

CITY OF LOS ANGELES
JOINT LABOR-MANAGEMENT BENEFITS COMMITTEE (JLMBC)

PROPOSED MINUTES
SPECIAL MEETING

December 6, 2018 – 9:00 A.M.

CITY HALL, 200 NORTH SPRING STREET, ROOM 1060
LOS ANGELES, CA 90012

Present:

Committee Members

Regular:

Paul Bechely – Laborers' Local 777
Chris Hannan – Building & Construction Trades Council
Steve Koffroth – AFSCME District, Council 36
Richard Llewellyn – Office of the City Administrative Officer
Wendy Macy – Personnel Department
Tony Royster – General Services Department
Matthew Rudnick – Department of Recreation and Parks
David Sanders – SEIU Local 721

Alternates:

Marleen Fonseca – Engineers and Architects Association

Personnel Department Staff

Steven Montagna – Chief Personnel Analyst
Jenny Yau – Senior Management Analyst II
Paul Makowski – Senior Personnel Analyst I
Daisy Tam – Senior Personnel Analyst I
Gabriela Cortes – Management Assistant

Office of the City Attorney

Curtis Kidder – Assistant City Attorney

The Segal Group

Stephen Murphy

Keenan & Associates

Steve Balentine
Laurie LoFranco
Robin Rager

1. Call to Order

Wendy Macy called the meeting to order at 9:10 a.m.

2. Public Comments

None.

3. Minutes

A motion was made by Paul Bechely and seconded by Tony Royster to approve the minutes of the November 1, 2018 JLMBC special meeting; the Committee unanimously adopted this motion.

4. Committee Report 18-59: Employee Assistance Program (EAP) Transition Update and Member Portal Website Demonstration

Paul Makowski presented this report. He began by introducing Jennifer Schlecht, Account Manager at Optum, to provide a demonstration of the Optum member portal. Ms. Schlecht began by stating that Optum will be the City's new EAP provider effective January 1, 2019. Ms. Schlecht then proceeded with providing a demonstration of the www.liveandworkwell.com website and showed how members could access services online. She further explained that members could log in unanimously through the site with an access code or create a safe portal account to track their progress. She added that about 90 percent of members log in unanimously and use the access code.

Ms. Schlecht next provided a breakdown of the different categories of services available on the welcome page of the website including life and work, mind and body, mental and physical health, substance abuse and recovery, financial and legal, and crisis support. She explained that in the 'Find a Resource' section of the website, members could find a provider, look up virtual visits, and access resources such as childcare or eldercare services. She continued to explain how members can search for providers by specific preferences such as gender and language. She further added that members are granted an appointment within 10 days of the request or the member can choose to see an express access provider which guarantees an appointment within five days. She explained that members can self-schedule appointments with providers that have online virtual visit availability. David Sanders asked how express access providers are set up. Ms. Schlecht responded that they are selected based on their schedule and availability. She continued by indicating that members are able to view information and details about providers to assist them in making a provider selection.

Ms. Schlecht then discussed the different guides and forms that are available on the website for members to access such as legal and financial forms. She also explained that the website can be changed to Spanish translation for households that may need it. Marleen Fonseca inquired if there are additional resources for legal and financial resources such as referrals for these services. Ms. Schlecht responded that members

are able to receive one 30-60 minute consultation free of charge per issue and referral to a specialist with a 25 percent discount. Ms. Schlecht concluded the demonstration and thanked the Committee.

Mr. Makowski next provided an update on the transition status. He stated that at the previous meeting, staff had informed the Committee that the EAP would be branded as “Live and Work Well: Employee Assistance Program.” Mr. Makowski explained that after further discussion about optimizing the program’s brand as it relates to the full range of services the EAP provides, staff revisited the branding concept and determined that rebranding the EAP as “Support Plus: Employee and Family Assistance Program” would better capture the full range of services provided by the EAP. He added this new brand will communicate that the program is available for both employees and their households. He further explained that the “Support” component communicates the clinical services provided by the EAP and the “Plus” communicates the other services such as financial planning and child care assistance services. He added the Universal Resource Locator (URL) will remain as www.liveandworkwell.com for now and staff is working with Optum to identify a vanity URL to correlate with the new brand.

Mr. Makowski continued with additional EAP updates. He stated that the EAP toll-free number will remain the same and the current EAP provider, Managed Health Network (MHN) is working with Optum to port the number. Regarding continuity of care, he noted that in November a meeting between Optum, Anthem, and Kaiser was held to ensure procedures were established for transitioning care from the EAP to a member’s medical insurance, if necessary. He added that all providers will continue to check in with each other regularly to ensure continuity of care for members and that a strong working relationship continues through the transition process and throughout the term of services. He explained that since October MHN has been informing members that services will be transiting to Optum effective January 1, 2019 and advising members to review Optum’s network when selecting a provider in case there is a need for continuing care past the transition date.

Mr. Makowski next provided an update regarding communications for introducing Optum’s services to employees and departments. He began by explaining that staff began communicating the EAP vendor change in the Open Enrollment materials and webinars/seminars. He added that the communications plan for promoting the EAP services includes a postcard that will be sent to each member’s household, a Citywide email announcement, and a kickoff educational webinar/seminar that will be scheduled in January. He stated that at the department level, a separate webinar is scheduled in December with human resources liaisons from different City departments to provide them with an introduction to the suite of services available through the EAP such as critical incident support, trainings, and management consultations and how they may request these services through the Personnel Department.

Wendy Macy asked how specific reminders related to fire or shooting situations are prepared by Optum. Ms. Schlecht responded that Optum has a Crisis Support team that prepares support materials immediately to provide to City staff and which can be

modified as needed. She also explained that during these types of events Optum will open their public support line for individuals not covered by the program to provide additional support to the City. Richard Llewellyn recommended having these types of messages sent to employees directly from the City.

Mr. Sanders asked if staff anticipates any delays before the start of services on January 1, 2019. Mr. Makowski replied that no delays are anticipated. He noted that a few communications items are pending but discussions with departments have already begun and marketing and education will continue throughout the year.

Following this discussion, a motion was made by Richard Llewellyn and seconded by David Sanders to receive and file the Employee Assistance Program (EAP) transition update for November 2018; the Committee unanimously adopted this motion.

5. Committee Report 18-60: Wellness Services Administrator (Limeade) Implementation Update

Steven Montagna presented this report. He began by stating that Limeade will be the new Wellness Services Administrator and will provide the Committee with an update on the implementation plan. Mr. Montagna indicated that the target go-live date for Limeade to begin services is May 1 which will be one month after the benefits third-party administrator transition to Morneau Shepell (Morneau) is completed. He explained that Morneau will transmit an eligibility file to Limeade on a regular basis. He explained that staff has been meeting with Limeade's implementation team to review and refine project goals, develop an activity calendar, plan for the transition of the LIVEwell Program's 2019 engagement plan to Limeade, and develop an ongoing strategic communications plan. He added that staff and Limeade have been reviewing and identifying key roles and responsibilities for Limeade support team members, City staff, and the two onsite Engagement Specialist positions. He next discussed data management and benefits service providers and stated that Limeade has been participating in the benefit provider summits coordinated by Keenan and Associates and City staff and that Limeade's involvement in these meetings is to develop strategies for coordinating communications and data sharing with all of the City's LAwell Program service providers.

Mr. Montagna then introduced Limeade staff Shauna Cour, Sales Director, Bennett Blodgett, Divisional Vice President, and Amber Owen, Strategic Account Executive to provide an update on the implementation plan. Ms. Cour began the presentation by stating that at its May meeting, Limeade presented the Committee with a demonstration of its website and user platform. Ms. Cour explained that Limeade is building a customized web platform for the City that is focused on employee engagement. She further explained that employee engagement will begin with a well-being assessment to better understand an employee's needs which is necessary to direct the employee to the appropriate information and resources. She stated that Limeade will work with each of the carriers to learn about the resources they offer to cross-promote programs and resources.

Tony Royster asked how Limeade plans to reach out to employees who are not technologically savvy. Ms. Cour responded that Limeade will use flyers, mailers, smart phone messaging, and other types of communications that are easy to read. Ms. Centanno added that local outreach to departments and being present at staff meetings will further assist with engagement efforts. Ms. Centanno further added that departments are proactively expressing more interest in the program and onsite resources provided by Limeade will help to further engage employees and promote the wellness program.

Mr. Sanders asked what types of metrics have been identified to track progress and measure success. Ms. Centanno replied that qualitative surveys have previously been completed regarding health and behavior habits. She explained that the survey results showed positive improvements related to exercise, eating habits, sleep behavior, and dental and vision exam utilization. Mr. Sanders asked where these metrics are recorded. Mr. Montagna replied that the metrics are not all combined in one place but moving forward, metrics can be reported to the Committee regularly. Mr. Blodgett added that Limeade will be able to track key performance indicators related to physical and emotional behaviors, dental visits, and health visits through the well-being assessment. He indicated the data can be analyzed to see where success and risks lie.

Tony Royster asked how Limeade is working with the benefit carriers. Mr. Montagna explained that in addition to participating in group meetings involving all the City's benefit providers, individual meetings are now being scheduled by Keenan with Kaiser and Anthem to identify what data they can provide to Limeade to identify wellness indicators. Ms. Fonseca stated that the Committee would like to see measurable goals and outcomes. Ms. Cour replied that Limeade will develop strategies to help the City achieve its goals for the wellness program. She added that Limeade will work with the carriers to connect employees to various resources already available through the providers.

Mr. Royster asked what the participation rate on the well-being assessment is from other clients. Ms. Cour replied that the participation rate is high. Mr. Blodgett added that employees need to feel supported and encouraged to participate and that Limeade will work on implementing various strategies to encourage City employees to take the well-being assessment. Mr. Blodgett added that based on Limeade's experience the correlation between leadership and employee participation is high. He added that by having City leadership support of the wellness effort, employees will feel cared for and therefore more inclined to take the well-being assessment. He provided an example of Limeade client, the State of Washington. He explained that Limeade partnered very strongly with the labor unions to make presentations at union meetings and conduct meetings which led to greater participation rates for the well-being assessment. Mr. Sanders stated that bringing the services to employees and informing employees about the different programs the carriers have available is a good idea.

Mr. Blodgett continued with the presentation by providing a brief description of the responsibilities of each of the Limeade team designated to support the City. He stated that his experience is primarily in working with governmental clients. He explained that Ms. Owen will work on executing strategies to support the City's goals, and Kim Ficke will serve as the implementation plan project plan manager. He added that the two roles to be hired for the City will focus primarily on onsite events and connecting employees with resources, and four other positions will assist with engagement campaigns, data integration, platform configuration, and customer support.

Ms. Cour and Ms. Owen next explained the implementation process, which includes four phases. Ms. Cour explained that in phase one, Limeade and City staff have been meeting with Morneau to develop and refine specifications for an eligibility file that will be transmitted from Morneau to Limeade on a biweekly basis. She stated that Limeade is connecting with the carriers to learn about the programs they offer and how their resources will be programmed into the Limeade platform. She stated Limeade is attending the benefits summits to gain a better understanding of the City's resources.

Mr. Sanders asked Robin Rager from Keenan & Associates (Keenan) to speak about the implementation process. Mr. Rager responded that Keenan has been coordinating meetings with Limeade, City staff, and all of the carriers to identify the carrier's resources as well as discuss how to integrate the data provided by the carriers with Limeade's platform. Ms. Cour stated that Limeade will utilize reporting provided by the carriers to track key metrics of the City's population. Mr. Rager added that Limeade will push to promote benefit program resources and strive to drive positive results in dental, physical, and other exam visit statistics. Ms. Owen stated Limeade will work with the City to increase participation and engagement, improve wellness, and increase utilization of vendor program and benefits.

Ms. Owen next indicated that in early April communications will be sent to notify employees about the launch of the program. She then provided a brief overview of Limeade's insight dashboard tool. She stated that the dashboard provides information regarding registered users, assessments completed, participation data, and user satisfaction daily. Mr. Rudnick asked what the goal number for utilization is. Ms. Owen responded that a goal will be established based on further communication and direction from the City. Mr. Rudnick asked that goals be established related to utilization. Ms. Cour concluded that Limeade will continue working with City staff and the carriers to prepare for the program launch in May and thanked the Committee.

A motion was made by Chris Hannan and seconded by Marlene Fonseca to receive and file the Wellness Services Administrator (Limeade) implementation update; the Committee unanimously adopted this motion.

6. Committee Report 18-61: 2018 Open Enrollment Implementation for Plan Year 2019

Jenny Yau and Mr. Makowski presented this report. Ms. Yau began by stating that the 2019 Open Enrollment period is the last Open Enrollment administered by Mercer, as

the City is transitioning to a new benefits Third-Party Administrator (TPA), Morneau Shepell (Morneau) effective April 1, 2019. Ms. Yau explained that during the Open Enrollment period, employees were able to elect benefits online via the Mercer Benefits Central website or by calling the Call Center. She continued that the early results from the Open Enrollment period indicate that there was a decrease in the number of distinct enrollments from the prior year. She further explained that this decrease could be attributed to there being no significant changes in benefits for plan year 2019 and employee payroll contributions remaining relatively the same as the prior year. Ms. Yau also stated that Morneau is following this year's Open Enrollment period closely in order to identify areas of improvement for next year's Open Enrollment which will be the first to be administered by Morneau. Ms. Yau then introduced Mr. Makowski to provide an update on the attendance of the Open Enrollment webinars and seminars.

Mr. Makowski stated that a survey was conducted in 2017 to identify what type of benefits information members would like to receive. He explained member responses from the survey indicated they enjoyed the information they received and requested more seminars and webinars. In response to the survey results, he stated that staff increased the number and frequency of Open Enrollment events this year compared to the prior year. He stated that for this year's Open Enrollment, staff held 21 Open Enrollment seminars/webinars versus nine seminars/webinars in 2017. He stated, however, that despite the increase in the number of seminars/webinars held this year, total attendance was less than half the attendance in 2017. He stated the decrease in attendance could be attributed to a number of factors, including increased employee awareness of their benefits options, employee payroll contributions remaining relatively the same from the prior year, and the absence of any major benefit changes in Plan Year 2019. He stated staff will be evaluating the results of the attendance at the Open Enrollment events and working with benefits communications consultant, Segal to develop a comprehensive long-term communications plan to deliver effective and coordinated benefits messaging. He noted the different targeted reminders sent to employees to submit supporting documentation such as birth and marriage certificates for newly added dependents.

Mr. Rudnick asked how active enrollment has been trending. Ms. Yau replied that active enrollment has been steady for the last couple of years at about 25 percent. She further explained that Morneau has a more versatile member level website with increased functionality and that staff will work with Morneau on developing strategies to increase member utilization of the website.

A motion was made Richard Llewellyn and seconded by David Sanders to receive and file the staff report regarding the 2018 Open Enrollment Implementation for Plan Year 2019; the Committee unanimously adopted this motion.

7. Committee Report 18-64: Election of Officers and Meeting Schedule for Calendar Year 2019

Ms. Yau presented this report. She stated that the JLMBC bylaws require that the Committee conduct annual officer elections for the positions of Chairperson and Vice-Chairperson at the last meeting of the calendar year. She further added that for terms beginning in odd-numbered years, the position of Chairperson shall be a City Employee Organization Committee member with a City Management Committee member serving as Vice-Chairperson.

A motion was made by Paul Bechely and seconded by Marlene Fonseca to nominate David Sanders as Chairperson of the JLMBC; the Committee unanimously adopted this motion. Following this motion, a motion was made by Richard Llewellyn and seconded by Paul Bechely to nominate Wendy Macy as Vice-Chairperson of the JLMBC effective January 1, 2019; the Committee unanimously adopted this motion.

Ms. Yau continued by stating that staff has also developed a proposed meeting calendar for 2019 to assist the Committee in planning for upcoming meetings. She explained that the proposed calendar includes recurring annual events and a schedule of benefit service provider presentations over the full calendar year. She continued that if any changes to the calendar are required, staff will update the Committee through the monthly projects and activities report.

8. Committee Report 18-62: Benefits Third-Party Administrator (TPA) Transition Update

This report was not discussed by the Committee.

9. Committee Report 18-62: Projects & Activities Report

This report was not discussed by the Committee

10. REQUEST FOR FUTURE AGENDA ITEMS

None.

11. NEXT MEETING DATE

A meeting was noted for January 3, 2019 at 9:00 a.m.

12. ADJOURNMENT

The meeting was adjourned at 10:30 a.m.

Minutes prepared by staff member Gabriela Cortes.