Employers Are Customers Too!

Presenter: Harris Kaplan

Deputy, Chief Business Operations Officer

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About MSRA

- Defined Benefit Plan
- Approximately 402,500 members and retirees consisting of
  - Inactive Members: ~ 53,500
  - Benefit Recipients: ~ 156,000
  - Active members: ~ 192,500
- Over 150 local governmental agencies voluntarily participate
- 52.4 Billion Pension Fund as of June 30, 2018
- About 200 employees

MSRA and Project Background

- Maryland State Retirement Agency (MSRA) has begun an improvement project called MPAS+

- MSRA will be modernizing and streamlining our existing business processes

- Some of these improvements may require updating the processes for how MSRA and employers communicate and share data

- MSRA is using Agile software development
  - Project is broken up into many small projects and improvements are rolled out throughout the project

MPAS+ Project?

- MPAS+ is the technology solution that will help MSRA modernize pension administration (how we do business)
- MPAS: Maryland Pension Administration System
- MPAS+ will redesign and improve MSRA business processes
- MPAS+ started January 2018 and will continue through December 2021

MPAS+ Project Goals

- Improve services to our customers
  - Members
  - Retirees
  - **Employers**
- Improve our productivity
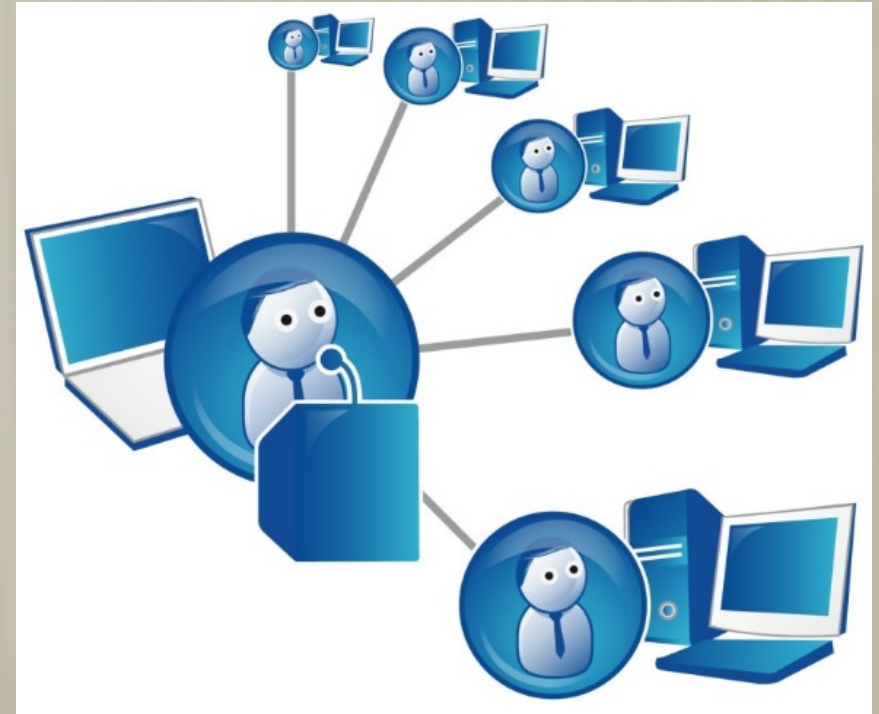- Upgrade the tools available to MSRA staff and **employers**

MPAS+ Project Scope

- Improving our business processes
- Adding some new commercial software
  - Customer Relationship Management (CRM)
- Improvements to the current MSRA software
- Rolling out mySRPS, self-service for members and retirees
- Expanding current Employer Payroll Data Reporting (EPDR) Application to an improved Employer Portal with new features

Establishing a Relationship with Employers

- Mailed a letter to the head of each employer announcing the project
- Hosted a series of MPAS+ Project kick-off webinars for employers with the goal of:
  - Creating awareness
  - Gather initial feedback
  - Ask for employers to participate in workshops
  - Share ideas
  - Establish communication goals

Goals for Communicating with Employers

- Create awareness of system and process improvements being planned

- Provide timeline so employers become comfortable with planning and scheduling

- Foster environment of employer collaboration (part of the solution) by providing interactive workshops for process improvements and operation streamlining

- Identify opportunities for ongoing employer involvement

Employers' Role in the MPAS+ Project

- We need employers' help as the first point of participant contact

- Assist members in using the new self-service features

- Share with MSRA your:
  - Knowledge
  - Time
  - Ideas
  - Feedback

Employers' Role in the MPAS+ Project

- **Employer Involvement**
  - Webinars
  - Surveys/feedback
  - Process improvement workshops
  - Information sharing via a new employer MPAS+ link on MSRA (sra.maryland.gov)
  - Focus and advisory groups
  - User Acceptance Testing (UAT) participation
  - Beta testers
- **One Team**
  - MSRA + Employers + Participants

Employer Improvements

⭐ Reduce your paperwork and replace with electronic submission

Improvement	Benefit
New employee change file	• Automates employee enrollment, termination, and sick leave from your HR system
New Adjustment File	• Automates adjustments directly from payroll system
Better data validation upon data upload	• Identifies errors upfront and instead of near retirement • Reduces adjustments
Electronic Payments	• Reduces efforts, errors and reconciliation • Online payment for all employer billing
Employer Self-Service User Management	• Update user contacts to improve communication • Employer administrator controls staff access to Employer Portal
Secure Messaging	• Convenient and secure method to communicate with MSRA

Participant Improvements

- Self-service access to participants beginning the fall of 2019
- mySRPS Version 1 features include:
  - Member
    - Account view (dates, service, salary, contributions, etc.)
    - Benefit estimator
    - View and Print Personal Statement of Benefits (PSB) and other documents
    - View and Change Beneficiaries
    - Upload Documents
  - Retiree
    - Account view (benefit amount, gross to net, option selection)
    - View Payment History
    - Update Address
    - Update Tax Withholding
    - Update EFT
    - View and print 1099-R tax documents

Our Next Steps

- Conduct an employer survey

- Host project workshops to discuss ideas for process improvement

- Create a new "Employer MPAS+" link on sra.maryland.gov