

October 10 Town Hall FAQs

HUMAN RESOURCES

Q. Where do we find the Referral form for open positions?

A. Candidates may input who referred them for a position when applying online or you may send a candidate's resume to your Human Resources Business Partner once the candidate has applied for a position online.

Q. The deductibles now for a single person are high with UHC, not even in high deductible plans, will they be lower with BCBS?

A. The deductibles won't be any lower with BCBS, but they won't be much higher either. The deductible will stay the same on Plan 1 - Base High Deductible Plan and on Plan 3-Copay Plan.

We do have to increase the deductible on the Buy-up High Deductible Plan, but only because we must to keep it qualified as an embedded High Deductible according to the IRS.

We're required to have a \$3,200 deductible on our HDHP plans if they are embedded, which ours are, and if you want to have an HSA. So, just a small change on this one plan's deductible. Everything else is exactly the same.

Q. Is there a low deductible plan?

A. There is no 'low deductible' plan. The alternate plan is the PPO, or co-pay plan. High deductible plans are regulated by the IRS, and our plans are HSA eligible; they are consumer driven plans that keep the premium low and encourage savings in the Health Savings Account, putting control of spend in the employees' hands.

TECHNOLOGY

Q. Is NSM looking at new software and programs to use other than Microsoft?

A. Microsoft is heavily integrated into our overall network topography. This includes Office products, security, and infrastructure licensing. The investment with Microsoft software applications, is something we will continue to evaluate as with all software solutions, to ensure that they are still adding value towards the organization's goals.

Q. For the new authentication process - what if someone doesn't have a cell phone (they exist) or employees that don't want to put the app on their personal cell phone?

A. Multi-factor authentication (MFA) is one of the best ways to ensure that the identity of the person trying to access systems and data is verified. This is happening in everyday life with banks, Amazon, and other online sites.

NSM uses Microsoft's MFA technology for our company's identify authentication. When they first created the functionality, they gave options to authenticate your identity. (Text, Phone call or the Authenticator app). Our employees had to have a phone to access our systems remotely.

The criminals out there are getting smarter, and the Authenticator application has become the most secure way to validate. This is a Microsoft change, not an NSM change. The authentication app is free and constantly updated to be more secure. It also does not add additional costs to the owner of the phone if they are paying for text messaging. Most importantly, NSM has "NO" insight or access to this application or on to the employee's personal devices.

NSM has no access to your personal phone. Using personal phones is something that can't be avoided in this day in age, especially as it pertains to security. They have become the primary technology that everyone has on their person and validation of identity is being used for in this mobile age.

Q. I've always checked e-mail on my phone. Isn't this allowed?

A. You should not have NSM email installed on a personal cell phone.

Q. I've been using my google account, is that ok or should I clear my work related passwords from google and start using last pass?

A. Ideally, you should not use a personal account for company related passwords. I am having the existing documentation reviewed and updated for Last Pass. We will send communication out once that is completed.

Q. Where can I find more information on LastPass?

A. LastPass documentation is being reviewed and will be communicated once it is completed.