

Teammates,

As many of you know, the Department of Administrative Services is responsible for providing healthcare access and affordability to our teammates throughout state government. But did you know that the State actually pays for 79% of the medical premium costs, regardless of the level of coverage of the teammate? For the 2021 coverage year, that came out to over \$160 million.

Last month, our team at DAS wrapped up another successful Open Enrollment session for teammates to sign up for these benefits. While many of our state teammates might view Open Enrollment as a couple week window where they need to pick their healthcare options through the State, for our teammates in DAS it is much more than that. Each year's Open Enrollment is actually a culmination of 9-10 months of consistent work from DAS teammates from multiple divisions like State Personnel, Operations, Accounting, and others.

I'd like to take a moment to highlight and thank some of our teammates/teams who helped make this year's Open Enrollment a success:

- The Wellness and Benefits team with State Personnel led the overall planning and implementation of Open Enrollment.
- The Training and Development team with State Personnel helped put together tutorial videos to help walk teammates through the Open Enrollment process.
- The State Personnel team also made sure the website and options guide, along with other printed materials, were updated and easily accessible for teammates while also ensuring that teammates receive the coverage that they signed up for.
- The Operations team helped ensure everything worked and went smoothly from a technical standpoint.

- The Payroll team with State Accounting helped to ensure that the correct premium deductions are taken out of the payroll on a bi-weekly or monthly basis.

Due to the hard work and commitment from these teammates and many more in the Department, 2021 Open Enrollment was an overall success:

- Due to COVID-19, the entire Open Enrollment process was completed from beginning to end while our teammates worked remotely.
- Our team successfully made strides in improving the ease of using the system, reflected in a reduction of teammate inquiries to the Wellness and Benefits team from about 3,200 last year to under 2,600 this year.
- Total number of teammates enrolled in medical plans for the upcoming year is over 12,800 while total lives covered is almost 27,000.
- The Wellness and Benefit team worked with UnitedHealthcare to allow teammates to join the Short Term Disability plan with a 15% reduction on their premiums and with no Evidence of Insurability which led to a 22% increase in teammates joining that plan.

These successes reflect a significant investment in our total rewards portfolio and our aspirations to create great customer experiences with all of our products. Thank you again to all of our DAS teammates who stepped up to make sure 2021 Open Enrollment was a success.

Regards,

Jason Jackson

Director, Department of Administrative Services