CITY OF LOS ANGELES
JOINT LABOR-MANAGEMENT BENEFITS COMMITTEE

PROPOSED MINUTES
SPECIAL MEETING September 1, 2016 – 9:00 A.M.
CITY HALL, 200 NORTH SPRING STREET, ROOM 1060

Present:

Committee Members:
Paul Bechely – Laborers’ Local 777
Wendy Macy – Personnel Department
Cheryl Parisi – AFSCME, Council 36
Tony Royster – General Services Department
Matthew Rudnick – Recreation and Parks
June Gibson – Fire Department

Alternate Committee Members:
Errol Griffin – City Administrative Office
Gregory Dion – Personnel Department
Marleen Fonseca – Engineers & Architects Association
Ramon Rubalcava – SEIU Local 721

Personnel Department Staff:
Russell Escueta – Management Assistant
Paul Makowski – Senior Personnel Analyst I
Neil Malabuyoc – Senior Management Analyst I
Steven Montagna – Chief Personnel Analyst
Jenny Yau – Senior Management Analyst II
Ted Vasquez – Management Assistant

Office of the City Attorney:
Curtis Kidder – Assistant City Attorney

The Segal Group
Robert Mitchell
Stephen Murphy

Keenan Associates
Steven Balentine
Laurie LoFranco

MHN
Cristina Jarvis – Account Manager
1. CALL TO ORDER

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

2. PUBLIC COMMENTS

There were no public comments. Ms. Macy announced Jody Yoxsimer as a new Personnel Department Assistant General Manager who will be replacing Gregory Dion.

3. MINUTES

A motion was made by June Gibson and seconded by Ramon Rubalcava to approve the JLMBC minutes of the June 9, 2016, July 7, 2016, and August 4, 2016, Special Meetings; the Committee unanimously adopted this motion.

4. Committee Report 16-26: 2016 Open Enrollment Communications Campaign Overview for Plan Year 2017

Jenny Yau presented this report. She began by reporting on the development of the 2016 Open Enrollment communications campaign for plan year 2017, and highlighted and described some of the communications materials.

Mrs. Yau stated that an announcement mailer would be mailed to members introducing the LAwell branding as well as highlighting enhancements to core benefits. She added that to further communicate LAwell branding and to remind employees of Open Enrollment, posters would be placed in City worksites beginning in September. She stated a reminder postcard will be mailed to all members in October.

Mrs. Yau stated that one of the major changes in the 2017 communications materials is the Open Enrollment guide. She explained that in previous years, all benefits and supplemental information was provided in one book and that a communications audit found this approach to be difficult for members to read through and understand the information being presented. She added that this year, the information is broken into separate guides to help members navigate through the different topics and major changes. She indicated that the Open Enrollment kit consists of four separate guide books, and that two major guides for members to focus on are the enrollment highlights, which provide an overview of the changes for 2017, and the CHOOSEwell guide, which provides information members will need to make their benefits choices. She further added that the myFlexLA website is being renamed to KeepingLAwell.com and will include a FAQ for members to reference while choosing their benefits. She indicated that a communication correspondence piece will be sent out to Blue Shield members notifying them of the change to Anthem and what to expect during the transition.
June Gibson asked about employees who would be disrupted by network changes and any services that would be provided to them for guidance and counseling. She further inquired about the options available to them based on their residence. Mr. Montagna gave a walk-through of the Anthem resources that are available to members transitioning from Blue Shield to Anthem, including personalized resources from Anthem to help members that may experience disruption. Paul Bechely asked if there have been attempts by Anthem to contract with doctors who were part of the Blue Shield network but are not contracted with Anthem. Kristen Nelms of Anthem replied that the Vivity network was recently expanded to include additional providers and indicated that Anthem was looking into other options for expansion which may assist in addressing some disruption. She then addressed Ms. Gibson’s question about a doctor not being part of the medical group and losing access to that doctor and indicated that Anthem is working with the City on a letter to Blue Shield members to address that concern. She added that Anthem’s plan is to take Blue Shield Primary Care Provider data and map it over to Anthem. She also explained that in the event of disruptions for Blue Shield members, the Anthem members’ concierge line and an on-site concierge in City Hall are available for City of LA members to contact with questions and concerns. She further explained that the on-site concierge can meet one-on-one with members and will be available from 8 a.m. to 4 p.m., Monday through Friday in the Benefits Division office at City Hall.

Ms. Nelms then provided additional detail on an update to the Vivity network expansion. She stated that Anthem is in negotiations to sign a contract with hospital facilities in the San Fernando and San Gabriel valleys which would expand the Vivity network to an area that is currently under-represented.

Ms. Macy asked if the communications would have to be changed to reflect the changes in the Vivity network. Mr. Montagna replied that changes would be expected throughout the year and ongoing communications would be established through the different mediums available to Employee Benefits Division such as through the www.keepingLAwell.com website and via email.

Matthew Rudnick asked about members and asked if there was some information that could be sent to the HMO members who are expected to experience PCP disruption. Mr. Montagna confirmed that an additional correspondence letter can be sent to that population. Cheryl Parisi asked if a special letter could be sent to the members enrolled in a Full Network plan to inform them of their other health plan options. Mr Montagna indicated that a letter would be sent to that population as well.

5. Committee Report 16-27: Wellness Program Implementation

Mr. Montagna and Neil Malabuyoc both presented this report. Mr. Montagna began by reporting that the Wellness Program update would become a standing monthly report item. He continued by stating that the name and logo branding for the Wellness Program had been created. He identified ongoing efforts to create
and implement engagement campaigns to give employees access to wellness resources. He stated that establishing a short and long term budget for the program are crucial. He indicated that wellness funds of $900,000 from Blue Shield and $50,000 from Kaiser were set to expire at the end of 2016. Mr. Montagna added that staff is working on developing a procurement process for wellness related services.

Neil Malabuyoc discussed the Wellness Program schedule of activity for the last quarter of 2016 and the first quarter of 2017. He explained that financial wellness was the proposed focus for the first quarterly campaign. Mr. Malabuyoc elaborated that this includes topics such as managing personal finances, financial protection, and estate planning, among other things. He further added that the LIVEwell, program would be collaborating with the City’s Deferred Compensation Plan to address the aforementioned topics, with targeted dates for these activities in October and November 2016. He then explained that vision care would be the next focus of engagement in the first quarter of 2017.

Mr. Montagna added that the pop-up eye clinics would be established on multiple sites to reach a broad demographic of employees. Ms. Parisi asked how the pop-up eye clinics would work. Mr. Malabuyoc explained that a space will be reserved for the clinics and doctors from EyeMed to conduct eye exams on-site at City facilities. Mr. Montagna added that the pop-up eye clinics would be set-up at multiple locations. He elaborated that the goal of these clinics is to increase membership participation for vision services. Mr. Rudnick stated he thought these pop-up clinics were a good idea but pointed out that getting out into the field and visiting different worksites is important in reaching the broad workforce of the City. Mr. Rudnick then asked if there was still $950,000 to spend on wellness. Mr. Montagna responded that Kaiser’s deadline to spend the $50,000 is at the end of November.

Ms. Macy asked how the success of the LIVEwell program would be measured. Mr. Montagna replied that initially it will be limited to measuring total engagement from employees that accessed the webinars or workshops, but more meaningful measures related to employee health were being developed. Errol Griffin asked if the pop-up clinics would be drop in or by appointment. Mr. Malabuyoc replied it would be by appointment. Mr. Griffin stated that if employees are allowed to use City time for vision exams, that is a decision that will require further discussion with the employee unions.

Mr. Malabuyoc then discussed creation of a Wellness subcommittee stating that moving the Wellness Committee from an Ad-Hoc to a permanent subcommittee would be beneficial. City Attorney Curtis Kidder advised that the JLMBC consider the size of the Wellness committee and procedural rules. Marleen Fonseca, David Sanders, Matthew Rudnick, Wendy Macy, and Paul Bechely volunteered for the Wellness standing committee. Mr. Rudnick asked how often the subcommittee would meet. Mr. Montagna replied most likely quarterly unless the
need to meet more frequently arose. Ms. Parisi asked if an RFP for the procurement of wellness resources would cover services to provide overall administration or various components of the Wellness Program. Mr. Montagna said all options are under consideration and would be reviewed with the Wellness Subcommittee.

A motion was made by Paul Bechely and seconded by Matthew Rudnick to file and receive the Wellness report; the Committee unanimously adopted this motion.

A motion was made by Matthew Rudnick and seconded by Paul Bechely to approve the Financial Wellness Engagement Initiative; the Committee unanimously adopted this motion.

A motion was made by Marleen Fonseca and seconded by Paul Bechely to approve the creation of a standing Wellness Committee; the Committee unanimously adopted this motion.

6. Committee Report 16-28: Member Refunds and Other Updates

Mr. Montagna presented and began with an update on Member Refunds noting that the City Attorney advised on the process of refunds, and changes to the authority for the Benefits Trust Fund. He added that an update would be provided at the next meeting on proposed changes to the relative sections of the Los Angeles Administrative Code. He continued that a date, in early 2017, would be targeted for issuing refunds. Ms. Parisi asked if the legal question was resolved regarding the interest on the refunds. Mr. Kidder replied that there are some issues with Administrative Code provisions about the ability to accept money from a provider and for the fund to then make payments to the employees. He added that the Administrative Code provides that interest cannot be paid out of the fund. Mr. Montagna indicated that the language being prepared will include changes to allow the fund to accept payments from the service providers to pay out refunds and interest amounts.

A motion was made by Ramon Rubalcava and seconded by Marleen Fonseca to file and receive the Member Refunds report; the Committee unanimously adopted this motion.

7. Presentation from Managed Health Network

Cristina Jarvis from Managed Health Network (MHN) provided a presentation on the City’s Employee Assistance Program. She walked the committee through the City of LA statistics and explained how a case is started, the services that MHN provides, and the 2015 utilization rates. She further explained that the “case activity rate”, as listed in the presentation, is when a call results in a case. She mentioned that female employees from ages 50-65 are the highest utilizers in the City and this is above the
norm for government employers. She discussed workshop utilization and stated that the Department of Animal Services utilized the highest number of workshop hours.

Mr. Rudnick asked how the group sessions worked. Ms. Jarvis explained that most of the workshops are live and held in a large group format. Mr. Rudnick asked if there was a limit on the number of workshops per department. Ms. Jarvis answered that all requests are approved by Employee Benefits staff and then given to Ms. Jarvis to schedule. Mr. Royster asked how training was initiated by departments because he would like to see a presentation made to the General Managers so that they are aware there is training available for their employees. Ms. Jarvis indicated that departments initiate training through staff and further indicated her willingness to schedule such a training for General Managers.

8. REQUEST FOR FUTURE AGENDA ITEMS

Cheryl Parisi requested an orientation meeting for Department Personnel Officers, Union representatives, and Human Resource personnel to utilize the Employee Assistance Program services to help employees with various issues.

9. NEXT MEETING DATE

A meeting was noted for October 6, 2016 at 9:00 a.m.

10. ADJOURNMENT

The meeting adjourned at 10:21 a.m.

Minutes prepared by staff member Russell Escueta