

Date: December 6, 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 November 2018.

DISCUSSION

Following are updates for the LAwell Civilian Benefits Program (LAwell Program) for November 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 November 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 December 1, 2018. On November 26, 2018, Anthem informed the City that it has extended its agreement with PIH-Whittier to January 1, 2019. 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.
- Anthem Member Identification (ID) Cards – Anthem has notified the City that they will be updating their member ID cards with new pharmacy claim routing codes and a new toll-free pharmacy member services number. These changes are intended to support a streamlined member service experience at participating pharmacies and provide enhanced support for members contacting Anthem regarding their prescription benefits.

As a result of these changes, Anthem will issue new member ID cards to all members enrolled in Anthem plans in December, once Open Enrollment changes have been processed for the 2019 plan year. ID cards are scheduled to arrive in member's homes by January 1, 2019.

Along with their new ID card, members will also receive a notification announcement (**Attachment B**) encouraging members to dispose of their existing ID card to help ensure that members have access to the most current benefits. Anthem’s current prescription claim vendor will accept the previous claims coding for a period of time in 2019 to help prevent any disruption if a member accidentally uses an old ID card.

B. Project Updates

- Employee Benefits Trust Fund Refunds Update – As previously reported to the JLMBC, refunds were issued to approximately 23,600 members on August 29 and September 5, 2018. On November 1, staff informed the JLMBC that approximately 3,000 additional members required further research and/or verification before their refund could be processed. This group includes members who either retired or resigned from City employment. Of this group, staff worked with LACERS to reach out to approximately 1,300 members identified on City payroll as “retired.” Staff provided correspondence for these members to LACERS on November 16, 2018. LACERS subsequently mailed this correspondence to the member so that the member could initiate the address verification process directly with Benefits Division 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.
- Affordable Care Act Tax (ACA) Reporting and Annual Reporting Update – As previously reported to the JLMBC at its November 1 meeting, staff is currently working with new vendor, Ernst & Young to provide ACA tax reporting services for the 2018 tax year. Contract terms have been finalized and the draft contract has been transmitted to the Mayor’s Office for approval. Weekly strategic planning meetings and working sessions with Ernst & Young to coordinate the implementation, mapping, and report set-up for ACA tax reporting services are currently in progress. The ACA tax reporting deadline has been extended from January 31, 2019 to March 4, 2019.

C. Staffing Summary

Elizabeth Hernandez has accepted the position of Administrative Clerk effective November 5, 2018. This is Ms. Hernandez’s first appointment to the City.

Gabriela Cortes has accepted the position of Management Assistant effective November 26, 2018. Ms. Cortes previously worked at Public Works, Bureau of Sanitation and in the Administrative Services Division of the Personnel Department. 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 | Gabriela Cortes | 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 | Elizabeth Hernandez | 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: NOVEMBER 2018 | | |
|--|-----------|--|
| # | STATUS | PROJECT |
| 1 | Completed | JLMBC Report: Benefits Third-Party Administrator (TPA) Transition Update – September-October 2018 |
| 2 | Completed | JLMBC Report: Employee Assistance Program Transition Update – September-October 2018 |
| 3 | Completed | JLMBC Report: LIVEwell Wellness Program Update |
| 4 | Completed | JLMBC Report: Projects & Activities Report – September-October 2018 |
| 5 | Completed | JLMBC Appeals November 2018 – 1 case processed |
| 6 | Completed | Employee Assistance Program Is Here for You Citywide Email |
| 7 | Completed | <u>Open Enrollment 2019 Activities:</u> - Open Enrollment confirmation statements mailed - Open Enrollment targeted reminder notifications regarding submission of supporting documentation mailed |
| 8 | Completed | Morneau Shepell TPA Employee Use Portal User Acceptance Testing – Second Round |
| 9 | Completed | Morneau Shepell TPA Employer Portal User Acceptance Testing – First Round |
| 10 | Completed | New Hire Benefits Orientation – LAPD (November 29 th) |

| JLMBC UPCOMING MEETINGS CALENDAR | | |
|---|--|--|
| MEETING | AGENDA ITEM | PRESENTATION |
| 3-January-19 | Benefits TPA Transition Update | None |
| | Limeade Transition Update | |
| | Wellness Program Update | |
| | Monthly Projects & Activities Update | |
| 7-February-19 | Benefits Provider Presentation | WageWorks (Tax-Advantaged Spending Accounts) |
| | Benefit Service Provider Contract Extensions | |
| | Benefits TPA Transition Update | |
| | Limeade Transition Update | |
| | Wellness Program Update | |
| | Monthly Projects & Activities Update | |
| 7-March-19 | Benefits Provider Presentation | Kaiser (Health Insurance) |
| | Benefits TPA Transition Update | |
| | Long-Term Communications Strategic Plan | |
| | Limeade Transition Update | |
| | Wellness Program Update | |
| | Monthly Projects & Activities Update | |

ANTHEM BLUE CROSS
P.O. BOX 629
WOODLAND HLS, CA 91365



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CLINSPBX

Here's your new ID card

We're glad to have you as a member. Your ID card lets others know you are covered by Anthem Blue Cross. Once your new plan starts, you can use this ID card whenever you receive health care.

Make sure to destroy your old Anthem ID cards, if you have any. It contains outdated benefit details that could cause delays in coverage.

Get started

Set up your account for the new plan year. Log in at [anthem.com/ca/cityofla](https://www.anthem.com/ca/cityofla) or download Mobile Health Consumer app.

- Go to your Profile and let us know how to communicate with you (email, paper mail, text).
- Find doctors in your plan.
- View your benefit details.

Your ID card is always available on the Mobile Health Consumer app. When you go to the doctor, just pull up your card on the app. It works just like the physical ID card.

If you have questions, just ask. Contact us through the message center at [anthem.com/ca/cityofla](https://www.anthem.com/ca/cityofla) or call us at the number listed on your ID card.

Thank you for choosing Anthem. Here's to your health.

By accepting this card and any benefits to which this card entitles the holder, the holder acknowledges that the agreement pursuant to which this card is issued constitutes a contract solely between the person or entity which purchased coverage. Blue Cross of California doing business as Anthem Blue Cross, and/or Anthem Blue Cross Life and Health Insurance Company, and that Anthem Blue Cross and Anthem Blue Cross Life and Health Insurance Company are independent corporations operating under a license from the Blue Cross Association that permits them to use the Blue Cross name and Service Marks in the State of California.