



JOE LOMBARDO
Governor



STATE OF NEVADA
PUBLIC EMPLOYEES' BENEFITS PROGRAM
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CELESTENA GLOVER
Interim Executive Officer

JACK ROBB
Board Chair

AGENDA ITEM

Action Item

Information Only

Date: September 28, 2023

Item Number: VIII

Title: Executive Officer Report

Summary

This report will provide the Board, participants, public, and other stakeholders information on PEBP activities and operations.

Report

Voluntary Benefits Update:

PEBP received word from Nevada Division of Insurance (DOI) that they will review the issue of the incorrectly calculated rates for those enrolled in Long Term Disability benefit. As a result, PEBP instructed Corestream through Tellus Health (formerly Lifeworks) that the plan to collect back premiums must be suspended pending the results of DOI's review. Corestream complied with that request and informed staff that no collection activity had occurred prior to this time. The relevant documentation was provided to DOI by the contractor as of August 17, 2023. Although the DOI has not provided a final opinion on this issue, on September 12, 2023, PEBP was notified by Corestream that The Standard agreed to waive the \$100k shortfall resulting from the incorrectly calculated rates and they would not be collecting back premium from the affected members.

Customer Service Tools

PEBP is happy to report that we have been able to coordinate with both UMR and VIA to have a representative available to provide in person assistance to our members starting September 2023.

UMR

If members have questions about claims, UMR's Field Account Manager for PEBP will be available to PEBP members in Northern and Southern Nevada on a rotating basis at either the PEBP office or the UMR

campus. Generally, the availability will be Wednesdays and Thursdays with one day for appointments and the other for walk-ins; however, this is subject to change based on utilization. Members should contact UMR to schedule a meeting with the UMR representative. Member should contact UMR at (888) 763-8232 or through the UMR chat function on the members individual UMR account:

PEBP office in Carson City:
3427 Goni Road, Suite 109
Carson City, NV 89706

UMR Campus in Las Vegas:
2716 N Tenaya Way,
Las Vegas, NV 89128

VIA Benefits

VIA benefits will have on-site assistance at the PEBP office in Carson City approximately every other month. Members can call for HRA Onsite Assistance Appointments at 1-844-266-1395. This number is also available on our website under [Plan Contacts](#). Additionally, members can schedule a call through their Via Benefit website at <https://my.viabenefits.com/pebp>. On-site in-person assistance will begin September 26 and 27, 2023 with the first day reserved for appointments and the second day for walk-ins.

Call Center - Phone Tree

The phone tree selection system is designed to direct calls to the appropriate receiving department or vendor. For example, if it is related to voluntary benefits the member is directed to select option 3.

There have been public comments and complaints about members trying to call PEBP during normal business hours and members would be told to call back during normal business hours with the call disconnecting. This prompted staff to conduct a thorough review of the phone tree system.

The phone tree system and options were reviewed with no issues noted. However, it was discovered that if members attempt to bypass the phone tree by pressing zero “0,” the caller will receive the request to call back and subsequent disconnection. PEBP recognizes the importance of the phone tree and is working to change option “0” to redirect members back to the phone tree to select an appropriate option.

Staffing

Staffing at PEBP, as with other state agencies, continues to be a challenge. Fortunately, PEBP has been able to fill several positions to include 2 positions in accounting, 3 internal promotions, and expect to fill 2 MSU positions once we have the final approvals from the Division of Human Resource Management.

Recruitments for other vacant positions is ongoing and PEBP will be reviewing applications as those recruitments close. PEBP’s vacancy rate will be around 21% which includes the pending approval for the 2 MSU positions.