

## Public Agenda Item #17e

Review, Discussion and Consideration of the Texas Employees  
Group Benefits Program:

Group Vision Care Program and Monitoring Strategy Overview

December 2, 2016

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# Group Vision Care Program

## Overview



Texas Employees Group Benefit Program now offers vision care coverage.

- New, optional benefit program
- Offered to all employees, retirees and their eligible dependents
- Self-funded plan
- Administered by Superior Vision Services, Inc.



# State of Texas Vision

## Participant Enrollment



### State of Texas Vision Plan Participant Enrollment September 1, 2016

	Participant Enrollment	Total Eligible	Percentage Enrolled (%)
Members	62,556	344,822	18.1%
Dependents	54,569	309,781	17.6%
Total Participants	117,125	654,603	17.9%

# State of Texas Vision Plan

## Monitoring



### Monthly Administrative Performance Report (MAPR)

- 20 Criteria are monitored for contractual compliance
- Criteria are organized into four major categories:



Account Management



Customer Service



Operations



Systems and Data Management

STATE OF TEXAS  
VISION 

# State of Texas Vision

## Performance Guarantees



Level of Severity	Definition	Allocation of Risk
Severity 1 Emergency	<ul style="list-style-type: none"><li>• Mission critical systems are down</li><li>• Substantial loss of service</li><li>• Operations have been severely disrupted</li></ul>	50% of the aggregate annual amount at risk
Severity 2 Critical	<ul style="list-style-type: none"><li>• Major functionality is severely impaired</li><li>• Operations can continue in a restricted fashion</li></ul>	25% of the aggregate annual amount at risk
Severity 3 Moderate	<ul style="list-style-type: none"><li>• Operations are adversely impaired</li><li>• Temporary work-around, acceptable to ERS, is immediately available</li></ul>	Occurrence 1: 3% Occurrence 2: 5% Occurrence 3: 6% Occurrence 4: 9%
Severity 4 Minor	<ul style="list-style-type: none"><li>• Operations have been adversely affected in a limited manner</li><li>• Modification of current policies and/or processes is required</li></ul>	2% of the aggregate annual amount at risk

Questions?