



# THE BENEFITS BULLETIN

“Serving our members and their families”



November 2008

## The Results Are In

More than 10,500 members responded to open enrollment survey.

During October, members were able to grade the Oregon Educators Benefit Board’s open enrollment process through a survey sent to the members who entered their e-mails into the MyOEBB system. More than 10,500 people responded to questions ranging from the quality of the benefits offered to the effectiveness of the meetings held throughout the state.

The input from the members is being analyzed and will be shared with the Board in January.

Overall, survey respondents indicated they were happy with the service provided by OEBB’s customer service staff and that enrolling for benefits online proved to be a simple, easy process with more than 80 percent of survey takers rating the system either excellent or good.

The majority of respondents said the carrier options – ODS, Kaiser Permanente and Providence -- were excellent or good, and nearly 70 percent of survey takers thought communications to members and districts were excellent or good.

Though the numbers are good, there’s still room for improvement.

Minor system enhancements that



should make enrolling for benefits easier can be expected for next year

and members should see changes in communications strategies.

The OEBB Board and staff encourage member feedback throughout the year. Establishing two-way communication with members will help OEBB address issues as well as look at member suggestions to improve the program as a whole.

Through the survey, respondents also were able to address their individual concerns related to their particular geographic region of the state or their own health needs.

If members would like to make suggestions to OEBB, they may send a message to [oebb.info@state.or.us](mailto:oebb.info@state.or.us).

### A Special Thanks ...

OEBB would like to send out a special thanks to all district payroll, benefits and other administrative staff for assisting in all facets of designing and implementing the new benefits program. Thank you for all of your help!





## News and Notes

Optional benefits and other OEBB updates

### Here's a recap of some of the more important issues currently facing the Oregon Educators Benefit Board:

- The Board began preliminary conversations about whether it should offer optional benefits in 2009 (e.g., life, disability, accidental death and dismemberment (AD&D), dependent and health care spending accounts, health savings accounts (HSAs), supplemental medical or dental, etc.).
- The Board decided at its October 23 meeting that it won't offer HSAs, health reimbursement accounts (HRAs), health/dependent care, or flexible spending accounts (FSAs) in 2009.
- OEBB will not offer supplemental or individual life policies to replace the individual policies currently held by employees and paid for through payroll deductions in 2009 or 2010.
- The Board intends to offer basic and optional employee life, optional spouse and dependent life, optional AD&D, short- and long-term disability effective October 1, 2009.
- OEBB is preparing to begin plan design comparability assessments for districts entering OEBB in 2009 and 2010.
- OEBB began processing employee appeals and responding to questions relating to benefits in October.
- OEBB began gathering data to analyze utilization and services and demographics of optional benefits.
- The Board will begin discussing benefit design improvements for 2009-10 and beyond.

### Other things OEBB is looking forward to:

- Strategic Evidence and Outcomes Workgroup (formerly known as the Quality workgroup) will continue working with carriers on quality strategies to positively impact health of OEBB members.
- 2009 Legislative session

## OEBB would like to hear from you

Do you have a question about your benefits or would you like to make a comment to the Board? You can contact OEBB by sending an e-mail to [oebb.info@state.or.us](mailto:oebb.info@state.or.us) or call (888) 4My-OEBB (888-469-6322).

OEBB looks forward to hearing from you.



1225 Ferry St. SE  
Salem, OR 97301

Phone: (888) 469-6322

Fax: (503) 378-5832

Check us out on the Web:  
[www.oregon.gov/das/oebb](http://www.oregon.gov/das/oebb)

Official newsletter of the  
Oregon Educators  
Benefit Board

Carrier Contacts  
Kaiser Permanente:  
866-223-2375

ODS Health Plans:  
866-923-0409

Providence Health Plans:  
800-633-1878

Willamette Dental:  
800-460-7644

### Information to Remember ...

The following links will lead you to Web pages that you may find valuable as you learn more about the Board and the programs being offered.

**Dependent Eligibility Rules:**  
<http://www.oregon.gov/DAS/OEBB/administrativerules>

**Frequently Asked Questions:**  
<https://www.oregon.gov/DAS/OEBB/FAQ>

**OEBB Web site:**  
<http://www.oregon.gov/DAS/OEBB>