



ASSOCIATION OF CITY RETIRED EMPLOYEES
638 Jefferson
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(901) 525-2615

March 21, 2012 MINUTES OF BOARD MEETING 10 A.M.

1. **President Wainscott** called the meeting to order and asked for the minutes from the February 15, 2012 be read. Motion made by Tim Cook to approve, 2nd by Richard McBryde. Minutes approved
2. President called on Insurance Committee Chairman **Francis Bradley** he discussed
 - a. the problems he was having with his bills over the fact of not having Part B
 - b. Tim Cook was getting EOB's from Cigna wherein nothing was paid
 - c. The Surcharge placed on spouses who have taken out insurance with their own companies was still felt to be unfair and not what was told in the HCOC meeting. Francis feels that this issue needs to be pursued further.
 - d. Mike Lee brought to the boards attention about the Early Retiree Reinsurance Program wherein the city was getting from the Federal Government \$5.2 million to offset premium costs for all employees. The HCOC Jan report had 70% or 3.6 million going to this current fiscal year and 30% or \$1.56 million being used in the 2012 calendar year to offset premium costs. Again the City is using Fiscal year and Calendar year for the use of this money which causes overlaps.
 - e. The fact that Chiropractors are having their reimbursements slashed by Cigna up to 70% was brought up and a copy of a letter the Cole Pain Therapy Group sent City patients of theirs was shown. Members need to be careful before they undergo this treatment as to what Cigna will or will not pay.
 - f. The fact that Kemp Conrad was on TV last night saying \$3 million in benefits cuts had to be taken from the workers was brought up, as well as the fact at Tuesday's Budget Committee meeting Conrad asked when the Administration was going to stop letting the Unions run the City's business. It appears we are going to have another tough budget year.
3. President called on **Secretary Lee**.
 - a. Secretary Lee and Treasurer Nichols were called to a meeting in the Mayor's office on Feb 27, 2012 with the Unions. The Mayor discussed the current year Shortfall of \$17 million. He assured those there that they had not brought up any additional pay cuts. He talked about a \$47 million shortfall for the upcoming fiscal year and the causes such as Property Tax appraisals being down. He asked that a couple of members of the Unions be selected to work with the City Administration during the budget process. [The unions later chose Matthew Tomek Sec/Treas of MFA, and Chad Johnson CEO of AFSME to represent labor in the budget process].

- b. Secretary Lee advised that he had been approved by the full City Council on March 6, 2012 to become a member of the City Council Healthcare Oversight committee taking the place left open by Frank Hester's resignation.
 - c. Secretary Lee had obtained a copy of the membership of the City Pension Board of Administration. There are currently two openings for an employee and for a Citizen rep.
 - d. On March 14, Sect. Lee and Treas. Nichols attended a meeting with the City labor groups at the MPA discussing a possible "Collective Bargaining Rally" on April 2. Nothing definite has been agreed to. The Board stated that due to time constraints in attempting to rally our members via email, telephone, and mail, there just was not enough time and requested the Secretary so notify the Unions that we fully supported them but we could not produce a good showing with this short time frame and we would not participate at this time.
 - e. It was brought up that the Pension Audit was temporarily pulled and the City was reviewing its procedures. But the issue is not over and will come back as quickly as the City formats the procedures it will use.
 - f. Crossover has now been fixed and your Medicare Bills should flow smoothly from Medicare to Cigna with payments to your provider being timely. But watch for those bills, that you made between January 1, 2012 and March 8, 2012 when the system was fixed. If you go to mymedicare.gov and open your account it will show whatever Medicare you have and your secondary insurance to be "Connecticut General Life Ins. Co" which is Cigna.
4. President called on Treasurer Nichols
- a. The Treasurer presented his financial report since last month. The legal fund has \$5,000, the Checking Account has \$10,813.63, and a 12 month CD has \$4683.06. He advised that members had begun to pay their dues in a timely manner which is adding to the stability of our funds. He stated a copy of report would be posted on the Website for all members to see and review.
 - b. He asked the Board to approved hiring the same clean up lady that the MPA uses for \$30 a month to clean the ACRE office was had been in a dirty state. Bob McCulley made a motion and it was seconded by Tim Cook and voted in by Board.
 - c. During the Treasurer report President Wainscott asked that someone consider making a motion to reimburse the Treasurer for all his gas expenses and telephone going back and forth 3 or more times a week to the Acre office. He would like the motion to be \$300 which would be the same stipend that the Public Relations/Webmaster Cook received. Frank Hester made the motion, Don Lewis seconded and the motion was carried.
5. President call on Public Relations/Webmaster Cook for his report
- a. The Health Insurance Page is updated with current data
 - b. A calendar has been added to advise all of important meetings, or messages
 - c. Trial email addresses for Secretary, Treasurer, and Public Relations were set up to get rid of any bugs. The format seems to be working well and he will now start adding the Board Members with emails to the site by their position.

- d. Acrememphis@gmail.com emails are being answered, forwarded to proper person for handling, and group advisories are now being sent out.
 - e. To date 300 Acre members are online, more are being added.
 - f. Still designing other parts such as having meeting with Dan Melancon to better design the Pension page.
 - g. He feels we need to design a FAQ section on the website. This would entail getting all the various questions that have been asked by our membership, and getting the OFFICIAL ANSWERS from Pearl Gibson, or Kenya Holmes and having these on the Website where our members can go and see if their particular problem has already been asked and what the correct answer and procedure the member needs to follow to settle their own issues. He will work on this now, he has discussed this with Pearl and she is receptive. It will be like the many questions and answers that were prepared during open enrollment and posted.
6. The President recognized Board Member Granville Cleveland
 - a. Board member Cleveland stated that due to his health he could no longer serve in an active position and had to resign. Everyone praised his many years of service and a motion was made by Jim Nichols, seconded by Tim Cook and approved by the board that Mr. Cleveland would be an Emeritus Advisor and his opinion and guidance would be welcomed in the future.
 7. The President recognized Emeritus Advisor Frank Hester
 - a. Frank felt that the Surcharge on Spouses who did take out their own company's insurance thus saving the City an enormous amount of health care expense was too important of an issue to let go. He recommended that Francis Bradley and his Committee pursue this issue with examples of actual cost savings to the City being provided where they were available.
 8. The President recognized ACRE's Legal Advisor Clyde Keenan
 - a. He advised that most of the problems he has been dealing with for ACRE members have been Individual Problems only affecting the members.
 - b. He feels the Pension Audit is not a dead issue, and we have to wait to see what form it comes back in.

President Wainscott adjourned the Board Meeting until 12 noon for the General Meeting.

GENERAL MEETING OF ACRE MEMBERSHIP MARCH 21, 2012 AT NOON

President Wainscott called the meeting to order at 12 noon. Prayer was held and the Pledge given.

President Wainscott introduced the guests today Human Resources Director Quintin Robinson, Manager Pearl Gibson, and Cigna Representative Kenya Holmes.

Director Robinson

1. Apologized for the problems and conflicts. They have worked to get the surcharges removed that were put on in error. The policy is if the City made the error you are refunded whatever surcharges you had placed against you. If the fault lies with you, they will remove the surcharge but not reimburse you.
2. He asked everyone that had email available to use it as much as possible. They are in the process of getting the City's IT department to redesign the telephone system where in when you call you would come into a Central Number and go into a queue. The first available Benefits Specialist would answer your call. The redesign software would allow what you say, what they tell you all to be logged into your record on the computer. If you called back later you get the first available benefit Specialist, who would open your record and be able to see who you talked to, what the problem was, what the solution was, and now begin to further help you.
3. The Director is in the process of moving the Benefits Personnel to a new office on Union Extended. He believes this will help improve Customer Service, offer much better parking and ease of getting in getting your business done, and leaving. Hopes this will be done by July, 2012.
4. He mentioned he had taken a lot of negative feedback for the reduction of active employee's death benefit from \$10,000 to \$5,000, but that was the only way the City could afford to reinstate the retiree \$5,000 death benefit. They have purchased a Death Benefit Policy which will help reduce the City's liability. He asked in the upcoming budget hearings if we would support him in the way he restored the retiree Death Benefit that he honestly tried to do what was best so we retirees could have a death benefit.

Other Issues

1. Kenya Holmes of Cigna asked us to use the Cigna 1-800-244-6224 number as often as we could and to log on at mycigna.com to view our accounts. But she wanted us to know that there is a dedicated City of Memphis employees/retirees telephone number that can also be used at 901-748-4143.
2. Kenya Holmes advised the Cigna Vision Card is a benefit for a Basic Vision Exam usually given by an optometrist. It pays for the eyes to be examined to see if you need glasses or your RX changed. It does not pay for medical issues such as glaucoma, cataracts, or any medical conditions that would come under the medical portion of your insurance.
3. Some people were having problems with Prior approval by United Healthcare for surgery that did not take place in 2011 but took place in January 2012 after we came under Cigna. Get with Cigna on these situations and they can research

and verify that Prior Approval was given to you and it would allow Cigna to accept it and pay the claims.

4. For United Healthcare bills that occurred in November, December of 2011 and are coming due in 2012, you need contact Gertie Ryan UHC representative for the Memphis UHC contract at 374-7032 to get her help in getting these paid. Also let your City Benefit Specialist know of the problems.
5. Under our City Summary Plan Description [SPD] on page 92 Section 7 it reads when the City of Memphis Plan is secondary [that is you have both Medicare Part A and Part B] then the City of Memphis deductible is waived. This has nothing to do with Co-pays such as in the Premier Plan where you pay \$20 to a regular doctor and \$40 to a specialist. You still have to pay that and any left over. The City has found in the past if you owed say \$4.00 a lot of doctors were just not billing you for it, but they do have that right and a lot are now asking for the leftover to be paid.
6. Kenya Holmes said there is a problem with the Cigna Software that demands a person over 65 to have Medicare Part A and Part B and automatically throws the bill out until Medicare satisfies its part. Because the City of Memphis plan does not require someone over 65 to have Medicare Part B they are having to go in manually and make adjustments to individual accounts showing they do not have and are not required to have Part B. Call her and she will help in any way to get these bills taken care of.

The meeting adjourned at 1:45 pm.

Minutes submitted by

Michael W. Lee
Secretary of ACRE

On April 18th, 2012

Motion by: R. McCulley to approve minutes

Seconded by: Donne Walden

Approved by Board Yes