

DER Year in Review & Looking Ahead to 2017

- ▶ Administration & Compliance Highlights
- ▶ Risk Management & Safety
- ▶ Healthcare
 - Stabilizing Cost Trends & Metrics
- ▶ Wellness
 - Programming Changes & Metrics
- ▶ Total Worker Health
- ▶ Targeted Workforce Planning
- ▶ Community Outreach and Education

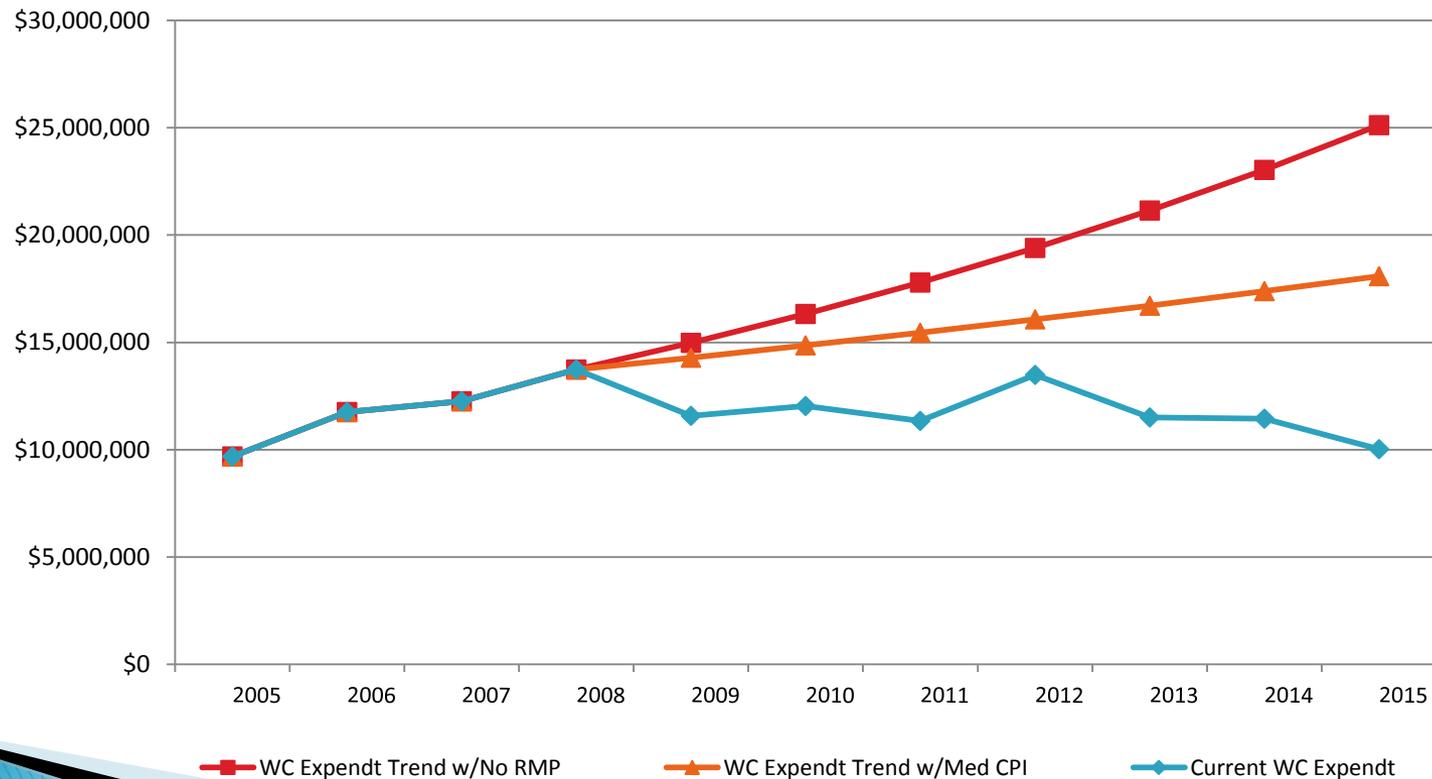
Administration & Compliance Highlights

- ▶ Successfully met all ACA healthcare recordkeeping and reporting requirements by deadline dates
- ▶ Revised City's ADA policy
 - Developed and implemented practical guide and training for managers to deal with ADA challenges
- ▶ Fall training sessions for HR Supervisors on options for filling vacancies and conducting structured interviews
- ▶ Implemented career ladders in DPW Forestry and MHD (for PHNs)
- ▶ Implemented pay progression practices for general city employees that required assessment of employees performance
- ▶ Reached voluntary settlements with MPA and MPSO
- ▶ Prevailed in arbitration proceedings with Local 215
- ▶ Implemented complex pay provisions requiring pension contributions from all public safety personnel

Risk Management/Safety Looking Back

- ▶ In 2015 and 2016 continued positive trend of last 7 years reducing injury rates and WC expenditures through Risk Management Program (RMP) implemented in 2009
 - RMP and the requirement to develop annual safety plans by analyzing injury data and identifying appropriate interventions resulted in avoided costs of \$30M over 7 years

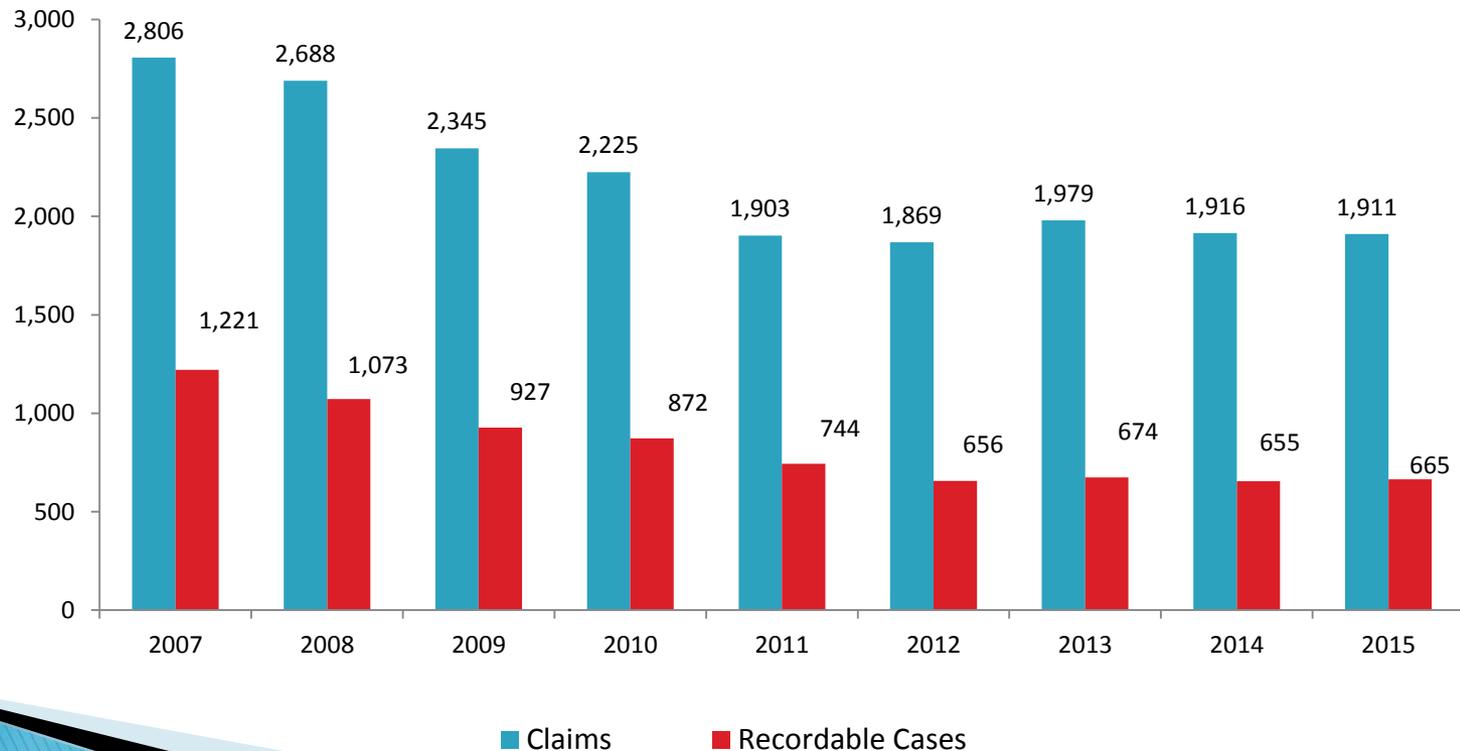
WC Expenditures Trend vs Current



Risk Management/Safety Look Back

- ▶ Avoided costs are a direct result of:
 - 29% reduction in overall WC claims since 2008
 - 38% reduction in recordable cases since 2008
 - 35% reduction in the incidence rate since 2008
 - 62% reduction in lost workdays since 2008

WC Claims & Recordable Cases



Risk Management/Safety Looking Back

- ▶ Side Benefit of Risk Management Program:
 - Departments became more engaged in safety initiatives and promoting overall employee health and well-being
 - Examples: MFD Fitness Initiative, DPW Athletes Among Us, Pilot PT program in DPW
- ▶ In the fall of 2015, DER received approval to negotiate a contract with a TPA for the administration of WC claims for City employees

Project Timeline	Dates
RFP Release	October 2015
Proposals Due	November 2015
Proposal Evaluations	Dec 2015 & Jan 2016
Oral Presentations	February 2016
Site Visits	February 2016
Reference Checks	March 2016
Contract Negotiations	April/May 2016
Initiate Implementation Plan	June/July 2016
Program Inception	October 2016

Looking Forward: TPA Transition

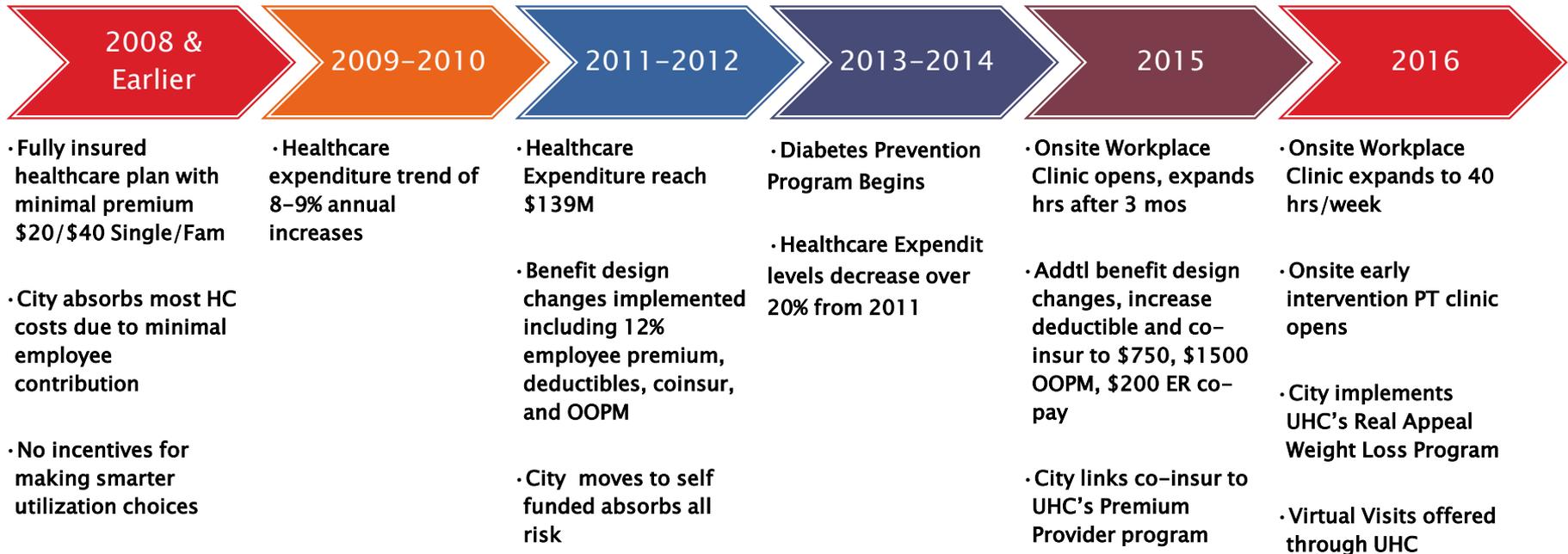
- ▶ Effective Oct 3rd, Gallagher Bassett became the City's third party administrator for all worker's compensation claims
- ▶ The transition to GB for WC claims provides:
 - Access to a nurse immediately after the injury occurs to provide employee guidance for care
 - Access to outcomes based medical providers
 - Medical and field case management services to ensure the most appropriate care for the injured employee and to help the employee or his/her family address the employee's medical needs
 - Tools to identify loss trends, help implement the appropriate interventions, and minimize or prevent future risks
 - Improved experience for injured employees including a mobile App that provides 24/7 access to claim information, payment status and access to Medical Awareness Card and Rx Card
- ▶ The City's Workers' Compensation Division will be staffed by a limited number of employees who will oversee the contract with GB and serve as a liaison between GB and City departments
- ▶ Two New Staff Functions
 - Loss Control and Prevention Coordinator
 - Disability Management Coordinator

Looking Forward: TPA Scorecard

Develop TPA Scorecard

- ▶ Department specific loss control interventions based on employee feedback and loss trends
- ▶ Industry comparisons / best practices
- ▶ Impact of availability of Bridge to Work Program
- ▶ Impact of Case Management services for complex medical cases
- ▶ Impact on litigation costs
- ▶ Impact on nurse triage on ER utilization and overall medical costs
- ▶ Impact of Rx benefit management on drug utilization

Healthcare Looking Back: Journey



- Many partners to get to this point
- Collaborative effort between DER, Budget, Administration, and Council Members supporting all steps that we've taken
- Difficult journey with a lot of tough decisions
- Keeping employees at the forefront, maintain quality benefit at a good value

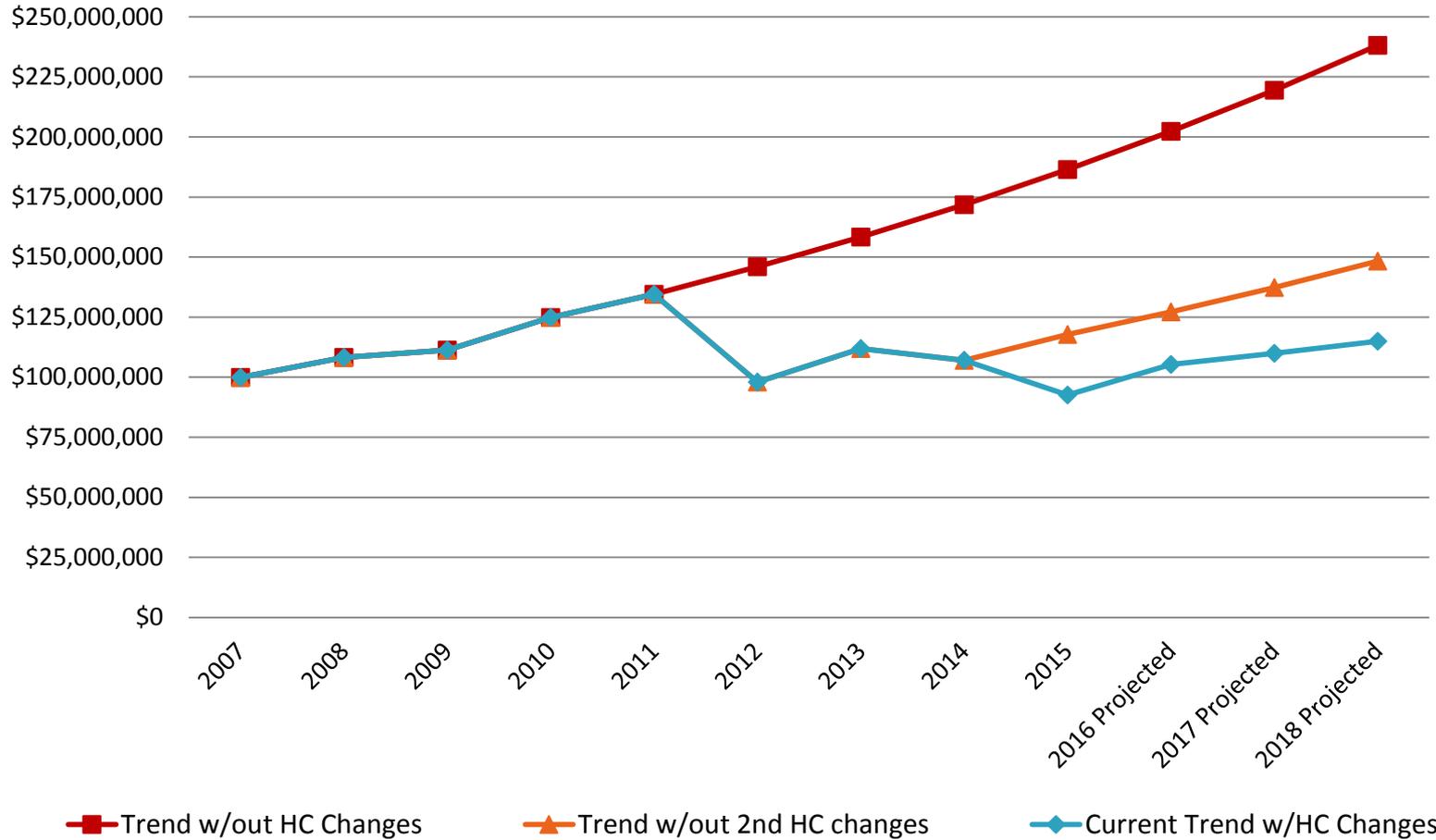
Healthcare Looking Back

- ▶ Healthcare design changes made in 2012 and 2015 have stabilized expenditure levels
 - Employees making smarter utilization choices
- ▶ **\$150M in avoided Healthcare Costs from 2012–2016**
- ▶ From 2014 –2015
 - Premium Provider Utilization increases 8.7% to 36.2%
 - Results in \$4.0M in additional healthcare savings
 - ER visits decreased 7% while Urgent Care visits increased 4.5%
 - Office Visits decreased 6.8% while Preventive Care remained the same
 - Paid PMPM decreased 1.4%, from \$316 to \$311.76
- ▶ Workplace Clinic consistently expands hours to 40 hours per week
 - Clinic has almost 1,900 visits in 2015
 - On track for 4,000 visits in 2016
- ▶ Early Intervention PT Clinic opens to address pains, strains, etc. before becoming healthcare or worker's compensation claim
 - Clinic hours are doubled within 3 mos due to high demand
- ▶ City offers Real Appeal Weight Loss program free for employees/spouses
 - 900 individuals registered
 - 676 enrolled
 - At Risk enrolled: 87%
 - Total Pounds lost: 3,200

Current Healthcare Expenditures / Outlook

Reversing the Trend: \$150M Avoided Expenditures

Health Care Expenditure Trend



Healthcare Looking Forward: Active Employees—**FLAT FOR 6 YEARS**

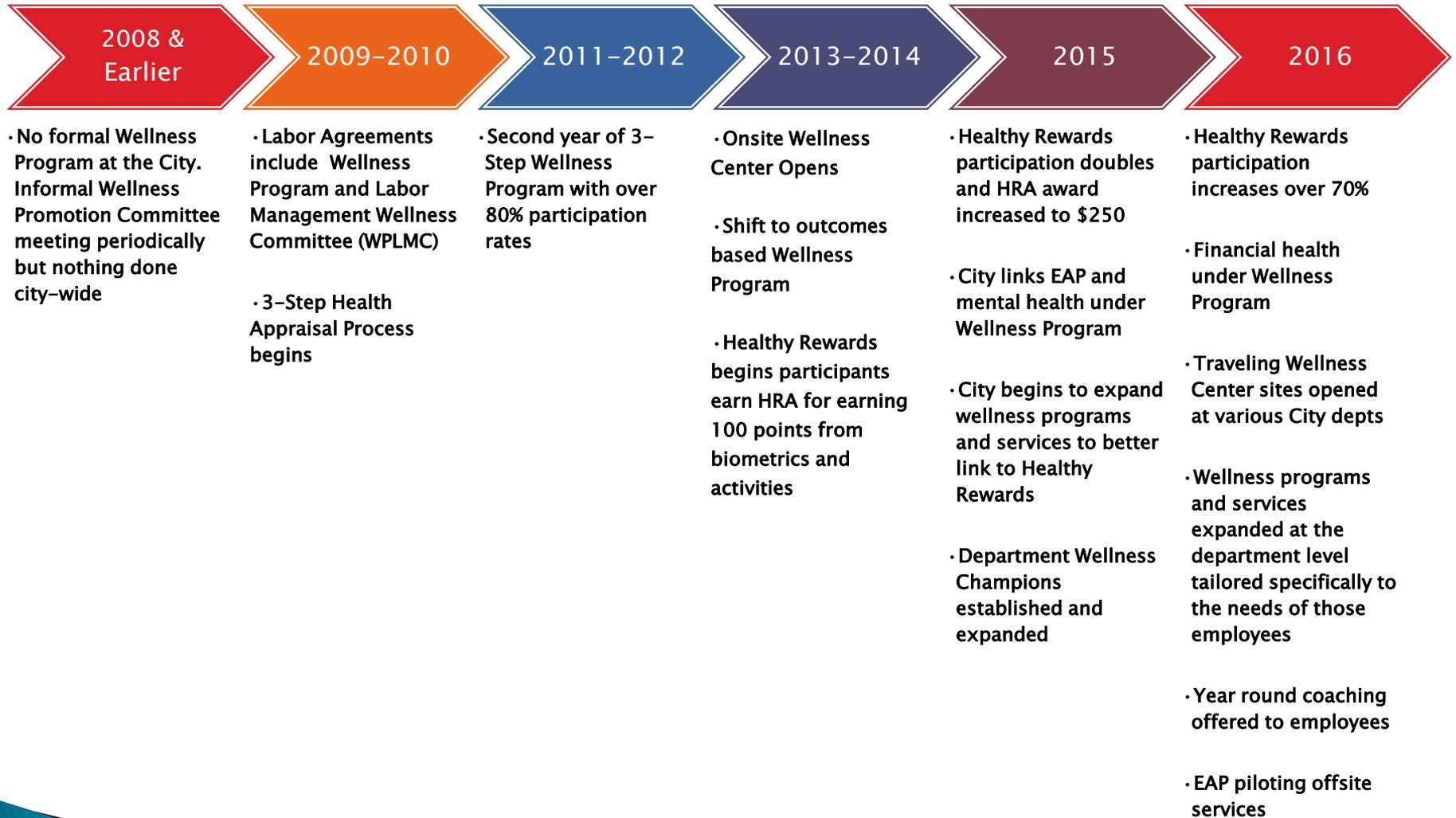
	EPO CHOICE PLAN FOR ACTIVE EMPLOYEES											
	2012		2013		2014		2015		2016		2017	
HEALTH PLAN TIERS	EPO Total Monthly Premium	Employee Monthly Rate	EPO Total Monthly Premium	Employee Monthly Rate	EPO Total Monthly Premium	Employee Monthly Rate	EPO Total Monthly Premium	Employee Monthly Rate	EPO Total Monthly Premium	Employee Monthly Rate	EPO Total Monthly Premium	Employee Monthly Rate
Single	\$624	\$75	\$537	\$64	\$622	\$75	\$622	\$75	\$617	\$74	\$617	\$74
Employee + Spouse	\$1,248	\$150	\$1,074	\$129	\$1,244	\$149	\$1,244	\$149	\$1,234	\$148	\$1,234	\$148
Employee + Child(ren)	\$935	\$112	\$805	\$97	\$933	\$112	\$933	\$112	\$926	\$111	\$926	\$111
Family	\$1,872	\$225	\$1,610	\$193	\$1,865	\$224	\$1,866	\$224	\$1,851	\$222	\$1,851	\$222

- ▶ City's total family premium cost has decreased 1% since 2012
 - Nationally the cost of a family premium has increased 20%
- ▶ Employee benefit design components are significantly lower compared to other large employers
 - Average Monthly Premium \$96 for single (30% Higher than City) / \$379 for family (71% Higher than City)
 - Average Deductible \$800 Single / \$2,210 Family compared to \$750 Single / \$1,500 Family for the City
- ▶ In 2017, projected healthcare cost per contract will be 8% lower than 2011

Healthcare Looking Forward

- ▶ Expand Onsite Clinic Services to best meet the needs of our employees and their families
- ▶ Work with UHC to collect and organize aggregate data on employee health metrics and key risk factors to better inform programs and policy decisions
 - Population risk score
 - Gaps in care
 - Preventive visits including age and gender appropriate screenings
 - ER and Urgent Care Visits
 - Prevalence of Chronic Disease and long term trend
 - Number of catastrophic cases
 - Office Visits
 - Premium Provider Utilization
- ▶ Offer healthcare programs that are tailored to needs of employees and their families
- ▶ Continue to hold Vendor partners accountable, be engaged with our programs, and assist with employee communications

Wellness Looking Back: Journey



Wellness Program Looking Back



▶ 3 Step Health Appraisal Program

- High participation
 - 80% since program started
- Blood Pressure Decreases 18%:
 - 45% normal in 2010
 - 55% normal in 2015
- Tobacco Usage Decreases 26%:
 - 19% using in 2010
 - 14% using in 2015
- Glucose/Diabetes Remains Flat:
 - 80% normal in 2010
 - 81% normal in 2015
- Pre-Diabetes Decreases 23%:
 - 16% in 2010
 - 13% in 2015

▶ Healthy Rewards Program

- Participation steadily increases since inception
- 70% increase from 2015 to 2016

Cohort = 4112	Optimal Range	Average Biometrics	
		2010	2015
Total Cholesterol	<200	190.8	189.1
LDL Cholesterol	<100	115.4	110.5
HDL - Male	>40	46.5	48.5
HDL - Female	>50	57.0	60.9
Triglycerides	<150	122.1	123.7
Glucose	<100	93.0	94.0
Systolic BP	<120	120.4	118.3
Diastolic BP	<80	76.1	74.7
Waist - Male	≤40	39.1	40.3
Waist - Female	≤35	35.8	37.0
PHRS Score	≥85	74.2	73.2

Green cells indicate improvement

Wellness Program Looking Forward

- ▶ Continual expansion of Wellness Programming and Services
 - Year round coaching, continuing Registered Dietician nutrition coaching, blood pressure checks, diabetes prevention programming
- ▶ Traveling Wellness Center sites opening at DPW locations, Municipal Court, Libraries
- ▶ Launch of Wellness Newsletter to better communicate wealth of programs and services
- ▶ Expansion of EAP services and programs
 - Piloting services at offsite City locations
- ▶ Revamped Diabetes Prevention Program to begin in 2017
- ▶ Re-assess key components of Wellness Program
 - Identify ways to make interactions more meaningful based on employees readiness to change
- ▶ Work with Wellness Partners to refine data and produce improved scorecard metrics and ROI measures

Breaking Down Siloed Initiatives

Healthcare

Switch from insured HMO to self-funded EPO

Expand health plan model from 2-tier single/family to 4-tier

Implement 12% healthcare premium for employees

Develop changes to encourage smarter utilization \$500/\$1000 deductibles, 10% coinsurance, and \$1000/\$2000 OOPM

Goal: Maintain reasonable benefit and encourage smarter utilization

Data to drive decisions

Use Wellness Program to increase health awareness

Link design to UHC Premium Providers

Wellness

City negotiates creation of Wellness Program with fee for non-participation

Develop a program for employees by employees and engage unions to increase buy-in

Increase employees' health awareness

Invest in program to help mitigate long-term healthcare expenditure trend

Implement 3-Step Health Appraisal Process with lab work, questionnaire and coaching

Address employees concerns about privacy and confidentiality

Implement outcomes based Healthy Rewards

Worker's Compensation / Safety

DER and Budget Office develop Risk Management Program (RMP) for injury prevention

Bridge disconnect between workplace safety at department level and workers compensation expenditures budgeted under DER

RMP designed to increase department accountability for accident prevention strategies and cost containment measures

Help departments understand how/why injuries happen, identify ways to prevent injuries, minimize lost work days and expedite return to work options

Implement pilot onsite PT program

Total Worker Health/Employee Wellbeing Initiative

Establishing a Workplace Culture that enhances employees' lives and increases employee engagement ensuring that employees are **“Well at work, Well at home, Well into retirement”**



Opportunities to Integrate City Programs & Policies

EMPLOYEE AND EMPLOYEE'S FAMILY						
Health & Wellness	Physical Environment & Safety	Work Life Balance	Work Experience	Financial Security	Philanthropy Community Recreation	Policy Environment
Affordable Healthcare Insurance	Risk Assessment & Management Programs	Generous Paid Time Off Benefits	Career and Skills Development/ Ladders	Deferred Comp	United Performing Arts Fund	Equal Employment Opportunity
Resources to access healthcare and address needs	Return to Work Programs	FMLA	Professional Development	Retirement Planning & Benefit	Combined Giving	Anti-Harassment Policy
Workplace Clinic & Early Intervention PT Clinic	Medical Case Management	Holiday Pay	Positive Supervisor & Employee Relations	Accrued Time Off Donor Program	Blood Drive	Grievance Procedure
Wellness Center and Wellness Program	Priority Care 365 (Nurse Triage at onset of injury)	Alternative Work Schedules	Transfer & Promotional Opportunities	Life Insurance	Bublr Bikes Discounts	Meet and Confer
Disease Management	Safety Plans	Funeral Leave	Educational Leave	Financial Counseling	Bus Fare	Due Process
EAP Program		Medical Leave	Onsite Training and Development	Disability Insurance	Cell Phone Discounts	Just Cause
Real Appeal & Diabetes Prevention			Job Security	Terminal Leave		ADA

Total Worker Health Integration Model

- ▶ Establish and implement a model of total worker health or employee wellbeing
- ▶ Better align all programs, services, benefits and initiatives
- ▶ Host Vendor Summit to educate, foster, and promote cross communication between all benefit partners
- ▶ Require benefit partners to link employees to programs and services that fit their needs
 - Ensure we are meeting employees where they're at on their path to good health
- ▶ Increase employee awareness of available options and resources
 - Address healthcare and wellness needs of employees and their families
 - Creation of “Tools for Wellbeing” so employees understand total benefit package and how to utilize
- ▶ Recruitment and retention tool for new and existing employees

Targeted Workforce Planning

▶ WHAT:

- A DER initiative designed to assist departments their strategic and operational goals with the workforce they will need to achieve those goals.

▶ WHY:

- Turnover and vacancy rates impact the ability of the Departments to deliver quality and timely services.
- Vacant positions place a significant burden on current employees to double their efforts to maintain levels of service.
- Need to shift department's tendency to wait for a vacancy to happen to start planning for how that vacancy will be filled.

▶ HOW:

- Produce department specific reports that will identify key workforce demographic information to be used to create staffing plans:
 - Departmental workforce demographics (race, gender, years of service, generation)
 - Retirement Eligible employees in the next 5 years
 - Separations by reason – 8 years
 - Resignations – problem areas
 - Number of hires/rehires
- Understand positions that experience high turnover rates and have eligible lists ready for use for departments
- Identify positions where DER can support dedicating resources to implement continuous recruitment
- Educate hiring managers of all options available when filling positions.
- Ensure regular and appropriate use of Auxiliary Resource Program.
- Consider the design and administration of one selection process for comparable jobs with similar competencies and minimum requirements.
 - Maximize use of list created from that process

Targeted Workforce Planning Sample Report

Department Demographics

Race	Female	Male	Total	% - Race
AMERICAN INDIAN	2	0	2	0.9%
ASIAN	8	3	11	5.1%
BLACK	36	18	54	24.9%
HISPANIC	21	4	25	11.5%
WHITE	91	34	125	57.6%
TOTAL	158	59	217	100%
Gender as a %	72.8%	27.2%	100%	

Eligible for Service Retirement*

Department/Title	2016	2017	2018	2019	2020
CLINIC ASSISTANT	4	4	4	4	4
ENVIRONMENTAL HEALTH SPEC	3	3	3	6	7
MICROBIOLOGIST	2	2	3	3	3
OFFICE ASSISTANT III	5	5	6	6	6
PROGRAM ASSISTANT I	1	3	4	5	5
PUBLIC HEALTH NURSE	11	12	14	15	15
Total Eligible for Retirement – All Titles	54	62	75	82	86
Total Employees = 217	24.88%	28.57%	34.56%	37.79%	39.63%

Separations

	2008	2009	2010	2011	2012	2013	2014	2015	2016	Total
Total Separations	28	25	32	36	27	33	29	27	12	249
Discharge					3	4	1	2		10
Involuntary Separation	3	1	1	2	2	1				10
Retirement	8	10	16	14	5	12	7	7	6	85
Resignation	17	14	15	20	17	16	21	18	6	144
Average Employees for the year	265	260	252	229	230	225	217	226	217	
Percentage of Annual Separations	10.6%	9.6%	12.7%	15.7%	11.7%	14.7%	13.4%	11.9%	5.6%	

Total Percentage (Separation Reason) from 2008-2016

Discharge	4.02%
Involuntary Separation	4.02%
Retirement	34.14%
Resignation	57.8%

Community Outreach and Education

▶ Principle

- The City as a large employer benefits from attracting, hiring and developing local talent committed to serving and improving our community

▶ Strategies and Programs

- Aimed at raising awareness of employment opportunities within the City

▶ Create a Brand

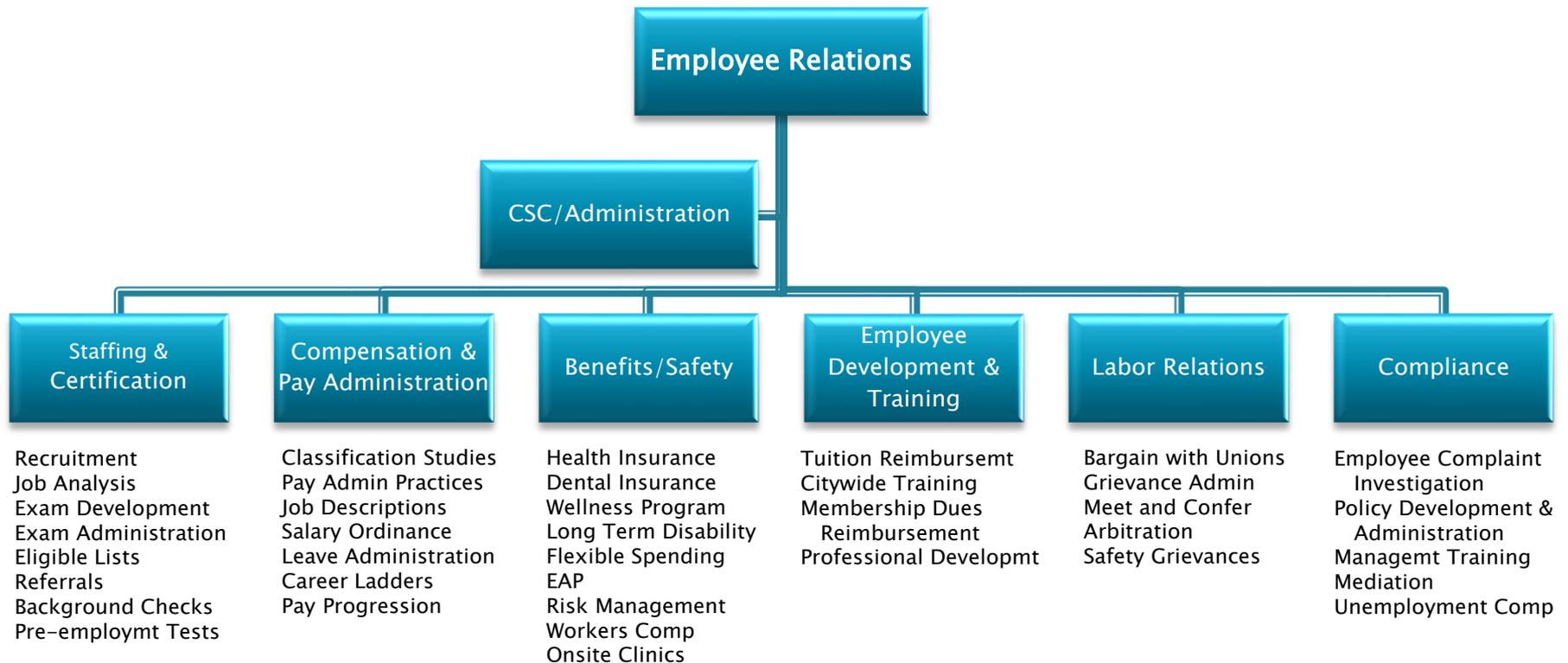
“RECRUIT OUR OWN, HIRE OUR OWN, GROW AND DEVELOP OUR OWN”

▶ Community Outreach

- Job Specific application and test taking training at multiple locations
 - ODW in October 2016
- “How to apply for a job with the City” community sessions
 - 2017 Goal: 2 per Aldermanic district
- DPW STEM Job Fair: Discovery World Museum, May 20, 2017
- DER staff can post vacancies/information regarding City hiring in:
 - Aldermanic newsletters
 - Social media
 - Town hall meetings

Reference Only

DER Organization



2017 DER Budget Overview

	2016 Adopted Budget	2017 Proposed Budget
Total FTEs	55.03	46.13
DER Expenditures		
Salaries/Wages	\$3,063,519	\$2,575,186
Fringe Benefits	\$1,470,489	\$1,158,834
Operating Expenditures	\$386,990	\$304,315
Equipment	\$2,000	\$2,000
Special Funds	\$82,000	\$104,000
Total DER Budget	\$5,004,998	\$4,144,335
Large SPAs		
Worker's Compensation	\$12,000,000	\$11,000,000
Healthcare/Wellness	\$115,390,480	\$113,950,000

DER Current Vacancies

- ▶ Labor Negotiator
 - Vacant since 7/11/16
 - Recruitment process underway
- ▶ Program Assistant I
 - Vacant since 7/4/16
 - WC staff to fill
- ▶ Health and Wellness Coordinator
 - Vacant since 7/18/16
 - Recruitment process underway
- ▶ Human Resources Rep
 - Vacant since 8/1/16
 - WC staff to fill

General City Resignations by Job Title	2010	2011	2012	2013	2014	2015	2016	Grand Total
OPERATIONS DRIVER/WORKER	1	7	1	7	11	12	21	60
PUBLIC HEALTH NURSE	6	8	6	9	10	7		46
PARKING CHECKER	3		7	4	5	10	4	33
LIBRARY CIRCULATION ASST I		1	2	5	5	12	6	31
URBAN FORESTRY SPECIALIST	1		4	2	4	7	4	22
URBAN FORESTRY SPEC TR			1		5	6	5	17
CITY LABORER						7	7	14
CITY LABORER (SEASON)	4	1	2	3	4			14
CIVIL ENGINEER II		1		2	3	3	3	12
CITY LABORER (REG)	1	3	2	2	1	1		10
LIBRARY YOUTH EDUCATOR		1	2	1	3	2	1	10
CUSTODIAL WORKER II-C L			1	1	4	3		9
ELECTRICAL MECHANIC		2		2		3	1	8
OFFICE ASSISTANT II		1			1	4	1	7
PUBLIC HEALTH NURSE 1							7	7
WATER METER TECHNICIAN			1	1	2	3		7
LIBRARIAN I		2	1	1	1	2		7
OFFICE ASSISTANT III	2	1	1	2			1	7
WATER DISTRIB REPAIR WORKER II		1	1	1	3			6
COMMUNICABLE DISEASE SPEC	2				1	3		6
COMMERCIAL CODE ENFCMNT INSPR				2		4		6
OFFICE ASSISTANT I				1		2	3	6
VEHICLE SERVICES TECHNICIAN I					2	1	3	6
PUBLIC WORKS INSPECTOR I	1				1	3	1	6
RESIDENTIAL CODE ENFCMNT INSPR			3	1	1	1		6
PROGRAM ASSISTANT II		1				4	1	6

General City Resignations by Department

Department	2010	2011	2012	2013	2014	2015	2016	Grand Total
ASSESSOR'S OFFICE				1	2	1		4
BOARD OF ZONING APPEALS		1		1			1	3
CITY ATTORNEY	1	3		3	1	3		11
CITY TREASURER	1	1	2	1		1	1	7
COMMON COUNCIL – CITY CLERK	1	2	2	5	2	1	3	16
COMPTROLLER		1	1	2	3		2	9
DCD	1	5	1	3		4	1	15
DEPT OF NEIGHBORHOOD SRVCS	2		5	7	10	19	5	48
DER				1	2	2	1	6
DOA	2	3	1	1	2	4	3	16
DOA ITMD			3	3	2	3	4	15
DPW-ADMIN	1		4	2		2	1	10
DPW-INFRA	8	14	11	11	13	19	16	92
DPW-OPS	5	9	11	14	31	39	37	146
DPW-PARKING	3	1	8	5	6	12	4	39
DPW-SEWER	1	2	4	4	3	2	2	18
DPW-WATER	3	6	5	3	11	10	8	46
ELECTION COMMISSION							1	1
EMPLOYEE'S RETIREMENT SYSTEM		1		1			1	3
FIRE AND POLICE COMMISSION		1		1			1	3
HEALTH DEPARTMENT	16	20	17	16	21	18	21	129
MPL	1	7	8	14	18	23	11	82
MUNICIPAL COURT	1				4	1	3	9
PORT OF MILWAUKEE			1	2	1		2	6
Grand Total	47	77	84	101	132	164	129	734

Staffing Activity	Responsible Party
Vacancy Request ✓ Personnel requisition/update job description)	Hiring Authority
F&P Approval	Hiring Authority and Budget Staff; F&P Committee
Evaluate Options for Filling ✓ Reinstatement ✓ Promotion w/o exam (IV-9 or (IV-6) ✓ Existing or comparable eligible list ✓ Transfer/promotional ✓ New original exam (creation of new eligible list)	DER works with Hiring Authority
Transfer/Promotional ✓ Draft and post announcement sheet ✓ Evaluate candidates ✓ Refer all eligible candidates to department	DER (in consultation with Hiring Authority)
Original Exam ✓ Identify recruitment sources ✓ Execute recruitment plan, including advertising ✓ Identify Subject Matter Experts (SMEs) ✓ Perform job analysis (observation; interviews; questionnaire) ✓ Prepare and post announcement sheet ✓ Develop the exam components (Written; structured interview; performance; evaluation of training and experience or combination) ✓ Administer exam components ✓ Score the exam ✓ Review conviction record of eligible candidates ✓ Create eligible list ✓ Refer the top 5 scores to the department for interview	DER (in consultation with Hiring Authority)
Interview Candidates from Referral ✓ Schedule interviews ✓ Create interview questions ✓ Select final candidate ✓ Perform verifications/conviction review, if needed ✓ Extend offer (conditional) ✓ Schedule finalist(s) for pre-employment drug screen and physical	Hiring Authority

Reducing the Time to Fill Vacancies

▶ **Workforce Planning**

- Staffing Division representatives provide demographic and recent/projected separation information to departments to proactively develop succession plans and to anticipate vacancies.

▶ **Assignment of HR Representatives as departmental contact**

- The four HR Representatives will be assigned to customer departments to offer advice regarding various options to fill vacancies and to anticipate when a vacancy will be approved by F&P that will require a transfer/promotional or open/competitive exam, so steps are completed ahead of time (e.g. job analysis and creation of announcement sheet).

▶ **Selection Process Timeframe evaluation and goal setting**

- The DER Staffing Division is evaluating the average amount of time each type of selection process currently takes (e.g. evaluation of Training and Experience only; evaluation of training and experience and oral examination; written exam; written exam and performance exam) to set goals for reduction of each timeframe in 2017.
- **Goal of the Staffing Division is to reduce the timeframe for filling vacancies for open and competitive exams to under 90 days; currently the average for open/competitive exams is 93 days and for transfer/promotional is 54 days.**

▶ **Establish timeframes during initial departmental meetings**

- HR representatives will work with the customer department for each vacancy to establish a timeframe for completion of open and competitive processes, enabling each to understand the time required for each portion of the selection process and to gauge actual timelines compared to the initial estimate.

Reducing the Time to Fill Vacancies

- ▶ **Standardization of Customer Feedback**
 - Departments will provide feedback following every transfer/promotional and open/competitive process regarding the quality and timeliness of the selection process. This feedback will guide efficiencies, particularly in open/competitive processes.
- ▶ **Use minimum passing score if limited number of applicants and certify all candidates for interviews by the hiring department**
 - Successful examples include: Urban Forestry Manager; FPC Staffing Services Manager, Traffic Control Engineer, Architectural Designer II (Michael Krause), Architect III), Water Quality Manager, Public Health Nurse Supervisor, Automated Systems Specialist, Street Repair District Manager, Fleet Systems Manager and Building Maintenance Supervisor.
- ▶ **Consolidate oral board exam component with the departmental interview when appropriate**
 - Successful examples: Health Project Assistant–DAD, Community Analytics Analyst; Civil Engineer I/II; System Integration Manager
- ▶ **Purchase raters module from JobApps**
 - Subject matter experts will be able to rank and rate applicants from remote locations; paperless ratings and viewing of application materials will eliminate paper costs and reduce DER lead time.
- ▶ **Deliver training sessions for in Fall 2016 for hiring managers to learn how to better plan and manage staffing needs**
 - The first session was delivered on September 15, 2016; additional sessions will be added in 2017.

DER Ensures Hiring and Promotions are Fair, Inclusive and Promote Diversity

- ▶ Performing job analysis, consistent with legal requirements, to ensure that all exam components are job-related and minimum requirements are reasonable and legally defensible.
- ▶ Encouraging departments to use a competitive selection process for filling vacancies.
- ▶ Independently screening applications for transfer/promotional opportunities to ensure the candidates that the department considers meet the minimum requirements.
- ▶ Utilizing diverse panels for T&E, oral and performance exams; panels are “experts” in the field and include evaluators from outside City employment.
- ▶ Recruiting from professional and community organizations that include or are targeted to women and people of color.
- ▶ Providing computer kiosks in our foyer to enable anyone without a computer to apply for any City position; City job application will soon also be easily accessible by cell phone.
- ▶ Providing testing accommodations to applicants with disabilities; examples include a reader, a large-print booklet, a signer or extra time.
- ▶ Providing training and guidance to hiring departments to ensure that their hiring processes are fair, inclusive and meet legal requirements.
- ▶ Providing “How to Apply for a Job with the City of Milwaukee” (application and test taking training) informational sessions in Milwaukee throughout the year to recruit and prepare applicants to participate in the selection processes for City jobs (ex: Operator Driver Worker).
- ▶ Applications do not ask for information regarding criminal records. The City applies the legal standard of “substantially job-related” for consideration of convictions; applicants have appeal rights before the City Civil Service Commission if rejected on this basis.
- ▶ Built into the Civil Service system: every person who meets the minimum qualifications is allowed to participate in the selection process and appeal rights for applicants who are determined not to meet the minimum requirements for a job.

Recruitment Diversity

Diversity in Largest Recruitments

City Laborer

Administration	% Minority applicants	% Female applicants	% Minority <u>Eligibles</u>	% Female <u>Eligibles</u>
3/23 and 5/13/15	88	18	80	3
2/14/16	93	19	96	0
4/13/16	95	24	96	6
5/8/16	95	42	80	20
Current (in progress)	87	16		

Operation Driver Worker

Administration	% Minority applicants	% Female applicants	% Minority <u>Eligibles</u>	% Female <u>Eligibles</u>
2015	94	26	92	30

Parking Checker

Administration	% Minority applicants	% Female applicants	% Minority <u>Eligibles</u>	% Female <u>Eligibles</u>
2012	89	54	90	54

Targeted Workforce Planning Sample Report

Resignations by Title and Year

Title	2008	2009	2010	2011	2012	2013	2014	2015	2016	Total
COMMUNICABLE DISEASE SPEC	1	1	2				1	3		8
DIETETIC TECHNICIAN			1	1	1		2			5
ENVIRONMENTAL HEALTH SPEC		2	3	1		1				7
HEALTH PROJECT COORD	1	1	1	2	1	1	3	1		11
PUBLIC HEALTH NURSE	12	4	6	7	6	9	7	6	3	60
Total Resignations – All titles	17	13	15	17	17	15	18	17	6	135

Hires

	2008	2009	2010	2011	2012	2013	2014	2015	2016	Total
Exempt	3	1	1	1	1		1			8
Original Exam	19	15	17	12	30	30	23	32	1	179
Reinstatement	2	2	1		1		1	1	1	9
Temporary Appointment	1	4	1		1		4	2		13
Transfer	1			1						2
Total Hires/Rehires by Year	26	22	20	15	33	30	29	35	2	213
Average Employees for the year	265	260	252	229	230	225	217	226	217	
Average Hires as % of Total Employees	9.8%	8.5%	7.9%	6.6%	14.3%	13.3%	13.4%	15.5%	0.9%	

Total Percentage of Hires by Type 2008-2016

Exempt	3.8%
Original Exam	84%
Reinstatement	4.2%
Temporary Appointment	6.1%
Transfer	0.9%

Healthy Rewards Program



Phase II Healthy Rewards



To be eligible for **Phase II**, you must complete **Phase I**

Healthy Rewards is the City's incentive-based wellness program where you complete 100 points total to earn \$250 in a Health Reimbursement Account (\$500 if spouse/ domestic partner completes program).

How the program works:

- Employees/spouses/domestic partners who complete the **3-Step Health Appraisal process** are automatically awarded biometric points for lab results.
- Workforce Health compares your 2015 and 2016 lab results. Each category in the optimal or improved range earns 10 biometric points. (See Biometric Category Range table on the Department of Employee Relations (DER) website).
- Rechecks for all four biometric categories are available at the City's Wellness Center and Workplace Clinic.
- Additional point opportunities will be available throughout the year and can be submitted at your 30-minute health appraisal session, via e-mail, phone or fax.
- E-mail: cityofmke@froedtert.com • Phone 414-777-3410 • Fax 262-253-5152

The program runs from **July 1, 2016 through June 30, 2017**

• Points will be viewable after **Feb 1, 2017**

Points can be submitted:

- At your 30 minute health appraisal session
- Via fax 262-253-5152
- Via phone 414-777-3410
- Via e-mail cityofmke@froedtert.com
- At the Wellness Center or the Traveling Wellness Center

Biometric/Lab Point Opportunities

A minimum of 20 points must come from this section

		Points	Track Your Points Earned
Waist circumference	Optimal category or improve a category from 2015 to 2016. Recheck available*	10	
Fasting blood glucose	Optimal category or improve a category from 2015 to 2016. Recheck available*	10	
LDL	Optimal category or improve a category from 2015 to 2016. Recheck available*	10	
Blood pressure	Optimal category or improve a category from 2015 to 2016. Recheck available*	10	
Nicotine and cotinine	Negative test earns 10 points. Negative in 2016 after positive in 2015 earns 20 points.	10 or 20	
Potential biometric points:		60	

*Recheck available at the Wellness Center or Workplace Clinic (Located in the Zeidler Municipal Building.)

If you think you might be unable to meet a standard for a reward under this program, you may qualify for an opportunity to earn the same reward by different means. Contact the Department of Employee Relations (DER) at 414-286-3194, and we will work to find a program with the same reward that is right for you in light of your health status.



Workforce Health

07082016

(Over)

Earn 100 points total to earn a \$250 Health Reimbursement Account (HRA)

Additional Point Opportunities

Educational

		Points	Track Your Points Earned
15-Minute coaching session (One session per week allowed)	Meet with a Workforce Health (WFH) coach to discuss your health goals. May be done in person or telephonically. One session required if you earn less than 40 biometric points. Schedule at www.pickatime.com/healthyrewards	10 points each, maximum 30	
Group or department programs	Visit DER website* listed at the bottom of page for more info and the schedule of programs	Varies, maximum 30	
Lunch 'N Learns	See the DER website* for a schedule	5 points each, maximum 15	
Financial wellness	Attend a Deferred Compensation Plan educational session	5 points, maximum 5	
Financial wellness	One-on-one coaching session with a Deferred Compensation Plan Representative	5 points, maximum 5	
Financial wellness	Log-in to your Deferred Compensation account or enroll in the Deferred Compensation plan	5 points, maximum 5	

Preventive

Primary care physician release	Your full lab results will be sent to your PCP	5 points, maximum 5	
Preventative/wellness exam	Show a copy of your explanation of benefits or a paid bill	10 points, maximum 20	
Annual dental exam	Show a copy of your explanation of benefits or a paid bill	10 points, maximum 10	
Annual flu shot	Show a copy of your explanation of benefits, a paid bill or sign a release when WFH provides flu shots in Fall 2016	5 points, maximum 5	
Blood pressure checks	Complete five blood pressure checks at the Wellness Center	5 points, maximum 5	
Health4Me app	Sign up for the Health4Me app or create an account on MyUHC.com	5 points, maximum 5	

Activity (Maximum 30 points from this section)

Physical activity	200,000 steps during a 4-week period (no self report) (E.g. report through an activity tracking device or trackable app)	5 points	
Physical activity	600 minutes of activity during a 4-week period for biking, swimming, running or walking (no self report)	5 points	
Physical activity	Eight classes, general visits at an athletic club or organized sporting events during a 4 week period (no self report) (E.g. printout of number of visits or attendance log)	5 points	
Physical activity	Attending an organized athletic event (walk, run, triathlon, etc.) (E.g. copy of registration form, photo or results printout)	5 points	

Earn all 30 activity points from one and/or all physical activity options listed above.

Your total points from pg. 1 & pg. 2

Potential additional points	170	
------------------------------------	------------	--

* For more information, visit the DER website: www.milwaukee.gov/der/WYCM

(Over)

Healthcare Looking Forward



UHC has valuable tools to help you live a healthier life.

The following resources may help you better understand your health benefits and provide ways for you to maintain and improve your health, and reduce your out of pocket costs. These easy-to-use interactive tools are designed to help you in making more informed health decisions and provide access to the online programs and services to help you live the healthiest life possible.

1

myuhc.com **FREE**

The tools and information at myuhc.com® are both practical and personalized so you can get the most out of your benefits. Learn about health conditions, treatments and costs. Find in-network providers, and order your mail order medications. See how myuhc.com can help you manage your health care coverage and make more informed decisions about medical treatments and overall wellness. Register at www.myuhc.com and get started today.

2

myHealthcare Cost Estimator **FREE**

myHealthcare Cost Estimator (myHCE) helps you to research treatment options based on your specific situation. Learn about the recommended care, estimated costs and time to treat your condition. The care path allows you to see the appointments, tests and follow up care involved, from your first consult to last follow up visit. Create a custom estimate based on your own plan details and selected provider and facilities. This tool is accessible thru myuhc.com and the Health4me App!

3

Health4Me **FREE**

If you are always on the go, the UnitedHealthcare Health4Me™ App provides instant access to your family's important health information — anytime/anywhere. Whether you want to find a physician near you, check the status of a claim or speak directly with a health care professional, Health4Me is your go-to resource. It is available for download now on the App store for iPhone® or Google® Play for Android.

4

Virtual Visits **Will reduce Out-of-Pocket Costs**

A virtual visit lets you see and talk to a doctor from your mobile device or computer without an appointment. Most visits take about 10-15 minutes and doctors can write a prescription*, if needed, that you can pick up at your local pharmacy, and, it's part of your health benefits. Not all medical conditions can be treated on a Virtual Visit. Average visit will only cost \$40 - \$50. Register for Virtual Visits thru your myuhc.com site.

5

Tier 1 Providers **Will reduce Out-of-Pocket Costs**

Receive the highest quality care at the lowest cost for your family by seeing Tier 1 Providers. Doctors in 27 medical specialties are evaluated using national standards for quality and local benchmarks for cost efficiency. You will pay a lower coinsurance of 10% (not 30%) by choosing a Tier 1 Premium Provider. If your doctor's specialty is not evaluated, you will automatically receive benefits at the 10% coinsurance level.

6

myNurseLinessm **FREE**

One toll-free number connects you with a registered nurse who will take the time to understand what is going on with your health and provide personalized information that is right for you. This is all available 24 hours a day, seven days a week, at no additional cost to you, as part of your benefit plan. To talk with a myNurseLine nurse, call the Customer Service number on your plan ID card, or visit myuhc.com.



City of Milwaukee Workplace Clinic

City of Milwaukee Workplace Clinic

Convenient, on-site health care services at no cost.

Location:

841 N. Broadway, Milwaukee
(Zeidler Municipal Building)

Enter through the Market St. entrance on the corner of Kilbourn Ave. and Market St.

Clinic Schedule and Appointments:

Monday: 7 a.m. - 3 p.m.

Tuesday: 7 a.m. - 3 p.m.

Wednesday: 9 a.m. - 5 p.m.

Thursday: 7 a.m. - 3 p.m.

Friday: 7 a.m. - 3 p.m.

To make an appointment, please call **414-777-3413**.

Treatment Services:

- Ear infections
- Insect bites
- Pink eye
- Rashes
- Flu/cold symptoms
- Smoking cessation
- Urinary tract infections
- Respiratory infections
- Sprains and strains



ID Required:

If you and your spouse/partner are covered under the City's health care insurance, bring your UHC insurance card just like you would to any other appointment. If you and your spouse/partner are not covered under the City's health care insurance, please bring your employee ID or your spouse/partner's ID number along with your health insurance card.

Cost:

The clinic is **FREE** for all City of Milwaukee employees, their spouses and domestic partners. You do not need to have health insurance through the City to utilize.



Meet Your Providers

City of Milwaukee Workplace Clinic



Laura, FNP, Nurse Practitioner

"It's truly an honor to be a nurse practitioner for the City of Milwaukee. I believe effective health care requires teamwork; the patient strives for wellness while the provider is accessible and genuinely cares about the patient. I enjoy treating a variety of acute illnesses and chronic conditions and feel every patient deserves individualized care."



**Jennifer, NP, APNP
Adult-Gerontology Primary Care**

"I believe in empowering patients with the knowledge of how to lead healthier lives. Wellness and prevention are at the forefront of my practice."

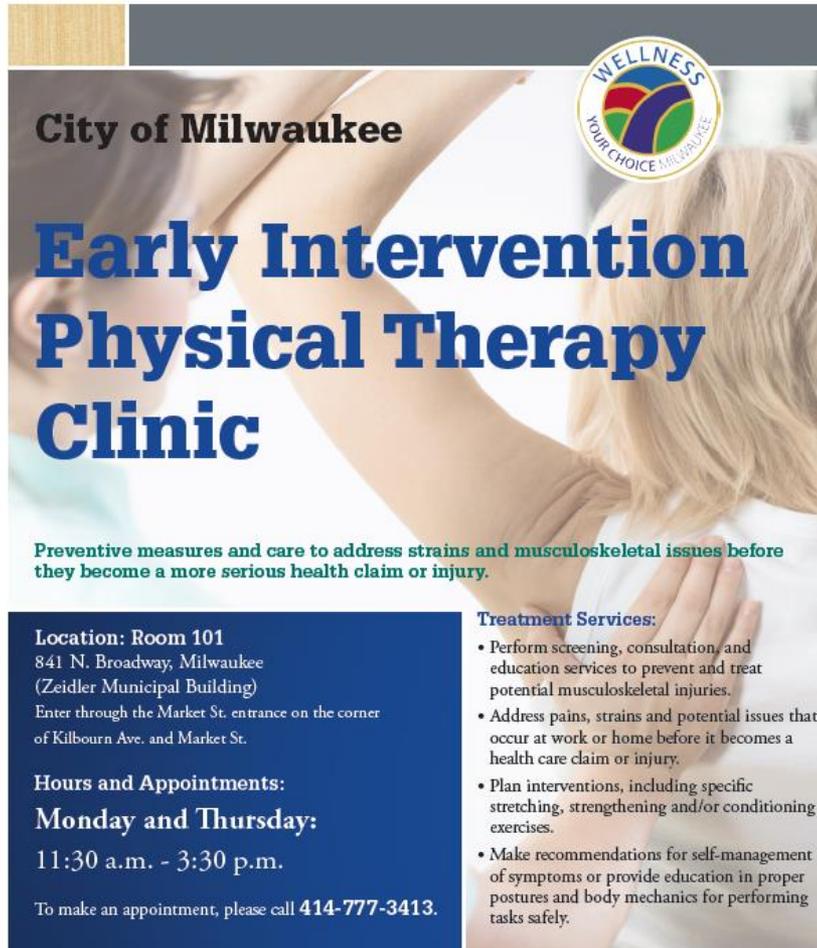


Deb, PhD, APNP, BC, Nurse Practitioner

"I bring over 21 years of clinical and teaching experience to the City of Milwaukee Workplace Clinic. My philosophy is to develop a plan of action with the client to meet their current health care challenge using evidence-based treatment strategies. When patients are equipped with knowledge of their condition and have the opportunity to ask questions, they can collaborate with a provider and own their health."



City of Milwaukee Early Intervention PT Clinic

A graphic for the City of Milwaukee Early Intervention Physical Therapy Clinic. It features a background image of a physical therapist examining a patient's neck. The text is overlaid on this image. At the top right is the 'WELLNESS YOUR CHOICE MILWAUKEE' logo. The main title 'Early Intervention Physical Therapy Clinic' is in large blue font. Below it is a subtitle in green: 'Preventive measures and care to address strains and musculoskeletal issues before they become a more serious health claim or injury.' At the bottom left, there is a dark blue box with white text containing location, hours, and cost information. At the bottom right, there is a white box with blue text containing treatment services.

City of Milwaukee

Early Intervention Physical Therapy Clinic

Preventive measures and care to address strains and musculoskeletal issues before they become a more serious health claim or injury.

Location: Room 101
841 N. Broadway, Milwaukee
(Zeidler Municipal Building)
Enter through the Market St. entrance on the corner of Kilbourn Ave. and Market St.

Hours and Appointments:
Monday and Thursday:
11:30 a.m. - 3:30 p.m.

To make an appointment, please call **414-777-3413**.

Cost: The clinic is **FREE** for all City of Milwaukee employees, their spouses and domestic partners. You do not need to have health insurance through the City to utilize.

Treatment Services:

- Perform screening, consultation, and education services to prevent and treat potential musculoskeletal injuries.
- Address pains, strains and potential issues that occur at work or home before it becomes a health care claim or injury.
- Plan interventions, including specific stretching, strengthening and/or conditioning exercises.
- Make recommendations for self-management of symptoms or provide education in proper postures and body mechanics for performing tasks safely.



City of Milwaukee Early Intervention Physical Therapy Clinic FAQ

What are the Early Intervention Physical Therapy (PT) Clinic hours?

The clinic is open every Monday and Thursday from 11:30 a.m. - 3:30 p.m.

How do I make an appointment?

Call 414-777-3413 to schedule an appointment.

Is there a cost to use the Early Intervention PT Clinic?

There is no charge for employees/spouses/domestic partners to use the Early Intervention PT Clinic.

Who operates the Early Intervention PT Clinic?

The clinic is operated by Froedtert & the Medical College of Wisconsin Workforce Health and staffed by a licensed physical therapist.

What types of services are offered at the Early Intervention PT Clinic?

- Screening, consultation and education services to prevent and address potential musculoskeletal injuries that occur at work or home prior to them becoming a more serious health care claim or injury.
- Interventions including stretching, strengthening and conditioning exercises.
- Recommendations for self-management of symptoms including education in proper postures and body mechanics for performing tasks safely.
- If you are currently being seen by a provider (Physician, NP, Chiropractor, APNP, etc.) for a condition, we cannot see you for the same condition.

How does this differ from the Workplace Clinic?

- The Workplace Clinic is open to employees/spouses for the **diagnosis and treatment** of minor illnesses and injuries including sore throats, ear aches, sinus infections, flu or cold symptoms, skin rashes, urinary tract infections, sprains/strains and pink eye. It also includes coordination of chronic conditions like diabetes, high blood pressure and cholesterol.
- The Early Intervention Clinic is also open to employees/spouses; however, the Early Intervention clinic **focuses on preventive measures and care** to address strains and musculoskeletal issues prior to them becoming a more serious health care claim or injury.



Workforce Health

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Wellness Looking Forward

Workforce Health Services

FREE to all City of Milwaukee employees and spouses/
domestic partners regardless of whether enrolled in the
City's health insurance plan.



Year-long Health Coaching

Offered at the Wellness Center and over the phone, meet with a health coach to help develop a plan for a healthier lifestyle.



Workplace Clinic

Convenient, on-site health care services at no cost to you!



Wellness Center

Your go-to source for keeping you healthy! We offer health coaching, blood pressure checks, weight checks, and a place to learn more about city-wide wellness programming.



Early Intervention Physical Therapy Clinic

Free screenings, consultations, and education services to prevent and treat potential musculoskeletal injuries.



On-site Blood Pressure Checks

Free blood pressure checks!



Travelling Wellness Center

Your satellite wellness center that comes to you! We offer wellness information, blood pressure checks, weight checks, and a place to learn more about city-wide wellness programming.



Nutrition Coaching

Free nutrition coaching with a registered dietitian at the Wellness Center and Department of Public Works headquarters.



Visit the **Department of Employee Relations (DER)** website for more specific information including locations, hours and how to make an appointment.

www.city.milwaukee.gov/der/wycm

or call 414-777-3410 for more information

In partnership with



Workforce Health
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City of Milwaukee Wellness Center



City of Milwaukee Wellness Center

The **FREE** Wellness Center is a resource designed to keep you healthy.

Location: Room 101

841 N. Broadway, Milwaukee
(Zeidler Municipal Building)

Enter through the Market St. entrance on the corner of Kilbourn Ave. and Market St.

Wellness Center Hours:

Monday: 8:00 a.m. - 10:30 a.m.

Tuesday: 9:30 a.m. - 1:30 p.m.
(Dietitians on site)

Wednesday: 8:00 a.m. - 3:30 p.m.

Friday: 8:00 a.m. - 12:00 p.m.

To make an appointment, please call **414-777-3413**.
Drop-ins are welcome on a first come, first served basis.



Wellness Services:

- Health coaching
- Nutrition advice
- Blood pressure checks
- Healthy Rewards program support
- Diabetes coaching
- Physical activity guidance
- Stress management
- Tips for restful sleep
- Meal planning
- Tobacco cessation resources
- Weight management

Cost:

The Wellness Center is **FREE** for all City of Milwaukee employees, their spouses and domestic partners. You do not need to have health insurance through the City to utilize.

Meet Your Coaches



Marin, Senior Health Coach

Wellness is a broad topic that spans occupational, emotional, environmental, spiritual, cultural, intellectual, and physical health. As a health coach, my primary goal is to create an environment where you have the time to truly think about your ideal vision of wellness, and what steps you can take to get there. The wellness center is a safe place for you to set goals, learn from those goals, and strive toward your ideal vision of wellness, whatever that is for you.

Jessica, Registered Nurse

“My goal as a health educator is to empower individuals to make a positive change to their life, even if it is something small. It’s exciting to watch others take their health and well-being into their own hands and realize they can make positive changes on their own. I am there to be your ‘cheerleader’ and help you along your way.”



Chris, Registered Dietitian

“As a registered dietitian for almost 20 years I have seen food trends come and go, but I remain focused on teaching my clients the core principles of good nutrition with a focus on the benefits of eating a wide variety of foods to meet our daily macro- and micro-nutrient needs. I live and teach a healthy lifestyle in order to help my clients achieve their wellness goals through better eating and behavior modification.”

Carole, Registered Dietitian

“It is a challenge to live and breathe wellness 24/7. However, it is a lifestyle that needs constant balance. It is my passion to hear people share with me stories about their health and wellness journey. Everyone has a story and no two stories are alike.”



Traveling Wellness Center Sites

City of Milwaukee



Traveling Wellness Center

The FREE Traveling Wellness Center is available to all City of Milwaukee employees, spouses and domestic partners.

1st Thursday of each Month	2nd Thursday of each Month	3rd Thursday of each Month	4th Thursday of each Month
<p>DPW Forestry/ Sanitation North 6732 N. Industrial Rd. 7-8 a.m.</p> <p>...</p> <p>DPW Central Forestry Department 5230 W. State St. 12-12:30 p.m.</p>	<p>Municipal Court 951 N. James Lovell St. 11 a.m.-1 p.m.</p>	<p>Libraries</p> <p>April/August/December Zablocki: 10:30-11:30 a.m. Forest Home: 12:30-1:30 p.m. Tippecanoe: 2:30-3:30 p.m. Bay View: 4:30-5:30 p.m.</p> <p>May/September/January Atkinson: 10:30-11:30 a.m. Center Street: 12:30-1:30 p.m. Washington Park: 2:30-3:30 p.m.</p> <p>June/October/February Villard Square: 10:30-11:30 a.m. Mill Road: 12:30-1:30 p.m. Capitol: 2:30-3:30 p.m.</p> <p>July/November/March ML King: 10:30-11:30 a.m. East Library: 12:30-1:30 p.m. Central Library: 2:30-4:30 p.m.</p>	<p>DPW Forestry South 2024 W. Holt St. 6:45-7:45 a.m.</p> <p>...</p> <p>DPW Forestry/ Sanitation North 6732 N. Industrial Rd. 11:30 a.m.-1 p.m.</p>

Services Available:

- Wellness Tip
- Weight Check
- Blood Pressure Check
- Turn in Healthy Rewards Points

No appointments necessary, drop in any time!

For more information on city-wide wellness programming visit the DER website at city.milwaukee.gov/DER/WYCM, e-mail: cityofmke@froedtert.com or call: 414-777-3410.



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City of Milwaukee

Blood Pressure Checks at the Traveling Wellness Center



1st and 3rd Wednesday of month	7 - 9 a.m.	DPW Electrical 1540 W. Canal St.
	9:30 - 10:30 a.m.	DPW Central Repair Garage 2142 W. Canal St.
	11 a.m. - 1 p.m.	DPW Lincoln Sanitation Garage 3921 W. Lincoln Ave.
2nd and 4th Wednesday of month	11 a.m. - 1 p.m.	DPW Ruby Sanitation Garage 3025 W. Ruby Ave.
	2 - 4:30 p.m.	DPW Headquarters (Tower) 3850 N. 35 th St.

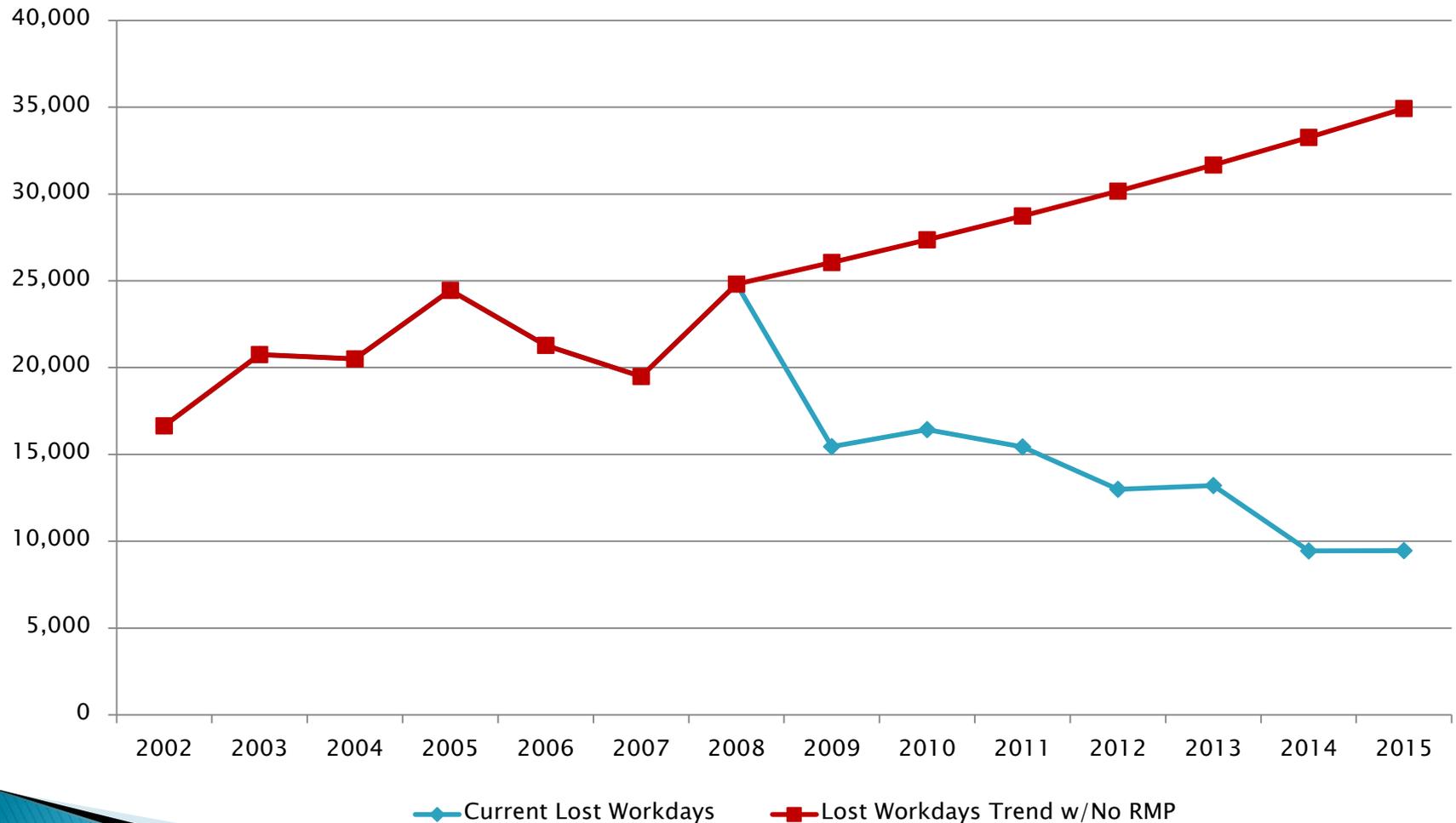
For more information on city-wide wellness programming visit the DER website at city.milwaukee.gov/DER/WYCM, e-mail: cityofmke@froedtert.com or call: 414-777-3410.



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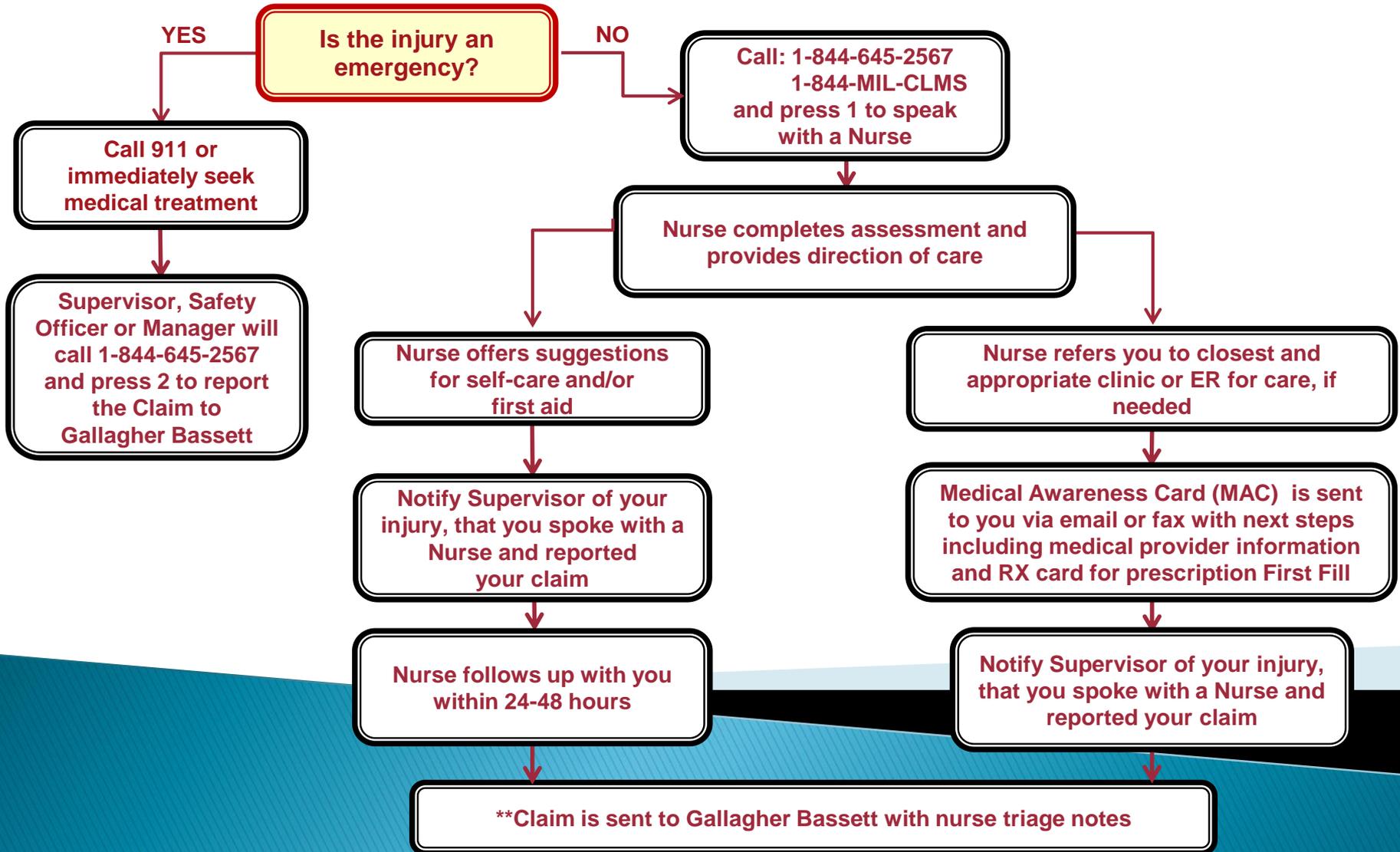
Worker's Compensation Reversing the Trend: 100,000+ Fewer Lost Workdays

Lost Workdays Trend vs Current



PC365 Nurse Triage: Available 24/7

City of Milwaukee Claim Reporting Workflow



****Contact Gallagher Bassett at 414-258-1200 for questions regarding your claim or if initial assessment resulted in self-care and you later seek medical treatment.**

WC TPA Materials

FRONT



PC365 Nurse Triage

24 hours a day/7 days a week/365 days a year

At the Point of Injury, please call:
1-844-645-2567 (1-844-MIL-CLMS)

Call Nurse Triage to report your claim when injury is a Non-Emergency.

Follow instructions on back of card.

BACK

Call 1-844-645-2567 (1-844-MIL-CLMS)

For Nurse Triage - Press 1 to speak with a Nurse

- Provide the Nurse with your Employee ID and Occupation
- Follow Nurse's direction of care
- Self Care: Nurse will follow-up with you within 24-48 hours
- Medical Treatment: Medical Awareness Card will be provided
 - Give one MAC to treating Physician
 - Use one MAC to fill RX, if needed
 - GB Resolution Mgr will contact you within 24 business hours
- Report claim to Supervisor

Employee Information		Provider Information																								
Patient Name: John Smith Employer: City of Milwaukee Location: Store #1234 1234 Client St. ABC City, MA 12345		This Medical Awareness Card is not an authorization for ongoing treatment. This form provides a one-time authorization for evaluation and treatment for the date of injury and employee listed on this form. Any additional treatment requests must be submitted in writing using the appropriate initial treatment state form. Failure to comply with Gallagher Bassett's treatment authorization process may result in denial of payment.																								
Date of Accident: 02/10/2015 IMA Number: 1234567890 Injury Type: Sprain Body Part: Ankle																										
EMPLOYEE: This document shall act as your Identification Card for your worker's compensation insurance coverage. It is important to present this document upon arrival to any medical provider that is treating you for your work-related illness or injury.		ABC Clinic 11 ABC Lane Newtown, CA 12345 (888) 829-9191 12345 Clinic 33 Cherry Lane Newtown, CA 12345 (888) 829-9191																								
If you have any questions regarding your workers' compensation coverage or seeking care from a medical provider, please contact your Gallagher Bassett Adjuster at: 1-(branch number)		Dr. Jane Smith 13 Tree Lane Newtown, CA 12345 (888) 829-9191 Dr. Maria Jones 55 Almond Lane Newtown, CA 12345 (888) 829-9191 The provider listed here is the provider that was chosen after discussion between the employee and the nurse per state guidelines. PROVIDERS MAIL BILLS & MEDICAL RECORDS TO: Gallagher Bassett Services, Inc. P.O. Box 2831 Clinton, IA 52733-2831 Payment Status: 866-324-5585 (GBIVR) NEXT STEP: Please send the documentation with the employee to provide his/her Supervisor with the following information: • Date of accident/restriction • Next office visit/follow up date • Work status - RT with restrictions, Out of Work, Full Duty, etc.) SPECIAL INSTRUCTIONS: The City of Milwaukee offers the following resources to their employees: • Return To Work, Transitional Duty or Modified Duty Programs • An On-site Workplace Clinic - 841 N. Broadway, Zeidler Municipal Building - Call 414-777-3413 • A "Wellness Center" with nutrition advice, blood pressure checks, weight management, and other services - call 414-777-3413 • Blood Pressure checks at the Traveling Wellness Center • Employee Assistance Program (EAP) - Counseling service for City employees and their family - call 268-3145 • Please notify your supervisor of your workplace injury if you have not done so already.																								
Scheduling Services Please comply with state regulations regarding Utilization Review, contact your local Gallagher Bassett Branch for any questions. Before referring this injured employee to a specialist; please call Gallagher Bassett Services 1- (branch number).																										
Pharmacy Information <table border="0"> <tr> <td colspan="2"> HELIOS Name: John Smith Date of Injury: 12/5/2010 Employer Name: City of Milwaukee Location: Store #1234 </td> <td colspan="2"> PHARMACIST CALL 866-764-4795 TO OBTAIN ELIGIBILITY Client ID: 009009 RX PROGRAM ADMINISTERED BY: Helios RXPCN: CAL GROUP NUMBER: J115 BIN NUMBER: 004261 </td> <td colspan="2"> THIS CARD DOES NOT CERTIFY COMPENSABILITY OR GUARANTEE PAYMENT The client cares about the health of their employee; therefore, certain prescription drugs that could prove to be harmful have been removed from the drug list. Please contact Helios for details. </td> </tr> <tr> <td colspan="6"> Helios is available at over 61,000 pharmacies including </td> </tr> <tr> <td>A&P</td> <td>ACME/SAV-ON</td> <td>CVS</td> <td>GIANT</td> <td>PATHMARK</td> <td>RITE AID</td> </tr> <tr> <td>SAFeway</td> <td>SHOPRITE</td> <td>TARGET</td> <td>WALGREENS</td> <td>WALMART</td> <td></td> </tr> </table>			HELIOS Name: John Smith Date of Injury: 12/5/2010 Employer Name: City of Milwaukee Location: Store #1234		PHARMACIST CALL 866-764-4795 TO OBTAIN ELIGIBILITY Client ID: 009009 RX PROGRAM ADMINISTERED BY: Helios RXPCN: CAL GROUP NUMBER: J115 BIN NUMBER: 004261		THIS CARD DOES NOT CERTIFY COMPENSABILITY OR GUARANTEE PAYMENT The client cares about the health of their employee; therefore, certain prescription drugs that could prove to be harmful have been removed from the drug list. Please contact Helios for details.		Helios is available at over 61,000 pharmacies including						A&P	ACME/SAV-ON	CVS	GIANT	PATHMARK	RITE AID	SAFeway	SHOPRITE	TARGET	WALGREENS	WALMART	
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SAFeway	SHOPRITE	TARGET	WALGREENS	WALMART																						
<small>The participating pharmacy list above is not intended to be comprehensive, but is provided for your convenience. Your choice of pharmacy provider is neither restricted to this list, nor are your rights impaired by choosing a pharmacy from this list. Duplication, reproduction and/or dissemination of this material, either in whole or in part, without the express written consent of Gallagher Bassett Services, Inc. is strictly prohibited. By acceptance of these materials, prospective client acknowledges its consent to the foregoing.</small>																										
Valid for Date of Injury and Body Part Only Created On: {Date}																										

WC TPA Materials



Priority Care 365 Quick Reference Guide



Information	Instructions
<p><u>INJURY CLAIM INTAKE—AT TIME OF INJURY CALL:</u> <u>1-844-645-2567 TO SPEAK TO A NURSE</u></p>	<p><i>If the injury is an emergency call 911 or seek immediate medical attention.</i></p> <p>If you have sustained a work related injury that is <u>not</u> life, limb or eyesight threatening call Priority Care 365 service and press 1 to speak with a nurse at:</p> <p style="text-align: center;">1-844-645-2567 1-844-MIL-CLMS</p>
<p><u>IF A CLAIM NEEDS TO BE REPORTED AFTER MEDICAL TREATMENT IS RECEIVED</u></p>	<ul style="list-style-type: none"> • The Supervisor, Safety Officer or Manager should call 1-844-645-2567 and press 2 to report the claim to Gallagher Bassett. • Any follow-up questions regarding the claim should be directed to the GB Claim Adjuster (Resolution Manager) at 414-258-1200.
<p><u>INFORMATION REQUIRED BY THE PC 365 NURSE</u></p>	<ul style="list-style-type: none"> • Provide nurse with your employee ID and job title. • Make sure you are in a private area- the nurse may require current and past medical history, as well as information about current medications or allergies you may have. • If necessary, inform the nurse of any special language needs. Bilingual nurses are available for Spanish and English. An interpreter will be used for other languages. • The nurse will ask questions to rule out an emergent situation. If necessary, the nurse may request assistance in getting you Emergency Medical Services. • The nurse will complete an assessment and make a recommendation regarding appropriate care: self-care or medical care. • When a medical care recommendation is made, guidance on the best available provider based on nature of injury and proximity to your jobsite or home will be provided.
<p><u>PC 365 FOLLOW-UP AND NEXT STEPS</u></p>	<ul style="list-style-type: none"> • If the Nurse recommends that you see a provider or go to the ER, a Medical Awareness Card (MAC) will be made available via email or fax. A copy of the card should be given to the provider. You will need the MAC if prescription medication is necessary. Information to be given to providers can also be sent via text. • If you receive a self-care recommendation from the PC 365 nurse, the nurse will follow-up with you within 24-48 hours. • If you initially receive a self-care assessment and it changes to medical care after a nurse follow-up call or you seek medical treatment on your own, you must notify GB at 414-258-1200 so that the claim can be properly recorded. • You must notify your Supervisor of the incident and about the call to PC 365. <p>THE CALL TO THE NURSE STARTS THE CLAIM PROCESS AND GENERATES THE INJURY CLAIM.</p>
<p><u>TO FILL A PRESCRIPTION</u></p>	<ul style="list-style-type: none"> • If you need medical care as a result of the injury, you will receive the MAC which contains information regarding your pharmacy program and first fill. • You will need to provide the MAC to the pharmacist. If you need additional assistance with your prescriptions or need to locate a pharmacy contact: 866-764-4795.
<p><u>QUESTIONS ABOUT THE STATUS OF YOUR CLAIM</u></p>	<ul style="list-style-type: none"> • Contact the GB Claim Adjuster (Resolution Manager) at 414-258-1200.