

# Important COVID-19 Benefit Updates

## New & Updated Information is Highlighted Below

### City of Milwaukee Clinic Services

#### **Onsite Workplace Clinic**

This is a FREE resource to City employees and spouses regardless of insurance coverage. The Clinic offers both virtual and in-person appointments. Call 414-777-3413 to schedule an appointment.

- **Important Instructions before visiting the Workplace Clinic:**
  - Call first before visiting 414-777-3413
  - Appointments are required for in person or virtual visits
  - Enter through the Market Street entrance to access the Clinic
- **NEW Onsite Workplace Clinic Services Expanded to Dependents Starting July 1<sup>st</sup>**
  - Dependents (18 months and older) enrolled in the City's UnitedHealthcare health insurance may utilize FREE clinic services at the City's Onsite Workplace Clinic
  - A current City of Milwaukee health insurance card with the dependent's name listed on the card will be verified at the time of appointment/visit to confirm eligibility
  - Employees and spouses may continue utilizing the clinic regardless of City insurance coverage

#### **Injury Prevention Clinic**

The injury prevention clinic is providing virtual visits for preventive measures to address new strains, muscle and joint issues before they become more serious including ergonomic assessments. This is a FREE resource for City employees and spouses regardless of insurance coverage. Call 414-777-3413 to schedule a virtual visit appointment.

- **Injury Prevention Virtual Clinic Services Available:**
  - 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
  - *In person visits at the Injury Prevention Clinic are temporarily suspended.*
- If employees are currently or have previously been treated by a provider (Physician, Nurse Practitioner, Chiropractor, etc.) for a condition, the clinic cannot see them for the same condition; however, an ergonomic assessment may still be completed.

#### **Froedtert FastCare Clinics (updated 7/28/20)**

Froedtert FastCare clinics are beginning a phased reopening after closing in March due to the COVID-19 pandemic. **The Greenfield, Sussex and West Bend locations are currently open.** The remaining FastCare locations will reopen over the coming months. Visit [froedtert.com/fastcare](https://froedtert.com/fastcare) to schedule an appointment at the Greenfield, Sussex or West Bend locations.

Employees, spouses and dependents (expanded to ages 18 months and older) with the City's UHC health insurance can access Froedtert FastCare clinics at no cost. A current insurance card is required for the visit with the employee, spouse and dependent name(s) listed. Current insurance cards can also be accessed through the UnitedHealthcare App.

If you select an appointment slot online or via the Froedtert & MCW app (available through the Apple and Google play stores), a care team member will contact you to help you choose if the visit should be conducted as an in-person visit. Note that face coverings and social distancing are required for in-person visits as part of the strict safety measures in place. If you do not have a face covering, a disposable mask will be provided to you. For more information on Froedtert safety measures, visit [froedtert.com/safe](https://froedtert.com/safe). Please respect a limit of one visitor or support person per patient.

# Important COVID-19 Benefit Updates

## New & Updated Information is Highlighted Below

### **Benefit Changes under the City's UnitedHealthcare Health Insurance Updated 7/31/20**

- **COVID-19 Testing and Treatment Services: (Updated 7/31/20)**
  - Member costs are waived for approved and authorized COVID-19 testing and the associated visit at physician's offices, telehealth visits, urgent care centers and emergency departments starting 2/4/20 through 10/22/20.
  - Member costs for COVID-19 *inpatient treatment* are waived 2/4/20 through 10/22/20. Members are responsible for plan design cost share for *outpatient COVID-19 treatment*.
- **Virtual Visits: (Updated 7/30/20)**
  - Virtual Visits costs through UHC vendors for COVID-19 are waived 3/18/20 through 10/22/20. Non-COVID-19 virtual visit costs resumed 6/19/20 (previously waived 3/18/20 - 6/18/20). To access Virtual Visits go to myuhc.com and select "Connect with a Doctor Online"
- **Telehealth: (Updated 7/30/20)**

Telehealth access was expanded in response to COVID-19 to allow faster support and to reduce exposure to the virus.

  - Member cost sharing is waived through 2/4/20 - 10/22/20 for telehealth visits related to a COVID-19 diagnosis.
  - Member cost sharing was waived 3/31/20 through 6/18/20 for in-network telehealth medical, physical therapy, speech therapy, occupational therapy and behavioral visits. Starting 6/19/20 through 10/22/20 in-network telehealth (medical, physical therapy, speech therapy, occupational therapy and behavioral health) will continue to be covered, but member cost sharing will resume unless the visit is related to a COVID-19 diagnosis.

### **Delta Dental One-Time Premium Reduction Updated 7/31/20**

The City's dental carrier, Delta Dental, issued a one-time premium reduction for both dental plans (EPO/PPO) due to the COVID-19 pandemic. The reduction is being distributed to employees and is the equivalent of one bi-weekly premium payment. Employees enrolled in Delta Dental plans only will not be charged a member premium payment for the first pay period in August. Premium reductions have not been received from CarePlus Dental and are not planned.

### **2020 Health Appraisal Updated 7/31/20**

Due to the ongoing pandemic, the 2020 Health Appraisal is being modified this year to a virtual format with two steps that will need to be completed between September and December. **Health Appraisals will start in September with registration opening in August.** A wellness packet will be mailed to all employees and additional information will be emailed to employees as well.

### **Healthy Rewards 2020/2021 Cycle—Started July 1, 2020**

A number of changes were made to the Healthy Rewards Program to accommodate an increased variety of programming and virtual options and to coincide with the Health Appraisal Changes. See the updated Healthy Rewards program description for more information:

<https://www.milwaukee.gov/HealthyRewards>

# Important COVID-19 Benefit Updates

## New & Updated Information is Highlighted Below

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

Due to the COVID-19 pandemic, the IRS is allowing employees to make changes to FSA Healthcare, Dependent Care and Parking funds depending on their current situation. Changes to the Healthcare FSA at a later date will require an IRS Eligible status change. Employees that would like to change contributions to flexible spending accounts should contact [tbiern@milwaukee.gov](mailto:tbiern@milwaukee.gov) and [DERbenefits@milwaukee.gov](mailto:DERbenefits@milwaukee.gov). Email the following information.

- Employee Name and Employee ID
- What you would like changed (ie. cancel my FSA Dependent Care and/or Parking account)
- To increase or decrease Health FSA, request an enrollment form by emailing [tbiern@milwaukee.gov](mailto:tbiern@milwaukee.gov)

Healthcare FSA Update: Over the counter medications and female menstrual products are now reimbursable retro to January 1, 2020.

### **Onsite Employee Assistance Program (EAP) Telephonic Appointments: Call 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
- The EAP offers virtual educational sessions. Visit DER's Wellness Website to find upcoming [Presentations for Healthy Rewards](#) Points in the Current Wellness Programming section.

### **Onsite EAP Self-Help Groups**

The City's Onsite EAP Coordinator will be piloting self-help groups for parenting, working from home and caregiver burnout. These groups will meet virtually on a regular basis. The launch date of these groups will be announced once interest is gauged. Other details such as meeting time, duration and frequency are yet to be determined. If interested in participating contact, Cris Zamora (EAP Coordinator) at 414-286-3145 or email [czamora@milwaukee.gov](mailto:czamora@milwaukee.gov).

### **UnitedHealthcare EAP & Support Services**

- Employees with the City's 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.
- UnitedHealthcare Emotional Support Help Line available
  - Available and **free of charge to anyone (both UHC and non-UHC members)**
  - Call 1-866-342-6892 to connect to caring professionals

### **UnitedHealthcare Onsite Nurse Liaison Telephonic & Virtual Appointments:**

Call 240-549-9879 or email [mari.cohn@uhc.com](mailto:mari.cohn@uhc.com)

- Help with chronic condition management such as diabetes, hypertension, heart disease and asthma
- Questions regarding 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

The City's Onsite Nurse Liaison, Mari Cohn, offers virtual educational sessions. Visit DER's Wellness Website to find upcoming [Presentations for Healthy Rewards](#) Points in the Current Wellness Programming section.

# Important COVID-19 Benefit Updates

## New & Updated Information is Highlighted Below

### **Virtual Health Huddle with the Onsite Nurse Liaison**

A virtual group support session targeted to specific workgroups and departments where participants can discuss different challenges they are facing, have an interactive dialogue on managing stressors and build a support system. A different conversation topic will be offered for each session. Contact Mari 240-549-9879 or [mari.cohn@uhc.com](mailto:mari.cohn@uhc.com) for information/flyer on the Health Huddle and bringing virtual services to your location.

### **Workforce Health & Wellness Programming: [www.milwaukee.gov/wycm](http://www.milwaukee.gov/wycm)**

- Telephonic coaching appointments with Health Educators and 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.
  - To schedule a telephonic appointment, visit [www.workforcehealth.org/cityofmilwaukee](http://www.workforcehealth.org/cityofmilwaukee) and locate the “Healthy Rewards Program” heading. Select “schedule onsite health & wellness programs”. If you have questions please call 414-777-3410.
- Workforce Health offers virtual educational sessions for Healthy Rewards points. Visit DER’s Wellness Website [www.milwaukee.gov/wycm](http://www.milwaukee.gov/wycm) to find upcoming [Presentations for Healthy Rewards](#) Points in the Current Wellness Programming section.

### **Virtual Wellbeing Group “Well Together” Every Wednesday 8am-8:30am and NEW Mondays 12pm-12:30 Starting August 12<sup>th</sup>**

Join Workforce Health every week to have an interactive discussion about wellbeing related topics. This meeting is facilitated by Workforce Health and creates a place to connect with other employees. Attend and participate each week to earn 5 Healthy Reward points. Visit [Presentations for Healthy Rewards Points](#) on DER’s Wellness website ([www.milwaukee.gov/WYCM](http://www.milwaukee.gov/WYCM)) each week to sign up for this group.

- Discuss and determine as a group what wellbeing topics will be explored
- Connect and chat with fellow City of Milwaukee employees/spouses
- Learn how to work together and build a supportive environment during uncertain times
- Learn about City of Milwaukee resources that are available to you

### **Virtual Road to Resiliency Program**

Road to Resiliency will be offered again starting Monday, August 11 from 4:00pm-5:00pm. During this 3 week session participants will learn:

- Learn why resiliency is important to overall health and well-being
- Learn about the concept of mindfulness and the science behind it
- Leverage current strengths to incorporate in resiliency practices

Visit DER’s Wellness website ([www.milwaukee.gov/WYCM](http://www.milwaukee.gov/WYCM)) for additional details.

### **Virtual Fitness Classes “Meditative Fit & Flow”**

# Important COVID-19 Benefit Updates

## New & Updated Information is Highlighted Below

Virtual fitness classes will resume August 12. Take a break from your work routine with this 45 minute session. Designed for all fitness levels, ages and abilities, this virtual class focuses on breathing, stretching, and strengthening using your own body weight. Attend 4 classes to earn 5 Healthy Reward points. Registration information will be available soon.

### **Financial Wellness Deferred Compensation/Voya—Telephonic Appointments**

- Telephone appointments are available with local Voya representatives.
- Schedule an appointment via the online scheduler: <https://bookvf15.timetap.com/> (Employees are eligible to receive Healthy Rewards points for these meetings.)
- If employees have questions call toll free 844-360-MDCP (844-360-6327) or email [DEFCON@milwaukee.gov](mailto:DEFCON@milwaukee.gov).

### **Financial Wellness Seminars for Healthy Rewards Points (5 pts each)**

The following seminars are currently available and can be accessed at any time. Employees and Spouses may watch the webinar multiple times but will only receive Healthy Rewards points once.

- **Voya Financial Market Volatility 2020**  
<https://www.brainshark.com/Voya/MarketVolatilityMilwaukee>
- **Retirement Readiness with myOrange Money**  
<https://www.brainshark.com/Voya/MilwaukeeRR>
- **NEW City of Milwaukee Deferred Compensation Plan Overview**  
<https://www.brainshark.com/Voya/MilwaukeeOverview>
- **NEW Personal Finance Basics**  
<https://www.brainshark.com/Voya/PersonalFinanceBasics>

### **COVID-19 Testing for Symptomatic Employees expanded to include Household Members 7/31/20**

The City expanded its free COVID-19 testing for symptomatic employees to include symptomatic household members (ages 6 and older). Tests are being offered Monday through Friday from 9am to 4pm. **This is NOT a walk-in service and appointments are required by calling 414-286-5777.**

#### **Symptoms Used to Initiate a Test:**

- Cough, Shortness of Breath, Fever, Chills/Repeated Shaking with Chills, Muscle Pain, Headache, Sore Throat, New Loss of Taste or Smell, Fatigue, Congestion or Runny Nose, Nausea or Vomiting, Diarrhea

#### **To Make an Appointment:**

Call the dedicated scheduling line: 414-286-5777. The scheduler will determine if a test is needed based on the participant's symptoms.

- Appointments for General City employees may be counted as a paid absence using pay code 069
- Employees leaving work to be tested must follow department notification procedures.

#### **Once an Appointment is Scheduled:**

1. Participants will be sent a confirmation text and/or email with the appointment date and time
2. Participants will be given information about the testing site location along with directions about arriving at the testing site
3. A Photo ID is required for adult participants for verification purposes. Employees must bring their City of Milwaukee ID badge to the appointment.
4. Household members being tested must verify the employee name and ID before being tested and minors must be accompanied by an adult.
5. Employees must sign a consent authorizing the release of test results to the DER Leave Administrator Coordinator who will notify the hiring department for return to work purposes

# Important COVID-19 Benefit Updates

New & Updated Information is Highlighted Below

---

## **Once the Test is Complete:**

Participants will be given guidance and instructions consistent with CDC recommendations and employees will be given directions on returning to work.

## **Employee Resource Groups (ERGs)**

An ERG is an employee group that has been formally recognized by the City and shares a common background, focus area, and set of interests and/or goals that foster an environment of inclusion. The City encourages the formation of ERGs to foster diversity, encourage the sharing of information, recognize achievements, and interaction between employees on an informal basis. Any city of Milwaukee employee can form and/or be a member of an ERG. Visit the ERG webpage for more information and how to form or join an ERG: [www.milwaukee.gov/ERG](http://www.milwaukee.gov/ERG)