

**Common Council File #200058**  
**City of Milwaukee, Department of Employee Relations**  
**Benefits and Comprehensive Wellness Programming Changes and Updates Related to COVID-19**  
**May 18, 2020**

The City of Milwaukee through the Department of Employee Relations (DER) and its wellness partners remain committed to the health, safety, and well-being of its employees and families. During the COVID-19 pandemic and challenging times filled with uncertainty, it is especially important for employees to take care of themselves and their family members.

The DER in conjunction with the City's health and wellness partners have been working continuously to redesign and provide important programs and services in telephonic and virtual formats that are easy to access for employees. We want to ensure all health and wellness programming continues to be relevant and tailored to fit the various circumstances that employees are experiencing during this time. New programs and services are being launched weekly to focus on areas where employees and their families may need extra support. In addition, the DER has been working to communicate and implement a number of benefit changes that have occurred since March relating to COVID-19.

Below is an outline of the changes made by each benefit administrator and wellness partner along with a summary of employee communication efforts that have occurred over the last two months to ensure employees know and understand the many changes taking place and the valuable resources available to obtain the care and support they need.

**City of Milwaukee Clinic Services Changes**

- **Onsite Workplace Clinic**
  - Remained open throughout to diagnose and treat minor illness and injuries such as cold symptoms, urinary tract infections, insect bites, rashes, pink eye, respiratory infections and smoking cessation assistance.
  - Launched Virtual Visit platform the week of April 13<sup>th</sup>
- **Injury Prevention Clinic**
  - Launched Virtual Visit platform the week of April 27<sup>th</sup>
    - Optimize ergonomics of office and home workstations, pain management education, exercise instruction, injury prevention tips, recommendations for self-management of symptoms, education on correct posture and body mechanics for performing tasks safely

**UnitedHealthcare Health Insurance Benefit Changes**

- **COVID-19 Testing and Treatment Services:**
  - Member costs waived for approved and authorized COVID-19 testing and the associated visit at physician's offices, telehealth visits, urgent care centers and emergency departments.
  - Member costs for in-patient treatment related to a COVID-19 diagnosis are waived until 5/31/20.
- **Virtual Visits:**
  - Virtual Visits and services for members expanded and highlighted
  - Costs through UHC vendors are waived until 6/18/20
- **Telehealth:**

- NEW Telehealth access is expanded in response to COVID-19 to allow faster support and to reduce exposure to the virus
- Telehealth Medical, Physical Therapy, Speech and Occupational Therapy available and allowed under the plan
- Member cost sharing is waived until 6/18/20 for in-network telehealth medical, physical therapy, speech therapy and occupational therapy visits.
- **Monthly UHC/Optum Representative Onsite Visits for Employees**
  - Switching to Monthly Virtual Meeting Format in June

### **UHC Onsite Nurse Liaison**

All Onsite Nurse Liaison programs, services, education sessions, support groups and employee meetings have switched to virtual and telephonic formats. Call 240-549-9879 or email mari.cohn@uhc.com

- Telephonic and virtual appointments to address:
  - Help with chronic condition management such as diabetes, hypertension, heart disease and asthma
  - Questions regarding UHC Virtual Visits and how to access this service
  - Assistance with issues or questions with medical and pharmacy claims
  - Identify and find appropriate levels of care
  - Questions on managing medication refills
- NEW Virtual Healthy Living with Diabetes Program 2 started May 12
- Diabetes Support Groups moved to Virtual Format
- Offering virtual educational sessions for Healthy Rewards points

### **Employee Assistance Program (EAP) Services**

All onsite EAP programs, services, trainings and employee consultations have switched to virtual and telephonic formats.

- **Onsite Employee Assistance Program (EAP) Telephonic Appointments: 414-286-3145**
  - Telephonic consultation to address: anxiety, stress symptoms, parenting/family and marital problems, alcohol/substance misuse, legal or debt/financial resources.
  - Needs assessment with appropriate referrals for: ongoing counseling/treatment, City of Milwaukee benefits and programs, community resources
  - Offering virtual educational sessions for Healthy Rewards points.
  - EAP COVID-19 Newsletter published April 21<sup>st</sup>
  - NEW Mental Health in the Workplace Program starts May 20<sup>th</sup>
- **UnitedHealthcare EAP & Support Services**
  - Employees with the City's UHC health insurance can utilize the UHC EAP at 800-942-4746 24/7 for referrals to behavioral health providers, legal and financial resources.
  - Virtual behavioral health visits may be an option for UHC covered members. Go to [www.myuhc.com](http://www.myuhc.com) select "Find a Doctor" and then "Mental Health" to start the process.
  - NEW UnitedHealthcare Emotional Support Help Line launched: 1-866-342-6892
    - Free of charge to both UHC and non-UHC members

### **Workforce Health and Wellness Programming**

All wellness programming converted to a virtual or telephonic format with new programs being launched weekly.

- NEW Virtual Education Sessions & Lunch 'N Learn Presentations (21 total) offered weekly on a variety of subjects including:
  - Managing Stress April 13<sup>th</sup>

- Alcohol and Substance Misuse During a Time of Crisis April 16<sup>th</sup>
- Exercise and Brain Health April 23<sup>rd</sup>
- Stand for Health/Back Health April 27<sup>th</sup>
- Time Management: Strategies for Productivity and Efficiency April 30<sup>th</sup>
- Understanding Social Isolation May 7<sup>th</sup>
- Building Resiliency During Difficult Times May 14<sup>th</sup>
- Learn More about the Healthy Rewards Program May 15<sup>th</sup>
- Health Trivia May 18<sup>th</sup>
- Stress Management Tool Box May 28<sup>th</sup>
- The Basic 8 Self-Care Priorities June 1<sup>st</sup>
- Telephonic Coaching Appointments with Health Educators & Registered Dietitians for Healthy Rewards Points.
  - Health Educator Coaching can assist employees with the following:
    - Resiliency and stress management tools, helpful sleep practices, time management skills and solutions, finding positivity and gratitude during difficult times
  - Registered Dietitian Consultation can assist employees with the following:
    - Meal planning tips, how to create balanced meals, tips for cooking at home, cooking on a budget, finding nutritional resources and developing a healthy meal plan tailored to the individual.
- NEW Virtual Programs Recently Implemented
  - Virtual Healthy Living with Diabetes 2 started May 12
  - Virtual Your Stress is Showing started May 14 (three time slots)
  - Virtual Mental Health in the Workplace starts May 20
  - Virtual Employee Resiliency Program starts May 27
    - Three time slots (7-8am, 12-1pm, 3:30-4:30pm)
  - Virtual Miracle of Sleep Program starts in June
  - Virtual Fitness Classes starts in June
  - Virtual Gotta Have Heart TBD
- Online Wellness Portal New Programs Launched
  - Wellness Portal Action Plans offered on a variety of topics.
  - NEW Health at Home Challenge for Healthy Rewards Points
    - Improve overall fitness and wellbeing by completing 12 different challenge milestones.
  - NEW Lose for Health Challenge (replacing in-person Summer Maintain Don't Gain)
- NEW Self-Care Activities packet created and shared with employees in April

**Financial Wellness: Deferred Compensation/Voya**

- Appointments with Voya representatives switched to telephonic and employees receive Healthy Rewards points
- NEW Online financial wellness educational learning modules launching for Healthy Rewards points
  - Voya Financial Market Volatility 2020
  - Retirement Readiness with myOrange Money

**Employee Safety Training**

All employee safety training programs switched to virtual format

- Lone Worker Training in May (Multiple Sessions)
- National Alliance on Mental Illness (NAMI) Training in May (Multiple Sessions)

### **Flexible Spending Accounts (FSA) Changes**

Implementing increased flexibility for FSA election changes for FSA Healthcare, Dependent Care and Parking allowed under the IRS due to COVID-19

- Healthcare FSA Additional Changes
  - Over the counter medications and female menstrual products are now covered and reimbursable retro to January 1, 2020.

### **Commuter Value Pass (CVP) Changes**

- Milwaukee County Transit System (MCTS) waived fares due to the COVID-19 outbreak.
- Employees enrolled in CVP have enrollment fees waived until MCTS begins charging fares again.

### **Employee Communication and Reach during COVID 19 Pandemic**

- Enotify emails sent to all employees regarding benefit and policy changes since mid-March
  - 27 Benefit, Health and Wellness Enotifies
  - 10 DER Policy Enotifies
- Text messaging has also been used as an additional way to reach employees
  - 6 Benefit, Health and Wellness Text Messages
  - 7 DER Policy Text Messages
- DER redesigned the Wellness Website to make information easier to find/access during the pandemic
- DER met with the Wellness and Prevention Labor Management Committee twice to discuss policy and important benefit changes
- DER met with the Wellness Promotion Committee (comprised of over 50 wellness champions) twice to discuss policy and important benefit changes
- DER held numerous meetings with Wellness Partners to completely revamp and relaunch programming and ensure that all Wellness Partners understand and communicate changes
- EAP Special COVID-19 newsletter distributed in April
- Wellness Newsletter with updated information on all programs and changes distributed via enotify and text message in early May
- Employee/Spouse reach since March 13<sup>th</sup> through programming and appointments
  - Onsite Nurse Liaison has had over 400 employee/spouse contacts through programs, support groups, education sessions
  - Workforce Health has had over 700 employees/spouses contacts through programs education sessions, coaching appointments, calls and emails
  - Onsite EAP has had over 333 contacts with employee and spouses through consultations, education sessions and programs
  - Employee Safety Training and Education Virtual Training 100 employees participated