Date: April 4, 2019  
To: JLMBC  
From: Staff  
Subject: Benefits Third-Party Administrator (TPA) Transition Update

RECOMMENDATION
That the JLMBC receive and file the LAwell Program benefits TPA transition update for March 2019.

DISCUSSION

A. Benefits Third-Party Administrator Transition Background

At its special meeting on January 4, 2018, the JLMBC recommended the selection of Morneau Shepell (Morneau) as the TPA for the City of Los Angeles LAwell Program pursuant to a Request for Proposal (RFP) for benefits TPA services that was released on May 8, 2017. At that meeting, the JLMBC also requested that staff provide regular status updates to the JLMBC on the progress of the transition.

B. Transition Status

On April 1, 2019, the new benefits member portal and administration system, Ariel went live as scheduled. A summary of the key components used to track the status of the transition and project milestones is provided below and attached to this report as Attachment A.

1. Implementation Stages

Morneau developed a detailed implementation plan governing the transition. This plan included five stages for successfully completing the transition. A brief description of the tasks involved in each of these stages is provided in Attachment A. Each phase of the transition plan as described below was completed as scheduled.

- Pre-Implementation – Completed
- Discovery – Completed
- Design, Configure, and Build – Completed
- System and Acceptance Testing – Completed
- Transition to Ongoing Support – Completed
(2) **Conversion Data and Transition Timeline**

Final conversion data (contains all member enrollment, dependent, and beneficiary information at the final point of transition) was successfully transferred from Mercer to Morneau on March 19 and loaded into the new Ariel benefits administration system from March 20 to 24. Additionally, Mercer provided Morneau with a daily reporting of all coverage changes from the date the final conversion data was prepared to the end of the month. This list of daily changes eliminated a system conversion “blackout period.” The key tasks and completion dates for the delivery and loading of the conversion data is provided in **Attachment A** and summarized below.

- Final conversion data provided by Mercer to Morneau – March 19
- Final conversion data loaded by Morneau in Ariel benefits administration system – March 20 to 24
- Daily reporting of all coverage changes by Mercer to Morneau – March 14 to 29
- Data entry of all coverage changes since final conversion data loaded – March 25 to April 5
- Mercer benefits member portal and administration system decommissioned – March 31
- New benefits member portal and Ariel benefits administration system live – April 1

(3) **Benefits Member Portal and Ariel Benefits Administration System**

The old benefits member portal and administration system, Benefits Workstation provided through Mercer was decommissioned on Sunday, March 31. The new benefits member portal and administration system, Ariel provided through Morneau went live at 12 am on Monday, April 1. For the week of April 1 to April 4, Morneau provided on-site staff support at the Employee Benefits Division located in City Hall to assist with transition management issues. This staffing resource was extremely valuable to be able to quickly and efficiently identify and resolve any issues as they arose.

(4) **Eligibility and Payroll Data File Transfers**

Several rounds of testing to receive and load eligibility files (provides member coverage information) between Morneau and each LAwell Program benefit service provider (Anthem, Kaiser, Delta Dental, EyeMed, The Standard, and WageWorks) has been completed. Additionally, testing between Morneau and the City Controller’s Office to receive and load an ongoing payroll file (contains member deductions associated with benefit plan selections) has been completed. LAwell Program benefit service providers are scheduled to receive the first eligibility file from Morneau on April 10 and the Controller’s Office is scheduled to receive the first ongoing payroll file on April 15.

(5) **Communications**

**Transition Related Communications** – Staff worked with Morneau and benefits consultant, Segal to complete a variety of member communications prior to the April 1 go-live date. An overview of the communications plan is provided in **Attachment A** and the status of each task is described in further detail below.
• **Announcement Postcard** – A postcard announcing the new Call Center phone number and launch of the benefits member portal was mailed to all LAwell Program members on March 26. A copy of the final postcard is provided in Attachment B.

• **New Hire Enrollment Guide** – A new hire enrollment guide which includes the new Call Center phone number has been completed and was sent to new hires beginning April 1. For new hires receiving an offer of benefits coverage from the end of January through March whose 60-day window to enroll into benefits coverage overlapped TPA service providers, a one-page summary insert was included with the new hire package instructing employees to contact the Morneau Call Center after April 1. Employees can also enroll into benefits coverage online. However, no change to the website address for the member portal was required as the member portal is provided through a link posted on www.keepingLAwell.com.

• **Instructional Flyer** – An instructional flyer providing step-by-step directions on how to use the new benefits member portal has been completed and will be made available to members through multiple channels – printed handouts, included as an insert with the new hire enrollment guide, and via download on the www.keepingLAwell.com website.

• **Instructional Videos** – A total of two videos providing instructions for member portal registration (video 1) and how to use the benefits member portal (video 2) have been completed. Both videos are posted on the member portal and the www.keepingLAwell.com website for members to access and view.

• **Citywide Email Announcement** – An announcement regarding the change in benefits TPA administrators and new Call Center phone number was included in the Personnel Department’s newsletter that is scheduled to be distributed to City employees via email on April 8, 2019.

• **Worksite Posters** – Staff worked with Segal to develop a worksite poster for City departments to display at various City worksite locations. Using the same layout and design as the announcement postcard, the posters provide members with the new Call Center phone number and information on how to register their account on the new member portal. A sample of the worksite poster is provided in Attachment C.

• **Announcement Guide** – A draft announcement guide has been completed and is provided in Attachment D. The announcement guide provides additional details regarding the transition and highlights the new service enhancements available on the member portal including the ability to upload documentation, review current benefits coverage and plan information, and review outstanding actions. The guide encourages members to register their account on the new member portal and take action to perform “anytime events” such as updating beneficiary information and email addresses. The guide also includes a Frequently Asked Questions section to address common questions that members have regarding the transition and new member portal. Lastly, the guide provides City labor organizations the ability to add the name of their organization and an organization logo, if desired. Staff will reach out to and work with labor organizations to provide this customized guide if so desired. The informational content provided in the guide will also be repeated in this year’s upcoming Open Enrollment materials for Plan Year 2020.

• **Website Update** – The www.keepingLAwell.com website was updated with the link to the new member portal effective April 1. Additionally, the announcement postcard and instructional videos were posted on the website for members to view/reference effective April 1. The instructional flyer and announcement guide will also be posted to the website in mid-April.
• **Enrollment Reminders** – Staff is currently monitoring the number of members who have an open/outstanding enrollment window as of April 1 and will send a reminder notification via mail providing them with the new phone number of the Call Center and reminding them that elections can also be made via the new member portal. Staff will also work with the Morneau Call Center to reach out to as many employees as possible who still have an enrollment window open after the initial reminder notification is sent to ensure that they complete their elections.

(6) **Call Center**

• **Call Center Forwarding Message** – The old Call Center phone number provided by Mercer was decommissioned at the end of business on Friday, March 29 (the Call Center is not open on the weekends). A forwarding message on the Interactive Voice Response (IVR) system was activated on March 30 directing members to the City’s new Call Center phone number. The IVR forwarding message will be active for 60 days.

• **Call Center Activity** – Staff will provide an oral update on Call Center activity and call volume at the Committee meeting as it was not available at the time this report was released.

• **Call Center Culture Day Training** – Staff conducted a two-hour culture day training with Morneau Call Center staff on March 27 to help them learn first-hand about unique aspects of the City’s LAwell Program, common areas of inquiry from members, demographics of Program members, current administrative processes and member expectations relative to those processes, and other nuances of the City’s Program and its members. Following the conversion, staff will regularly review Call Center feedback with the Morneau team so that communications and workflow processes can be refined in the period between conversion and the upcoming 2019 Open Enrollment period.

Submitted by: ___________________________________________

Jenny M. Yau

Approved by: ___________________________________________

Steven Montagna
City of Los Angeles
Benefits Administration
Implementation Status

April 4, 2019
## Implementation Stages

<table>
<thead>
<tr>
<th>Pre-implementation</th>
<th>Discovery</th>
<th>Design, Configure &amp; Build</th>
<th>System and Acceptance Testing</th>
<th>Transition to Ongoing Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>January – February</td>
<td>March - April</td>
<td>April - December</td>
<td>October – March</td>
<td>February - March</td>
</tr>
</tbody>
</table>

### January – February
- Identify the Team
- Establish Project Governance & Cadence
- Agree on Roles and Responsibilities
- Discovery meeting preparation
- Complete Information Request
- Determine Project Milestones

### March - April
- Team Kick-off
- User interviews
- Identify manual processes & current pain points
- Begin drafting requirements workbooks
- Establish requirements sign-off procedures
- Create and secure sign-off on implementation plan
- Perform gap analysis
- Submit Data Request
- Start Contracting

### April - December
- Segment all development in to 4 phases
- Complete requirements workbooks and secure sign-off
- Create Contract
- Configure and perform data conversion
- Address Gaps
- Configure, function test then demonstrate each phase to the City upon completion

### October – March
- Perform user training
- Integration testing
- Coordinate user experience testing of member portal
- Parallel payroll testing
- Acceptance testing
- Data conversion sign-off
- Create user documentation

### February - March
- Finalize contract
- Incorporate feedback from user experience testing
- Complete training for all stakeholders
- Finalize all participant communications
- Finalize administration manual/procedures
- Finalize Call Center training
- Finalize procedures and communications on the transition conversion period
- Confirm readiness for all system users and operations and Call Center staff
- Confirm production systems readiness
## Delivery Schedule

<table>
<thead>
<tr>
<th></th>
<th>Q1 2018</th>
<th>Q2 2018</th>
<th>Q3 2018</th>
<th>Q4 2018</th>
<th>Q1 2019</th>
<th>Q2 2019</th>
<th>Q3 2019</th>
</tr>
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<tbody>
<tr>
<td><strong>Pre-Implementation</strong></td>
<td><img src="image1" alt="Progress" /></td>
<td></td>
<td></td>
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<tr>
<td><strong>Discovery</strong></td>
<td></td>
<td><img src="image2" alt="Progress" /></td>
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</tr>
<tr>
<td><strong>Phase One</strong></td>
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<td><img src="image3" alt="Progress" /></td>
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</tr>
<tr>
<td>Requirements. Design. Build</td>
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<tr>
<td><strong>Phase Two</strong></td>
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<td><img src="image4" alt="Progress" /></td>
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<tr>
<td>Requirements. Design. Build</td>
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</tr>
<tr>
<td><strong>Phase Three</strong></td>
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<tr>
<td>Requirements. Design. Build</td>
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<tr>
<td><strong>Phase Four</strong></td>
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<td><img src="image7" alt="Live Date" /></td>
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<td>Requirements. Design. Build</td>
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<tr>
<td><strong>Test</strong></td>
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<td><img src="image8" alt="Progress" /></td>
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<tr>
<td><strong>Transition</strong></td>
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<td></td>
<td><img src="image9" alt="Progress" /></td>
<td></td>
<td><img src="image10" alt="2019 Annual Enrollment" /></td>
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<tr>
<td>Training. Communications. Experience Testing</td>
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<tr>
<td><strong>Stabilization &amp; Project Closure</strong></td>
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<tr>
<td><strong>Annual Enrollment 2020</strong></td>
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<td><img src="image7" alt="Live Date" /></td>
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<tr>
<td>Planning. Rollout</td>
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## Proposed Milestone Dates

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Project Phase</th>
<th>Target Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify the team, roles and responsibilities</td>
<td>Pre-implementation</td>
<td>2/27/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>Complete information Request</td>
<td>Pre-implementation</td>
<td>2/27/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>Outline delivery schedule</td>
<td>Pre-implementation</td>
<td>2/27/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>User Interviews</td>
<td>Discovery</td>
<td>2/28/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>Outline requirements plan and sign-off procedures</td>
<td>Discovery</td>
<td>3/12/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>Project Work Plan complete</td>
<td>Discovery</td>
<td>4/17/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>Requirements Workshops 1 complete and client sign-off received</td>
<td>Discovery</td>
<td>5/4/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>Requirements Workshop 2 complete and client sign-off received</td>
<td>Discovery</td>
<td>5/18/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>Requirements Workshop 3 complete and client sign-off received</td>
<td>Discovery</td>
<td>6/7/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>Requirements Workshop 4 complete and client sign-off received</td>
<td>Discovery</td>
<td>7/31/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>Initial Data from Mercer to Morneau complete</td>
<td>Design, Configure, &amp; Build</td>
<td>9/7/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>Phase 1 Design, Configure and Build Complete (Member Portal)</td>
<td>Design, Configure, &amp; Build</td>
<td>9/12/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>Phase 1 Training Complete (Member Portal)</td>
<td>Acceptance Testing</td>
<td>9/18/2018 - 9/21/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>Phase 1 Client Sign-off (Member Portal)</td>
<td>Acceptance Testing</td>
<td>10/12/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>Begin Testing Interfaces with Carriers</td>
<td>Design, Configure, &amp; Build</td>
<td>12/17/2018</td>
<td>Complete</td>
</tr>
</tbody>
</table>
### Proposed Milestone Dates Continued

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Project Phase</th>
<th>Target Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phase 2 Design, Configure and Build Complete (Administrator Portal, Demographic Interface)</td>
<td>Design, Configure, &amp; Build</td>
<td>10/26/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>Phase 2 Training Complete (Administrator Portal, Demographic Interface)</td>
<td>Acceptance Testing</td>
<td>11/01/2018 – 11/02/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>Phase 3 Design, Configure and Build Complete (Payroll, Finalize Member Portal)</td>
<td>Design, Configure, &amp; Build</td>
<td>12/5/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>Phase 2 &amp; 3 Client Sign-off (Payroll, Finalize Member Portal)</td>
<td>Acceptance Testing</td>
<td>1/14/2019</td>
<td>Complete</td>
</tr>
<tr>
<td>Phase 4 Client Sign-off (Billing, Reporting)</td>
<td>Acceptance Testing</td>
<td>3/8/2019</td>
<td>Complete</td>
</tr>
<tr>
<td>Sign-off on Knowledge Base for the Call Center</td>
<td>Transition</td>
<td>3/8/2019</td>
<td>Complete</td>
</tr>
<tr>
<td>Call Center Acceptance Testing Complete</td>
<td>Transition</td>
<td>3/21/2019</td>
<td>Complete</td>
</tr>
<tr>
<td>Sign-off on Transition Plan Execution</td>
<td>Transition</td>
<td>3/22/2019</td>
<td>Complete</td>
</tr>
<tr>
<td>Production Data Conversion Begins</td>
<td>Transition</td>
<td>3/23/2019</td>
<td>Complete</td>
</tr>
<tr>
<td>Production Validation</td>
<td>Transition</td>
<td>3/28/2019</td>
<td>Complete</td>
</tr>
<tr>
<td>Ariel Benefits System Live Date</td>
<td>Transition</td>
<td>4/1/2019</td>
<td>Complete</td>
</tr>
</tbody>
</table>
# Communications Plan and Timeline

<table>
<thead>
<tr>
<th>Task</th>
<th>Target Release Date</th>
<th>Status</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Announcement Postcard</td>
<td>Mailed 3/26/19</td>
<td>Complete</td>
<td>Postcard announces launch of new member portal effective April 1. Mail to employee homes.</td>
</tr>
<tr>
<td>New Hire Enrollment Guide Special Insert</td>
<td>End of January through mid-March</td>
<td>Complete</td>
<td>For new hires whose 60 day window to enroll into benefits overlaps TPAs, an insert was included in the new hire enrollment guide instructing employees to call the prior TPA Mercer prior to April 1 and to contact the new Morneau Call Center after April 1 to make elections.</td>
</tr>
<tr>
<td>New Hire Enrollment Guide</td>
<td>4/1/2019</td>
<td>Complete</td>
<td>A new hire enrollment guide which includes the new Call Center phone number has been sent to new hires after April 1.</td>
</tr>
<tr>
<td>Instructional Flyer</td>
<td>Mid-April 2019</td>
<td>Draft complete</td>
<td>Flyer to be available through multiple channels – printed handouts, insert with new hire enrollment guide, download on <a href="http://www.keepingLAwell.com">www.keepingLAwell.com</a> website.</td>
</tr>
<tr>
<td>Instructional Videos</td>
<td>4/1/2019</td>
<td>Complete</td>
<td>Two videos have been posted on the member portal and <a href="http://www.keepingLAwell.com">www.keepingLAwell.com</a> with instructions for portal registration and how to use the site.</td>
</tr>
<tr>
<td>Citywide Email Announcement</td>
<td>4/8/19</td>
<td>Complete</td>
<td>Issue Citywide email informing members of launch of the new member portal and Call Center phone number.</td>
</tr>
<tr>
<td>City Department Worksite Posters</td>
<td>4/1/19</td>
<td>Complete</td>
<td>Posters with new Call Center phone number and instructions on how to register an account online provided to City departments to display at various City worksite locations.</td>
</tr>
<tr>
<td>Announcement Guide</td>
<td>Mid-April 2019</td>
<td>Draft complete</td>
<td>Guide highlights the new Call Center phone number, new services and features of the member portal, and provides instructions on member portal registration. Mail to employee homes and post on <a href="http://www.keepingLAwell.com">www.keepingLAwell.com</a>.</td>
</tr>
<tr>
<td>Update <a href="http://www.keepingLAwell.com">www.keepingLAwell.com</a></td>
<td>4/1/2019</td>
<td>Complete</td>
<td>Update website with link to the new member portal and post all communications including announcement postcard and videos for members to view/reference at any time.</td>
</tr>
<tr>
<td>Enrollment reminders for members in transition</td>
<td>Mid-April 2019</td>
<td>Upcoming</td>
<td>Reminder letter will be sent to any members with an enrollment window that was still outstanding at the time of transition.</td>
</tr>
</tbody>
</table>
## Conversion Data and Transition Timeline

<table>
<thead>
<tr>
<th>Task</th>
<th>Target Date</th>
<th>Status</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conversion data provided from current benefits TPA, Mercer</td>
<td>3/19/2019</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>Morneau loads conversion data</td>
<td>3/20/2019 – 3/24/2019</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>City staff and Morneau validate data</td>
<td>3/25/2019 – 3/29/2019</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>Current administration system reports coverage changes since conversion data loaded</td>
<td>3/14/2019 – 3/29/2019</td>
<td>Complete</td>
<td>This will be a daily report provided by current benefits TPA, Mercer</td>
</tr>
<tr>
<td>City staff and Morneau enter all coverage changes since conversion</td>
<td>3/25/2019 – 4/5/2019</td>
<td>In progress</td>
<td>This dual entry of elections during the data conversion process eliminates the need for a blackout period.</td>
</tr>
<tr>
<td>Current administration system is decommissioned</td>
<td>Close of business 3/29/2019</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>Ariel Benefits System goes live</td>
<td>4/1/2019</td>
<td>Complete</td>
<td></td>
</tr>
</tbody>
</table>
New resources. Improved services.

Your JLMBC labor and management representatives are excited to introduce a new benefits administrator providing improved online and customer support services to make it easier to manage your benefits!

To access services on or after April 1, 2019 please contact:

1.833.4LA.WELL
keepingLAwell.com
The LAwell Benefits Program has a new administrator to help you manage your benefits throughout the year. Resources and services include:

- Easy to use, mobile-enabled website
- Decision support tools and benefits information
- Enhanced online enrollment process

**Effective April 1, 2019,** access services at:

- [keepingLAwell.com](http://keepingLAwell.com)
  - Register your account using your employee ID
- **1.833.4LA.WELL** (833.452.9355) Monday to Friday from 8:00 a.m. to 5:00 p.m., Pacific Time.

Further details are coming soon in a separate mailing; or look for information and updates on [keepingLAwell.com](http://keepingLAwell.com).
New resources. Improved services.

**Effective April 1, 2019,** access your LAwell Benefits Program services at:

- **keepingLAwell.com**
  - Register your account using your employee ID

- **1.833.4LA.WELL**
  (833.452.9355) Monday to Friday 8:00 a.m. to 5:00 p.m., Pacific Time

**KEEPING LAwell**
City of Los Angeles Employee Benefits

**CHOOSEwell**
Health, Dental, Vision, Life, Disability, EAP, Tax-Savings Accounts
New resources. Improved services.

Your Joint Labor-Management Benefits Committee, {UNION}, and the LAwell Benefits Program are excited to introduce improved online and customer support services to make it easier to manage your benefits. Open Enrollment, which occurs during the month of October, is your annual chance to make benefit changes unless you have a qualifying life event during the year, such as marriage or birth/adoption. But you can perform any of these “anytime events” throughout the year:

- Update your beneficiary
- Make Transit and Parking account changes
- Provide your email address
- Review your benefit summary statement
- Learn more about using your benefits

Open this guide to read more about the new website features, completing an anytime event, and reporting a qualifying life event. You can also review some frequently asked questions. Additional information is available online at keepingLAwell.com or by calling 1-833-4LA-WELL.

1.833.4LA.WELL
keepingLAwell.com
Online Account Registration

Access your online account by visiting keepingLAwell.com and clicking on the link or button to access the Benefits Central Portal.

Your user name is your Employee ID. When you first use the system, your temporary password will be your birthdate and the last four digits of your Social Security Number. If you need help logging in, review the help link information on the login page, or call 1-833-4LA-WELL for assistance.

You’ll be asked to establish a new password and set security questions to complete your registration. That’s it! You will then have access to all of your current benefit information.

Easy To Use Navigation

Access the Benefits Central Portal from both your computer and mobile device. The tile-based website is designed to reconfigure for maximized functionality based on your device. An intuitive design also allows you to access content and start transactions in multiple ways. And a “Call to Action” notification system keeps you informed of any outstanding or required actions.
Anytime Events

The majority of your benefit options can only be changed during Open Enrollment or through a qualifying life event but there are a few items you can update and maintain throughout the year.

<table>
<thead>
<tr>
<th>What can I do any time of the year?</th>
<th>Why is this important?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Update your Beneficiary</td>
<td>Ensure that your death benefit is paid to the person of your choice</td>
</tr>
<tr>
<td>All LAwell members have a basic life Insurance benefit provided at no cost to you, and the ability to purchase additional coverage for yourself and/or your dependents. The beneficiary of your employee life insurance policy is separate from any other beneficiary designation you have on file with other City benefits (including your retirement options).</td>
<td></td>
</tr>
<tr>
<td>2. Make Transit/Parking Account Changes</td>
<td>Start or update an account</td>
</tr>
<tr>
<td>LAwell members can enroll in and make changes to a Transit Spending Account and Parking Spending Account at any time. Participating in these accounts allows you to put pre-tax dollars aside to pay for commuting options and non-City-administered parking costs.</td>
<td></td>
</tr>
</tbody>
</table>

To update your beneficiary information or enroll/make changes to your transit/parking account, select the “Make A Change” option through the tile or button. Then “Start” the anytime event.
Anytime Events, continued

The majority of your benefit options can only be changed during Open Enrollment or through a qualifying life event but there are a few items you can update and maintain throughout the year.

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<tr>
<th>What can I do any time of the year?</th>
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</tr>
</thead>
<tbody>
<tr>
<td>3. Provide your email address</td>
<td>Get emailed notifications of items requiring attention</td>
</tr>
</tbody>
</table>

*The Benefits Central Portal can send you email notifications if you provide a valid email address.*

Select the “Update My Email” tile from the home screen to provide a valid email address.

4. Review your benefit summary statement

Confirms what benefits you have and which dependents are covered

To verify your enrollment, access the My Elections window through your benefit summary or by selecting the “My Forms and Documents” tile. Once in the My Elections window, select your current coverage and review the information available on each tab, including Coverage and Dependent information.

5. Learn more about using your LAwell benefits

Find information regarding all the benefits available to you and your dependents

LAwell members have access to Medical, Dental, Vision, Support Plus: Employee and Family Assistance Program, Life Insurance, Disability Insurance, and four different Tax-Advantaged Spending Accounts: Healthcare, Dependent Care, Parking, & Transit.

Information about your benefits is located throughout the Benefits Central Portal. Review the “My Plan Information” section on the home screen for basic information, or search for key words using the search function at the top of each page.
Qualifying Life Events

If you experience a qualifying life event during the year you can elect benefit changes only if you report the event within 30 days of the event date. Marriage, Divorce, Birth, Adoption, etc. are examples of qualifying life events. Supporting documentation of your life event is also required to keep your changes in effect. Failure to complete the full enrollment within the timeline will result in removal of your life event change elections and any newly added dependents.

Report your life event over the phone at 1-833-4LA-WELL (833-452-9355) or through your online account at keepingLAwell.com. To report a life event online, follow these simple steps:

1. **Log in** to your account at keepingLAwell.com

2. **Report the event** within 30 days of the event date. Click the “Make a Change” button to open the Enroll/Change Tool. Select the applicable Life Event and press “Start.”

3. **Make benefit changes.** Add any applicable new dependents and complete your benefit election changes using the different steps available. Review and confirm that all your changes are correct on the ‘Finalize’ page. Click “Complete” to complete your enrollment.

4. **Upload your documents** to keep your new benefit elections in effect. Marriage and birth certificates, court documents, LAwell affidavits, and other documents can be securely uploaded to your online account. You have an additional 60 days to submit documentation, but don’t wait. A list of the required documents will be listed on your confirmation statement and is also accessed through your benefit summary or by selecting the “My Forms and Documents” tile.
Frequently Asked Questions

General Questions

What is changing?
The LAwell Civilian Employee Benefits Program has a new administrator to service its call center and Benefits Central Portal. This means that the LAwell Benefits Service Center toll-free phone number and online system will experience changes. All your benefit elections and dependent information in the current system will carry over to the new system.

Effective April 1, 2019, access LAwell benefits in one of the following ways:

Phone: 1-833-4LA-WELL (833-458-9355)
Hours: Monday-Friday
8:00am – 5:00pm PST
Online: keepingLAWell.com
Email: per.EmpBenefits@lacity.org
Fax: 213-978-1623

Are my benefits changing?
No. The benefit menu available to you has not changed. There is no change to any of your LAwell benefits as a result of this administrative change.

What has changed with the online portal?
The new Benefits Central Portal allows you direct access to your benefits information in a user friendly environment. Enhancements include:

• Easy to use, mobile-enabled website
• Decision support tools and benefits information
• Email alerts (valid email required)
• Secure online document submission

What do I need to do now?
No action is required. However, if you would like to access your online account to change your beneficiary or transit/parking account amounts, or report a life event online, you will have to register your account. Visit keepingLAWell.com to register.
Account Information

Does my account information with benefit providers change?

No. Your keepingLAWell.com account is separately administered from the accounts you may have with each LAwell benefit provider (e.g. Anthem, Kaiser, Delta Dental, Wageworks, etc). You will experience no change in your access to these provider accounts as a result of these Benefits Central Portal changes.

My birthdate is incorrect. How do I fix it?

Your birthdate comes from the City’s payroll system. Please contact your department’s human resources and/or payroll section to update this information.

Can I make changes to my benefit elections when the account administrator changes?

No. This is an administrative change only and does not permit employees to make changes to their regular benefit elections. Under Internal Revenue Code rules, benefit elections can only be changed outside of the annual open enrollment period if you experience a qualifying life event. However, you can make “anytime event” changes, as mentioned on pages 3 and 4 of this guide.

Will I be required to update my personal information?

No. Your current employee information including your name, birthdate, and address, comes from the City’s payroll system. Please contact your department’s human resources and/or payroll section to update this information.

However, email addresses do not come from City records. An email address is not required but you may update this information at any time to receive email notifications.

Will I need to add or update my dependent information?

No. All your current dependent information rolled over into the new system.

I reviewed my covered dependents and I need to make a correction. What do I do?

If your requested change is in relation to a qualifying life event that occurred within the last 30 days, you can report the life event through your online account or by calling the call center.

For all other inquiries, please contact us at 1-833-4LA-WELL or email your inquiry at per.empbenefits@lacity.org.

Who can I talk to if I have questions?

Call the call center at 1-833-4LA-WELL (833-458-9355), between the hours of 8:00am – 5:00pm pacific time, Monday to Friday.
New resources. Improved services.

Your Joint Labor-Management Benefits Committee, {UNION}, and the LAwell Benefits Program are excited to introduce improved online and customer support services to make it easier to manage your benefits. Additional information is available online at keepingLAwell.com or by calling 1-833-4LA-WELL.