



Department of Employee Relations

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Mayor

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May 19, 2017

Alderswoman Milele Coggs, Chairwoman
City of Milwaukee Common Council Finance and Personnel Committee
200 East Wells Street, Room 205
Milwaukee, WI 53202

File No: 170127 UnitedHealthcare Onsite Nurse Liaison Program

Dear Alderswoman Coggs and Finance Committee Members:

Earlier this year, Common Council file #160680 authorized the Department of Employee Relations (DER) to extend the contract with UnitedHealthcare (UHC) to provide health benefit plan administrator services for the City. UHC has been a valuable partner in the City's efforts to provide comprehensive health and wellness services to City employees and spouses/partners and help employees make informed healthcare decisions that best fit their circumstances. UHC has a number of programs that help employees navigate the complex healthcare landscape such as Nurseline, Care 24, personal health support through disease management, referral and resource services for complex medical conditions, and decision assistance for medical treatment.

In order to better support City employees struggling to understand the nuances of each program and make decisions that best meet their medical needs, the DER is recommending a pilot program through UnitedHealthcare that would provide an onsite Nurse Liaison to employees and spouses/partners enrolled in the City's health benefits. The onsite Nurse Liaison would help engage high risk members to make better healthcare choices while teaching them how to access and utilize the many tools and resources available to them. The pilot program would address the following objectives with a goal to close gaps in care:

- Improve employee health literacy including the importance of follow-up steps and recommendations after medical appointments/procedures
- Help employees manage a chronic or serious medical condition
- Decide on the appropriate level of care (ie. Urgent Care versus Emergency Room)
- Address various barriers to access care (economic, social, etc.)
- Provide referrals to the appropriate programs/resources (UHC, City, Workforce Health)
- Increase the member's Physician Engagement when appropriate

While the onsite Nurse Liaison would have an office space at the City Hall Complex, the position would be largely devoted to visiting the City's many offsite work locations to reach employees who may need help learning about and accessing the various health and wellness resources, programs



and onsite clinic services. This program will not duplicate any of the services currently offered through the City's health and wellness program, and would be another important resource to complement and enhance current services. The Wellness and Prevention Labor Management Committee has also reviewed the program and strongly supports this recommendation.

UHC's experience with other public sector clients who have implemented this program, demonstrates the following outcomes:

- Increased engagement with higher risk employees (individuals who are sicker and may need help managing their condition)
- Decrease in Emergency Room Utilization
- Higher engagement with Primary Care Physician (PCP)
- Improved disease management leading to better healthcare decisions
- Increase in Wellness and Preventive Care visits
- Decreases in member healthcare costs

The pilot program would be absorbed under the funding currently approved and appropriated in City's healthcare budget and would cost approximately \$160,000 annually. A conservative return on investment for the program is expected to be at least 5:1 as a result of better disease management, more appropriate utilization of care, increased engagement with the PCP and decreases in overall health risk.

The DER would implement this program as soon as feasible in 2017 and report back to the committee annually on the performance and outcomes of this initiative. The DER recommends that the Finance and Personnel Committee approve the onsite Nurse Liaison program and authorize the DER to execute a contract addendum with UHC to begin the initiative.

Please contact me if you have any questions or comments regarding his file.

Sincerely,
Renee Joos
Employee Benefits

CC: Ellen Tangen, City Attorney's Office
Dennis Yaccarino, Budget Office

