

What the County Is Doing To Resolve Transition Issues

On January 1st the County of Orange changed our Benefits Center Administrator to Secova as a result of the County's standard contracting process. This was an across-the-board change requiring complete reprogramming by Secova. Although the County planned in advance for a complex implementation, a variety of unexpected problems occurred and the transition has not gone as smoothly and successfully as the County anticipated.

Although most employees and retirees experienced no issues at all, many of you have been significantly affected. For that we extend our sincerest apologies. We want to assure you that we are aware of the current issues and are working diligently to:

1. Identify and correct the core deficiencies
2. Resolve individual participant issues
3. Ascertain what is still needed to restore a higher level of customer service and response times

The County has implemented, or is in the process of implementing the following strategies:

- Daily management calls to prioritize and problem solve key issues for each day and track progress of solutions
- Daily Calls with Secova Call Center Manager to work through and resolve individual participant issues one by one
- Changes to the Benefits Center and County telephone call option messaging to allow participants with urgent issues to get priority routing
- Developed new call intake form to allow participant messages to be routed directly to the individual(s) who are subject matter experts on the issue being reported, resulting in more efficient resolution and participant return calls
- Direct County contact with health plans to facilitate faster resolution of coverage issues
- Secova project team resource onsite at County to assist County team in identifying and resolving issues (in process)
- Direct County access to make urgent enrollment updates in Benefits Center system (in process)

To allow Secova to focus more resources on the issues and deficiencies impacting current participants, Employee Benefits will now be supporting the enrollment process for *new* retiree and *new* employee events as follows:

- County Employee Benefits will mail enrollment packages directly to new retirees, new employees, promotions and other status changes and retirees newly eligible for Medicare
- These elections will be made using enrollment forms to allow the County Employee Benefits staff to input the elections directly into the Secova system

Once all the programming and systems issue affecting current participants have been resolved, Secova will communicate directly with all new participants and all new participant elections can be made through the call center or Benefits Center website.