the 2019 benefit year.



Open Enrollment Results: Week by Week

Week By Week 2019 OE Enrollment Activity			
	Online Updates	Telephonic Updates	Total Updates
Week 1	73,229	15,914	89,143
Week 2	64,927	13,925	78,852
Week 3 (as of 10/18/18)	50,150	10,611	60,761
Total	188,306	40,450	228,756

More than 195,000 subscribers have taken action. Another 121,000 subscribers *should* take action before the Oct. 31, 2018 deadline.

