Date: October 6, 2016
To: Joint Labor-Management Benefits Committee
From: Staff
Subject: 2016 Open Enrollment Implementation Update for Plan Year 2017

Recommendation
That the Joint Labor-Management Benefits Committee (JLMBC) receive and file the following information regarding the October 2016 Open Enrollment implementation update for Plan Year 2017.

Discussion
This report provides an update regarding the 2016 Open Enrollment implementation for Plan Year 2017, including the administrative, recordkeeping, and communications activities required to execute a successful campaign for Plan Year 2017.

I. 2016 OPEN ENROLLMENT IMPLEMENTATION FOR PLAN YEAR 2017

Each year’s Open Enrollment is a significant undertaking that involves the following essential elements:

1. Communications – Open Enrollment activities for Plan Year 2017 pose a unique challenge as they involve communicating major changes in the 2017 Civilian Benefits Program and the introduction of a new brand, “LAwell.” Further detail regarding Open Enrollment communication materials for Plan Year 2017 is provided in Section II below.

2. Administrative – To ensure a smooth transition, staff has been meeting weekly with new service providers, Anthem Blue Cross (Anthem) and EyeMed, to discuss implementation project plan details, including preparation of plan documents, coordination with the Benefits Third Party Administrator to provide access to information needed to perform Open Enrollment activities, and creation of internet micro-sites to familiarize members with vendor resources, and other as-needed activities. Weekly meetings are scheduled through the end of the calendar year to ensure a successful implementation effective January 1, 2017.

3. Operations – The new website www.keepingLAwell.com launched on September 16, 2016. Effective October 3, 2016, the Benefits Call Center began processing 2016 Open Enrollment requests from members registering over the phone.
II. 2016 OPEN ENROLLMENT COMMUNICATION MATERIALS FOR PLAN YEAR 2017 UPDATE

This year, staff led an effort to enhance communications, introduce a new brand, and assist members in more easily navigating through the different topics and major benefits changes included in the Open Enrollment materials. An update of the Open Enrollment communications that have been completed to date and planned items expected to be completed before the Open Enrollment period ends on Monday, October 31, 2016 is provided below.

A. September 2016 Open Enrollment Communications

- **Announcement Mailer** – First introduction to members explaining and highlighting the most significant changes included in the 2017 Civilian Benefits Program *(Attachment A)*. The announcement mailer was mailed to approximately 25,000 City employees on September 2, 2016. Staff has received only a few calls and email inquiries since the delivery of the mailer. Calls to the Benefits Third Party Administrator (Mercer TPA) will be tracked throughout Open Enrollment. Staff will monitor call volume and provide an activity report to the JLMBC at the end of the Open Enrollment period.

- **Citywide Open Enrollment Announcement** – An email announcing the start of Open Enrollment was sent to City employees on September 28, 2016. The email contains notification regarding three main items: 1) replacement of the former myFLEX logo and brand with the new LAwell logo and brand; 2) webinar schedule and onsite lunchtime information sessions scheduled in October 2016; and 3) details on Open Enrollment kits and how to enroll/make changes online and/or over the phone.

- **Open Enrollment Kits** – Open Enrollment kits for LAwell members and COBRA participants (described below) were mailed in September 2016.

  - This year’s Open Enrollment Kit for civilian employees includes five pieces of material: (1) Personnel Enrollment Worksheet; (2) Enrollment Highlights; (3) CHOOSEwell Guide; (4) Eligibility, Making Changes & Supplemental Plan Information Guide; and (5) Wellness, Retirement & Commuter Benefits Guide. Assembling, stuffing, and mailing
this kit to approximately 25,000 civilian employees is a highly labor intensive process. To help accomplish this task, the Personnel Department hired seven youth workers through the Hire LA Youth Program which provides employment opportunities to youth ages 14 to 24. These youth workers, along with Employee Benefits Division and GSD staff, worked over several days to accomplish this significant task. All Open Enrollment kits were mailed by September 28, 2016 helping to ensure that employees received the kits prior to or around the Open Enrollment period start date of October 1, 2016.

- Consolidated Omnibus Budget Reconciliation Action (COBRA): Employee Benefits Division staff assembled, stuffed, and mailed Open Enrollment kits to former City employees and eligible dependents who continue to receive medical and/or dental benefits through COBRA. A total of about 117 COBRA Open Enrollment kits were prepared for mailing on September 30, 2016.

- **Enrollees in Blue Shield Health Plans** – A letter to all enrollees in Blue Shield health plans, including members who may experience provider disruption as a result of the change to Anthem, was mailed on September 22, 2016. This four page letter *(Attachment B)* includes a broad overview of what Blue Shield members may expect during the transition including medical and prescription drug coverage continuation, information about Primary Care Physicians and continuity of care, transition service assistance, and the availability of resources to ensure a smooth transition. It also reminds members of the Open Enrollment period to make changes.

- **www.keepingLAwell.com Website Launch** – The new website replaced the www.myflexla.com website and launched on September 16, 2016. The website highlights the new LAwell branding and logo and allows members to access the benefits enrollment portal managed by Mercer TPA for the City’s Civilian Benefits Program. Content from www.myflexla.com has been transferred to the new website. FAQs outlining the major benefits changes in 2017 and providing members an easy to go to reference have also been posted on the website. A communication on the www.myflexla.com website redirects employees to the new www.keepingLAwell.com website. As of Monday October 3, 2016, there have been 5,965 page views of the new website.

- **2017 Open Enrollment Video** – Staff worked with Segal Communications and its sub-contractor, Truscribe, to create a 2.5 minute video which briefly walks members through the Open
Enrollment process and the new changes to benefits choices in 2017. The video was posted as part of the new www.keepingLAwell.com website launch on September 16, 2016. The video is currently available on the website for viewing. Staff also provided members a link to the video in a Citywide email communication sent on September 28, 2016 announcing the start of Open Enrollment and informing members to watch out for their Open Enrollment Kit in the mail. As of Monday October 3, 2016, there have been 503 views of the video.

- **Personnel Department, Employee Benefits Division Website Landing Page Launch** – The Personnel Department Employee Benefits Division website landing page, www.per.lacity.org/bens, is the home page for all benefits programs managed by the division. The newly redesigned landing page incorporates all of the Division’s benefits programs, including the Deferred Compensation Plan, Commute Options, and Wellness Program under the new look and feel of the LAwell brand. The redesigned page launched on September 22, 2016. Members visiting the landing page can also connect to the new www.keepingLAwell.com website to access benefits information and the benefits enrollment portal to make benefits selections.

- **Anthem and EyeMed Internet Micro-Sites** – Anthem has created a custom micro-site, www.anthem.com/ca/cityofla, specifically for the City of Los Angeles LAwell population. The micro-site is currently active and provides information on Anthem’s health plans and allows members to search for a Primary Care Physician (PCP) and determine if their current PCP is covered under the Anthem network. EyeMed is also developing a custom micro-site for the LAwell population, which is expected to launch in late 2016. Currently, members can access www.EyeMed.com to find a provider and additional information on the services provided by EyeMed. As of Monday, October 3, 2016, there have been 1,367 page views of the Anthem micro-site.

### B. October 2016 Open Enrollment Communications and Resources

- **Targeted Communications**
  - **Enrollees in the Blue Shield Full Network HMO Plan** – Staff is in the process of issuing targeted correspondence to members who are currently enrolled in the Blue Shield Full Network HMO Plan. This letter provides information about the new LAwell low cost health plan options, including
the new Anthem Vivity HMO Plan available to members in Plan Year 2017 (Attachment C).

- **Enrollees in the Blue Shield Narrow Network HMO Plan** – Staff is in the process of issuing targeted correspondence to members who are enrolled in the Blue Shield Narrow Network HMO Plan and who have a PCP that is not currently covered under the Anthem network. This letter informs members of the potential disruption and directs members to personalized resources available to them to ensure a smooth transition (Attachment D).

- **Website Updates** – Staff is working steadily to make LAwell branding and content updates to the array of web pages included within the Employee Benefits Division website, www.per.lacity.org/bens. The most crucial branding updates are expected to be completed in the first half of October 2016, and other refinement of content will continue ongoing as time and resources permit. Staff will also be making continual updates to the content on www.keepingLAwell.com throughout the month of October 2016. These updates will include additional information about events, webinar topics, and deadlines related to Open Enrollment. Modifying and generating fresh content supports our overall goal of increasing engagement and awareness of Open Enrollment and the LAwell program.

- **2017 LAwell Webinars** – Staff has partnered with vendors and consultants to provide a more enhanced schedule of webinars relative to what was previously reported in the Open Enrollment update to the JLMBC on September 1, 2016. A total of seven webinars are now scheduled to take place in October 2016 versus the four previously reported. “Overview of LAwell Changes” and “Anthem Transition” webinars have been added to the schedule. Additionally, staff has partnered with Segal Consulting to provide hosting of all seven webinars. This will allow for one uniform hosting platform between the different presentations, thereby reducing the preparation time for employees to attend the webinars and providing for a more user-friendly experience. As of Tuesday, October 4, 2016, 463 members have registered for the first “Overview of LAwell Changes” webinar.

The updated webinar schedule is as follows:

<table>
<thead>
<tr>
<th>Date</th>
<th>Webinar Topic</th>
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</thead>
<tbody>
<tr>
<td>Tuesday, 10/4/16</td>
<td>Overview of LAwell Changes</td>
</tr>
<tr>
<td>Wednesday, 10/5/16</td>
<td>Transition to Anthem</td>
</tr>
<tr>
<td>Tuesday, 10/11/16</td>
<td>Overview of LAwell Changes</td>
</tr>
<tr>
<td>Wednesday, 10/12/16</td>
<td>Transition to Anthem</td>
</tr>
<tr>
<td>Wednesday, 10/19/16</td>
<td>Insurance Benefits</td>
</tr>
<tr>
<td>Thursday, 10/20/16</td>
<td>Flexible Spending Accounts</td>
</tr>
<tr>
<td>Wednesday, 10/26/16</td>
<td>Overview of LAwell Changes</td>
</tr>
</tbody>
</table>
• **Onsite Location Seminars** – Staff has partnered with Anthem and EyeMed to offer four onsite location seminars. Staff will present a brief overview of LAwell changes and introduce Anthem and EyeMed to answer specific questions employees may have about these new benefits. The onsite location seminars schedule is as follows:

<table>
<thead>
<tr>
<th>Date</th>
<th>City Department Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday, 10/4/16</td>
<td>Harbor Department</td>
</tr>
<tr>
<td>Thursday, 10/6/16</td>
<td>Figueroa Plaza</td>
</tr>
<tr>
<td>Thursday, 10/13/16</td>
<td>Los Angeles World Airports</td>
</tr>
<tr>
<td>Tuesday, 10/18/16</td>
<td>Piper Tech Building</td>
</tr>
</tbody>
</table>

• **“Join Us Today” City-wide Email Reminders** – As in prior years, staff anticipates releasing a "Join Us Today" reminder email each morning on a scheduled webinar date. Staff also anticipates sending a similar reminder email for onsite seminar dates at select locations.

• **Member Advocates** – Member Advocates from Anthem Blue Cross, Delta Dental, and Kaiser Permanente will be available in City Hall, Room 867 for drop in appointments starting on Monday, October 3, 2016. The Member Advocate schedule will be communicated to City employees via email and will be posted on [www.keepingLAwell.com](http://www.keepingLAwell.com).

The schedule for October 2016, subject to change after Open Enrollment closes on October 31, 2016, is as follows:

<table>
<thead>
<tr>
<th>Member Advocate Name</th>
<th>Scheduled Date and Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anthem Blue Cross</td>
<td>Monday through Friday: 8 am to 4 pm</td>
</tr>
<tr>
<td>Delta Dental</td>
<td>Wednesday: 9 am to 2 pm</td>
</tr>
<tr>
<td>Kaiser Permanente</td>
<td>Tuesday and Thursday: 9 am to 2 pm</td>
</tr>
</tbody>
</table>

• **Reminder Postcard and Citywide Email Communications** – A reminder postcard will be mailed in mid-October to remind members of the Open Enrollment period and deadline of October 31 to make benefits choices. In the last week of October 2016, staff will send a final email to remind employees that Open Enrollment closes on October 31.

### III. CONCLUSION

Each year's Open Enrollment efforts represent a challenging undertaking to successfully communicate information to members to make informed decisions about their benefits choices. This year, Employee Benefits Division staff have sought to raise the quality and content of the communications campaign to not only assist members in navigating changes but in raising overall engagement and awareness of their benefit options and opportunities. Staff is working in concert with the LAwell
Program's service provider partners to ensure the execution of a successful campaign for Plan Year 2017.

Submitted by: ________________________________

Paul Makowski

Reviewed by: ________________________________

Jenny M. Yau

Approved by: ________________________________

Steven Montagna
You spoke. We listened.

Changes and Enhancements for Your Civilian Benefits Program in 2017

The City’s Joint Labor-Management Benefits Committee (JLMBC) and Personnel Department/Employee Benefits Division are committed to supporting the health and wellness of our employees through the Civilian Benefits Program.

Over the past year, we’ve reached out to you to find out how we can improve our programs and services. Over 2,200 employees provided us feedback through a member survey and focus groups.

We listened carefully to your preferences, concerns and suggestions. We used that information to inform search processes in 2016 for health, dental and vision services. And now we’re very pleased to share some major steps we’re taking in 2017 to enhance our Benefits Program:

<table>
<thead>
<tr>
<th>New Health Plan Provider</th>
<th>New HMO Option</th>
<th>On-site Member Advocates</th>
<th>New Vision Plan</th>
<th>Increased Dental PPO Benefits</th>
<th>Renamed Civilian Benefits Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anthem Blue Cross</td>
<td>A new health plan option, called “Vivity,” will be added to our health plan menu.</td>
<td>Personalized member advocacy resources from the City’s health and dental services will be offered out of our City Hall office.</td>
<td>A single vision plan for all our members will be established to provide one point-of-service, increased eyewear benefit allowances, and on-site vision exam clinics and eyewear delivery.</td>
<td>Improvements to the Dental PPO Plan will help reduce member out-of-pocket costs.</td>
<td>A new name and branding of our program will reflect the integration of our benefit programs with our developing Wellness Program, which launches at the end of 2016.</td>
</tr>
<tr>
<td>will replace Blue Shield, becoming the new provider of our PPO and non-Kaiser HMO plans and helping us improve member services and expand access to quality care.</td>
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</tbody>
</table>

We’re excited about introducing these changes. Moving forward, we encourage your ongoing feedback to help us continuously improve and evolve our program.
IMPROVING CHOICES, SERVICE, AND QUALITY CARE

We’re making a number of improvements and changes that will be introduced during this year’s October 1-31, 2016 Open Enrollment for the new Plan Year beginning January 1, 2017. You’ll receive full details in your Open Enrollment materials to be mailed to your home. Following are the highlights:

HEALTH PLANS

- **Kaiser Permanente** will continue as the provider of our staff model HMO Plan.
- **Anthem Blue Cross** will replace Blue Shield as the new provider for our existing **PPO, Full Network HMO, and Narrow Network HMO** plans.

In addition, we’re introducing a new regional network HMO plan called “**Vivity.**” Vivity is an affiliation of 7 hospital systems and affiliated medical provider groups in Los Angeles & Orange counties. Vivity does not replace existing health plan options, but rather provides a new choice for our members. Vivity will be our lowest cost health plan menu option. Vivity hospital systems and locations are highlighted as follows:
  - Cedars Sinai (Los Angeles and Marina Del Rey)
  - Good Samaritan (Downtown Los Angeles)
  - Huntington Hospital (Pasadena)
  - Memorial Care (Long Beach, Laguna Hills, Irvine, San Clemente and other medical group locations)
  - PIH Health (Whittier, Downey, and PIH Health Physicians medical group locations)
  - Torrance Memorial Hospital (Torrance)
  - UCLA (Santa Monica, Westwood, and other UCLA medical group locations)

- Provider disruption as a result of changing to Anthem Blue Cross is expected to be minimal, but we will be proactive in assisting impacted members. Blue Shield members should look for a special letter to arrive in Late September with additional details.

WELLNESS PROGRAM

- Our new “**LIVEwell**” Wellness program will launch in late 2016. This program will focus on giving you and your family the resources you need to meet your personal health and wellness goals.

DENTAL PLANS

- **Delta Dental** will continue as the provider of our dental PPO and HMO Plans.
- Dental PPO benefit levels will expand with an increase to the Annual Maximum benefit to $1,500 for out-of-network providers; waiving preventive/diagnostic costs as counting against the Annual Maximum; and increasing the reasonable and customary reimbursement level to the 90th percentile.

VISION PLAN

- **EyeMed Vision Care** will provide a new vision plan for our members; filling your eyewear prescription will no longer be bundled in with your health plan services.
- Benefit levels will increase — members will now be eligible for **$150 each year** towards the cost of glasses or contacts (vs. lesser benefit allowances that only renewed once every two years under our prior providers).
- In addition to offering a wide network of service providers, EyeMed will offer “pop-up” clinics at City offices for onsite eye exams and selection/delivery of eyewear! This benefit is provided at no additional cost to you.

MEMBER ADVOCATES

- **Member Advocates** from our health and dental providers will offer personal, one-on-one assistance with your benefit issues, both during Open Enrollment and throughout the year.
A NEW NAME TO ACCOMPANY A NEW MISSION
We’re renaming the Benefits Program from “My Flex” to “LAwell”. We’re doing this to better demonstrate the ultimate purpose of all of our employee benefits – to support your current and future health and wellbeing.

We’re excited to be launching the new LAwell brand as part of this year’s Open Enrollment. This fall, you’ll mostly see information about CHOOSEwell benefits—those you need to know about for Open Enrollment. All of the new benefit changes will be covered in detail in a new CHOOSEwell booklet that will be included in your 2017 Open Enrollment Kit. Next year, you’ll see more information about your other benefits.

Also, our myflexla.com website will soon become keepingLAwell.com. It will have the new look and feel of LAwell and eventually offer employees a wide variety of tools and resources to help you better understand and use your benefits. Look for the new LAwell brand on the 2017 Open Enrollment Kit!
KEY ACTIVITIES & DATES
Here’s what will happen between now and January 1, 2017.

- **Mid September:**
  Website change to [www.keepingLAwell.com](http://www.keepingLAwell.com).

- **Late September:**
  Personal letter mailed to Blue Shield members with details about your options for 2017.

- **Late September:**
  Open Enrollment Kit mailed to your home.

- **October 1-October 31:**
  Open Enrollment for 2017 benefits.

- **October 5, 12, 19, 26:**
  Recurring webinars providing overview of 2017 Changes.

- **January 1, 2017:**
  New plan year; benefit changes take effect.

To learn more, please visit [www.keepingLAwell.com](http://www.keepingLAwell.com) for further information and updates. All Open Enrollment materials and important dates/events will be posted and updated as we move through Open Enrollment.

Be sure to visit [keepingLAwell.com](http://keepingLAwell.com) for up-to-date information about LAwell, your benefits and Open Enrollment 2017!

KEEP YOUR ADDRESS UP TO DATE!
You have two ways to report a change of address:

1. Fill out a change of address form and submit it to your Human Resources Department, or
2. If you have access, update your address on D-Time.

THANK YOU for your ongoing support of, and participation in, the Civilian LAwell Benefits Program!
September 15, 2016

Dear City of Los Angeles Blue Shield Member:

Earlier this month you should have received a brochure (shown right) announcing the changes and enhancements for the Civilian Benefits Program in 2017. The brochure also introduced the new Benefits Program name, LAwell, and informed you of the health plan change from Blue Shield to **Anthem Blue Cross (Anthem)** effective January 1, 2017.

You are receiving this letter because our records indicate you are currently enrolled in a Blue Shield health plan. This letter will explain what you can expect during this transition.

Here’s what the transition from Blue Shield to Anthem means for you:

**Coverage Continuation**

If you *do not* make a health plan coverage change during the Open Enrollment period of October 1-31, 2016, you will automatically be enrolled in an equivalent Anthem health plan. For example, if no action is made during the Open Enrollment period, an employee with family level coverage in the Blue Shield HMO Narrow Network plan in 2016 would be enrolled in family level coverage in the Anthem Narrow Network (Select HMO) plan for 2017. The Blue Shield health plans and their Anthem equivalents are listed below:

<table>
<thead>
<tr>
<th>2016 Blue Shield Plan</th>
<th>2017 Anthem Blue Cross Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue Shield HMO Narrow Network</td>
<td>Anthem Narrow Network (Select HMO)</td>
</tr>
<tr>
<td>Blue Shield HMO Full Network</td>
<td>Anthem Full Network (CACare HMO)</td>
</tr>
<tr>
<td>(Not Available for MOUs 22, 23, &amp; 24)</td>
<td>(Not Available for MOUs 22, 23, &amp; 24)</td>
</tr>
<tr>
<td>Blue Shield PPO</td>
<td>Anthem PPO</td>
</tr>
</tbody>
</table>

**HMO Plan Primary Care Physician (PCP)**

The majority of Blue Shield HMO physicians and medical groups also participate in the Anthem network. However, it is still important to verify if you and/or your covered dependent(s)’ providers are part of the Anthem HMO network. To confirm whether your provider participates in the Anthem network, follow these steps:
Go to www.anthem.com/ca/cityofla
Select Find a Doctor
Then select one of the following plans:
- Anthem Full Network (CACare)
- Anthem Narrow Network (Select)
- Vivity (LA & Orange Counties)
- Anthem PPO
Then enter your Zip Code and click Search to continue (Other options are available to refine your search results)

You may also call the Anthem Blue Cross Member Services Concierge at 1-844-497-5954 Monday through Friday between 8 a.m. to 8 p.m. for assistance.

In an effort to make this transition as seamless as possible, the City is working with Blue Shield to transfer current HMO PCP records to Anthem. However, please be aware that this provider information may not transfer to Anthem in all instances. If Anthem does not receive your prior PCP designation, you will be automatically assigned to an Anthem provider. You can confirm or change your HMO provider at any time after you enroll by visiting www.anthem.com/ca/cityofla or by calling the Anthem Blue Cross Member Services Concierge at 1-844-497-5954.

New Anthem Blue Cross Regional HMO Plan – Vivity (LA & Orange Counties)

Vivity is a new regional network HMO health plan option offered by Anthem Blue Cross. Vivity is an affiliation of 7 hospital systems and affiliated medical provider groups in Los Angeles and Orange Counties. Vivity does not replace existing health plan options, but rather provides a new choice for our members. Any employee working in the City is eligible to enroll in Vivity during Open Enrollment.

Vivity PCP Designation – After our Open Enrollment period has closed you may contact Anthem Blue Cross Member Services Concierge at 1-844-497-5954 to designate a Primary Care Physician (PCP) prior to the issuance of Member ID cards. Those members who do not designate a Vivity PCP prior to the issuance of Member ID cards will automatically be assigned to a PCP based on the employee’s home zip code. Beginning January 1, 2017, members may change their PCP at any time by visiting www.anthem.com/ca/cityofla or by calling Anthem Blue Cross Member Services at the number listed on your Member ID card.

Please note that your health services will be primarily provided by the Medical Group affiliated with your PCP. Services by other Vivity medical groups are only allowed through a special referral process initiated by your Vivity PCP.
Preferred Provider Option (PPO) Coverage

The majority of Blue Shield PPO providers also participate in the Anthem PPO network. Those currently enrolled in a Blue Shield PPO Plan can verify if their preferred provider participates in Anthem’s PPO network by calling Anthem’s Member Services Concierge at 1-844-497-5954, or by visiting www.anthem.com/ca/cityofla. Members can also verify this information by contacting their provider’s office directly.

Medical ID Cards

Medical ID Cards for your Anthem health plan will be mailed to your home address in December 2016. You will receive a medical ID card for yourself and any dependents you enroll. It is important to review these cards thoroughly to ensure all information is correct. If you require any changes, you may contact Anthem Blue Cross Member Services at the number listed on the back of your Member ID card.

To ensure you receive your new ID card, confirm your home address is current with the City’s payroll system. If you are unsure or need to update your information, you can contact your human resources division for a change of address form or update your employee address information in D-Time.

If you do not receive your medical ID card by January 1, 2017 and require medical services, please contact your health plan at:

<table>
<thead>
<tr>
<th>Online</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anthem Blue Cross</td>
<td>Anthem Blue Cross</td>
</tr>
<tr>
<td><a href="http://www.anthem.com/ca/cityofla">www.anthem.com/ca/cityofla</a></td>
<td>1-844-497-5954</td>
</tr>
<tr>
<td>Kaiser Permanente</td>
<td>Kaiser Permanente</td>
</tr>
<tr>
<td>my.kp.org/ca/cityofla</td>
<td>1-800-464-4000</td>
</tr>
</tbody>
</table>

Prescription Drug Coverage

Every effort is being made to transfer your prescription information from your current Blue Shield plan to your new Anthem plan. However, please be aware that your information may not transfer to Anthem in all instances. If you have any questions or concerns about transitioning your prescription information, please call the Anthem Member Services Concierge at 1-844-497-5954. In addition, Anthem’s City of Los Angeles Member Advocate is available to answer any questions you may have regarding the change in prescription coverage (see later discussion under “Member Concierge/Advocacy Resources”).

If you elect to change health plan coverage to Kaiser Permanente for 2017, any prescriptions you held with Blue Shield will not be automatically transferred to Kaiser. Please contact Kaiser at 1-800-464-4000 about transferring your prescription.
Transition Care Assistance

If you are currently receiving care for acute and serious chronic conditions, pregnancy and newborn care, planned surgeries, or terminal illnesses from a provider that is not in the Anthem network, transition care assistance may be available to you during your transition to an Anthem health plan based on your treatment plan. Depending on your circumstances, transition assistance may allow you to continue to see your current out-of-network provider during the course of your treatment while still receiving the in-network level of benefits. To request transition care assistance, please call Anthem Blue Cross Concierge at 1-844-497-5954, Monday through Friday between 8 a.m. to 8 p.m. You can also download the Transition of Care application by visiting www.keepinglawell.com.

Member Concierge/Advocate Resources

Anthem Blue Cross Member Services Concierge is available to discuss any questions or concerns about transitioning to Anthem. This includes, but is not limited to, questions about PCP availability and health plan coverage. Please call Anthem Blue Cross Member Services Concierge at 1-844-497-5954 Monday through Friday between 8 a.m. to 8 p.m. for assistance.

In addition, an Anthem Member Advocate will provide personal, one-on-one assistance at the Employee Benefits Division office in City Hall, Room 867 beginning in the month of October from Monday through Friday between 8 a.m. and 4 p.m. and continuing into next year.

Next Steps

You will soon receive your 2017 Open Enrollment Kit in the mail. In it, you will find details about all of your benefit choices for the coming plan year. Please carefully read through the materials and discuss them with your family so that you can make the choices that best meet the needs of you and your dependents.

If you have questions regarding Open Enrollment, please call the Benefits Service Center at 1-800-778-2133 Monday through Friday between 8 a.m. and 5 p.m. If you have questions regarding an Anthem Plan, please call Anthem Blue Cross Member Services Concierge at 1-844-497-5954.

Sincerely,

Wendy G. Macy, Chairperson
Cheryl Parisi, Vice-Chairperson
Joint Labor-Management Benefits Committee
[DATE]

«fname» «lname»
«street»
«city», «state» «zip_cd»

Dear «fname»,

Earlier this month you received a letter dated September 15, 2016, providing you with general information regarding certain changes to the Civilian LAwell Benefits Program effective January 1, 2017. A copy of that letter is available online at www.keepingLAwell.com/your-benefits. The purpose of this correspondence is to provide you with additional information regarding the replacement of Blue Shield with Anthem Blue Cross (Anthem) effective January 1, 2017, and how this relates to your present health plan enrollment.

Our records indicate that you are currently enrolled in the Blue Shield Access HMO (Full Network) health plan. During this year’s Open Enrollment (October 1-31, 2016) members have the ability to change benefit elections for the next calendar year. Blue Shield members who do not take action with respect to their health plan enrollment will automatically be defaulted into the equivalent Anthem health plan.

As you are aware, the Full Network plan requires that members pay a significant portion of the premium cost. The amount paid varies by coverage level, MOU, and employment status (full-time or half-time).

Please be aware that the City offers the following alternate health plan options:

- Kaiser HMO Health Plan
- Anthem Narrow Network
- Anthem Full Network
- Anthem Preferred Provider Option (PPO)
- NEW - Anthem Vivity HMO (“Vivity”)

Full Network members should note particularly that Anthem Vivity may provide you with access to your current preferred physicians or provider groups at a lower cost than you may be paying for the Full Network health plan.
Vivity is a new regional network HMO plan being added to the LAwell Benefits Program. Vivity is an affiliation of seven hospital systems and their related medical provider groups in Los Angeles and Orange Counties. The major systems include:

- Cedars Sinai (Los Angeles and Marina Del Rey)
- Good Samaritan (Downtown Los Angeles)
- Huntington Hospital (Pasadena)
- Memorial Care (Long Beach, Laguna Hills, Irvine, San Clemente and other medical group locations)
- PIH Health (Whittier, Downey, and PIH Health Physicians medical group locations)
- Torrance Memorial Hospital (Torrance)
- UCLA (Santa Monica, Westwood, and other UCLA medical group locations)

Before selecting a plan, you should review the premium and employee cost information provided in the CHOOSEwell Guide of your Open Enrollment materials which will shortly be mailed to your home. You can also view the CHOOSEwell Guide online at www.keepingLAwell.com/your-benefits when Open Enrollment starts. If you have more general questions regarding Open Enrollment, please call the Benefits Service Center at 1-800-778-2133 Monday through Friday between 8 a.m. and 5 p.m.

Where to Obtain Assistance for Anthem Plans
For personalized assistance with questions regarding selecting an Anthem plan or physician/provider, you may call the Anthem Blue Cross Member Services Concierge at 1-844-497-5954 Monday through Friday between 8 a.m. to 8 p.m. An Anthem Member Advocate will also be available to provide personalized assistance in the Employee Benefits Division beginning Monday, October 3rd, 2016, Monday through Friday from 8:00 a.m. to 4:00 p.m. Our offices are located in City Hall, 200 N. Spring Street, Room 867.

If you have more general questions regarding Open Enrollment, please call the Benefits Service Center at 1-800-778-2133 Monday through Friday between 8 a.m. and 5 p.m.

We appreciate your support and cooperation as we make these changes in our benefit programs. Our goal is to support the needs of each of our members and provide you with quality customer service. Thank you for your participation in the LAwell Program.

Steven Montagna, Chief
Employee Benefits Division
Early this month you received a letter dated September 15, 2016, providing you with general information regarding certain changes to the Civilian LAwell Benefits Program effective January 1, 2017. A copy of that letter is available online at www.keepingLAwell.com/your-benefits. The purpose of this correspondence is to provide you with additional information regarding the replacement of Blue Shield with Anthem Blue Cross (Anthem) effective January 1, 2017, and how this relates to your present health plan enrollment.

Our records indicate you are currently enrolled in the Blue Shield Access+ HMO SaveNet (Narrow Network) health plan. During this year’s Open Enrollment (October 1-31, 2016) members have the ability to change benefit elections for the next calendar year. Blue Shield members who do not take action with respect to their health plan enrollment will automatically be defaulted into the equivalent Anthem health plan.

Our records indicate you and/or your dependents have a Primary Care Physician (PCP) who may not be available under the equivalent Anthem Blue Cross Narrow Network (Select HMO) health plan. Given this, we wanted to reach out and provide information regarding: (a) how to confirm whether your currently assigned PCP participates in the Anthem Narrow Network, and (b) in the event your current PCP is not available under the Anthem Narrow Network, resources for reviewing other health plan and provider options.

Determining Provider Availability in the Anthem Narrow Network
To confirm whether your currently assigned PCP participates in the Anthem network, you can go to www.anthem.com/ca/cityofla and click on “Find a Doctor” and “Anthem Narrow Network Select,” then enter the name of your physician/provider to determine availability.

Options & Resources
If you are unable to find your current provider in the Anthem Narrow Network, you have several options:

   (a) Select a new provider under the Anthem Narrow Network plan;
   (b) Do nothing and have Anthem default you to a PCP near your home (once the new year begins, you can change your PCP at any time); or
(c) Select a different health plan and select a new provider under that plan.

For personalized assistance regarding Anthem options, you may call the Anthem Blue Cross Member Services Concierge line at 1-844-497-5954 Monday through Friday between 8 a.m. to 8 p.m. In addition, an Anthem Member Advocate will also be available to provide personalized assistance in the Employee Benefits Division beginning Monday, October 3rd, 2016, Monday through Friday from 8:00 a.m. to 4:00 p.m. Our offices are located in City Hall, 200 N. Spring Street, Room 867.

Alternate Health Plan Options
If you are considering changing health plans in 2017, please be aware that the City has the following options:

- Kaiser HMO Health Plan
- Anthem Narrow Network
- Anthem Full Network
- Anthem Preferred Provider Option (PPO)
- NEW - Anthem Vivity HMO (“Vivity”)

Please note Vivity is a new regional network HMO plan being added to the LAwell Benefits Program. Vivity is an affiliation of seven hospital systems and their related medical provider groups in Los Angeles and Orange Counties. The major systems include:

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