



**North Carolina**  
Total Retirement Plans



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STATE TREASURER OF NORTH CAROLINA  
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## Memorandum

TO: Teachers' and State Employees' Retirement System and Local Governmental Employees' Retirement System Boards of Trustees

FROM: Thomas G. Causey, Executive Director

DATE: April 29, 2021

RE: Annual Report on Supplemental Insurance

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### Background

Active state and local government employees during their working careers can participate through their employer in group vision, dental, life and other insurance options, in addition to health care coverage. These benefits are not portable, so retirees often have limited or no coverage options available at affordable rates. The North Carolina Retirement Systems Division (RSD) makes coverage available on a participating basis to retirees and benefit recipients at competitive prices. State funds are not used in administering these benefits. The premiums that are paid by participating retirees and benefit recipients cover all costs associated with administering these benefits.

The voluntary supplemental insurance products currently offered to participating retirees and benefit recipients include dental and vision through UnitedHealthcare, and identity theft through LifeLock. Our contract with UnitedHealthcare expires December 31, 2021, and our contract with LifeLock expires December 31, 2021.

RSD partners with the Pierce Insurance Agency who serves as the exclusive broker and administrator for the program.

Pierce Insurance Agency is a family-owned company established in 1955 in Farmville, NC, and was initially awarded the contract in 2011 to manage supplemental insurance benefits to retirees of RSD through a formal bid process. Renewal options have been exercised since the execution of the initial agreement. The existing contract with Pierce Insurance Agency was recently extended through December 31, 2021.

### Status

We have experienced consistent annual growth in participation since contract inception with Pierce Insurance Agency. The total participation increase over that span exceeds 93 percent with more than 221,000 retirees currently participating in Dental and Vision. In addition, there are 21,392 participants in the identity theft program.

**2021 Open Enrollment** (October 1 – October 31, 2020 with coverage effective January 1, 2021)

- 5,662 New Dental applications
- 5,172 New Vision applications
- 1,542 New LifeLock (Identity Theft) applications

**Calendar Year 2020 (January to December 31, 2020)**

- 10,178 New Dental applications
- 9,270 New Vision applications
- 2,126 New LifeLock (Identity Theft) applications

**Current Total Participants (Retirees and Dependents) as of December 31, 2020**

- Dental: 125,294
- Vision: 105,626
- LifeLock: 21,392

COVID Relief: Pierce Insurance worked with UHC to refund \$2.3 million in premium to retirees.

**Dental Coverage**  
**2021 Premiums**  
 UnitedHealthcare  
 Monthly Premium

**Rate reduction: 2.6%**

Retiree	Retiree + 1	Retiree + Family
\$37.00	\$87.60	\$122.82

**Vision Coverage**  
**2021 Premiums**  
 UnitedHealthcare  
 Monthly Premium

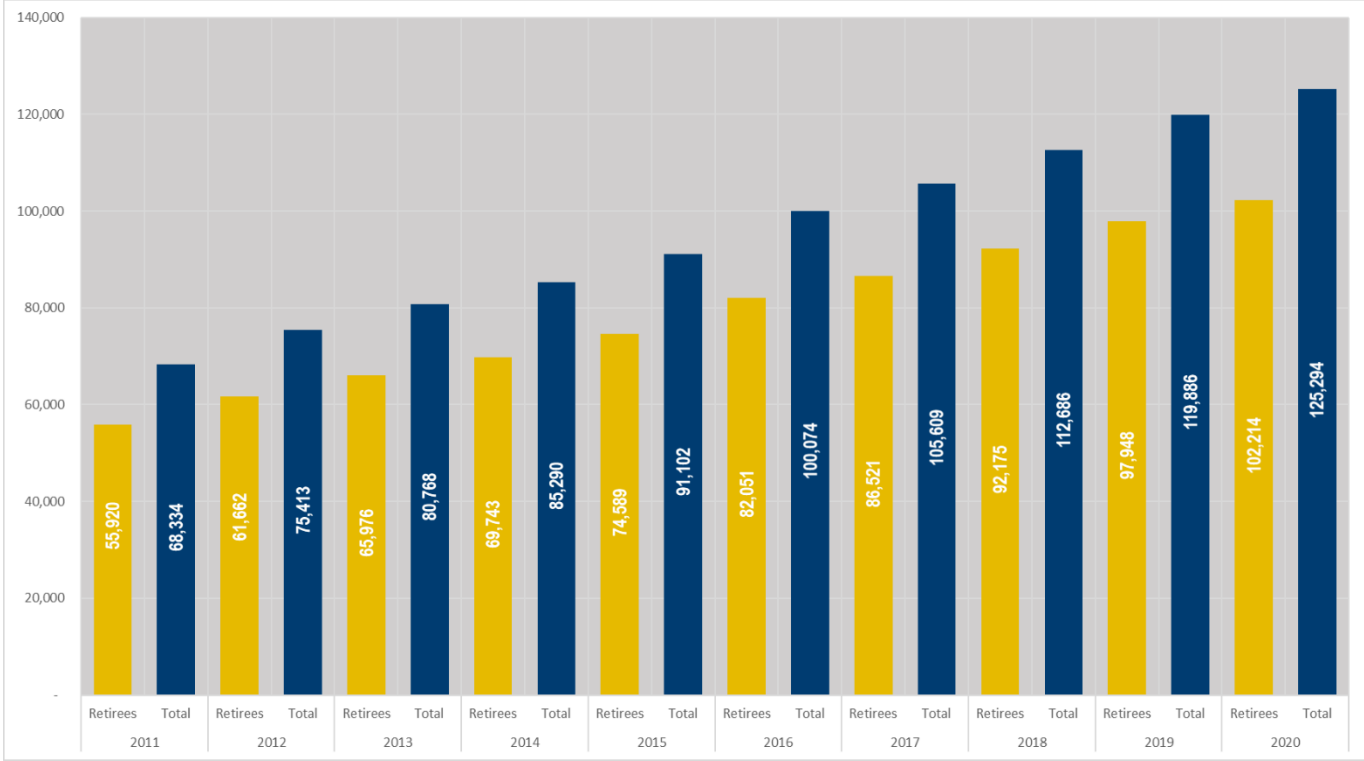
**Rate reduction: 2.6%**

	Retiree	Retiree + 1	Retiree + Family
<b>Plan 1 Exam &amp; Materials</b>	\$7.17	\$14.51	\$16.30
<b>Plan 2 Materials Only</b>	\$5.00	\$10.15	\$11.34

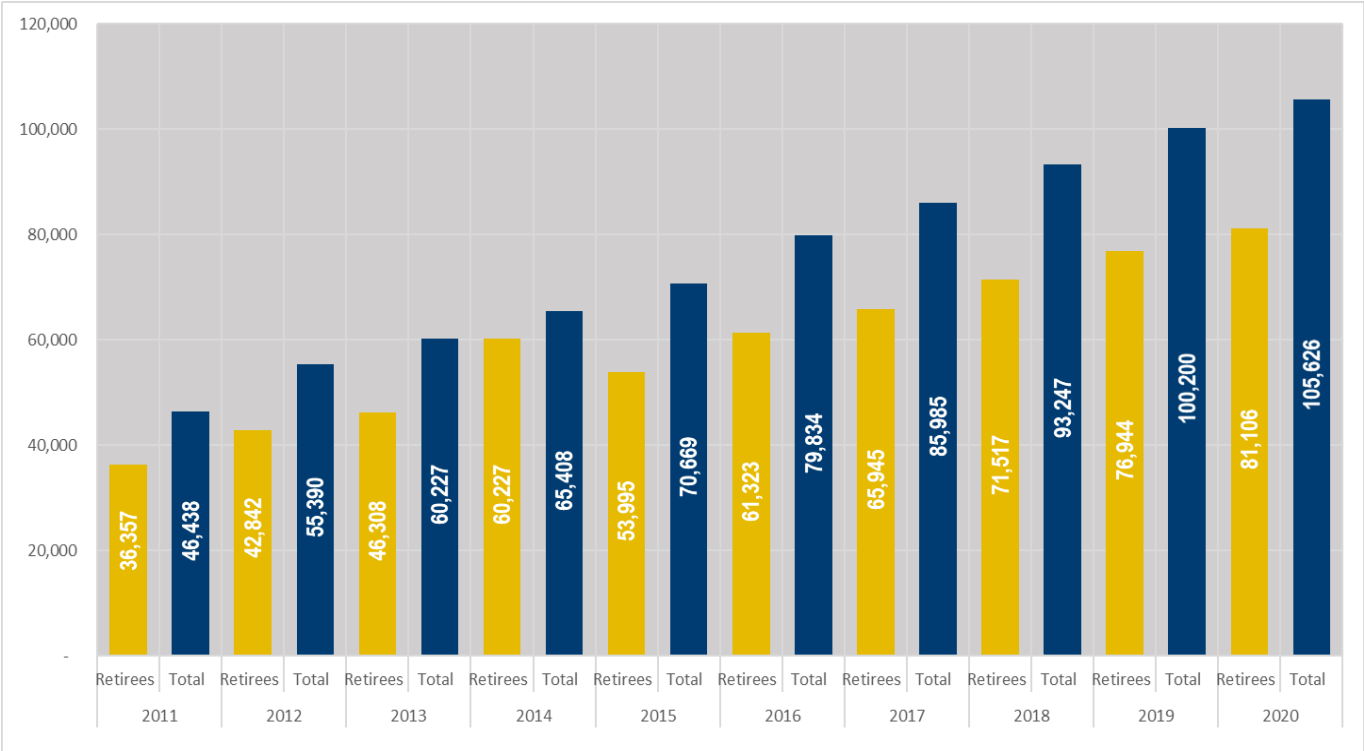
**Identity Theft Protection**  
**2021 Premiums**  
 LifeLock  
 Monthly Premium

Retiree	Retiree + Family
\$8.40	\$14.90

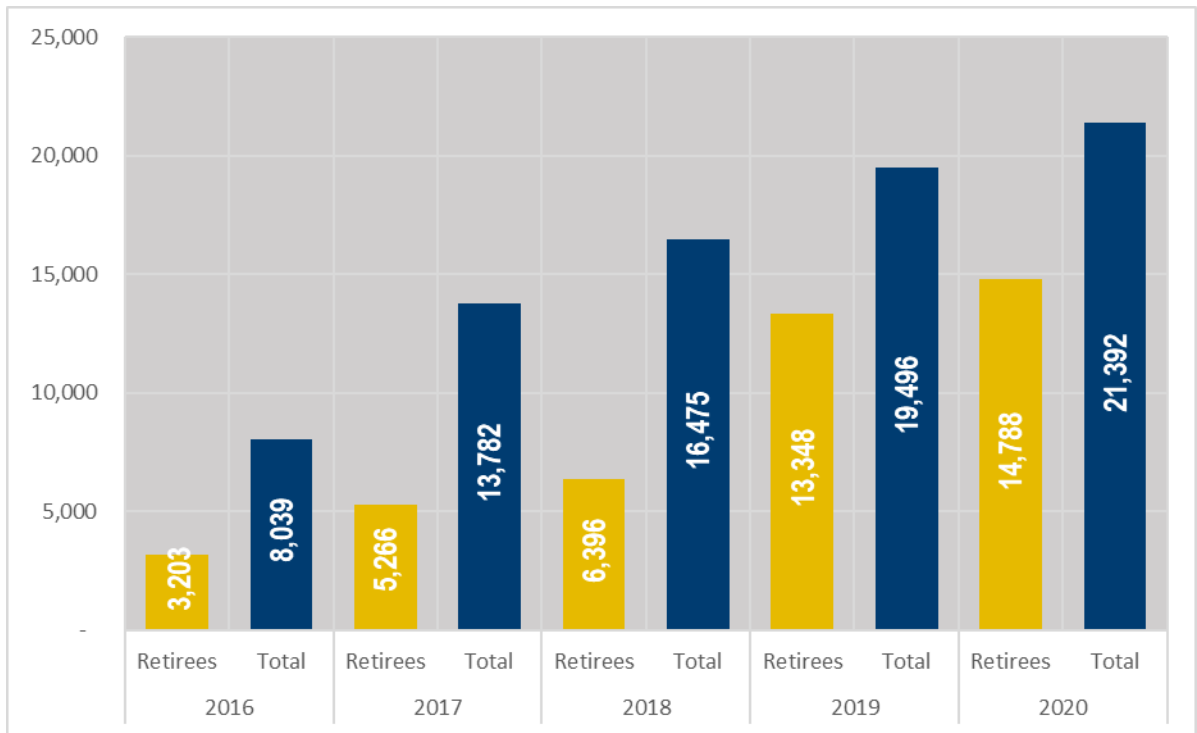
# DENTAL ENROLLMENT



# VISION ENROLLMENT



## ID THEFT ENROLLMENT



### Pierce Insurance Agency Services

- Mobile-ready website: [www.ncretiree.com](http://www.ncretiree.com) with chat feature
- Annual open enrollment for all retirees and monthly for new retirees
- Premiums are deducted from monthly pension benefit payment
- Call Center with dedicated toll-free number: 855-627-3847 (855-NCRETIRE)
  - 65,685 calls received in 2020
  - 35,399 calls received during open enrollment
- State-of-the-art enrollment platform: online, telephonic, paper
- Educational videos
- Negotiates to reduce cost and enhance benefits