

# Wellwaukee



## The City's Health and Wellness Newsletter

Volume 7, Issue 1 Winter 2023

### INSIDE THIS ISSUE

- 01 Onsite Nurse Liaison Celebrating 5 Years with the City
- 02 Wellness Programming
- 03 Become a Wellness Champion Blood Drive
- 04 Monthly Service Highlights at the Workplace Clinic
- 05 UnitedHealthcare Updates and Information
- 06 EAP Turning Towards: Article on research of successful marriages
- 07 Deferred Compensation Plan Information and Take a survey for a chance to win a prize!
- 08 Healthy Rewards Program and Points Information

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.

## Onsite Nurse Liaison, Mari Cohn, Celebrating Five Years with the City!



When Mari Cohn was hired in 2017 as the City's Onsite Nurse Liaison, the new role was expected to play an important part in the City's health and wellness program. The onsite nurse liaison was intended to assist employees navigate the City's health and pharmacy benefits by helping members better understand information from their doctors, provide support for those with chronic medical conditions, serve as an advocate on benefit issues and assist employees with finding the right type of care. After five years, Mari has done that and more and significantly elevated the role while becoming a key partner in the City's health and wellness efforts and a huge asset for employees and their families.

One of the goals for the onsite nurse liaison was to visit work locations around the City and offer services to employees who don't work at the City Hall complex. While the early days were a bit slow, that quickly changed as Mari became established at eight different City locations and started seeing more employees. Over the course of Mari's first year, she expanded the number of locations to eleven and met with 499 employees with many of those individuals having subsequent visits with Mari!

Mari soon launched her first program "Healthy Living with Diabetes" to engage a broader group that would benefit from an ongoing program and education and she started a Diabetes Prevention Support Group as well. Participants who completed Mari's diabetes programming didn't want the support she offered to end and Mari soon started facilitating ongoing Healthy Living with Diabetes support groups.



## Onsite Nurse Liaison, Mari Cohn article continued

Those groups continued to grow even during the pandemic, including meeting for a group bike ride. As demand for additional programming grew, Mari developed and launched a chronic disease management program, "Easing Your Chronic Disease" and a "Go for Your Goals" program which led Mari to create a "Go for Your Goals" support group. This was only the beginning and Mari created additional programs every year to meet the needs of City employees. Mari's innovative approach and programs have been so successful that other nurse liaisons have used her programs and materials as models of success.

In addition to the many programs Mari initiated, she has also created numerous education sessions on a variety of topics and delivered over 20 education sessions related to COVID and vaccines during the first year of the pandemic. Mari is a trusted partner to both employees and the City's wellness partners which allows for cross referrals between Mari's programs, Workforce Health, the City's EAP Coordinator and Deferred Comp/Voya. Mari also partners regularly with the EAP Coordinator and Workforce Health on various programs and education sessions.

Mari continues to build critical connections, serve as a valuable partner and make a huge difference for City employees and their families. When Mari started as the City's Onsite Nurse Liaison she was at 8 locations and met with 499 individuals and by 2021 she was scheduled at 20 locations each month and met 1014 members over the course of the year! On behalf of the City, thank you Mari for your work and all you do to support and advocate for City employees!

## Wellness Programming

### New Year, New You!

The new year is a popular time to make resolutions, including resolutions to develop healthier habits. Whether your goal is to lose some weight, become more active, get better sleep or prioritize carving time out of your day to recharge, the City's wellness program is a resource to support employees and spouses and take steps to improve and maintain their health.

### Real Appeal

Real Appeal is an online weight loss and healthy living program that can help you and your spouse take small steps that lead to big results. Real Appeal is free to City of Milwaukee employees, spouses and dependents 18 and older with the City's UnitedHealthcare insurance subject to eligibility requirements. Learn more or enroll in Real Appeal by going to [cityofmilwaukee.realappeal.com](http://cityofmilwaukee.realappeal.com).

### Go for Your Goals

The City's Onsite Nurse Liaison, Mari Cohn, is offering this virtual program to focus on the importance of setting health goals, effective planning for goal achievement and how to manage set-backs when they occur.

**Dates:** Mondays, January 9, 23 and 30

**Times:** 12 p.m. – 12:45 p.m. or 6 p.m. – 6:45 p.m.

To register, contact Mari at 240-549-9879 or [mari.cohn@uhc.com](mailto:mari.cohn@uhc.com).

### Well Together

Join Workforce Health for a virtual and interactive multi-week conversation about well-being related topics. Take a mid-day breather and cultivate mindfulness by joining a short meditative practice, discuss a relevant health topic and practical behavior changes and build a supportive environment and work together through uncertain times.

**Dates/Time:** Wednesdays, January 11 – February 15 at noon.

Register via the wellness portal: [www.workforcehealth.org/cityofmilwaukee](http://www.workforcehealth.org/cityofmilwaukee)



### Reset

Resiliency is the ability to cope with stress and crises, and then adapt to change. Reset is a 4-week program that will help participants learn the science behind resiliency and have the opportunity to explore and try resiliency practices.

**Dates/Time:** Tuesdays, January 10 – January 31 at noon.

Register via the wellness portal: [www.workforcehealth.org/cityofmilwaukee](http://www.workforcehealth.org/cityofmilwaukee)

### Healthy at Any Weight

The purpose of this program is to take the focus off the scale. Each week participants will meet with the group to discuss:

- Intuitive eating, an eating style that promotes a healthy attitude toward food and body image
- How to rev up your metabolism through safe and realistic physical activity
- How stress influences health and well-being, along with tips to lessen its impact
- The importance of sleep and steps to enhance sleep quality

**Dates/Time:** Mondays, February 6–27 at noon and a second program will be offered Tuesdays, April 11– May 2 at noon.

Register via the wellness portal: [www.workforcehealth.org/cityofmilwaukee](http://www.workforcehealth.org/cityofmilwaukee)

### Healthy Heart

A 3-session virtual program lead by Onsite Nurse Liaison, Mari Cohn. Heart disease continues to be the leading cause of death in the United States. This program will provide information on common heart conditions, identify risk factors for heart disease, prevention and how to manage conditions that lead to heart disease, including heart attacks and strokes.

**Dates/Time:** Three consecutive days, Tue/Wed/Thu, February 21, 22, 23 at 4 p.m.

To register, contact Mari at 240-549-9879 or [mari.cohn@uhc.com](mailto:mari.cohn@uhc.com).

## Spring Into Spring

Onsite Nurse Liaison, Mari Cohn and Onsite EAP Coordinator, Cris Zamora are offering a 6-week program, Spring Into Spring, focused on helping participants manage their weight.

**Dates:** Tuesdays, starting February 28 through April 4.

To register, contact Mari at 240-549-9879 or [mari.cohn@uhc.com](mailto:mari.cohn@uhc.com).

## My Self Care

Join Workforce Health to learn how taking care of yourself brings increased energy, productivity and boosts happiness levels. Self-care also requires ongoing attention, prioritization and practice. This program allows you to practice skills to make self-care an important part of your daily life.

**Dates/Time:** Mondays, March 6 – April 10 at noon.

Register via the wellness portal: [www.workforcehealth.org/cityofmilwaukee](http://www.workforcehealth.org/cityofmilwaukee)

## Help Support Wellness Programming as a Wellness Champion!

Wellness Champions support and promote the City's comprehensive Wellness Program, plan and report on department specific initiatives and serve as an informational source for employees who want to be more involved and participate in available programs. A Wellness Champion is a contributing member of the City's Wellness Promotion Team which meets regularly to learn about and share information on City health, wellness and safety programming.

### Wellness Champion Qualities

- Possess a passion for overall health and wellbeing and the ability to inspire the same passion in others
- Desire to help fellow employees and support their efforts to enhance their quality of life
- Ability to learn and understand the City's comprehensive wellness program
- Strong communication skills to help educate employees and promote various components of the program and encourage participation

Reach out to Ali Ekman at Workforce Health ([alicia.ekman@froedtert.com](mailto:alicia.ekman@froedtert.com)) if you are interested in learning more about becoming part of the Wellness Champion team.

## Easing Your Chronic Dis-ease

This program offered by Onsite Nurse Liaison Mari Cohn will focus on common issues experienced when managing a chronic disease, improving communication with healthcare providers, sources of stress and resources to de-stress and improving quality of life through self-empowerment and modifying risks.

**Dates/Time:** Mondays and Wednesdays April 10, 12, 17, 19 at 6 p.m.

To register contact Mari at 240-549-9879 or [mari.cohn@uhc.com](mailto:mari.cohn@uhc.com).

## Fitness Classes

Workforce Health offers virtual group fitness classes year-round! Classes are free to City employees and spouses and include Boot Camp, Kick and HIIT and Yoga. To register, log into the wellness portal [www.workforcehealth.org/cityofmilwaukee](http://www.workforcehealth.org/cityofmilwaukee) and select the "Virtual Fitness Classes" box on the home page (below the Healthy Rewards Program section). On-demand recordings of the classes are available on the wellness portal two business days after each live class. The wellness portal can also be accessed through the Froedtert & MCW app.

## Blood Drive



The City of Milwaukee is holding a 2-day blood drive January 10th and 11th in the Zeidler Municipal Building Fishbowl room. Appointments are available! Hospitals can only receive blood from volunteer donors and donations are incredibly important especially during a time of great need. Employees and spouses who donate blood as part of this drive are eligible to receive 5 Healthy Rewards points. General City employees participating in the blood drive can use paid time off and should use earn code 070 when recording their time. Employees should work with their supervisor and follow department procedures when scheduling time off.

**Dates:** Wednesday, January 11th, [register here](#) and Thursday, January 12th, [register here](#).

\*Participants may also call 877-232-4376 to register

**Time:** 8:00am – 1:00pm

**Location:** Zeidler Municipal Building,  
841 N. Broadway, Fishbowl Room 102





## 2023 Changes to the City's Pharmacy Plan

Starting January 1st the City's pharmacy benefit will change to a carve-in model through UnitedHealthcare. While the pharmacy plan will continue to be administered by OptumRx behind the scenes, UnitedHealthcare's customer service team will assist members with pharmacy questions going forward and members will access their online prescriptions through [myuhc.com](https://myuhc.com) or the UHC mobile app. New health plan ID cards will be issued to employees in December with the phone number to call and the updated pharmacy information. **All employees will need to present their updated health plan ID card at the pharmacy when they fill their first prescription in 2023.**

## Tier 1 Provider Refresh

Every year UnitedHealthcare (UHC) evaluates their network providers for the Premium Tier 1 designation. Based on the premium quality and cost efficiency criteria, providers may gain a Tier 1 designation and other providers may lose the designation. Employees with the City's UHC health insurance coverage should confirm their physician(s) will be Tier 1 in 2023 by logging onto the [myuhc.com](https://myuhc.com) website, finding their physician(s) and looking for the Tier 1 symbol. For more information on finding Tier 1 providers, employees can visit [www.milwaukee.gov/Benefits](https://www.milwaukee.gov/Benefits) go to "U" and select the "UHC Premium Providers (How to Find) flyer or follow the instructions below.

- Select "Find A Doctor" icon
- Select Medical directory, then follow the prompts to choose the type of medical care and provider you're looking for
- Prospective members should look for the blue circle saying "Tier 1" on the right side next to the provider's name

Employees pay a lower coinsurance of 20% (instead of 40%) by choosing a Tier 1 Premium Provider. If a doctor's specialty is not evaluated, members will automatically pay at the 20% coinsurance level.

## Meet virtually with a UnitedHealthcare Representative on Health and Pharmacy Benefit Questions

Representatives from UHC are available monthly to meet virtually with employees and spouses to discuss questions and issues regarding the City's health and pharmacy benefits. The next monthly virtual meeting is Tuesday, January 10th. Employees and spouses can schedule appointments for a virtual meeting starting January 3rd. Check the City's benefits website ([www.milwaukee.gov/benefits](https://www.milwaukee.gov/benefits)) on January 3rd for the January appointment scheduling link. UHC representatives can help with questions on health claims, prescriptions, issues and general inquiries regarding benefits. Upcoming monthly meeting dates are scheduled: January 10, February 14, March 14, April 11, May 9, June 13

## Virtual Primary Care

Virtual primary care is now being offered through UHC for members who do not have a primary care provider. Appointments are similar to an office visit except they take place over a computer or mobile device. The benefits include improved access and lower cost. This benefit is designed to provide ongoing primary care for members by seeing the same provider each time for services including:

- Preventive care
- Follow-up visits
- Checkups for ongoing conditions like asthma, diabetes and more

UHC members can find a virtual primary care provider by signing in to [myuhc.com](https://myuhc.com) or the UnitedHealthcare app. If a member already has a designated primary care provider, their specific provider is not available through this service.





# Turning Towards

Dr. John Gottman is arguably one of the most important researchers of successful marriages. He conducted a famous study that followed newlyweds for six years. At the six-year follow-up, couples that stayed married **turned towards** one another 86% of the time. Couples that divorced averaged only 33% of the time. What does turn toward mean? Simply put, it is an attempt or “bid” from one partner to another for attention, affirmation or affection. It is an attempt to emotionally connect. Turning towards is recognizing your partner’s “bid” (attempt to connect) and responding positively to it. In

opposite, to miss or reject a bid is disengaging from your partner and is called **turning away**. Bids can be simple, complex, small, big, verbal or nonverbal that are again, requests to connect.

### How to get better at turning towards?

Start by paying attention to your partner. Get practice spotting your partner’s bids. You’ll get better at responding once you begin recognizing them. Soon you’ll be able to both meet the concrete, face-value request and the underlying attempt to connect emotionally.

### Dr. John Gottman’s List of Minor Bids for Emotional Connection

1	<b>Pay attention to what I say.</b>
	"How do I look?" "Did you see that squirrel?"
2	<b>Respond to a simple request.</b>
	"Could you take the dog out for a walk?"
	"While you're up, can you grab the salsa?"
3	<b>Help or work with me.</b>
	"Let's help Grandma outside."
4	<b>Show interest or active excitement in my accomplishment</b>
	"Do you like my drawing?"
	"How were the cookies I made?"
5	<b>Chat with me.</b>
	"Let me tell you what happened when he came back..."
6	<b>Answer my questions or requests for information.</b>
	"Phoebe's on the way, can you give her our address?"
7	<b>Share the events of your day with me.</b>
	"What've you been up to?"
8	<b>Respond to my joke.</b>
	"Did you hear from one about..."
9	<b>Help me de-stress.</b>
	"I've been cooking all day, I'm too tired."
10	<b>Help me problem solve.</b>
	"Greta wants to go on a walk but my foot hurts."
11	<b>Be affectionate.</b>
	"Come cuddle with me while I read."
12	<b>Play with me.</b>
	"Let's get the chess board."
13	<b>Join me in an adventure.</b>
	Do you want to explore the woods tomorrow?"
14	<b>Join me in learning something.</b>
	"Let's go to that ice-skating class!"

### 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.

## Take our Plan Survey = Gain an Entry for a Raffle Prize!

We want to hear from you! Your opinion is very important to us. Use your smartphone's camera or QR code scanner to take a brief survey on your experiences regarding the City of Milwaukee Deferred Compensation Plan. Complete the survey and you will be entered for a chance to win one of these raffle prizes!



City of Milwaukee  
**Deferred  
Compensation  
Plan**

**Financial independence. It starts today.**



## We've Moved!

The Deferred Compensation Plan's office has moved office locations. Our new location is in the 809 Broadway Office Building, room 104. This office location will house our Deferred Compensation department staff and will also be the new home of in-person downtown Voya consultation appointments, which will take place on Mondays and Wednesdays. Feel free to stop by to say "hi" or get any of your questions answered! You can also contact our local office at 414-286-5541.

## Hybrid Options Available for One-on-One Voya Consultations

Due to the popularity of hybrid consultation options, we will continue to offer a variety of ways for you to connect with at a local Voya educator so that you can check in on your Deferred Compensation benefits while earning healthy rewards points (10 points per visit, up to 30 points per person). These options include: in-person (at the Research Dr. Voya office on Tuesday and Thursdays, and at our downtown 809 Broadway office on Monday and Wednesdays), telephonic and zoom consultations. Please visit the online scheduler to learn more information about available appointments with our local Voya educators:  
<https://bookvf15.timetap.com>

# Did You Know?

## UHC Primary Care

Virtual primary care is now being offered through UHC for members who do not have a primary care provider. Appointments are similar to an office visit except they take place over a computer or mobile device. Find a virtual primary care provider by signing in to [myuhc.com](http://myuhc.com) or the UnitedHealthcare app.

## UHC Updated Insurance Cards

New health plan ID cards are being issued to employees in December and employees will need to present their updated health plan ID card at the pharmacy when they fill their first prescription in 2023.

## Benefits and Unpaid Leaves of Absence

Employees returning to work from a 30 day or more unpaid leave of absence must re-enroll in benefits. Employees should work with their payroll personnel and DER benefits to complete any necessary enrollment paperwork.



## 2022-2023 Healthy Rewards Program is Underway!

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). Employees and spouses who have earned enough points to qualify for a reward tier will receive HRA funds in February. Additional funds will be awarded monthly until the program ends on June 30, 2023.

### How the Program Works:

- Employees/spouses who completed the 2022 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 healthy rewards points by completing a variety of other health and wellness activities
- Visit [DER's Wellness Website](#) for activities that qualify for Healthy Reward points and the upcoming list of Presentations for Healthy Rewards Points.
- For more information and program details visit [www.milwaukee.gov/wycm](http://www.milwaukee.gov/wycm)
- Participants must earn a minimum 10 biometric points

### 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
- Points can also be submitted at the Wellness Center and Traveling Wellness Center sites 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.

## Healthy Rewards Points and HRA Funds Update:

All Healthy Rewards points submissions received through December 2022 will be loaded and reflected in the January point totals. Workforce Health will be doing weekly point uploads going forward and participants can see their updated totals on Thursdays. The first HRA distribution for individuals qualifying for an awards tier will be in February. After the initial HRA distribution, DER will be doing monthly HRA distributions through the end of the 2022/2023 Healthy Rewards cycle for individuals who qualify for an awards tier.

## 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 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.