



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, September 24, 2015	1:30 PM	Grid 70 70 Ionia Ave SW Suite 400 Grand Rapids, MI 49503

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, September 24, 2015 at 1:30 p.m.

Grid 70  
70 Ionia Ave SW Suite 400  
Grand Rapids, MI 49503

**AGENDA**

- I. Call to Order**
- II. Roll Call**
- III. Approval of Agenda**
- IV. Approval of Minutes**
  - a. Minutes of June 11, 2015 Authority Board meeting
- V. Administrative Report**
  - a. Financial Report
  - b. FMS Project Update
  - c. VHWM Project Update
  - d. Program Development Plan
- 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

**AUTHORITY BOARD**

Thursday, June 11, 2014 at 1:30 p.m.

**MINUTES**

Proposed Minutes     Approved Minutes

MEETING TYPE:     Regular     Special

**I. Call to Order**

The meeting was called to order at 1:32 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 of Authority Board	<input type="checkbox"/> Present	<input checked="" type="checkbox"/> Absent
James Cambridge, Secretary	<input checked="" type="checkbox"/> Present	<input type="checkbox"/> Absent
Eric DeLong, Treasurer	<input checked="" type="checkbox"/> Present	<input type="checkbox"/> Absent
Scott Buhner	<input checked="" type="checkbox"/> Present	<input type="checkbox"/> Absent
Doug Smith	<input checked="" type="checkbox"/> Present	<input 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 checked="" type="checkbox"/> Present	<input type="checkbox"/> Absent
Al Vanderburg*	<input checked="" type="checkbox"/> Present	<input type="checkbox"/> Absent
Vacant		
Vacant		

\*Participated by teleconference

Other attendees: Bob Bruner

**III. Approval of Agenda**

Moved by: Meakin

Supported by: Cambridge

Yes: X No: \_\_\_

**IV. Approval of Minutes** from March 12, 2015 Regular Meeting of the Authority Board.

Moved by: Jury

Supported by: Buhrer

Yes: X No: \_\_\_

**V. Administrative Report**

**VI. Audit Reports**

None.

**VII. Committee Reports**

None.

**VIII. Old Business**

None.

**IX. New Business**

**X. Public Comment**

None.

**XI. Other Business**

None.

**XII. Adjournment**

Moved by: Cambridge

Supported by: Buhrer

Yes: X No: \_\_\_

Meeting adjourned at 2:03 PM

**Certification of Minutes**

Proposed minutes respectfully submitted,

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Authority Secretary

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Date

Approved by the Authority Board on March 12, 2015,

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Authority Secretary

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Date

PROPOSED



Michigan Municipal Services Authority

Administrative Report

Prepared September 19, 2015

# Financial Report

MMSA Administrative Report

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

**ASSETS**

**CURRENT ASSETS**

Cash in Bank \$ 503,981.26

**Total Current Assets** 503,981.26

**PROPERTY AND EQUIPMENT**

**TOTAL ASSETS** \$ 503,981.26

**CURRENT LIABILITIES**

Accrued State W/H \$ 536.04

Accrued Federal W/H 1,680.00

Accrued FICA 2,118.06

Accrued MESC 230.85

Accrued FUTA 33.88

**Total Current Liabilities** 4,598.83

**LONG-TERM LIABILITIES**

**Total Liabilities** 4,598.83

**FUND BALANCE**

Fund Balance Retained 163,692.89

Current Revenue over Expenses 335,689.54

**Total Fund Balance** 499,382.43

**TOTAL LIABILITIES AND FUND BALANCE** \$ 503,981.26

**Michigan Municipal Services Authority**  
**Statement of Income**  
**For the 1 Month and 11 Months Ended August 31, 2015**

	<u>1 Month Ended</u> <u>August 31, 2015</u>	<u>11 Months Ended</u> <u>August 31, 2015</u>
<b>Revenues</b>		
Contract Revenue	\$ 186,488.04	\$ 3,513,078.29
<b>Operating Expenses</b>		
Salary Director	\$ 9,076.92	\$ 108,923.04
Wages - Administrative Staff	4,766.66	5,646.66
Outside Service Contractors	76,819.28	2,774,352.82
Payroll Taxes	1,059.02	8,764.52
MESC Taxes	171.12	882.98
FUTA Taxes	28.60	75.88
Advertising	0.00	286.60
Website Costs	0.00	1,550.00
Office Expense	2,610.31	6,321.95
Legal & Accounting	7,686.75	257,086.14
Insurance - General	648.00	2,364.00
Insurance - Worker's Comp	0.00	648.00
Mileage Reimbursement	639.25	3,334.12
Travel Expenses	0.00	4,564.20
Dues	0.00	1,047.00
Bank Service Charges	109.48	1,540.84
	<hr/>	<hr/>
<b>Total Operating Expenses</b>	103,615.39	3,177,388.75
<b>Revenues over Expenses</b>	<u>\$ 82,872.65</u>	<u>\$ 335,689.54</u>

# MICHIGAN MUNICIPAL SERVICES AUTHORITY

## Summary of Revenues and Expenditures

Date	Check Number	Invoice Number	Description	Check Amount	Deposits/ Other Credits	Account Balance
7/31/15			Beginning Balance			\$ 421,107.16
8/7/15	20150801-ach		Dykema Gossett	\$ 4,890.30		\$ 416,216.86
	20150802-ach	Reim Expenses	Kristen Delaney	\$ 1,500.00		\$ 414,716.86
	20150803-ach	Reim Expenses	Robert Bruner	\$ 1,110.31		\$ 413,606.55
	20150804-ach	Reim Expenses	Robert Bruner	\$ 639.25		\$ 412,967.30
	20150805-ach		Segal Consulting	\$ 11,025.00		\$ 401,942.30
8/10/15		Deposit	Income Wire Trans		\$ 77,720.63	\$ 479,662.93
8/12/15	bank s/c		Bank S/C	\$ 109.48		\$ 479,553.45
8/14/15	payroll		Direct Deposits	\$ 5,284.25		\$ 474,269.20
	eft		Federal Payroll Tax	\$ 3,994.78		\$ 470,274.42
	eft		State Withholding	\$ 537.59		\$ 469,736.83
	20150806-ach		Michael A Tawney	\$ 375.00		\$ 469,361.83
	20150807-ach		Benefits Express	\$ 65,794.28		\$ 403,567.55
8/17/15		Deposit	Income Wire Trans		\$ 75,950.97	\$ 479,518.52
8/18/15	5206	Outsource Work	State of Michigan	\$ 1,260.00		\$ 478,258.52
8/27/15		Deposit	SOM MAIN FACS		\$ 11,025.00	\$ 489,283.52
	payroll		Direct Deposits	\$ 5,284.25		\$ 483,999.27
8/28/15	20150808-ach		Dykema Gossett	\$ 1,161.45		\$ 482,837.82
	20150809-ach		Grand River Ins Agency	\$ 648.00		\$ 482,189.82
8/31/15		Deposit	SOM MAIN FACS		\$ 21,791.44	\$ 503,981.26
<b>TOTAL MI MUN SERV AUTH CASH BALANCE</b>						<b>\$ 503,981.26</b>





Statement Period Date: 8/1/2015 - 8/31/2015  
Account Type: Comm'l 53 Analyzed  
Account Number: 7166385711

MICHIGAN MUNICIPAL SERVICES  
AUTHORITY  
PO BOX 12012  
LANSING MI 48901-2012

0  
4626

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

**Account Summary - 7166385711**

<b>08/01</b>	<b>Beginning Balance</b>	<b>\$436,614.16</b>	Number of Days in Period	31
1	Checks	\$(537.59)		
13	Withdrawals / Debits	\$(101,816.35)		
4	Deposits / Credits	\$186,488.04		
<b>08/31</b>	<b>Ending Balance</b>	<b>\$520,748.26</b>		

**Check**

**1 check totaling \$537.59**

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

Number	Date Paid	Amount
5202 i	08/21	537.59

**Withdrawals / Debits**

**13 items totaling \$101,816.35**

Date	Amount	Description
08/04	4,890.30 ✓	Michigan Municip PAYMENTS 4616288140 080415 OFFSET TRANSACTION
08/05	639.25 ✓	Michigan Municip CREDITS 4616288140 080515 OFFSET TRANSACTION
08/05	1,110.31 ✓	Michigan Municip CREDITS 4616288140 080515 OFFSET TRANSACTION
08/05	1,500.00 ✓	Michigan Municip CREDITS 4616288140 080515 OFFSET TRANSACTION
08/05	11,025.00 ✓	Michigan Municip PAYMENTS 4616288140 080515 OFFSET TRANSACTION
08/12	375.00 ✓	Michigan Municip PAYMENTS 4616288140 081215 OFFSET TRANSACTION
08/12	5,284.25 ✓	MICHIGAN MUNICIP CSI PAYROLL PAYROLL MICHIGAN MUNICIPAL SER 081215
08/12	65,794.28 ✓	Michigan Municip PAYMENTS 4616288140 081215 OFFSET TRANSACTION
08/12	109.48 ✓	SERVICE CHARGE
08/17	3,994.78 ✓	IRS USATAXPYMT 270562934745481 MICHIGAN MUNICIPAL SER 081715
08/25	1,161.45 ✓	Michigan Municip PAYMENTS 4616288140 082515 OFFSET TRANSACTION
08/26	5,284.25 ✓	MICHIGAN MUNICIP CSI PAYROLL PAYROLL MICHIGAN MUNICIPAL SER 082615
08/31	648.00 ✓	Grand River Insu Payments WC5000575 22441 Michigan Municipal Ser 083115

**Deposits / Credits**

**4 items totaling \$186,488.04**

Date	Amount	Description
08/10	77,720.63	INCOMING WIRE TRANS 081015
08/17	75,950.97	INCOMING WIRE TRANS 081715
08/27	11,025.00	SOM MAIN FACS PAYMENTS V03000585750001 MICHIGAN MUNICIPAL SER 082715
08/31	21,791.44	SOM MAIN FACS PAYMENTS V03000586238801 MICHIGAN MUNICIPAL SER 083115

**Daily Balance Summary**

Date	Amount	Date	Amount	Amount
08/04	431,723.86	08/17	495,563.11	488,579.82
08/05	417,449.30	08/21	495,025.52	499,604.82
08/10	495,169.93	08/25	493,864.07	520,748.26
08/12	423,606.92			

Michigan Municipal Services Authority  
Check Register

Check Number	Check Date	Payee	Amount
Payroll Checks			
5204	08/13/15	Robert J. Bruner Jr.	0.00
5205	08/13/15	Kristen A. Delaney	0.00
5207	08/27/15	Robert J. Bruner Jr.	0.00
5208	08/27/15	Kristen A. Delaney	0.00
			<u>0.00</u>
			0.00
Vendor Checks			
5202	08/13/15	State of Michigan - WH	537.59
5203	08/13/15	EFTPS - FICA	3,994.78
5206	08/18/15	State of Michigan	1,260.00
20150801	08/07/15	Dykema Gossett PLLC	4,890.30
20150802	08/07/15	Kristen Delaney	1,500.00
20150803	08/07/15	Robert J. Bruner Jr.	1,110.31
20150804	08/07/15	Robert J. Bruner Jr.	639.25
20150805	08/07/15	Segal Consulting	11,025.00
20150806	08/14/15	Michael A. Tawney & Co PC	375.00
20150807	08/14/15	Benefit Express Services LLC	65,794.28
20150808	08/28/15	Dykema Gossett PLLC	1,161.45
20150809	08/28/15	Grand River Insurance Agency	648.00
			<u>92,935.96</u>
Total checks	16	Total	<u>92,935.96</u>

# FMS Program Update

MMSA Administrative Report

# FMS Program Update



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

- First quarterly report covering the period of October 1, 2013 to June 30, 2015 was submitted to Treasury on July 14 , 2015
- The Q3 2015 report is due on October 30, 2015

# FMS Program Update



## **Program Development**

- CGI is conducting follow-up activities with Wayne County
- Still waiting for a response from Lansing
- Preliminary school district market research is complete
- Additional research about the status of current school district systems is in progress

# FMS Program Contracts



## Receivables

Genesee County: \$973,810  
Grand Rapids: \$570,310 (paid)  
Kent County: \$944,810 (paid)

## Treasury

- Beginning: \$401,000
- Used: \$182,131
- Remaining: \$218,869

## Payables

CGI: \$912,000  
CGI: \$533,000 (paid)  
CGI: \$883,000 (paid)  
Munetrix: \$1,047 (paid)  
Plante Moran: TBD

# VHWM Program Update

MMSA Administrative Report

# VHWM Project Update



## **Invoices**

- June 2015: Invoice sent to the City of Detroit for payment on June 30, 2015. Payment was received on 08/11/15.
- July 2015: Invoice sent to the City of Detroit for payment on July 31, 2015. Payment was received on 08/17/15.
- August 2015: Invoice sent to the City of Detroit for payment on September 1, 2015.

## **Call Center Update**

- Call center staffing continues at two CSRs since February 1, 2015.
- Average wait times are between 2 to 5 minutes for live calls. Call volumes continue in the typical range.
- The City has been working through a backlog of open user contacts and has reduced the number of open inquiries from 284 during the week of June 20<sup>th</sup> to 37 on July 31<sup>st</sup>. User contacts are follow-up items opened by the customer service representatives that require more research by the benefits office staff. Once the inquiry is resolved, the customer service representative will call the member back with the response. Increases in call center wait times are typically due to increases in returned calls. The City now has an efficient process in place for managing user contacts. The backlog has been eliminated and open inquiries remain at manageable levels.

# VHWM Project Update



## Scope Changes

**Work Order #52** for ACA eligibility tracking and reporting services was provided on August 21, 2015. Currently, the City is not ready to meet the ACA tracking and reporting requirements and will need to either select a vendor to support that activity (i.e., Benefit Express) or pull internal resources to attempt to do this internally. The City has decided that it would like to move forward with Benefit Express handling this activity, but capped at \$50,000 per year. Segal and BE are reviewing the pricing terms to meet the City's expectation.

The City signed **Work Order #54** to add same sex spouses to coverage in accordance with the recent Supreme Court ruling. This system update will allow spouses, regardless of gender, to be added to coverage in accordance with the City's current eligibility guidelines. This update has been put into production.

# VHWM Project Update

## Other Potential Changes/Issues

- Approximately 1,000 Water and Sewer employees will be transitioning from City of Detroit to the Great Lakes Water Authority (GLWA) effective January 1, 2016. The exact employee listing of those transitioning will be available in mid-October. It appears that the GLWA will continue to utilize the Benefit Express platform for benefits administration during the transition period, though this has not been formally communicated to the City.
- On September 1, 2015, the attorney for both retiree VEBA's confirmed to the City that they will be handling the open enrollment activities for the 2016 plan year. Based on this information, the City will move forward on its open enrollment plans for active employees only.
- The actuary for the Police and Fire VEBA who received medical enrollment data from Benefit Express also received data directly from each of the carriers (BCBSM, BCN and HAP). The actuary cited some discrepancies between the reports (i.e., BCN reported no enrollment). Benefit Express confirmed that its enrollment counts are accurate. No additional issues or discrepancies have been reported to date.

# VHWM Project Update



## **Retiree Transition Changes**

- Segal continues to provide 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. This has continued through the September, 2015 files and will probably continue through the end of the year when this function is expected to fully transition to the new VEBA administrator.

# VHWM Project Update



## Next Steps - City of Detroit

- Prepare for open enrollment for the 2016 plan year for active employees. Open enrollment is tentatively scheduled for November 2 – 20, 2015.
- Continue the 2015 transition of retirees to the two VEBA's which will include additional data requests as both VEBA's begin benefit and cost planning for 2016 and beyond.
- Reimburse retirees who hit the catastrophic cap for prescription drugs as indicated by the retiree settlement agreement. Initial data from HAP, BCN and BCBSM was received as of May 30, 2015. The initial data received from BCBSM and BCN was incorrect and corrections were requested. A corrected report from BCN was received on June 19, 2015. It was reviewed by Segal and provided to the City on June 24, 2015. An updated report from BCBSM was received on July 28, 2015. Segal reviewed the report and sent feedback to the City on July 31, 2015. The process for reimbursing the affected retirees can now begin. The City has confirmed that impacted retirees will receive payment in their pension check. A file with payment information will be sent to pension for processing in September.
- Request SSNs for dependents with invalid or duplicate SSNs as preparation for the 2015 reporting to employees and the IRS. The City sent letters to impacted employees in August and is currently working through this clean-up.

# VHWM Project Update



## Next Steps - City of Detroit

- Fully implement Ultipro payroll system file interfaces – Effective January 1, 2016, census (new hires, terminations, status changes) and payroll deductions will be automated. Benefit Express will receive census files from Ultipro and provide deduction files to Ultipro. File layouts have been finalized for both files. A sample payroll file was provided to UltiPro by Benefit Express. A call is being scheduled to finalize remaining open items regarding the interface.
- Bob Bruner is currently attempting to schedule a meeting with Mike Hall, Director of Labor Relations, and Jeremiah Gross, Benefits Supervisor, to discuss the project to date and to see if there is a need for other services from the MMSA.

# VHWM Project Update



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

- The MMSA met with Segal on May 6, 2015 to discuss the feasibility of a pooled health and welfare insurance arrangement for smaller public employers. Segal completed their initial analysis of the applicable Michigan legislation on pooling arrangements along with our recommendations on how to proceed. The analysis was provided to Bob Bruner on June 3, 2015.
- Bob Bruner and Steve Liedel met with Segal on July 30, 2015 to review and discuss Segal’s analysis. Steve agreed that the MMSA has statutory authority to establish such a pool. Segal has drafted a presentation with recommendations to provide to the Board for approval.

# Program Development Plan

MMSA Administrative Report

# Introduction



- The Authority will collect all Treasury contract revenue during fiscal year ending September 30, 2016
- The Authority will then become financially dependent upon operating income for financial sustainability
- Developing new and expanding existing programs will be of utmost importance during the coming fiscal year
- We will discuss program development plans at the September 24 Authority Board meeting and I will report on progress here

# Potential Programs & Services



- In addition to the VHWM and FMS, the Authority's contract with Treasury includes other shared services.
- The Authority may use contract funding to provide and implement these services with Treasury's approval.
- The CEO has discussed other services with the Contract Compliance Inspector and prioritize them for feasibility study.

# Potential Programs & Services



- Equipment and Service Sharing
- Fleet Management
- Information Technology Consulting
- Managed Information Technology Services
- Health & Wellness Centers

# Networking



- The goal of networking is to develop a network of potential program participants and service providers to provide and help evaluate new ideas
- Authority staff will do so by maintaining existing relationships and developing new relationships by participating in professional associations

# Agency Associations

- Michigan Association of Counties (MAC)
- Michigan Association of County Drain Commissioners (MACDC)
- Michigan Municipal League (MML)
- Michigan Townships Association (MTA)

# Professional Associations



- American Society for Public Administration (ASPA)
- Emerging Local Government Leaders (ELGL)
- International City/County Management Association (ICMA)
- Michigan Association of Planning (MAP)
- Michigan Downtown Association (MDA)
- Michigan Economic Developers Association (MEDA)

# Professional Associations



- Michigan Government Finance Officers Association (MGFOA)
- Michigan Government Management Information Sciences (Mi-GMIS)
- Michigan Local Government Management Association (MLGMA)
- Michigan Public Employer Labor Relations Association (MPELRA)
- Michigan Association of County Administrative Officers (MACAO)

# Annual Events



## **FY First Quarter**

- International City/County Management Association (ICMA) Annual Conference
- Michigan Association of Planning (MAP) Annual Conference
- Michigan Downtown Association (MDA) Annual Conference
- Michigan Government Finance Officers Association (MGFOA) Fall Training Institute

# Annual Events



## **FY Second Quarter**

- Michigan Association of Counties (MAC) Legislative Conference
- Michigan Government Finance Officers Association (MGFOA) Spring Seminar
- Michigan Local Government Management Association (MLGMA) Winter Institute
- Michigan Municipal League (MML) Capital Conference
- Michigan Townships Association (MTA) Annual Conference

# Annual Events



## **FY Fourth Quarter**

- Michigan Association of Counties (MAC) Annual Conference
- Michigan Economic Developers Association (MEDA) Annual Meeting
- Michigan Government Finance Officers Association (MGFOA) Fall Training Institute
- Michigan Government Management Information Sciences (Mi-GMIS) Fall Conference
- Michigan Local Government Management Association (MLGMA) Summer Workshop
- Michigan Municipal League (MML) Annual Convention
- Michigan Public Employer Labor Relations Association (MPELRA) Annual Conference

# Development Meetings



- Authority staff will meet with the leaders of associations and their sponsors to talk about services members and clients are asking for that are not currently provided
- The Authority may be able to help create a market through a program and/or provide the service directly
- Authority staff will also meet with potential program participants in order vet ideas and generate new ones

# Feasibility Study



- Once an idea has been vetted with potential program participants and service providers, the Authority will conduct a feasibility study to research the practicality of implementing the idea
- A feasibility study will enable the Executive Committee to consider a new program in relationship to the Authority's capabilities and provide an assessment of risks and rewards

# Procurement



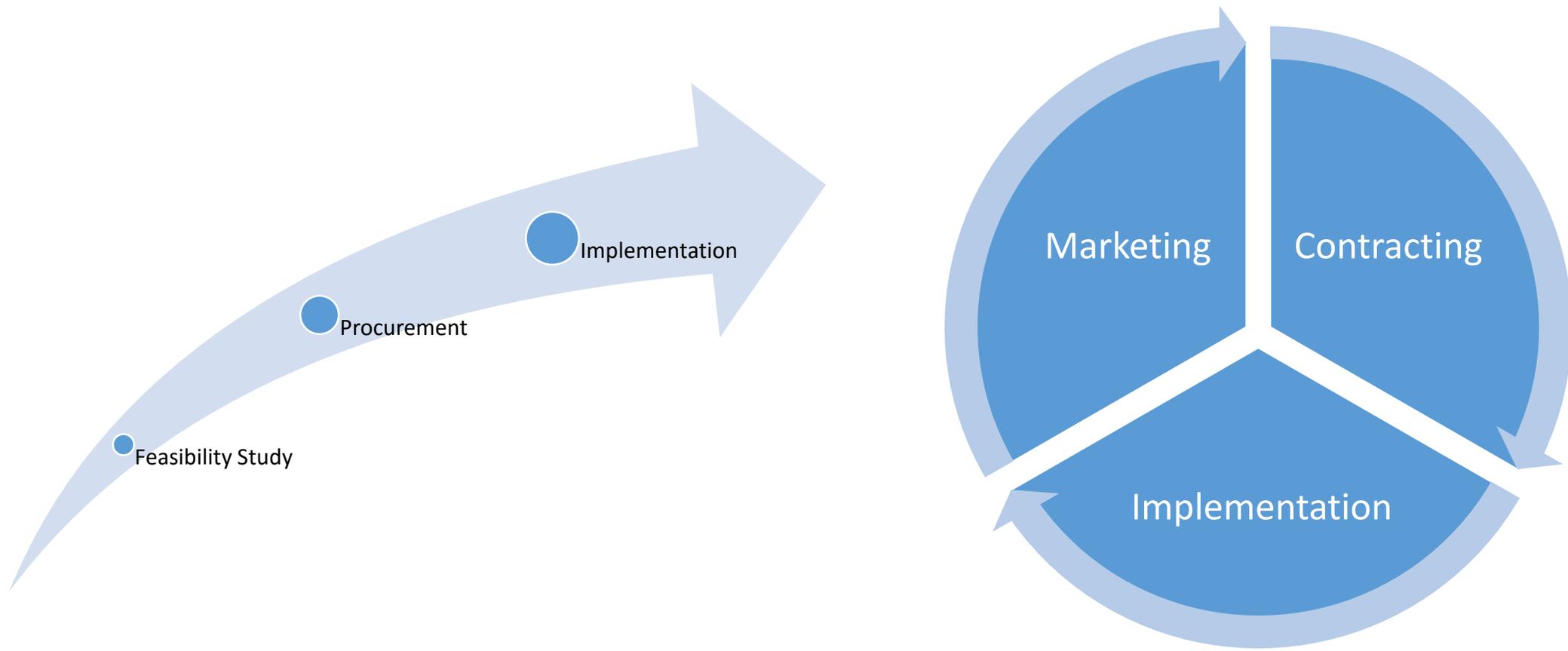
- The Authority works with one or more public agency (participants) to identify goods and/or services to be procured
- The Authority works with participants to develop specifications
- The Authority issues Request for Proposals (RFP) and manages procurement process on behalf of the participants
- Procurement process results in an extendable contract so future participants can join the program without repeating the process

# Marketing



- Authority, participants, and vendor work together
- Potential participants include Michigan's 2,875 local governments
  - 83 county governments
  - 276 city governments
  - 257 village governments
  - 1,240 township governments
  - 576 school district governments
  - 443 special districts and authorities

# Development Process



## 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>

## 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>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 and review 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 and review audit reports for active and retiree open enrollment and ongoing 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 and review audit reports for active and retiree open enrollment and ongoing 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 and review audit reports for active and retiree open enrollment and ongoing 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 and review audit reports for active and retiree continued 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>

## 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>• 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>• Assist with cleaning-up weekly audit reports from Benefit Express</li> <li>• Continue planning for retiree transition to two separate VEBA administrators effective 04/01/15</li> </ul>
May 2015	\$15,000	170.75	<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 and review audit reports for active and retiree continued 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>• Assist with cleaning-up weekly audit reports from Benefit Express</li> </ul> <p>(Note that additional hours in May were billed for other Segal staff members for the analysis and development for a proposed pooling arrangement for the VHWM, which does not apply to the City.)</p>
June 2015	\$11,025.00	110.25	<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> </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>• Weekly status calls with the City of Detroit and Segal</li> <li>• Run and review audit reports for active and retiree continued 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>Review and document discrepancies between June and July FlexPlan production files</b></li> <li>• <b>Provide information to City of Detroit benefits manager on ACA hours tracking and reporting vendors; assist with scheduling demos of various systems. BE has provided Work Order #52, if the City would like to use their ACA tracking and reporting capabilities.</b></li> <li>• <b>Work Order #53 - Provide coordination assistance between Benefit Express and the City for the implementation of the new Ultipro payroll/HRIS system</b></li> <li>• <b>Coordinate with BCBSM dental to provide split billing to accommodate both VEBAs</b></li> <li>• <b>Begin review and update of active enrollment guides for the next open enrollment period</b></li> <li>• <b>Assist with cleaning-up weekly audit reports from Benefit Express</b></li> <li>• <b>Analyze catastrophic drug claim reports for retirees to determine reimbursement amounts (part of the settlement agreement).</b></li> </ul>
July 2015	\$14,200	142	<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 and review audit reports for active and retiree continued 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>Review and document discrepancies between July and August FlexPlan production files</b></li> <li>• <b>Work Order #53 - Provide coordination assistance between Benefit Express and the City for the implementation of the new Ultipro payroll/HRIS system.</b></li> <li>• <b>Maintain separate meeting minutes for the UltiPro project</b></li> <li>• <b>Work Order #54 – System upgrade to add same-gender spouses to coverage</b></li> <li>• <b>Review data requests from police and fire retiree VEBA actuary</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>• Continue to review and update the active enrollment guides for the next open enrollment period</li> <li>• Assist with cleaning-up weekly audit reports from Benefit Express</li> <li>• Analyze catastrophic drug claim reports for retirees to determine reimbursement amounts (part of the settlement agreement).</li> </ul>
August 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 and review audit reports for active and retiree continued 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>Begin preparation for open enrollment. Review issues from last year to determine next steps.</b></li> <li>• <b>Review and document discrepancies between August and September FlexPlan production files.</b></li> <li>• <b>Maintain separate meeting minutes for the UltiPro project</b></li> <li>• Continue to review and update the active enrollment guides for the next open enrollment period</li> <li>• Continue to analyze catastrophic drug claim reports for retirees to determine reimbursement amounts (part of the settlement agreement).</li> </ul>