

Enroll Now for 2014 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, long-term disability and optional special accident programs is Oct. 1 – Nov. 1, 2013.

During this time, you can:

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

(No action is required if you are happy with your current benefit selections.)

The options you choose during the enrollment period are effective Jan. 1 – Dec. 31, 2014. Everything is done online through the state's self-service program, and instructions are available at 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.

OPEN ENROLLMENT
UNTIL NOV. 1
PARTNERS
FOR HEALTH™



What's Changing for 2014?

- Health premiums will increase by 5.5 percent. If you keep the same carrier (BlueCross or Cigna), increases will be between \$5.97 a month for individual coverage and \$15.52 a month for family coverage.
- Dental premiums will increase by 3 percent.
- More services/charges will now count toward your out-of-pocket copay maximum to provide additional financial protection (Ex: emergency room, chiropractic and urgent care in-network visits).
- A pharmacy out-of-pocket copay maximum will apply in-network.
- A new lower cost Cigna LocalPlus network with a limited number of providers will be available to employees in Middle Tennessee.

Detailed information about programs, processes and changes has been sent to home and office addresses and is available on the state's website at partnersforhealthtn.gov and on UT's website at insurance.tennessee.edu. UT's System Payroll Office also is available to answer questions at (865) 974-5251.

More information about insurance on pages 2 – 3

WELCOME

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



I hope you find the publication helpful and encourage you to share feedback and suggestions on ways we can improve it by emailing me at systemhr@tennessee.edu.

Thank you for your commitment to the University.

Linda Hendricks
UT System Vice President
for Human Resources

1-888-444-UTHR

From 865 area code, call 946-8847

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

Human Resources Call Center.
Because Google™ can't answer it all.

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.

Navigating the Partnership Promise

The Partnership PPO and Standard PPO remain the state's two health insurance plans. Both plans cover the same services and treatments, but **the Partnership plan offers lower costs and better discounts**. In exchange, **members must agree to fulfill the Partnership Promise each year**, which is designed to help Tennesseans live healthier lifestyles and lower healthcare costs for everyone.

Meeting the Partnership Promise for 2014 is a three-step process for most members and covered spouses:

1. Complete an online well-being assessment by **March 15, 2014**.
2. **New this year:** Complete a biometric screening (height, weight, blood work, etc.) at your doctor's office and have the appropriate form submitted by **July 15, 2014**.
3. Keep your contact information current with UT (changes can now be made online through UT's employee self-service website at irisweb.tennessee.edu).

Additional steps are required for members identified as being at risk for certain health concerns or who use tobacco:

- Participate in health coaching and/or case management.
- Engage in the tobacco cessation program.

Although the state designs the Partnership Promise and contracts with Healthways to administer the program, UT has staff experts who can provide assistance if something isn't going smoothly.

If you're getting mixed messages or having problems, call **Rob Chance** and his colleagues in the **UT System Payroll Office** at (865) 974-5251. Remember, UT cannot access your health information but can help in other ways.



ROB CHANCE

Working for a Healthier Tennessee

In August, Governor Bill Haslam kicked off a new statewide wellness initiative called *Healthier Tennessee* to encourage and promote healthier behaviors.

UT shares the governor's commitment, and employees at each campus and institute have agreed to serve as champions for the initiative. Stay tuned for information about wellness activities and new resources in the coming months.

To learn more in the meantime, visit news.tn.gov/node/11148.

Answers to Common Questions

What happens if I break the Partnership Promise?

If you or your covered spouse (dependents are excluded) do not meet the terms throughout the year, eligible claims for that year will still be paid. However, you will not be able to stay in the Partnership PPO for the following year and will be switched to the Standard PPO. You can re-enroll in the Partnership PPO after a year.

What is an online well-being assessment?

The first step toward completing the Partnership Promise is that all employees and covered spouses (dependents are excluded) must complete an online health and lifestyle questionnaire. You'll receive instant assessments and access to personalized well-being plans. The well-being plans are optional this year, but if completed, give members full access to online resources and tools. If you do not have access to a computer, you can complete the assessment by calling (888) 741-3390.

What is health coaching?

Well-being assessments, insurance claims and past health screenings will be used to determine if you are required to participate in health coaching for the calendar year. Coaches will help set goals, provide tools, track progress and offer information to help you make good choices and manage your health.

Once identified for health coaching, will I automatically be considered at risk in the future?

Not necessarily, but each situation is different.

If I have a personality conflict with my coach, can I request a change?

Yes, call the Healthways Customer Service Department at (888) 741-3390 and your request will be granted.

How will I know if I've fulfilled the Partnership Promise?

You can check your status online through your personal well-being account at the website listed below, and Healthways will send a notification once terms have been met. If you do not receive notification or feel there's been an error, call Healthways to confirm your status. If you still have questions, call the UT System Payroll Office for advice, but remember UT cannot access your health information or status.

These are just a few of the many questions answered in the complete ParTNers for Health guide available at partnersforhealthtn.gov.

Employee Feedback: Success Stories and Tips

Health Coaching Helps Maintain Commitment and Focus

Mary Askew tries to eat right and stay active. She visits the doctor on a regular basis and quit smoking six years ago. But her health coach through the Partnership Promise keeps her focused on daily health maintenance.

Askew is a diabetic and her coach, Peggy, calls to hear about her doctors appointments and gives her tips to manage her diabetes.

“I find the coaching helpful because she explains things to me,” said Askew, business manager with the UT Health Science Center Police Department. “Peggy told me why my blood sugar was a little high in the morning and some things to eat that should bring it down.”

Askew knows health coaching hasn't been a positive experience for everyone, but the extra help and advice encourages her to focus on her health daily.

Persistence Pays Off

This year, Brett Ward received conflicting information about his wife's status with the Partnership Promise program. It took emails, phone calls and a few rounds with the voicemail system to have the matter successfully resolved.

“When I finally got to the right person, they were very helpful,” said Ward, a consultant with the UT Institute for Public Service's Municipal Technical Advisory Service.

For employees in similar situations, Ward explained persistence is the key to getting the help you need.

New Flexible Spending Program Surprises Skeptics

Wayne Shannon was skeptical about UT's new flexible spending account (FSA) program when it was introduced last fall but was interested enough to give it a try.

“I wasn't sure if the extra steps associated would be worth the money saved,” said Shannon, assistant director of Parking and Transit Services at UT Knoxville.

“I have five immediate family members but have spent minimal time and effort in comparison to the savings and convenience.”

Enrolling in an FSA can be daunting because of the need to estimate how much money to allocate at the beginning of the year. Also, money in the account must be used for eligible expenses within the calendar year or grace period, or it will be lost.

“I started small to see how it would work for me and have been hooked ever since,” said Carolyn Smith, a training specialist at the UT Health Science Center.

The new plan introduced last fall includes a debit card and online and mobile app features.

“After I started using the debit card and realized how easy the program is, I realized I didn't estimate high enough,” said Denise Cox, director of Development and Alumni Affairs at the UT Space Institute.

In addition to eligible medical expenses, FSAs can be used on certain dependent care expenses, such as daycare.

“The Children's Center at UT Martin does not accept the program's debit card, but I'm able to put the expenses into the computer and let the company mail a check,” said Laura Foltz, director of Business Affairs.

To learn more about UT's flexible spending program, visit flexiblebenefits.tennessee.edu or call the UT System Payroll Office at (865) 974-5251. The open enrollment period coincides with the state's Oct. 1 – Nov. 1, 2013 window.

WHAT'S AN FSA?

Flexible spending accounts let employees set pre-tax dollars aside to pay for eligible medical and/or dependent care expenses such as co-pays, prescriptions, prescribed over-the-counter medications, orthodontia and daycare, to list a few.

Seeing the Benefits of Vision Insurance

For as little as \$3.27 a month, employees can enroll in the state's new vision insurance program introduced last year for coverage including:

- Annual routine eye exam
- Allowances and discounts toward eyeglass frames and lenses or contact lenses
- Discount on Lasik/refractive surgery

“As my vision has gotten weaker, the costs started going up, and I found I was having to look at less expensive frames and lenses to stay on a budget,” said Brenda Brown, assistant manager in the Academic and Research Administrative Support department at the UT Space Institute in Tullahoma. “This year I was able to get the upgraded frames and lenses I really wanted for about \$250.”

Sgt. Constance Lake with the UT Health Science Center Police Department agrees the experience has been a positive one.

“I went to one of the providers and received much better care than I'd been getting before,” he said. “Plus, the contacts feel better, the glasses fit well, and I've saved money.”

The savings coupled with peace of mind are the reasons Dianne Cox, director of Student Financial Aid at UT Chattanooga, is pleased with the program.



DIANNE COX

“Overall, I've probably saved a couple hundred dollars this year,” she said. “I will definitely keep the plan and probably even upgrade to the expanded package to have more coverage.”

Monthly premiums range from \$3.27 to \$16.84 depending on plan type and coverage options. Information on enrollment is included in the state's benefit packet and is available on the state's website at partnersforhealthtn.gov and on UT's website at insurance.tennessee.edu.

Performance Reviews

By Mary Lucal, Director of Talent Management in the UT System Office of Employee and Organizational Development

If performance reviews are a dreaded topic in your department, don't wait until the next review deadline to do something about it. Take steps now to ensure you're contributing to a productive process.

When teaching the "Performance Review" training course, I work with both supervisors and employees to help them understand core concepts, to share tips and experiences and to emphasize the need to make the performance review part of an ongoing process rather than a one-time conversation.

If you're interested in learning more about ways to improve what can be a stressful process, email me at mlucal@utk.edu. The "Performance Review" course also is offered in an online version available at humanresources.tennessee.edu/employeerelations/performance_review/.



MARY LUCAL

TIP 1

FEEDBACK THROUGHOUT THE YEAR

Performance reviews should be thought of as a process, not an event. During the review period, there should be multiple opportunities for check-ins to discuss how things are going, ask for help or give recognition. When this happens, the actual review becomes a natural outgrowth of those conversations. By avoiding surprises and instead building on past conversations, performance reviews can be forward-looking and beneficial for both parties.

TIP 2

USE PREVIOUS REVIEW AS A ROADMAP

It's important to reflect on previous reviews to ensure goals are being met and areas for improvement are being monitored. The previous review and goals can't be helpful tools if they're put in a drawer and forgotten.

TIP 3

PUT ENERGY INTO THE RELATIONSHIP

Performance reviews are always more productive when there's a comfort level between you and your supervisor or staff. If there's discomfort, both parties have to be willing to address it. This can be a delicate issue but is one that can make a big difference.

"Tips from a Trainer" appears in every issue of For Your Benefit. To read previous Tips, visit humanresources.tennessee.edu/foryourbenefit.html.

Certification Allows Eligible Staff to Increase Pay and Advance Career

The Certified Administrative Professional (CAP) exam and certificate offers regular, staff non-exempt clerical secretarial or clerical management employees or any employees performing closely related duties the opportunity to demonstrate their understanding of job-related skills and receive a 9 percent pay increase for earning the certification.

The CAP certificate is offered twice a year by the International Association of Administrative Professionals (IAAP) and tests proficiency in skills such as office management, technology, communications and employee relations.

Eligible employees must complete the IAAP's application and pay associated fees of approximately \$300 to take the exam. Eligible employees can apply to UT's Career Development Fund for reimbursement of up to \$150 for fees. (UT Chattanooga's fund cannot be used toward CAP expenses.) Various review materials and study courses are available online and across the state. Information about test dates, costs and applications is available on the IAAP website at iaap-hq.org/certification.

Next opportunity for certification:



Wondering if you're eligible or have questions?

Ask your local HR contact:

UTC	Dan Webb	(423) 425-4221
UTHSC	Chandra Alston	(901) 448-5600
UTIA	Herb Byrd	(865) 974-7245
UTIPS	Judie Martin	(865) 974-1535
UTK	Dan Berryman	(865) 974-6686
UTM	Phil Bright	(731) 881-7847
UTSI	Patricia Burks-Jelks	(931) 393-7226

Reminder to Employees Working on Graduate Degrees

Are you using the University's fee waiver benefit to earn a graduate degree? If so, a new fiscal policy went into effect July 1, 2013 requiring you to complete a form to avoid being taxed on a portion of the tuition waived.

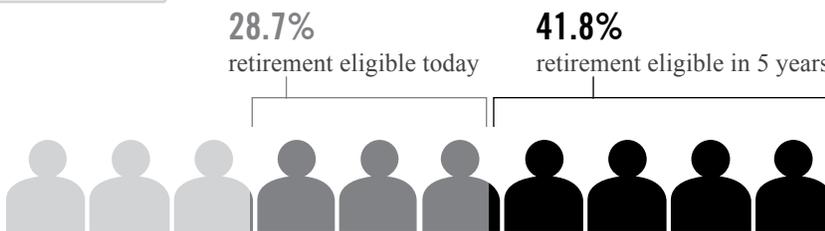
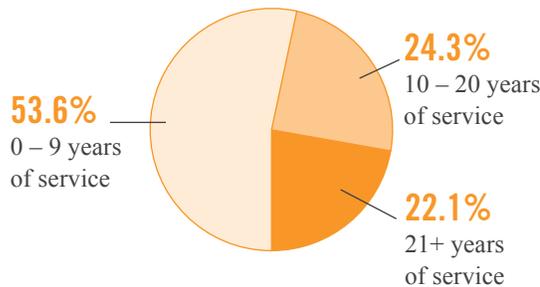
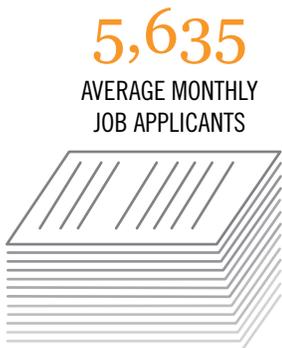
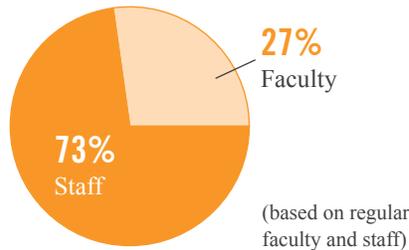
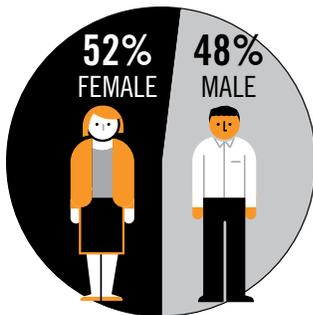
Employees are able to receive up to \$5,250 in non-taxable graduate tuition in a calendar year. Tuition exceeding that amount is taxable, but Fiscal Policy FI0901 allows employees to apply for tax exemption for hours exceeding this amount as long as their program of study relates to their current job.

To learn more about the policy and to download the associated form, visit payroll.tennessee.edu. The UT System Payroll Office is available to answer questions at (865) 974-5251.

The UT Family: Workforce Facts and Figures

What does it mean to be part of the UT family? It means you're one of approximately 12,000 regular faculty and staff working to impact the lives of Tennesseans.

Here's a look at UT's statewide workforce as of July 1, 2013:



Feedback from 2011 Employee Survey Making a Difference

Were you one of the 7,100 employees who participated in UT's new employee engagement survey in November 2011? If so, your feedback on topics ranging from work culture to professional development is being used in meaningful ways.



Examples of some of the tangible outcomes from the survey include:

- Follow-up surveys on communication preferences (UT Martin)
- Redesigns of inter- and intranet sites (UT Institute for Public Service)
- New supervisor training (UT Knoxville, UT Space Institute)
- Free access to campus fitness center (UT Health Science Center)
- Focus on celebrating positive workforce changes (UT Chattanooga)
- Focus on employee orientation (UT Institute of Agriculture)

Plans are to re-administer the survey every three years with the next survey being launched in fall 2014.

Visit humanresources.tennessee.edu/yourvoice to learn more about the survey.

UT Employee Elected to Tennessee Consolidated Retirement System Board

Many of UT's benefits are administered by the state for all state workers including the Tennessee Consolidated Retirement System (TCRS). For the first time in many years, UT has a representative on the board responsible for the general administration and proper operation of the retirement plan.

Priscilla Bright, executive director of total rewards for the UT System Office of Human Resources, has been elected to one of two positions reserved for state employees on the 20-member TCRS board of trustees. Information about the TCRS plan is available at humanresources.tennessee.edu/benefits/tcrs.



PRISCILLA BRIGHT

Becoming a Better Boss

Leadership experts say the success of any business depends on the effectiveness of its managers.

How would you rate yourself or your boss? Is your team functioning effectively? Are you fulfilled by your contributions?

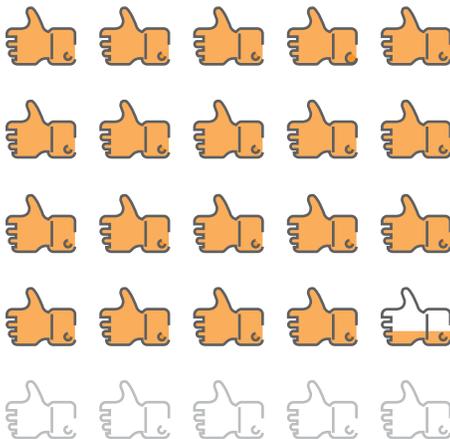
UT's 2011 statewide employee engagement survey asked similar questions, and responses have led to more emphasis on management training, communication and work/life balance.

The truth is every department has room for improvement, but there are lots of managers and teams already doing a good job. The purpose of this series is to share their stories as a tool for helping others.

Interviews were conducted with eight managers who were recommended by their colleagues for their leadership abilities, and a common theme emerged—**empower employees**. Their advice serves as **Part 1** in *For Your Benefit's* guide to "Becoming a Better Boss."

Is your department a good place to work?

77 percent of UT employees think so. (According to survey results)



3 Ways to Empower Employees

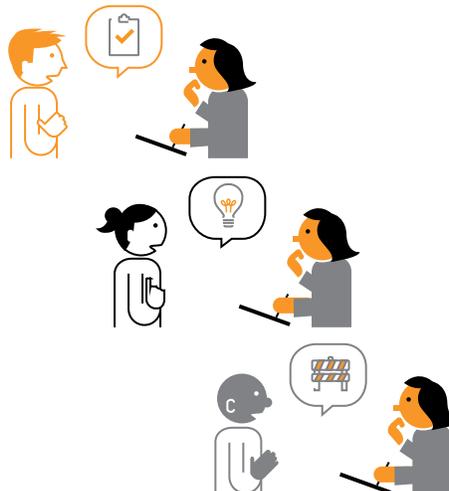
1 BE AN EXCELLENT LISTENER
Getting your staff to take a more active role begins with nurturing communication and the foundational skill of listening. Managers must encourage the sharing of ideas, questions and concerns and be willing to respond to what they hear.

"I'm not afraid to make difficult decisions because I listen to my team and get their feedback."

Pat Hardy, UT Institute for Public Service

Alison McNabb, a director in the UT Graduate School of Medicine, acknowledged people are hired for their knowledge and talents. If you fail to listen to them you are not giving them the opportunity to achieve and could be missing out on successes.

Conversely, when leaders stop listening, employees may respond by shelving ideas or even pulling away, neither of which is good for internal communication or progress. Employees with attentive managers are more likely to speak up and get along better with team members, thus improving the department's overall functioning.



2 UNLEASH POTENTIAL
The effects of micromanagement (stifling creativity, loss of motivation, poor morale and low productivity) can lead any team to eventual burnout. So as a manager, how can you move beyond the role of gatekeeper and into the role of facilitator? One approach—give your staff freedom.

"Get out of the way and let them shine!"

Dr. Jan van der Aa, UT Health Science Center

In practice, this might include setting goals or making assignments and allowing employees to use their talents to determine the best approach. Another tip is to allow and appreciate mistakes. "It's ok to fail," McNabb said. "Take something and learn from it." Seize mistakes as opportunities for improvement and refinement. Amazing things can happen when you trust and support your team.



Does your supervisor/department chair actively solicit your suggestions and ideas?

59 percent of UT employees said yes. (According to survey results)



Becoming a Better Boss *(continued)*

3 BE OPEN AND HONEST
 Set the tone for openness and honesty by giving employees the latitude to be frank with their opinions. Avoid making employees think they're expected to agree with you by encouraging challenging thoughts and divergent opinions.

"I expect my team to be honest with me, and they expect me to be honest with them. That's how we establish trust."

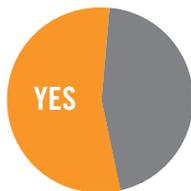
Rebecca Walker, UT Knoxville



Some employees are reluctant to speak up, so provide multiple opportunities for sharing in group settings and private. Make it known that you welcome feedback and discussion. Don't be afraid of constructive criticism from your staff. Finally, build rapport. When welcoming new employees, ask questions on their views so they feel comfortable contributing and valued from the start.

Do you feel you can speak up or challenge a traditional way of handling something without fear of harming your career?

55 percent of UT employees said yes.
 (According to survey results)



MEET THE MANAGERS:

SHARON FOY

- Business Manager, College of Agricultural Sciences and Natural Resources, UT Institute of Agriculture
- 13 years at UT, supervises 4 employees

What do you love most about your job?

"The people and coming up with ways to help them!"

GINA MCCLURE

- Director, Campus Recreation, UT Martin
- 16 years at UT, supervises 7 employees

What do you expect from your employees?

"Be passionate and exhibit a genuine enjoyment for what you do."

DR. MARY ROLAND

- Director, Center for Advisement and Student Success, UT Chattanooga
- 31 years at UT, supervises 7 direct reports and department of 35 employees

Why is it important to have an open and honest culture in the workplace?

"Good communication improves job performance and the workplace overall."

DR. JAN VAN DER AA

- Vice Chancellor for Information Technology and CIO, UT Health Science Center
- 10 months at UT, supervises 11 direct reports and department of more than 70 employees

What is your management philosophy?

"Find the best in people, allow them to do their job and recognize their efforts."

PAT HARDY

- Program Manager, Municipal Technical Advisory Service, UT Institute for Public Service
- 24 years at UT, supervises 8 employees/colleagues

What do you expect from your employees?

"That they always try to move things forward and think in front of the curve."

ALISON MCNABB

- Director, Health Information Management Services, UT Graduate School of Medicine
- 11 years at UT, supervises 9 employees

What motivates you as a manager?

"Uncovering talents. When employees are satisfied with work that transcends environment and free time."

CINDY STOCKDALE

- Director, Accounts Payable, System Office of the Treasurer
- 31 years at UT, supervises 9 employees

What is one strategy you use to empower employees?

"I let my employees work on their own without hovering."

REBECCA WALKER

- Administrative Specialist, College of Business, UT Knoxville
- 15 years at UT, supervises 7 employees

What is your management philosophy?

"Help people in whatever circumstance and cultivate an open and honest culture."

Do you have suggestions to help managers be better bosses?

If so, visit utstories.tennessee.edu to submit your suggestions. Part 2 of "Becoming a Better Boss" will focus on tips from team members and will debut in spring 2014.

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NEWS AND INFORMATION ABOUT YOUR UNIVERSITY BENEFITS

FALL 2013

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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