

Date: April 4, 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 March 2019.

DISCUSSION

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

A. Informational Items

- Anthem Blue Cross (Anthem) Transition of Pharmacy Benefits Manager (PBM) Services to IngenioRx – On October 18, 2017, Anthem announced their intent to launch a new PBM company, IngenioRx. IngenioRx is Anthem's new in-house, wholly owned PBM subsidiary. Anthem's former PBM was a contracted PBM, Express Scripts. Anthem indicates that the move to IngenioRx will allow Anthem to directly negotiate with drug companies and provide overall improvements to drug pricing. CVS will provide claims administration and fulfillment services.

The transition of members to IngenioRx was originally slated to take effect in 2020. On January 30, 2019, Anthem informed the City that they are accelerating the launch of IngenioRx, and members will now move to IngenioRx effective **July 1, 2019**.

Anthem indicates that there are several enhancements that will be effective once members move to IngenioRx, including a 24/7 dedicated pharmacy member services team, a 24/7 specialty pharmacy care team, and a fully integrated digital experience, including tools that allow members to price a medication, find and compare costs across pharmacies, and refill their home delivery and specialty pharmacy prescriptions.

Anthem reports that it has spent 15 months planning the transition and conducting rigorous testing to ensure as little disruption as possible to members. City members were already issued new ID cards in late December 2018, which included all of the information needed to process claims and access member services. All City employees covered under Anthem will receive a welcome letter approximately 60 days prior to the move introducing them to IngenioRx. The majority of City employees will not need to take any action. A sample welcome

letter is provided in **Attachment B**.

Members filling home delivery and/or specialty drugs will receive an additional, targeted letter approximately 45 days before the move with specific details and instructions regarding the transition. Samples of these letters are provided in **Attachments C and D**. Additional information for members participating in home delivery and/or specialty drugs is provided below.

Home Delivery:

- If a member has active refills, those prescriptions will be automatically transferred to IngenioRx.
- For security reasons, payment information will not transfer to IngenioRx. Anthem's letter will explain to members how to re-enter payment information on the Anthem website.
- Individuals who are currently enrolled in the "auto-refill" program with Express Scripts home delivery will have to restart their auto-refills after the move to IngenioRx. Anthem will instruct these members to visit the Anthem website or call the pharmacy member service number on the back of their ID card in order to reestablish their auto-refill program.
- Prescriptions for controlled substances and compound medications cannot be transferred. As a result, Anthem's letter explains that individuals filling these prescriptions at home delivery will have to contact their provider for a new prescription.

Specialty Drugs:

- If a member has active refills with the current specialty pharmacy (Accredo), those prescriptions will be automatically transferred to IngenioRx.
- Additionally, every member who fills a specialty drug will be contacted by Anthem's specialty care team via telephone to introduce them to IngenioRx, check in on their care, and help them with the move to IngenioRx.
- **Disability Claimant Text Alerts** – The LAwell Program's life, disability, and accidental death and dismemberment insurance benefit service provider, The Standard has launched the availability of text alerts for short-term and long-term disability claimants. These text alerts will keep claimants up to date on the status of their claim. Triggers for new text alerts include: document received, pending documents (first and second follow-up), initial documents received (claim being reviewed), claim approval, and end date reminder of the claim.

During the telephone intake process for starting a claim, employees will be informed about the text alert service and given instructions on how to opt in if they wish. Claimants can sign up at any time during the filing of their claim. The text alert service is an automatic service and is a one-way communication only. Personally identifiable information will not be included in the text alerts and The Standard will continue to send written communications. Claimants have the option of opting out of texts at any time. Additional details regarding the text alert service from The Standard is provided in **Attachment E**.

B. 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
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	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%
City Attorney			
Assistant City Attorney	Curtis Kidder	Board Counsel	25%

C. 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: MARCH 2019		
#	STATUS	PROJECT
1	Completed	JLMBC Report: Benefits Third-Party Administrator (TPA) Transition Update
2	Completed	JLMBC Report: LIVEwell Program Update
3	Completed	JLMBC Report: Wellness Services Administrator (Limeade) Implementation Update
4	Completed	JLMBC Report: Projects & Activities Report for February 2019
5	Completed	JLMBC Appeals March 2019 – 2 cases processed
6	Completed	Catastrophic Illness Cases March 2019 – 1 case processed
7	Completed	New Hire Benefits Presentation – Police Department
8	Completed	Maternity Workshops (4 sessions)
9	Completed	Morneau Shepell TPA Parallel Testing
10	Completed	Morneau Shepell TPA Call Center Culture Day Training
11	Completed	Morneau Shepell TPA Ariel Administration System and ArielVu Training

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

16-May-19	2020 LAwell Plan Design and Renewals	N/A
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30-May-19	2020 LAwell Plan Design and Renewals	N/A
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June 2019 – No meeting		
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