



City of Los Angeles

2024 Carrier Introductions

December 7, 2023



2024 LAwell Program Providers

Anthem Blue Cross / Blue View Vision

PPO and HMO medical insurance provider covering 35% of LAwell's total medical plan enrollment. Effective 2024, Anthem's Blue View Vision will be LAwell's new vision plan provider continuing to provide EyeMed's network to employees.

Kaiser Permanente

HMO medical insurance provider covering 65% of the LAwell's total medical plan enrollment.

Delta Dental

Dental PPO, Preventative, and HMO plan provider for LAwell supplying employees with dental plan options at various price points and coverage levels.

The Standard

Basic Life and Short/Long Term Disability insurance provider for LAwell. Employees can elect additional group insurance coverages including, Supplemental Life, Accident Death & Dismemberment (AD&D), and Buy-up Disability voluntary insurances.

Optum

Support Plus: Employee & Family Assistance Program (EFAP) provider for employee counseling services (5 sessions per issue per year), employee and manager trainings, employee critical incident response services, and additional work/life digital and telephonic support services.

WageWorks

Tax-Advantaged Spending Account plan administrator providing Healthcare Flexible Spending Accounts (HCFA) and Dependent Care Reimbursement Accounts (DCRA) allowing employees permanent tax savings on qualified plan expenses.

TELUS Health

LAwell's benefits third-party administrator providing on-going employee support with benefits enrollment, online benefits portal, and call center customer service.

Virgin Pulse

New health and wellbeing administrative services provider launching in April/May of 2024 supporting employee wellness through digital health programming and on-demand health coaching support.



Medical & Vision
Anthem Blue Cross / Blue View Vision

presented by
Nicole Harber, Account Management Executive

Anthem Blue Cross

Presented by: Nicole Harber, Account Management Executive

2023 HIGHLIGHTS

Onsite Concierge- Lorena Gomez

- Available for onsite or virtual one-on-one consultation and education
- Dedicated to The City of LA
- Glowing member feedback

Vivify HMO

- Expansion to Sydney App
- Custom communication campaign to 2,662 households. The email and mail communications highlighted the value of Vivify.
- Vivify enrollment increased to 1,972 members – growing by 6.4%

Blue View Vision Implementation

- Strong partnership and flexibility
- Custom Mailer, Email, and OE communications
- User-Friendly Microsite members
- Strong presence, at all 4 OE meetings, with over 350 attendees

Commitment to Wellness

- Provided a wellness stipend of \$705,488 for the City's 2023 wellness initiatives
- As part of the wellness funding, we supported, 647 virtual classes and 12 cooking demos

Financial Savings & Stability

- 9.9% renewal offer for 2024
- \$196m+ in network savings, an increase of 3.3% from prior year

Sydney App

- 5.5% increase in member registration rate
- Addition of Nutrition Tracker and Meal Plan
- Easier access to Care Manager recommendations
- Consolidated EOB view
- Electronic ID Cards

Medical Ally – 2nd Opinion Resource for your PPO members:

- Seasonal email and mail campaign.
- Get a second opinion, manage day to day stress of a condition, ask your doctor the right questions, understand your diagnosis and alternative treatment options

Anthem Health Guide

- Concierge Customer Service Model for your PPO Members
- Personalized education, scheduling appointments, care gap alerts, connecting members to clinicians and programs
- 1,142 unique member interactions

2024 NEW OFFERINGS AND ENHANCEMENTS

Virtual Care Expansion

- New Virtual Care Center

PPO Members

- Addition of Virtual Primary Care-Condition care support
- Virtual preventive care planned for 2Q24 rollout

Vivify HMO

- Continued investment in Concierge and Nurse Advocate Model.
- Streamline inter-Vivify referral process

Blue View Vision

- 2 additional custom email campaigns
- 3 pop up clinics with access to routine eye exam and frames

Building Healthy Families

- Maternity support for the whole family. Education and tracking tools for preconception, pregnancy, and raising children.
- Connect with a coach by chat or email in addition to phone

Financial Savings & Stability

- 2025 renewal guaranteed not to exceed 11.9% increase

Enhancing Member Services

- Click to chat feature added as a convenient option for direct access to our member services team

Commitment to Wellness

- Providing a wellness stipend of \$690,833 for the City's 2024 wellness initiatives

My Health Check-In

- New Health Assessment
- Greater emphasis on whole health, more brief, simple, and actionable

Behavioral Health Provider Enhancement

- Inclusion of virtual providers such as Path to increase member access. Average times to 1st appointment is 3 days

Medical Kaiser Permanente

presented by
Michelle Garay, Senior Executive Account Manager

Kaiser Permanente

Presented by Michelle Garay, Senior Executive Account Manager

Current highlights as we close out the 2023 plan year:

- Hybrid Open Enrollment- Virtual and In Person
- Headspace Care (Ginger) – Text Based – Behavioral Support
- Expanding Technology – API Technology (Application Programming Interface)

Most excited for Investment Efforts in 2024

- Virtual Care
- Mental Health Care
- Diversity
- Equity and Inclusion

Dental

Delta Dental

presented by

Michele Bodie, Director Account Services National Accounts

Delta Dental

Michele Bodie, Director Account Services National Accounts

Utilization Highlights

- Network Utilization remains steady at 94%
- Savings from Provider discounts sits at \$12.7M
- Network Update
 - 5,500 CA Utilized Providers
 - 1,146 providers added in CA
 - 5,627 Nationwide Utilized Providers
 - 8,407 providers added nationally

Enhanced Member Experience

- LifePerks - Discounts on products, services, memberships and more
- BrushSmart - Savings on home oral health care products
- Virtual dentistry – Remote consultations with a dentist
- Wellness resources – Online articles, recipes, videos and more

Life, AD&D, and Disability

The Standard

presented by

Jennifer Queen, National Accounts Consultant

Darin Plotnick, Onsite Account Specialist

The Standard

Presented by: Jennifer Queen, National Accounts Consultant & Darin Plotnick, Onsite Account Specialist

Highlights since we saw you in July:

- Connected EOI Implementation, September 2023
 - Direct invitations and reminders now sent by Standard
 - Pre-filled application for members and dependents
 - Trend of increased auto approval rate
- In Person Benefit Fair attendance

Most excited for in 2024

- New employer portal
- Continued expansion of Onsite Account Specialist role
- Program analysis and recommendations

**Support Plus:
Employee & Family Assistance Program (EFAP)
Optum**

presented by
Maryam Miller, Senior Client Services Manager

Optum

Maryam Miller, Senior Client Services Manager

Current highlights as we close out the 2023 plan year:

- High overall engagement through Q3 for EFAP program which is up 13.7% from this time last year
- Increased utilization on Live and Workwell website showing a 10.4% increase
- Top 3 presenting issues for EFAP are legal, anxiety and relationship support
- Top three issues for Support Plus are housing, childcare and convenience services

Coming in 2024:

- Developing comprehensive marketing strategy with the City to build more awareness of EFAP benefits
- Q1 redesign of the Live and Workwell website

Tax-Advantaged Spending Accounts

WageWorks / HealthEquity

presented by

David Hanley, Sr. Service Delivery Manager

HealthEquity

David Hanley, Sr. Service Delivery Manager

Current highlights as we close out the 2023 plan year:

- FSA open enrollment period ended 10/31/23. 2024 open enrollment participation is expected on 12/7.
- FSA participation increased from 3,314 participants in 2022 to 3,608 participants in 2023.
- Benefit Education Program – Customized open enrollment engagement program including webinar presentations (live or on demand recordings), flyers, and email campaigns.
- Employee Engagement – End-of-year balance reminder email campaign.

HealthEquity

David Hanley, Sr. Service Delivery Manager

Most excited for in 2024:

- For taxable years beginning in 2024, the Healthcare Flexible Spending Account pre-tax limit has increased from \$3,050 to \$3,200. For employers who offer the carryover option, the maximum carryover limit has increased from \$610 to \$640. Pilot
- Expedited Claims Pilot – Leveraging artificial intelligence (AI) to quickly sort and identify eligible claims expenses and accelerate claims filing and processing time.
- New Mobile App – We are re-building our mobile app to improve navigation, stability, and simplicity.
- Stacked Card – One card for Healthcare FSA and Commuter accounts.

Benefits Third-Party Administrative Services

TELUS Health

presented by
Kevin Kanoon, Vice President

TELUS Health: Who we are

Presented by Kevin Kanoon, Vice President

TELUS Health is a global healthcare leader, delivering digital innovation to improve total wellbeing across **physical, mental and financial health**, providing the full spectrum of primary and preventive care.

We provide **Health and Welfare Benefits Administration Services** (enrollment, website, call center) to over **25,000** City of Los Angeles members for the past **4.5 years**.

68M health care lives covered



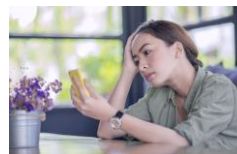
115k clients



580M digital health transactions



160+ countries served



Our mission is to be the most trusted wellbeing company in the world

TELUS Health Continuous Support

2023

- Implementation of additional process improvements:
 - Further reduced processing time on member communication
 - Call Center - Contact Lens - mitigates escalations to City Mgt and Labor groups
 - Implemented Connected EOI process with The Standard
- Completion of 2024 Open Enrollment (on time and with accurate results)
 - PEW process improvement (with quality and timeliness)
 - Implemented new vision vendor
 - Call center training and Work Force Management - City culture training (positive engagement/feedback)
- >97% Member satisfaction of call center contacts

2024

- WorkDay implementation
- Expanded Services with extension (Expanded virtual assistant - AVA, Enhanced document upload, SSO)

Wellness Third-Party Administrative Services Virgin Pulse

presented by

Rachel Grossman, Director Public Sector Employer Solutions, West

Virgin Pulse

Presented by Rachel Grossman, Director Public Sector Employer Solutions, West

Introduction to Virgin Pulse:

Virgin Pulse will provide the City's civilian employees a single destination from which to access all their health and wellbeing benefits including the industry's leading digital health programs and certified coaches on-demand. From mental health programming to preventive care reminders to team challenges and employee recognition tools, we keep employees highly engaged with daily nudges, gamified programs, and a one-of-a-kind experience. Our engagement approach will kick-start healthy habits and help your people stick to them...well into the future.

Our solution is designed to guide your employees to close gaps in care, take action to improve their health and wellbeing, and connect them to resources that can make a difference. By providing a single destination that connects them with digital health tools, coaches, guides, and the benefits navigation that they need, we effectively lead them through every step of their wellbeing journey.

Trusted by more than 100 Public Sector Organizations including State of Arizona; City of Phoenix, AZ; Maricopa County, AZ; City of San Antonio, TX; Williamson County, TX; Maine Education Association Benefits Trust; Montgomery County, MD; City of Alexandria, VA; City & Schools of Virginia Beach, VA. ***We look forward to our partnership with the City of Los Angeles.***

Implementation – structure

Strategy & Priorities

GOAL

Confirm requirements & high-level user experience design to structure platform

WORKSTREAMS INITIATED / CON'T

- Contracting
- IT & Security
- Platform & incentive design – *strategy focused*

Estimated duration:
2 - 4 weeks or 0.5 -1 months

Requirements

GOAL

Confirm detailed requirements for program management & engagement; Build on requirements

WORKSTREAMS INITIATED / CON'T

- Platform Design – *detailed requirements*
- Eligibility & data & partner integration
- Analytics & reporting
- Member Engagement / Communications / Partners
- Workplace Wellbeing staff

Estimated Duration:
+ 4-8 weeks or +1-2 months

Launch Execution

GOAL

Confirm platform configuration & prepare for go-live

WORKSTREAMS INITIATED / CON'T

- Champions
- Launch readiness
 - Platform review
 - Member Services prep
 - Internal soft launch
- Member Engagement - Teaser information
- LAUNCH!
Estimated Duration:
+ 2-4 weeks or +0.5-1 months

Soft Launch
March-April

Full Launch
April-May