

Connections

Staying connected with Michigan's retirees

October 2016

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The Michigan CARE Act Takes Effect

Inside

The Michigan CARE Act Takes Effect

In April, Governor Snyder signed into law a bill known as the Michigan CARE Act, which went into effect on July 12, 2016.

The Caregiver Advise, Record, Enable (CARE) Act, which has been advocated by AARP nationwide, was passed unanimously in the Michigan Senate and by a large margin the House. AARP's Public Policy Institute reports that Michigan has, at any given point in the year, 2 million caregivers who "devote 1.4 billion hours in unpaid care to loved ones at a total value of \$15.5 billion."

Under the act, hospitals will be required to:

- Record the name of the family caregiver on the hospital's medical record;
- Inform the family caregiver that the patient will be discharged from the hospital or moved to another facility;
- Provide the family caregiver with education and instruction about what they will need to do—like managing medications or providing wound care—to aid the patient's recovery at home.

The caregiver can be any individual 18 years of age or older designated by the patient as a caregiver who voluntarily provides after-care assistance to a patient in the patient's residence. The caregiver can be a relative or a spouse, but can also be a friend or a neighbor.



There are tools you can use if health issues arise in retirement. These include:

- **Financial Power of Attorney:** submit this to ORS in order to name a representative to conduct business with ORS if you become incapacitated.
- **Advance Directive:** In this legal document, you name a patient advocate so your wishes regarding healthcare are honored and respected.
- **CARE Act:** As mentioned, the CARE Act requires the hospital to name a caregiver. This person can be the same person or a different person as named in an Advance Directive. This act does not interfere with the rights of an agent operating under a valid advance directive.

More information can be found on the ORS website. Click on your system's website and then click on *After Retirement*.

From the Director

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ORS' New Look

MICHIGAN OFFICE OF RETIREMENT SERVICES

October 2016

Lansing Retiree Maintains the Rhythm of Life

Ian LeVine says he lives to drum. He retired in 2010 after working as a public school psychologist for 24 years, but has not slowed down—he now has much more time for drumming, often teaching and performing five or more times a month with various bands in greater Lansing and metro Grand Rapids. After a busy and rewarding school career, another side of his personality can now take the front seat.

In the last few years he has performed regularly with a classic rock band, various jazz combos, and a roots music blues band. He's played for the Lansing Community College music theater program and in the MSU alumni band for Spartan football and basketball. He also facilitates community drum circles for Marshall Music in Lansing and for the Mid-Michigan Autism



Photo by Marvin Hall Photography

Association (MMAA).

Education, psychology, and music sometimes come together for LeVine.

“My involvement with the MMAA drum circle geared towards those with developmental challenges is particularly rewarding,” LeVine said.

Recently, he is also exploring how drumming can be incorporated into grief recovery, particularly with youth.

LeVine started drumming in seventh grade.

Throughout his school career, he stayed active in the local music scene, but it was necessarily less frequent than he would have liked. “After I retired in 2010 I made a conscious effort to expand my musical skills and increase my visibility, in order to cultivate more playing

opportunities,” he said. “The ‘extracurricular’ musical networking I did during my school career helped as well.”

His Michigan Public School Employees Retirement System (MPERS) pension and benefits give him the freedom to volunteer his time to bring music to his community. His musical contributions in support of the developmentally disabled and grieving youths will cap a long career in public service.

LeVine hopes to be drumming until he dies. Realistically, he added, if he can enjoy another 10 years of good commercial performances he'll be grateful. By age 70, he'll probably be tired of “shlepping drums around.” Then again, “maybe not—drumming keeps you young!”

You can follow Ian LeVine on Facebook at www.facebook.com/ian.LeVine1

Check us out on Facebook and Twitter!



Retirees are Satisfied with ORS Services

Eighty percent of retired respondents said they are satisfied with ORS regarding services provided according to responses provided in our 2016 Customer Needs and Expectations Study (CNEX). Other areas scored even higher, such as communicating important information and making information readily accessible.

Retirees also told ORS where we need to make improvements, such as taking the time to understand your needs.



Highlights from the study include:

- A strong overall satisfaction – 80 percent
- Most of those who have contacted ORS would do so again for support – 80 percent
- Information is adequately communicated – 83 percent
- Customization to your personal needs is desired – 40 percent

ORS thanks all 9,600 plus retirees who participated in the study. Now comes the challenge: finding ways to keep doing what we do well while making changes to meet your expectations.

This will take time, planning, and periodic checks of progress. As we monitor the effectiveness of our changes, retirees may receive other surveys. This input is invaluable as ORS continues to improve for our members.

A New Look for ORS

As Director Kerrie Vanden Bosch explained in her *From the Director* message, ORS has started a number of initiatives to improve our retirees' customer service experience. As part of our new comprehensive plan to educate our members better, ORS has updated its branding, including a new logo which presents us as a trusted partner helping members navigate the journey to retirement success. We want everyone – employees, partners, customers – to have a common understanding of who we are and what we stand for.

Over the next year, our materials will be updated to include our new logo and colors. The conversion will

happen in a fiscally-responsible manner. We also want to give people time to understand and adjust to the change. With our new look, you can expect one key outcome: consistency. This change will ensure we are all unified under the same goal and with the same messages.

The ORS story is a story that needs to be told. We're here to help our members achieve their big plans by taking critical small steps. This will be an exciting story and an exciting time that will bring our organization closer together and closer to the people who rely on us throughout their retirement journey.



**MICHIGAN OFFICE OF
RETIREMENT SERVICES**

Big Plans. Small Steps.



From the Director

Whenever you set out to do something really important, you need to start with a plan. At ORS we have big plans and we're taking the small steps needed to make them a reality. And what our plan is focused on is YOU, our retirees. We want to make your experience as a retiree served by ORS the best it can be.

We have begun a number of initiatives to improve our retirees' customer service experience. For example, when you call us, our call center representatives are being more proactive in identifying what you need to know next, so that you can avoid having to make another call. We do this by providing more information in anticipation of what retirees might typically ask.

I hope you noticed our new logo on this newsletter! This fresh look and tagline express our philosophy toward retirement and our customers — retirement is a journey that begins with a plan. We want to provide tools and information every step of the way and in every life stage, from the new hire just starting out, to those enjoying retirement.

Big plans can be thought of another way – our retirement plans. ORS serves over 515,000 people, and we steward over \$60 billion in total assets.

We take this responsibility seriously. Did you know that the “big plans” administered by ORS benefit Michigan's overall economy? According to the most recent data available, pensions paid to public sector retirees resulted in a \$11.09 billion economic impact in the state through purchases of goods and services. Retirees spending also supported over 77,228 jobs.

Secure benefits that maintain quality of life in retirement can be the difference between financial security and having to rely on the social safety net. It's important for you to recognize the value of your benefits and to believe that these kinds of benefits are important for everyone. You will always be our best advocate!

We truly value our retirees and do our best to provide you with great service. Do you feel that secure retirement benefits are important? Let your friends, family, neighbors, and retiree organizations know what your benefits mean to you and join our conversation on Facebook. We look forward to hearing from you.

Kerrie Vandenberg, Director
Office of Retirement Services

Ask Our Experts

ORS experts answer frequently asked questions

Q: How do I get a monthly pension payment statement?

A: Monthly pension statements are easy to obtain online using miAccount. Here are the steps:

1. Log in to miAccount at www.michigan.gov/orsmiaccount. On the left navigation bar, click on the Pension Payments link and then click on Pension Payment History.
2. Choose a year from the drop down menu under the heading Payment History.
3. Choose a Payment Date and click View Details.
4. You may click Print to save the statement for your records.

Pension Pay Dates

Pension payments are issued on the 25th of the month. If the 25th falls on a weekend or holiday, your pension will be paid the previous business day. If your payment is not credited within 3 days after the scheduled payment date, contact ORS.

Office Closures

- November 8 - Election Day
- November 11 - Veterans Day
- November 24 & 25 - Thanksgiving
- December 23 & 26 - Christmas
- December 30 & January 2 - New Year's
- January 16 - Martin Luther King, Jr. Day
- February 20 - President's Day

Our website is available seven days a week, even when our office is closed. Go to michigan.gov/ors.

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Let Us Know

Address, email, tax, or direct deposit changes. It is critical that you make these changes with our office.

The fastest, easiest way to report these and other life events is through miAccount at michigan.gov/orsmiaccount.

Death. Contact us right away if a pension recipient, a pension beneficiary, or anyone enrolled in your health, prescription drug, dental, or vision insurances dies.

Divorce. Contact us right away.

Marriage. Contact us right away if you want to add your new spouse to your insurances.

Medicare. Anyone enrolled in health insurances must sign up for Medicare Parts A and B if and when first eligible. If you or your dependents become eligible for Medicare before age 65, and you're not covered under your spouse's active insurance, let us know.