Present:

Committee Members

Regular:
David Sanders – SEIU Local 721
Wendy Macy – Personnel Department
Paul Bechely – Laborers’ Local 777
Richard Llewellyn – Office of the City Administrative Officer

Alternates:
Todd Bouey – Los Angeles City Employees’ Retirement System (LACERS)
Marleen Fonseca – Engineers and Architects Association
Gavin Koon – Building & Construction Trades Council

Office of the City Attorney
Curtis Kidder – Assistant City Attorney

Personnel Department Staff
Steven Montagna – Chief Personnel Analyst
Paul Makowski – Senior Personnel Analyst II
Jenny Yau – Senior Management Analyst II

1. Call to Order

David Sanders called the meeting to order at 9:10 a.m.

2. Public Comments

None.

3. Minutes

A motion was made by Gavin Koon and seconded by Marlene Fonseca to approve the minutes of the November 7, 2019 meeting; the Committee unanimously adopted this motion.
4. Benefit Service Provider Presentation: Optum – Presentation from Optum regarding LAwell membership utilization.

Steven Murphy from Segal Consulting and Jennifer Schlecht from Optum presented this report regarding the City’s Support-Plus Employee and Family Assistance Program (EFAP). Mr. Murphy provided a brief overview and breakdown of the services provided by Optum. He stated that the City's year-to-date utilization of all EFAP services, which is 7.0%, exceeds the national average of 5%. Paul Becheley asked if this included both the private and public sectors, and if so which was higher. Jennifer Schlecht responded that these statistics included both. She stated that public sector utilization was lower.

Mr. Murphy provided statistics of all services used this year. He stated the most utilized services were for eldercare, child/parenting support, and self-directed online resources. He stated 1,401 participants attended training sessions. He pointed out the most popular subjects were Managing Finances, Professional Writing, Dealing with Challenging People, Understanding and Embracing Diversity, and Respect and Positive Interaction in the Workplace.

Mr. Murphy further indicated that 154 participants attended a Critical Incidents Response (CIR) event. He stated that under the category of Assessment and Short-Term Counseling, Optum provided 1,168 assessments and counseling sessions for City employees and their dependents.

Gavin Koon asked if there were any statistics or classes available on the topic of Anger Management. Ms. Schlecht replied that Optum did offer support and classes for Anger Management, but did not recall if this was included in the statistics listed on the charts.

Ms. Schlecht next presented an overview and brief history of Optum. She stated Optum replaced MHN as the City’s EFAP vendor effective January 1, 2019. She stated the program name was re-branded to “Support-Plus (EFAP)” to help promote the non-clinical work-life support and convenience services available from Optum. She indicated Optum worked with MHN in September 2018 to transfer the EFAP phone number to their service in order to maintain continuity. She stated communication materials were sent to all City employees in December 2018 introducing Optum’s EFAP services and an introductory seminar/webinar held for employees October 11, 2018.

Ms. Schlecht next described the counseling services, employee training, and critical incident response services provided by Optum. She stated the “Plus” services included financial and legal planning consultation, childcare, eldercare, and parenting support. Finally, she described Optum’s management consultations and referrals.

Ms. Schlecht then provided year-to-date statistics breaking down utilization by age and gender. She stated the largest number of cases was within the age group of 35-49, with a majority of those utilizing EFAP in 2019 being female. She stated top EFAP issues included: legal (230 cases); marital/primary relationship issues (145 cases); and anxiety (129 cases).
Mr. Koon asked if there were any statistics on repeat issues for employees, given that this could indicate the first time reaching out for support was not effective. Ms. Schlecht replied that members have five face-to-face sessions per incident, per year. She stated if a member calls in regarding a similar issue, they would be referred to an intake specialist for assessment. She indicated if the member had a repeat issue after utilizing five sessions, he or she would be referred to a benefit provider under the appropriate medical plan. She stated that currently Optum does not include these statistics on their standard utilization report but she can request for it to be included in the future.

Wendy Macy asked whether specific material was distributed during specific times of the year, such as providing stress management material around the holidays. Ms. Schlecht replied that Optum has a monthly newsletter that can be sent out at certain times of the year, but that the City can customize the content and timing of distribution. She stated material is also available on Optum’s website and that content is changed often depending on the timing of national health campaigns. She stated that the focus in December is on finances and stress management. David Sanders asked whether information on these topics was being distributed now. Steven Montagna stated the topic of stress was highlighted in the December monthly LIVEwell wellness newsletter.

Mr. Murphy stated subject matter can be planned ahead of time. He indicated during the summer, daycare and parenting issues are usually the most important. He stated that Optum highlights different subject matter throughout certain times of the year.

Ms. Schlecht indicated that work-life services consist of phone and online resources that allow employees and their dependents to reach out to EFAP by phone or via the online portal website. She stated that 102 City employees have opened work-life cases utilizing 140 work-life services. She indicated that the City’s work-life case utilization of .05% is slightly higher than Optum’s book of business utilization average of 0.4%.

Paul Bechely asked how these services were communicated to department management staff. Paul Makowski replied that in January when Optum was first launched staff conducted a webinar. He indicated that it was available to all human resources staff and reviewed all of the primary services provided through Optum. Mr. Becheley stated that there is a negative stigma attached to EFAP among many employees. Mr. Makowski stated that staff is aware of the negative stigma and is trying to familiarize employees and City departments with the work-life and convenience services and support provided by Optum.

Ms. Schlecht provided statistics on utilization of the EFAP’s, critical incident response (CIR) services and trainings. She stated under CIR the most frequently requested topic was grief and that 76 employees had attended grief sessions. She stated that the second most frequently requested topic was suicide and that 36 employees had attended suicide sessions. She indicated that the top training topics included “How to Manage Your Finances,” with 370 attendees, and “Professional Writing and Email Etiquette,” with 212 attendees.
Todd Bouey asked if there was a topic that addressed homelessness for staff working in areas with a high population of homelessness. He indicated that his staff had a great deal of interaction with the homeless population on and off the job. Ms. Schlecht replied that she wasn’t sure if Optum offered training specifically on dealing with the homeless but would check.


Mr. Montagna indicated that earlier in the year the JLMBC took action to recommend engaging the City’s incumbent health, dental, and vision providers on proposed terms for a 2-year contract extension. He indicated that as stage one of that process staff had multiple discussions with LAwell Program service providers regarding the annual renewal process for Plan Year 2020, and in many cases also discussed terms for premiums and rates extending past 2020. Staff indicated that the Committee had reviewed all of that information as part of the adoption of the 2020 plan, including terms negotiated beyond 2020. He stated that having completed that process, staff had moved into stage two, providing an opportunity to incorporate additional terms reflective of the City’s evolving relationship with its health, dental, and vision providers.

Staff indicated that its primary focus was on Kaiser since the City had been unsuccessful in obtaining rate cap provisions sought as part of 2020 renewal discussions. He then summarized the additional resources Kaiser had committed to and the associated dollar value as a result of negotiations.

Mr. Montagna indicated that the first negotiated additional resource is funding for use of Kaiser’s mobile health vehicle, a truck which can travel to different worksites and provide a full range of services including primary care doctor visits, immunizations, lab testing, prescription refills, and other services. He stated that the next resource is their mental health first aid trainings, a new service targeting human resource professionals, managers, and supervisors to help them recognize mental health issues in the workplace and guide them towards plan sponsor resources.

Mr. Montagna indicated that the third resource is health and wellness consulting resources focused on population health. He stated that the City and Kaiser have had multiple discussions over many years regarding population health challenges, and the purpose of these resources and this effort would be to translate some of these ideas into actual member resources. He stated that the fourth resource relates to the onsite kiosk project, what Kaiser refers to as “virtual care rooms,” and that once the City identified a space Kaiser would fund the cost of the resources provided to its members within that space.

Mr. Montagna indicated that the fifth resource is funding for a stairwell art campaign, and that Kaiser has a relationship with a subcontractor that can develop content and materials for various City facilities to encourage taking the stairs as exercise. Finally, he indicated that the sixth resource is their psychologically healthy workplace trainings focused on providing information to HR professionals, managers, and supervisors to improve morale and foster a more positive work environment.
With respect to Anthem, Mr. Montagna indicated that the bulk of what was achieved for the two-year extension was previously addressed in the renewal process. He noted that Anthem had provided the City with a rate pass for 2020, such that premiums increased only by the ACA tax, and also provided a rate cap for 2021. He stated both of these offerings provide substantial financial value to the City. However, he stated that insofar as staff was simultaneously negotiating with Kaiser regarding additional resources, staff also looked for opportunities to pair up resources from Anthem where it made sense to offer a common benefit to LAwell Program members. He indicated that consequently Anthem agreed to fund the cost of its kiosk materials and equipment and provide additional onsite biometric screenings over and above the screening they already provide as funded through their $1 million in wellness funds.

Mr. Montagna indicated that for Delta, similar to Anthem, most of the enhancements were completed as part of the renewal process, in which the City negotiated an extension of their three-year premium guarantee to five-years as well as adding certain enhanced benefit levels for periodontal maintenance and composite fillings. He stated that for EyeMed, they also extended their rate guarantee to 2020 and 2021 and added in additional benefits for members who have been diagnosed with diabetes. He noted one new resource involving piloting some “near-site clinics” in which members who work close to a Lenscrafters’ outlet could receive dedicated support for vision exams.

Following this presentation a motion was made by Richard Llewellyn and seconded by Paul Bechely that the JLMBC recommend to the Personnel Department General Manager that: (a) the term of the contract with Kaiser Permanente to provide the LAwell Program Staff Model Health Maintenance Organization (HMO) plan be extended by two additional years from January 1, 2020 to December 31, 2021 for a total five-year contract term and incorporate financial and service enhancements as detailed in the staff report; (b) the term of the contract with Anthem Blue Cross to provide the LAwell Program Preferred Provider Option (PPO), Narrow Network HMO, Full Network HMO, and Vivity HMO plans be extended by two additional years from January 1, 2020 to December 31, 2021 for a total five-year contract term and incorporate financial and service enhancements as detailed in the staff report; (c) the term of the contract with Delta Dental to provide the LAwell Program Dental PPO, HMO, and Preventive Only plans be extended by two additional years from January 1, 2020 to December 31, 2021 for a total five-year contract term and incorporate financial and service enhancements as detailed in the staff report; (d) the term of the contract with EyeMed to provide the LAwell Program stand-alone Vision plan be extended by two additional years from January 1, 2020 to December 31, 2021 for a total five-year contract term and incorporate financial and service enhancements as detailed in the staff report; the Committee unanimously adopted this motion.


Paul Makowski presented a preliminary review of results from 2020 Open Enrollment (OE). He stated although there weren’t significant changes to the benefit design from 2018 to
2019, there had been a transition to the new LAwell Program Third-Party Administrator, Morneau Shepell (Morneau).

Mr. Makowski stated that the new Morneau benefits portal was officially launched in April. He stated that an announcement was released in July, highlighting new service enhancements available on the benefits portal, including the ability to upload documentation, review current benefits coverage and plan information, and review outstanding actions. He stated that OE events were focused on increasing awareness of both LAwell Program benefits for 2020 and the new enrollment system. He stated that staff held webinar/seminar sessions in addition to benefits onsite sessions. He stated this allowed members at different City worksites to engage one-on-one with benefit staff representatives. He stated that this year staff had support representatives from Morneau Shepell who could enroll members onsite. He stated that attendance at OE events decreased about 59% from prior years but this could be attributed to new resources and information available through the online benefits portal and the absence of any major benefit design changes in Plan Year 2020.

Mr. Makowski stated that since OE concluded staff has been actively working to close out administrative and recordkeeping activities. He stated that the OE correction window was extended twice, to November 27th and then to December 10th, due to file transmission and communication errors, and the delay in production of confirmation statements.

Mr. Makowski stated that the benefits central portal is only a few months old. He stated that encouraging online account registration and enrollment, and educating employees regarding new online resources, will continue to be the focus for future OE periods. He indicated that staff will monitor employee feedback of the portal and work with Morneau to ensure successful implementation of future OE communication campaigns.

A motion was made by Richard Llewellyn and seconded by Gavin Koon to receive and file the staff report regarding implementation of the October 2019 Open Enrollment activities for Plan Year 2020; the Committee unanimously adopted this motion.

7. Committee Report 19-43: Election of Officers and Meetings Schedule for Calendar Year 2020

Jenny Yau presented this staff report. She stated that every year in the last meeting held in December the Committee conducts annual officer elections for the positions of Chairperson and Vice-Chairperson for the upcoming calendar year. She stated that since 2020 is an even numbered year, the bylaws state that the Chairperson shall be a management member and the Vice-Chairperson shall be an employee labor organization member. She asked if there were any nominations for Chairperson and Vice-Chairperson. Ms. Macy nominated Mr. Sanders as Vice-Chairperson for 2020. Mr. Sanders nominated Ms. Macy for Chairperson for 2020.
Ms. Yau continued with her presentation by noting that staff was providing a meetings schedule for the 2020 calendar year. She indicated the schedule included recurring annual events such as: (1) annual renewals process and adoption of LAwell Program plan design changes; (2) quarterly LAwell Program data and metrics review; (3) procurements for health, dental, and vision services; (4) OE communications activities; (5) and a schedule of LAwell Program benefit service provider presentations. She indicated staff was also providing a 2020 subcommittee meetings schedule for Ad Hoc Plan Design; Ad Hoc Governance; and Wellness. She indicated the meetings schedule is subject to change based on JLMBC committee member availability.

Following this discussion, a motion was made by Richard Llewellyn and seconded by Paul Bechely to: (a) elect Wendy Macy as JLMBC Chairperson, and David Sanders as JLMBC Vice-Chairperson, for Calendar year 2020; and (b) receive and file meetings schedule for calendar year 2020; the Committee unanimously adopted this motion.


Jenny Yau provided a monthly update on LIVEwell Program engagements and activities for November. She stated that in November staff hosted health screening clinics at 12 different City locations and included, for the first time, the Department of Recreation and Parks' Pacific Service Yard. She indicated 374 employees attended the clinics, with the highest percentage of employees attending the clinic held at City Hall East.

Ms. Yau indicated that in November staff continued to actively promote enrollment in the LIVEwell.la platform by continuing LIVEwell local events. She stated that staff and onsite engagement specialists from Limeade had set up a table at various City departments to directly speak with and enroll City employees into the new platform. She indicated that staff also held two LIVEwell local events. She stated one of these events was held at the Personnel Department engaging over 100 employees. She indicated that user registrations increased by almost 4% after the event.

Ms. Yau stated that LIVEwell.la user registrations are currently on track to meet the target goal of 10% user registrations by the end of the fiscal year. She stated that currently there have been 1,771 user registrations representing 6% of eligible City employees, and a 14% increase in registrations from the last update in October. She stated that user registrations should continue to grow due to efforts of Limeade engagement specialists in meeting individually with City employees and promoting the LIVEwell.la platform at LIVEwell Program activities and events. She thanked Brie Raphael and Molly Trucano, Limeade engagement specialists, for their role in the success of the program.

A motion was made by Richard Llewellyn and seconded by Gavin Koon to receive and file the report regarding LIVEwell Program activities and updates for November 2019; the motion was unanimously adopted.

Paul Makowski presented this report. He stated that staff worked with Optum to develop an ongoing lunchtime seminar series for calendar year 2019. He stated the goal of the series was to educate and engage members with services that are provided through EFAP. He stated each seminar was held as a combined seminar/webinar event. He indicated that staff is currently working with Optum to determine the lunchtime seminar topics and schedule for 2020.

Mr. Makowski stated that staff is currently working with Ernest & Young to review and establish requirements and procedures for transferring data files, mapping, and reporting, in preparation for ACA tax filing for the 2019 tax year, noting the deadline of January 31, 2020. He then introduced new staff members to the committee including: Chuong Tran, Senior Management Analyst; Robyann Jumaoas, Management Assistant; and Eric Lan, Management Assistant. He stated that both Ms. Jumaoas and Mr. Lan were new to the City. He indicated that Ted Vasquez accepted a promotion with the Benefits section after previously working with the LIVEwell Program.

A motion was then made by Gavin Koon and seconded by Richard Llewellyn to receive and file the projects and activities report regarding informational items, project updates, staffing summary, and completed projects/meeting calendar for November 2019; the motion was unanimously adopted.

10. Request for Future Agenda Items

None.

11. Next Meeting Date

A meeting was noted for February 6, 2020, at 9:00 a.m.

12. Adjournment

The meeting was adjourned at 10:15 a.m.