



Employees' Retirement System Communicator

December, 2008

No. 2

Questions about V3?

ERS has a fully staffed support desk to help with any questions or issues you may have with the new system. The support desk phone number is: **414-278-2011**. Support Desk Hours : Monday – Friday 8 a.m. to 5 p.m. You can also send an email to : vitechhelpdesk@milwcnty.com.

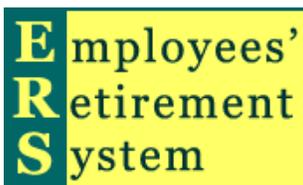
Contact Information

Employees' Retirement System

Please contact the Employees' Retirement System (ERS) Division at **414-278-4207** in Milwaukee or **toll-free at 877-652-6377** outside of Milwaukee for all Pension questions, including Retirement calculations.

Life Insurance & Health Benefits

Please contact the Life & Health Division with Life and Health Benefits related questions at: **414-278-4198**.



Retirement System Updates

Greetings! I am really excited with the progress we've made on the new system, and am pleased to announce that our efforts paid off. In addition to current day-to-day responsibilities, County Employees' Retirement System staff have worked hard training on the new system to ensure a smooth transition.

The V3 system will provide:

- Faster, more accurate pension estimate and retirement processing
- Complete integration of pension and post-employment Life and Health benefits, and
- Enhanced customer service
- Frequent letters and notification of changes
- Expedited direct deposit transfers from bank to bank

Based on feedback from users, we will keep the Retirement Calculator available on the Milwaukee County Portal through March of 2009.

V3 Self-Service is planned for release later in 2009 and will be available to retirees through the Internet. Retirees will have the ability to update their demographic information and view current and past retirement benefit information.

Just a reminder -- The December 2008 pension checks are being processed from our legacy pension system.

We are confident V3 will have a positive, long-lasting impact on the administration of your retirement benefits. But, as with all changes, your patience and assistance will be important to make this a truly successful conversion. We appreciate your support!

Best wishes to you and yours for a happy holiday season.

Gerry Schroeder
ERS Manager

Life and Health Insurance Updates

Just a reminder — Health and life benefits are always paid for in the month prior to receiving them. If you currently have your benefit deductions taken out of your pension check, your December 2008 check will reflect your January 2009 benefit elections.

Medco, our prescription drug administrator, mailed retiree packets out the first week in December. The packet includes your new ID cards. Your new ID card contains the member name only – no dependents will be listed on the card. Medco also included information on their mail order service and suggested network pharmacy locations near you. This information was included as a convenience for you as a potential cost/time saving measure. You are under no obligation to get your prescriptions from these pharmacies or through mail order. If

you have not received your packet from Medco, please call the Benefits Department (414-278-4198).

Medical ID cards for UnitedHealthCare will be mailed late December.

Aurora has announced that they will be changing the name of some of their facilities in the Milwaukee area January 1, 2009. Three facilities (Aurora St. Luke's, St. Luke's South Shore and Aurora Sinai) will share the name *Aurora Health Care Metro*. Please keep this in mind when calling UnitedHealthcare to check if a facility is in-network.

May you all have a happy and healthy 2009!

Marian Ninneman
Operations Manager