



JOE LOMBARDO
Governor



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

JACK ROBB
Board Chair

AGENDA ITEM

Action Item

Information Only

Date: January 26, 2024

Item Number: 6

Title: Executive Officer Report

SUMMARY

This report provides the Board and members of the public with updates on agency operations.

REPORT

INTERIM RETIREMENT AND BENEFITS COMMITTEE

The IRBC met on January 16, 2024, in Las Vegas. Both Michelle Weyland, CFO and I attended in person to present the reports on the recently approved plan design changes and plan year 2023 utilization. Representatives from the Segal team were also present to respond to specific questions regarding the Mental Health Parity and Addiction Equity Act and the most recent Other Post Employment Benefits (OPEB) reports. The committee inquired about potential rate increases over the coming plan years and what if any discussions PEBP has had regarding plan design for Plan Years 2026 and 2027.

UMR/VIA BENEFITS CUSTOMER SERVICE UTILIZATION

At the September 28, 2023, meeting, PEBP staff reported that we had been able to coordinate with both UMR and Via Benefits to have a representative available to provide in person assistance for our members. Members can contact UMR and Via directly to schedule an appointment either in Carson City or in Las Vegas. As of this report it appears that PEBP members are not availing themselves of this opportunity. Below is a table depicting the results of those meetings.

Month	Number of Appointments UMR	Number of Appointments Via Benefits
September 2023	0	1 No Show
October 2023	0	N/A
November 2023	0	N/A
December 2023	0	2 scheduled, 1 No Show

Due to a lack of utilization, we may consider reducing the availability from monthly to either every other month or quarterly dependent upon interest and utilization.

Contact information is being provided again so that members may schedule an in-person meeting with a representative from either UMR and/or Via Benefits (see below).

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 directly to schedule a meeting with the UMR representative 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>.

STAFFING

There have been no changes to PEBP staffing levels in recent weeks – the vacancy rate remains at approximately 21%. PEBP continues to work with the Division of Human Resource Management to fill vacant positions.