



Human Resources Newsletter

December 2019



Have a great break, Lions!

The university will be closed for vacation from Monday, December 23rd, through Wednesday, January 1st.

Safe travels and happy holidays!

It's the Most
Wonderful
Time of the Year

*Join Payroll, Purchasing, Human Resources
and Training & Development
for a Retro Winter Wonderland
December 17, 2019
2:00pm—4:00pm
Serving popcorn and hot beverages
in BA 171-180
Don't forget to enter the Ugly Sweater Contest!*

In this Month's Edition:

- **HR Staff Introductions: Jayla Mayes, Carmen Frazier, and Kenny Agbaje**
- **President's Meritorious Service Awards Open for Nominations**
- **HR Data Team Selected to Present at Conference**
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Introducing New Members of the Human Resources Team

Human Resources has some new faces! Please see the following introductions from our team members:



Name: Jayla Mayes
Position: Student Hiring Specialist
(formerly HR Generalist I)

Hello, all! My name is Jayla Mayes. Although I am fairly new to the Human Resources department, I am not a new face at the University. I've previously worked in the Financial Aid department, as well as the Registrar's Office. I have also worked in the Financial Aid department at Texarkana College. I have absolutely loved the welcoming return I've received from the many familiar faces I've come across, as well as the new faces I have the pleasure of working with now. You may still find a picture of me hanging in the One Stop Shop's hallway reminding me of when the One Stop Shop newly opened. The University has continued to grow in the years since then. I am pleased to be a returning member of the A&M Commerce family and can't wait to leave a positive mark in the lives of our students, faculty, and staff.



Name: Carmen Frazier
Position: Senior Classification and Compensation Analyst

My name is Carmen Frazier. I am originally from Cooper; had moved to Emory for 24 years, and am currently happy to be back to my hometown of Cooper, Texas! My husband Sean and I have 5 children, 6 grandchildren, and 2 dogs! We are a very busy family and our favorite times are our "Sunday Fundays" we spend together! There's not much spare time to be had but when we have it we love to escape up to Beaver's Bend in Oklahoma for a get-away! My most recent position was in Enrollment Management as Dr. Lee Young's Executive Assistant. Previous to being on campus I spent most all of my career in medical receivables management. I had managed several team members and have always loved working with numbers and people. I am extremely excited to be in my new role, and will be able to work with (cont.)

both that I've loved to do for a long while. I look forward to my new, wonderful opportunity and I'm super proud to be at Texas A&M University-Commerce! Go Lions!



Name: Kehinde "Kenny" Agbaje
Position: Program Coordinator of Professional Development

I am Kehinde Agbaje popularly known as "Kenny." I graduated from Texas A&M University-Corpus-Christi with a Masters in Communications Studies and specialized in Organizational Leadership. I worked at Texas A&M University-College Station as a Program Assistant and Website Manager before moving to Texas A&M University-Commerce as a Program Coordinator of Professional Development. While I was a graduate student, I was an Instructor for foundational courses in communications.

I enjoy working with students, faculty, and staff to achieve institutional and organizational goals. I have over five years work experience in Communications and Marketing in an academic institution as well as multinational corporations.

I have a twin brother who looks exactly like I do, and we have similar characteristics and behaviors. I love travelling to big cities especially New York, Dubai, Qatar, Paris, and London. Tacos and "fine wines" make me happy. In my spare time I enjoy watching Netflix and FaceTime with my family. My greatest aspiration in life is to be "Happy."

Welcome to our new employees! We are glad to have you!



Submit Your Nominations for the Meritorious Service Awards



Nominations for the President's Meritorious Service Awards Program, developed to recognize and reward staff members' outstanding contributions to the university, are due by 5 p.m. on December 20th.

Nominations can include staff members, staff teams, or an employee of a contract vendor (CAG/IT, SSC, Sodexo, or the book store). New this year, staff department heads and directors can be nominated. Persons holding faculty rank are not eligible.

Nominations must be submitted electronically. To view eligibility requirements and make a nomination, please visit this [form](#).

Awards will be presented at the President's Cocoa & Cocktails Reception, scheduled for January 9, 2020. Questions concerning staff awards may be referred to Crystle McIlveene at 903-886-5025 or Crystle.McIlveene@tamuc.edu.

HR Data Team Selected to Present at Conference



Human Resources employees Dr. David Giles, Employee Relations Specialist and Data Analyst, and Danielle Trevino, Administrative

Coordinator and Data Analyst, were selected to present at the Journey 2020 – A&M System IT Shared Services Conference.

Their proposal, *HR Metrics – Breaking the Institutional Mold about Data to Make Way for the Future*, discusses their journey in identifying and measuring meaningful Human Resources metrics for the university and how HR metrics add value to an organization.

The conference is an opportunity for Texas A&M University System employees to enhance their understanding of IT shared services such as Workday, FAMIS, and Enterprise Data Warehouse. The conference will be held on April 7–8, 2020, in the Texas A&M Hotel and Conference Center on the Texas A&M University campus across from Kyle Field. Be on the lookout for an announcement from Human Resources when registration becomes available.

COOKIE PARTY

Stress relief brought to you by Employee Wellness

COOKIE DECORATION

Tuesday, December 10, 2019 12:00 PM

LIBRARY 156

This event will require you to register at www.tamuc.edu/development

Lunch will be provided

THE LIFE WELLNESS

JOURNEY 2020
A&M System IT Shared Services Conference

SAVE THE DATE: APRIL 7-8, 2020



Having Trouble Getting Your Prescription Medications?



Medications on your plan's "formulary" (approved list) usually will cost you less. However, a number of factors may prevent you from getting your prescription immediately.

Why would my prescription be denied?

Express Scripts reviews prescriptions for certain medications with your doctor before they can be covered because of numerous coverage management programs in place. Coverage management programs help to catch mistakes, reduce waste, improve safety and keep medicine affordable by lowering overall costs. Here are three of the most common:

Prior Authorization: Some medications require that your physician obtain approval through a coverage review before the medication can be reimbursed through your plan. This may be because there are off-label reasons for taking your medicine and Express Scripts wants to know that you are not taking this medicine for an off-label reason.

Step Therapy: Drugs are grouped into front-line and second-line drugs based on treatment and cost.

Drug Quantity

Management: To promote safe and effective drug therapy, certain covered medications may have quantity restrictions as determined by the FDA. The quantity restrictions are based on product labeling or clinical guidelines.



What if I'm at the pharmacy to pick up my prescription, and I can't get it?

Sometimes the plan will provide a one-time refill for your medication until you can discuss next steps with your doctor. If you can't get a one-time refill, you can follow the drug exception process,



which may allow you to get a prescribed drug that's not normally covered by your health plan. Generally, to get your drug covered

through an exception process, your doctor must confirm to your health plan (in writing) that the drug is appropriate for your medical condition based on one or more of the following:

- Other drugs covered by the plan have not been as effective as the drug you're asking for
- Any alternative drug covered by your plan has caused or is likely to cause side effects that may be harmful to you

If there is a limit on the number of doses you are allowed:

- The allowed dosage has not worked for your condition, or
- The drug likely will not work for you based on your physical or mental makeup. For example, based on your body weight, you may need to take more doses than what is allowed by your plan.



If you get the exception, your health plan will charge you the highest copayment.

This applies to both the A&M Care Plan and Medicare Part D Prescription Drug plan.

The prescription drug vendor for the Texas A&M University System is Express Scripts. For more information about Express Scripts, please visit the [A&M System website](#), the Express Scripts [website](#), or call 1-866-544-6970.

Upcoming Wellness Events

Yoga – Wednesday

12:00 p.m. – 1:00 p.m.,
Library 156



REP Band – Tuesdays, December 3rd, 10th, 17th

12:00 p.m. – 1:00 p.m., Library 156

Managing Holiday Stress – Tuesday, December 10th

12:00 p.m. – 1:00 p.m., Library 156

***Be on the lookout for January's upcoming
Wellness events!***



Benefits: Good to Know

- [Guide to Using Your Benefits While Traveling](#)
- [MyEvive](#) – It is almost that time of year again! Get ready for the two-step process by making sure you remember your account password. More information to come!
- Flu and cold season is here, make sure to utilize your [MDLIVE](#) account! Now you can have easy, on-demand doctor visits in minutes.

Make sure to use your Well on Target account (accessible through [MyEvive](#)) to collect points. These points can be redeemed for several types of exciting items! Christmas shopping made easy!

Pulmonary Care Value Program

Beginning September 1, Express Scripts began contacting appropriate asthma and COPD medication users to inform them about the new



Pulmonary Care Value Program. Express Scripts (ESI) created the program to improve adherence among the nearly 75% of asthma patients who fail to take their medication as directed. It includes:

- Patients must fill all pulmonary care medication 90-day prescriptions from Walgreens, home delivery, or certain local pharmacies. This will promote adherence and improve patient health.
- High-risk patients will be offered remote monitoring devices to help optimize medication use and maximize their health. When monitoring shows that patients overuse their rescue inhalers or are not adherent to controller medications, pulmonary TRC pharmacists will reach out with individualized support.
- The Mango Health app – a patient engagement solution that gamifies health and rewards patients for making healthy decisions.
- Access to one-on-one support from a team of extensively trained clinicians in ESI's Pulmonary Therapeutic Resource CenterSM (TRC).



HR Staff Spotlight: Brenda Walker



The HR Staff Spotlight is an opportunity for the campus to learn more about Human Resources employees and their roles within the department.

*Name: Brenda Walker
Position: HR Generalist II*

Tell us about your journey: what is your career/educational background and how did you end up at A&M-Commerce in your current position?

Prior to joining Texas A&M University, my husband and I had a business that provided digital maps via AutoCad for water companies which showed where their waterlines and meters were located. I also worked several years in the public school system when our children were school age.

How long have you worked at A&M-Commerce?

I started at A&M-Commerce in February of 2008 as an Admin for the College of Business Academic Advising Center. After a few years, I moved to the Provost's office to work as the Coordinator of Faculty Reports. In October of 2017, the Faculty portion that I was responsible for in the Provost office was moved to Human Resources.

How would you describe your role in Human Resources?

My role in Human Resources as an HR Generalist II is an exciting one! Since arriving, I have had the pleasure of being on the ground floor with the introduction of Workday. It has been a challenge, but in a good way. Teamwork with my colleagues helped to make the challenge not so scary.

What are some of the challenges of your role?

One of the biggest challenges is having enough time in the day to get everything done, which is the case with most of us.

What are some of the positive aspects or highlights of your role?

A big highlight in my day is when I can move a new hire through Workday without a glitch! That would be called a good day in HR. There is also satisfaction in knowing that, at the end of the day, you were somewhat instrumental in being a part of someone's future because they now have a new job! How exciting is that?

Is there anything else you would like for us to know about you?

I would like people to know that I am here in HR to help anyone who needs assistance. I enjoy that part of my job most of all.

Staff Shout-Outs



Human Resources would like to take the opportunity to recognize individuals across campus who have helped us perform our jobs by offering their expertise and assistance to us. These individuals reflect the mantra, "Be Part of the Change," and help contribute to a better A&M-Commerce:

Michael Stark

Director, Residential Living and Learning
Shout-out by Kelly Barnes for responding to Workday requests, even while traveling for a conference. Kelly says, "team work is a great thing."

Priscilla Nichols

Admin. Assistant, VP for Business & Administration
Shout-out by Carmen Frazier for "always giving 110%."

Erica Contreras

Budget Manager, Budgets & Business Services
Shout-out by Carmen Frazier for her "continued teamwork and support."

Shanna Hoskison

Director, College of Business Grad. Advising Center
Shout-out by Brenda Walker for "having the courage to hire [her] in 2008."