

Penn@Work

Helping Penn faculty and staff make the most of Human Resources services and benefits

June 2010

Penn@Work brings you all the latest news from the Division of Human Resources. Look for this publication to appear in the *Penn Current* bi-monthly, with special editions throughout the year. View recent and archived issues online, and sign up to receive the email version of **Penn@Work** when you visit www.hr.upenn.edu/penn_work.

Read more news from the Division of Human Resources here:
 Message from Human Resources: www.hr.upenn.edu/HRMessage
 Almanac: www.upenn.edu/almanac/
 EVP Newsletter: www.evp.upenn.edu/news/docs/Newsletter.html

MY HEALTH & WELLBEING



Penn Recognized as Healthy Workplace

Penn was selected by the Philadelphia Business Journal and presenting sponsor UnitedHealthcare as one of 36 inaugural recipients of the *Healthy Workplace Award*—an award created to honor employers in the Delaware Valley region that encourage health and wellness in the workplace.

Winners were chosen based on a variety of criteria that focus on how well they incorporate creative wellness programs and fitness ideas in the workplace.

Penn supports a culture of health in the workplace through a number of wellness resources for faculty and staff, ranging from the Penn Walking Program and Maintain, Don't Gain Holiday Weight Maintenance Program to annual flu shot and health fair programs as well as numerous health and wellness workshops and communications offered year-round.

The *Healthy Workplace Award* was presented to the University at a ceremony on June 2 at the Sheraton Philadelphia City Center Hotel. For more information, visit the Human Resources website at www.hr.upenn.edu/Jobs/BestEmployer.aspx.

Word from the Vice President: Challenge Your Mind and Body This Summer

Summer at Penn is a wonderful time of year. Sunny days and warm temperatures invite you to go outside and get active—and we can help you do just that. Penn was recently awarded a *Healthy Workplace Award* for our many programs and resources that promote health and wellness in the workplace. From nutrition and exercise workshops to the Penn Walking Program and Weight Watchers at Penn, you have access to a variety of ways to get fit and healthy this summer.

As you think about your health, remember that any changes you made to your benefits elections will take effect on July 1, 2010. If you have a Pre-Tax Expense Account, be sure to familiarize yourself with the deadlines to incur expenses and file claims.

Although the academic year is no longer in full swing, education remains a primary objective at Penn. Hone your skills with one of our many personal and professional development programs. Or take advantage of the University's tuition benefit and enroll in a course at Penn. Whether you're interested in learning a new skill or simply engaging your mind, we have plenty of resources to help you meet your goals.

Check out this edition of Penn@Work or visit www.hr.upenn.edu for more information on these programs and resources.

Sincerely,
 Jack Heuer, Ed.D.
 Vice President for Human Resources



MY JOB

Do You Still Have Money in Your Pre-Tax Expense Account?

If you have an unused balance in your Health Care or Dependent Care Pre-Tax Expense Accounts, you should keep some important dates in mind. Due to an IRS regulation known as "Use It or Lose It", if you don't use the full balance in your account each plan year, you lose that unused money.

Penn's plan year runs from July 1–June 30 of each year. The money you contribute to the Pre-Tax Expense Accounts during each plan year can only be used for expenses incurred within certain dates (see below). Keep in mind that the expenses must be incurred while you are actively participating in the accounts.

Contributions During Current Plan Year (July 1, 2009–June 30, 2010)		
Account type	Time frame to incur expenses	Deadline to submit claims
Health Care and Dependent Care	July 1, 2009–September 15, 2010	September 30, 2010

Contributions During New Plan Year (July 1, 2010–June 30, 2011)		
Account type	Time frame to incur expenses	Deadline to submit claims
Health Care and Dependent Care	July 1, 2010–September 15, 2011	September 30, 2011

Visit the Human Resources website at www.hr.upenn.edu/benefits/pretax for more information on the Pre-Tax Expense Accounts, including listings of eligible expenses and instructions on how to file a claim. You can also call the Penn Benefits Center at 1-888-PENNBEN (1-888-736-6236), Monday through Friday, 8am–6pm.

Did You Know?

Health Benefit Advocacy Services

We know how challenging it can be to navigate the health care system. From questions about what your medical plan covers to confusion about a recent dental claim you filed, understanding how your health benefits work isn't always easy. That's why we offer free and confidential health care advocacy services to faculty and staff—for support when you need it most.

Offered through ADP—Penn's partner in administering health benefits—our advocacy services can help you understand how health plans operate, laws governing the health care industry and general rules and regulations pertaining to your health care benefits. Just use ADP's toll-free number for easy access to support in resolving complex health benefit issues. They'll assist you with questions and concerns in a variety of areas, including enrollment discrepancies, claims disputes, medical case review, life event status changes, and more.

For more information or to use ADP's advocacy services, contact ADP at 800-422-9306, Monday through Friday from 8am–6pm EST or advocate@adp.com.

MY FUTURE

Professional and Personal Development

Improve your skills and get ahead in your career by taking advantage of the many development opportunities provided by Human Resources. You can pre-register for programs by visiting the online course catalog at www.hr.upenn.edu/coursecatalog or by contacting Learning and Education at 215-898-3400.

Unlocking the Secrets of the Penn Library

June 24; 12pm–1:30pm; free

Discover the ways the library can work for you. Learn how to access reference sources, get personalized research assistance, or simply take out the latest *New York Times* bestseller. This session includes a 30-minute walking tour of Van Pelt Library. You're welcome to attend just the informational session.

Career Focus Brown Bag—Interviewing for Success

June 30; 12pm–1pm; free

Wondering how to set yourself apart from other job applicants? A successful interview can often be the deciding factor for many hiring managers when choosing the right candidate for a job. This workshop will teach you the elements of effective interviews and how to successfully market yourself and your skills in order to ace your next interview. You'll learn how to prepare for a variety of different interview types and the importance of nonverbal communication when interviewing.

AMA's Strategies for Developing Effective Presentation Skills

July 14–15; 9am–5pm; \$75

This two-day program will provide you with the skills to deliver clear, informative, memorable and convincing presentations. Learn by doing as you receive ongoing, personalized feedback on three live presentations. Subjects to be addressed include determining your objectives in giving a presentation, balancing verbal and nonverbal messages, developing and organizing presentation content, rehearsing and using notes, reducing and channeling nervousness, using visual aids, handling questions and more.

Brown Bag Matinee—The Abilene Paradox

July 21; 12pm–1pm; free

Have you ever said "yes" to a proposed group decision when you really wanted to say "no"? This video will show you how common—and costly—it is to support group plans that you really don't believe in. You'll also learn how to create a work environment where people are free to disagree and encouraged to voice their true opinions.

Career Focus Brown Bag—The Helping Hand: Coaching Skills for Managers

July 27; 12pm–1pm; free

Knowing how to delegate is an essential skill for managers. In this video led by John Cleese, you'll learn the ins and outs of delegating and coaching and how to increase the ability and productivity of your staff. This video will help you understand the purpose of coaching and recognize common misconceptions about coaching. You'll also learn a systematic, five-step approach to coaching your staff so that they can increase their knowledge, skills and experiences.

Total Organization Webinar

July 28; 1:30pm–3pm; \$35

Staying organized in the work place can be challenging, especially when you have an abundance of emails, paper and computer files to manage. So how do you stay on top of your work with so much information overload? Well now you can find out. This webinar will teach you practical approaches to organizing your work space, all of which is done right at your desk. By the end of this webinar, you'll have a newly organized desk and computer desktop that is conducive to your specific needs.

Words at Work

August 3, 5 and 10; 9am–12pm; \$75

This participatory writing program is designed to provide you with an updated, practical, no-nonsense perspective on today's business writing. The program challenges long-held assumptions about the "right" way to communicate and provides participants with the latest writing tools within a broad context of understanding the dynamics of written communication.

Teams: Who, What, When, Why & How

August 11–12; 9am–4:30pm; \$75

Teams are more than simply a group of people working together. They can be an enormously effective way to create synergy and produce outstanding results. Or they can be a colossal waste of an individual's time. The difference is in the planning, which means answering some very basic questions: What is a team? Who should belong to the team? How will we accomplish our objective? This program will provide answers to these questions and more.

Unlocking the Secrets of the Penn Library

August 12; 12pm–1:30pm; free

Discover the ways the library can work for you. Learn how to access reference sources, get personalized research assistance, or simply take out the latest *New York Times* bestseller. This session includes a 30-minute walking tour of Van Pelt Library. You're welcome to attend just the informational session.

Brown Bag Matinee—Whale Done

August 18; 12pm–1pm; free

This program is designed to teach people how to improve their relationships at work in order to become more productive. It will teach you how to build an environment of trust, how to accentuate the positive, and how to redirect energy for a more productive outcome when a mistake occurs. It provides a clear, easy-to-use approach that will help you discover the power of positive relationships and enable you to make more effective choices when you interact with fellow colleagues.

Career Focus Brown Bag—Negotiation Skills: The Sluggers Come Home...

August 24; 12pm–1pm; free

Learn the key principles, strategies and tactics of negotiation—a process which many find challenging. This video tells the story of negotiations between a baseball club owner and the brothers who own a nearby baseball stadium. How they come to terms illustrates the three major steps in negotiations: preparation, bargaining and settlement.

MY HEALTH & WELLBEING continued

Clarification on Prescription Drug Coverage

Some of the information CVS Caremark provided to Penn for this year's Open Enrollment period was not completely accurate, and therefore was slightly misstated in your Open Enrollment materials. While these discrepancies were minor, we want to be sure you have the correct information before the new plan year begins.

Specifically, CVS Caremark has clarified the changes relating to maintenance medications. As of July 1, your prescription drug coverage will work as follows:

- If you get 34-day supplies of your maintenance medication at any network retail pharmacy, you'll pay the normal coinsurance and minimum and maximum copays for up to the first three fills.
- After the first three fills, if you continue to get 34-day supplies at any network retail pharmacy (including CVS), you'll pay double the normal coinsurance amount as well as double the minimum and maximum coinsurance payments.
- You can save money by filling your maintenance medications in 90-day supplies through mail service or at a CVS pharmacy. Whether you choose delivery or pick up, you will pay the same coinsurance/copay.

For detailed information on your prescription drug coverage for the 2010-2011 plan year, visit the Human Resources website at www.hr.upenn.edu/Benefits/Medical/Prescription.aspx. You can also contact CVS Caremark at 1-800-378-0802 or visit their website at www.caremark.com for more information.

Quality of Worklife Workshops

Dealing with the demands of work and your personal life can be challenging. These free workshops, sponsored by Human Resources and led by experts from Penn's Employee Assistance Program and Quality of Worklife Department, offer information and support for your personal and professional life challenges. Pre-registration is required. You are welcome to bring a brown bag lunch to the sessions. For more information or to register, visit the Human Resources online course catalog at www.hr.upenn.edu/coursecatalog or contact Human Resources at 215-573-2471 or kenne@upenn.edu.

Relaxing Ways for a Stressful World

June 23; 12pm–1:30pm; free

This session will help give you the skills and knowledge you need to better manage feelings of stress and relaxation, as well as tools to use these emotions to improve your quality of life. You should leave the workshop feeling confident in your ability to better determine your response to relaxation, identify the physical and mental signs of relaxation, and utilize specific relaxation exercises and techniques.

Advanced Methods for Managing Stress

June 30; 12pm–1:30pm; free

Learn about some of the most common stress management techniques as well as more advanced approaches and how to apply them to your everyday life. You'll also learn some tips for reducing stress while you're in the workplace.

MY JOB continued

Deadline for Summer Term Tuition Benefits

Are you or your dependents taking advantage of Penn's tuition benefits for the Summer 2010 term? If so, be sure to request payment for the tuition benefit by the following dates:

June 15, 2010: Summer Session I and 12-week Summer Evening Session

August 15, 2010: Summer Session II

It's important to remember that if you don't put in your request by the deadline, you will assume responsibility for any charges or penalties. Even if you're currently receiving tuition benefits, payments are not automatically made for future terms, so you need to apply online for tuition benefits each term. Use the online tuition management system on the Human Resources website at www.hr.upenn.edu/tuition to request tuition benefits, review current and past requests for payment, and view pending payments.

New Benefits Deductions Start in June

Now that Benefits Open Enrollment is over, remember that any changes you made to your benefits elections will take effect on July 1, 2010. Even if you didn't make any changes, new deduction rates will still apply for the new plan year. New rates for your existing medical, dental, vision and life insurance plans will be reflected in your June paycheck, and new contributions for the Pre-Tax Expense Accounts will begin in July. Visit www.hr.upenn.edu/benefits to view rates for the new plan year.



HR CALENDAR

Programs and Events

JUNE

- 2** Penn presented with *Healthy Workplace Award*
- 15** Deadline for requesting tuition benefit payments for the 6-week Summer Session I and 12-week Summer Evening Session
- 23** Relaxing Ways for a Stressful World
- 24** Unlocking the Secrets of the Penn Library
- 30** 2009–2010 benefit plan year ends
- 30** Advanced Methods for Managing Stress
- 30** Career Focus Brown Bag—Interviewing for Success

JULY

- 1** 2010–2011 benefit plan year begins
- 14–15** AMA's Strategies for Developing Effective Presentation Skills
- 21** Brown Bag Matinee—The Abilene Paradox
- 27** Career Focus Brown Bag—The Helping Hand: Coaching Skills for Managers
- 28** Total Organization Webinar

AUGUST

- 3, 5, 10** Words at Work
- 11–12** Teams: Who, What, When, Why & How
- 12** Unlocking the Secrets of the Penn Library
- 15** Deadline for requesting tuition benefit payments for the Summer Session II
- 18** Brown Bag Matinee—Whale Done
- 24** Career Focus Brown Bag—Negotiation Skills: The Sluggers Come Home...

SEPTEMBER

- 15** Deadline to incur Pre-Tax Expense Account expenses for the 2009–10 plan year
- 30** Deadline for submitting Pre-Tax Expense Account claims for the 2009-10 plan year

Visit www.hr.upenn.edu/penn_work