Present:

Committee Members

Regular:
Wendy Macy – Personnel Department
Neil Guglielmo – Los Angeles City Employees’ Retirement System
David Sanders – SEIU Local 721
Steve Koffroth – AFSCME District, Council 36
Tony Royster – General Services Department

Alternates:
Paul Marks – Engineers and Architects Association

Personnel Department Staff
Steven Montagna – Chief Personnel Analyst
Isaias Cantú – Senior Management Analyst II
Leo Reyes – Senior Personnel Analyst I

Office of the City Attorney
Charles Hong – Assistant City Attorney

Keenan & Associates
Robin Rager
1. Call to Order

David Sanders called the meeting to order at 2:18 p.m.

2. Public Comments

None.

3. Minutes

A motion was made by Paul Marks and seconded by Neil Guglielmo to approve the minutes of the April 4, 2019 special meeting; the Committee unanimously adopted this motion.


Mr. Isaias Cantú presented this report. He began by stating that Limeade will provide a demonstration of the member web portal and then introduced Ashley Ellis, Strategic Account Executive for Limeade to provide the web demonstration.

Ms. Ellis began the demonstration by indicating that the Limeade staff designed the website to incorporate the LIVEnet brand so that members could easily recognize and identify that the program belonged to the City. She then demonstrated the different tabs on the member homepage.

Ms. Ellis then provided additional details of the different sections of the member portal. She started by providing an overview of the member activity challenge section. She explained that a banner will be displayed on the homepage with a different featured activity that will change every two months for members. She stated that the suggested featured activity is based on the member’s preferences and activity level. She explained that the featured activity will vary and can include a team challenge and/or an individual challenge. She emphasized that the featured activity is very important to promote physical activity and member engagement. Ms. Ellis noted that the individual and/or group challenges will include directions for members on how to complete the challenge and the points members can earn will be dependent upon the member’s experience level. Ms. Ellis added that within each challenge, members can provide feedback and the website will suggest future physical activities based on member behavior and feedback. Ms. Ellis explained that progress for each challenge can be manually updated or members can link their electronic activity tracker devices to the website to record their progress. She stated that within each challenge, members are able to create teams and share their progress with other people.

Ms. Ellis next discussed the rewards section of the website. She explained that this section provides information about the different types of rewards that are available for members to earn. She further explained that each type of activity allows members to
earn points which add up to certain rewards. She explained that one important activity members should complete to earn a large number of points is the Well Check questionnaire. She stated that the questionnaire consists of a variety of questions related to overall health, eating habits, and physical activity level. She noted that the results of the questionnaire will be used to summarize various data metrics on the City’s population. Steven Montagna stated that the results of the questionnaire will also be used to help customize and recommend specific activities for each member. He added that this is a critical part of the platform that will help to promote healthy habits. Ms. Ellis provided an example of a customer that completed the Well Check questionnaire. She explained that based on the member’s responses to the questionnaire, it was recommended that she get more sleep. She stated that the customer began to watch her sleeping habits, noticed that she would check work emails at night, and began a new habit of shutting off her computer at 8:00 pm every night which resulted in positive health benefits.

Ms. Ellis stated that members will receive points for various types of activities such as bringing a healthy lunch and completing an annual physical. She explained that the homepage for each member will vary depending on the recommendations made based on the responses to the questionnaire. She then referred to a section of the homepage titled “Feed” and explained this section is where members can share their progress, articles, or anything that they desire with other members. She explained this section is to allow members to engage with each other and feel supported in a community setting.

Ms. Ellis next described other features available on the website. She stated that members will be able to download a LIVEwell mobile app and an activity calendar which will allow them to sync up to their mobile devices and stay up to date with activities. She noted that Limeade staff also worked with Employee Benefits Division staff to create a section of the webpage that will house all LAwell benefit resources in one place. She explained this section will provide members with information on specific benefits and provide links to LAwell benefit service provider websites.

Lastly, Ms. Ellis explained that there will be a user dashboard that will be made available to City staff to track member activity, points, and rewards. She stated that this information will be shared with the Committee on a periodic basis after the member portal launches. Neil Guglielmo inquired how members will create an account on the Limeade portal. Mr. Cantú replied that members will create an account by using their employee identification number, desired email address, and date of birth. Mr. Guglielmo asked when the Limeade member portal will go live. Mr. Montagna responded that the target go-live date is June 24 depending on the testing of the member eligibility file.

Mr. Cantu next presented the information in the staff report. He began by summarizing previous updates provided to the Committee regarding the implementation of the Limeade platform. He stated that staff has been involved in making various enhancements and updates to the member portal in anticipation of the launch date, transitioning communication and engagement functions, onboarding onsite Limeade personnel, and developing and executing the Limeade contract. Mr. Cantu stated that
various updates on the LIVEwell portal have now been completed including providing a one-stop shop resource center for finding all information related to the City’s various benefits programs. He further explained that the member portal will allow eligible employees to create individualized wellness goals and engage with resources, tools, and challenges that support those goals. He added that inspiration points will be awarded for completing activities and users will be able to create groups to participate in team activities.

Mr. Cantu next provided details on the Well Check questionnaire. He stated the questionnaire is designed to obtain core information from employees that Limeade’s system uses to provide (feedback to employees regarding their wellness status and recommended points-earning activities that can support improvement in areas specific to the employee’s self-identified needs. He noted that even though activities will be suggested, members can select from a variety of 400 other activities to complete.

Mr. Cantu then provided details on the Inspiration Program for members. He explained that the program will allow users to gamify their experience to earn points, badges of honor, and wellness rewards. He stated the Inspiration Program will have four achievement levels: Adventurer, Explorer, Trailblazer, and Titan. He noted that the first Inspiration Program will launch with the website for the balance of calendar year 2019, and thereafter will refresh on an annual basis each calendar year.

Next, Mr. Cantu discussed peer-based communities and stated that the member portal allows employees to participate in peer-based groups or communities by sending or accepting invitations to peers to participate in like activities. He explained that members can also use a separate page to invite other users to events outside of work.

Mr. Cantu then discussed the go-live communications that are planned. He stated that a mailer introducing the new LIVEwell member portal will be sent to all eligible employees which will then be followed by a Citywide email. Furthermore, he added that staff has completed work to ensure the LIVEwell member portal is accessible to each department outside the lacity.org domain including Port of LA, Airports, Los Angeles Police Department, and the Library. Mr. Cantu then introduced the two new Limeade onsite engagement specialists, Brianne Virgona and Molly Trucano who began with the City on May 28. He stated that Ms. Virgona and Ms. Trucano will support and leverage wellness engagement efforts.

A motion was made by David Sanders and seconded by Neil Guglielmo to receive and file the Wellness Services Administrator (Limeade) implementation update for May 2019; the Committee unanimously adopted this motion.

5. Committee Report 19-24: LAwell Program 2020 Service Provider Renewals and 2020 Plan Adoption

Steven Montagna presented this report. He indicated service provider renewal proposals for the 2020 plan year were provided at the May 17, 2019 meeting and staff is
now providing staff recommendations based on that discussion. He then provided a summary of the staff recommendations related to provide renewals for the 2020 plan year.

He stated that for Kaiser, staff recommends adoption of a 1.28% premium rate increase for plan year 2020 which is comprised of an approximate half-percent premium increase with the remainder of the increase attributed to the Affordable Care Act (ACA) fee. He stated that for Anthem, staff recommends adoption of a 2.78% premium increase for plan year 2020 for all Anthem plans, which is comprised of only the ACA fee. He added that staff is also recommending adopting Anthem’s proposed rate cap of 7.0% for plan year 2021. Mr. Montagna stated that for Delta and EyeMed, staff recommends adopting no increase in premiums for plan year 2020 with accompanying guarantee of no premium increase in 2021. He stated that for The Standard, staff recommends adopting no premium increase for the life, disability, and AD&D insurance plans for plan year 2020 with accompanying guarantee of no premium increase for the disability plan in plan years 2021 and 2022. Lastly, he stated that for Optum and WageWorks, staff recommends adopting no premium increase in plan year 2020.

Mr. Montagna next stated that staff is also recommending two plan design changes for plan year 2020. He explained that the first recommendation is to increase the maximum monthly benefit amount for the basic disability benefit by a rate equivalent to the increase in employee cost of living salary adjustments, which the Office of the City Administrative Officer reported is 3.03% in 2020. He stated that this resulted in a recommended increase of $99 in the maximum monthly benefit amount for the disability benefit. He then stated that each year, the maximum contribution level for the healthcare flexible spending account is adjusted to meet the maximum level set by the Internal Revenue Service (IRS). He explained that the IRS increased this amount to $2,700 so staff is recommending the maximum contribution for the healthcare flexible spending account be increased by $50 from $2,650 to $2,700 to match the IRS limit.

Mr. Montagna then provided a brief overview of the projected benefits expenditures in plan year 2020 based on the rate changes and premiums included in the report, current and assumed enrollment changes, and current benefit elections. He stated that actual expenditures will vary based on fluctuations in enrollment, as well as coverage election changes. He stated the amounts reflected in the report are consistent with the adopted budget for fiscal year 2019-20.

Mr. Montagna indicated that each year the City Council must adopt the LAwell Program for the subsequent Plan Year. He stated that staff recommends that the JLMBC direct the Personnel Department to work with the Chair and Vice-Chair to issue a transmittal to City Council recommending adoption of the 2020 LAwell Program.

Following this discussion, a motion was made by Tony Royster and seconded by Neil Guglielmo that the JLMBC recommend to the General Manager Personnel Department approval of the 2020 renewals, and 2021 rate caps or guarantees as applicable, for all LAwell Program benefits service providers:
1. Kaiser Permanente (Kaiser) for 2020 renewal of the Staff Model Health Maintenance Organization (HMO) plan (1.38% increase)
2. Anthem Blue Cross (Anthem) for 2020 renewal of the Preferred Provider Option (PPO) (2.78% increase), Narrow Network HMO (2.78% increase), Full Network HMO (2.78% increase), and Vivity HMO (2.78% increase) plans with accompanying 2021 7.0% rate cap for all Anthem plans
3. Delta Dental (Delta) for 2020 renewal of the LAwell Dental PPO (no premium change), HMO (no premium change), and Preventive (no premium change) plans with accompanying guarantee of no premium increases in 2021 for all Delta plans
4. EyeMed for 2020 renewal of the LAwell Vision Plan (no premium change) with accompanying guarantee of no premium increase in 2021
5. The Standard for 2020 renewal of LAwell Life (no premium change), Disability (no premium change), and AD&D (no premium change) plans with accompanying guarantee of no premium increases in 2021-2022 for the Disability plan
6. Optum for 2020 renewal of the LAwell Support Plus – Employee and Family Assistance Program (EFAP) (no premium change)
7. WageWorks for 2020 renewal of LAwell Tax-Advantaged Spending Accounts (no premium change)

The Committee unanimously adopted this motion.

A motion was then made by Tony Royster and seconded by Neil Guglielmo that the JLMBC approve recommended program design changes for Plan Year 2020:

1. Basic Disability Insurance – Increase the monthly disability maximum benefit amount by $99 from $3,268 to $3,367.
2. Healthcare Flexible Spending Accounts (HFSA) – Increase the annual maximum contribution for the HFSA by $50 from $2,650 to $2,700.

The Committee unanimously adopted this motion.

A motion was then made by Tony Royster and seconded by Neil Guglielmo that the JLMBC receive and file information regarding projected LAwell Program expenditures for Plan Year 2020; the Committee unanimously adopted this motion.

A motion was then made by Tony Royster and seconded by Neil Guglielmo that the JLMBC direct the Personnel Department to transmit a report from the JLMBC Chairperson and Vice-Chairperson to the Los Angeles City Council (City Council) for recommended adoption of the 2020 LAwell Plan; the Committee unanimously adopted this motion.
6. Committee Report 19-26: LAwell Program Benefit Service Provider Goals, Metrics, and Data Reporting

Mr. Montagna presented this report. He invited Robin Rager from Keenan and Associates (Keenan) to provide a high level overview of the goals, metrics, and data sets that are being developed as a result of the various benefit provider summits held with LAwell benefit service providers over the past year. Mr. Rager explained that the benefit service providers provided a vast amount of data and the challenge for Keenan and staff was to identify which data to focus on in order to measure progress consistently across carriers. Mr. Rager referred to page two of the presentation and stated that this was a draft template of the proposed metrics for each provider which identified the source of the metric, the populations being tracked, and how the metric would be tracked. He further explained that these metrics may vary year to year as staff and Keenan work with the carriers to further refine the data set. Mr. Rager then provided additional explanation of some of the metrics that are being proposed including registration, participation rates in managed care programs, prevalence rate for chronic conditions, and paid claims for chronic conditions. He stated that baseline measures will be established based on the metric being established, comparable public sector agency results, and goals set by the Committee. He stated as an example that chronic conditions will be reported on an annual basis and trends will most likely be seen within three to four years of tracking this data.

Next, Mr. Rager explained that Keenan and staff are working with both Anthem and Kaiser to identify meaningful health metrics. He stated that the metrics proposed for Anthem include member participation and engagement, preventative care, chronic conditions, and condition management. He explained that member participation and engagement will be measured based on member usage of Anthem’s website and various mobile apps such as Live Health Online and the mobile health app. He added that preventative care will be measured based on member registration and participation in Anthem programs such as the Future Moms Program and preventive screenings/immunizations. He stated that benchmarks will be established and compared against Anthem’s book of business and other comparable public entities. Mr. Rager then referred to pages five to seven of the report and explained that chronic conditions will be tracked using a variety of metrics including measuring the number of members with chronic health conditions, participation in pre-diabetes programs, and utilization of emergency room visits. Wendy Macy asked when trends and results from wellness initiatives and member targeted campaigns will be evident in the metrics being proposed. Mr. Rager responded that the timeframe for measuring meaningful progress can be as frequent as quarterly or less frequent as annually and will depend on the initiatives that are being implemented.

Mr. Rager then discussed the Kaiser health metrics that are being proposed on page eight of the report. He stated that the metrics categories are similar to the metrics proposed for Anthem including member participation and engagement, preventative care, and chronic conditions. However, he explained that Kaiser tracks the metrics for condition management differently than Anthem noting that Kaiser focuses on condition control when measuring chronic conditions. He stated that for the health risk metric,
Kaiser tracks prevalence rates for pre-diabetes, obesity, hypertension, and other conditions.

Mr. Rager stated that for Optum, the City’s EFAP provider, the metrics that will be tracked are member participation and engagement with core services. Mr. Rager then referenced the Delta Dental metrics template on page 13 of the report noting that member participation and engagement will be tracked by website registration and utilization by dental procedure. Lastly, he explained that for EyeMed, member participation and engagement will be measured by the number of vision exams as a percent of total members and chronic conditions will be measured by diagnosis of high risk conditions such as diabetes and hypertension.

He stated that metrics for The Standard, Limeade, WageWorks, and the LIVEwell Wellness Program are still under development. Mr. Rager then referred to pages 15 through 18 of the report for examples of the data dashboards that will be used to track member behavior and outcomes and provide comparisons over multiple years. Mr. Guglielmo inquired how Mr. Rager planned to highlight trends or areas of improvement. Mr. Rager responded that Keenan and staff will review the metrics on an ongoing basis to look for common trends and variables that might fluctuate from year to year. He added that Keenan and staff will also work with the Committee to establish goals and work with the carriers to implement strategies and campaigns to achieve those goals. Mr. Guglielmo advised that customer satisfaction and utilization metrics be included in measuring service level of each of the carriers. Mr. Montagna stated that the carriers provide reports on these metrics as part of their contracted performance guarantees and this information can be incorporated into the data dashboards. Mr. Sanders asked how rapidly the data can be used to measure meaningful progress and help improve member health. Mr. Montagna responded that changing member behavior and health outcomes will take some time and Keenan and staff are working together to identify and establish metrics that could be used for identifying the primary health issues and cost drivers among the City’s workforce and guiding the development of strategies for optimizing the health of City employees.

A motion was made by Tony Royster and seconded by Neil Guglielmo to receive and file the report regarding LAwell Program benefits service provider goals, metrics, and data reporting; the Committee unanimously adopted this motion.

7. Committee Report 19-27: LIVEwell Program Update

Leo Reyes presented this report. He began by providing updates for Wellness activities and programs held in March and April of 2019. He stated that in the month of March, the focus of the LIVEwell program was on healthy eating habits. He stated that the March newsletter promoted cooking demonstration classes and the “Nutrition at Your Fingertips” webinar which provided employees with tips on preparing healthy meals without a recipe.
Mr. Reyes next provided an update on education classes held in March. He stated that staff coordinated cooking demonstration classes at nine locations which were attended by a total of 325 employees. He added that staff also coordinated a maternity wellness workshop which was attended by 82 employees. He explained that the maternity workshop provided information for expecting mothers and fathers on practices, tools, and maintenance to support a health pregnancy.

Mr. Reyes then provided updates for the month of April. He stated that the April LIVEwell newsletter focused on stress management and provided information about massage clinics, promoted the “A Laugh A Day Keeps Stress Away” webinar, and included tips on how to reduce stress. He indicated staff coordinated 11 massage clinics which were attended by a total of 465 employees.

Mr. Reyes next provided an update on engagement metrics. He reported that from June 1, 2018 to April 31, 2019, fiscal year 2018-19 engagements have surpassed staff’s goal of 6,000 and are at 7,774 total engagements.

Next, Mr. Reyes provided an update on LIVEwell Local events. He stated that staff participated in the Department of Transportation’s Health Fair and Sanitation’s New Employee Orientation. He explained that for the health fair, staff provided information and flyers about upcoming wellness classes and for the new employee orientation, staff promoted LIVEwell resources and encouraged employees to complete the 2019 LIVEwell wellness survey.

Mr. Reyes then provided a summary of the results of the Feel Like A Million Challenge which was held in February. He noted that 1,323 employees participated in the challenge in which participants logged daily activities to earn virtual dollars. Mr. Reyes indicated participants created teams and the top five teams with the highest amount of virtual dollars received rewards. He added that the top ten individual participants also received rewards. Mr. Reyes stated that employees reported healthy changes in their habits and provided a sample of survey results to support this including an increase of 29.8% of employees that reported they ate between 4 and 10 vegetables per day, an increase of 32.5% of employees that reported they exercised for 30 minutes or more four to seven days a week, and an increase of 31.1% of employees that indicated they felt rested and energized upon waking up. Mr. Reyes indicated that employees provided very positive feedback and felt that the challenge helped them improve their healthy habits tremendously.

Mr. Reyes then provided an update on the LIVEwell survey. He stated that staff is continuing to review and analyze the results of the survey which will be presented at a future Committee meeting.

Lastly, Mr. Reyes discussed the preparations for the LIVEwell Wellness Festival. He stated that the second LIVEwell Wellness Festival will be held on June 11, 2019 at the City Hall South Courtyard. He added that many partners will be present, including all LAwell benefit service providers, other City Departments, and staff from the Mayor’s
Office. He explained that several services will be also be provided, such as health screenings, chair massages, onsite dentist consultations, and vision condition consultations. Mr. Guglielmo inquired if LIVEwell classes are recorded and available online. Mr. Reyes responded all classes are recorded and available on the LIVEwell website.

A motion was made by Steve Koffroth and seconded by Tony Royster to receive and file the report regarding LIVEwell Program developments, updates, and activities; the Committee unanimously adopted this motion.

**8. REQUEST FOR FUTURE AGENDA ITEMS**

None.

**9. NEXT MEETING DATE**

A meeting was noted for July 3, 2019 at 9:00 a.m.

**10. ADJOURNMENT**

The meeting was adjourned at 3:23 p.m.

*Minutes prepared by staff member Gabriela Cortes.*