Date: November 1, 2018

To: JLMBC

From: Staff

Subject: Employee Assistance Program (EAP) Transition Update

RECOMMENDATION
That the JLMBC receive and file the EAP transition update for September-October 2018.

DISCUSSION

A. EAP Transition Background

At its special meeting on May 31, 2018, the JLMBC recommended the selection of Optum as the Employee Assistance Program (EAP) administrator for the City of Los Angeles LAwell Civilian Benefits Program (LAwell Program). This recommendation was pursuant to a Request for Proposal (RFP) for EAP services that was released on December 13, 2017.

Staff and Optum conduct weekly transition meetings to successfully guide the transition of EAP service providers. The transition timeline of key milestones and current status is attached to this report as Attachment A.

B. EAP Transition – Current Status

(1) Program Branding – Staff worked with Optum to review options for branding and promoting the program and new EAP website. The program will be identified as, “Live And Work Well: Employee Assistance Program.” The EAP website will be liveandworkwell.com. On the website and communication materials the Live and Work Well name will be displayed prominently and use the color green in the word “Well” to tie in the EAP with the LAwell Program. Optum’s brand and logo will also appear, as shown in the image below.
The materials are designed to be user friendly and focus on quick, easy to read facts on particular service topics. Samples of communication materials are included in Attachment B.

Promotional efforts for Optum’s services will begin in January 2019 and continue throughout the year. Staff and Optum are working to establish an ongoing engagement strategy and metrics to build awareness, monitor engagement and utilization, and assess the success of various strategies.

(2) EAP Toll-Free Number – As previously reported to the JLMBC, the current EAP call center number (800-213-5813) will be retained and utilized by Optum. This will provide the smoothest transition for LAwell Program members. Staff worked with both Optum and the current EAP provider, Managed Health Network (MHN), to establish the administrative process and required timeline for porting the number from MHN to Optum during the month of December. Calls will be directed to MHN representatives through December 31, 2018. Starting on January 1, 2019, Optum representatives will begin answering calls. Staff is working with Optum to review call center features and functionality, such as the main menu, member greetings, and other prompts.

(3) Continuity of Care – Staff is working with MHN and Optum to address the handling of claims and services that may require continuous care around the go-live date of January 1, 2019. City staff, MHN, and Optum are creating a transition plan that identifies roles, responsibilities, and resources within each organization to ensure a smooth transition for all members who are receiving continuous services over the transition period.

To minimize transition service issues for members, MHN call center representatives have been provided with scripts and training to inform callers about the upcoming transition. MHN representatives will recommend to members that they review Optum’s provider network when selecting a provider from MHN’s network in the event the member may have a need for continuing care past the transition date. Members will be provided Optum contact information and Optum representatives will be prepared to assist members in determining if the provider is in Optum’s network.

(4) Communications for Introducing Optum’s Services – Staff is using this year’s Open Enrollment to provide first exposure to the EAP transition for employees. An EAP lunchtime seminar/webinar was held on October 11, 2018 at 11:30 am/12:45 pm, and focused on a review of EAP benefits. Optum co-presented at this seminar/webinar to review their services upon the transition. A total of 26 attendees participated in the seminar and 78 attendees participated in the webinar. In addition to this specific EAP seminar/webinar, EAP transition was a topic in the Benefits Overview seminar/webinar provided on five occasions during this year’s Open Enrollment.

Prior to implementation of services, members will receive a special mailing to their home. Information about Optum will also be distributed via Citywide email and posted on the LAwell Program website. Finally, Optum is providing worksite promotional materials (posters,
magnets, etc.) that can be provided to City departments and labor organizations to post at their facilities or distribute to members.

(5) **Critical Incident Response and Group Education Services** – Staff will be reaching out to departmental human resource liaisons throughout the City who utilize EAP services for their employees, including both group education as well as Critical Incident Response Services (CIRS) for traumatic events. Staff is currently developing a formal presentation with specific instructions on how to request services under Optum for departmental representatives and will schedule training sessions for human resources personnel in December. Informal discussions have already taken place with many departmental representatives.

Submitted by: ________________________________  
Paul Makowski

Reviewed by: ________________________________  
Jenny M. Yau

Approved by: ________________________________  
Steven Montagna
<table>
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<tr>
<th>MILESTONE</th>
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<tr>
<td>Confirm delivery schedule</td>
<td>3&lt;sup&gt;rd&lt;/sup&gt; Quarter 2018</td>
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<tr>
<td>Identify EAP components and administrative functions</td>
<td>3&lt;sup&gt;rd&lt;/sup&gt; Quarter 2018</td>
<td>Complete</td>
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<tr>
<td>Finalize EAP scope of services and sign off</td>
<td>3&lt;sup&gt;rd&lt;/sup&gt; Quarter 2018</td>
<td>Complete</td>
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<tr>
<td>Review and test website and member portal</td>
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<tr>
<td>Develop on-site meeting schedule and communication strategy</td>
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<tr>
<td>Finalize communication materials</td>
<td>4&lt;sup&gt;th&lt;/sup&gt; Quarter 2018</td>
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<td>Train call center staff</td>
<td>4&lt;sup&gt;th&lt;/sup&gt; Quarter 2018</td>
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<tr>
<td>Implementation</td>
<td>January 1, 2019</td>
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Working well can be a challenge with little (and not so little) ones underfoot. Our Child/Parenting Support gives you extensive services for families with children from birth to age 18.

Tell our specialists what services you’re looking for and any specific needs. We’ll research the options available in the area and find qualified choices for you and your child. You’ll receive detailed information for each option — including services offered, cost, professional credentials and contact information — via telephone, fax or email.

Parenting advice is just a phone call away
Call us anytime for personal consultation and expert information for any parenting questions you may have, including:

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• Child development
• Communicating with your teen
• Special needs children
• Separation anxiety

Finding childcare has never been easier
We’ll help find the best resources for all these and more:

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• Back-up childcare and sick-child care
• Nanny and au pair services
• Parenting classes and support groups
• Adoption agencies

Online anytime
You can also visit liveandworkwell.com to search for licensed childcare centers on your own. The site includes checklists to help you choose the care provider that’s best suited to your needs, plus helpful articles and tip sheets on a variety of child and parenting issues.

Get started today
To use Child/Parenting Support services, simply call the toll-free number provided below. Our specialists are available 24/7 to assist you. All calls and use of services are kept completely confidential. All referrals are free, but you may have to pay for any referred service you use.

Contact us anytime you need help with any of life’s concerns.

(800) 213-5813

TDD/TTY Dial 711 and enter the number above.
or log on to www.liveandworkwell.com
access code: CityofLA

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Work, children, friends, family — it all adds up to lack of time and sometimes overwhelming stress.

Let us do your legwork.
We can provide you and your loved ones with information and referrals for many of your personal needs. Just call. We’ll do the research and provide a list of service options in your area, or wherever you need them.

Look to us for information on a variety of services, including:

- **Household services.** Plumbers who work evenings, housekeepers, carpenters, dry cleaners, auto repair shops, electricians, landscapers
- **Shopping.** Clothing, antiques, sporting goods, specialty stores, shopping services for the elderly or disabled
- **Entertainment.** Theater tickets, golf, travel arrangements, kid-friendly restaurants, nightclubs, horseback riding, concerts, skydiving lessons
- **Health and wellness.** Fitness centers, urgent care clinics, all-night pharmacies
- **Personal services.** Apartment brokers, caterers, tailors, translators, dog walkers

When times are tough, WorkLife Services can help, with referrals including:

- **Adult/Elder Support Services.** For people who are aging or caring for adult and elder dependents, including caregiving, housing, transportation, meal services, senior activity groups
- **Child/Parenting Support Services.** Answers to parenting questions, resources for daycare, summer camps, adoption, sick-child care
- **Chronic Condition Support.** Non-medical support and resources for employees and dependents who have a condition like diabetes, arthritis or asthma

Our referrals are reliable.
Our Resource specialists conduct searches using our extensive database and make phone calls to find options that meet your needs. You’ll get up-to-date details — including what services are offered, how much they cost, professional credentials and contact information — by telephone, fax or email. What might have taken you hours takes just one call!

More than 100 Ways to Help You Manage Your Life
WorkLife Services help you navigate through life’s little (and big) issues. Our experts can locate the information, resources or referrals that help to streamline your life. Let us do your legwork.

Help Is a Phone Call Away!
Simply call the toll-free number included on this flyer or log on to www.liveandworkwell.com and enter your access code. All calls and use of services are confidential in accordance with applicable law. Contact us today.

Please note: While WorkLife Services and all referrals are included as part of your benefits, you will have to pay for any WorkLife Services you decide to use. Our specialists cannot book or purchase services on your behalf. This is an educational referral-based service only. Certain services may not be available in some benefit plans. Consult your benefit plan to know what is available.
More than 100 Ways to Help You Manage Your Life!

Here is a sample of the services available to you. Call today and receive personalized consultation and referrals in the following areas.

**CONVENIENCE SERVICES**
- Business Travel
- Health and Well-Being
- Home Improvements
- Household Services
- Yard and Lawn Care
- Shopping
- Entertainment
- Dining
- Nightlife
- Recreation
- Pet Services
- Travel
- Repair: auto, home
- Relocation
- Personal services: massage, spa services, acupuncture, etc.

**CHILD, FAMILY AND PARENTING SUPPORT SERVICES**
- Adoption
- At-Risk Pregnancy Support
- Before and After School Programs
- Certified Nurse Midwives
- Childbirth Issues
- Childcare Options
- Child Development
- Cooperative Preschools
- Dad’s Groups
- Day/Residential Camps
- Doula Services
- Emergency/Sick-Child Care
- Extended Day Programs
- Help with Parenting Questions
- Home Alone Services
- Infertility Resources
- Newborn Issues
- New Parent Support Groups
- Parent/Child Interactive Classes
- Parent Education Classes
- Postpartum Depression Support
- Prenatal Services
- Preschools
- Recreational Activities
- Sibling Support
- Special Needs Care
- State and Federal Government Nutrition and Health Programs for At-Risk and Low Income Parents
- State Subsidy Programs
- Step-Family Support Groups
- Summer Camps and Activities
- Summer Childcare
- Teen Parent Assistance Programs
- Transportation Services
- Community Programs for Seniors

**EDUCATIONAL RESOURCES**
(From kindergarten through adult)
- Adult Education Classes
- Alternative Educational Programs
- College Solutions
- Career Counseling
- Community College Programs
- Early Childhood Curriculums
- Early Intervention Programs
- Educational Advocacy Groups
- Enrichment Classes
- Home Schooling
- Individual Educational Plan
- International Study
- Kindergartens
- Nursery Schools
- Private School Resources
- Residential Schools
- Schools/Programs for At-Risk Youth
- Special Needs Programs
- Sports and Recreation Programs
- Technical Schools

**CHRONIC ILLNESSES AND CONDITIONS SUPPORT SERVICES**
- Advocacy
- Affordable Housing
- Assistive Technology
- Caregiving
- Condition-Specific Support
- Food Service and Nutrition Help Lines
- Living with a Disability
- Remodeling for Accessibility
- Respite Services
- Transportation
- Travel/Special Needs
- Work Issues

Contact us anytime you need help with any of life’s concerns.

(800) 213-5813

TDD/TTY Dial 711 and enter the number above.

or log on to
www.liveandworkwell.com
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What financial services are provided?
Our services include:
• Up to 60 minutes of no-cost phone consultations per financial issue with credentialed financial specialists
• Referrals to local financial professionals and planning resources
• Free worksheets and informative articles designed to help you with budgeting and other financial issues (delivered by email, mail or fax)

How can these services help?
We can help you address a wide range of financial topics, including:
• Budgeting
• Debt/credit management
• Retirement planning
• Saving for college
• Mortgage and auto loans
• Bankruptcy
• Protecting yourself from identity theft and credit card fraud
• ... and more

How do I get started?
To use these services, simply call the toll-free number provided below.

If you have other questions or want to know how we can help with other personal and work-related concerns, our counselors are available 24 hours a day, every day.

(800) 213-5813
TDD/TTY Dial 711 and enter the number above.
or log on to www.liveandworkwell.com
access code: CityofLA

Contact us anytime you need help with any of life’s concerns.

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