



THE H. R. RECORD

A publication of Human Resources, UM-St. Louis - May 2001

WELCOME! NEW EMPLOYEES

Mary Ambrose, Dept. Assistant., Campus Police
 Jeffrey Becker, Construction Project Mgr., Facilities Planning
 Jessica Closser, Dept. Assistant, Sociology
 Barbara Enneking, Assoc. Director, Emerging Technology
 Karen Fisher, Dept. Assistant, Optometry
 Leo Furnace, MSA, Facilities Services
 Michael Herron, Dept. Assistant, Libraries
 Jacque Kinsey, Dept. Assistant, Facilities Services
 Jillanne Kohler, Dept. Specialist, School of Business
 Cherie Pollard, Academic Advisor, Education
 Denise Schmidt, Dept. Assistant, Bookstore
 Jayne Sharpe, Mgr. Instructional Dev., Cont. Ed. & Outreach
 Beatrice Shivers, Admin. Assistant, Educational Psych.
 James Starkey, Carpenter, Facilities Services
 Rosanne Vrugtman, Dept. Specialist, Education
 Victor Whittier, MSA, Facilities Services

New employees, if you need assistance, contact Human Resources (Peter Heithaus, Director). For help with orientation or new hire paperwork, contact John Tighe, ext. 5381. For questions about benefits, contact Joann Westbrook, ext. 5639. For help with payroll, contact Errol Benson, ext. 5803. For questions about policy, work relationships or environment, contact Peter Heithaus, ext. 5805 or John Tighe, ext. 5381. For exit interviews, contact Alicia Winchester, ext. 5258. For training schedule or enrollment, contact Nancy Draper, ext. 5805.

PROMOTIONS/TRANSFERS

Debbie Allen, Dept. Asst. HR to Admin. Asst., Campus Police
 Robin Cole, Dept. Asst. Cont. Ed. to Adm. Asst., Phil (Correct)

CONGRATULATIONS! RETIREMENTS

Ann Borgmeyer, Academic Advisor, School of Business
 Joan Gilley, Lecturer, Teaching & Learning
 Wayne McDaniel, Professor, Mathematics & Computer Science

HUMAN RESOURCES SURVEY

Consistent with our Mission and Vision, the Human Resources Department strives to provide excellent service to campus management and staff. To ensure that we continue to do so, please assist us by completing the survey in the next column. Consider our responsiveness, accuracy of processing and communication, and overall helpfulness, and rate us on the services we provide by filling in the blank with one of the following answer choices: **3 - Exceeds Expectations, 2 - Meets Expectations, 1 - Below Expectations.**

Then complete the bottom of the form and mail it to Nancy Draper, Human Resources Department, 211 GSB. To consider a response, we must be able to identify the respondent so that we can follow up for more specific information.

• **Recruitment & Compensation**

- Job postings
- Application process
- Job design/description
- Job classification/reclassification
- Organizational development
- Career pathing
- New hire orientation
- Temporary staffing assistance
- Customer service
- Training/communication

• **Payroll & Records**

- Processing payroll transactions
- Employee record review
- Paycheck issue resolution
- Employment verification
- W-4 distribution
- Customer service
- Training/communication

• **Employee Benefits Administration**

- Orientation
- Coverage changes
- Open enrollment communication
- Benefit options communication
- Retirement planning assistance
- Benefit claims/billing concern resolution
- Cobra notification
- Customer service
- Training/communication

• **Performance Enhancement/Review**

- Performance Appraisal notification
- Performance Appraisal forms/administration
- Training/communication

• **Employee Relations/Recognition**

- Service awards/employee recognition
- Policy interpretation/application
- Employment law interpretation/application
- Disciplinary procedures/resolution
- Dispute resolution
- Exit interviews
- Training/communication

Comments

Name

Department Ext.

DENTAL COVERAGE

The University of Missouri offers dental coverage through GenAm, formerly known as General American, for regular employees and their families. The amount of coverage varies according to the type of treatment received. For purposes of determining whether an individual has reached the maximum annual benefit of \$1500, all types of services are combined:

- **Type A Services** cover preventative care, including routine oral exams, cleaning, x-rays, sealant and fluoride treatments which are reimbursed at 100% of reasonable and customary fees with no deductible.
- **Type B Services** consist of fillings, extractions and oral surgery which are reimbursed at 80% of reasonable and customary fees after a \$100 deductible per individual has been met.
- **Type C Services** consist of major services such as initial bridgework, dentures, crowns, etc. (orthodontia is excluded) and are paid at 50% of reasonable and customary fees after the required \$100 deductible has been met.

If the expenses applied to the deductible for all of your covered family members combined reach \$300 in one calendar year, no additional deductible will be applied for other family members for the remainder of the year.

Dental coverage begins on the date you complete and return your enrollment form to the Human Resources Department, provided you do so within 60 days of your employment date. If you enroll after that time, your coverage will begin on the first day of the month following receipt of your enrollment form by Human Resources and will be limited to Type A (preventative) services for the first 12 months of your coverage, except in the case of expenses incurred as a result of accidental injury.

You may change your coverage level (including beginning or ending coverage or adding or dropping dependents) during the plan year only if you have a qualifying change in family or employment status. You will have 31 days from the date of the status change to complete and return the necessary forms to Human Resources. After that, most changes can be made only during the annual enrollment change period.

Unmarried, dependent children (including legally adopted children, stepchildren or foster children) are eligible for coverage until age 23 and until age 25 if they are full-time students, however, employees will be asked to verify dependency once a child reaches age 19. Disabled children may be covered as long as they remain incapacitated and dependent, however, proof of the child's status will be required within 31 days of the date he or she would have otherwise become ineligible.

If you or your dependents are going to have extensive dental work done, it is recommended that you submit a description of the procedures to be performed and an estimate of the dentist's charges to GenAm before beginning the course of treatment. Forms are available in Human Resources for this estimate. You and your dentist will be notified beforehand of the estimated benefits payable upon the course of treatment.

To claim dental benefits, you must submit a Dental Statement of Claim form (available from Human Resources) to your dentist. *For more information or questions about your dental coverage, please contact Joann Westbrook at extension 5639.*

"SURVIVING" IN THE WORKPLACE

The popular TV show, *Survivor*, presents an interesting dynamic for the workplace which deserves some reflection. What traits, weaknesses, or even strengths might cause you to vote someone out of your office (off the island) or to form an alliance with others? How long would you survive?

As with the show, the team players are the ones who generally last the longest and are the most successful. If employees have not contributed to the success of the "tribe", they may be able to gain immunity for a while by achieving visible personal successes which cannot be ignored. However, those whose performance or behavior hinders the performance of others or the success of the team, or who simply make the environment unpleasant for others, will eventually fall into disfavor with their coworkers and with management.

Although some employees may have tried to find subtle ways of doing so, obviously you do not get to vote on your coworkers. When it reaches the point where you would like to vote one of them out of your office, it may be time for you to turn your concerns into some positive action - to do whatever you can to encourage your coworker to become a team player and a contributor to the success of your department; to help him or her recognize strengths, identify resources, understand departmental goals and utilize those strengths and resources to achieve departmental goals.