

From: Caroline M KANE <kanecm@berkeley.edu>

Subject: Last RASC call

Date: May 28, 2020 at 9:50:09 AM PDT

Hi all,

As you know, I talked with RASC last week (Tues the 21st) as did Harry Powell, JoAnne Boorkman, and Joe Lewis. I summarize in particular our talking about Survivor Benefits.

They said that they are now 100% on time with getting packets out to Survivors per their guidelines. They are processing about 100 death reports/month. Before the packets go out, they have to verify beneficiaries. In most cases that takes 2 weeks, but if there are several, or if they have trouble reaching the one beneficiary, it can take up to 30 d.

On the benefits side, there is a larger time gap. Currently there are 72 in the pipeline at various stages of completion; 27 of those are over 60d, and RASC is moving personnel to help; often the delay is due to incomplete paperwork. There is a specific voicemail box (as of last week) for questions about death reports and beneficiaries; that has speeded the process, too, though it is early in having that specifically designated voicebox.

The Survivor Benefits booklet on UC NET has a checklist. RASC was also asked to create this checklist on their own WEBSITE.

Death Reports themselves are reported to each Campus through the Center Directors or through a local campus contact. They are produced monthly by OP. There are different privacy rules about this information on each campus.

Currently, there is no Survivor Status Tracker to demonstrate how far along someone is in the process; that is in the planning stages.

Best,

Caroline

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