



HR Notes

ASU DEPARTMENT OF HUMAN RESOURCES

February 2014

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February is National Heart Month

Stroke Warning Signs and Symptoms

F.A.S.T. is an easy way to remember the sudden signs of stroke. When you can spot the signs, you will know that you need to **call 9-1-1 for help** right away. F.A.S.T. is:

Face Drooping – Does one side of the face droop or is it numb? Ask the person to smile. Is the person’s smile uneven?

Arm Weakness – Is one arm weak or numb? Ask the person to raise both arms. Does one arm drift downward?

Speech Difficulty – Is speech slurred? Is the person unable to speak or hard to understand? Ask the person to repeat a simple sentence, like “The sky is blue.” Is the sentence repeated correctly?

Time to call 9-1-1 – If someone shows any of these symptoms, even if the symptoms go away, call 9-1-1 and get the person to the hospital immediately. Check the time so you will know when the first symptoms appeared.

Beyond F.A.S.T. – Other Symptoms You Should Know

- Sudden numbness or weakness of the leg, arm or face
- Sudden confusion or trouble understanding
- Sudden trouble seeing in one or both eyes
- Sudden trouble walking, dizziness, loss of balance or coordination
- Sudden severe headache with no known cause

If someone shows any of these symptoms, immediately call 9-1-1 or emergency medical services.

F.A.S.T. is an easy way to remember the sudden signs and symptoms of stroke. [Learn more about F.A.S.T.](#)

From: <http://www.strokeassociation.org>

myHealthcare Cost Estimator

HealthSelectSM of Texas participants can use a helpful online tool that calculates estimated out-of-pocket expenses for doctor visits and medical procedures. It is called myHealthcare Cost Estimator and it creates estimates based on a variety of sources, including fee schedules, contracted rates and claims averages. The tool also contains information on the UnitedHealth Premium designation program that recognizes physicians and facilities that meet national standards for quality and are in line with average local costs. HealthSelect participants can use the Cost Estimator to help budget for upcoming health expenses, and even compare quality ratings and out-of-pocket costs among health providers. Learn more with the [myHealthcare Cost Estimator Participant Guide](#).

PayFlex Mobile™: Stay Connected to Your TexFlex Account

Access your TexFlex account information anywhere you go with the free PayFlex Mobile application. With this app, TexFlex participants can easily manage their accounts virtually 24/7. It is available for iPhone, iPad, Android and BlackBerry.

The PayFlex Mobile app lets you:

- View your account balance and manage your account funds
- Submit a claim for reimbursement and view claims processed

- View TexFlex debit card purchases and submit documentation (if applicable)
- View a list of common eligible expense items

[Find more information on the app and its features.](#)

Your Affordable Care Act Questions Answered

You have probably heard a lot about the Affordable Care Act (ACA). [Find more answers to common questions.](#)

Out-of-Pocket Coinsurance Maximums Started Over Jan. 1

Do not forget that out-of-pocket coinsurance maximums for you and your covered family members started over on Jan. 1. This does not include prescription deductibles. Coinsurance is the amount you may pay a health care provider that does not include copays, deductibles or benefits that do not apply. The out-of-pocket coinsurance maximum is \$2,000 per year for in-network benefits. For example, an in-patient hospital visit charge requires a \$150 copay per day, plus 20 percent for coinsurance. This means the provider will charge \$150 plus 20 percent of the allowable amount billed by the provider. Once you meet the coinsurance maximum, you would only be charged copays and deductibles (if applicable) from then on, until the new calendar year starts.

HealthSelect of Texas Adds Quest as Contracted Provider

If you are a [HealthSelect of Texas](#) participant, you have access to a large network of health care providers through the plan's third-party administrator, [UnitedHealthcare](#) (UHC). ERS works with UHC to expand the network whenever it would be beneficial and cost-effective. ERS and [Quest Diagnostic Laboratories](#) (Quest) have joined into an agreement that allows Quest to participate in HealthSelect as of Sept. 1, 2013. This means HealthSelect participants who receive covered services from Quest will receive the highest level of HealthSelect benefits available. It is important to note that Quest is not part of the greater UnitedHealthcare network and, as a result, will not be shown on the network provider list or the online provider search tool. If you have questions about HealthSelect providers or benefits, please call Customer Service toll free at 866-336-9371.

An Explanation of Benefits (EOB) is Not a Bill

An Explanation of Benefits (EOB) is provided to you by insurance plans to explain how much a provider charged for an office visit and/or procedure, how much the insurance plan paid, and what (if anything) you may owe the provider. This allows you to compare the provider bill, when you receive it, to the EOB and identify any discrepancies.

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ERS News (cont.)

An EOB is Not a Bill (cont.)

If you have questions about an EOB, please contact the insurance plan at the number listed on the EOB or your insurance card.

What Exactly is GBP?

You may have noticed that ERS mentions “GBP” quite a bit. The Texas Employees Group Benefits Program, which we call “GBP” for short, is composed of all the insurance benefits ERS administers for its members. These include health, dental, life, voluntary accidental death and dismemberment (AD&D), the Texas Income Protection Plan (TIPP), the prescription drug program, TexFlex and TexaSaver. If you have any of these benefits, then you are considered a GBP participant.

Manager’s Tip of the Month: What Do We Do About Bickering Employees?

Q: What Do We Do About Bickering Employees?

We have employees in a work area who are constantly bickering among themselves. They start rumors about each other, even though they have been warned of disciplinary action regarding their behavior. How close are we to completely losing our professional environment?

A: You might be closer to losing it than you think. Several factors are at work that, if not addressed, can severely undermine your leaders’ ability to lead.

Someone might wonder how the actions of two bickering employees could impact an entire professional environment in an office. The adage, “one bad apple spoils the whole barrel,” is in fact true. The failure of management to address aberrant behavior, even among two individuals, hinders the ability of managers to influence the behavior across the entire company. While I’m sure that the manager of these difficult people would prefer to not have to deal with them, failing to do so has ramifications that will be widely felt.

You seem to be facing a situation that has gone on for some time.

The pattern of behavior of these workers is apparently known by many people, and the fact that warnings of disciplinary action are being ignored is not lost on the other employees in the area. Questions emerge as to why something is not being done. Are these two workers “policy favorites” of the managers? If so, perceptions of favoritism can ripple through the workforce. (At a time where the company may be asking workers to do more and to sacrifice more, those who feel that they are being treated unfairly are much less likely to take that extra step for the benefit of the company.)

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Employee Assistance Program (EAP)

Manager's Tip (cont.)



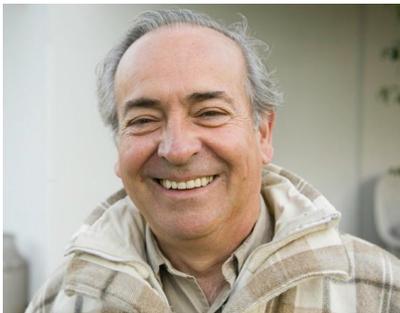
Planning Pays Off

Some people wonder: Why bother to plan? After all, life is always changing. The plan you make today may need to change tomorrow. So why spend time planning?



Discover Someone Special This Valentine's Day

You don't have to look far to find someone special who's always there for you, keeps your best interests at heart and has the potential to be your very best friend. Just look...



Write a Plan for Your Own Healthcare Future

Do you have an advance directive? If you've been to the emergency room or hospital lately, you've likely been asked this question. Many doctors even ask during a routine office visit.



e-Thoughts – *It's a plan!*

I've recently realized I like having a plan. It keeps me on track. It gives me structure. It keeps me motivated.

[To read these and other articles, login here with:](#)

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Password: uteap

Getting help

For help with personal or workplace issues, call UTEAP. These confidential services are available 24/7 to you, your eligible household members and adult children under age 26, regardless of whether they live at home. Call **713-500-3327**.

But perhaps favoritism isn't the issue, but rather a perceived lack of control. Employees expect either individual managers or top executives to exert control of the work environment. Culture drives behavior. Most people act with integrity and strive to do the right thing, but if the social norms run contrary to good intentions, even the best employees may fall victim to the lowest-common-denominator syndrome.

The opposite is not micromanagement or a command-and-control environment. Employees want managers who are fair, willing to listen and trusted to make the right decisions. They expect leaders to set the tone.

From: www.workforce.com

New to ASU

ASU Employee Birthdays - Febuary

Please join the Human Resources staff in welcoming the following new employees:

Morgan Billingsley – College of Health and Human Services

Gustavo (Manuel) Campos – HSI

Olivia Castro – Scholarship Programs Office

Vicki Clark – Accounts Payable

Marla Daugherty – Visual and Performing Arts

Kevin Fowler – Curriculum and Instruction

April Guevara – Physical Therapy

Dennis Helms – Athletics

Millard Humble – HSI

Dezaray Johnson – Small Business Development Center

Linda Jones – University Police

Yuriy Litvinski – Athletics

Armando Puente – Facilities Management

Amanda Ritchie – Admissions

Cassandra Sanders – College of Health and Human Services

Andrew Wylie – Facilities Management

Akin, Jamie
Baeza, Erika
Bailey, Dionne
Banker, Deborah
Beard, Christopher
Bodiford, Brian
Boyd, Melissa
Brodnax, Denise
Brown, Jason
Burnett, Michael
Carter, Doyle
Contreras, Jose
Crider, Duane
Dabney, Ronald
Dethloff, Carl
Diaz, Ismael
Dyson, Kara
Elenkov, Detelin
Engdahl, Gil
Frazier, Kent
Gibson, Amanda
Grelle, Shayla
Hartje, Mary
Hicks, Randolph
Hoeben, Susan
Jackson, Roger
Jones, Dianalee
Jones, Nan
Kelley, Melody

Lackey, George
Leavelle, James
Lee, Won-Jae
Lennon, Jennifer
Lucksinger, Linda
Manning, Jessica
McAndrews, Jennifer
Monroe, Alvin
Montemayor, Juan
Moore, Kelly
Morrow, Tammy
Nguyen, Thinh
Nicks, Kendra
Onofre-Madrid, Maria
Osorio, Ella
Parks, Christena
Petree, Cayla
Ramos, Veronica
Ritchie, Amanda
Robertson, Dan
Rodriguez, Leslie
Sandoval, Ruben
Scott, Travis
Sebesta, Charles
Smith, Mary
Villarreal, Zachary
West, Marcus
Whitesell, Carrie
Zehnder, Ralph