

CITY OF LOS ANGELES
JOINT LABOR-MANAGEMENT BENEFITS COMMITTEE

PROPOSED MINUTES

SPECIAL MEETING

November 1, 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

Neil Guglielmo – Los Angeles City Employees' Retirement System

Chris Hannan – Building & Construction Trades Council

Richard Llewellyn – Office of the City Administrative Officer

Matthew Rudnick – Department of Recreation and Parks

David Sanders – SEIU Local 721

Alternates:

Marleen Fonseca – Engineers and Architects Association

Deborah Ramos – General Services Department

Jody Yoxsimer – Personnel Department

Personnel Department Staff

Steven Montagna – Chief Personnel Analyst

Jenny Yau – Senior Management Analyst II

Paul Makowski – Senior Personnel Analyst I

Leo Reyes – Senior Personnel Analyst I

Helen Georgeson – Personnel Analyst

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

Jody Yoxsimer 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 Marleen Fonseca to approve the minutes of the May 31, 2018 special JLMBC meeting; the Committee unanimously adopted this motion.

A motion was made by Chris Hannan and seconded by Paul Bechely to approve the minutes of the July 5, 2018 special JLMBC meeting; the Committee unanimously adopted this motion.

A motion was made by Marleen Fonseca and seconded by Matthew Rudnick to approve the minutes of the August 2, 2018 special JLMBC meeting; the Committee unanimously adopted this motion.

A motion was made by Neil Guglielmo and seconded by Marleen Fonseca to approve the minutes of the September 6, 2018 special JLMBC meeting; the Committee unanimously adopted this motion.

4. Committee Report 18-55: Benefits Third-Party Administrator (TPA) Transition Update and Member Portal Demonstration

Jenny Yau provided a brief update on the status of the benefits TPA transition. She stated that staff continues to work closely with Morneau Shepell to finalize the business requirements as well as the web portal design, and that the project is on schedule to meet the go live date of April 1, 2019. Ms. Yau noted that Morneau Shepell would be providing a demonstration of the member portal, as well as a demonstration of Ava, their human resource virtual assistant. She then handed the presentation to Terri Arceneaux, Implementation Leader at Morneau Shepell for a further update on the TPA transition.

Ms. Arceneaux reported that the TPA transition project is progressing well, and that Morneau Shepell has wrapped up the discovery phase of the project and is now completing the initial build of the system. She added that most of the focus at this time is on acceptance testing. She reported that Employee Benefits Division (EBD) staff tested the member use portal during September and October 2018 and provided Morneau Shepell with initial feedback and corrective revisions. She stated that Morneau Shepell will be demonstrating the member use portal to the JLMBC at the current meeting, and would like to get their feedback as well. She added that revisions will

continue to be accepted through the end of the year, with the goal of engaging end users in January to provide additional feedback. She stated that EBD staff is also starting to test the administrator tools of the new system and similar to the testing that was done with the member portal, staff feedback and revisions will continue to be received through the end of the year.

Kevin Kanoon, Vice President of Client Relationships with Morneau Shepell, added that some issues on data conversion that had been previously reported to the Committee have now been resolved and everything is back on schedule to load the data in the new system. Matthew Rudnick asked how the end user member testing is conducted. Ms. Arceneaux replied that typically they engage with valued and trusted advisors that the client is familiar with and engages with frequently to collect their feedback. She added that EBD staff and Morneau Shepell will be working together to gather the end user feedback and make revisions as necessary. Chris Hannan asked what type of feedback was provided by EBD staff during acceptance testing, and Ms. Arceneaux replied that most of the feedback has been transactional and content related.

Mr. Kanoon thanked the EBD staff for their extensive input and participation in the project. He then handed the presentation to Damian Morrissy of Morneau Shepell to provide a live demonstration of the member web portal. Mr. Morrissy provided a demonstration on how to register and log in to the portal and a high level overview of the type of content on the site. He further demonstrated the enrollment process that a new hire would go through on the site, as well as Ava, the virtual assistant tool for assisting members in answering questions about benefits. Mr. Morrissy also demonstrated and explained the various tools in the member portal from the point of view of the member and staff, such as how to engage the system to make changes to benefits.

A motion was made by Richard Llewellyn and seconded by Marleen Fonseca to receive and file the LAwell Civilian Benefits Program (LAwell Program) TPA transition update for September-October 2018; the Committee unanimously adopted this motion.

5. Committee Report 18-56: Employee Assistance Program (EAP) Transition Update

Paul Makowski presented this report. He began by stating that as previously reported to the Committee, the City will be transitioning EAP services from Management Health Network (MHN) to Optum, effective January 1, 2019. He stated that staff worked with Optum on options for rebranding and promoting the EAP program and new EAP website and that the new program will be identified as, "Live and Work Well: Employee Assistance Program." He referred to Attachment B of the staff report which provided a sample of the level of content and the branding design for promoting the program and the new EAP website.

Mr. Makowski continued with additional EAP updates. He stated that the current EAP call center number will be retained and utilized by Optum for a smooth transition for

LAwell Program members. He added that the administrative process for this is complete, and starting January 1, 2019, Optum representatives will begin answering calls. Regarding continuity of care, he noted that staff is working with MHN and Optum to address the handling of claims and services that may require continuous care after the go-live date of January 1, 2019. He then provided an update on communications for introducing Optum's services. He noted that a substantial amount of communications regarding the transition to Optum was provided during Open Enrollment. He added that staff conducted an EAP lunchtime seminar/webinar in October that focused on a review of EAP benefits and it was well received by attendees.

Mr. Makowski concluded with an update on critical incident response and group education services, noting that staff will be reaching out to departmental human resources liaisons throughout the City who utilize EAP services for their employees for both group education as well as Critical Incident Response Services (CIRS) for traumatic events. He stated that staff is currently developing a formal presentation with specific instructions on how to request services under Optum and will schedule training sessions for human resources personnel in December.

Matthew Rudnick asked if there was any limitation on the amount of trainings a department could request. Mr. Makowski replied that the City is given 250 training hours per year and training hours are allocated to each department. Mr. Rudnick then requested data on the amount of employees that utilize the EAP and Ms. Fonseca asked if education can be provided for Engineers and Architects Association (EAA) stewards. Mr. Makowski confirmed that the data can be provided to the JLMBC and an EBD communications piece can be provided to EAA stewards.

Mr. Guglielmo asked about the types of services offered by the new EAP provider, Optum. Jennifer Schlecht, Optum Account Manager, provided some of the covered services under the EAP such as financial or legal services and assistance with substance abuse or other addictions, stress, anxiety, and depression. Mr. Llewellyn pointed out the importance of EAP information reaching departmental human resources personnel so employees can know what is available under the EAP.

Laurie LoFranco of Keenan & Associates addressed the Committee regarding the EAP. She asked if employees can request certain preferences when speaking to an Optum representative, such as a particular gender or religious affiliation. Ms. Schlecht confirmed that this ability is available to employees. Mr. Guglielmo stressed the importance of providing EAP information to General Managers at future human resources meetings. Mr. Guglielmo then asked if a demonstration of the EAP website can be scheduled for the JLMBC and Mr. Makowski indicated it could.

Following this discussion, **a motion was made by Chris Hannan and seconded by Paul Bechely to receive and file the EAP transition update for September-October 2018; the Committee unanimously adopted this motion.**

6. Committee Report 18-57: LIVEwell Wellness Program Update

Joan Centanno presented this report. She began by summarizing the different types of communications that were prepared in the month of September, including a back-to-school lunch ideas email and various promotional flyers regarding the Rock N' Stroll event and fall flu vaccination and health screening clinics.

Ms. Centanno next provided an update on educational classes, clinics, and webinars. She stated that staff worked with Anthem to develop the September Virtual Grocery Store Tour Class to help employees shop well in the grocery store and to try and help them make healthy, economical food choices. She also reported that two cooking demonstrations were held on October 11th and October 22nd and the demonstrations were conducted by Anthem's Chef Ann Johnson. She stated that the recipes were well received and that 73 participants attended the two events.

Ms. Centanno reported on EyeMed Pop-up Clinics, noting that overall 272 employees attended four Pop-up Clinics and 96 of the participants completed the survey. She pointed out that the results from the August-September EyeMed post-clinic evaluation surveys were very positive, and that overall 95% of City employees were satisfied.

Ms. Centanno next provided an update on class and clinic participation by location and MOU. She noted that the highest employee participation was in the City Hall area. She further reported that as reported by employees through the wellness survey from April 2018, the largest share of overall survey respondents who said they take classes came from EAA at 45.8%.

Ms. Centanno continued further by providing an update on two webinars that were held in September and October, including a Kaiser seminar focused on strategies for healthy meal planning and an October webinar presentation supporting Breast Cancer Awareness month. She reported that a total of 89 employees attended the two webinars.

Ms. Centanno next reported on staff hosted special events, such as LIVEwell local events at Figueroa Plaza, Garland Building, Hyperion Treatment Plant, and the Harbor Department. She reported that the "Rock N' Stroll" joint City/County of LA event at Griffith Park on October 13th was a success with a total of 501 participants overall (234 City employees/family members and 265 County employees/family members) and noted that Personnel Department General Manager, Wendy Macy attended representing the City. She concluded by reporting that preparations for the 2019 Feel Like A Million Team Challenge are underway and that the event is scheduled to take place January 24 through February 24, 2019.

Following this discussion, **a motion was made by Richard Llewellyn and seconded by Paul Bechely to receive and file the staff report regarding**

LIVEwell Wellness Program (LIVEwell Program) developments, updates, and activities; the Committee unanimously adopted this motion.

7. Committee Report 18-58: Projects & Activities Report

Paul Makowski presented this report. He began by providing an update on the most recent provider negotiations in the Anthem network. He reported that on October 22, 2018, Anthem informed the City that it had extended its agreement with PIH-Whittier to December 1, 2018 and that Anthem will continue to provide staff and the JLMBC with updates related to these negotiations.

Mr. Makowski continued with an update on the Employee Benefits Trust Fund refunds. He stated that there are about 3,000 individuals that the City needs to send a check to that do not have a current mailing address. He stated that staff is working with the Los Angeles City Employees' Retirement System (LACERS) to reach out to approximately 1,300 of the 3,000 members identified on City payroll as "retired" so that letters can be sent to these individuals allowing them to respond with a current address. He added that once the current address is received, the City can produce a check for them. He reported that staff is also working with the Office of Finance to utilize their Lexis-Nexis system to perform searches on the remaining 1,700 individuals to obtain current addresses and reach out to them to complete the same process. He indicated that staff is trying to complete as much as possible before the 2018 tax year closes.

Mr. Makowski continued with an update on the 2018 lunchtime seminars noting that they were very effective and had good attendance. He added that staff will continue to work with its benefit service providers to develop seminar topics for 2019 and report back with the schedule for 2019 when it is established.

Next, Mr. Makowski provided an update on Affordable Care Act (ACA) tax reporting, noting that the City has selected a new vendor, Ernst & Young to provide ACA tax reporting services for the 2018 tax year. He stated that staff is working with Ernst & Young to finalize terms of the contract and an introductory meeting was held between staff and Ernst & Young on October 12 and October 24 to initiate the collaboration between Mercer TPA and Ernst & Young. He concluded by providing an update on new hire benefits orientations, reporting that staff conducted a total of six CHOOSEwell new hire orientations in the month of September and October.

Next, Mr. Montagna provided an update on the benefits service provider carrier summit. He reported that at the summit held on September 9, 2018, participants discussed proposals to pilot integrated communications resources focused on diabetes prevention, and further reviewed where to locate and how to distribute information. He added that staff and Keenan are working with service providers to convene an ad hoc carrier subcommittee to integrate resources and promote employee awareness of resources available to them through their benefit plans. He concluded that 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. David Sanders asked what the ad hoc subcommittee will be tasked with, and Mr. Montagna responded that it will be tasked with creating the communications plan to jointly share with employees the resources that the LAwell Program as a whole has to offer relating to diabetes prevention. Mr. Montagna stressed the importance of achieving integration of resources and that once the material is put together as a whole, it will be brought back to the JLMBC for input before being distributed to members.

Mr. Montagna indicated that at the next JLMBC meeting Limeade will be providing an implementation update, noting that they have participated in carrier summit with the other benefit service providers. Mr. Sanders asked about the delayed timing of the Limeade implementation and Mr. Montagna explained it is not delayed but the timing has been targeted to be implemented after the TPA transition to Morneau Shepell as Morneau Shepell will be providing the eligibility file feed to Limeade.

Mr. Makowski concluded the report by introducing new EBD Senior Administrative Clerk, Malika Oatman to the JLMBC. Ms. Oatman was welcomed by the JLMBC.

A motion was made by Paul Bechely and seconded by Matthew Rudnick to receive and file the projects and activities report regarding informational items, project updates, staffing summary, and completed projects/meeting calendar for September-October 2018; the Committee unanimously adopted this motion.

8. REQUEST FOR FUTURE AGENDA ITEMS

None.

9. NEXT MEETING DATE

A meeting was noted for December 6, 2018 at 9:00 a.m.

10. ADJOURNMENT

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

Minutes prepared by staff member Helen Georgeson.