

# Wellwaukee



## The City's Health and Wellness Newsletter

Volume 6, Issue 2 Spring 2022

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The City of Milwaukee offers a comprehensive health and wellness program and is committed to establishing a workplace culture that enhances employee lives and offers all the tools necessary to meet employees wherever they're at on their road to good health. This publication is dedicated to keeping employees and their families informed on the resources available to be well at work, well at home and well into retirement.

Visit: [www.milwaukee.gov/wycm](http://www.milwaukee.gov/wycm) for more information.

## Healthy Rewards Program Ends June 30, 2022!

Healthy Rewards is the City's incentive-based wellness program where participants complete 3 levels of points to earn a Health Reimbursement Account (HRA) up to \$350 (\$700 if spouse completes the program).

### How the Program Works:

Employees/spouses who complete the Health Appraisal are automatically awarded biometric points. Participants with biometric results outside of the optimal range can get rechecks at the City's Wellness Center, Workplace Clinic or complete a health action plan through the wellness portal.

- Employees/spouses earn additional healthy rewards points by completing a variety of other health and wellness activities.
- Visit DER's wellness website, [www.milwaukee.gov/wycm](http://www.milwaukee.gov/wycm) for upcoming programming and presentations that qualify for Healthy Rewards points.
- Participants must earn a minimum of 20 points from the health appraisal to participate in Healthy Rewards. If biometric results are outside of the optimal range and do not meet the minimum 20 point requirement, participants have two options to earn points:

1. Complete appropriate health action plan(s) available through the wellness portal. Participants must enroll by the beginning of May!
2. Have your biometrics rechecked at the Workplace Clinic located inside the Zeidler Municipal Building.

### Participants can submit points online through the wellness portal:

Visit [www.workforcehealth.org/cityofmilwaukee](http://www.workforcehealth.org/cityofmilwaukee) and go to the Healthy Rewards Points Submission section.

- Select 'Submit your proof of participation', choose your file and upload.
- NEW Participants have the ability to upload appropriate documentation by category on the wellness portal. Points will be awarded upon successful completion of the upload. Workforce Health will continue to review all submissions. Please follow documentation requirements for each category.
- Documents can be uploaded as .jpg or .pdf files and saved to your profile.
- Within two weeks, participants submissions will be approved or denied. If participants do not see their points reflected on the website, the submission did not meet program requirements.

Points can also be submitted at the Wellness Center, Traveling Wellness Center sites, with the Onsite Nurse Liaison (Mari Cohn) and through email [cityofmke@froedtert.com](mailto:cityofmke@froedtert.com). Participants with questions about point submissions should contact Workforce Health directly at 414-777-3410.



## Over-the-Counter (OTC) At Home COVID-19 Test Kits

City of Milwaukee employees and family members are able to receive Over-the-Counter (OTC) FDA authorized at home COVID-19 Test Kits at little or no cost through the options below. Members should pay attention to the COVID-19 test expiration dates as they can vary and tests may only be good for a couple months.

## Free Tests through the Federal Government

Every home in the United States is eligible to order 4 free at-home COVID-19 rapid antigen tests from the federal government. Orders usually ship in 7-12 days. These tests give results within 30 minutes (no lab drop-off required). Self-tests can be taken at home or anywhere, are easy to use, and produce rapid results. You can use self-tests regardless of vaccination status or whether or not you have symptoms. Order tests at [covidtests.gov](https://www.covidtests.gov).

## Health and Pharmacy Plan Coverage for members enrolled in the City's Health Plan

Employees and family members enrolled in the City of Milwaukee's UnitedHealthcare health plan have coverage for FDA authorized OTC at home COVID-19 diagnostic test kits. No prescription is required. This benefit includes up to 8 tests per member per month. The number of tests ordered is monitored to ensure members are not exceeding the maximum allowed number of tests.

## How to Get OTC At Home COVID-19 Test Kits

1. Visit an in-store pharmacy counter at a UnitedHealthcare Preferred Retailer
  - Current UnitedHealthcare Preferred Retailers include Walmart Pharmacy, Sam's Club Pharmacy, Walgreens (including Duane Reade), and Rite Aid Pharmacy (including Bartell Drugs). UnitedHealthcare is working to add additional pharmacies to their COVID-19 test kit preferred retailers program. View the most current list of the Preferred Retailers by visiting [myuhc.com](https://myuhc.com).
  - To use this benefit members must:
    - Purchase their OTC test kit at the preferred retailers in-store pharmacy counter
    - Show their UnitedHealthcare member id card
  - Members who visit a UnitedHealthcare Preferred Retailer and purchase the OTC test kit at the in-store pharmacy counter will not have any cost and will not have to submit documentation for reimbursement.
    - Members who purchase an OTC test kit at a UHC Preferred Retailer at a checkout other than the in-store pharmacy counter can still be reimbursed, but they will need to pay for the test kit upfront and submit a receipt for reimbursement.
2. Visit any store or online retailer
  - Members who purchase an OTC COVID-19 test kit through other retailers are eligible for reimbursement up to \$12 per test.
    - Many COVID-19 tests are sold as a 2-pack and would be reimbursed up to \$24 for the 2-pack kit.
  - Members can submit a receipt for reimbursement online [here](#) or print a form to mail in for reimbursement [here](#).
3. Request at-home OTC COVID-19 test kits from the federal government
  - Visit [covidtests.gov](https://www.covidtests.gov) to order a one-time shipment per household of 4 free OTC at-home COVID-19 tests that will be shipped directly to you.



Photo from CDC

## Benefit Counselors Now Available for Newly Hired Employees!

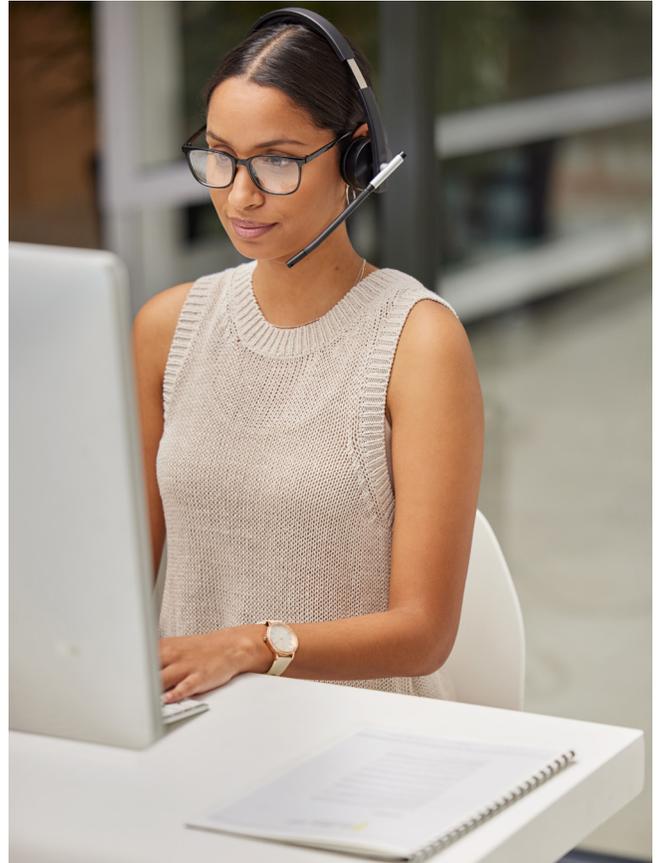
During the fall open enrollment period the DER Benefits team implemented a new Benefit Counselor service that gave employees the opportunity to make an appointment with a counselor and discuss their benefit enrollment options. The Benefit Counselor service has been expanded and is now available throughout the year to new employees.

New employees are able to make a telephonic appointment with a benefit counselor to discuss their benefit options and enrollment questions by visiting [www.enrollcityofmilwaukeebenefits.com](http://www.enrollcityofmilwaukeebenefits.com). A variety of times are available and employees can expect their appointment to last between 30 – 45 minutes. New employees can also make additional appointments if they are not able to cover all the information and complete their benefit enrollment during the first appointment. In addition to the City's regular benefits website, new employees can visit [www.cityofmilwaukeebenefits.com](http://www.cityofmilwaukeebenefits.com) for more targeted and interactive benefit information.

Benefit Counselors are able to enroll and provide information to employees on the following benefits:

- Health
- Dental
- Vision
- Flexible Spending Arrangements
- Life Insurance
- Long Term Disability (general city employees only)
- Voluntary Benefits (Accident, Critical Illness, and Short Term Disability insurance)

The only way to enroll in the new Voluntary Benefits (Accident, Critical Illness, and Short Term Disability insurance) is through the Benefit Counselors. Employees will not have another opportunity to enroll in these benefits until the fall open enrollment period.



### **FREE Health Coaching!**

At no cost to you, health and nutrition coaching is available on various days and times every month for telephone or virtual appointments. Call 414-777-3410 or log in to the Wellness Portal at [www.workforcehealth.org/cityofmilwaukee](http://www.workforcehealth.org/cityofmilwaukee) and sign up for the next available appointment.

If you're not sure where to start or what to talk about, our coaches have selected key topics each quarter for a well-rounded approach to your health and well-being.

- In April, May and June, learn and discuss **On-the-Go Health Habits** for exercise, nutrition and stress that will work for you.



### Workplace Clinic

Provides free, convenient onsite and virtual health care services for employees and spouses regardless of enrollment in the City's health insurance. Located at the **Zeidler Municipal Building:** 841 N. Broadway, Milwaukee

**HOURS:** Call before visiting  
**Mon, Tue, Thur, Fri:** 7 a.m.-3 p.m.  
**Wed:** 9 a.m.-5 p.m.

### Injury Prevention Clinic

Provides onsite and virtual visits for preventive measures to address new strains, muscle and joint issues before they become more serious. This is a **FREE** resource to City employees and spouses regardless of insurance coverage. Located at the **Zeidler Municipal Building.**

**HOURS:**  
**Mon:** 8 a.m. - 12 p.m.  
**Wed:** 12:30 - 4:30 p.m.

.....  
**To schedule appointments, please call:**  
**414-777-3413**

**Free parking while using the Workplace Clinic** is available for employees and spouses who do not work at the City Hall Complex. Park at the 1000 N. Water St. parking structure and bring your parking ticket to your appointment in order to get a parking voucher.



City of Milwaukee employees, spouses and dependents (18 months and older) covered under the City's UnitedHealthcare (UHC) health insurance can visit Froedtert & MCW FastCare® Clinics at no cost.

For hours, locations and to schedule an appointment online, visit [froedtert.com/fastcare](http://froedtert.com/fastcare) or download the Froedtert & MCW app (available through the Apple and Google play stores). Or, snap the QR code for quick access:



**Workforce Health**



## Look Who's Returning as a Regular Provider to the Workplace Clinic!

**Laura Bushman, MSN, FNP-BC**

I'm elated to share that I will be returning as a nurse practitioner to your Workplace Clinic! I joined Froedtert Workforce Health in 2014 and was the original nurse practitioner serving City of Milwaukee employees and

spouses. As we grew, I transitioned into a leadership role overseeing all Froedtert Workforce Health Workplace Clinics and served in that role for the last 6 years. Now, I wish to take a step back into clinical practice to spend more time with my husband and two beautiful boys. I look forward to working with the City of Milwaukee team again and seeing you for your health needs – especially preventive health and wellness. If you see me around, be sure to stop by and say hi!

## Pop-In Wellness Booths at Traveling Wellness Locations

Workforce Health is hosting Pop-In Wellness Booths during select Traveling Wellness Center months. Each month's wellness booth will have a different wellness topic starting with "Stretching Anywhere" in April. Learn an easy 5-minute stretching routine that you can do anywhere — every day.

Traveling wellness coaches will continue to be onsite every month to check blood pressure, schedule-coaching sessions, collect healthy reward points and connect employees to available health and wellness resources.

Contact Workforce Health if you have any questions or new location suggestions for traveling wellness services at [cityofmilwaukee@froedtert.com](mailto:cityofmilwaukee@froedtert.com).

## FastCare® Clinic Hours Have Changed



**FastCare® at McKinley Health Center**

Monday-Friday: 8 a.m. - 6 p.m.  
Saturday and Sunday: 8 a.m. - 12 p.m.

**FastCare® at Meijer locations**

Monday-Friday: 8 a.m. - 8 p.m.  
Saturday: 8 a.m. - 6 p.m.  
Sunday: 8 a.m. - 2 p.m.

## Update from Nurse Liaison, Mari Cohn



The City's Nurse Liaison, Mari Cohn is back onsite at locations around the City! Calendars with her latest schedule are available on DER's wellness website, [www.milwaukee.gov/wycm](http://www.milwaukee.gov/wycm). Spring is the perfect time of year for renewing health goals and resuming routine care and screenings. Mari is available to help City

employees and spouses find primary care providers, identify Tier 1 providers for cost savings, and compare costs for care. She can also help employees navigate care options that can save them money, such as the Workplace Clinic, FastCare, virtual visits and the City's Employee Assistance Program (EAP).

Mari is offering a number of new programs this spring, including "Spring Into Spring", which launched in March. "Spring Into Spring" is a 6-week joint program with the City's EAP Coordinator, Cris Zamora focused on weight management that helps participants increase motivation and celebrate

### UnitedHealthcare "Find Care and Costs" Tool

When employees are deciding where to go for care, UnitedHealthcare (UHC) offers a "Find Care and Costs" tool that allows members to review the estimated cost for services from various providers in their area. To access the tool, log onto [myuhc.com](http://myuhc.com) and click the "Find Care and Costs" tab at the top of the page. The "Find Care and Costs" tool allows members to compare costs for providers and services in their area that are part of the UHC network, including doctors, behavioral health resources, hospitals, office visits, labs, convenience and urgent care clinics and more. Members are able to generate an out-of-pocket estimate based on their deductible and out-of-pocket maximum balances prior to their provider or care visit.

success while implementing small lifestyle changes, incorporate physical activity and introduces relaxation and stress management techniques. Mari is also offering a "Healthy Living with Diabetes" program in May and a new program, "Healthy Heart" in June. Additional information will be available when registration for these programs opens. Check the "Presentations for Healthy Rewards Points" list on DER's wellness website, [www.milwaukee.gov/wycm](http://www.milwaukee.gov/wycm), for upcoming webinars and safety trainings from Mari and other wellness partners. Upcoming topics from Mari include "Understanding Metabolic Syndrome", "Happier Living" and "Women's Health".

Mari continues to be available to help employees and spouses manage health concerns, work on health goals and utilize UnitedHealthcare resources. She facilitates monthly diabetes support groups and a new virtual "Go for Your Goals" support group for employees who completed that program.

The Nurse Liaison service is FREE to employees and spouses regardless of enrollment in the City's health insurance. To schedule an appointment with Mari or for additional information on her programs and support groups, call 240-549-9879 or email [mari.cohn@uhc.com](mailto:mari.cohn@uhc.com).

### Meet virtually with a UnitedHealthcare or OptumRx Representative

Representatives from UHC and OptumRx are available to meet virtually with employees and spouses every month. The next monthly virtual meeting date is Tuesday, May 10th. Employees and spouses can schedule appointments for a virtual meeting or phone call starting May 2nd online or by calling 920- 661-5480 and leaving a message. Check the City's benefits website ([www.milwaukee.gov/benefits](http://www.milwaukee.gov/benefits)) starting May 2nd for the May appointment scheduling link. UHC/OptumRx representatives can help with questions on claims, prescriptions, issues and general inquiries regarding benefits.



## Moral Injury: An injury to our values and beliefs

A soldier being given orders to kill another human being. A leader who fails to safeguard a widely held value and therefore betrays the people. A doctor who has to choose which patient receives treatment due to depleting resources. An employee being physically assaulted or verbally abused/threatened for just doing his/her job. An individual that learns that someone’s personal liberties have been violated. A person who witnesses others not acting to protect their friends/loved ones from harm. These are all examples of events that test our moral compass. Most recently, the COVID-19 pandemic tested our individual and societal values, beliefs and expectations about what is just and morally right.

The internal conflict felt after witnessing or learning about an event that transgresses a deeply held value and expectation is called a Moral Injury. These beliefs and expectations are rooted in values and fairness from 1) religion/spirituality 2) our culture 3) organizations we are part of, or 4) other meaningful groups we identify with. It is important to note that moral injury is not a disorder like PTSD but it does share some similar symptoms like shame, guilt, self-condemnation, feelings of anger, betrayal, difficulty forgiving and loss of hope, meaning, and trust. If not worked through, moral injury can lead to depression, anxiety, social withdrawal, alcohol/substance misuse and hypervigilance.

Recovery begins with normalizing some of these feelings. It is normal to have a strong empathic reaction when our values feel compromised or when we witness what feels unjust to someone else. Second, process the event by talking to supportive peers, friends and loved ones. Talking about it out loud allows us to better understand our thoughts, feelings and provides opportunity for feedback. Third, be aware of and challenge negative self-talk. Negative self-talk is overly critical of yourself and others. Negative self-talk sentences usually start with words like “always” “never” and “should.” The fourth step is more existential. It is answering “why” the event happened as it did, but doing so in a way that you can accept, live with and move on from (e.g. why do bad things happen to good people?). Lastly, it is important to learn something positive from the event, “how could I do this differently next time” or “what has this taught me about my values?” Throughout the recovery process, be aware of stress symptoms as they occur and deploy healthy self-care and positive coping mechanisms when needed.

The City’s EAP, Cris Zamora is currently offering educational sessions on Moral Injury. To learn more or attend an education session, contact Cris directly or visit the City’s wellness website [www.milwaukee.gov/wycm](http://www.milwaukee.gov/wycm).

### Employee Assistance Program



City of Milwaukee EAP



Cris Zamora

Employee Assistance Program Coordinator

The **employee assistance program, or EAP**, is a counseling service for City of Milwaukee employees and their families who may be experiencing personal or work place problems.

Contact Cris Zamora, the Onsite EAP Coordinator at 414-286-3145 to address:

Anxiety, stress symptoms, parenting/family or marital problems, alcohol/substance misuse, and legal or debt/financial resources.

Needs assessment with appropriate referrals:

Ongoing counseling/treatment, City of Milwaukee benefits/programs, and community resources

Visit the EAP webpage at [www.city.milwaukee.gov/der/EAP](http://www.city.milwaukee.gov/der/EAP) for more information on a wide range of work-life topics.

## Financial Wellness: Student Loan Spotlight



### City of Milwaukee Deferred Compensation Plan

**Financial independence. It starts today.**

**Participants can schedule a telephonic or virtual appointment with a local Voya representative to learn more about:**

- Benefits of the Deferred Compensation Plan
- Planning tools
- Investment options
- Additional resources

To schedule a telephonic or virtual meeting with a local Voya Representative via our Online Scheduler Tool, visit [www.milwaukeeedcp.com](http://www.milwaukeeedcp.com) or call 844-360-MDCP (6327).

## Information about the Public Service Loan Forgiveness (PSLF) and Temporary Expanded Public Service Loan Forgiveness Temporary (TEPSLF) Programs

There have been recent, significant changes to the Public Service Loan Forgiveness (PSLF) program that may positively impact many full-time City of Milwaukee employees.

On October 6, 2021, the US Department of Education announced a temporary period during which borrowers may receive credit for payments that previously did not qualify for the PSLF or Temporary Expanded Public Service Loan Forgiveness (TEPSLF). If you have Federal Family Education (FFEL), Perkins or other federal student loans, you need to consolidate your loans into a Direct Consolidation Loan to qualify for PSLF, both in general and under the waiver, **by October 31, 2022**.

To learn more, watch the recorded webinar provided specifically for City of Milwaukee employees in January 2022, entitled "Understanding PSLF and the Temporary Waivers" (presented by Betsy Mayotte, President of The Institute of Student Loan Advisors): <https://drive.google.com/file/d/1haHGY9W0I-ZryFh10QlgSQvwdgBol6Tn/view?usp=sharing>

Further information regarding the PSLF program, requirements and related resources are below:

- Department of Education Student Aid website: [www.studentaid.gov](http://www.studentaid.gov)
- Department of Education information about the program <https://studentaid.gov/manage-loans/forgiveness-cancellation/public-service>.
- The PSLF and Temporary Expanded PSLF (TEPSLF) Certification and Application: <https://studentaid.gov/sites/default/files/public-service-application-for-forgiveness.pdf>.
- The Institute of Student Loan Advisors (TISLA) general website: [www.freestudentloanadvice.org](http://www.freestudentloanadvice.org)
  - TISLA's info about the program: <https://freestudentloanadvice.org/loan-forgiveness/public-service-loan-forgiveness/>
  - TISLA's FAQs: [https://freestudentloanadvice.org/wp-content/](https://freestudentloanadvice.org/wp-content/uploads/2021/12/PSLF-Waiver-FAQ-1208.pdf)

[uploads/2021/12/PSLF-Waiver-FAQ-1208.pdf](https://freestudentloanadvice.org/contact/)

- Where to send specific questions: <https://freestudentloanadvice.org/contact/>

To request **Employer Certification** for this program, send an email to DER Certification at [DerCertification@milwaukee.gov](mailto:DerCertification@milwaukee.gov) (Subject: Request for Public Service Loan Forgiveness employer certification information) asking DER to provide information and certification regarding your work history (per section 3 and 4 of the PSLF & TEPSLF Certification & Application). Include the following information:

1. Your employee ID (if known)
2. Your name (including any prior names you may have used during your employment with the City)
3. The method you would like to receive this information (e.g., via email, hard copy via the mail, or pick up the paperwork in person)

Please note: Do **NOT** submit your partially filled application to DER for this request. DER has the form on hand. Upon receipt of your request, DER Certification will verify dates of employment and send you back the partially filled out application. You then need to complete the rest of the application prior to submitting it directly to the federal government for consideration, as indicated in the links above. Please be advised that DER Certification will not submit the PSLF application to the federal government on an employee's behalf.

**If you have further inquiries about the PSLF program, please email [DEFCOM@milwaukee.gov](mailto:DEFCOM@milwaukee.gov).**

## In-person Financial Wellness Consultations Available this Spring

Good News! In-person Consultations with local Voya representatives (10 Healthy Rewards points per consultation!) will be starting mid to late April on Tuesdays and Thursdays, in addition to phone and Zoom consultations, which continue to be offered. Stay tuned for more information that will be shared in an upcoming e-notify. All up-to-date information regarding Consultation options will be provided per the Online Scheduler: <https://bookvf15.timetap.com/>

# Did You Know?

## Workplace Clinic Virtual Visits

It's not always necessary to see your provider in person at the City of Milwaukee Workplace Clinic. Virtual visits are available to provide care from wherever you are. Telephonic and video visit options are available for your safety and convenience. Telephone or video chat with the provider from your mobile device, tablet or computer – from the comfort of wherever you are. Many common conditions can be treated with a virtual visit including cold, flu, headaches/migraines, sore throat, seasonal allergies, eye infection, strains/

sprains, insect bites/stings and more.

Clinic services are FREE to employees and spouses regardless of enrollment in the City's UHC health insurance plan. Dependents (18 months and older on the City's UHC health plan) may also use the Workplace Clinic by presenting a UHC health insurance card at the time of the visit. In-person and virtual visits are available. Call 414-777-3413 to make an appointment or visit MyChart online or use the Froedtert & MCW app to schedule an appointment if you are an established Workplace Clinic patient.

## Ameriflex Card Change

Ameriflex, the City's FSA and HRA administrator recently migrated to a new card processing vendor which will result in new FSA/HRA cards being issued to City of Milwaukee enrolled members.

What can employees expect?

- Employees enrolled in an Ameriflex FSA/HRA account will be mailed a new card at a future date.
- After employees receive their new cards, they should safely dispose of their old cards. This is the only action required of the employee. Ameriflex will be sending an email to employees directly notifying them of this change with more details.

Employees are strongly encouraged to create and access their account information online by visiting [myameriflex.com](http://myameriflex.com) > **login** > **participants**. Additionally, the Ameriflex mobile app is available for on-the-go account access.

## Paid Parental Leave Policy

The City of Milwaukee is proud to offer eligible City of Milwaukee employees paid parental leave beginning Monday, April 4, 2022. Parents are eligible for 6 weeks of paid parental leave for a qualifying event, which includes birth of a child, stillbirth, and adoption, foster or in locos parentis placement of a child. Additional information including the policy and leave eligibility forms are available on DER's Policies and Guidelines website, [www.milwaukee.gov/policiesandguidelines](http://www.milwaukee.gov/policiesandguidelines).



## Text Messaging

DER has a text messaging service to communicate benefits and wellness updates that employees and spouses can opt into. Employees and spouses can register by answering a few short questions through the registration link on the City's Wellness page ([www.milwaukee.gov/wycm](http://www.milwaukee.gov/wycm)). This service is completely voluntary and employees/spouses can unsubscribe at any time.

The City of Milwaukee Department of Employee Relations (DER) provides human resource support services to City departments with a mission to recruit, develop, and retain a high performing and diverse workforce while delivering innovative human resource policies and programs that support the City's mission including services to maintain and improve employee health, safety and wellbeing.

## Department of Employee Relations (DER) Benefits Division

City Hall  
200 E. Wells St., Rm. 706  
Milwaukee, WI 53202-3515

Phone: 414-286-3184  
Fax: 414-286-0203  
E-mail: [derbenefits@milwaukee.gov](mailto:derbenefits@milwaukee.gov)

## Wellness Program Information:

[www.milwaukee.gov/wycm](http://www.milwaukee.gov/wycm)  
Phone: 414-777-3410  
E-mail: [cityofmilwaukee@froedtert.com](mailto:cityofmilwaukee@froedtert.com)  
E-mail: [derwellness@milwaukee.gov](mailto:derwellness@milwaukee.gov)



**Workforce Health**



**Are you interested in receiving a Wellness Tip each month?**

Sign up at [www.froedtert.com/workforce-health/wellness-tip](http://www.froedtert.com/workforce-health/wellness-tip).

Topics include nutrition, exercise, safety, stress management and more.