

FACULTY SENATE MEETING
February 3, 2016

1. Call to Order.

CHAIR AUGIE GRANT (Journalism) called the meeting to order.

2. Corrections to and Approval of Minutes.

CHAIR GRANT asked for corrections to the minutes of the meeting of December 2, 2015. There were none, and the minutes were approved.

3. Invited Guest

CHAIR GRANT introduced guest speaker Susan Brantley, a benefits manager with PEBA, to speak on recent changes to health benefits.

GUEST SUSAN BRANTLEY (PUBLIC EMPLOYEE BENEFIT AUTHORITY) introduced Jennifer Dolder and Robin Scott from Express Scripts and stated she would discuss why plans change, formulary changes, prior authorizations and what to expect going forward.

The State Health Plan is a self-funded plan and PEBA is the plan administrator. As a self-funded plan all of the premiums that come in are used to pay the claims. PEBA contracts with vendors like Blue Cross/Blue Shield to handle the health and the dental and this year Express Scripts has the contract for prescriptions. Last year it was Catamaran whose contract ended December 31, 2015. At the beginning of 2015 PEBA put out a bid as is required by state law looking for another pharmacy benefits manager and considering things like: total net cost, background and qualifications, pharmacy network, formulary, pricing, customer service just in general all of the qualifications. Early the last quarter the bid was awarded to Express Script so PEBA knew since August that as January 1, 2016, Express Scripts would be the new pharmacy benefits manager. Human Resources at USC reached out to everybody by putting that on their news and events link.

When plans change sometimes formularies change, Catamaran has their formulary, Express Scripts has their own formulary and even within a year, formularies are subject to change for a variety of reasons, such as FDA recommendations, new drugs that come out on the market, cost of existing drugs, and availability of those medications.

Some people had some issues with prior authorizations. What should have happened is that anyone who had a prior authorization that did not expire before December 31, 2015, should have seen it transfer over from Catamaran to Express Scripts. Likewise, any prescriptions that had not expired except for controlled substances should have transferred over from Catamaran to Express Scripts. Some of the formulary changes are

that Express Scripts does require prior authorizations on some of the medications that Catamaran did not or they may have different quantity limits than Catamaran had. PEBA is hoping that as this first quarter ends and the first month is over, everyone has gone to get their prescriptions and they have reached out to PEBA or Express Scripts and their doctor if they do need a prior authorization.

Going forward, a prior authorization is going to last for a year. If a medication is going to be changed, the person will be notified before that change happens. For new prescriptions, people can get on the Express Scripts website actually see if it will require a coverage review.

If generics are available its saves the plan money, and saves the patient money, and then saves money again with premiums not going up.

Finally, Brantley recommended ordering the 90 day supply, if possible, and ordering through Express Scripts because for some medications they can provide deeper discounts than the 90-day costs for the mail order medications.

CHAIR GRANT asked about the length of the contract with Express Scripts.

GUEST ROBIN SCOTT (EXPRESS SCRIPTS) – The initial term is 3 years with two optional years.

PROFESSOR ERIK DOXTADER (ENGLISH) asked how the cost of insurance has changed relative to pay increases and cost of living adjustments over the last 10 years, not only within the state's system but also within the other provider options that used to be available and that are no longer available. When he came to USC eight years ago he had a range of options, none of which are available anymore. The corollary to that first question relative to cost relative to pay increase is, are there any plans to increase the number of options in the next couple of years?

Secondly, with the change of providers, that is moving basically only to a system where employees can only choose the state system, how has that changed the quality of the care that is accessible to them? Various providers and various hospitals that used to be available to them are no longer available and some other facilities and some other doctors have become available. What study has been done to access the relative changes in the quality?

GUEST BRANTLEY replied that the first question would have to be answered by a statistical department.

Brantley responded to the second question by stating that PEBA is working closely with Blue Cross/Blue Shield. They are offering patient-centered medical homes. That's one of the big pushes Blue Cross has had. Someone who goes to a patient-centered medical home, and who is on the standard plan, doesn't pay that \$12.00 copay. Once they've met the deductible the insurance picks up at 90% instead of the typical 80%. But with the

PPO which is the savings plan and the standard plan are both Preferred Provider Organizations patients can go out of network. They can choose any doctor they just end up paying more

CHAIR GRANT asked Brantley to elaborate on the section of the Benefits Guides that covers the maintenance care for people with chronic conditions.

GUEST BRANTLEY replied that last year it was called the “Generic Copay Waiver,” and before that it was called the “Wellness Incentives.” The No Pay Copay allows generic medications for high blood pressure, high cholesterol, diabetes, congestive heart failure. Diabetics can get testing supplies, test strips lances all for free.

There are three steps to qualify: 1) see a doctor, 2) have appropriate lab work done, 3) go to the Blue Cross/Blue Shield website to log in and fill out the personal health record to get the waiver for 12 months from the date of qualification. Ninety days before it expires, the person will be notified that they need to requalify.

CHAIR GRANT asked about the procedure for prior authorizations. For many medications there’s a prior authorization required which is not the same as a prescription; it’s a review by the insurance company, and the manual indicates it is good for 12 months. Does this mean that a year from now when a person gets a prescription refilled he has to go through this process again?

GUEST ROBIN SCOTT (EXPRESS SCRIPTS) replied that they should be notified before it expires, typically by letter.

GUEST BRANTLEY stated that a patient would be notified in writing that the prior authorization is about to expire, so they can see their physician.

CHAIR GRANT expressed concern that if a person has a chronic condition obviously the condition hasn’t gone away if there is a prescription. What’s the purpose of the prior authorization?

GUEST SCOTT replied that the purpose of the prior authorization is really just to make sure that that medication is still appropriate and that the patient is still taking it as directed and those types of things. There is an entity outside of Express Scripts of pharmacists, Pharm D’s and physicians that review all of their coverage reviews to make sure that these are clinically appropriate for these specific drugs.

CHAIR GRANT asked approximately how long before the expiration of the prior authorization would notification come?

GUEST SCOTT stated it’s usually between 30 -45 days.

PROFESSOR SUSAN SCHRAMM (EDUCATION) asked why USC employees were not informed of this change prior to the winter break so they could have gotten their

affairs in order before discovering in January that they couldn't get their prescriptions filled without a prior authorization. They spent many hours of doctors' time and staff time at doctor's offices clearing this up for various folk.

GUEST BRANTLEY stated that letters did go out to some who would be required to get a prior authorization. It could be that with the formulary differences between Catamaran and Express Scripts, Express Scripts did not realize that Catamaran did not require a prior authorization for that medication.

PROFESSOR SCHRAMM suggested that if PEBA switches companies again that some sort of intervention could occur between the transitions between the two companies so that this doesn't happen to people down the road.

GUEST JENNIFER DOLDER (PEBA) also responded to the question. She is the Director of PEBA's Employer Services Department. She and Susan work directly with over 800 employers throughout the state and they work directly with USC and the Human Resources Office. All of their employers were notified of the change back in August. She spoke to HR at USC Monday and they will have some further discussions with them to see where they are missing the mark because clearly something was missed somewhere. She will continue to work with USC closely to see what they can do better to notify staff of any changes especially regarding prescript benefit manager

PROFESSOR KATHLEEN KIRASIC (PSYCHOLOGY) stated that 45-30 days is insufficient to get a physician's appointment in order to obtain pre-authorization. She suggested that if PEBA is going to require pre-authorization that they give patients a 6-months lead because that's how long it takes to get into a physician and get the labs and the check-ups done.

Kirasic also stated that USC employees who are having trouble are dealing with PEBA representatives who automatically respond to things like chronic medication that are needed for ongoing conditions with, a "NO." She was on hold for over 58 minutes yesterday just to get a "no," and doesn't think the customer service people are prepared to deal with the volume of individuals who are finding this an unsatisfactory change. The speed of response is unacceptable.

GUEST DOLDER thanked Professor Kirasic for her comments. PEBA is administered by a Board of Directors, and has a Health Care Policy Committee that meets once a month. All of those meetings are published to the public. She encouraged patients who are having problems to contact the Health Care Policy Committee, because they need to know about these things. The website www.PEBA.SC.Gov, lists the next meetings.

CHAIR GRANT thanked guest speakers for their time. He found the customer services representatives to be cordial when he called numerous times. Grant asked for the phone number.

GUEST BRANTLEY stated the Contact Center's number is 888-260-9430, Monday-Friday from 8:30-5:00. There is also an online chat option.

CHAIR GRANT introduced the second guest speaker, Ombudsman Jim Augustine.

GUEST JIM AUGUSTINE (OMBUDSMAN) is currently serving in his tenth year as University Ombudsman.

He is a designated neutral and his job is to help faculty with conflicts and concerns. There are ombuds in virtually all organizations from governmental agencies, business, university settings, hospitals, news organizations.

He is a confidential, neutral, informal and independent resource who functions under an umbrella of the International Ombuds Association which has Standard of Practice and a Code of Ethics. There are about 700 plus members of the IOA and about one-third of those are academic institutions.

Others at USC who function in somewhat similar roles are student ombudsman Lisa Jerald and Dale Moore for graduate students. HR has their own individuals who help with staff concerns.

Ombudsmen listen and offer information. A lot of people don't really understand University Policies and procedures. Ombudsmen try to talk about the concerns that individuals have, clarify the issue, help them think about a range of options that might be available to them, and offer referrals if need be. The task is to help them help themselves. Ombudsmen collect and analyze information from as many sources as possible. They may need to help draft a letter, prepare for a difficult conversation, facilitate communication among several parties, or work for an agreement of some sort. Augustine also tracks issues of concern and trends that he sees among the university as a whole and he attempts to identify and communicate those concerns to the university administration and make recommendations as need be for policies and procedures that need perhaps to be changed.

Augustine does not make decisions for an individual or participate in formal investigations. He does not maintain records of those who contact him. Any notes or any information that people send him are shredded.

Annual reports are written in the same way each year and the reporting categories follow a policy that the IOA have set up. These are nine separate reporting categories. Within each reporting category there are very extensive sub headings and sub divisions.

He saw 45 visitors last year in person and he receives numerous phone calls. He sees an average of 50 faculty members per year, for a total of about 450 faculty over the last nine years. About 25% of the people he sees have Evaluative Relationship problems. This may include some kind of bullying or abusive behavior, or something to do with equity of or treatment or favoritism within the department, etc.

The second largest category is Career Progression and Development. That would be issues related to promotion and tenure and any sort of advancement or progression within the unit.

The third largest area would be Peer and Colleague Relationships - people working in the same lab or same department, with conflicts and concerns.

Augustine reminded faculty on the 4-year campuses and on the Palmetto college campuses that the services of this office are available to them. Augustine was encouraged by the work done by the Faculty Welfare Committee and the Faculty Advisory Committee in looking at the issues faced by non-tenure track faculty. Some non-tenure track faculty are put in very difficult positions, perhaps not treated very well and those stories are painful to listen to and ought not to actually have taken place in the university.

Augustine stated that there are a few lingering matters that are hard for him to deal with. There are some pockets of hostile work environments in the university and he is not able to put those fires out from his vantage point. They often involve non-tenure track faculty and well established faculty. There are a number of concerns that have been brought to his attention about salary disputes in situations where there doesn't seem to be anybody who wants to take a stand and resolve those. Issues of space and who has the authority to assign space or prevent others from using research and office space. There is an inconsistency in the application of policies regarding the appointment of some faculty but not others to 9 or 12 month appointments. Over the years the problems that he has been dealing with have become multifaceted. They may involve individuals from two different departments and again it's difficult sometimes to peel back the layers and find somebody who really can resolve this issue when there are a lot of people involved.

Augustine noted that whatever success he has been able to achieve has been due to the support of the faculty and the administration. They are willing to listen to the matters that he has brought to their attention and to help find a fair and just resolution to most of the issues. He especially appreciated the willingness of the President and the Provost to support the work of the ombuds over these nine years, without violating the independence of the office, or its neutrality, informality and confidentiality.

Augustine referred to Steven Carter's writings on civility – "one of the big problems with incivility crisis is that people really don't know each other and don't try to know each other, and therefore it doesn't matter how they treat each other". Carter wrote, "How we treat one another is what civility is all about." Augustine suggested that colleagues who get to know each other better may have more respect for one another. Augustine referred to Marian Wright Edelman's statement that institutions including our academic institutions, culture, communities, and country cannot long survive the loss of this basic and this essential ingredient of civilization.

4. Report of Committees.

CHAIR GRANT – Alright, let's move on, Reports of Faculty Committees. First, Elizabeth West, our Secretary has been working very hard and has a great report for us.

a. Senate Steering Committee, Elizabeth West, Secretary:

SECRETARY ELIZABETH WEST (Libraries) thanked everyone who submitted their names to volunteer for Faculty Senate committees. The slate of nominees will be presented at the next meeting in March and a vote will be held for those positions.

West provided information on the upcoming nomination and election of the Chair-elect of Faculty Senate. Nominees for the position of Faculty Senate Chair must be tenured Professors who have been faculty members at the university for at least 3 years. Faculty members currently serving in administrative roles may be nominated, but they must be willing to vacate their administrative positions and resume regular teaching and research activities should they be elected. The person elected serves a four-year term as follows:

Year One: serving as chair-elect, shadowing the current chair

Year Two and three: presiding as Faculty Senate chair and chair of Faculty Senate Steering Committee and

Year Four: serving as past-chair in an advisory capacity to new the Chair

In addition to chairing the Faculty Senate, the chair serves in various leadership and participatory capacities across campus. Duties include, but are not limited to, service on:

Faculty Senate Steering Committee, chair and voting member

Faculty-Board of Trustees Liaison Committee

Faculty Budget Committee

University Finance Committee

Trustees Endowment Fund

Faculty Advisory Committee

Board of Trustee meetings

Capital Planning Committee

During the first year of service, the Chair-elect will participate in the Academic Leadership Development Program through the University, if they have not already done so.

Additional provisions include the funding in the amount of \$20,000 per year to the chair for two years during the term of service and these funds may be used as a salary supplement; to buy-out course reductions; summer support and other opportunities.

Finally the nomination process begins this month with nominations and concludes with a ballot election at the Faculty Senate Meeting at the end of April. The calendar guidelines for the process are in an email that you will be receiving from Augie.

Letters of nomination should be forwarded to the Chair Augie Grant. Faculty members who are nominated must also send a letter to the Steering Committee acknowledging their willingness to be nominated, and a one-paragraph bio and CV. Self-nominations are not accepted. The nomination process closes February 28th.

During March Steering will meet and review the list and disqualify candidates who do not meet the criteria. By the beginning of April, a ballot of candidates along with a one-paragraph bio of each nominee will be distributed by the Faculty Senate office and at the end of April, an election will take place by ballot. Ballots will be distributed at the beginning of the meeting and the winner announced at the conclusion.

Last year was the first contested race for the Chair in recent memory, so West encouraged senators to consider what colleagues they might want to nominate and to please forward those nominations to Chair Grant.

b. Committee on Curricula and Courses, Professor Kathleen Kirasic, Chair:

There was no quorum, so the report from the Committee on Curricula and Courses was postponed until the March meeting.

c. Committee on Faculty Welfare, Professors Christian Anderson/Andrea L’Hommedieu Co Chairs:

CHAIR GRANT reported on behalf of Co-Chairs L’Hommedieu and Anderson. Up until this year, the Faculty Welfare Committee has used the funds that have been provided to it by the Family Fund to fund flu shots for faculty and staff. This year that is a benefit that is covered by PEBA so the Committee has decided to use the funds to promote faculty interaction. The concern is with no Faculty club, with no central gathering place for faculty other than committees, there’s very little opportunity for socializing.

The Committee has proposed a program that would buy faculty members lunch in groups of six on Wednesdays at noon at Prestons. The Welfare Committee pays for lunch. The goal is to get people from different units signing up and the sign up list is right outside the doors. This will take place over the next six weeks.

PROFESSOR JOHN GERDES (Hospitality, Retail & Sport Management) asked if the sign up would be online to reach beyond the people attending the meeting.

CHAIR GRANT replied that for the initial experiment, the goal is to sign-up faculty senators to see how popular it is. If it proves popular they will expand it.

5. Reports of Officers.

PRESIDENT HARRIS PASTIDES thanked faculty members who flew with him to Atlanta for the funeral of Provost Joan Gabel’s mother.

PASTIDES reported on the activities for Carolina Day. Earlier in the day, hundreds of USC students, faculty, staff, and alumni: members of the Board of Visitors, Board of Trustees, and Alumni Board of Governors; and representatives from all eight campuses in the system went to the State House. It's the one day that USC representatives receive the recognition, the adulation, the applause, the cheers from both the House of Representatives and the State Senate but rarely does that lead into any actionable follow up relative to funding for the university.

He is hopeful this year may be different because of the surplus in revenues. It appears to be a year where there will be a salary increase, maybe more significant than in years past. It's an election year as well; those two things often go together. The budget-making begins with the executive branch and this year there was nothing included for higher education and an indication that K-12 might be divided from higher education; Pastides's response is that the state requires a workforce that is comprehensive and well prepared at every level. If higher education is pitted against K-12, it not only is a fight that higher education won't be able to win but in fact does a disservice to both public school education and higher education.

USC's message today was relatively simple. The state has needs – rebuilding dams, repairing roads, K-12 and others, but higher education is an important need too. They asked for an honest conversation about what the government wants. “Would you like us to be bigger?” “To be smaller?” “To be more in state?” “To be cheaper?” “To be more effective?” “To be more efficient?”

However if there is no reasonable expectation of some pot of gold at the end of that rainbow, it would be fruitless and pointless for him as President to ask USC's faculty, alumni, and advocates to really come back and continue to look toward the state for the support that is absolutely needed. The alternative, increasing tuition, is not a good one, and there's not much opportunity there left anymore.

A recent Washington Post article focused on the trend of public flagships institutions to recruit and matriculate more and more out of state students. The University of Alabama was the poster child of that because it now has about 80% out-of-state students and 20% in-state students. USC was mentioned in that article, as well, as one that has moved in that direction; the USC freshman class is about 50/50. Across the system, however, Carolina is predominately an in-state serving university. One out-of-state student subsidizes one in-state student. The true cost delivering a college education, even with funding provided to the student by the State Lottery Education and the State appropriation is roughly \$5,000 short in real dollars for what it takes USC to educate that student for a year. The out-of-state tuition roughly provides \$5,000 more because it doesn't cost more to educate the out-of-state student and so that is the subsidy. If the government wants Carolina to continue to be a state-serving institution, then they must certainly support the university with a per capita funding that it needs.

In addition to funding, out-of-state students bring diversity, different points of view, different ethnic backgrounds.

USC representatives never speak ill of any other public college because united they have a chance at better funding. Divided they absolutely have no chance of better funding.

USC administrators are trying to be more effective in promoting that message by using students and the business community. Faculty probably vote in higher proportions than non-faculty and that's very important. Pastides urged faculty that have contacts in the general assembly to write to them, email, speak with them across the fence or in the yard or wherever they run into them.

Students have a particular role to play because they tend to be louder and less reserved. They tend to come from different districts around the state.

Then there is the business community. So for example, if universities are being pitted against K-12, business leaders need to say, "We need high school graduates, technical college graduates, baccalaureate graduates, Master graduates and a few doctoral graduates as well." The university is trying to be more vigorous with getting their support.

On February 24th President Pastides will cohost a Town Meeting with student government and two student groups - "Students Invested in Change" and "Vision 2020," and co-hosted with the Diversity and Inclusion Advisory Committee. They will listen to their constituents and be attentive certainly and respond thoughtfully to the symbolic need to be heard and to be embraced and to feel safe at the University of South Carolina. USC is part of a national movement. I don't need to tell you about that you read about it every single day. Pastides will be on a panel next week, entitled "A Bonfire of the University," contrasting the values of freedom of speech on one hand with the values of safety and vulnerability and inclusiveness on the other hand. Students, certainly, and others, faculty and staff as well need to be heard and he thinks February 24th will be a good opportunity to listen and continue to make progress.

President Pastides announced the new Dean of Engineering and Computing, Hossein Haj-Hariri. He is former Chair of Mechanical and Aerospace Engineering at University of Virginia.

Dean searches are ongoing in Arts and Sciences and in Education.

Today is also national signing day for the football program and the President will go from the State House to another kind of circus over at the Zone.

6. Report of the Secretary.

No report.

7. Report of the Chair.

CHAIR Grant commented that it has been a strange week, with the Provost losing her mother, and the death of a student who happened to be in one of his classes. The inexplicable parts of life are balanced by the work people do. Tragedies give him more fuel of trying to better what he is doing because time is limited and the ability to affect people is limited.

CHAIR GRANT asked senators to consider nominating a colleague for Faculty Senate Chair. He will send email with the nomination materials.

CHAIR GRANT will send an email about reinforcing a request from student government for syllabus archive. They are attempting to help students by seeing how professors have taught courses in the past. Participation is voluntary. They just need PDFs of syllabi.

Ray Tanner will be a guest speaker in April and will bring a special guest. Vice-President for Facilities and Transportation, Derrick Huggins, will be the guest speaker at the March meeting, to address questions about parking. Grant has asked him to make a very brief presentation, around 5 minutes, so that there can be dialogue with him.

8. Unfinished Business.

There was no unfinished business.

9. New Business.

There was no new business.

10. Good of the Order.

PROFESSOR SUSAN SCHRAMM (Education) reported on behalf of the Faculty Committee for Libraries. Tom McNally, Dean of University Libraries, requests that faculty communicate to their colleges and departments the necessity of taking a few minutes to complete the survey that was sent to Columbia Campus faculty members on January 2, 2016. The survey will close on February 19th. Dean McNally encourages everyone to complete this survey which will provide important feedback to the committee and library personnel to continue to improve faculty and student access to (1) library resources for cutting edge teaching and research, (2) rapidly growing digital library collections and (3) rapidly growing technology connected to Distributed Learning and social Media.

Faculty input is critical to help support, fund and improve the USC library system. The link to the survey can be found in the minutes of this meeting and a reminder email will be sent out.

https://surveys.ithaka.org/SE/?SID=SV_1B77CfKXcSDIy9D

11. Adjournment.

A motion to adjourn was seconded and passed. The next meeting of the Faculty Senate will be Wednesday, March 2nd at 3pm.