



Wellwaukee

The City's Health and Wellness Newsletter



Volume 4, Issue 2
Spring 2020

INSIDE THIS ISSUE

Important Note about Wellness Programming...1

Onsite Clinic Services: In-Person and Virtual Visits2

UnitedHealthcare Onsite Nurse Liason.....2

Current Wellness Programing - All Virtual...3

Farewell Message from Cherith.....3

Healthy Rewards Program—June 30th Deadline Approaching4

Important Benefit Changes5

Employee Assistance Program (EAP).....6

Deferred Compensation..7

Did You Know8

Department of Employee Relations (DER) Contact Information.....8

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 for more information.

Important Note about Wellness Programming

While in person wellness programming (aside from the Workplace Clinic) is temporarily suspended due to the COVID-19 outbreak, the City of Milwaukee remains committed to the health, safety, and well-being of its employees and families. During challenging times that are filled with uncertainty, it is especially important for employees to take care of themselves and their family members. This issue of Wellwaukee highlights the many health, wellness and supportive resources that are still available to employees and spouses. All of the City's health and wellness partners have been working nonstop to redesign and provide important programs and services in telephonic and virtual formats.

- Workplace and Injury Prevention Clinics launched Virtual Visits for employees and spouses
- Numerous Online Education Sessions have been scheduled with an average attendance per session of 100 participants or more
- New Virtual Programs are launching weekly: Healthy Living with Diabetes 2, Stress Reduction, Mental Health in the Workplace, Employee Resiliency, Importance of Healthy Sleep, Fitness Classes, etc.
- Employee Safety Training Virtual Programs have been launched with additional sessions added due to employee demand

New programs and services are being launched weekly to focus on areas where employees and their families may need extra support. We want to ensure all programming continues to be relevant and tailored to fit the various circumstances that employees are experiencing during this time. We hope employees are able to take advantage of these valuable resources to obtain the care and support they need.

DER Benefits Team



Onsite Clinic Services

Workplace Clinic In-Person and Virtual Visits Available

The City of Milwaukee Workplace Clinic remains OPEN and is free to employees and spouses regardless of enrollment in the City’s health insurance. Appointments are available 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.

The clinic now offers convenient and safe virtual visit options in addition to in-person visits. Virtual visits are available through video and phone during regular clinic hours. Same-day appointments may also be available. Appointments are currently required before an in-person or virtual visit. Call 414-777-3413 to setup a virtual visit or to schedule an in-person visit.

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

If you are experiencing COVID-19 symptoms, please call the clinic and do not visit the clinic in-person. For more information, visit www.froedtert.com/coronavirus



Mari Cohn,
Nurse Liaison

UnitedHealthcare Onsite Nurse Liaison

The City’s Nurse Liaison, Mari Cohn, is available to help employees and spouses with a variety of questions and concerns. Employees can schedule a telephonic or virtual appointment with Mari by calling 240-549-9879 or emailing mari.cohn@uhc.com.

Appointments can be made to address the following:

- 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
- Understand information and follow-up from provider visits
- Questions on managing medication refills

The City’s Nurse Liaison also offers the following services/programs:

- Virtual educational sessions for Healthy Rewards points. See the Presentation list on DER’s Wellness Website under the current wellness programming: www.milwaukee.gov/wycm
- Diabetes Prevention Support Group: meets virtually the first Wednesday each month
- Virtual Healthy Living with Diabetes Part 2 (4 week class starts May 12)

Injury Prevention Clinic: Virtual Visits Available

The City of Milwaukee’s Injury Prevention Clinic is now available to provide Virtual Visits for preventive measures to address new strains, muscle and joint issues before they become more serious. The clinic is FREE for employees and spouses regardless of enrollment in the City’s Health Insurance. To schedule a virtual visit, call the clinic at 414-777-3413.

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

Top Reasons for a Virtual Visit the Injury Prevention Clinic:

- Shoulder pain
- Back pain
- Knee pain
- Wrist and hand pain
- Foot and ankle pain

If employees are currently or have previously been treated by a provider (Physician, Nurse Practitioner, Chiropractor, etc.) for a condition, the clinic cannot see you for the same condition.

*In person visits at the Injury Prevention Clinic are temporarily suspended and only virtual appointments are currently being scheduled.



Current Wellness Programming—All Virtual

All Wellness programming has been converted to a virtual or telephonic format and new programs are being launched weekly. In addition, weekly education sessions and lunch and learn presentations are being offered on a variety of subjects including health/wellness, mental health, financial wellness and safety.

Below is a listing of current programs and additional ones will be launched soon regarding sleep management, resiliency, meditation and hypertension management. Please visit DER's Wellness Website and the Wellness Programming Section for the most current program offerings: www.milwaukee.gov/wycm

- Presentations for Healthy Rewards Points
- Health at Home Challenge through the Wellness Portal
- Healthy Living with Diabetes 2 Virtual Program
- Psst, Your Stress is Showing Virtual Program
- Mental Health in the Workplace Virtual Program
- Wellness Portal Action Plans
- Real Appeal Weight Management Program (Online Weight Management)
- Telephonic Coaching Sessions with Health Educators and Registered Dietitians



A Farewell Message from Cherith

When you leave a job you love it's always difficult to say goodbye to those you have worked with. What I've found over the past few months is that it's even more difficult when you don't get the chance to say goodbye. Six years ago, I was offered the opportunity to be a part of a "Travelling Wellness Center", where one day a week I got to visit many of the City's DPW sites. Wednesdays quickly became my favorite day of the week.

I learned how much effort and sacrifice it takes to keep the wheels of a large city rolling. I used to hope that it would snow on Christmas Eve so that there would be a White Christmas. Now, I hope and pray that it doesn't so all the workers involved in snow removal can have a well-earned opportunity to spend an uninterrupted holiday with their families. I loved hearing your stories, sharing your laughter and celebrating your successes.

Thank you for your respect, your openness to new ideas and your kindness. I will always be grateful that you allowed me to be a part of your "work family". Stay safe, take care of each other and remember your Healthy Rewards points are due June 30.

Fondly, *Cherith*



Healthy Rewards Program— June 30th Deadline Approaching

Healthy Rewards is the City’s incentive-based wellness program where participants complete three levels of points to earn a Health Reimbursement Account (HRA) up to \$350 (\$700 if spouse completes the program). Employees must complete the 2019 Health Appraisal process to be eligible for Healthy Rewards. The deadline to earn and submit points is June 30, 2020.

**HEALTHY
REWARDS**
WELLNESS YOUR
CHOICE MILWAUKEE



How the Healthy Rewards Program Works:

- Employees/spouses who complete the Health Appraisal are automatically awarded biometric points.
- Participants with biometric results outside of the optimal range are encouraged to complete a 6-8 week health action plan through the wellness portal to earn those biometric points:
www.workforcehealth.org/cityofmilwaukee
- Participants that earn less than 30 biometric points must schedule telephonic coaching to complete the Healthy Rewards program.
 - Complete the telephonic coaching consent form on www.milwaukee.gov/WYCM and email to cityofmke@froedtert.com
 - Call 414-777-3410 to schedule your telephonic appointment
- Participants earn healthy rewards points by completing a variety of other health and wellness activities
- Visit www.milwaukee.gov/WYCM and the Healthy Rewards section for more information and the program description

Point Opportunities

Programs and services have moved to a telephonic or virtual format and many opportunities remain to earn Healthy Rewards points before the June 30th deadline including:

- Wellness Portal Action Plans
 - Action plans are available on a variety of topics through the Wellness Portal. Earn 10 points for each completed action plan (maximum 30 points). Action plans take 6-8 weeks to complete. Registration for action plans will remain open through mid-May.
- Virtual Webinars
 - Webinars are available on a variety of health and wellness topics. Earn 5 points for each webinar attended (maximum 30 points). Check the Presentation list on DER’s wellness website www.milwaukee.gov/WYCM

- Telephonic Coaching
 - Telephonic coaching sessions with Health Educators and Registered Dietitians are still available. To schedule a telephonic appointment, visit www.workforcehealth.org/cityofmilwaukee and locate the “Healthy Rewards Program” heading. Earn 10 points for each 30-minute coaching session (maximum 30 points).
- Deferred Compensation/Voya is offering telephonic financial consultations with Voya representatives. Schedule an appointment via the online scheduler: <https://bookvf15.timetap.com/>
 - Earn 10 Healthy Rewards points for telephonic consultations (maximum 20 points).
- Step Challenges
 - Employees and spouses that have 200,000 steps in a 28 day period that are reported through an activity tracking device or trackable app will earn 5 points (maximum 50 points).
- NEW Wellness Portal Health at Home Challenge
 - Improve wellbeing with at home challenges and exercise.
 - Enroll on the wellness portal by May 15.
 - Earn 10 Healthy Rewards Points for completing all 12 millstones of the challenge

Submit Healthy Rewards points online through the wellness portal:

- Visit www.workforcehealth.org/cityofmilwaukee and go to the Healthy Rewards Points Submission section
- Click on ‘Submit your proof of participation’ choose your file and upload
- Documents can be uploaded as .jpg or .pdf files and saved to your profile
- Within two weeks participant submissions will be approved or denied. If participants do not see their points reflected on the website, the submission did not meet program requirements
- A NEW Wellness Portal App is now available for Android devices in the Google Play store. Search for Froedtert and MCW Wellness to find the app. The app will be available soon for Apple devices.



Wellwaukee

Onsite 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:

Mon, Tue, Thur, Fri:
7 a.m.-3 p.m.

Wed: 9 a.m.-5 p.m.

- Call before visiting

Virtual Injury Prevention Clinic

provides 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.

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.

In partnership with



Workforce Health

Important Benefit Changes

UnitedHealthcare Insurance Changes

Due to COVID-19, a number of temporary changes have been made to the City's UHC insurance plan which affect member cost sharing. See below for details.

COVID-19 Testing and Related Visits

- Member cost sharing is waived for approved and authorized COVID-19 testing and testing related visits at physician offices, urgent care centers, emergency departments and telehealth covered under the City's UHC health insurance. Effective 2/4/20.

COVID-19 Treatment

- Member cost sharing is waived for inpatient treatment related medical expenses and covered services associated with COVID-19 until 5/31/20

Virtual Visits:

- Member cost sharing for Virtual Visits is waived until 6/18/20. To access Virtual Visits go to myuhc.com or the UnitedHealthcare app and select "Connect with a Doctor Online".

Telehealth:

- Member cost sharing is waived until 6/18/20 for in-network telehealth medical, physical therapy, speech therapy and occupational therapy visits. Telehealth access is expanded in response to COVID-19 to allow faster support and to reduce exposure to the virus. Members should contact their providers directly to see if this service is available.

Flexible Spending Account (FSA) Updates and Changes

Due to the COVID-19 pandemic, employees may want to consider making changes to their FSA.

Healthcare FSA:

- Over-the-counter medications and menstrual products are now reimbursable through the Healthcare FSA retro to January 1, 2020.
- Employees may enroll in the Healthcare FSA even if they previously waived coverage in 2020
- Employees may increase or decrease their Healthcare FSA contribution.
- Employees are able to rollover up to \$500 of unused 2020 Healthcare FSA funds to 2021
- Employees wanting to decrease their Healthcare FSA funds are able to reduce to the amount already

contributed in their flexible spending account or to the amount that has already been reimbursed, whichever is greater. Increases to flexible spending accounts will only cover expenses incurred on/after the date the contribution was increased.

To Change Healthcare FSA:

- Request an enrollment form at tbiern@milwaukee.gov
- Include Employee Name and ID
- Include the change you would like to make to your Healthcare FSA

Employees that would like to change their Healthcare FSA at a later date will need an IRS eligible status change to do so and will need to contact DER Benefits at 414-286-8111.

Dependent Care FSA:

- Employees that no longer need daycare, after school care or had other changes impacting expected childcare expenditures are eligible to change their FSA election/contribution amount or unenroll immediately
- Employees that cancel their contributions may re-enroll in FSA Dependent Care at a later date

Parking FSA:

- Employees that no longer need parking funds may cancel their Parking FSA
- Employees may re-enroll in the Parking FSA later this year as parking needs change

To Change Dependent Care and Parking FSA Contributions:

Employees should email tbiern@milwaukee.gov AND DERbenefits@milwaukee.gov.

Include the following:

- Employee Name and ID
- Directions on what specifically needs to be changed or cancelled.

Employees that would like to re-enroll or change their Dependent Care or Parking FSA contributions at a later date need to contact DER Benefits at 414-286-8111.

Commuter Value Pass (CVP) Alternative Transportation

City employees enrolled in this program will not be charged for their bus pass as long as MCTS is offering free rides. Bus passes will remain active during this time. Employees can also cancel their CVP enrollment at any time.



Employee Assistance Program (EAP)

How to Manage Anxiety during this Time

Your worry is normal. It is natural to be anxious and afraid given how dynamic and fluid the COVID-19 situation is. Humans are hardwired to worry when faced with uncertain situations and our built-in “fight or flight” stress response kicks in when we feel a loss of control, unsettled and threatened. This stress response has allowed humans as a species to survive threatening situations throughout our evolution. It is primal. Recognizing and accepting this response as normal is important. Be gentle with yourself for worrying and know that it is okay.

Currently, many things may seem out of our control causing our minds to swim with dozens of “what if” scenarios. Many of us are doing things outside of our normal routine like working from home, taking care of children not in school, and social distancing. This can make coping with normal anxiety especially challenging. Below are some tips on how to manage stress and anxiety:

1. Focus on what you can control. Instead of being overly preoccupied with what others are doing or not doing, focus on what you can do for you and your family’s health. Follow current CDC (Center for Disease Control) recommendations for hand washing and social distancing. Try to move from worrying to problem-solving. Focusing on things we can manage gives us a sense of mastery and control.
2. Exercise. 15-20 minute daily aerobic exercise improves our mood by releasing anti-stress hormones, like oxytocin. Regular exercise also helps maintain a healthy immune system.
3. Limit the flow of alarming media. Make time to unplug from the constant barrage of anxiety provoking news blasts. You may wish to choose one reputable source for updates and turn off news alerts from others.
4. Quiet your mind. Find simple ways to give an overthinking mind a rest. Use your breathing to find stillness by paying attention to the rhythm in your breathing. Practice slower, deeper breaths. Put your hand on your belly; you should feel it rise and expand as you draw air in and fall as you let it out. Listening to peaceful music calms the part of our brain called the amygdala, which is the area of our brain that responds to fear.
5. Meaningful engagement. We are social beings and struggle when isolated for extended periods of time. Keep connected with important people in your life via phone, video chat, and text. Lean on people that care about you and share good things with others.

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 for more information on a wide range of work-life topics.

UnitedHealthcare EAP and Support Services

- UnitedHealthcare (UHC) insured members can also utilize the UHC EAP at 800-942-4746 24/7 for referrals to behavioral health providers, legal and financial resources.
- **New UHC Emotional Support Help Line available**
 - Available and free of charge to everyone
 - Call 1-866-342-6892 to access this service



Deferred Compensation

MDCP Resources to Support Employees during These Challenging Times

The City of Milwaukee's Deferred Compensation Plan (MDCP) understands how unsettling these times are and that you may have questions and concerns about your retirement savings. From the outset of the COVID-19 pandemic, the MDCP management has been taking proactive steps to ensure the safety of its staff members while continuing to provide service to our participants and beneficiaries. Our MDCP City Hall office is currently closed, as are the onsite meeting locations for one-on-one appointments with a local Voya representative, in accordance with recently issued statewide "Safer at Home" Orders. Please be assured that MDCP's essential operations are continuing and your benefits will not be impacted by the Coronavirus pandemic.

Online Scheduler for Phone/Virtual Appointments

Telephonic appointments with local Voya representatives have replaced in-person one-on-one appointments and still allow employees to earn Healthy Rewards points (10 points per session, 20 points maximum). Appointments can be scheduled via the Online Scheduler (<https://bookvf15.timetap.com/>).

Upcoming Online Financial Wellness Presentations

Online Financial Wellness presentations will be made available as soon as possible. Check back regularly to milwaukeeedcp.com for updates as this situation evolves. Employees can also visit DER's wellness website www.milwaukee.gov/wycm for upcoming virtual presentations that qualify for Health Rewards points.

Digital Support

Log in to milwaukeeedcp.com anytime to access your account information or make contribution changes.

CARES Act

The Coronavirus Aid, Relief, and Economic Security (CARES) Act is a bipartisan response to the public health crisis and associated economic fallout in the wake of COVID-19. The bill includes provisions that would permit limited early withdrawals ("coronavirus-related distributions", or CRDs) and higher loan amounts from qualified retirement accounts, such as the MDCP, to ease financial pressures faced by workers who contract or are negatively affected by the virus. The bill also suspends required minimum distributions (RMDs) for the entire 2020 calendar year. The CRD and enhanced loan provisions are optional for plans to enact. The MDCP Board recently met (telephonically) to review, discuss and give careful consideration regarding these provisions and how they may benefit our Plan participants. The Board voted to approve the recommendation that the Common Council adopt these provisions in the immediate near future. The Common Council unanimously approved a resolution allowing for expanded benefits features per the CARES Act. Stay tuned for additional information that will be made available to Plan participants regarding these expanded CRD options.

We encourage individuals to first utilize their emergency savings accounts before tapping long-term retirement savings. We also recommend individuals talk with a financial professional before taking any action, getting proper guidance as to what to consider for an individual's own situation. You may schedule an appointment to speak to a local representative by phone by going to milwaukeeedcp.com.

Contact MDCP

As always, if you have questions or need assistance, please call toll free 844-360-MDCP (844-360-6327) or email us at DEFCOM@milwaukee.gov.

We are in this together and remain focused on what's most important: Helping participants achieve their financial retirement goals. Please don't hesitate to reach out if we can be of assistance. Thank you and Be Well.



Meet Telephonically with a Local Voya Representative and Earn Healthy Rewards Points!

Participants can schedule a telephonic 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 one-on-one meeting with a local Voya Representative via our Online Scheduler Tool, visit www.milwaukeeedcp.com or call 844-360-MDCP (6327).

Did You Know?

NEW Emotional Support Help Line:

- A new emotional support help line 1-866-342-6892 is available and free of charge to anyone (both UHC and non-UHC members). Caring professionals will connect people to resources 24/7.

New Opt In Text Messaging Service for Benefits and Wellness Updates

- Sign up to receive City benefits and wellness updates via text message! Both employees and spouses are eligible to register. To opt in, use shortcode 97211 and keyword MKEbenefits and answer a few questions to register.
- This service is voluntary and employees/spouses can unsubscribe at any time. No replies can be sent through this service. Contact derbenefits@milwaukee.gov or derwellness@milwaukee.gov for questions or call 414-286-3184

New Wellness Portal Mobile App Now Available

- A NEW Wellness Portal App is now available for Android devices in the Google Play store. Search for Froedtert and MCW Wellness to find the app. The app will be available soon for Apple devices.

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

Wellness Program Information:

www.milwaukee.gov/WYCM
Phone: 414-777-3410
E-mail: cityofmilwaukee@froedtert.com
E-mail: derwellness@milwaukee.gov

In partnership with



Workforce Health



Are you interested in receiving a Wellness Tip each month?

Sign up at www.froedtert.com/workforce-health/wellness-tip.

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