



Connecticut Health Insurance Exchange Human Resources Subcommittee Regular Meeting

Human Resources Subcommittee

Wednesday, March 6, 2019
Holiday Inn, Suite 202
100 East River Drive, East Hartford
Meeting Minutes

Members Present:

Robert Tessier; Paul Philpott (on the phone); Victoria Veltri (on the phone)

Members Absent:

Robert Scalettar, M.D.

Other Participants:

AHCT Staff: Glenn Jurgen; Susan Rich-Bye

I. Call to Order

The Meeting of the Human Resources Subcommittee was called to order at 1:01 p.m.

II. Review and Approval of Minutes

Chair Robert Tessier requested a motion to approve the April 10, 2018 Regular Meeting Minutes. Motion was made by Victoria Veltri and seconded by Paul Philpott. ***Motion passed unanimously.***

III. Staffing Update

Glenn Jurgen, Director of Human Resources, provided the Staffing Update. Mr. Jurgen indicated that Access Health CT (AHCT) employs 88 people. Mr. Jurgen provided additional statistical information pertaining to gender and ethnic background of the employees. Mr. Jurgen emphasized that AHCT's workforce is very diverse.

IV. Benefit Recommendations

Mr. Jurgen provided benefit recommendations for AHCT's employees. Mr. Jurgen indicated that the employees will continue contributing 13.9 percent of total health insurance premiums. Mr. Jurgen stated that the total health premiums will increase by 3 percent for

both, the employee and the employer. It is a three-year average. Dental premiums are expected to increase by 3 percent. The employees' share will remain the same. Mr. Jurgen noted that AHCT will continue to match 100 percent of employee 457(b) retirement plan contributions up to 5 percent of their respective salary. Mr. Jurgen elaborated that participation in the 457(b) plan is voluntary and 91 percent of the employees participate in the program. The employees are contributing 16.6 percent of their salaries into retirement. In the past, the short-term disability plan had a longer waiting period which AHCT is planning on shortening from the current 10 days to 5 days through a different plan. Mr. Jurgen acknowledged that such move would lessen the burden on employees who currently have to use their Paid Time Off or unpaid time off before the benefits could be used. Mr. Jurgen pointed out that such a change will not have a significant financial impact on AHCT.

Robert Tessier inquired whether the two retirement plans are administered by the same entity. Mr. Jurgen conveyed that Prudential and ICMARC operate the two plans. Paul Philpott inquired whether internal contribution limits exist. Mr. Jurgen noted that a statutory contribution limit of \$19,000 a year applies. Mr. Philpott queried whether some employees meet that threshold. Mr. Jurgen remarked that some employees do. Mr. Philpott commented that some companies in the private sector offer additional incentives to employees who reach their caps. Susan Rich-Bye, Director of Legal and Governmental Affairs, pointed out that through the Board of Director's decision early on, the Exchange can provide up to 30 percent for fringe benefits. Mr. Tessier suggested that it would be helpful to separate those numbers between the Senior Leadership Team (SLT) and the rest of the workforce.

V. Merit Increase

Paul Philpott expressed his support for the merit increases as well as the current practice of including them in the employee review process. Mr. Jurgen remarked that an average merit increase is 3 percent, depending on the results of the review process. Mr. Jurgen discussed the performance review process which is done twice a year. The merit increases will go into effect around July 1. The organizational values will be incorporated into the employee review process.

VI. Culture Update - Values

Mr. Jurgen declared that AHCT prides itself in implementing the core seven values into daily activities. Mr. Jurgen noted that the Values process was started in 2018 when the consultant worked with 20 employees. Values were determined, and then the Values Committee defined behaviors for the identified values. Subcommittees composed of employees from varying backgrounds were formed in order to facilitate the process. Mr. Jurgen added that the first VALYOUTHon was held in conjunction with the Open Enrollment period. Each week, one of the seven values was highlighted with the final ceremony recognizing three employee winners in the gold, silver and bronze categories, which align with the AHCT's health plan offerings.

VII. Succession Planning

Mr. Jurgen explained that Succession Planning is a proactive approach, which takes into consideration employee turnover. The process was started in August of 2018. It entails training possible successors for the critical roles in the company. Contingency plans are in place. Mr. Jurgen depicted next steps to be undertaken that include identifying additional SLT successors as well as additional roles outside of the SLT and training successors. Mr. Philpott inquired whether potential successors who may be identified will serve only on an interim basis until a final replacement is found. Mr. Jurgen confirmed that it is the case. Mr. Philpott remarked that in the private sector, sometimes companies seek qualified employees from outside of the organization. Mr. Philpott added that there may be instances that the Exchange would need to go that route and this Committee needs to play a role in it. Mr. Tessier stated that while he does not disagree with Mr. Philpott about hiring qualified individuals from outside of the organization internal promotions may serve a positive signal of strategy that lends stability to the organization given the political circumstances. It is a critical piece of infrastructure planning. Mr. Philpott added that if the organization's aim is to grow and expand, it may consider seeking professionals from outside of the organization.

VIII. Adjournment

Chair Robert Tessier requested a motion to adjourn the meeting. Motion was made by Paul Philpott and seconded by Victoria Veltri. ***Motion passed unanimously.*** Meeting adjourned at 2:01 p.m.