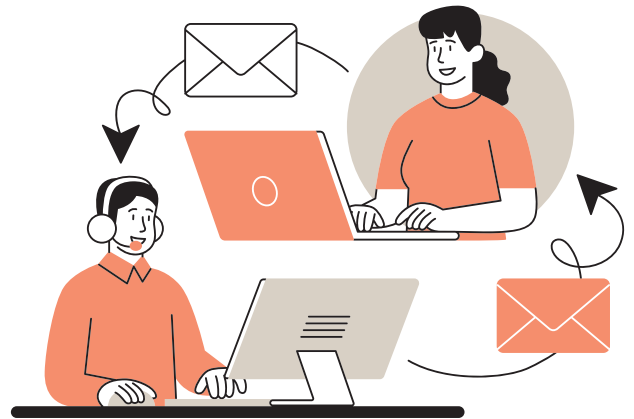

HR Monthly Newsletter

MARCH 2023

Email Do's & Don'ts

Many of us use email as a convenient and efficient form of communication throughout our workday. While emailing is an excellent communication resource, we must not forget the social rules that accompany any form of communication and especially those that are unique to crafting an effective email. Take a look at these email etiquette tips.



Do personalize your message. Try addressing your recipient by name. Failure to do so may appear cold.

Do account for tone. Because email is non-verbal, the reader is unable to see your face or hear the tone of your voice. Choose your words carefully and thoughtfully.

Do turn on out-of-office notifications. When crafting an out-of-office message, include the contact information of another individual who could assist in your absence.

Do be aware of boundaries and work-life balance. If you notice an email recipient is out of the office, direct more urgent matters to a different department team member.

Do update your signature. Ensure that your email signature has up-to-date contact information, accurate job titles, logos, and links. Do not include personal information in your ccs signatures.

Don't hit reply all if your response does not pertain to all parties copied on the message.

Don't! overuse exclamation points ("guilty" - Brittney)

Don't copy unnecessary parties. If you are copying someone's supervisor, you should explain why in the email.

Don't use email for topics that warrant a phone call. If you anticipate numerous follow up questions or if the topic is of a sensitive nature, a phone call may be more effective.

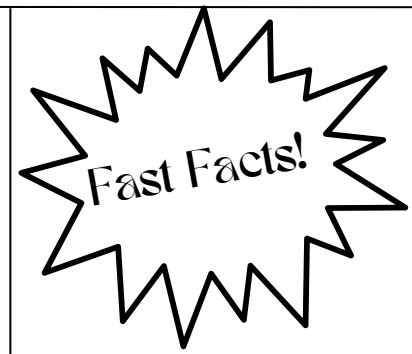
Don't use ALL CAPS. Using capitalization for emphasis on certain words is usually fine, but sending an entirely capitalized email tells the recipient you are yelling at them.

Ask Watson!

"Good news, Watson...I just finished moving into my new home! How do I update my mailing address?"



"Congrats on your move! Send an email to an HR team member with your new address. They will get this updated for your benefits and payroll purposes. If you are eligible to participate in the 403b plan, be sure to log in to your TIAA account and to update it there!"

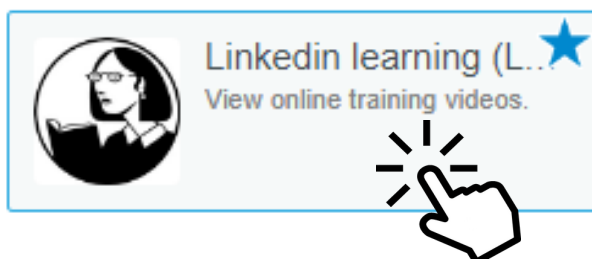


CCS Alumna, Wendy Froud, is credited for creating the look of Yoda for the Star Wars movies.



Did you know..... CCS employees have access to free professional development videos through LinkedIn Learning

LinkedIn Learning offers a library of training videos on personal & professional development topics. Some specific categories include Project Management, User Experience Design, Data Science, Web Development, Project Management, Career Development and much, much more!



Follow these steps to check it out:

1. Login to Access Manager.
2. Navigate to the LinkedIn Learning icon.
3. Voila! Start your learning adventure.

Benefits 101

How Blue Care Network Referrals Work



Care starts with your primary care provider

As a member of Blue Care Network, you must select a primary care provider who will be your trusted partner in health care.

Whether you need a routine checkup or an immunization, treatment for a chronic illness or hospitalization for an injury, your starting point is your primary care provider. He or she is responsible for managing all the care you receive, from providing preventive health services to treating your illness to coordinating your care with specialists.

Referrals: How BCN coordinates care

When you get a skin rash, for example, you would first go to your primary care provider. If your doctor can't treat you, he or she might send you to a specialist, like a dermatologist. Your doctor will provide a referral, allowing the specialist to provide care.

The referral can be a form that's sent electronically to the specialist. It can be a paper document that you take with you to the specialist. Or it can be both. Whatever format it's in, it's the start of a tracking process that makes sure your primary care provider knows where you're going and for what treatment.

In general, most Blue Care Network plans do require a referral and don't cover care outside the network, except in an emergency. The exception to this rule is if you're in one of the few plans that allows members to see a specialist without a PCP referral and pay more to see doctors outside their network. Check with your benefits administrator to find out what type of plan arrangement you have.

Please note: Referral requirements work differently in some regions within Michigan and don't always need to be submitted to Blue Care Network. If you have questions about how referrals work in your area call the Customer Service number on the back of your BCN ID card.

Who can make referrals?

Your primary care provider will provide most of your referrals. But women can also have their network gynecologist or obstetrician refer them to specialists for obstetrical or gynecological care. No other referral is needed.

Who determines type of treatment?

Your referral for treatment with a specialist can range from 90 days to 365 days. It's the specialist who decides on the services to be provided and the number of visits required for treatment.

Changing your primary care provider while a specialist is treating you may change your treatment referral. You'll need to contact your new primary care provider and get a new referral for your specialized treatment.

When you don't need a referral:

- Emergency care
- Behavioral health services (you must see an in-network provider)
- If you need to see a gynecologist or obstetrician for annual well-women visits and obstetrical care (The gynecologist or obstetrician must be in your plan's network)

Authorizations

You'll need special approval from us for certain services and for services from specialists who aren't part of your plan's network.

Questions?

If you have questions about which services require a referral or an authorization, you can log in to your member account at bcbsm.com or contact BCN Customer service at the number on the back of your card.

Work Study Positions - Plan Ahead

Work Study Managers - Its time to start thinking about your open positions for Fall 2023. As a reminder, please post your job to the [work study job site](#), which will allow you to maximize your candidate pool. This helps incoming & continuing students know what CCS has plenty of job offerings available!



What do you value the most about CCS?

WHAT
DO YOU
THINK?

Is it the campus's environment? Is it the CCS's mission? Or could it be the health insurance benefits? Whatever it is, we value your thoughts and [want to hear from you!](#)



How Can we Help?

Any member of the HR team is happy to assist you with whatever questions you may have. If you're unsure of whom to contact, feel free to reach out to any one of us. You can also email hr@collegeforcreativestudies.edu if you are unsure of where to start!



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