



Michigan Municipal Services Authority

PO BOX 12012, LANSING MI 48901-2012

PUBLIC NOTICE OF A REGULAR MEETING

The **Executive Committee 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:

| <u>Date</u> | <u>Time</u> | <u>Location</u> |
|------------------------|--------------------|---|
| Thursday, July 9, 2015 | 1:30 PM | Capitol View Building 201 Townsend St Suite 900 Lansing, MI 48933 |

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

**EXECUTIVE COMMITTEE
REGULAR MEETING**

Thursday, July 9, 2015 at 1:30 PM

Capitol View Building
201 Townsend St Suite 900
Lansing, MI 48933

AGENDA

- I. Call to Order**
- II. Roll Call**
- III. Approval of Agenda**
- IV. Approval of Minutes**
 - a. Minutes of the June 11, 2015 regular Executive Committee meeting
- V. Administrative Report**
- VI. New Business**
 - a. Resolution 2015-12 Approval of FY 2014-2015 Budget Time Schedule
 - b. Resolution 2015-13 Authorize Assistant to CEO Employment Agreement
- VII. Public Comment**
- VIII. Other Business**
- IX. 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

**EXECUTIVE COMMITTEE
REGULAR MEETING**

Thursday, June 11, 2015 at 2:00 PM

Livonia City Hall
33000 Civic Center Drive
Livonia, MI 48154

MINUTES

Proposed Minutes Approved Minutes

MEETING TYPE: Regular Special

I. Call to Order

The meeting was called to order at 2:00 PM.

II. Roll Call

Executive Committee Member Attendance:

| | | |
|-----------------------------|---|---------------------------------|
| Stacie Behler, Chairperson | <input checked="" type="checkbox"/> Present | <input 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 |
| Doug Smith, Member | <input checked="" type="checkbox"/> Present | <input type="checkbox"/> Absent |
| Al Vanderberg, Member | <input checked="" type="checkbox"/> Present | <input type="checkbox"/> Absent |

Other attendees:

- Robert Bruner, Michigan Municipal Services Authority

III. Approval of Agenda

Moved by: Cambridge

Supported by: Vanderberg

Yes: X No:

IV. Approval of Minutes

- a. Minutes of the May 14, 2015 regular Executive Committee meeting

Moved by: Cambridge
Supported by: Smith

Yes: No:

V. New Business

- a. Resolution 2015-11 Procurement of FMS Program Management Services

Moved by: DeLong
Supported by: Smith

Yes: No:

II. Public Comment

None

III. Other Business

None

IV. Adjournment

Meeting adjourned at 2:09 PM.

Certification of Minutes

Approved by the Executive Committee on July 9, 2015.

Authority Secretary

Date



Michigan Municipal Services Authority

Administrative Report

Prepare July 6, 2015

Financial Report

MMSA Administrative Report

Michigan Municipal Services Authority
Balance Sheet
As of June 30, 2015

ASSETS

CURRENT ASSETS

Cash in Bank \$ 384,729.85

Total Current Assets 384,729.85

PROPERTY AND EQUIPMENT

TOTAL ASSETS \$ 384,729.85

CURRENT LIABILITIES

Accrued State W/H \$ 333.46
Accrued Federal W/H 1,150.00
Accrued FICA 1,388.77
Accrued MESC 28.14

Total Current Liabilities 2,900.37

LONG-TERM LIABILITIES

Total Liabilities 2,900.37

FUND BALANCE

Fund Balance Retained 163,692.89
Current Revenue over Expenses 218,136.59

Total Fund Balance 381,829.48

**TOTAL LIABILITIES AND
FUND BALANCE** \$ 384,729.85

Michigan Municipal Services Authority
Statement of Income
For the 1 Month and 9 Months Ended June 30, 2015

| | <u>1 Month Ended</u> <u>June 30, 2015</u> | <u>9 Months Ended</u> <u>June 30, 2015</u> |
|-----------------------------------|--|---|
| Revenues | | |
| Contract Revenue | \$ 178,264.62 | \$ 3,259,160.10 |
| Operating Expenses | | |
| Salary & Wages | \$ 9,076.92 | \$ 86,230.74 |
| Outside Service Contractors | 1,509,051.77 | 2,682,533.54 |
| Payroll Taxes | 694.38 | 6,596.61 |
| MESC Taxes | 0.00 | 680.27 |
| FUTA Taxes | 0.00 | 42.00 |
| Website Costs | 0.00 | 1,550.00 |
| Office Expense | 210.37 | 2,547.87 |
| Legal & Accounting | 4,416.25 | 249,199.39 |
| Insurance - General | 0.00 | 1,716.00 |
| Insurance - Worker's Comp | 0.00 | 648.00 |
| Mileage Reimbursement | 506.73 | 2,326.12 |
| Travel Expenses | 0.00 | 4,564.20 |
| Dues | 349.00 | 1,047.00 |
| Bank Service Charges | 89.33 | 1,341.77 |
| | <hr/> | <hr/> |
| Total Operating Expenses | 1,524,394.75 | 3,041,023.51 |
| Revenues over Expenses | <u>\$ (1,346,130.13)</u> | <u>\$ 218,136.59</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 |
|--|--------------|----------------|------------------------------|---------------|----------------------------|----------------------|
| 5/31/15 | | | Beginning Balance | | | \$ 1,730,859.97 |
| 6/4/15 | payroll | | direct deposits | \$ 3,449.54 | | \$ 1,727,410.43 |
| 6/5/15 | ACH | | Benefits Express | \$ 80,166.77 | | \$ 1,647,243.66 |
| | ACH | | Robert J Bruner | \$ 210.37 | | \$ 1,647,033.29 |
| | ACH | | Robert J Bruner | \$ 506.73 | | \$ 1,646,526.56 |
| 6/10/15 | s/c | | Bank Service Charge | \$ 89.33 | | \$ 1,646,437.23 |
| 6/11/15 | ACH | | CGI Technologies & Solutions | \$ 533,000.00 | | \$ 1,113,437.23 |
| | ACH | | CGI Technologies & Solutions | \$ 883,000.00 | | \$ 230,437.23 |
| 6/15/15 | eft | | Federal Tax Payment | \$ 2,538.76 | | \$ 227,898.47 |
| | 5189 | | State Tax Payment | \$ 333.46 | | \$ 227,565.01 |
| 6/18/15 | payroll | | direct deposits | \$ 3,449.53 | | \$ 224,115.48 |
| 6/19/15 | deposit | | SOM MAIN FACS Payment | | \$ 86,147.35 | \$ 310,262.83 |
| 6/23/15 | ACH | | Dykema Gossett | \$ 4,216.25 | | \$ 306,046.58 |
| | ACH | | Michael Tawney | \$ 200.00 | | \$ 305,846.58 |
| 6/25/15 | 5192 | | Kestly Development | \$ 660.00 | | \$ 305,186.58 |
| | 5193 | | Munetrix LLC | \$ 349.00 | | \$ 304,837.58 |
| | 5194 | | Segal Consulting | \$ 12,225.00 | | \$ 292,612.58 |
| 6/26/15 | deposit | | INCOMING WIRE | | \$ 92,105.27 | \$ 384,717.85 |
| | deposit | | SOM MAIN FACS Payment | | \$ 12.00 | \$ 384,729.85 |
| TOTAL MI MUN SERV AUTH CASH BALANCE | | | | | | \$ 384,729.85 |



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



0

5925

Statement Period Date: 6/1/2015 - 6/30/2015
Account Type: Comm'l 53 Analyzed
Account Number: 7166385711

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

Account Summary - 7166385711

| | | | | |
|--------------|--------------------------|-----------------------|--------------------------|----|
| 06/01 | Beginning Balance | \$1,818,732.87 | Number of Days in Period | 30 |
| 5 | Checks | \$(71,990.90) | | |
| 11 | Withdrawals / Debits | \$(1,510,827.28) | | |
| 3 | Deposits / Credits | \$178,264.62 | | |
| 06/30 | Ending Balance | \$414,179.31 | | |

Checks

5 checks totaling \$71,990.90

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

| Number | Date Paid | Amount | Number | Date Paid | Amount | Number | Date Paid | Amount |
|--------|-----------|----------|--------|-----------|--------|--------|-----------|-----------|
| 5182 i | 06/10 | 4,486.60 | 5185 i | 06/18 | 159.17 | 5187 i | 06/16 | 65,400.34 |
| 5184*i | 06/18 | 1,550.00 | 5186 i | 06/18 | 394.79 | | | |

Withdrawals / Debits

11 items totaling \$1,510,827.28

| Date | Amount | Description |
|-------|--------------|--|
| 06/03 | 3,449.54 / | MICHIGAN MUNICIP CSI PAYROLL PAYROLL MICHIGAN MUNICIPAL SER 060315 |
| 06/10 | 89.33 ✓ | SERVICE CHARGE |
| 06/12 | 533,000.00 ✓ | Michigan Municip PAYMENTS 4616288140 061215 OFFSET TRANSACTION |
| 06/12 | 883,000.00 ✓ | Michigan Municip PAYMENTS 4616288140 061215 OFFSET TRANSACTION |
| 06/15 | 2,538.76 / | IRS USATAXPYMT 270556604704774 MICHIGAN MUNICIPAL SER 061515 |
| 06/17 | 3,449.53 ✓ | MICHIGAN MUNICIP CSI PAYROLL PAYROLL MICHIGAN MUNICIPAL SER 061715 |
| 06/24 | 200.00 ✓ | Michigan Municip PAYMENTS 4616288140 062415 OFFSET TRANSACTION |
| 06/24 | 210.37 ✓ | Michigan Municip CREDITS 4616288140 062415 OFFSET TRANSACTION |
| 06/24 | 506.73 ✓ | Michigan Municip CREDITS 4616288140 062415 OFFSET TRANSACTION |
| 06/24 | 4,216.25 ✓ | Michigan Municip PAYMENTS 4616288140 062415 OFFSET TRANSACTION |
| 06/24 | 80,166.77 ✓ | Michigan Municip PAYMENTS 4616288140 062415 OFFSET TRANSACTION |

Deposits / Credits

3 items totaling \$178,264.62

| Date | Amount | Description |
|-------|-----------|--|
| 06/19 | 86,147.35 | SOM MAIN FACS PAYMENTS V03000571369901 MICHIGAN MUNICIPAL SER 061915 |
| 06/26 | 92,105.27 | INCOMING WIRE TRANS 062615 |
| 06/29 | 12.00 | SOM MAIN FACS PAYMENTS V03000573012801 MICHIGAN MUNICIPAL SER 062915 |

Daily Balance Summary

| Date | Amount | Date | Amount | Date | Amount |
|-------|--------------|-------|------------|-------|------------|
| 06/03 | 1,815,283.33 | 06/16 | 326,768.30 | 06/24 | 322,062.04 |
| 06/10 | 1,810,707.40 | 06/17 | 323,318.77 | 06/26 | 414,167.31 |
| 06/12 | 394,707.40 | 06/18 | 321,214.81 | 06/29 | 414,179.31 |
| 06/15 | 392,168.64 | 06/19 | 407,362.16 | | |

**Michigan Municipal Services Authority
Check Register**

| Check Number | Check Date | Payee | Amount |
|----------------|------------|--------------------------------|---------------------|
| Payroll Checks | | | |
| 5190 | 06/04/15 | Robert J. Bruner Jr. | 0.00 |
| 5191 | 06/18/15 | Robert J. Bruner Jr. | 0.00 |
| | | | <u>0.00</u> |
| Vendor Checks | | | |
| 5188 | 06/04/15 | EFTPS - FICA | 2,538.76 |
| 5189 | 06/04/15 | State of Michigan - WH | 333.46 |
| 5192 | 06/25/15 | Kestly Development | 660.00 |
| 5193 | 06/25/15 | Munetrix LLC | 349.00 |
| 5194 | 06/25/15 | Segal Consulting | 12,225.00 |
| 20150601 | 06/05/15 | Benefit Express Services LLC | 80,166.77 |
| 20150602 | 06/05/15 | Robert J. Bruner Jr. | 210.37 |
| 20150603 | 06/05/15 | Robert J. Bruner Jr. | 506.73 |
| 20150604 | 06/11/15 | CGI Technologies and Solutions | 533,000.00 |
| 20150605 | 06/11/15 | CGI Technologies and Solutions | 883,000.00 |
| 20150606 | 06/23/15 | Dykema Gossett PLLC | 4,216.25 |
| 20150607 | 06/23/15 | Michael A. Tawney & Co PC | 200.00 |
| | | | <u>1,517,406.34</u> |
| Total checks | 14 | Total | <u>1,517,406.34</u> |

FMS Program Update

MMSA Administrative Report

FMS Program Update



Requirements Analysis Process

- The Authority and participants believe CGI is obliged to work with each client to implement all functionality included in the FMS Program CGI Advantage360 Services Agreement (FMS Agreement)
- During the Business Process Design (BPD) Review and Confirmation Stage in Grand Rapids and Kent County, it became apparent CGI had a different understanding of what functionality was to be implemented
- CGI believes each client selects functionality to be implemented and defines those selections in Section 7.2.5 of the Implementation and Support Services Agreement (ISSA) between CGI and each client

FMS Program Update



Requirements Analysis Process (continued)

- The Authority has worked with CGI to define a process to address the differences between CGI's understanding and the clients' understanding of the functionality to be implemented
- The "Requirements Analysis Process" was discussed at the July 2 FMS Leadership Meeting and is currently underway
- Success will depend on meetings scheduled on July 6 and 7 and responses from CGI expected by July 17

FMS Program Update



Genesee County

- Mon, June 15: Board of Commissioners approved Participation Agreement and Implementation and Support Services Agreement
- Implementation will begin in October

FMS Program Update



CGAP FY 2014 (Round 1)

- Grant agreement is being finalized
- First quarterly report will cover the period of October 1, 2013 to June 30, 2015 and is due July 30, 2015
- All subsequent reporting will be completed on a quarterly basis

FMS Program Update



Top Prospects

- Lansing – Thu, June 25 meeting went well; Evaluating costs of participation in Implementation Group B
- Southfield – Fri, June 26 meeting went well; Evaluating costs of participation in Implementation Group B
- Monroe County – Thu, July 16 meeting
- Washtenaw County – Wed, July 8 conference call
- Wayne County – TBD

VHWM Project Update

MMSA Administrative Report

VHWM Project Update

Invoices

- April 2015: Detroit paid MMSA on May 20, 2015
- May 2015: Invoice sent to the City of Detroit for payment on June 1, 2015; Detroit paid MMSA on June 26, 2015
- June 2014: Invoice sent to the City of Detroit for payment on June 30, 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. This is an increase from last month, when wait times were 1 to 3 minutes.
- Call volumes continue in the typical range. There were 284 total calls during the week of June 20th.
- The City has been working through a backlog of open user contacts. These 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. The increase in wait times is likely due to the increase in these returned calls.

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 was created and sent to Benefit Express on June 25, 2015. The file will be loaded the week of June 29th. In addition, Benefit Express programmed a custom report to include these fields and sent a sample for review on June 16, 2015.
- 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 programming has been completed by Benefit Express.
- Work Order #48 was approved by the city to implement both of these changes.

VHWM Project Update

Other Potential 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 - FlexPlan HRAs

- 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 1st, 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)

- 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. All of the group structure and billing changes have been completed except for the BCBSM dental plan. BCBSM requires updated coverage agreements to be signed before implementing any changes. The City is determining if they or the VEBAs should sign-off on these documents.
- 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. 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 06/19/15. It was reviewed by Segal and provided to the City on 06/24/15. We are still awaiting the updated report from BCBSM.
- 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 has been developed by Benefit Express to implement these changes. Segal has reviewed the work order and is resolving an issue on the pricing provided. There are some services included in the work order which Segal believes were included in the original implementation fees already paid. The discussion is ongoing.

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 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 R. Bruner on June 3, 2015. R. Bruner will review it and provide necessary feedback from him and/or MMSA legal counsel.

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

City of Detroit Major Activities by Month Segal Consulting

| Month | Segal Fees Invoiced to the MMSA | Total Hours | Major Activities |
|---------------|---------------------------------|-------------|--|
| | | | <p>and AD&D coverage selection to the active open enrollment windows. Not included in original programming request.</p> <ul style="list-style-type: none"> • Retiree informational meetings held – provided overview of new online system <ul style="list-style-type: none"> ○ 12 sessions were held at the City of Detroit main office and at Macomb Community College |
| November 2013 | \$15,000 | 323 | <ul style="list-style-type: none"> • Twice weekly implementation/status calls with Benefit Express, the City of Detroit and Segal • Retiree open enrollment is postponed until 3/1/2014 • Active employee open enrollment begins • Assisted with responses to call center questions and escalations • Develop monthly invoice and assist with work order processing • Active employee enrollment sessions held <ul style="list-style-type: none"> ○ 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. • 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. • 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. • Work Order #12 – 11/20/2013: Extension of the active open enrollment period to 11/22/2013. • Work Order #13 – 11/21/2013: Extending call center support for 10 weeks. Added due to continued high call volume. • Work Order #15 – 11/25/2013: Hiring six additional customer service reps for 4 weeks due to higher than expected call volume. • Work Order #18 – 11/24/2013: Adding semi-monthly and monthly payroll schedules. These payroll schedules were not provided during system set-up. |
| December 2013 | \$15,000 | 273 | <ul style="list-style-type: none"> • Twice weekly implementation/status calls with Benefit Express, the City of Detroit and Segal • Data clean-up from active open enrollment • Assisted with responses to call center questions and escalations. The call center was originally intended |

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"> • Planning for retiree open enrollment begins • Developed and edited new retiree benefit communications for 3/1/2014 effective date. • 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. • Develop monthly invoice and assist with work order processing • 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. • Work Order #19 – 12/6/2013: Leave administration set-up, which includes two additional rate discriminators not originally included. • Work Order #22 – 12/19/2013: Retiree open enrollment changes for new 3/1/2014 effective date. |
| January 2014 | \$15,000 | 282.75 | <ul style="list-style-type: none"> • Twice weekly implementation/status calls with Benefit Express, the City of Detroit and Segal • Active benefits are effective 1/1/2014 • Data clean-up from active open enrollment continues • Develop monthly invoice and assist with work order processing • Maintain open and closed items logs • 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. • Coordinated and scheduled COD and Segal on-site representation for retiree enrollment sessions with BCBSM and HAP • Provided BCBSM and HAP representatives training on the Benefit Express enrollment site. • Provided on-site assistance with retiree enrollment sessions <ul style="list-style-type: none"> ○ 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. • Finalized and tested enrollment site for retiree enrollment |

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"> • Retiree open enrollment begins • Twice weekly implementation/status calls with Benefit Express, the City of Detroit and Segal • Maintain open and closed items logs • Data clean up from retiree open enrollment. • 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. • 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. • Develop monthly invoice and assist with work order processing • Work Order #28 –2/12/2014: Extension of 12 customer service reps through 3/28/2014. |
| March 2014 | \$15,000 | 181 | <ul style="list-style-type: none"> • Twice weekly implementation/status calls with Benefit Express and the City of Detroit • Maintain open and closed items logs • Retiree benefits are effective 3/1/2014 • 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 • 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 • 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. • Developed weekly MAPD file reconciliation process • BCBSM MAPD file reconciliation for managing deceased retirees/surviving spouses requires additional programming of the Benefit Express system • Planning for special enrollment period for retiree settlement changes begins for benefits effective 8/1/2014. • Work Order #29 – 3/4/2014: System set-up for special enrollment period for retiree settlement changes. • Work Order #32 – 3/18/2014: Add system option for benefits effective date of hire and/or file processing |

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"> • option for ad-hoc benefit effective dates. • Develop monthly invoice and assist with work order processing |
| April 2014 | \$15,000 | 263 | <ul style="list-style-type: none"> • Twice weekly implementation/status calls with Benefit Express, the City of Detroit and Segal • Maintain open and closed items logs • Weekly status calls with the City of Detroit and Segal • Planning for special enrollment period for retiree settlement changes continues • Retiree settlement agreement requires document verification for implementation of stipend changes. Hodges Mace selected as the vendor for this process. • Implementation activity with verification vendor begins • 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. • Prepare data updates for Benefit Express system for special enrollment period. • 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 • Work Order #34 – BCBSM MAPD File Reconciliation/Retiree Death Processing – 04/15/2014 • Develop monthly invoice and assist with work order processing |
| May 2014 | \$15,000 | 260.25 | <ul style="list-style-type: none"> • Weekly implementation/status calls with Benefit Express, the City of Detroit and Segal • Maintain open and closed items logs • Weekly status calls with the City of Detroit and Segal • Draft and edit communication material for retirees regarding special enrollment period and verification process. Develop mailing lists for enrollment communication and verification process. • Prepare data updates for Benefit Express system for special enrollment period. • 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. • Data clean up from original retiree open enrollment continues. Some of these issues are more complex |

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"> • 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 • Work Order #38 - Transfer EMS to General City Benefits – 05/16/14 • Develop monthly invoice and assist with work order processing |
| June 2014 | \$15,000 | 191.25 | <ul style="list-style-type: none"> • Weekly implementation/status calls with Benefit Express, the City of Detroit and Segal • Maintain open and closed items logs • Weekly status calls with the City of Detroit and Segal • Finalize and test enrollment site for special enrollment period • Special enrollment period held from 06/09/14 – 06/20/14. • Retiree stipend verification process held from 05/23/14 (date of notification) – 06/23/14. • Data clean-up from special enrollment period and stipend verification project begins • 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 • 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. • Develop monthly invoice and assist with work order processing |
| July 2014 | \$15,000 | 152 | <ul style="list-style-type: none"> • Weekly implementation/status calls with Benefit Express, the City of Detroit and Segal • Maintain open and closed items logs • Weekly status calls with the City of Detroit and Segal • Data clean-up from special enrollment period and stipend verification project continues • 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 • 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. |

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

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

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"> • Assist with responses to call center questions and escalations • Develop monthly invoice and assist with work order processing • Work Order #44 - Update active Heritage Vision rates and contributions • Add new “active” plan for non-Medicare police and fire surviving spouses and children and conduct another open enrollment • Continue planning for retiree transition to two separate VEBA administrators effective 04/01/15 |
| January 2015 | \$15,000 | 153.25 | <ul style="list-style-type: none"> • Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal • Maintain open and closed items logs • Weekly status calls with the City of Detroit and Segal • Run audit reports for active and retiree open enrollment data clean –up. • Assist with responses to call center questions and escalations • Develop monthly invoice and assist with work order processing • Work Order #45 – Update to allow Medicare-eligible, duty disabled retirees to add dependents to dental and vision coverage • Work Order #46 - Update to add Medicare information to retiree dental segments on BCBSM eligibility file • Work Order #47 – Update BPIDs/group structure for BCBSM active eligibility file • 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). • Continue planning for retiree transition to two separate VEBA administrators effective 04/01/15 |
| February 2015 | \$9,275 | 92.75 | <ul style="list-style-type: none"> • Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal • Maintain open and closed items logs • Weekly status calls with the City of Detroit and Segal • Run audit reports for active and retiree open enrollment data clean –up. • Assist with responses to call center questions and escalations • Develop monthly invoice, run corresponding census report and assist with work order processing • Work Order #48 – Update to implement tracking for special classes of employees and implement a “waive” option for retiree medical coverage. Also to |

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"> • Continue planning for retiree transition to two separate VEBA administrators effective 04/01/15 • 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. |
| March 2015 | \$15,000 | 184.50 | <ul style="list-style-type: none"> • Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal • Maintain open and closed items logs • Weekly status calls with the City of Detroit and Segal • Run audit reports for active and retiree open enrollment data clean –up. • Assist with responses to call center questions and escalations • Develop monthly invoice, run corresponding census report and assist with work order processing • Continue planning for retiree transition to two separate VEBA administrators effective 04/01/15 • 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 • 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 • Create production file for FlexPlan for new HRA plan • Review duplicate SSN report, document necessary changes and provide data to clean up some of the duplicates (Work Order #48 import file) |
| April 2015 | \$12,225 | 122.25 | <ul style="list-style-type: none"> • Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal • Maintain open and closed items logs • Weekly status calls with the City of Detroit and Segal • Run audit reports for active and retiree open enrollment data clean –up. • Assist with responses to call center questions and escalations • Develop monthly invoice, run corresponding census report and assist with work order processing • Coordinate with carriers (BCBSM, BCN, HAP, BCBSM dental, Golden Dental and Heritage Vision) to provide split billing to accommodate both VEBAs |

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"> • Review and document Audit #25 report to clean –up benefit class effective date issues • Review and document discrepancies between April and May FlexPlan production files • Work Order #50 – Update BCN MAPD eligibility file to add retiree’s phone number • Assist with cleaning-up weekly audit reports from Benefit Express • Continue planning for retiree transition to two separate VEBA administrators effective 04/01/15 |
| May 2015 | TBD | 170.75 | <ul style="list-style-type: none"> • Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal • Maintain open and closed items logs • Weekly status calls with the City of Detroit and Segal • Run audit reports for active and retiree open enrollment data clean –up. • Assist with responses to call center questions and escalations • Develop monthly invoice, run corresponding census report and assist with work order processing • Review and document discrepancies between May and June FlexPlan production files • Provide information to City of Detroit benefits manager on ACA hours tracking and reporting vendors; assist with scheduling demos of various systems • Provide coordination assistance between Benefit Express and the City for the implementation of the new Ultipro payroll/HRIS system. • Work Order #51 – Provide Medicare Advantage enrollment calls for BCBSM/BCN on a quarterly basis for auditing purposes • Coordinate with BCBSM dental to provide split billing to accommodate both VEBAs • Provide training to staff to clean–up benefit class effective date issues (Audit #25 report) • 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 • Assist with cleaning-up weekly audit reports from Benefit Express |
| June 2015 | TBD | TBD | <ul style="list-style-type: none"> • Bi-weekly implementation/status calls with Benefit Express, the City of Detroit and Segal • Maintain open and closed items logs • Weekly status calls with the City of Detroit and Segal • Run audit reports for active and retiree open enrollment data clean –up. • Assist with responses to call center questions and |

City of Detroit Major Activities by Month Segal Consulting

| Month | Segal Fees Invoiced to the MMSA | Total Hours | Major Activities |
|-------|---------------------------------|-------------|--|
| | | | <p>escalations</p> <ul style="list-style-type: none"> • Develop monthly invoice, run corresponding census report and assist with work order processing • Review and document discrepancies between June and July FlexPlan production files • 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 tracking and reporting capabilities. • Work Order #53 - Provide coordination assistance between Benefit Express and the City for the implementation of the new Ultipro payroll/HRIS system • Coordinate with BCBSM dental to provide split billing to accommodate both VEBAs • Document processes and procedures for transitioning retirees to new VEBA administrators • Begin review and update of active enrollment guides for the next open enrollment period • Assist with cleaning-up weekly audit reports from Benefit Express • Analyze catastrophic drug claim reports for retirees to determine reimbursement amounts (part of the settlement agreement). |



Michigan Municipal Services Authority

**EXECUTIVE COMMITTEE
RESOLUTION 2015-12**

Approval of FY 2015-2016 Budget Time Schedule

The Executive Committee of the Michigan Municipal Services Authority (“Authority”) resolves that the following budget time schedule is approved for the Authority in compliance with the Uniform Budgeting and Accounting Act, 1968 PA 2, as amended, MCL 141.421 to 141.440a, for the fiscal year beginning on October 1, 2015 and ending on September 30, 2016:

On or About

Step

July 13, 2015:

Chief Administrative Officer requests any budgetary centers of the Authority to provide information necessary and essential for preparation of recommend FY 2015-2016 budget.

July 31, 2015:

Budgetary centers of the Authority present the Chief Administrative Officer with information requested relating to FY 2015-2016 budget.

August 13, 2015:

Chief Administrative Officer presents recommended FY 2015-2016 budget and general appropriations act to Executive Committee.

September 10, 2015

Executive Committee holds a public hearing and considers the recommended FY 2015-2016 budget and general appropriations act

Secretary’s Certification:

I certify that this resolution was duly adopted by the Executive Committee of the Michigan Municipal Services Authority at a properly-noticed open meeting held with a quorum present on July 9, 2015.

By: _____
James Cambridge
Authority Secretary



Michigan Municipal Services Authority

**EXECUTIVE COMMITTEE
RESOLUTION 2015-13**

Authorize Employment of Assistant to CEO

The Executive Committee of the Michigan Municipal Services Authority (the “**Authority**”) resolves:

- that the chief executive officer of the Authority is authorized to enter into an employment agreement with a qualified candidate employing that candidate as the assistant to the chief executive officer; and
- that before signing the employment agreement the CEO shall obtain the approval as to form of the employment agreement from the Authority’s legal counsel.

Secretary’s Certification:

I certify that this resolution was duly adopted by the Executive Committee of the Michigan Municipal Services Authority at a properly-noticed open meeting held with a quorum present on July 9, 2015.

By: _____

James Cambridge
Authority Secretary