

Date: November 1, 2018

To: JLMBC

From: Staff

Subject: **Projects & Activities Report**

JLMBC MEMBERS:

Management

Wendy G. Macy, Chairperson
Neil Guglielmo
Rich Llewellyn
Tony Royster
Matthew Rudnick

Employee Organizations

David Sanders, Vice-Chairperson
Paul Bechely
Chris Hannan
Steve Koffroth
William Violante

RECOMMENDATION

That the JLMBC receive and file projects and activities report regarding informational items, project updates, staffing summary, and completed projects/meeting calendar for September-October 2018.

DISCUSSION

Following are updates for the LAwell Civilian Benefits Program (LAwell Program) for September-October 2018:

A. Informational Items

- Anthem Blue Cross (Anthem) Network Agreement Updates – Staff provides monthly updates in the monthly projects & activities report regarding Anthem provider negotiations that may potentially impact City members. Below is the monthly Anthem network update for September-October 2018.
 1. Presbyterian Intercommunity Hospital (PIH)-Whittier – As previously reported to the JLMBC, Anthem notified the City on August 27, 2018 that they are in negotiations with PIH-Whittier to renew their agreement, which was scheduled to terminate on November 1, 2018. On October 22, 2018, Anthem informed the City that it has extended its agreement with PIH-Whittier to December 1, 2018. The City has had 150 HMO and 43 PPO employees and dependents utilize PIH-Whittier in the past 12 months. Anthem will continue to provide staff and the JLMBC with updates related to these negotiations.

B. Project Updates

- Employee Benefits Trust Fund Refunds Update – As previously reported to the JLMBC at its September 6, 2018 meeting, refunds were issued to approximately 23,600 members on August 29 and September 5, 2018. Approximately 3,000 additional members require further research and/or verification before their refund can be processed. This group includes members who either retired or resigned from City employment. Of this group, staff is working with LACERS to reach out to approximately 1,300 members identified on City payroll as “retired.” LACERS has agreed to forward correspondence on behalf of the Employee Benefits

Division (EBD) regarding the refunds so that the member can initiate the address verification process directly with EBD staff. Additionally, staff is working with the Office of Finance to utilize their Lexis-Nexis system to perform searches on the remaining 1,700 names. Staff will continue to work with LACERS and utilize the Lexis-Nexis system to complete as many payments as possible before the 2018 tax year closes, and will be working closely with the Controller's Office to ensure W-2 and 1099 forms are processed accordingly.

- 2018 Monthly Lunchtime Seminars – As reported to the JLMBC at its January 4, 2018 meeting, staff worked with LAwell Program benefit service providers and health plan member advocates to develop an on-going lunchtime seminar series for members. The goal of the series is to both educate members and engage them with LAwell Program member advocate and other personalized resources. Staff established a calendar for these lunchtime seminars which are held on the fourth Thursday of each month leading up to Open Enrollment in October.

Beginning with the Dual Coverage seminar, each seminar was held as a combined seminar/webinar event. The topic seminar, date, location, and attendance held to date are provided in the table below:

| Seminar | Date Held | Location | Attendance | | |
|---|-----------|-----------|------------|-----|------------|
| | | | On-site | Web | Total |
| Understanding Your Vision Benefits | March 22 | City Hall | 24 | N/A | 24 |
| Finding a Medical Provider | April 26 | CalTrans | 10 | N/A | 10 |
| Pharmacy 101 | May 24 | CalTrans | 9 | N/A | 9 |
| Dual Coverage: Coordination of Benefits | June 28 | City Hall | 34 | 36 | 70 |
| Preventive Care | July 26 | City Hall | 19 | 29 | 48 |
| Medicare & LAwell | August 23 | City Hall | 53 | 72 | 125 |
| Tax-Advantaged Spending Accounts 101 | Sept 27 | City Hall | 13 | 34 | 47 |

Staff will review and evaluate the attendance of the seminars to help determine which seminar topics should be offered in calendar year 2019. Staff will also continue to work with its benefit service providers to develop new seminar topics based on member interest and feedback.

- 2019 Open Enrollment Update – During the months of September and October, staff completed distribution and mailing of over 26,000 Open Enrollment kits and executed a series of onsite events and lunch-and-learn seminars (13 total) providing employees the opportunity to learn more about their benefits options and ask questions directly of Employee Benefits Division staff and benefits service providers. Following the close of Open Enrollment on October 31, staff worked with Mercer TPA to review and validate Open Enrollment confirmation statements. Staff continues to work with Mercer TPA to ensure timely mailing of the confirmation statements which are scheduled to be mailed early to mid-November. Employees will have one more opportunity to make corrections to their 2019 elections, if needed. The correction period for 2019 Open Enrollment closes on November 21, 2018. Staff will provide a detailed report on the results of the 2019 Open Enrollment campaign at the next JLMBC meeting.

- Affordable Care Act Tax (ACA) Reporting and Annual Reporting Update – Staff is working with Ernst & Young to finalize terms of the contract for ACA tax reporting services for the 2018 tax year. An introductory meeting was held between staff and E&Y on October 12 and on October 24 to initiate the collaboration between Mercer TPA and E&Y for the 2018 tax year. In addition, a full day working session was held with E&Y staff on October 26 to discuss and establish procedures for transferring files, mapping, and reporting. The ACA tax reporting deadline is January 31, 2019. Additionally, staff is working with Mercer TPA to conduct quarterly tests in preparation for the annual Employer Shared Responsibility and Minimum Essential Coverage reporting for determining ACA eligible employees for the 2018 stability period.
- New Hire Benefits Orientation – Staff conducted a total of six (6) CHOOSEwell new hire presentations in the month of September and October. The department, date, location, and attendance of the presentations is provided in the table below:

| Department | Date Held | Location | Attendance |
|--------------------------------------|--------------|-----------------------|------------|
| Library | September 17 | Central Library | 7 |
| Public Works - Bureau of Engineering | October 4 | PW Main Office | 45 |
| Council Office - District 8 | October 4 | City Hall | 25 |
| Los Angeles Police Department | October 18 | LAPD Headquarter | 36 |
| Recreation and Parks Session 1 | October 18 | Friendship Auditorium | 85 |
| Recreation and Parks Session 2 | October 18 | Friendship Auditorium | 85 |

Staff provided additional information during these presentations to educate new employees about Open Enrollment and will continue to do so until the end of the calendar year.

- Benefits Service Provider Carrier Summit – In 2018 staff and Keenan initiated quarterly LAwell Benefit Service Provider Summits for the purpose of developing a goals- and outcomes-based approach to evolving services, fully utilizing benefit service provider resources, and improving member outcomes. Topics include preventive services, condition management, wellness, communications, engagement, and data analysis and management. Summits have been held on March 30, 2018; July 10, 2018; and September 9, 2018. At the September 9, 2018 summit, participants discussed proposals (including draft communication materials) to pilot integrated communications resources focused on diabetes prevention, and further reviewed where to locate and how to distribute information. Staff and Keenan are working with service providers to convene a working group to determine implementation details and timelines and bring this project to completion. Once the diabetes prevention initiative has been launched, the structure and process should serve as a model for developing and implementing similar collaborative initiatives that focus on other major health issues including maternity, stress management, nutrition, and other topics.
- Limeade Transition Update – Staff is working with Limeade to address implementation issues related to the development of the web-based user interface and data management services involving the LAwell Program’s other benefit service providers. Limeade attended a Data Management and Integration Working Group meeting on September 4, 2018, and the Benefits Service Provider Carrier Summit on September 9, 2018, as part of planning for integrating

services, data, and resources. A full Limeade implementation update and presentation from Limeade is scheduled for the JLMBC's December 6, 2018 meeting.

C. Staffing Summary

Malika Oatman has accepted the position of Senior Administrative Clerk effective September 17, 2018. Ms. Oatman previously worked at the Information Technology Agency. Following is a summary of staff positions supporting the LAwell Civilian Benefits Program:

| Position Authority | Staff Member | Function | Est. % Allocated to LAwell Program |
|-----------------------------|------------------|-------------------------------------|------------------------------------|
| Personnel | | | |
| Chief Personnel Analyst | Steven Montagna | Division Chief | 60% |
| Senior Personnel Analyst II | Jenny Yau | Section Manager | 100% |
| Senior Personnel Analyst I | Daisy Tam | TPA/Payroll/Kaiser | 100% |
| Senior Personnel Analyst I | Paul Makowski | Communications/Audits/Budget | 100% |
| Senior Personnel Analyst I | Leo Reyes | Wellness Program Coordinator | 100% |
| Personnel Analyst | Vacant | Administration/COBRA/Anthem | 100% |
| Personnel Analyst | Helen Georgeson | Participant Services/JLMBC | 100% |
| Personnel Analyst | Theodore Vasquez | Wellness Program Assistant | 100% |
| Benefits Specialist | Khia Moore | Supervisor-Member Services Section | 100% |
| Senior Administrative Clerk | Mayra Martinez | Member Services Rep: A-F | 100% |
| Senior Administrative Clerk | Malika Oatman | Member Services Rep: G-I / K-M | 100% |
| Administrative Clerk | Vacant | Member Services Rep: N-V | 100% |
| Senior Administrative Clerk | Maria Lopez | Member Services Rep: J, W, Z, Sworn | 100% |
| City Attorney | | | |
| Assistant City Attorney | Curtis Kidder | Board Counsel | 25% |

D. Completed Projects/Meeting Calendar

Staff maintains a log of completed projects as well as a calendar of upcoming Board meetings and proposed topics (**Attachment A**).

Submitted by: _____
 Paul Makowski/Daisy Tam

Reviewed by: _____
 Jenny M. Yau

Approved by: _____
 Steven Montagna

COMPLETED PROJECTS & UPCOMING MEETINGS CALENDAR

| COMPLETED PROJECTS: September-October 2018 | | |
|---|-----------|---|
| # | STATUS | PROJECT |
| 1 | Completed | JLMBC Report: Employee Benefits Trust Fund Member Refunds Update |
| 2 | Completed | JLMBC Report: Employee Assistance Program Transition Update |
| 3 | Completed | JLMBC Report: Employee Benefits Trust Fund Fiscal Year 17-18 Activity and Status Review |
| 4 | Completed | JLMBC Report: Third-Party Administrator Transition Update – August 2018 |
| 5 | Completed | JLMBC Report: LIVEwell Wellness Program Update |
| 6 | Completed | JLMBC Report: FUSE Corps Placement Extension |
| 7 | Completed | JLMBC Report: Limeade Transition Update |
| 8 | Completed | JLMBC Report: Projects & Activities Report – August 2018 |
| 9 | Completed | Catastrophic Illness Cases September-October 2018 – 1 case processed |
| 10 | Completed | Tax-Advantaged Spending Accounts 101 Lunchtime Seminar |
| 11 | Completed | 2018 Flexible Spending Accounts Reconciliation |
| 12 | Completed | Open Enrollment 2019 Activities: - Mercer Benefits Central web testing completed - Open Enrollment kits mailed - Open Enrollment announcement mailer, posters, event calendar - Open Enrollment Citywide email reminders - Open Enrollment on-site events, seminars, and webinars (13 total) |
| 13 | Completed | New Hire Benefits Orientation (6 total) |
| 14 | Completed | Morneau Shepell TPA Employee Website User Acceptance Testing – First Round |
| 15 | Completed | Quarterly Benefits Service Provider Summit – October 9 |

| JLMBC UPCOMING MEETINGS CALENDAR | | |
|---|---|--------------|
| MEETING | AGENDA ITEM | PRESENTATION |
| 6-December-18 | Benefits Provider Presentation: Limeade | Limeade |
| | JLMBC Report: Open Enrollment | |
| | JLMBC Report: EAP Transition Update | |
| | JLMBC Report: Benefits TPA Transition Update | |
| | JLMBC Report: Wellness Program Update | |
| | JLMBC Report: Monthly Projects & Activities Update | |
| 2-January-19 | Benefits Provider Presentation: TBD | TBD |
| | JLMBC Report: Benefits TPA Transition Update | |
| | JLMBC Report: Long-Term Communications Strategic Plan | |
| | JLMBC Report: Limeade Transition Update | |
| | JLMBC Report: Wellness Program Update | |

| | | |
|---------------|--|-----|
| | JLMBC Report: Monthly Projects & Activities Update | |
| 7-February-19 | Benefits Provider Presentation: TBD | TBD |
| | JLMBC Report: Benefits TPA Transition Update | |
| | JLMBC Report: Limeade Transition Update | |
| | JLMBC Report: Wellness Program Update | |
| | JLMBC Report: Monthly Projects & Activities Update | |