



# HR Notes

ASU DEPARTMENT OF HUMAN RESOURCES

April 2012

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## Employee Service Awards

ASU faculty and staff who reached employment anniversary milestones as of Dec. 31, 2011, were honored at the annual Faculty and Staff Service Awards Banquet on Monday, April 9, in the Houston Harte University Center. ASU President Joseph C. Rallo and Kurtis Neal, director of human resources, presented each of the honorees with an award and certificate. Please take a moment to congratulate your colleagues on their achievements:

### 10-Year Service Awards

Laura A. Aiken  
 Margaret C. Alexander  
 Loren K. Ammerman  
 Dionne T. Bailey  
 Michelle A. Bennett  
 Shonda L. Brooks  
 Michael W. Butler  
 Karen Cody  
 Mark B. Crouch  
 Carl A. Halfmann  
 Jennifer R. Hall  
 Mark L. Hama  
 Brandy L. Hawkins  
 Janet L. Maxwell  
 Adam C. Mirike  
 Lee E. Morris  
 Jeffrey L. Riels  
 Micheal W. Salisbury  
 Karen L. Shumway  
 Jana T. Sparks  
 Jennifer A. Stephens  
 Jolene M. Varela  
 Antonella S. Ward

### 15-Year Service Awards

Carol Diminnie

James N. Forbes  
 Maurice G. Fortin  
 Ernest C. Guevara  
 Mark A. Hirt  
 Linda A. Kornasky  
 Judy G. O'Rear - retired  
 Donna L. Rathbone  
 Janice S. Smith  
 Sharon F. Weber

### 20-Year Service Awards

Connie Brown  
 Connie Fletcher  
 Virginia D. Lester  
 William B. McKinney  
 Paul Osmanski  
 Kathleen M. Price  
 Lisa J. Sheppard  
 Dallas A. Swafford  
 Sharynn Tomlin  
 Angie W. Wright  
 Roger E. Zarnowski

### 25-Year Service Awards

Elaine M. Beach  
 Margaret Mata

### 30-Year Service Awards

Rosana Armendariz  
 Shirley M. Eoff  
 Adelina C. Morales  
 Sangeeta Singg  
 Candy M. Woodul

### 35-Year Service Awards

Gil R. Engdahl  
 Harvey D. Johnson  
 Terry C. Maxwell

# Employee Assistance Program FAQs

Welcome to your Employee Assistance Program! Through the Employee Assistance Program, or EAP, you and your family members can access free, convenient and confidential services. The EAP offers a variety of services, including counseling sessions with a licensed mental health professional, legal and financial resources, and WorkLife referrals.

To learn more about the variety of services offered by UTEAP, click on any of the links listed below to view some of the educational materials, or review the UTEAP Employee Orientation. This brief presentation discusses the different services available to you and your family under the EAP.

[UTEAP Employee Brochure](#)  
[UTEAP Monthly Employee Newsletter](#)  
[UTEAP Employee Orientation](#)

## Frequently Asked Questions about the EAP

### Who can access the EAP services?

The EAP is available not only to you, the employee, but also to your spouse, live-in partner and eligible dependent children. This includes children up to the age of 26 who are eligible for coverage under your or your spouse's insurance plan.

### How much does the EAP cost?

There is no charge to you or your family members to use the EAP services.

### Is the EAP confidential?

Yes, all EAP services are private and completely confidential. UTEAP will only release information regarding your contact with the EAP with your written consent or as required by law.

### What type of problems can the EAP help with?

UTEAP provides counseling sessions and support for all types of life concerns. Some of the most common reasons that employees contact the EAP are:

Stress and Anxiety

Alcohol/Drug Problems

Couples and Relationship Issues

Anger Management

Work Conflicts

Depression

Parenting and Family Concerns

Grief or Bereavement

Change and Life Transitions

Communication Skills

### How many counseling sessions do I have under the EAP benefit?

The number of counseling sessions available will depend on the EAP model selected by your employer. Most organizations have between three and five sessions per issue. When you contact UTEAP to access services, a customer service representative will inform you of the number of EAP sessions available.

Please note that sessions are on a per-issue basis. If you or a family member has a separate problem during the same year, you can contact the EAP again to receive new sessions for the separate issue.

### How do I schedule an appointment?

Making an appointment is easy, confidential and free. Whether you need an appointment with a counselor, need a legal referral or want to take advantage of WorkLife services, simply call the office at 800-346-3549, or click [here](#) to request an appointment online. A customer service representative will contact you shortly.

### What Legal and Financial resources are available?

Through the EAP, you have access to one free, 30-minute, face-to-face or telephonic consultation per issue with a network attorney. If you wish

to retain the attorney after the initial consultation, you will receive a 25 percent discount on the attorney's normal hourly rates. Many online resources are also available, including an interactive Online Will Program that provides you with a resource to create your own state-specific Simple Will privately in an online, secure environment.

All employees are also entitled to a free telephone consultation with an EAP financial counselor. Typical matters include credit counseling, debt and budgeting assistance, tax planning, retirement and college planning questions.

Click [here](#) to access the UTEAP WorkLife website and/or to visit our online legal and financial resources. User Name: uteap | Password: uteap

### What are WorkLife services?

Consultation and referrals for a wide range of WorkLife referrals are available through the EAP. You can find real solutions for child care, elder care, care for persons with disabilities, and other convenience and wellness issues. You can speak directly with an experienced counselor who will take the time to fully understand your concerns and explore care options with you.

After you hang up, the WorkLife counselor will begin researching your specific care needs, freeing you to focus on your family, work or other issues in your life. Within a few days, you will receive a return call and a packet containing provider profiles of regulated care providers who have openings – when, where and within the price range you specified – along with educational materials to help you and your family make informed decisions.

There are also a variety of WorkLife resources available online. Click [here](#) to access the UTEAP WorkLife website.

User Name: uteap | Password: uteap

## United Health Care Services Inc.

On Feb. 21, the ERS Board of Trustees agreed to enter into contract negotiations with United Health Care Services Inc. to serve as the third-party administrator (TPA) for the self-funded HealthSelect of Texas health plan, starting Sept. 1. The United Health Care Service Inc. call center and claims processing unit is located in San Antonio. If you have questions about what the change of the third-party administrator (TPA) for HealthSelect of Texas means to the HealthSelect plan, please see the [frequently asked questions](#) online for answers. Neither Blue Cross Blue Shield of Texas nor United Health Care determines HealthSelect plan benefits. ERS designs the plan, including copays, coinsurance and eligibility rules, within the available funding. The role of the TPA is to administer the plan according to the plan design and policy provided by ERS. The TPA manages the provider network, provides customer service and manages the claims process.

ERS and United Health Care have worked together to enhance the [provider search tool](#) to make it easier for you to confirm whether your doctor is in the network. Click on the type of search and enter a provider or facility name. ERS has also added "Provider Search Tips" to make searching for a provider even easier. You can search for primary care physicians (PCPs), specialists, behavioral health providers and health care facilities. As a reminder, United Health Care is currently contacting providers who are not in the network and asking them to join. This means that if you do not find your doctor listed today, you should check back before Sept. 1 to see if he or she has agreed to join the network. You can also request that your doctor join the network.

Your prescription drug benefit is not changing as part of this transition. Caremark will continue to manage

the HealthSelect prescription drug program.

If you would like a reminder of what the HealthSelect plan covers, take a look at the [HealthSelect](#) web page on the ERS website.

For the latest news updates regarding your benefits, you may sign up for the Updated-Express Higher Ed Employee e-mail subscriptions from ERS. Click [here](#) to subscribe, or visit the ERS website at [www.ers.state.tx.us](http://www.ers.state.tx.us).

## Tobacco Users

If you have certified that you or your covered dependents use tobacco, the tobacco user premium will be added to your health insurance premium. Like the health insurance premium, the tobacco user premium is taken out of your paycheck pre-tax.

There is good news if you or a dependent you cover for health insurance has quit using tobacco – you can complete an online affidavit to certify as a non-tobacco user, or contact Luann McCorkle in Human Resources at 942-2168. If the affidavit is approved, this will lower your health insurance costs. To qualify, you or your covered dependent must have used tobacco fewer than five times over the last three consecutive months.

## TRS Members

TRS members can gain quick and easy access to their TRS account information through [MyTRS](#). This is the secure online access portion of the website, where employees can view their current account information, obtain retirement estimates, sign up for e-mail subscriptions and much more.

All management and supervisory personnel are reminded to complete and submit your direct reports performance review forms to our office as soon as possible. Completed, signed and administered performance reviews are due to the Office of Human Resources no later than May 1. If you have any questions or need guidance on the performance review process, please call our office and we will be happy to assist you.

If you would like some more generalized training pertaining to the theory behind performance reviews, best practices and general tips, please contact Lori Chandler in the Office of Human Resources at [lori.chandler@angelo.edu](mailto:lori.chandler@angelo.edu) or 325-942-2168. Lori will provide you with access to an online, video-based training presentation that is self-paced and can be viewed at your leisure.

# New to ASU

# ASU Employee Birthdays - April

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

Benjamin Borom – Registrar's Office

Andrea Freymiller – Athletics

Pierce Holt – Athletics

Michael Murphy – Environmental Health, Safety and Risk Management

Elizabeth Randell – CITR

Katherine Thoreson – University Recreation

Kristie Walton – Counseling Services

Nancy Weller – Library



Aguilar, Jose  
Apodaca, Theresa  
Bankston, Thomas  
Barnard, Jana  
Best, John  
Black, Jesse  
Blount, Tyler  
Blumentritt, John  
Boone, Jeffrey  
Boyd, Mary Ann  
Bright, Jeffrey  
Carrillo, Isabel  
Castro, Rosalinda  
Charles, Mary  
Cunningham, Debbie  
Dominguez, Jennifer  
Eades, Mary  
Eisenwine, Marilyn  
Elkins, Susan  
Elliott, Richard  
Evans, Alison  
Fernandez, Noe  
Flage, Bruce  
Garrison, Kevin  
Gates, Julie  
Greig, Rick  
Harriger, Dinah  
Hord, Jason  
Howell, Angela  
Koehler, Craig  
Kornasky, Linda  
Kreitler, Crystal  
Lee, Pamela  
Lopez, Efen  
Lowe, Mary Anne

Martin, Carl  
Martinez, Soila  
Marvel, Jonathon  
Mata, Margaret  
May, Brian  
Montalvo, Rodolfo  
Montgomery, Barbara  
Munoz, Joe  
Neucere, Season  
Nichols, Jan  
Owens, Kevin  
Pate, Sandra  
Peters, Randolph  
Pullin, Robert  
Ramos, Robert  
Rilling, Rigel  
Roberts, Annette  
Russell, Thomas  
Sanders Hunter, Alyson  
Shoemake, Jennifer  
Smashey, Kaysie  
Smith, Clayton  
Smith, Matthew  
Sparks, Rebecca  
Stafford, Deborah  
Stewart, Kenneth  
Sullivan, Rebecca  
Thoreson, Katherine  
Walton, Kristie  
Wang, Qi  
Weber, Sharon  
Weertz, Sara  
Weise, Shelly  
Wilke, Russell  
Williams, Scott

