



Michigan Municipal Services Authority

PO BOX 12012, LANSING MI 48901-2012

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## **PUBLIC NOTICE OF A REGULAR MEETING**

The **Authority Board of the Michigan Municipal Services Authority** (Authority) will hold a regular meeting on the following date, at the following time, and at the following location:

<b><u>Date</u></b>	<b><u>Time</u></b>	<b><u>Location</u></b>
Thursday, June 11, 2015	1:30 PM	Livonia City Hall 33000 Civic Center Drive Livonia, MI 48154

The meeting is open to the public and this notice is provided under the Open Meetings Act, 1976 PA 267, MCL 15.261 to 15.275.

The meeting location is barrier-free and accessible to individuals with special needs. Individuals needing special accommodations or assistance to attend or address the meeting should contact the Authority at (248) 925-9295 prior to the meeting to assure compliance with Subtitle A of Title II of the Americans with Disabilities Act of 1990, Public Law 101-336, and 42 USC 12131 to 12134.

A copy of the proposed meeting minutes will be available for public inspection at the principal office of the Authority within 8 business days. A copy of the approved minutes of the meeting, including any corrections, will be available for public inspection at the principal office of the Authority within 5 business days after approval.



Michigan Municipal Services Authority

PO BOX 12012, LANSING MI 48901-2012

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**AUTHORITY BOARD  
REGULAR MEETING**

Thursday, June 11, 2015 at 1:30 p.m.

Livonia City Hall  
33000 Civic Center Drive  
Livonia, MI 48154

**AGENDA**

- I. Call to Order**
- II. Roll Call**
- III. Approval of Agenda**
- IV. Approval of Minutes**
  - a. Minutes of March 12, 2015 Authority Board meeting
- V. Administrative Report**
  - a. Financial Report
  - b. FMS Project Update
  - c. VHWM Project Update
- VI. Audits**
- VII. New Business**
- VIII. Public Comment**
- IX. Other Business**
- X. Adjournment**

A copy of the proposed minutes of the meeting will be available for public inspection at the principal office of the Authority within 8 business days. A copy of the approved minutes of the meeting, including any corrections, will be available for public inspection at the principal office of the Authority within 5 business days after approval.



Michigan Municipal Services Authority

PO BOX 12012, LANSING MI 48901-2012

**AUTHORITY BOARD  
REGULAR MEETING**

Thursday, March 12, 2015 at 1:30 p.m.

201 Townsend St Suite 900  
Lansing, MI 48933

**MINUTES**

Proposed Minutes       Approved Minutes

MEETING TYPE:     Regular     Special

**I. Call to Order**

The meeting was called to order at 1:36 p.m. by the Chairperson.

**II. Roll Call**

Authority Board Member Attendance:

Stacie Behler, Chairperson	<input checked="" type="checkbox"/> Present	<input type="checkbox"/> Absent
Doug Wiescinski, Vice-Chairperson *	<input checked="" type="checkbox"/> Present	<input checked="" type="checkbox"/> Absent
James Cambridge, Secretary	<input type="checkbox"/> Present	<input checked="" type="checkbox"/> Absent
Eric DeLong, Treasurer	<input checked="" type="checkbox"/> Present	<input type="checkbox"/> Absent
Scott Buhner	<input type="checkbox"/> Present	<input checked="" type="checkbox"/> Absent
Peggy Jury	<input checked="" type="checkbox"/> Present	<input type="checkbox"/> Absent
Brian Meakin *	<input checked="" type="checkbox"/> Present	<input type="checkbox"/> Absent
Donald Snider *	<input type="checkbox"/> Present	<input checked="" type="checkbox"/> Absent
Al Vanderburg	<input checked="" type="checkbox"/> Present	<input type="checkbox"/> Absent
Vacant		
Vacant		
Vacant		

\*Participated by teleconference

Other attendees: Bob Bruner, Jessica Moy, Steve Liedel.

**III. Approval of Agenda**

Moved by: Jury  
Supported by: DeLong  
Yes: X No: \_\_\_

**IV. Approval of Minutes** from December 11, 2014 Regular Meeting

Moved by: Meakin  
Supported by: DeLong  
Yes: X No: \_\_\_

**VIII. Audit Reports**

Bill Tucker presented the fiscal year 2013-2014 audit. It included no disagreements, significant estimates or corrections.

Resolution 2015-C Approval of Audit for Fiscal Year 2013-2014

Moved by: DeLong  
Supported by: Vanderburg  
Yes: X No: \_\_\_

**I. Administrative Report**

CEO Robert Bruner presented the Administrative Report

**IX. Committee Reports**

None.

**X. New Business**

None.

**XI. New Business**

a) Resolution 2014 – D Schedule of Regular Meetings for 2015

Moved by: Meakin  
Supported by: DeLong  
Yes: X No: \_\_\_

**XII. Public Comment**

None.

**XIII. Other Business**

None.

**XIV. Adjournment**

Moved by: Vanderburg  
Supported by: Meakin  
Yes: X      No:    

The meeting was adjourned at 2:03 PM

**Certification of Minutes**

Approved by the Executive Committee on June 11, 2015.

\_\_\_\_\_  
Authority Secretary

\_\_\_\_\_  
Date



Michigan Municipal Services Authority

June 5, 2015

Administrative Report

# Administrative Report

## **Assistant to the CEO Position**

- Posted on May 26
- More than 20 applications received as of June 5
- Selection will be made in June
- Employment agreement will be presented to Executive Committee in July.

# Financial Report

MMSA Administrative Report



**Michigan Municipal Services Authority**  
**Balance Sheet**  
**As of May 31, 2015**

**ASSETS**

**CURRENT ASSETS**

Cash in Bank \$ 1,730,859.97

**Total Current Assets** 1,730,859.97

**PROPERTY AND EQUIPMENT**

**TOTAL ASSETS** \$ 1,730,859.97

**CURRENT LIABILITIES**

Accrued State W/H \$ 333.46  
Accrued Federal W/H 1,150.00  
Accrued FICA 1,388.76  
Accrued MESC 28.14

**Total Current Liabilities** 2,900.36

**LONG-TERM LIABILITIES**

**Total Liabilities** 2,900.36

**FUND BALANCE**

Fund Balance Retained 163,692.89  
Current Revenue over Expenses 1,564,266.72

**Total Fund Balance** 1,727,959.61

**TOTAL LIABILITIES AND  
FUND BALANCE** \$ 1,730,859.97

See Accountants' Compilation Report

**Michigan Municipal Services Authority**  
**Statement of Income**  
**For the 1 Month and 8 Months Ended May 31, 2015**

	<u>1 Month Ended</u> <u>May 31, 2015</u>	<u>8 Months Ended</u> <u>May 31, 2015</u>
<b>Revenues</b>		
Contract Revenue	\$ 1,628,833.29	\$ 3,080,895.48
<b>Operating Expenses</b>		
Salary & Wages	\$ 9,076.92	\$ 77,153.82
Outside Service Contractors	65,400.34	1,173,481.77
Payroll Taxes	694.38	5,902.23
MESC Taxes	0.00	680.27
FUTA Taxes	0.00	42.00
Website Costs	1,550.00	1,550.00
Office Expense	1,659.17	2,337.50
Legal & Accounting	48,526.60	244,783.14
Insurance - General	0.00	1,716.00
Insurance - Worker's Comp	0.00	648.00
Mileage Reimbursement	394.79	1,819.39
Travel Expenses	0.00	4,564.20
Dues	698.00	698.00
Bank Service Charges	135.93	1,252.44
	<hr/>	<hr/>
<b>Total Operating Expenses</b>	128,136.13	1,516,628.76
<b>Revenues over Expenses</b>	<u>\$ 1,500,697.16</u>	<u>\$ 1,564,266.72</u>

See Accountants' Compilation Report



## MICHIGAN MUNICIPAL SERVICES AUTHORITY

### Summary of Revenues and Expenditures

Date	Check Number	Invoice Number	Description	Check Amount	Deposits/ Other Credits	Account Balance
4/30/15			Beginning Balance			\$ 230,162.82
5/1/15	5177		Munetrix LLC	\$ 698.00		\$ 229,464.82
5/7/15	payroll		direct deposits	\$ 3,449.54		\$ 226,015.28
	eft		Federal Tax Payment	\$ 2,538.77		\$ 223,476.51
	eft		State Tax Payment	\$ 333.46		\$ 223,143.05
	Deposit		Deposit		\$ 570,310.00	\$ 793,453.05
5/12/15	s/c		Bank Service Charge	\$ 135.93		\$ 793,317.12
5/13/15	Deposit		Incoming Wire Trans		\$ 77,325.79	\$ 870,642.91
5/18/15	Deposit		Deposit		\$ 36,387.50	\$ 907,030.41
	5182		Dykema Gossett PLLC	\$ 4,486.60		\$ 902,543.81
	5183		Michal A Tawney	\$ 375.00		\$ 902,168.81
	5184		Revize LLC	\$ 1,550.00		\$ 900,618.81
	5185		Robert J Bruner Exp Reim	\$ 159.17		\$ 900,459.64
	5186		Robert J Bruner Exp Reim	\$ 394.79		\$ 900,064.85
5/21/15	payroll		direct deposits	\$ 3,449.54		\$ 896,615.31
	5187		Benefit Express Services LLC	\$ 65,400.34		\$ 831,214.97
5/27/15	Deposit		Deposit from Kent County, MI		\$ 944,810.00	\$ 1,776,024.97
	ACH		Plante Moran	\$ 43,665.00		\$ 1,732,359.97
	ACH		Robert J Bruner Exp Reim	\$ 1,500.00		\$ 1,730,859.97
<b>TOTAL MI MUN SERV AUTH CASH BALANCE</b>						<b><u>\$ 1,730,859.97</u></b>

**Michigan Municipal Services Authority**  
**Check Register**

<u>Check Number</u>	<u>Check Date</u>	<u>Payee</u>	<u>Amount</u>
Checks			
5177	05/01/15	Munetrix LLC	698.00
5178	05/07/15	EFTPS - FICA	2,538.77
5179	05/07/15	State of Michigan - WH	333.46
5180	05/07/15	Robert J. Bruner Jr.	0.00
5181	05/21/15	Robert J. Bruner Jr.	0.00
5182	05/18/15	Dykema Gossett PLLC	4,486.60
5183	05/18/15	Michael A. Tawney & Co PC	375.00
5184	05/19/15	Revize LLC	1,550.00
5185	05/19/15	Robert J. Bruner Jr.	159.17
5186	05/19/15	Robert J. Bruner Jr.	394.79
5187	05/22/15	Benefit Express Services LLC	65,400.34
20150501	05/27/15	Plante Moran	43,665.00
20150502	05/27/15	Robert J. Bruner Jr.	1,500.00
Total checks	13		<u>121,101.13</u>
		Total	



Statement Period Date: 5/1/2015 - 5/31/2015  
 Account Type: Comm'l 53 Analyzed  
 Account Number: 7166385711

MICHIGAN MUNICIPAL SERVICES  
 AUTHORITY  
 430 W ALLEGAN ST  
 LANSING MI 48933-1592



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6020

Banking Center: Grand Rapids  
 Banking Center Phone: 616-653-5440  
 Commercial Client Services: 866-475-0729

### Account Summary - 7166385711

<b>05/01</b>	<b>Beginning Balance</b>	<b>\$390,723.97</b>	Number of Days in Period	31
6	Checks	\$(145,752.15)		
7	Withdrawals / Debits	\$(55,072.24)		
4	Deposits / Credits	\$1,628,833.29		
<b>05/31</b>	<b>Ending Balance</b>	<b>\$1,818,732.87</b>		

#### Checks

6 checks totaling \$145,752.15

\* Indicates gap in check sequence i = Electronic Image s = Substitute Check

Number	Date Paid	Amount	Number	Date Paid	Amount	Number	Date Paid	Amount
5167 i	05/01	200.00	5174 i	05/11	15,000.00	5176 i	05/20	18,900.00
5173*i	05/11	39,325.35	5175 i	05/19	71,628.80	5177 i	05/18	698.00

#### Withdrawals / Debits

7 items totaling \$55,072.24

Date	Amount	Description
05/06	3,449.54	MICHIGAN MUNICIP CSI PAYROLL PAYROLL MICHIGAN MUNICIPAL SER 050615
05/12	135.93	SERVICE CHARGE
05/15	2,538.77	IRS USATAXPYMT 270553574436680 MICHIGAN MUNICIPAL SER 051515
05/20	333.46	STATE OF MICH TAX-PAY 461628814 MICHIGAN MUNICIPAL SER TXP*461628814*01100*150401*T*33346\ 052015
05/20	3,449.54	MICHIGAN MUNICIP CSI PAYROLL PAYROLL MICHIGAN MUNICIPAL SER 052015
05/27	1,500.00	Michigan Municip CREDITS 4616288140 052715 OFFSET TRANSACTION
05/29	43,665.00	Michigan Municip PAYMENTS 4616288140 052915 OFFSET TRANSACTION

#### Deposits / Credits

4 items totaling \$1,628,833.29

Date	Amount	Description
05/07	570,310.00	DEPOSIT
05/13	77,325.79	INCOMING WIRE TRANS 051315
05/18	36,387.50	DEPOSIT
05/27	944,810.00	Kent County PAYMENTS PAYABLES 2386004862 MICHIGAN MUNICIP 052715

#### Daily Balance Summary

Date	Amount	Date	Amount	Date	Amount
05/01	390,523.97	05/12	902,923.15	05/19	941,770.87
05/06	387,074.43	05/13	980,248.94	05/20	919,087.87
05/07	957,384.43	05/15	977,710.17	05/27	1,862,397.87
05/11	903,059.08	05/18	1,013,399.67	05/29	1,818,732.87



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# FMS Program Update

MMSA Administrative Report



# FMS Program Update



- The Authority is working with CGI, Grand Rapids, and Kent County to resolve what appears to be a misunderstanding concerning the scope of functionality to be implemented
- A meeting was held on June 4
- A process has been established to identify and address these scope issues

# FMS Program Update



## Genesee County Next Steps

- Mon, June 15: Board of Commissioners will consider Grant Agreement, Participation Agreement, and Implementation and Support Services Agreement (ISSA)
- Implementation will begin in October

# FMS Program Update



## **CGAP FY 2014 (Round 1) Next Steps**

- Executive Committee authorized CEO to enter into grant agreement with Genesee County, Grand Rapids, and Kent County
- Grant administration clarification was sought from Treasury
- Grant agreement is being finalized
- First quarterly report will cover the period of October 1, 2013 to June 30, 2015
- All subsequent reporting will be completed on a quarterly basis

# FMS Program Update



## Top Prospects

- Lansing – Planning to meet in June
- Southfield – Planning to meet in June
- Washtenaw County – TBD
- Wayne County – TBD

# VHWM Project Update

MMSA Administrative Report

# VHWM Project Update

## Invoices

- March 2015: Detroit paid MMSA on April 28, 2015. MMSA paid Benefit Express on April 30, 2015 and posted on May 19, 2015.
- April 2015: Detroit paid MMSA on May 20, 2015
- May 2015: Invoice sent to the City of Detroit for payment on June 1, 2015

## Call Center Update

- Call center staffing continues at two CSRs since February 1, 2015.
- Wait times have gone down each week during the month. Average wait times are between 1 to 3 minutes for live calls.
- Call volumes continue in the typical range. There were 213 total calls during the week of May 24<sup>th</sup>.

# VHWM Project Update

## Scope Changes

- Create a drop-down menu/check box to track “special classes” of employees and retirees. The City needs the ability to easily identify and report on groups of people who are subject to benefits arrangements not available to the general retiree population. The new fields have been added to the system. A data import file is currently being prepared to add this data to the system. In addition, Benefit Express is programming a custom report to include these fields.
- Create an option for retirees to “waive” medical coverage without electing an HRA. This option was not necessary for last open enrollment and was not initially programmed. This has been completed by Benefit Express.
- Work Order #48 has been approved by the city to implement both of these changes.

# VHWM Project Update

## Other Issues

- The VEBA attorney advised the City that they believe there are several ineligible retirees who were given a City benefit. Prior to and during the bankruptcy, the City allowed Medicare retirees to opt in to its Medicare Advantage plans without prior City coverage. In contrast, non-Medicare retirees were required to have prior City coverage to qualify for their benefit, the stipend. The City has continued with this same process post-bankruptcy. The VEBA attorney indicated that they believe that Medicare and non-Medicare retirees should have been handled in the same manner – both requiring prior City coverage. To better understand the scope of the issue, the City requested a list of retirees the VEBA believes are receiving a benefit in error. The request was made on April 24, 2015 and has not been received to date.



# VHWM Project Update

## Retiree Transition Changes

- The transition of the pre -2015 retirees (those who retired before January 1, 2015 and were benefit-eligible) to two stand-alone VEBAs (Police and Fire and General City) began on April 1, 2015. The VEBAs began to provide funding for these retirees effective April 1<sup>st</sup>, but the City will continue the benefits administration function through the end of the year.
- Due to IRS regulations, the VEBAs are not able to directly fund stipend payments. Therefore, stipends for non-Medicare retirees were transitioned to HRAs effective April 1, 2015. The HRAs are being administered by FlexPlan Services.
- Segal has been providing additional support in reviewing and resolving issues with the FlexPlan files due to data clean up required, allowing retroactive changes and the ability to report all retroactivity correctly.

# VHWM Project Update

## Retiree Transition Changes (continued)

- The transition from stipends to HRAs may affect non-Medicare retirees who purchased individual plans on the Marketplace and received premium subsidies. They could lose those subsidies since the HRA is considered “other group coverage”. Retirees were given the opportunity to opt out of the HRA to preserve their subsidy through April 30, 2015, retroactive to April 1, 2015. Opt out instructions and an opt out form were provided in both the City’s mailing and in the FlexPlan welcome packet. Retirees may opt out at any time during the year, using the instructions provided in the welcome packet. However, if a retiree opts out, they may not opt back in to the HRA until the next open enrollment period.

# VHWM Project Update

## Retiree Transition Changes (continued)

- Arrangements have been finalized with retiree health care carriers (BCBSM MAPD, BCN MAPD, HAP MAPD, Golden Dental, and Heritage Vision) to update group structures where needed and to begin to provide split billing (General City and Police & Fire) to the City for payment by each VEBA. The group structure and split billing options for BCBSM dental are still outstanding.
- Segal continues to support the City through these changes through the review of the monthly HRA elections file to identify and correct any errors as well as managing the implementation of any eligibility file changes.

# VHWM Project Update

## Next Steps - City of Detroit

- Continue 2015 transition of retirees to the two VEBAs
- Reimburse retirees who hit the catastrophic cap for prescription drugs as indicated by the retiree settlement agreement. Data from all carriers has been received as of May 30<sup>th</sup>. Reports will be reviewed to determine eligibility and reimbursement amounts.
- The City is currently working on the installation of a new payroll system (UltiPro). Segal will provide assistance to the City to coordinate the necessary data transfers and set-up of the interface with Benefit Express. A work order is being developed by Benefit Express to implement these changes.

# VHWM Project Update

## **Next Steps – VHWM Pooled Health and Welfare Insurance Arrangement**

- The MMSA met with Segal to discuss the feasibility of a pooled health and welfare insurance arrangement for public employers. Segal has completed their initial analysis and will review their findings with R. Bruner.

## City of Detroit Major Activities by Month Segal Consulting

**Project Scope:** The original scope of the MMSA/City of Detroit project included the implementation of an online enrollment and eligibility system for ongoing use and the implementation of a customer service call center for the active and retiree open enrollment period, originally scheduled for November 2013 for both groups. The items in **bold** below indicate tasks that fall outside of the original project scope due to changes made by the City of Detroit. Some of these changes also resulted in additional programming by Benefit Express, which are managed through work orders. These work orders are also shown in **bold**.

These out of scope changes include the following:

1. The effective date for retiree benefits moved from 01/01/14 to 03/01/14 creating a requirement for a second open enrollment period. The second enrollment period extended the overall timeframe of support required by the Segal team due to planning and project management support, communication/data/system updates, support at retiree enrollment sessions, and our ongoing support of the call center.
2. The City's bankruptcy proceedings produced a settlement agreement that created the requirement for a third open enrollment period. The third enrollment period has further extended the overall timeframe of support required by the Segal team due to planning and project management support, communication/data/system updates, retention and support of a document verification vendor, and our ongoing support of the call center.
3. Complexities in the data needs of the City that were unforeseen at the outset of the project have also extended the timeframe for support required by the Segal team. The City moved from a completely manual benefits administration process to an automated enrollment system. As such, there are multiple factors that require ongoing tracking and support by the Segal team. For example, the City has a number of retirees who return to work as active employees. Per the City's eligibility rules, these people are eligible for benefits as an active employee and as a retiree. As such, they are currently set up with two accounts in Benefit Express. This causes inaccuracies from an audit perspective and may require additional programming to resolve.

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
August 2013	\$15,000	150	<ul style="list-style-type: none"> <li>• Online enrollment and eligibility vendor/customer service vendor review and negotiation</li> <li>• Benefit Express selected as vendor for both online enrollment/eligibility and customer service</li> </ul>
September 2013	\$15,000	307	<ul style="list-style-type: none"> <li>• Implementation of Benefit Express enrollment/eligibility system and call center begins</li> <li>• Implementation kick-off meetings/calls held with all carriers</li> <li>• Developed and edited retiree and active employee benefit communications</li> <li>• Twice weekly implementation/status calls with Benefit Express, City of Detroit and Segal begin</li> </ul>
October 2013	\$15,000	345	<ul style="list-style-type: none"> <li>• Twice weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Benefit Express enrollment site development               <ul style="list-style-type: none"> <li>○ Data requests from carriers</li> <li>○ Data requests from City of Detroit</li> <li>○ Finalize carrier group structures</li> <li>○ Finalize and test enrollment site</li> <li>○ <b>Added retiree paid dental and vision plans (7,200 non-Medicare retirees are provided a benefit where enrollment services must be provided)</b></li> <li>○ <b>Work Order #6 – 10/23/2013: Add optional life</b></li> </ul> </li> </ul>

## City of Detroit Major Activities by Month Segal Consulting

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
			<p>and AD&amp;D coverage selection to the active open enrollment windows. Not included in original programming request.</p> <ul style="list-style-type: none"> <li>• Retiree informational meetings held – provided overview of new online system               <ul style="list-style-type: none"> <li>○ 12 sessions were held at the City of Detroit main office and at Macomb Community College</li> </ul> </li> </ul>
November 2013	\$15,000	323	<ul style="list-style-type: none"> <li>• Twice weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• <b>Retiree open enrollment is postponed until 3/1/2014</b></li> <li>• Active employee open enrollment begins</li> <li>• Assisted with responses to call center questions and escalations</li> <li>• Develop monthly invoice and assist with work order processing</li> <li>• Active employee enrollment sessions held               <ul style="list-style-type: none"> <li>○ 15 sessions were held at multiple City of Detroit work locations for active employees to receive one on one assistance with enrollment on the new site.</li> </ul> </li> <li>• <b>Work Order #7A- 11/4/2013: Last minute system changes for open enrollment; includes retirement status code updates, BCBSM/CMS compliance updates, and changes to the retiree HAP Rx only plan.</b></li> <li>• <b>Work Order #8 – 11/5/2013: Additional ports required for toll-free phone line. Call volumes were 2.5 times higher than anticipated and caused the phone line to fail. Benefit Express had to add additional phone line ports in order to properly manage the call volume.</b></li> <li>• <b>Work Order #12 – 11/20/2013: Extension of the active open enrollment period to 11/22/2013.</b></li> <li>• <b>Work Order #13 – 11/21/2013: Extending call center support for 10 weeks. Added due to continued high call volume.</b></li> <li>• <b>Work Order #15 – 11/25/2013: Hiring six additional customer service reps for 4 weeks due to higher than expected call volume.</b></li> <li>• <b>Work Order #18 – 11/24/2013: Adding semi-monthly and monthly payroll schedules. These payroll schedules were not provided during system set-up.</b></li> </ul>
December 2013	\$15,000	273	<ul style="list-style-type: none"> <li>• Twice weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Data clean-up from active open enrollment</li> <li>• <b>Assisted with responses to call center questions and escalations. The call center was originally intended</b></li> </ul>

## City of Detroit Major Activities by Month Segal Consulting

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
			<p>to be open only during the first enrollment period in November 2013. With the effective date change for retiree benefits, the call center continues to remain open and requires our ongoing support.</p> <ul style="list-style-type: none"> <li>• Planning for retiree open enrollment begins</li> <li>• Developed and edited new retiree benefit communications for 3/1/2014 effective date.</li> <li>• Secured new vendor for printing and mailing of retiree benefit communication, as the usual vendor was not able to accommodate the request over the holidays.</li> <li>• Develop monthly invoice and assist with work order processing</li> <li>• <b>Work Order #14 – 12/2/2013: Change opt-out credit for active employees from \$900 to \$950. The original calculation of the opt-out credit was incorrect. The change was made post-enrollment and applied to all affected records.</b></li> <li>• <b>Work Order #19 – 12/6/2013: Leave administration set-up, which includes two additional rate discriminators not originally included.</b></li> <li>• <b>Work Order #22 – 12/19/2013: Retiree open enrollment changes for new 3/1/2014 effective date.</b></li> </ul>
January 2014	\$15,000	282.75	<ul style="list-style-type: none"> <li>• Twice weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Active benefits are effective 1/1/2014</li> <li>• Data clean-up from active open enrollment continues</li> <li>• Develop monthly invoice and assist with work order processing</li> <li>• Maintain open and closed items logs</li> <li>• <b>Assisted with responses to call center questions and escalations. The call center was originally intended to be open only during the first enrollment period in November 2013. With the effective date change for retiree benefits, the call center continues to remain open and requires our ongoing support.</b></li> <li>• <b>Coordinated and scheduled COD and Segal on-site representation for retiree enrollment sessions with BCBSM and HAP</b></li> <li>• <b>Provided BCBSM and HAP representatives training on the Benefit Express enrollment site.</b></li> <li>• <b>Provided on-site assistance with retiree enrollment sessions</b> <ul style="list-style-type: none"> <li>○ <b>41 sessions were held across the City for retirees to receive one on one assistance with their enrollment in a City sponsored or individual plan.</b></li> </ul> </li> <li>• <b>Finalized and tested enrollment site for retiree enrollment</b></li> </ul>



## City of Detroit Major Activities by Month Segal Consulting

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
February 2014	\$15,000	246.75	<ul style="list-style-type: none"> <li>• <b>Retiree open enrollment begins</b></li> <li>• Twice weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• <b>Data clean up from retiree open enrollment.</b></li> <li>• <b>Data clean up from active open enrollment continues. Some of these issues are more complex than originally anticipated which requires us track them on an ongoing basis.</b></li> <li>• <b>Assisted with responses to call center questions and escalations. The call center was originally intended to be open only during the first enrollment period in November 2013. With the effective date change for retiree benefits, the call center continues to remain open and requires our ongoing support.</b></li> <li>• Develop monthly invoice and assist with work order processing</li> <li>• <b>Work Order #28 –2/12/2014: Extension of 12 customer service reps through 3/28/2014.</b></li> </ul>
March 2014	\$15,000	181	<ul style="list-style-type: none"> <li>• Twice weekly implementation/status calls with Benefit Express and the City of Detroit</li> <li>• Maintain open and closed items logs</li> <li>• <b>Retiree benefits are effective 3/1/2014</b></li> <li>• <b>Data clean up from retiree open enrollment continues. Some of these issues are more complex than originally anticipated which requires us track them on an ongoing basis</b></li> <li>• <b>Data clean up from active open enrollment continues. Some of these issues are more complex than originally anticipated which requires us track them on an ongoing basis</b></li> <li>• <b>Assisted with responses to call center questions and escalations. The call center was originally intended to be open only during the first enrollment period in November 2013. With the effective date change for retiree benefits, the call center continues to remain open and requires our ongoing support.</b></li> <li>• <b>Developed weekly MAPD file reconciliation process</b></li> <li>• <b>BCBSM MAPD file reconciliation for managing deceased retirees/surviving spouses requires additional programming of the Benefit Express system</b></li> <li>• <b>Planning for special enrollment period for retiree settlement changes begins for benefits effective 8/1/2014.</b></li> <li>• <b>Work Order #29 – 3/4/2014: System set-up for special enrollment period for retiree settlement changes.</b></li> <li>• <b>Work Order #32 – 3/18/2014: Add system option for benefits effective date of hire and/or file processing</b></li> </ul>

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Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
			<ul style="list-style-type: none"> <li>• <b>option for ad-hoc benefit effective dates.</b></li> <li>• Develop monthly invoice and assist with work order processing</li> </ul>
April 2014	\$15,000	263	<ul style="list-style-type: none"> <li>• Twice weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• <b>Planning for special enrollment period for retiree settlement changes continues</b></li> <li>• <b>Retiree settlement agreement requires document verification for implementation of stipend changes. Hodges Mace selected as the vendor for this process.</b></li> <li>• <b>Implementation activity with verification vendor begins</b></li> <li>• <b>Assisted with responses to call center questions and escalations. The call center was originally intended to be open only during the first enrollment period in November 2013. With the effective date change for retiree benefits, the call center continues to remain open and requires our ongoing support.</b></li> <li>• <b>Prepare data updates for Benefit Express system for special enrollment period.</b></li> <li>• <b>Data clean up from retiree open enrollment continues. Some of these issues are more complex than originally anticipated which requires us track them on an ongoing basis</b></li> <li>• <b>Work Order #34 – BCBSM MAPD File Reconciliation/Retiree Death Processing – 04/15/2014</b></li> <li>• Develop monthly invoice and assist with work order processing</li> </ul>
May 2014	\$15,000	260.25	<ul style="list-style-type: none"> <li>• Weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• <b>Draft and edit communication material for retirees regarding special enrollment period and verification process. Develop mailing lists for enrollment communication and verification process.</b></li> <li>• <b>Prepare data updates for Benefit Express system for special enrollment period.</b></li> <li>• <b>Assist with responses to call center questions and escalations. The call center was originally intended to be open only during the first enrollment period in November 2013. With the effective date change for retiree benefits, the call center continues to remain open and requires our ongoing support.</b></li> <li>• <b>Data clean up from original retiree open enrollment continues. Some of these issues are more complex</b></li> </ul>

## City of Detroit Major Activities by Month Segal Consulting

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
			<p>than originally anticipated which requires us track them on an ongoing basis</p> <ul style="list-style-type: none"> <li>• <b>Work Order #37 – Amendment to Work Order #29 – Fees due to late rates received, additional field required on stipend export file, payroll data updates for active employees – 05/16/14</b></li> <li>• <b>Work Order #38 - Transfer EMS to General City Benefits – 05/16/14</b></li> <li>• Develop monthly invoice and assist with work order processing</li> </ul>
June 2014	\$15,000	191.25	<ul style="list-style-type: none"> <li>• Weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• <b>Finalize and test enrollment site for special enrollment period</b></li> <li>• <b>Special enrollment period held from 06/09/14 – 06/20/14.</b></li> <li>• <b>Retiree stipend verification process held from 05/23/14 (date of notification) – 06/23/14.</b></li> <li>• <b>Data clean-up from special enrollment period and stipend verification project begins</b></li> <li>• <b>Data clean-up from active and retiree enrollment continues. Some of these issues are more complex than originally anticipated which requires us track them on an ongoing basis</b></li> <li>• <b>Assist with responses to call center questions and escalations. The call center was originally intended to be open only during the first enrollment period in November 2013. With the addition of this second retiree open enrollment, the call center continues to remain open and requires our ongoing support.</b></li> <li>• Develop monthly invoice and assist with work order processing</li> </ul>
July 2014	\$15,000	152	<ul style="list-style-type: none"> <li>• Weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• <b>Data clean-up from special enrollment period and stipend verification project continues</b></li> <li>• <b>Data clean up from retiree enrollment continues. Some of these issues are more complex than originally anticipated which requires us track them on an ongoing basis</b></li> <li>• <b>Assist with responses to call center questions and escalations. The call center was originally intended to be open only during the first enrollment period in November 2013. With the addition of this second retiree open enrollment, the call center continues to remain open and requires our ongoing support.</b></li> </ul>

## City of Detroit Major Activities by Month Segal Consulting

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
			<ul style="list-style-type: none"> <li>• <b>Create stipend file to load to Benefit Express</b></li> <li>• <b>Create stipend file to load to pension and Flex-Plan that includes retroactive stipends</b></li> <li>• Assist with finalizing contract between MMSA and the City of Detroit</li> <li>• Develop monthly invoice and assist with work order processing</li> </ul>
August 2014	\$15,000	168.75	<ul style="list-style-type: none"> <li>• Weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Benefits from special enrollment period effective 8/1/2014.</li> <li>• Begin planning for active and retiree open enrollment, tentatively scheduled for 11/10/2014 – 11/21/2014 (e.g. finalize rates, plans, other changes)</li> <li>• <b>Negotiate new pricing terms with Benefit Express for the transition of the retirees to standalone VEBA administrators.</b></li> <li>• <b>Data clean up from special enrollment period continues</b></li> <li>• Assist with responses to call center questions and escalations.</li> <li>• Develop monthly invoice and assist with work order processing</li> </ul>
September 2014	\$15,000	172.50	<ul style="list-style-type: none"> <li>• Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Continue planning for active and retiree open enrollment, tentatively scheduled for 11/10/2014 – 11/21/2014</li> <li>• Training for COD Benefits Administration staff on ongoing processing in the Benefit Express system</li> <li>• Assist with documenting work order necessary for active and retiree open enrollment site changes</li> <li>• Draft and edit communication material and mailing lists for active and retiree open enrollment</li> <li>• Assist with responses to call center questions and escalations.</li> <li>• Coordinate with carriers on open enrollment material needed – SBCs, EOCs, benefit summaries, rates, etc.</li> <li>• Data updates for Benefit Express site for active and retiree open enrollment.</li> <li>• Develop monthly invoice and assist with work order processing</li> <li>• <b>Finalize pricing terms with Benefit Express for the transition of the retirees to standalone VEBA administrators</b></li> </ul>

## City of Detroit Major Activities by Month Segal Consulting

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
			<ul style="list-style-type: none"> <li>• <b>Develop MMSA project budget estimates for 2014, 2015 and 2016 plan years</b></li> <li>• <b>Work Order #40 – BCN MAPD File Reconciliation/Retiree Death Processing</b></li> <li>• <b>Work Order #41 – Manual Employee Data Update Hourly Charges (Ongoing)</b></li> </ul>
October 2014	\$35,000	232.50	<ul style="list-style-type: none"> <li>• Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Review and finalize work order for active and retiree open enrollment changes – Work Order #42 – 2015 Annual Enrollment Changes</li> <li>• Coordinate with carriers on open enrollment material needed – SBCs, EOCs, benefit summaries, rates, etc.</li> <li>• Set schedule for in-person open enrollment meetings for actives and retirees, coordinate with carriers on additional support needed, and conduct enrollment training with carriers, if needed</li> <li>• Finalize and test enrollment site</li> <li>• Assist with responses to call center questions and escalations.</li> <li>• Develop monthly invoice and assist with work order processing</li> <li>• Finalize contract between MMSA and COD and MMSA and Benefit Express</li> <li>• <b>Begin planning for retiree transition to two separate VEBA administrators tentatively set for 04/01/15</b></li> </ul>
November 2014	\$35,000	150.50	<ul style="list-style-type: none"> <li>• Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Active and retiree open enrollment begins – 11/10/2014 – 11/21/2014</li> <li>• <b>Work Order #43 - Extend open enrollment by nine days to 11/30/14</b></li> <li>• Assist with responses to call center questions and escalations.</li> <li>• Develop monthly invoice and assist with work order processing</li> <li>• Finalize contract between MMSA and Benefit Express</li> <li>• <b>Continue planning for retiree transition to two separate VEBA administrators effective 04/01/15</b></li> </ul>
December 2014	\$35,000	151.75	<ul style="list-style-type: none"> <li>• Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Run audit reports for active and retiree open enrollment data clean –up.</li> </ul>

## City of Detroit Major Activities by Month Segal Consulting

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
			<ul style="list-style-type: none"> <li>• Assist with responses to call center questions and escalations</li> <li>• Develop monthly invoice and assist with work order processing</li> <li>• <b>Work Order #44 - Update active Heritage Vision rates and contributions</b></li> <li>• <b>Add new “active” plan for non-Medicare police and fire surviving spouses and children and conduct another open enrollment</b></li> <li>• <b>Continue planning for retiree transition to two separate VEBA administrators effective 04/01/15</b></li> </ul>
January 2015	\$15,000	153.25	<ul style="list-style-type: none"> <li>• Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Run audit reports for active and retiree open enrollment data clean –up.</li> <li>• Assist with responses to call center questions and escalations</li> <li>• Develop monthly invoice and assist with work order processing</li> <li>• <b>Work Order #45 – Update to allow Medicare-eligible, duty disabled retirees to add dependents to dental and vision coverage</b></li> <li>• <b>Work Order #46 - Update to add Medicare information to retiree dental segments on BCBSM eligibility file</b></li> <li>• <b>Work Order #47 – Update BPIDs/group structure for BCBSM active eligibility file</b></li> <li>• <b>Add new “active” plan for non-Medicare police and fire surviving spouses and children and conduct another open enrollment. (Note – an additional open enrollment period was not necessary. This was a closed group of employees. Benefit changes were implemented for this group only).</b></li> <li>• <b>Continue planning for retiree transition to two separate VEBA administrators effective 04/01/15</b></li> </ul>
February 2015	\$9,275	92.75	<ul style="list-style-type: none"> <li>• Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Run audit reports for active and retiree open enrollment data clean –up.</li> <li>• Assist with responses to call center questions and escalations</li> <li>• Develop monthly invoice, run corresponding census report and assist with work order processing</li> <li>• <b>Work Order #48 – Update to implement tracking for special classes of employees and implement a “waive” option for retiree medical coverage. Also to</b></li> </ul>

## City of Detroit Major Activities by Month Segal Consulting

Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
			<p>include an import file to fill in the new fields for the special classes as well as updating other data fields (married to another employee (duplicate SSN issue resolution), union local no, second address, etc.).</p> <ul style="list-style-type: none"> <li>• Continue planning for retiree transition to two separate VEBA administrators effective 04/01/15</li> <li>• Create eligibility and other data files for new VEBA administrators. The VEBAs began requesting data from Benefit Express in February 2015. This process is currently being reviewed and refined.</li> </ul>
March 2015	\$15,000	184.50	<ul style="list-style-type: none"> <li>• Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Run audit reports for active and retiree open enrollment data clean –up.</li> <li>• Assist with responses to call center questions and escalations</li> <li>• Develop monthly invoice, run corresponding census report and assist with work order processing</li> <li>• <b>Continue planning for retiree transition to two separate VEBA administrators effective 04/01/15</b></li> <li>• <b>Create eligibility and other data files for new VEBA administrators. The VEBAs began requesting data from Benefit Express in February 2015. The City was provided with data and will coordinate all future data requests</b></li> <li>• <b>Work Order #49 – VEBA Transition Updates: Create new HRA plan to replace current stipend plan, update group structures for carriers where needed, and update 834 files where needed. Develop communication outlining the change for affected retirees</b></li> <li>• <b>Create production file for FlexPlan for new HRA plan</b></li> <li>• <b>Review duplicate SSN report, document necessary changes and provide data to clean up some of the duplicates (Work Order #48 import file)</b></li> </ul>
April 2015	\$12,225	122.25	<ul style="list-style-type: none"> <li>• Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Run audit reports for active and retiree open enrollment data clean –up.</li> <li>• Assist with responses to call center questions and escalations</li> <li>• Develop monthly invoice, run corresponding census report and assist with work order processing</li> <li>• <b>Coordinate with carriers (BCBSM, BCN, HAP, BCBSM dental, Golden Dental and Heritage Vision) to provide split billing to accommodate both VEBAs</b></li> </ul>

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Month	Segal Fees Invoiced to the MMSA	Total Hours	Major Activities
			<ul style="list-style-type: none"> <li>• Review and document Audit #25 report to clean –up benefit class effective date issues</li> <li>• Review and document discrepancies between April and May FlexPlan production files</li> <li>• Work Order #50 – Update BCN MAPD eligibility file to add retiree’s phone number</li> <li>• Continue planning for retiree transition to two separate VEBA administrators effective 04/01/15</li> </ul>
May 2015	TBD	TBD	<ul style="list-style-type: none"> <li>• Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal</li> <li>• Maintain open and closed items logs</li> <li>• Weekly status calls with the City of Detroit and Segal</li> <li>• Run audit reports for active and retiree open enrollment data clean –up.</li> <li>• Assist with responses to call center questions and escalations</li> <li>• Develop monthly invoice, run corresponding census report and assist with work order processing</li> <li>• Review and document discrepancies between May and June FlexPlan production files</li> <li>• Provide information to City of Detroit benefits manager on ACA hours tracking and reporting vendors; assist with scheduling demos of various systems</li> <li>• Provide coordination assistance between Benefit Express and the City for the implementation of the new Ultipro payroll/HRIS system.</li> <li>• Work Order #51 – Provide Medicare Advantage enrollment calls for BCBSM/BCN on a quarterly basis for auditing purposes</li> <li>• Coordinate with BCBSM dental to provide split billing to accommodate both VEBAs</li> <li>• Provide training to staff to clean–up benefit class effective date issues (Audit #25 report)</li> <li>• Develop import file (Work Order #48) to include married/dependent of another employee indicator with corresponding SSN, retiree special tracking classes indicator, pre-2015 retiree indicator, address corrections, union local number corrections</li> <li>• Document processes and procedures for transitioning retirees to new VEBA administrators</li> </ul>