

BSU Staff Council
Meeting Minutes # 8
Thursday, March 16, 2017
1:15 pm
Charles W. Brown Planetarium

- I. Call to Order
- II. Speaker: Paul Hettinger of Charles W. Brown Planetarium
- III. Roll Call
- IV. Approval of Minutes from 2/16/2017 Motion made by Bob Cope and seconded by Nicki Sherfy
- V. Committee Reports
 - a. Employee Relations – Angela Pickett-- No update.
 - b. Public Relations – Heather Melton – No update.
 - c. Elections – Chris Caldwell – Lists of constituents will be sent out to all representatives from voting areas that have an election this year on Friday, March 17th. Please review rosters and confirm that the names listed are correct and not any necessary revisions by Friday, March 31st. If you need help validating any portion of your list, it is advised that you ask for assistance from the secretaries and administrative coordinators in your voting group. If you need further assistance, please contact Chris. Also, anyone that is interested or would like to inquire about holding position as Staff Council president, vice-president, or secretary for 2017-2018 should contact Chris for more information and to have your name placed on the ballot. Officer elections will be held during the July meeting.
 - d. Hospitality – Melissa Perry – Thanks to those who have volunteered to work the refreshment table before the Staff Recognition Dinner.
 - e. Research – Christine Edgeman – No update.
 - f. Salary & Employee Benefits – Tamara Edwards – No update.
 - h. Angels for Life – Tori McClain – Please sign up to volunteer at the registration table at the next Blood Drive, March 22-23.
 - i. Special Committee
 - i. Public Safety Committee – Sarah Newell – No update.
 - ii. A. Jane Morton-Adam McLachlan – An award winner has been chosen.
- VI. Old Business

RFI #1 2016-2017: Assigned to Staff Council President

With the new Kronos system, an employee has the ability to clock out in 15 minute increments. I am asking that the Handbook for Nonexempt Staff Personnel, paragraphs 4.1.7 Paid Sick Leave and 4.1.8 Vacation, be changed to allow 15 minute increments. This would be a simple change and there would be no need for Board approval since an employee would already have the time allocated to be used.

7/6/2016 Question has been submitted to Human Resources.

10/3/2016 Update: Kate scheduled a meeting to discuss this question but it was canceled. Awaiting response from Kate Stoss, HR.

10/20/2016 Update: Kate Stoss is revising the employee handbook, she intends to cover these concerns.

11/20/2016 Update: Kate Stoss sent revisions to Kevin Kenyon and Bernie Hannon for approval.

12/15/2016 Update: Sarah Newell will send a request to get an official confirmation that the paid time off is available to use in 15 minute increments.

1/19/2017 Update: No update

2/16/2017 Update: Employee Handbook is currently in the process of being updated.

3/13/2017 Update: No update at this time.

3/16/2017 Update: Kate Stoss, Director HR, prepared revisions to the employee handbook; Kevin Kenyon, Interim Associate VP for HR and Administrative Services, and Kate Stoss reviewed the wording and submitted the handbook to Bernie Hannon, VP Business Affairs and Treasurer, for approval.

RFI #2 2016- 2017: Assigned to Research Committee

I learned today in a kronos time keeping meeting that it is an HR policy that non-exempt staff cannot use their lunch hour at the beginning or end of their shift. I have been here for 16 years and honestly never knew this. We have been hearing from Shana Rogers that if your supervisor approves flexibility in your work shift then that won't change. To be able to use your lunch hour at the beginning or end of your shift is a huge benefit. You use much less vacation or sick time and are at work more. This encourages a wellness environment, a balance between work and life/home, and is less stressful when trying to make appointments or take care of family life issues. Why does it matter if one day we work 8-4 or 9-5 as long as we get our hours in for the day, our supervisor approves it and our office is covered? Shana said in the meeting I attended that this is a BSU policy not an FSLA policy. Therefore, if it is a BSU policy then it can be changed. It seems counterproductive to add a layer of bureaucracy on top of federal overtime laws. I am requesting that the policy for the lunch period be changed to allow staff members to take their lunch hour whenever they need to with the approval of their supervisor. This is an antiquated policy that doesn't fit in today's modern times of companies offering flexible work shifts for their employees.

10/20/16 Update: Department of Labor doesn't require a lunch or coffee break be provided by the employer. Employers do not have to provide a lunch period. The policy in the handbook is in the best interest of the employee. Please refer to the supervisor and work out any changes in the scheduled breaks.

With the new information, motion to resolve by Robert Weller and seconded by Melissa Perry.

Kurt Noel started discussions that this information isn't currently presented this way in the handbook. Kate Stoss is going to work with her team and amend the information to ensure language is updated in the handbook. This RFI will remain open until changes are made.

11/17/2016 Update:

The policy will not be changed to allow a Staff member to work an 8 hour day without a lunch period. While neither state nor federal wage and hours laws mandate lunch periods it is in the best interest of the employee and employer to allow employees a lunch period. Staff are not permitted to work an 8-hour day without at least a 30-minute lunch period preceded and followed by an extended work period. The handbook will be updated to clarify that a Staff member may shorten their

lunch hour to no less than 30 minutes and they may use that remaining time at the beginning or end of their shift. Changes to an employee's schedule must be approved by the employee's supervisor.

2/2/2017 Update: This RFI is in the process of being adopted to the Employee Handbook. It will remain open until then.

2/16/2017 Update: Employee Handbook is currently in the process of being updated.

3/13/2017 Update: No update at this time.

3/16/2017 Update: See update for RFI #1.

RFI # 19 2016-2017 Assigned to Research Committee

Why are staff/faculty members allowed to purchase a handicap pass and park in either a handicap parking space or if they choose to park in a slot that is not marked as handicapped. Does this not fall under the double dipping rule parking services likes to so acutely point out? There are always handicap spaces open on the circle drive running along North Quad, Burkhardt, and the Administration Building open but many times the regular paid for spots are full. After checking some of the stickers on the cars where I normally park I found several with handicap stickers parked in non-handicapped spaces taking up spaces that are for a non-handicap paying individual. I cannot nor would I park in a handicap spot but should it not work in reverse as well. It is not fair that there is a limited number of open spaces for non-handicapped drivers that are filled with those who have a handicap BSU sticker. That leaves the rest of us to park in the yellow lot behind West Quad when we also paid for a spot on the circle drive. Please explain why this is being allowed. I would not complain if the handicap spaces were full but they are not.

12/12/2016 Response from Nancy Wray, Parking Services: In regard to the most recent RFI concerning handicapped parking, Parking Services will begin a study of handicapped parking space availability and usage along and through Campus Drive. Pending results of space usage, we will evaluate the relocation of the handicapped parking so that they are utilized as efficiently as possible. We may not be able to relocate spaces immediately as it will depend upon the weather during this time of year.

1/19/2017 Response from Nancy Wray, Parking Services: We are going to be moving a couple of handicapped signs from the far east end of R11 down to between the Ad. Bldg and Lucina as soon as we can get a locate out for the posts.

2/14/2017 Update: The RFI will remain open until more clarification on the adjustment to handicap spaces is resolved.

2/24/2017 Update from Nancy Wray, Parking Services: Individuals with handicapped accommodation compete with students who also have handicapped accommodation and can park in any handicapped space anywhere on campus. Those individuals that pay for a red lot with handicapped parking may need a space closer than what is available at any given day depending upon the circumstances of their need which may vary from day to day. Restricting them to a handicapped space seems like the answer, but order to do that, we would have to take away regular space parking to create spaces for each individual with a need who will still be competing with students that have handicapped parking accommodation. Based on our studies of R11, when we moved a couple of underutilized handicapped spaces between Lucina and the Administration building, there were regular spaces available south of the heat plant next to south grounds on a regular basis.

3/16/17 Update: Motion to resolve made by Christine Edgeman, seconded by Michelle Jones. Motion passed with 2 abstentions.

RFI # 22 2016-2017 Assigned to Salary and Employee Benefits Committee

What has happened to the customer service in the benefits office? I have done everything the way the university has asked. When we switched to Medco we were told in open enrollment meetings that we would not have to substantiate any of our 90 day prescriptions because this would be done automatically between Anthem and Medco/Express Scripts. I just received an email from Anthem that said my flex card has been deactivated because I didn't provide substantiation for a prescription that was just over \$2. I am using the generic because we were told the university would save money. I am using 90 day scripts because this is also supposed to save money. I have been using this same prescription for several years. I am on the same plan that I have been on for several years. This is the high deductible wellness plan. So, what is the problem? I asked someone in the benefits office to talk to the flexible spending people at Anthem. They said i need to provide the substantiation. They did NOTHING to help. Why are the people in the benefits office there if they refuse to help us? Really, what is their purpose if they aren't going to provide any customer service? A few years ago the people in that office were great. I've noticed those nice helpful people are gone. What happened? I want to know why we have to substantiate prescriptions when Anthem clearly has access to Express Scripts records. I want this policy to be changed. I want better customer service in the benefits office. If the customer service isn't going to improve, there is no reason to have a benefits office.

2/14/2017 Update: This RFI was sent to Kate Stoss who forwarded it to Angela Gregory, PHR Manager of Employee Benefits. We are awaiting further information.

3/13/2017 Update: No update at this time.

3/16/2017 Update: What has happened to the customer service in the benefits office?

Every department at the university strives to provide quality customer service to all of their internal and external customers, and the benefits staff in Payroll and Employee Benefits is no different. If someone does not feel they are getting acceptable customer service from any employee in the benefits area of Payroll and Employee Benefits, they need to contact the Manager of Employee Benefits or the AVP of HR. We strive to ensure that we respond to every inquiry in a timely manner. We may not always be able to provide the resolution that an individual would want as that is the nature of benefits, and we are not able to change the design of the plans.

Why are the people in the benefits office there if they refuse to help us? Really, what is their purpose if they aren't going to provide any customer service?

Our benefits staff serves as a high-volume customer service center, not only for insurance benefits, but also fee remission for all employees and dependents. Our team strives to respond to inquiries within 1-2 business days. Anytime a benefit rep is not able to assist an employee then they will escalate the issue to a manager. If an employee gets a response from a benefit rep that they are not satisfied with then they would have the option to speak to a manager. This is a consistent practice.

I want to know why we have to substantiate prescriptions when Anthem clearly has access to Express Scripts records.

I inquired with the vendor to determine why this individual's FSA card was deactivated and substantiation was requested. This instance with this individual was evidently an oversight on the part of the vendor. The vendor indicated that substantiation should not be required for ESI transactions and should be automatically approved.

Motion to resolve made by Heather Melton, motion seconded Melissa Perry. Motion passed.

VII. New Business

RFI # 24 2016-2017 Assigned to Salary and Employee Benefits Committee

Today is February 9th and I noticed that my HSA contribution has not been posted in my account from my paycheck on February 3rd. Every paycheck that funds are to go to HSA this happens and it takes anywhere from 3 to 10 business days for my contribution to be posted in my account, in other words, you just never know when it will show up! This is unacceptable and should be available in my HSA account Friday morning just like my paycheck! I bank with Mutual Bank and when I transfer funds from my checking account to my Mutual Bank HSA account, it is available instantly so why should I accept anything different here or at least within one business day? Since I am handcuffed to contribute to HSA Bank (so I can receive my seed monies from BSU), I contribute a good amount to this HSA Bank account. By doing this I should not need two HAS accounts to deal with, but I do since I cannot predict when my deposits will hit my HSA Band account and with my medical bills the way they are I have not been able to build up a balance. As soon as it goes in, out it goes again! I depend on that deposit to pay my medical bills! I contacted Payroll and Employee Benefits about this issue back in September, 2016 and received a response that it requires several approvals and there was a "delay" on one of them. Well, that delay just keeps happening and happening so I am making this formal complaint because this needs to be streamlined and handled in an efficient and timely manner every time! This is MY money to contributed into MY HSA account and should not be held for an indefinite amount of time!

3/13/2017 Update: No update at this time.

3/16/2017 Update: No update at this time. Kate Stoss will try to have an update by the next Staff Council meeting.

RFI # 25 2016-2017

I think we all can agree that healthcare costs are exorbitant and are becoming more unmanageable for everyone, especially people who are struggling to make ends meet. Each year, I am continually discouraged by the fact that if I were to need to utilize my plan fully where I would reach the OOP max and deductibles, I could potentially incur a medical debt as much as 2/3 of my annual salary when premiums are also calculated in. This is ridiculous, and I don't see any relief in sight for the near future. An article appeared today in the IndyStar and I found it to be very eye-opening. It only reaffirmed what I've come to suspect now for years. But, since I'd boycotted our local hospital decades ago, I didn't have any personal experience or factual data to base my opinions on. Until this article. The article provided a cost comparison for medical services among all hospital providers in Indiana. Wanting to see the number for myself, I ran a few queries comparing our one and only hospital provider (IU/BMH), with two other providers that are closest in proximity to us (Anderson). The following four procedures are what I would consider somewhat common procedures: Appendectomy State Average \$42,974 IU/BMH \$62,540 Community Anderson \$32,018 St. Vincent Anderson \$26,178 Vaginal birth with minor complications State Average \$10,912 IU/BMH \$18,300 Community Anderson \$7341 St. Vincent Anderson \$7386 Gallbladder removal (laproscopic) State Average

\$43,923 IU/BMH \$59,452 Community Anderson \$28,330 St. Vincent Anderson \$30,254 Heart Catheterization for Disease of the Heart Arteries State Average \$34,537 IU/BMH \$54,421 Community Anderson \$21,178 St. Vincent Anderson \$26,170 As you can see, we are being grossly overcharged for these services at IU/BMH, where prices are well above both that of St. Vincent's and Community (Anderson) as well as the state average. As we are all well aware, we are being urged to live healthier and make wiser lifestyle/healthcare choices in an effort to reduce healthcare costs. While I agree that this is imperative, I also believe it's just as important that our employer do the same. I'm not certain what can be done in light of this information. If there is a way that we can opt out of our current health network (formerly known as the Clarian network, now owned by IU), and encourage our employees to use either Community or St. Vincent hospitals in Anderson (both of which are excellent providers, and provide a MUCH faster and more pleasant experience when visiting the ER), then I think that would be the responsible thing to do. I understand we all have the freedom to choose where we seek medical care, and that both of the Anderson hospitals are considered in-network. However, I know that there is likely a very large percentage of the population who will continue to go to IU/BMH if not incentivized to switch. Honestly, I think we need to boycott IU/BMH. If they were to lose a large number of patients, perhaps they would consider cutting their prices.

ARTICLE: <http://www.indystar.com/story/news/2017/02/13/find-out-which-hospital-has-cheapest-prices/97759910/> SOURCE: www.mycareinsight.org

3/2/2017 Update: Staff Council appreciates your concerns, however, it is not the role of the Council to propose, condemn, or support boycotts. As stated in the RFI, an individual has the right to choose their medical provider.

3/16/2017 Update: Motion to resolve made by Angela Pickett, seconded by Cindy Dillingham. Motion passes.

RFI # 26 2016-2017

It's great that Ball State lowers cost for master's classes for employees, but why are courses that are offered only online or in other cities more expensive? I would love to see all classes offered at the lower cost. In my degree program, several courses are only offered online or at the "Fishers Campus" which is considered off campus. I couldn't afford to take what I wanted this semester. Please advocate for a change! Those who don't make much money but want to improve themselves would appreciate it.

3/13/17 Update: This RFI was forwarded to the Bursars office. We are awaiting a reply.

3/16/2017 Update: This RFI was forwarded to the Bursar's office. Kate Stoss, Director HR, hopes to provide more information in the next meeting.

VIII. Announcements

- A. Next meeting will be held on April 20, 2017
- B. Angels for Life Blood Drive Schedule:
March 22/23, 2017
May 24/25, 2017
- C. **Buy One Get One Free (BOGO) Ball State Faculty, Staff, and Alumni:**
Buy one regular adult ticket and get one free. Present BSU ID at the Emens box office to claim.

Tickets are available at the Emens box office (temporarily moved to Sursa box office), all Ticketmaster outlets, and charge-by-phone at 800-745-3000 or online at www.ticketmaster.com. Click each show title below for more information on the event including ticket prices. If you have any questions, please call the Emens box office at 765-285-1539.

- March 16, 2017 – *Sharon Shannon* (Pruis Hall)
- April 6 2017 – *Jave Aces* (Pruis Hall)
- April 20 2017 – *The Wailin' Jenny's* (Pruis Hall)

A motion to adjourn was made by Tamara Edwards, seconded by Sharon Harper.

Meeting adjourned at 2:00 p.m.

Respectfully submitted,

Adam McLachlan

Vice President, Staff Council