

Enroll in 2015 Health, Dental, Vision and Other Insurance Programs

The annual enrollment period for the state of Tennessee's health, dental, vision, basic and term life, long-term care and optional special accident programs is Oct. 1 – Nov. 1, 2014.

During this time, you can:

- Enroll in programs
- Change providers or options
- Add dependents
- Cancel coverage

Remember, no action is required if you are happy with your current benefit selections. The decisions you make during the enrollment period are effective Jan. 1 – Dec. 31, 2015.

**PARTNERS
FOR HEALTH™**
**OPEN ENROLLMENT
FROM OCT. 1 – NOV. 1**

**Premiums for health insurance
will not increase in 2015.**

Good News for 2015:

- **Monthly health insurance premiums will not increase** for 2015.
- **Out-of-pocket expenses may be less** for some employees because:
 - the medical copay out-of-pocket maximum has been combined with the coinsurance out-of-pocket maximum for a single, medical maximum out-of-pocket limit, and
 - the in-network, out-of-pocket maximums for medical and pharmacy expenses are being reduced from the 2014 amounts.

Other Changes:

- Monthly dental premiums will increase between \$0.04 and \$0.51, or 2.1 percent, depending on the plan.
- Monthly vision premiums will increase between \$0.15 and \$0.73, or 2.4 percent, depending on the plan.

Simplified Process for Meeting the Partnership Promise:

The Partnership PPO plan offers lower costs and better discounts to members who agree to fulfill the Partnership Promise each year. The Partnership PPO offers the same coverage as the Standard PPO but is designed to help Tennesseans live healthier lives and lower healthcare costs for everyone.

Step 1: Complete an online well-being assessment by March 15, 2015

Step 2: Complete a biometric screening and participate in health coaching if you receive a call from a coach in 2015; **Screenings are not required for all plan members—only those notified by a health coach.** 



Welcome to *For Your Benefit*, a newsletter highlighting the benefits offered to you as a UT employee.

With open enrollment for

many of our insurance and benefit plans beginning Oct. 1, much of this issue is dedicated to explaining the options and processes as well as focusing on health and wellness in general. Information also is included about the upcoming 2014 system-wide employee engagement survey being administered in November to gather input about what is working well and ways we can improve our workplace.

I hope you find the stories helpful and encourage you to share feedback by emailing me at systemhr@tennessee.edu.

Thank you for your commitment to the University.

Linda Hendricks Harig
UT System Vice President
for Human Resources

Enrollment Instructions:

- Everything is done online through the state's self-service program.
- Instructions are available at www.partnersforhealthtn.gov.
- Login and password information was mailed to home addresses by the state's benefit office in mid-September.
- If you did not receive this information or have questions about using the state's online system, call **(800) 253-9981**, option 3.

Employee Engagement Survey Returns in November

Take the Survey Nov. 3 – 21

- Are you given the responsibility and freedom to do your job?*
- Does your supervisor support your efforts to balance your work and personal life?*
- Are you paid fairly for your work?*

These are among the more than 70 important questions included in UT's 2014 statewide employee engagement survey being administered Nov. 3-21.

All regular employees working 50 percent time or more will be invited to take the online survey, and responses are critical to making UT the best workplace possible.

To learn more about the survey, visit yourvoice.tennessee.edu. Information about participating will be shared soon.



What's happened since the 2011 survey?



A record-high 61 percent of faculty and staff participated and provided valuable input when the survey was introduced in 2011. Since then, work has been underway statewide to address the findings.

- **81 PERCENT** of respondents statewide reported being proud to work at UT.
- **77 PERCENT** said their department is a good place to work.
- Other areas where results indicated UT is doing a good job include outreach, professional development and benefit offerings.
- Highlighted areas for improvement include compensation, staffing, performance management and communication.

Take Advantage of Free, Confidential Counseling Services



Whether you may be experiencing divorce, loss of a loved one, financial crisis or other personal issue, the Employee Assistance Program (EAP) is available to you. The program provides free, confidential counseling to help employees and family members in times of need.

All regular UT employees working 75 percent time or more and their spouses and dependent children are eligible to take advantage of services. The program is managed by the state of Tennessee and administered by Magellan Health Services. Again, all calls and conversations are confidential.

To learn more, visit www.Here4TN.com or call (855) 437-3486 to set up a counseling session. Representatives are available 24 hours a day, seven days a week. There is no enrollment process or paperwork needed. Simply reach out for support. Below are a few of the services available:

SHORT-TERM COUNSELING

Life changes can be overwhelming, and it can help to have a professional walk you through these events. Whether it's a divorce, death or workplace stressor, you and your eligible family members can receive up to five, free counseling sessions per issue, per year.

IDENTITY THEFT ASSISTANCE

Through EAP, you have access to an emergency response kit, a fraud resolution specialist to help you dispute charges and counseling to reduce risk of identity theft in the future.

LEGAL CONSULTATION

The legal consultation offered through EAP helps connect you with the right attorney for your legal matter and includes one, free 60-minute consultation with that attorney.

WORK-LIFE BALANCE

Juggling everyday responsibilities, let alone issues that are difficult to control, such as caring for aging parents, leave little time to research the support services you may need. EAP can connect you with a specialist who will research and recommend services to help you maintain a healthy work-life balance. 🧑

Some tangible outcomes from work culture improvement teams across the state include:

- New three-part compensation and performance management training for all supervisors (System-wide)



- Improved orientation program for new hires (UTIA)

- Redesigned public and intranet websites that encourage interaction and collaboration (UTIPS)



- New supervisor trainings on topics from performance management to employee recognition and shared governance (UTK and UTSI)



- Follow-up study to better understand employee preferences about communication (UTM)



- Focus on leadership development with new "Leaders Leading Leaders" and management/leadership certification programs (UTC)

- Focus on health and wellness with free flu shots and CPR classes (UTHSC)



Have a Question? Ask the HR Call Center

On average, phones in the HR Call Center ring about 20,000 times a year—or 77 times a day—and callers frequently have questions about benefits, retirement, policies and employment.

Dan Trentham leads the center, and chances are he'll be the one who answers when you call.

Following are parts of a discussion with Dan to see what it's like to work in the HR Call Center.



DAN TRENTHAM

time and message for help from the eight, on-call HR staff.

Q: How exactly does the system work?

A: It's a computer-based system that integrates with the phones and funnels incoming calls based on our availability. We log in every morning and update our status when we need to step away. We can see how many calls are coming in, who's available to help and how many callers are on hold. It's magic.

Q: Does having your phone ring an average of 77 times a day drive you crazy?

A: To be honest, it can be maddening some days! An hour can go by without a call and then, all of a sudden, Michelle Whited and I will both be on our lines and each have people on hold. Then, the minute we hang up, the line will ring again! There certainly are days when it's overwhelming, but we take them one at a

Q: You're able to take care of 84 percent of caller questions on the spot. How can you possibly have answers for everything?

A: Actually, most of the calls are pretty simple. But I've worked at UT for 33 years. Most of that time has been in HR and specifically, in benefits and retirement. Michelle has been in HR for 25 years. There's no manual, but

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From 865 area code, call 946-8847

Available 8 a.m. - 6 p.m. ET

we do look things up a lot. I never can remember how many days you get for bereavement leave for, say an uncle.

Q: What's the funniest thing someone has asked you?

A: Two little old ladies called one day—I pictured the Walton sisters. They were looking for a professor's address. They had received a package by mistake but only had his name. I searched the online directory. I searched IRIS. I asked about a department. But I couldn't find him. The more we talked, I found out they'd opened the package! I really wanted to ask what was in it, but I didn't. It's still the funniest thing that's happened. 🧑‍🎓

Considering Going Back to School? Learn about UT's Tuition Waiver Benefit

If you've been thinking about enrolling in for-credit courses offered by UT or a TBR institution, here's a quick explanation of your tuition waiver benefit:

<p>Regular full-time employees can:</p> <ul style="list-style-type: none"> Enroll in up to 9 hours of undergraduate or graduate courses per semester at any UT campus without paying tuition fees Enroll in 1 course for credit per semester at any Tennessee Board of Regents school 	<p>Regular part-time employees scheduled to work 75 to 99 percent time can:</p> <ul style="list-style-type: none"> Enroll in up to 6 hours of undergraduate or graduate courses per semester at any UT campus
	<p>Regular part-time employees scheduled to work 50 to 74 percent time can:</p> <ul style="list-style-type: none"> Enroll in up to 4 hours of undergraduate or graduate courses per semester at any UT campus

IMPORTANT REMINDERS:

- Some exceptions apply to programs with differential tuition, executive MBA programs and similar concentrated degree programs in which fees are in excess of the prevailing graduate fee rates.
- Employees are able to receive up to \$5,250 in non-taxable graduate tuition fees in a calendar year. Fees exceeding that amount are taxable, but employees can apply for tax exemption for hours over this amount as long as their program of study relates to their current job.

To learn more about the tuition waiver program and tax requirements, visit humanresources.tennessee.edu/benefits/assistance/. Remember discounts are available for spouses and dependents, too. 🧑‍🎓

Invitation to Self-Identify as a Veteran or Employee with a Disability

UT is committed to developing a diverse educational environment and workforce and, as a federal contractor, is required by law to take affirmative action to employ and advance qualified persons with disabilities, qualified special disabled veterans and qualified Vietnam era veterans.

All prospective employees applying to UT are invited to self-identify as either a person with a disability or a covered veteran during the hiring process, and new federal regulations require the University to give existing employees the same opportunity. All employees are encouraged to notify the University at any time of a current or previous disability or veteran status. More information, definitions and instructions are available at tennessee.edu/system/equity/eo.html. Information submitted will be kept confidential and used for federal reporting and recordkeeping purposes only.

Questions can be directed to the HR Call Center at (888) 444-UTHR or to local equity and diversity offices listed at tennessee.edu/system/equity/.

Addressing Obesity and Unhealthy Lifestyle Choices

By Erica Jenkins

While one out of every three Tennesseans is obese, according to the U.S. Centers for Disease Control and Prevention, it's important to realize that the core problem isn't obesity—it's the combination of multiple unhealthy lifestyle choices.

To help Tennesseans understand how to overcome health-related challenges, UT Extension's Family and Consumer Sciences division has put together a research-based program, "Pathweigs to Health." The six-week program provides information and a support network to help jumpstart lifestyle change.

Below are four tips to help you get started. They were developed by Donna Calhoun, a UT Extension Family and Consumer Sciences agent who administered the program in Polk County in February 2014.



UT Extension Agent Donna Calhoun, second from left, poses with Pathweigs to Health participants from Polk County.

TIP
1

IT'S HARD FOR A REASON

With fast-food restaurants beating out local grocery stores in convenience and sometimes price, it can be hard to make the choice to eat at home or plan a week's worth of affordable meals. Also, food manufacturers spend lots of money ensuring their products help you reach the "bliss point," which is when the right combination of sugar, salt and fat in a food chemically produce the greatest amount of pleasure. Starting a healthy lifestyle is about realizing that it can be hard to make healthy choices, and there are natural reasons why it's easy to make unhealthy ones.

TIP
2

START BY BREAKING IT DOWN

Before you throw out everything with a carb in it, take a step back for a few weeks and look at your eating and exercise habits. Making small, sustainable changes can be more beneficial than radical ones, like cutting out all carbs. Use apps like MyFitnessPal or a food diary to track the types of food and exercise you have on a weekly basis. Then, commit to modifying your habits in small ways—maybe popcorn instead of chips for a snack, or parking on the far end of the lot. Remember, it's your life, and being healthy should become something you take pride in because you're investing in a better future.

TIP
3

CREATE A SUPPORT NETWORK

Changing your lifestyle is hard, especially when your family may be used to eating out. Partnering with your spouse, a friend or group of co-workers to encourage each other to make healthy choices will increase your chances of success.

TIP
4

YOUR ACTIONS MAKE A DIFFERENCE

Your lifestyle choices have a direct impact on your loved ones, especially your spouse and children. While children whose parents are obese are more likely to struggle with weight from an early age, children who learn healthy food choices and are exposed to a variety of fruits and vegetables are more likely to carry those habits into adulthood. Choosing a healthy lifestyle at any age will increase your longevity and positively influence those around you.

New Health and Wellness Website Launching in 2015

Helping employees lead happier, healthier and more productive lives is the goal of UT's new statewide health and wellness program, set to launch in winter 2015.

WORK HEALTHY UT

Work Healthy UT will have three main focus areas—health promotion, work-life balance and mental health—and include a central website to compile and promote the dozens of healthy living resources available, such as:

- On-campus clinics, pharmacies and health screenings
- Free gym memberships or discounts
- Trainings on living a balanced life
- Campus-sponsored Weight Watchers® programs
- Group exercise clubs
- Seasonal farmers' markets

Connecting employees to others with similar interests, like sharing and testing new recipes, and promoting health-improvement success stories are two more aspects of the new initiative. Plans also include an annual statewide wellness challenge, such as a walk-a-thon.

Work Healthy UT aligns with and builds on the state's Working for a Healthier Tennessee and ParTNers for Health initiatives and leverages existing partnerships with organizations like the American Cancer Society, American Heart Association, Alzheimer's Association, affiliated medical centers and local health departments, to list a few.

Contact your local UT Extension office to find out when Pathweigs to Health will be offered near you and learn more about healthy lifestyle choices by visiting extension.tennessee.edu. 

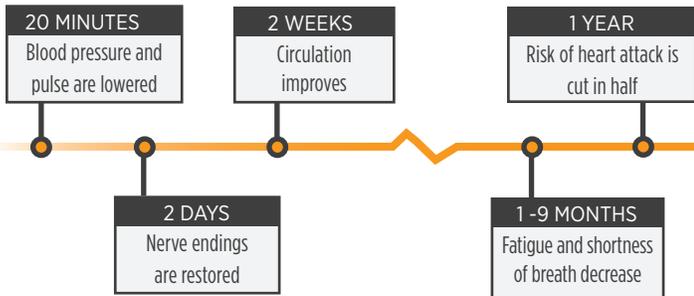
Ready to Quit?

Quitting tobacco is difficult—and quitting for good often requires several attempts—but the benefits of quitting are significant, and the state of Tennessee offers a range of cessation services to help employees who want to quit.

1 IN 5 DEATHS IN THE U.S. IS DUE TO SMOKING²

The state's prescription drug coverage provides free tobacco quit aids to members of the group health insurance program. Some of the products include Chantix and over-the-counter generic gums, patches and lozenges. Members of the state's insurance program also have access to an online tobacco tracker for setting a date to quit, measuring daily tobacco use and calculating how much money will be saved by quitting. To learn more about these programs, visit partnersforhealthtn.gov.

How Quitting Tobacco Benefits Your Body³



Because personalized support is so important for nicotine and tobacco cessation, all Tennesseans have access to the free, Tennessee Tobacco QuitLine at **1-800-QUIT-NOW** for support seven days a week.

Sources:

¹ Behavioral Risk Factor Surveillance System, 2008, Cdc
² Smoking-Attributable Mortality, Years of Potential Life Lost and Productivity Losses, 2002-2004, Cdc
³ Tennessee Tobacco QuitLine, health.state.tn.us/tobaccoquitline.htm

Annual Reminder to Check the Code

According to the 2011 employee survey, the majority of employees think UT is a great place to work—a special place, even.

To maintain the workplace culture that employees enjoy, the University adopted a code of conduct to clarify existing University policies and rules for how employees should conduct themselves.



Make sure you're doing your part to promote responsible and ethical behavior by reviewing the code at tennessee.edu/code.

The State of Health in Tennessee

Focusing on health and wellness begs the question, “How healthy are we?” Here’s a look at some statistics provided by the state’s Working for a Healthier Tennessee initiative.

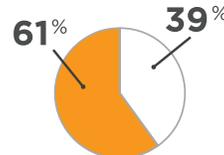
HOW DO WE COMPARE?

Tennessee is the 44th healthiest state—just six spots from the bottom.¹



PHYSICAL ACTIVITY

Nearly two-thirds of Tennesseans get less than 2 ½ hours of aerobic physical activity each week.²

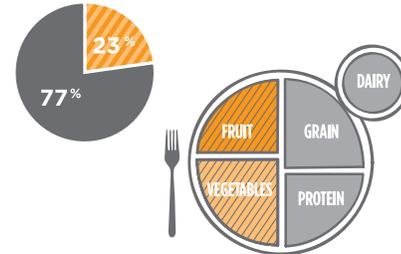


Overweight, physically inactive employees can have medical costs as much as 19 percent higher than active employees.³



HEALTHY EATING

In 2009, only 23 percent of Tennesseans ate at least five servings of fruits and vegetables a day.⁴



Sources:

¹ Gallup-Healthways Well-Being Index[®]
² Behavioral Risk Factor Surveillance System, 2011, Cdc
³ Relationship of Body Mass Index and Physical Activity to Health Care Costs Among employees, May 2004, Journal of Occupational and Environmental Medicine
⁴ Surveillance of Certain Health Behaviors and Conditions Among States and Selected Local Areas, 2009, Cdc

Change to Sick Leave Policy Makes it Easier to Help Employees in Need

It’s not uncommon for employees to accumulate months’ worth of sick leave and offer to donate time to co-workers in need.

Effective Sept. 1, the sick leave transfer policy was amended to make it easier for more employees to donate sick leave by reducing the minimum donation requirement from 80 to 40 hours.

Recipients must be members of a campus or institute sick leave bank, they must have exhausted all personal accrued leave and their requests to their sick leave bank must have been approved by its board. Employees do not have to belong to a sick leave bank to donate. The key is that recipients must be sick leave bank members and meet the above criteria.

If you are interested in making a donation to help someone in need, contact your local sick leave bank representative. A listing is available at humanresources.tennessee.edu/benefits/sickleavebank/index.html.

If you are interested in joining a sick leave bank, the annual open enrollment period is April 1 to June 30. To join, employees must have a minimum balance of 48 hours of sick leave and are required to donate 24 of those hours to the bank upon enrollment.

To read the sick leave transfer policy, visit policy.tennessee.edu/hr_policy/hr0383/.

MANAGING WORKPLACE STRESS

By John Lacey

Stress in the workplace happens every day to just about everyone. It might result from a project with a tight deadline. It could come from a colleague with an irritating manner. It might travel with you from a sleepless night. Whatever the cause, stress has a big impact in the workplace.

So what is one to do? To answer that question, interviews were conducted with employees in high-stress jobs at each campus and institute to find out how they cope with and manage stress and to share their stories as a resource for helping others.

Q What's one of the more stressful situations you've experienced, and how did you cope with the stress?

A THE EMERGENCY RESPONDER



DONNIE ROSS
Police Lieutenant, UT Knoxville

While working an event, one of the patrons experienced a heart attack. Changing from a security mindset to a life-saving one, a group of us responded to the unconscious patron.

Our CPR training took over, and we did everything step-by-step. I remember the stressors I felt—like rapid heart rate, fast breathing and an adrenaline kick.

We managed to get the patron to a stretcher and applied the defibrillator, which delivered a shock like I'd never seen before. We continued CPR until we got him to an ambulance, but he later died at the hospital.

I remember the family member thanking us for our effort, even though she was in the middle of this experience. I had this helpless feeling for her and wished I could do more. The situation was difficult for us. We got together and talked about it afterwards, which I think helped some of us deal with the stress of responding to the emergency.

A THE PUBLIC AND MEDIA LIAISON



DOUG EDLUND
Assistant Director for Operations,
Office of Marketing and Communications,
UT Institute of Agriculture

I was in an interim director role, and the institute was gearing up for a big research initiative. We had an open house for the public and media scheduled to visit the research site. Then, suddenly and tragically, our department director and my supervisor passed away.

I had a staff in shock and an event to handle where I really didn't know if the public's reception would be hostile or welcoming. Then, a few days later, we received a massive open records request, which is when someone requests to see public documents, including emails. And I'd never overseen one before.

I was thrust into situations where I didn't have a lot of experience, and we were dealing with some misinformation and needed to stay ahead of the noise. I didn't want to let anyone down.

I would go home at night mentally exhausted and in some physical pain, like back aches. But when I would go home, I would try to draw that line and say, okay, now I'm home, and I'm not going to worry about it. I tried to leave the stress at the office and just focus on my family when I was home.

A THE POLITICAL STRATEGIST



CAREY WHITWORTH
Associate Director for Advocacy,
Office of Government Relations
and Advocacy, UT System

During this past legislative session, our office worked through countless issues largely driven by a student event, Sex Week. After almost three months of working on the issue, it reached a boiling point.

We knew we needed to call our grassroots network to action to let legislators know how UT's advocacy base felt, but we weren't entirely sure it would be enough to turn the tables in our favor.

In the end, we had an overwhelmingly positive and effective response—and no legislation that impacted UT passed. However, the anticipation of the outcome—and unpredictability of it all—was enormously stressful.

I make it a point to break down situations into elements that can be tackled piece-by-piece. Overall, it makes almost every project, speech, meeting or whatever the situation may be, more manageable. It's a trick my father taught me.

Managing Workplace Stress *(continued)*

5 Ways to Overcome Stress at Work



IDENTIFY STRESSORS AND PLAN AHEAD

“The first step I take is to identify when I get stressed, then I know how to avoid or mitigate those situations. If the situation is unavoidable, then the answer is training, training and more training! You fall back on things you know regardless of the activity.”

◀ GREG HEATHERLY

Chief Aircraft Mechanic, UT Space Institute

START BY BREAKING IT DOWN

“I highly recommend lists as one way to help manage stress. I have lists of upcoming activities according to the day and the steps involved.”

▶ PEG HARTIG

Professor, College of Nursing, UT Health Science Center



ACCEPT WHAT YOU CAN'T CONTROL AND LOOK FOR SOLUTIONS

“There are going to be things at work you cannot control. When you're frustrated, look for solutions that positively impact both you and work.”

▶ DON GREEN

Executive Director, Law Enforcement Innovation Center, UT Institute for Public Service



FOCUS ON BALANCE

“For me, exercise and remaining spiritually equipped allows me the ability to manage and work through stress.”

▶ DAVID BLACKBURN

Vice Chancellor and Director of Athletics, UT Chattanooga



RELAX AND JUST DO YOUR BEST

“Pressure is only something I put on myself. I have to relax, have fun and do my best.”

▶ JOHN LUTHI

Head Rodeo Coach, UT Martin



EXPERT ADVICE

Think of Stress as Being Helpful

You can change the way you think about stress, and in turn, change the way your body responds, according to health psychologist Kelly McGonigal.

Do this by viewing stress as helpful. For example, a pounding heart is the body's way of preparing for action. Heavy breathing allows more oxygen to flow to the brain, which helps you think more clearly.

The Benefits: You'll feel less stressed, less anxious and more confident. Even your physical response to stress can change so that it more closely resembles the same physical changes you experience during moments of joy and courage.

Source:

McGonigal, K. (2013, September). How to make stress your friend [Video file]. Retrieved from http://www.ted.com/talks/kelly_mcgonigal_how_to_make_stress_your_friend

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NEWS AND INFORMATION ABOUT YOUR UNIVERSITY BENEFITS

FALL 2014

Reporters Needed: Share Your Story

Do you have an idea for the next newsletter? Is something exciting going on in your department, or do you have a co-worker who deserves to be featured? If so, please visit utstories.tennessee.edu to submit your story.

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