Employers Are Customers Too!

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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
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 M P A S + 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

<table>
<thead>
<tr>
<th>Improvement</th>
<th>Benefit</th>
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<tr>
<td>New employee change file</td>
<td>• Automates employee enrollment, termination, and sick leave from your HR system</td>
</tr>
<tr>
<td>New Adjustment File</td>
<td>• Automates adjustments directly from payroll system</td>
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| 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