The RASC leverages continuous improvement, enhanced technology and self service to increase our members’ ability to understand, plan for and access retirement plan and retiree health benefits.

Annually, the RASC supports...

- **62,000** Retirees, dependents and surviving family members
- **33,000** Former employees
- **$2.4 billion** Annual benefit payments
- **103,000** Telephone calls answered
- **17,000** Pieces of written correspondence answered
- **4,500** Annual retirement elections processed
- **90,000** Documents scanned and indexed per year
The RASC now supports most locations with retirement counseling for active faculty and staff.

During the month of April 2014…

1,200
Personal Retirement Profiles (PRPs) (73% for active faculty & staff)

381
Retirement elections received for active faculty and staff

7,500
Telephone calls answered

2,200
Pieces of written correspondence answered

90%
Calls answered in 90 seconds or less

3.5 days
Average turn time to respond to correspondence

84%
Customers satisfied or better with their overall experience with RASC
RASC Focus on Continuous Improvement

Operational Excellence

Employee Engagement
- Career Enrichment
- Training Curriculum

Quality
- Audits & Reporting
- Continuous Process Improvement

Customer Satisfaction
- Satisfaction Survey
- Service Level Agreements

Efficiency & Productivity
- Key Performance Metrics
- Staffing Model
Discussion Topics

OneExchange
- Customer Satisfaction Update
- Retirees Returning to California
- CalPERS
Wellness Program
Pre-Retirement Counseling
OneExchange - UCOP Objectives

For UC retirees who are over 65 and living outside of CA
- Provide broader plan access allowing for more personalization (MAPD, Medigap, Part D)
- Provide as good/better customer service to retirees than they currently receive
- Leverage better value in individual market for retirees

Retiree satisfaction is first and foremost
- Retirees understand what’s going on and know who to call with questions (and that wouldn’t be UC)
- Retirees enroll in coverage
- Retirees feel happy with the choices
- Retirees are satisfied that the UC subsidy provides support as promised

UC receives collateral administrative simplification
- Use of UC internal resource is minimized – and isolated to activities that bring greatest value to the transition
- Activities focused on implementation
- Sustained cost reduction and efficiency
- Issues and key decisions are identified up front and brought to UCs attention (not the other way around)
OneExchange Enrollment Data Review

<table>
<thead>
<tr>
<th>Measure</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligible participants</td>
<td>4,347</td>
</tr>
<tr>
<td>Number of unique Medical and Rx brands</td>
<td>77</td>
</tr>
<tr>
<td>Number of unique plans</td>
<td>675</td>
</tr>
<tr>
<td>% enrolled: MA/MS</td>
<td>18.8% / 81.2%</td>
</tr>
<tr>
<td>Average premium: MAPD</td>
<td>$54.50</td>
</tr>
<tr>
<td>Average MS/Part D Premium</td>
<td>($158 / $29)</td>
</tr>
<tr>
<td>Number that selected a different medical plan</td>
<td>106</td>
</tr>
<tr>
<td>Number that selected a different Rx drug plan</td>
<td>303</td>
</tr>
</tbody>
</table>

Data covers (October 1, 2013 through December 31, 2013)

- High rate of transition into individual plans, 91%.
- Participants embraced the opportunity to leverage choice in selecting plans, choosing 77 different carriers and 675 plan designs to meet their unique medical needs.
Data covers September 1, 2013 through December 31, 2013

- No retiree left behind is our commitment to reach out to all participants.
- We were unable to reach 139 participants by phone. 47 had missing or bad phone numbers. 92 participants did not answer or return messages.
- Reminders were mailed in November to all participants who had not completed an enrollment. Certified mail reminders were mailed to 306 participants who we could not reach by phone. Still have not received responses back from 80.
OneExchange Voice of the Customer
UC Participant Survey Scores

Total Participants Responded: 769
81.9% of Retirees Satisfied Score of 3 or Higher
Average Score: 3.8 out of 5.0

<table>
<thead>
<tr>
<th>Row Labels</th>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>304</td>
<td>39.5%</td>
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<tr>
<td>4</td>
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<td>1</td>
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<td>9.9%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>769</td>
<td>100%</td>
</tr>
</tbody>
</table>

Average CSAT

10/1/2013 - 12/31/2013
OneExchange Service Plan

2014 Actions

- Keep UCOP team apprised of upcoming events and plan accordingly, and provide an annual event plan.
- Coordinate escalation process so all concerns identified directly by UCOP are shared and resolved by OneExchange.
- Client calls focused on current escalations and immediate trends.
- Provide a new recording of the retiree meeting presentation for participants aging into Medicare on the OE/client web page.
- Provide Voice of the Customer Surveys quarterly.
Other Topics

Retirees Returning to California
CalPERS
Wellness Program
Pre-Retirement Counseling