

Date: March 7, 2019  
 To: JLMBC  
 From: Staff  
 Subject: **Projects & Activities Report**

**JLMBC MEMBERS**  
Employee Organizations  
**David Sanders, Chairperson**  
 Paul Bechely  
 Chris Hannan  
 Steve Koffroth  
 William Violante  
  
Management  
**Wendy G. Macy, Vice-Chairperson**  
 Neil Guglielmo  
 Rich Llewellyn  
 Tony Royster  
 Matthew Rudnick

## **RECOMMENDATION**

That the JLMBC receive and file projects and activities report regarding informational items, project updates, staffing summary, and completed projects/meeting calendar for February 2019.

## **DISCUSSION**

Following are updates for the LAwell Civilian Benefits Program (LAwell Program) for February 2019:

### **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 February 2019.
  1. Presbyterian Intercommunity Hospital (PIH)-Whittier – As previously reported to the JLMBC at its December 6, 2018 meeting, Anthem notified the City that they are in negotiations with PIH-Whittier to renew their agreement, which was scheduled to terminate on March 1, 2019. On February 20, Anthem informed the City that it has reached a multi-year contract agreement with PIH-Whittier effective March 1, 2019 through December 31, 2021. There was no disruption to member services as a result of the contract extension.

### **B. Project Updates**

- Health, Dental, and Vision Provider Contract Extensions – At its February 7, 2019 meeting, the JLMBC reviewed a report and recommendations from staff regarding adopting a procurement schedule for 2019-23 as well as directing staff to engage Kaiser Permanente (Kaiser), Anthem Blue Cross (Anthem), Delta Dental (Delta), and EyeMed regarding proposed terms of two-year contract extensions. Staff has made significant progress in discussions with all four service providers but those discussions were not concluded as of the release of this report. Staff anticipates that a full report with recommendations will be provided at the JLMBC’s April 4, 2019 meeting.

- Affordable Care Act Tax (ACA) Reporting and Annual Reporting Update – As previously reported to the JLMBC, staff worked with Ernst & Young and the City’s current benefits Third-Party Administrator, Mercer to provide ACA tax reporting services for the 2018 calendar year. Final data to populate and generate the ACA related Internal Revenue Service (IRS) tax forms for all eligible employees was provided to Ernst & Young in mid-January. Staff completed its review of the tax forms and approved the forms for production and mail fulfillment in early February. All tax forms were postmarked on February 15 in advance of the March 4, 2019 IRS deadline.

Under the ACA, fully-insured health plans such as Kaiser and Anthem are required to provide IRS Form 1095-B to demonstrate whether an individual and their dependents had health insurance coverage during the calendar year. Both Kaiser and Anthem have completed mailing of Form 1095-B to eligible City employees. To provide informational resources to City employees on the different tax forms they will receive from both the City and health plan carrier, staff completed work on the following communications materials:

- Citywide Newsletter Announcement – On February 12, 2019, the Personnel Department included an announcement regarding the ACA tax forms in its Citywide newsletter. The newsletter included a link to the Frequently Asked Questions posted on the [www.keepingLAwell.com](http://www.keepingLAwell.com) website to answer commonly asked questions regarding the ACA and IRS tax forms.
  - Frequently Asked Questions (FAQs) – An ACA FAQs has been posted on [www.keepingLAwell.com](http://www.keepingLAwell.com). The FAQs provide additional information on the ACA and includes links to questions and answers regarding the ACA on the IRS website.
  - Benefits Service Center Phone Script – Staff developed and approved a final phone script for the Benefits Service Center call center service representatives to use to answer questions from City employees related to the ACA IRS tax forms. The phone script and FAQs were provided to the Benefits Service Center in early February ahead of the tax forms being mailed to ensure proper coaching and training is provided to call center representatives. Since the Citywide email was released and mailing of the ACA tax forms, the call center has received a minimal number of calls on this subject matter.
- Report to Council: Employee Benefits Trust Fund Review Fiscal Year 2017-18 – A report from the JLMBC’s Chair and Vice-Chair regarding review of the Employee Benefits Trust Fund for fiscal year 2017-18 was submitted to the City Council on September 7, 2018. The report was scheduled for review by the Personnel and Animal Welfare (PAW) Committee on Wednesday, February 6, 2019. Staff and the Committee Chairperson provided an overview of the Trust Fund's current status and answered questions from the Committee members. The Committee recommended to the City Council that the report be received and filed. Subsequently, the City Council received and filed the report on Friday, February 15, 2019.
  - Communications Planning Meeting – Employee Benefits Division staff held a communications planning meeting hosted by benefits communications consultant, The Segal Company on March 5, 2019 to review the development and implementation results of the 2019 Open Enrollment communications campaign and to begin planning for the 2020 Open Enrollment

communications campaign, which includes developing communications regarding the upcoming benefits Third-Party Administrator (TPA) change and a long-term benefits communications plan to enhance and strengthen the LAwell Program’s overall communications efforts.

**C. Staffing Summary**

Following is a summary of staff positions supporting the LAwell Civilian Benefits Program:

Position Authority	Staff Member	Function	Est. % Allocated to LAwell Program
<b>Personnel</b>			
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	Vacant	Member Services Rep: A-F	100%
Senior Administrative Clerk	Vacant	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%
<b>City Attorney</b>			
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**

<b>COMPLETED PROJECTS: FEBRUARY 2019</b>		
<b>#</b>	<b>STATUS</b>	<b>PROJECT</b>
1	Completed	JLMBC Report: Benefit Service Provider Procurement Schedule and Health, Dental, and Vision Provider Contract Extensions
2	Completed	JLMBC Report: LAwell Program Benefit Service Provider Goals, Metrics, and Data Development
3	Completed	JLMBC Report: Benefits Third-Party Administrator (TPA) Transition Update
4	Completed	JLMBC Report: Employee and Family Assistance Program (EFAP) Transition Update
5	Completed	JLMBC Report: LIVEwell Program Update
6	Completed	JLMBC Report: Wellness Services Administrator (Limeade) Implementation Update
7	Completed	JLMBC Report: Projects & Activities Report – December 2018 to January 2019
8	Completed	JLMBC Appeals February 2019 – 1 case processed
9	Completed	Catastrophic Illness Cases February 2019 – 1 case processed
10	Completed	New Hire Benefits Presentation – Library Department
11	Completed	Reconciliation of 2018 flexible spending account contributions
12	Completed	Final 2019 Open Enrollment confirmation statements regarding submission of evidence of insurability forms mailed
13	Completed	Reconciliation of dual coverage enrollments
14	Completed	Outstanding dependent verification documentation review
15	Completed	2019 Communications Planning Meeting
16	Completed	ACA Compliance – IRS Forms 1095-B and 1095-C mailed
17	Completed	ACA Communications – Citywide email, FAQs, call center script
18	Completed	State of CA Surviving Spouse Health Reimbursement Claims for FY 2017-18
19	Completed	Morneau Shepell TPA Employee and Employer Use Portal User Acceptance Testing – Fourth Round

<b>JLMBC UPCOMING MEETINGS CALENDAR</b>		
<b>MEETING</b>	<b>AGENDA ITEM</b>	<b>PRESENTATION</b>
<b>4-April-19</b>	Benefits Provider Presentation	Anthem (Health Insurance)
	2020 LAwell Plan Design and Renewals	
	Benefit Provider Goals, Metrics, and Data Review	
	Benefits TPA Transition Update	
	Limeade Transition Update	
	Wellness Program Update	
	Monthly Projects & Activities Update	
<b>2-May-19</b>	Benefits Provider Presentation	EyeMed (Vision Plan)
	Employee Benefits Trust Fund Staffing Reimbursements	

	2020 LAwell Plan Design and Renewals	
	Monthly Projects & Activities Update	
<b>16-May-19</b>	2020 LAwell Plan Design and Renewals	N/A
<b>30-May-19</b>	2020 LAwell Plan Design and Renewals	N/A
<b>June 2019 – No meeting</b>		