

# Public Agenda Item #27

## *Agency Update*

August 25, 2021

Porter Wilson, Executive Director

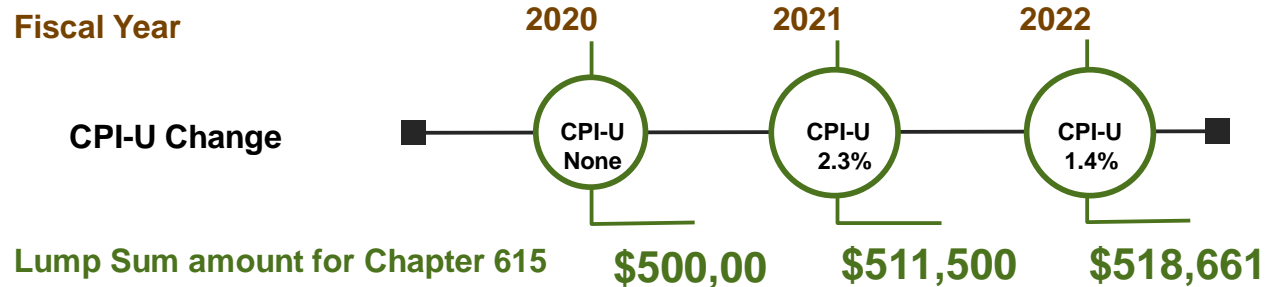
# Agency Update

## CPI-U Adjustment for Chapter 615 benefits for FY22



The system's actuary reports the percentage change of the Consumer Price Index for All Urban Consumers from December to December of the previous year.

The amount of the payment to eligible surviving families for certain law enforcement and other emergency related first responders who are killed in the line of duty is based on deaths reported within each fiscal year.



# Plan Year 2022 Summer Enrollment

## *Benefits Enrollment Information*



ERS mailed  
**266,802**  
PBES packets.



The Contact Center and  
Group O fielded  
**6,033**  
Summer Enrollment calls.



Members made  
**60,884**  
coverage changes.

# Plan Year 2022 Summer Enrollment

## *Online-only Benefits Education*



- The ERS website had **250,337** visits, with **1,195,048** page views.
  - The Summer Enrollment page had **22,564** views.
- **5,718** members attended **50** webinars.
  - Attendance increased almost **15%** from 2020.
  - Attendees asked almost **3,000** questions.
  - More than **97%** of survey respondents said the webinars were helpful.



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***Preparation for Fall Enrollment, November 1 - 19, is well underway, with plans to conduct in-person fairs.***

# Conviction of cyber criminals

- The DOJ announced in July convictions of two conspirators who used personal information gathered from sources outside ERS to access four retirees' accounts in 2017.
- ERS staff reported the activity to Texas DPS as soon as they detected it and worked closely with Texas Rangers on the investigation.
- No retirees suffered losses; ERS reimbursed \$10,605 to the affected retirees and offered credit monitoring to 26 others whose accounts were targeted.
- ERS has taken additional steps to enhance our robust security features and is seeking restitution ordered by federal judge.



Questions?