

Agenda Summary Report (ASR)

Franklin County Board of Commissioners

DATE SUBMITTED: 12/9/2019	PREPARED BY: Carlee Nave
Meeting Date Requested: 12/17/2019	PRESENTED BY: Carlee Nave
ITEM: (Select One) <input checked="" type="checkbox"/> Consent Agenda Brought Before the Board Time needed:	
SUBJECT: Authorizing special enrollment period for employees who did not enroll in 2020 benefits plans during open enrollment	
FISCAL IMPACT: Minor indirect fiscal impact for administrative time to administer the additional enrollment period and to calculate and execute any payroll reconciliation necessary as a result of new plan selections	
BACKGROUND: <p>The open enrollment period for 2020 employee benefits was November 4 – November 17. HR engaged in a robust communication strategy for open enrollment for 2020 benefits. Communications included:</p> <p><i>October 17, 2019</i> E-mail was sent to Benefits Committee representatives letting them know the dates of open enrollment, including the benefits fair. Reps were encouraged to share this information with their groups so they could plan and watch for the additional information that would be coming.</p> <p><i>October 29, 2019</i> All-County e-mail was sent out notifying employees of the benefits fair date/time, enrollment site instructions, and link to all benefits materials on the public drive.</p> <p><i>October 30, 2019</i> Open Enrollment announcement and materials were posted on Employee Online in time for employees to reference when pulling their pay stub for the October 31 payroll.</p> <p><i>November 4, 2019</i> All-County e-mail was sent out reminding employees that open enrollment begins today, date/time for benefits fair, where materials can be accessed (including directly from HR where hard copies were available), and included a reminder about submitting medical waiver information within seven days of enrollment.</p> <p><i>November 6, 2019</i> All-County e-mail was sent out at the beginning of the benefits fair, reminding employees that Conover Insurance reps were available to assist with enrollment. An additional communication went out about halfway through the benefits fair encouraging attendance. At the end of the day, an additional e-mail was sent communicating the prize winners, reminding employees of the open enrollment deadline, and giving the Conover rep information if they would still like assistance with enrollment.</p> <p><i>November 8, 2019</i> All-County e-mail was sent out with Life Flight FAQ. Additional e-mail went out to Benefits Committee reps with completion status information and encouraging them to reiterate the open enrollment deadline with their groups. HR also solicited information regarding any employees on leave so that we could reach out to those employees directly (if we weren't previously aware of their leave status).</p>	

November 12, 2019

All-County e-mail sent out with enrollment site instructions, deadline, consequences of not completing enrollment, and Conover contact information for assistance with enrollment.

November 13, 2019

E-mail to Benefits Committee reps, HR, EO/DH, key admin staff, and union reps (where applicable) listing employees in each group who had not completed enrollment along with a listing of the plans they will be enrolled in if they take no action, and requesting them to let us know if there are any employees on leave who we need to contact directly.

November 15, 2019

E-mail reminder to employees' County and personal e-mail addresses (where available) reiterating the enrollment deadline, listing the plans they will be enrolled in if they fail to take action, and giving them Conover contact info for assistance with enrollment. For employees with no e-mail address available, HR contacted them with the same information via telephone.

The Benefits Administration Policy states:

IV. COVERAGE CHANGES

Coverage changes following initial enrollment can be made only in the following situations:

A. Open Enrollment

1. During the annual open enrollment period, employees must make plan elections for the upcoming plan year.
2. Failure to take action on plan elections during open enrollment will result in the employee being enrolled in the lowest cost employee-only plan.

On November 18, 2019 the benefits enrollment system was closed to enrollments and employees who had not completed their 2020 enrollment selections were enrolled in the lowest cost employee-only plan for all lines of coverage, in accordance with the Benefits Administration Policy. It is necessary to close the system after the open enrollment period to allow for information to be extracted and entered into the ONESolution system for payroll.

Following notifications of the auto-enrollment selections, we had employees request exceptions to open enrollment for a variety of reasons. We are bringing those requests to the Board today for consideration.

At this time, we have already processed half benefits payments on the December 12 payroll and the second half of that process will occur on the December 26 payroll. We are recommending the Board grant a special enrollment period to these employees for December 17 – December 20 to allow them one more opportunity to complete their enrollment selections for 2020. Reconciliation will be completed, as necessary, on the December 26 or January 9 payrolls, depending on the timing of selections and payroll process.

RECOMMENDATION: HR recommends approval of the resolution as presented

COORDINATION: HR worked with Conover Insurance before and during open enrollment to ensure the availability of enrollment assistance to any employee who requested help. HR also partnered with the Benefits Committee representatives in each office/department/employee group to utilize their help in encourage employees to enroll during the open enrollment period.

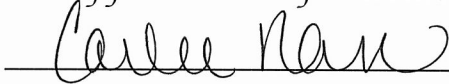
ATTACHMENTS: (Documents you are submitting to the Board)

1. Resolution
2. Benefits Administration Policy (for reference)
3. Exception requests from employees

HANDLING / ROUTING: (Once document is fully executed it will be imported into Document Manager. Please list name(s) of parties that will need a pdf)

Thomas Westerman

I certify the above information is accurate and complete.



Carlee Nave, HR Director

FRANKLIN COUNTY RESOLUTION _____

BEFORE THE BOARD OF COMMISSIONERS
FRANKLIN COUNTY, WASHINGTON

*AUTHORIZING SPECIAL ENROLLMENT PERIOD FOR EMPLOYEES WHO DID NOT ENROLL IN 2020
BENEFITS PLANS DURING OPEN ENROLLMENT*

WHEREAS, the Franklin County Benefits Administration Policy requires employees to “make plan elections for the upcoming plan year” during the open enrollment period; and

WHEREAS, employees who fail to “take action on plan elections during open enrollment will result in the employee being enrolled in the lowest cost employee-only plan;” and

WHEREAS, the Open Enrollment period for 2020 benefits was November 4 – November 17; and

WHEREAS, some employees did not enroll in 2020 benefits during the open enrollment period and are requesting the board authorize a special enrollment period in which they can still make their own enrollment selections for 2020 benefits; and

WHEREAS, the Board of Franklin County Commissioners constitutes the legislative authority of Franklin County and deems this to be in the best interest of the County.

NOW, THEREFORE, BE IT RESOLVED the Franklin County Board of Commissioners authorizes a special enrollment period of December 17 – December 20 for 2020 benefits for the following employees:

Maureen Astley
Adam Diaz
Marc Garcia
Joshua Yates

APPROVED this ____ day of _____, 2019.

BOARD OF COUNTY COMMISSIONERS
FRANKLIN COUNTY, WASHINGTON

Chair

Chair Pro Tem

Member

ATTEST:

Clerk to the Board



FRANKLIN COUNTY BENEFITS ADMINISTRATION POLICY

Effective January 1, 2018

I. DEFINITIONS

- A. Affordable Care Act (ACA) Look-Back Measurement Period: Period of time used to determine which employees qualify as full time for the upcoming plan year. September 1st of previous calendar year through August 31st of current calendar year.
- B. Child: Biological or adopted child, legal ward, or a child for which the employee stood in loco parentis.
- C. Consolidated Omnibus Reconciliation Act (COBRA): Federal law which, among other things, requires continuation coverage to be offered to covered employees, their spouses, former spouses, and dependent children when group health coverage would otherwise be lost due to certain specific events.
- D. Open Enrollment: A period of time during which employees are able to elect or make changes to benefits plans for the upcoming plan year.
- E. Plan Administrator: Franklin County Human Resources (HR) is the designated Plan Administrator for all Franklin County-sponsored employee benefits plans.
- F. Qualifying Life Event: A change in an employee's situation triggering eligibility for a Special Enrollment Period, which allows the employee to enroll in health insurance outside of the annual Open Enrollment Period.

II. ELIGIBILITY

- A. Employee eligibility shall be determined through budget approval, resolution, or annual review of the ACA look-back measurement period.
- B. Eligible dependents may only enroll in benefits plans offered to the employee if the employee is enrolled in said plan.
 - 1. Eligible dependents include:
 - a. Legally married spouse.
 - b. State-registered domestic partner in accordance with RCW 26.60.
 - c. Child under 26 years of age.
 - 1. Coverage may continue beyond the age of 26 for an unmarried, dependent child who cannot support themselves due to a developmental or physical disability as certified by a physician.

III. COVERAGE

- A. Coverage will be effective the first calendar day of the month following the employee's date of hire into a benefits-eligible position.
- B. Coverage will terminate the last day of the calendar month of the last day physically worked in a benefits-eligible position.

IV. COVERAGE CHANGES

Coverage changes following initial enrollment can be made only in the following situations:

- A. Open Enrollment
 - 1. During the annual open enrollment period, employees must make plan elections for the upcoming plan year.
 - 2. Failure to take action on plan elections during open enrollment will result in the employee being enrolled in the lowest cost employee-only plan.
- B. Qualifying Life Event
 - 1. The special enrollment period allows plan changes within 30 days of a qualifying life event.

V. MANDATORY ENROLLMENT

- A. All employees are required to enroll in a minimum of employee-only coverage in the following lines of coverage:
 - 1. Dental
 - 2. Vision
 - 3. Life/Accidental Death and Dismemberment (AD&D)
 - 4. Long Term Disability (LTD) / Employee Assistance Program (EAP)

VI. WAIVER OF MEDICAL COVERAGE

- A. Employees may waive medical coverage with proof of other qualifying group medical coverage. Individual medical plans are not a qualifying group medical coverage which will permit waiver of County medical coverage. To waive coverage, eligible employees must:
 - 1. Complete and sign the Waiver of Medical Coverage form,
 - 2. Attach evidence of group coverage for the employee to the Waiver of Medical Coverage form, and
 - 3. Provide the Waiver and Evidence of group coverage to HR within seven days of enrollment.

- B. If proof of other qualifying medical group coverage is not received by HR within seven days of enrollment, the employee will be enrolled in employee-only coverage for the lowest cost medical plan.

VII. CONTRIBUTION AMOUNT AND PAYMENT

- A. The Board of County Commissioners will establish, through resolution or collective bargaining agreement, the monthly employer contribution amount for approved Franklin County benefits plans.
- B. Premium amounts in excess of the County's monthly maximum benefit plan contribution amount shall be the sole responsibility of the employee.
 - 1. Payroll deductions for benefits premiums will be processed on the second pay period of the month.
 - 2. Employees have the opportunity to choose after-tax or pre-tax deductions at the time of enrollment.
- C. If the County chooses to offer an HRA VEBA health reimbursement savings plan, the difference between the premiums for plans selected by the employee and the amount of the County contribution, if greater, will be deposited to the employee's VEBA account.

VIII. ENROLLMENT PROCEDURES

A. Newly Eligible Employees

- 1. Newly benefits-eligible employees shall complete enrollment within 15 days of eligibility.
- 2. Failure to enroll within 15 days of eligibility will result in the employee's enrollment in the lowest cost, employee-only tier for all lines of coverage.

B. Open Enrollment

- 1. During the eligible enrollment period, employees shall indicate their insurance plan choices by the specified method of enrollment by the established deadline.
- 2. Failure to enroll during the open enrollment period will result in the employee's enrollment in the lowest cost, employee-only tier for all lines of coverage

IX. LEAVE OF ABSENCE

A. Paid Leave of Absence

- 1. Benefits coverage and applicable payroll deductions for benefits premiums will continue.

B. Unpaid Leave of Absence

1. Unless the unpaid leave of absence is covered by state or federal law requiring continuation of benefits, coverage will end the last calendar day of the last month in which leave hours are applied.
 - a. If benefits coverage is ended due to unpaid leave of absence, the employee will be eligible for COBRA coverage for up to 18 months or until return from leave of absence.
2. The employee's share of any benefits premiums must be made to the Auditor's Office by the 25th of the month.
 - a. If at any time payment is more than 30 days late, benefits coverage will be cancelled.

X. REINSTATEMENT AFTER UNPAID LEAVE OF ABSENCE

- A. If benefits premiums are being paid by the employee while on unpaid leave of absence, County-paid benefits will resume on the first of the month following the employee's return to benefits-eligible employment.
- B. If benefits were canceled due to non-payment of premiums while on an unpaid leave of absence, County-paid benefits will resume on the first of the month following return to benefits-eligible employment. Any monies owed to the County will be re-paid via payroll deduction, in compliance with applicable laws.
- C. If benefits were terminated due to loss of eligibility while on an unpaid leave of absence, coverage will resume on the first of the month following an employee's return to benefits-eligible employment.

XI. RETIREE COVERAGE

A. Under Age 65

1. Employees under age 65 retiring from Franklin County are eligible for coverage under Franklin County's group medical, dental, and vision plans.

B. Over Age 65

1. Employees age 65 or older retiring from Franklin County are eligible for coverage under Franklin County's group dental and vision plans.

C. Voluntary Supplemental Life Insurance

1. Employees enrolled in voluntary supplemental life insurance at the time of retirement may convert to an individual policy with the insurance carrier.

XII. POST-SEPARATION BENEFITS

A. COBRA coverage is available for separating employees for up to 18 months following separation of employment.

1. Separated employees and their dependents aged 65 and over, or on Medicare, are not eligible for COBRA coverage.
2. Employees terminated for gross misconduct are not eligible for COBRA coverage.

XIV. REPEALER

As of the effective date of this policy, any and all prior Benefits Administration policies are hereby repealed and superseded by this policy.

Carlee Nave

From: Eric Wyant
Sent: Friday, November 22, 2019 3:44 PM
To: Maureen Astley
Subject: RE: Open Enrollment Confirmation

Thanks Maureen- is your work email the best way to contact you with the enrollment instructions should the Board approve an exception?

Good luck on your trial!

Eric

From: Maureen Astley
Sent: Friday, November 22, 2019 3:41 PM
To: Eric Wyant <ewyant@co.franklin.wa.us>
Subject: Re: Open Enrollment Confirmation

I apologize for not completing the open enrollment in time. Daniel Stovern from my office did remind me about it & I got very busy & then unfortunately later forgot.

I am currently trying the Homicide case State v. Jerry Porter with Shawn Sant. The preparations have been extensive & my mind, time, & focus have solely been on that. please grant me an extension.

Apologetically,
*Maureen Astley

Sent from my iPhone

On Nov 22, 2019, at 3:36 PM, Eric Wyant <ewyant@co.franklin.wa.us> wrote:

That will be fine.

From: Maureen Astley
Sent: Friday, November 22, 2019 3:35 PM
To: Eric Wyant <ewyant@co.franklin.wa.us>
Subject: Re: Open Enrollment Confirmation

can i submit my request via writing by email?

Sent from my iPhone

On Nov 22, 2019, at 3:29 PM, Eric Wyant <ewyant@co.franklin.wa.us> wrote:

Good Afternoon,

You were auto-enrolled in the coverage indicated on the benefits summary (attached) in accordance with the Franklin County Benefits Administration Policy (also attached)



J.D. Raymond
Sheriff

OFFICE OF THE FRANKLIN COUNTY

SHERIFF

1016 N. 4th Ave D-201
Pasco, WA 99301
509-545-3501

Law Enforcement Operations

Commander Rick Rochleau
Captain Monte Huber

Corrections Operations

Commander Stephen Sultemeier
Captain Adam Diaz

Civil Operations

Captain Ronelle Nelson

December 3, 2019

To: Board of County Commissioners

From: Captain Adam Diaz

Subject: Exception to the policy and allow additional window to complete enrollment
(Benefits Plan)

I am requesting to be allowed the extended time to complete my enrollment benefits, due to the fact that I had submitted a waiver of benefits to Human Resources several weeks ago, because I am covered by my wife's insurance. I later was not aware that I had to complete any additional enrollment after submitting my waiver. Would you please consider this request? Thank you for your consideration.

** Honor * Integrity * Trust*

Carlee Nave

From: Joshua Yates
Sent: Thursday, November 21, 2019 9:49 AM
To: Eric Wyant; Human Resources
Subject: RE: Open Enrollment Confirmation

To whom it may concern,

I have failed to opt out of my insurance enrollment before the deadline, and was auto enrolled into a plan that I have no need for. I attempted to log on to the self enrollment website, but was unable to on Friday the 15'th. I tried calling HR but it was after business hours. I was then sent out to the field with the WA Army National Guard and was unable to access the website further due to lack of signal in the field. I then attempted again when I got back, but again was unable to get the login/password to accept a log-in.

It is on me that I waited so long to try, but I did attempt to on Friday the 15'th, and again on Sunday the 17'th when I returned from drill. I am currently covered by the Army through tri-care reserve select. The only coverage that I claim through Franklin County is Dental and Vision for my family.

I ask that you make an exception in this case, as I did faithfully attempt to submit on time, but was unsuccessful logging on with the directions provided in the email.

Thank you.



DEPUTY J. YATES
FRANKLIN COUNTY CORRECTIONS
1016 N. 4TH AVENUE
PASCO, WA 99301
JYATES@CO.FRANKLIN.WA.US

From: Eric Wyant <ewyant@co.franklin.wa.us>
Sent: Thursday, November 21, 2019 7:58 AM
To: Joshua Yates <jyates@co.franklin.wa.us>; Human Resources <hr@co.franklin.wa.us>
Subject: RE: Open Enrollment Confirmation

If you would like to reply all to this email with your written request, I have included the HR email address so everyone will receive it, including Carlee who will take the request to the Board of County Commissioners.

Eric

From: Joshua Yates
Sent: Thursday, November 21, 2019 6:46 AM

To: Human Resources

From: Marc T Garcia

RECEIVED BY
DEC 11 2019
Franklin County
Human Resources

Subject: Written request of exception to the Insurance auto enrolment policy.

To whom it may concern;

Leading up to the closing time frame of the enrolment period, I submitted documentation to the Human Resources Office with proof of enrolment for my insurance plan which I receive through the Marine Corps. I was informed by HR that my information was received, and I would also need to go online and enroll in vision and dental, for myself only. I made several attempts (over 30) to do this using the provided website, I was continually unable to log in to the website. I used the suggested login information, and the suggested password, as well as others, (one number up or down, just in case there was an error made when someone was setting up my account). I also made several attempt to log in from other computers, Mac, PC, public access, etc. I was continually unsuccessful in my attempts. Due to the fact that at the time, I was working a night shift rotation, I also was not able to get in contact with anyone from the help desk, and the phone number listed on the website was not helpful. After 4 days of attempting to access the website, my wife and I came to the understanding that because I had expressed my desire of not having any health, medical, dental, vision, etc coverage through the county, that "It must be all take care of.", and that there was no further actions necessary for me to complete, in order to have the contributions linked directly to my HRA VEBA account, as it has been for the previous years I have worked here.

Please allow me an extension period of time to identify what the problem with my log in information, and password is, and therefore get enrolled in the plan that best suits me and my family.

Thank you for all of your help, and I apologize for the inconvenience this matter has caused.

Sincerely,



Marc T Garcia