
Subject: Memo: Health Benefits Update
Sent: March 21, 2024



OFFICE OF THE PRESIDENT

Dear Colleagues:

Thank you to everyone who was able to attend the Zoom meeting earlier today regarding the context and updates about our health insurance benefits plan. This memo serves as a follow-up to reiterate the primary points shared during my remarks, and to ensure that all employees are informed about the important steps Franklin Pierce University is taking to address issues related to health insurance benefits and overall communication about them.

We are acutely aware of the challenges our community is facing, and I am sorry these difficulties are happening.

Each year, the University undertakes an analysis of our employee-sponsored benefits. Last year, in preparation for 2024, the analysis primarily focused on the cost of coverage. In addition, we recognized that our previous plans did not meet the needs of our employees who work remotely or at our academic centers outside of New Hampshire.

For 2024, we selected Anthem Blue Cross Blue Shield as the provider with the most comprehensive and cost-effective coverage across an extensive national network.

The new Anthem plan designs required us to partner with a separate entity to administer the payment of claims to our medical providers. Given our pre-existing relationship with WEX Benefits, and their repeated assurances that they could manage this claims payment process with Anthem, we chose them.

WEX has proven unable to meet their commitment and because of this, we are working with Alera Group, our benefits partner since 2022, and University legal counsel to resolve this issue with as little disruption, and as much support to you, as possible.

The fix, while underway, will not happen immediately. However, we are taking several concrete steps to directly improve communication and responsiveness around the health care plans and benefits related questions.

- All employees who have questions related to their benefits are asked to email benefits@franklinperce.edu.
- All emails will receive a response within two (2) business days
- The [MyBenefits page](#) of eRaven has also been updated with a [Frequently Asked Questions](#)

[\(FAQ\)](#), inclusive of questions related to user experience, explanation of benefits, and upcoming training information.

- Information on the [MyBenefits page](#) has been streamlined to make it more user friendly.
- Anthem Benefits Plan Education Sessions are scheduled for the week of March 25 and April 1. Please watch your email for registration information later today. Additional trainings are being scheduled.
- Starting next week, *all benefits eligible employees* will receive regular updates relating to the ongoing navigation of the health insurance plans. These emails will come from Human Resources.

We know the value of providing our community with a comprehensive and competitive benefits package that provides a sound foundation for employee health, well-being, and satisfaction. It is imperative we match that commitment with transparency, clarity, and action, especially on matters as important as your health care coverage.

Thank you for your patience and understanding.

Sincerely,

A handwritten signature in black ink that reads "Kim Mooney". The signature is written in a cursive, flowing style.