

Faculty Senate Fringe Benefits Committee Update – January 18, 2023

Your Fringe Benefits Committees (Senate and Staff Advisory Council) met on January 4, and will meet with HR on Friday, Jan 20. Please let any of us know how we can represent your interests during the meeting. Questions we shared earlier this month:

- What are some of the narratives/perceptions coming out of the transition from BCBS to Aetna in 2021-22? What do various stakeholders have to say about the Fall 2022 open enrollment process and the 2021-22 health plan design process? What tweaks and changes may be on the horizon?
- We heard a rumor that HR compiled fringe benefits information from peer institutions as the Aetna plan was developed. If the "comps" exist, can they be shared with us?
- Does HR have a plan to collect and assess Atrium provider capacity?
- If Wake Forest opens a childcare center, will child care become a formal "fringe benefit" for faculty and staff? Any update on the quest for on-campus child care?
- How long is the contract that WFU signed with Aetna? When will the decision be made about extending or terminating that contract, and how will WFU assess "fit"?
- What is the timeline/process/plan for deciding if Wake will fold additional benefits (behavioral health, for instance) into the Aetna plan?

Answers to other FAQs

- *We encourage faculty and staff colleagues to contact HR directly at askHR@wfu.edu or 336-758-4700 so they can be supported on an individual basis and their health or personal information is protected during the process. If committee members have collective feedback to share from constituents, they can reach out to Shannon Araya.*
- *The provider search instructions have been updated in the [2023 Benefits Guidebook](#).*
- *For questions about coverage, claims, providers, and ID cards, contact the respective third party provider.*
- *For questions about benefits eligibility, qualifying events, and general questions, contact Human Resources at 336-758-4700 / askHR@wfu.edu.*
- *The AHWFB Concierge is through February 2023 and we are evaluating the use of this service to determine next steps. Aetna's customer service number (855-589-6961) and email wfu@aetna.com will remain in place.*

Benefits Guidebook: <https://hr.wfu.edu/benefits-guidebook/>

List of Third Party Providers with contact information:

<https://hr.wfu.edu/benefits/providers/>

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