

LMBC Meeting Minutes

December 17, 2019

Lovejoy Room, City Hall

Attendance

LMBC Members present

Tom Armstrong
Letimya Clayton for Leslie Goodlow
Jamie Doscher
Alan Ferschweiler
Mark Gipson
Ashlie Grundy
Claire Houston
Craig Morgan
Rachel Whiteside

Staff

Michelle Taylor
Kostas Giannopoulos
Joel Michels
Anne Hogan

Presenters

Joel Michels (CityStrong)
Sara Eide (Moda Healthy Foundations)
Anne Thompson (Aon)
Emily Shettel (Aon)

LMBC Members absent

Jamaal Anthony
Dave Benson
Margaret Evans
Leslie Goodlow
Jeannette Hopson
Ryan Kinsella

1. Meeting Called to Order – Co-chair Alan Ferschweiler called the meeting to order at 1:36 pm.

2. Meeting Minutes Discussion

Alan requested the committee review the November 19th meeting minutes for any needed changes or additions. Jamie Doscher asked about the status of Dave Benson's request during the last meeting for Express Scripts performance metrics as well as her own request for the total amount currently in the health reserve fund and the actual dollar amount needed to buy down the current plan year's cost increase. Michelle Taylor responded that Aon was reviewing the information and would make their results available to committee members when compiled. There were no objections to the minutes and the committee agreed to approve them as written.

3. Healthy Foundations Program Overview (Sara Eide, Moda)

Sara Eide introduced herself as the supervisor of the Healthy Foundations team, a health and wellbeing engagement program created in 2011 as a partnership between the City and Moda. The program is designed to support employees and family members who are living with a chronic health condition and need help navigating the health care system. Some highlights of the program include:

- Health coaching & medical coordination
- Tailored and member-driven goals
- Enhanced benefits during active stage, which typically lasts 6 months Flexible meeting times and locations
- Ongoing, weekly interactions

Currently, all CityCore, CityNet members who are living with a chronic health condition could be eligible to participate in this program. A chronic health condition may include diabetes, musculoskeletal conditions, depression or anxiety, cardiac issues, autoimmune diseases, cancer or any ongoing health issue.

Moda uses a variety of tools to identify potential enrollees. This includes internal claims data, member referrals (#1 method) and even provider referrals. Moda member health advocate Heidi Jurgens may also reach out to newly enrolled members.

After joining Healthy Foundations, a participant can expect to partner with one coach, but other coaches may be asked to help. The Healthy Foundations team includes national board-certified health and wellness coaches, a registered dietitian, yoga therapist, personal trainer, RN, and LCSW.

It usually takes four to six weeks of working with members for coaches to better understand health challenges, set goals and create a plan that participants can achieve and sustain. During the active stage, these ideas are set into motion with participants meeting with their coach once a week for six months to work out at the gym, plan a nutritional program, attend provider visits together, etc. The supportive stage is ongoing and will continue as long as employees and their families remain enrolled in the plan.

Besides a decrease in emergency room visits and an increase in preventive care visits, participants report an improved quality of life with a decrease in stress and depression, healthier lifestyle choices and better work/life balance.

Members can contact the Healthy Foundations team via e-mail and phone. Healthy Foundations staff also can reach out to interested members. They welcome the opportunity to partner with bureaus. Jamie Doscher asked about member participation and the number of employees/dependents that the program can support. Sara responded they haven't had to turn anybody away and they will always be able to onboard a member. Currently, Healthy Foundations is at 90% capacity. There are other resources at Moda: Advice nurses, case management and telephonic coaching programs. Kostas Giannopoulos also mentioned he has reached out to Kaiser to inquire about enhanced navigator program for Kaiser members.

4. CityStrong Program Overview (Joel Michels)

Joel Michels began his overview by describing his background as an Intensive Care Unit (ICU) nurse. He worked with patients who had suffered strokes, had bypass surgery, were dealing with cancer or other serious ailments. Joel's conversations with these patients opened his eyes and he realized many were motivated because of their near-death experiences but this fear also fades over time. He wanted to work with patients sooner—to be able to tap into their inner motivation before experiencing a healthcare crisis. Because of this desire, he went back to school and became a nurse practitioner, but it was difficult to have meaningful conversations with 18 patients a day (20-minute appointments).

After hearing about the Healthy Foundations program, he knew that he wanted to be a part of it. Being able to make house calls and spend an hour per week with patients was a completely different experience for him. Consistently, these members all mentioned they wish they had been involved in this type of program 20 years earlier. Because of this, CityStrong was created as a wellness version of Healthy Foundations.

After hiring Moda staff member, Mark Mitchell, the pilot program began at the Bureau of Environmental Services (BES) with support from the bureau director. Mark had 24/7 face to face encounters with employees and as a result, 14 members became engaged in one-on-one coaching. In 2017, this program was expanded to all City bureaus and 66 employees met with Mark for one-on-one coaching.

Staffing and program changes (Joel became a City employee and hired wellness coach Courtney Gillmore) has now brought CityStrong under the City's umbrella along with additional workplace opportunities. Courtney and Joel meet with a steering committee on a monthly basis to talk about

employee wellbeing. Currently about half of the bureaus are participating and Joel would like to see more bureaus involved. They also rely on outside vendors such as Cascade Centers to bring presentations and content experts to employees. Joel is hoping with continued e-mails, mailings, texts and word-of-mouth, more employees become engaged with the CityStrong program—especially with this plan year’s focus on mental health.

According to 2017 data from the World Health Organization (WHO), about 1 trillion dollars in lost productivity occurs every year because of mental health issues. One in five employees experience a mental health illness each year and one in four say work is a source of stress. The City’s own claims and employee experiences reflect these numbers. Presenteeism is defined as employees who may be physically at work but unable to full perform their duties due to illness, injury or other condition.

A key goal of the CityStrong program is to destigmatize mental health issues and an employee’s use of services. The first step has been the training and educating of managers through Cascade Centers webinar series. Cascade Centers developed the WholeLife Directions mental health assessment tool. Employees can use this tool to help determine their need and be directed to resources. For immediate mental health help, employees can still contact Cascade Centers and receive five free counseling sessions. For longer term care, copays for in-network mental health provider visits have been waived for the current plan year.

Claire Houston asked whether claims data for mental health visits would be available to review in time for a vote to continue the copay waiver, and Emily Shettel replied no, it takes a full plan year to understand and compile the data.

In early 2020, the City is partnering with OHSU and PSU to bring additional evidence-based training, focusing on work/life balance and mental health destigmatization training to employees. There will also be a push to gain well-building status for the new Portland Building. Requirements include classes, on-site gyms, mental health resource library and access to a program such as CityStrong. Claire wanted to know the number of employees that would be working in the building and Michelle estimated 1600 (does not include seasonal workers but they would have access to some CityStrong benefits).

Joel and Courtney will continue to educate employees through tailored messaging and content for different work groups so they can be aware of their options and act (find therapists, treatment options and/or EAP services). Citywide campaigns will also be developed demonstrating parity of esteem (valuing mental health equally with physical health) is important at the City. Finally, employee engagement using friendly competitions or games (both digital and analog) may also be offered.

Joel asked committee members to continue educating employees about the mental health initiative and the WholeLife Directions online tool. It’s available through the EAP (Cascade Centers) and it’s confidential.

5. Fertility Benefit Discussion (Aon)

Emily Shettel began the discussion by notifying the committee that Aon will be reviewing the renewal reports in January and weighing possible fertility benefits options for each plan. She asked members if they had any thoughts or opinions about this complex issue.

Alan Ferschweiler responded stating he would be interested in reviewing and weighing the potential costs of each option. Ultimately, a fertility discounting option seems like the most likely and feasible benefit. Because of the IRS requirements (infertility diagnosis would exclude LGBTQ employees), Jamie Doscher asked how this benefit could be made equitable Emily mentioned a wide variety of discounting options and vendors existed who could help employees navigate the

system and avoid/manage more complex births. Tom Armstrong asked about the infertility claims in past years and how many members would take advantage of this benefit? Shelley Zhao responded that about 1 in 185 members has an infertility diagnosis based on Moda's book of business from 2015 to 2019; it would be hard to predict future numbers. Shelley added that even with the discount benefit option, an additional cost of \$35,000 in claims per baby could be added to plan.

Claire asked if there had been employee feedback about a fertility benefit in past surveys and Anne Thompson responded that she didn't recall this being an issue. Kostas added that employees had approached a Commissioner's Office about this issue. Rachel Whiteside questioned whether a benefit for adoption could be considered as well and Kostas replied other pathways could be considered, not just IVF.

Jamie wanted to know whether the committee should expect to vote on this benefit for the next plan year? Kostas responded due because of the complexity of this issue and not yet having financial/renewal information for the upcoming plan year, there would not be any pressure to vote on a fertility benefit for next plan year. He will plan to continue reviewing options and meeting with potential vendors.

Alan mentioned he would be interested in organizing an LMBC subcommittee to continue the fertility benefit coverage discussion. Ashlie Grundy emphasized committee members needed to take additional time to make this fertility benefit equitable and including a fertility benefit question in a survey may create an expectation among employees which can't be fulfilled. Members determined the next January LMBC meeting should be extended to two hours, to ensure enough time for a full preliminary renewal report review. There will be two meetings in both February and March. Beginning in February, meetings will be held in the new Portland Building.

6. Other Business: None

7. Public Comment: None

8. Next Meeting: January 21, 2020. The meeting will begin at 1:30 PM and will be scheduled to go until 3:30 PM. January's meeting is scheduled in the Pettygrove Room at City Hall 1221 SW Fourth Ave

9. The meeting was adjourned at 2:55 pm.