



Welcome to the 2018 FRPA
Conference!
Partnerships Create Employee
Wellness Programs

Learning Objectives

- Identify possibilities of wellness through carrier.
- Discuss opportunities to collaborate with local hospital system, physicians and other community partners.
- Outline ways to produce an employee wellness program in your municipality.



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Health and Well-Being Specialist
City of Clearwater



Natasha Daniels
Cigna Onsite Well-Being Coordinator
City of Clearwater



Benefit Design

- Self-insured
- Cigna administers medical plan
- Cigna network
- Cigna Behavioral Health for Employee Assistance Program (EAP)-provides continuity of care
- Contract stipulations: full time onsite rep

Prior to August 2017: claims rep

August 2017-present: Onsite Well-Being Coordinator to assist with city's internal wellness program



Employee Health Center

- Run through Cigna Onsite
- Open to all employees, spouses, dependents over 2 years of age and retirees on medical plan
- Primary care services and select generic prescriptions offered at NO COST to employees accessing health center.
- Services could include ear infections, strep throat, flu, well woman needs, biometric screenings, vaccinations, etc.
- Generic prescriptions for blood pressure, cholesterol, allergies, antibiotics, etc.
- April 2018-addition of health coach

Cigna Program: Healthy Babies

- Cigna Healthy Pregnancies, Healthy Babies Program
- Incentive Awards Program
- Access to 24/7 Nurse Healthline and other online resources
- Sign up before end of 1st trimester-earn \$150 gift card
- Sign up before end of 2nd trimester-earn \$75 gift card
- Pair this with other support for moms:
 - Free breast pump through carrier
 - Dedicated pumping room at Municipal Services Building

**YOUR BABY ISN'T
YOUR ONLY REWARD**

Take part in the Cigna Healthy Pregnancies, Healthy Babies® program and earn an incentive.

You're pregnant. Where do you start?
You're going to be choosing a name. Looking for a doctor for your baby. And seeing big changes - to your body and your life. Sign-up for this program designed to help you and your baby stay healthy during your pregnancy and in the days and weeks after your baby's birth.

Find support early and often.

- Tell us about you and your pregnancy so we can meet your needs.
- Ask us anything - we have nurses available to support you during your whole pregnancy.
- Get a pregnancy journal with tips, charts and tools to help you have a happy nine months.

Learn as much as you want.
As a Cigna customer, you also have access to our Health Information Line where you can get live support 24 hours a day, 7 days a week. Just call the number on your Cigna ID card to:

- Talk to a nurse who can help you with everything from tips on how to handle your discomfort during pregnancy to what foods to skip, birthing classes and maternity benefits.
- Listen to an audio library of maternity and a broad set of health topics.
- Visit myCignacom for tools to help you track your pregnancy week by week, be ready for going birth and to care for your baby.


You will receive a voucher for gift cards after completion of the program. Gift card redeemable at a variety of national merchants.

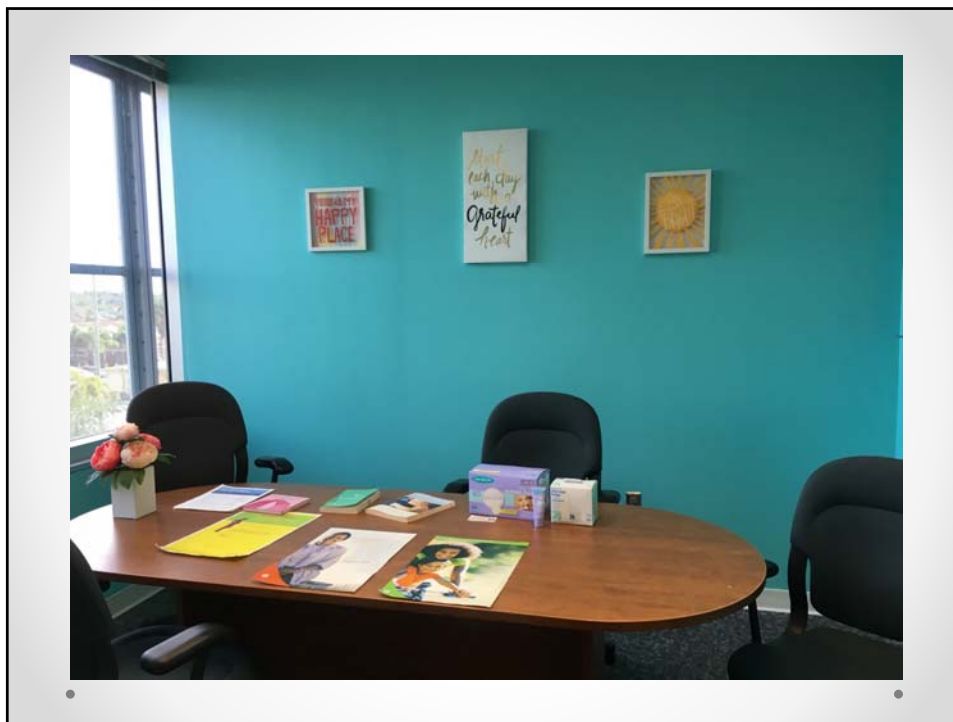
Offered by Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.
Incentive is also made under the employer incentive program for to avoid dual income. Please contact your local office for more information.

Get rewarded for a good decision.
Cigna Healthy Pregnancies, Healthy Babies® is part of an Incentive Awards Program. So, when you take part and finish the program, you'll be eligible to get a:

- Receive a \$150 Gift Card** if you sign-up by the end of your first trimester.
- Receive a \$75 Gift Card** if you sign-up by the end of your second trimester.

Enroll today! Call 800.615.2906





Telehealth through Cigna

- Open to anyone on health plan
- 24/7, 365 day access to board certified physician
- NO COST to employees
- Communication is key to implementation
- Cost savings for employee AND city
 - Ex: Urgent care visit: \$75 employee copay
 - Ex: Primary care visit (normal hours): \$20 employee copay
 - Ex: ER visit: \$150 employee copay

THE CARE YOU NEED - WHEN, WHERE AND HOW YOU NEED IT.
Introducing Cigna Telehealth Connection.

Choice is good. More choice is even better.
Now Cigna provides access to telehealth services as part of your medical plan - Anwell and MDLIVE.
Cigna Telehealth Connection lets you get the care you need - including most prescriptions - for a wide range of minor conditions. Now you can connect with a board-certified doctor via video chat or phone, without leaving your home or office. When, where and how it works best for you!
Choose when: Day or night, weekdays, weekends and holidays.
Choose where: Home, work or on the go.
Choose how: Phone or video chat.
Choose who: Anwell or MDLIVE doctors.
Say it's the middle of the night and your child is sick. Or you're at work and not feeling well. If you're registered on both Anwell and MDLIVE, you can speak with a doctor for help with:

- › sore throat
- › headache
- › stomachache
- › fever
- › cold and flu
- › allergies
- › rash
- › acne
- › UTIs and more

The cost savings are clear.
Telehealth with Anwell and MDLIVE can be a cost-effective alternative to a convenience care clinic or urgent care center, and cost less than going to the emergency room. And the cost of a phone or video visit is the same or less than with your primary care provider. Remember, your telehealth services are only available for non-emergency conditions. In an emergency, dial 911 or go to the nearest hospital.

Anwell and MDLIVE are only available for medical visits. For covered services related to mental health and substance abuse, you have access to the Cigna Behavioral Health network of providers.
› Go to CignaBehavioral.com to search for a video telehealth specialist.
› Call to make an appointment with your selected provider.
Telehealth visits with Cigna Behavioral Health network providers cost the same as an in-office visit.

Together, all the way.™ Cigna.

Offered by Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates. ©2012 CIGNA

Cigna Program: Active and Fit

- Network of 8,000 fitness facilities
- \$25 a month for facilities of choice
- No additional cost; part of being a Cigna client

Active&Fit for Cigna DIRECT™

Break a Sweat Without Breaking the Bank™

As a Cigna customer, through the Cigna Healthy Rewards® program, you have access to the Active&Fit Direct™ program beginning September 1, which offers fitness center memberships to 8,000+ fitness centers nationwide for \$25 a month (plus a \$25 activation fee).

The program offers:

- Online directory maps and locator for fitness centers worldwide, 24/7 access
- A free guest pass to try out a fitness center before enrolling online available
- The option to switch fitness centers at any time
- Online fitness tracking from a wide variety of popular fitness apps, devices, apps, and exercise equipment

To learn more, visit ActiveandFitDirect.com/fitness/Cigna.

The Cigna work logo and "Healthy Rewards" are registered service marks of Cigna Intellectual Property, Inc. The Cigna Healthy Rewards program is a fitness membership program that provides access to fitness centers and services. Cigna is not responsible for the Active and Fit Direct program. Active and Fit Direct program is available to Cigna, Blue Cross, and other Cigna clients. A \$25 activation fee is required upon enrollment. Your participation in the program may be subject to program terms and conditions in your contract. ©2018 CIGNA, a P&G American Insurance Company. CIGNA, The Cigna logo and "Healthy Rewards" are registered service marks of Cigna Intellectual Property, Inc. All other marks and logos are the property of their respective owners.

Cigna EAP

- 5 free visits, per issue, per year
- Open to everyone in the household
- Not exclusive to diagnosable mental health conditions
- Completely confidential
- Onsite hours (part of contract)
- Monthly webinars

HOW CAN WE HELP YOU TODAY?

The Cigna Employee Assistance Program (EAP) has you covered.

As an employee of City of Clearwater, you have access to the valuable Cigna Employee Assistance Program (EAP) at no cost to you.

EAP professional advisors will work with you and your household family members to help you resolve issues you may be facing, connect you with the right mental health professionals, direct you to a variety of helpful resources in your community and more.

Take advantage of a wide range of services offered at no cost to you:

- **5** free face-to-face counseling sessions with a counselor in your area.
- **Legal assistance:** 30-minute consultation with an attorney "back to back or by phone."
- **Financial:** 30-minute telephone consultation with a qualified specialist on topics such as debt counseling or planning for retirement.
- **Respite:** Resources and referrals for childcare providers, before and after school programs, camps, religious organizations, child development, preventive care and more.
- **Behavioral:** Resources and referrals for family health agencies, assisted living facilities, social and recreational programs and long-term care planning.
- **Pet Care:** Resources and referrals for pet sitting, obedience training, veterinarians and pet stores.
- **Healthy Start:** 60-minute consultation with a breast reduction specialist.

Together, all the ways.™

Cigna.

*Telephone-based help is not available. Services are available only to the City of Clearwater. Services are provided by Cigna Intellectual Property, Inc. All other marks and logos are the property of their respective owners. ©2018 CIGNA, a P&G American Insurance Company. CIGNA, The Cigna logo and "Healthy Rewards" are registered service marks of Cigna Intellectual Property, Inc. All other marks and logos are the property of their respective owners.

Benefits with Carrier Relationship

- Works closely with the organization's wellness team to execute health management goals
- Discovery of Cigna and other program possibilities to introduce to the organization
- Assists current wellness specialist in facilitating wellness programs that educate and influence employees at the worksite(s) to lead healthy lifestyles
- Brings Cigna collaboration, resources, support, and expertise to the organization
- Shares Cigna materials and information with employees

Internal Partners: Parks and Recreation

Rec card plus:

- access to city recreation facilities
- available to all permanent full and part time employees
- Some bargaining units provide free card to family on plan

Adult learn to swim classes

- Free to employees with rec card plus

Employee sports leagues

- Beautiful city owned facilities
- Basketball and volleyball
- More to come



External Partners



Baycare Health

Local hospital system
Multiple locations
In network

Services offered to employers:

- Corporate Membership Packages
- Biometric Screening Packages
- **Wellness Mammography**
- Health Coaching
- HealthStart
- **Health Education Series and Seminars**
- **Corporate Ergonomic Services**
- Additional Services including flu shots, CPR/AED courses, onsite group fitness, **onsite group massage, health fair screenings and information tables, Workshops and Professional Development, Mental Health First Aid Training**
- Other offerings: HealthNav app, Telemedicine, Occupational Health Services (pre-employment screening, fitness of duty, WC, substance abuse screenings, etc.) Urgent Care, and EAP programs

Mammography Program

- Open to all city employees and their spouses (regardless of plan)
- Block off schedule to provide city with special scheduling
- Users register through special sign up portal
- City plan covers screening 3D mammogram at 100%
- Swag bag and VIP treatment
- In 2016, 23 participated
- In 2017, 53 participated
- 2018 offering in May and October



City of Clearwater Mammogram Screening
The City of Clearwater is proud to offer a mammogram screening event for our female employees and female spouses.

Insurance Coverage

- As a City of Clearwater employee or spouse using an in-network provider under the City plan, your screening is covered at 100 percent as an annual wellness screening once per plan year. If you are 40 years of age or older.
- BayCare will offer a 3D mammogram (tomosynthesis) which are covered at no additional cost if you are covered under the City of Clearwater's City plan.
- If you do not have insurance through the City of Clearwater, please contact your current provider for mammogram coverage, co-pay and deductibles. Be sure that your screening date meets eligibility criteria. 3D mammograms may involve an additional fee.

Participation Requirements

- You must be at least age 40 to be eligible for an annual mammogram without having a physician prescription. If you're age 40 or younger, provide a physician's (signed) note in writing from your physician requesting that you have a baseline screening.
- You must not currently be under a physician's care for a breast abnormality.
- If participants with previous breast cancer may not participate in the screening program unless they have been cancer free for at least five years.
- You must not have any specific breast pain.
- You must not be pregnant or lactating.

Registration Details

The registration link includes a questionnaire. After completing it, you'll be able to select your appointment date and time. Some of the information you'll need includes the name of your insurance provider, the facility at which your previous mammogram took place, your primary care physician contact information, and medical history information. You must answer these questions in order to complete the registration process. Registration takes approximately 15 minutes. Don't close the link until your registration is confirmed or your information will be lost.

Locations and Dates

Swan Clark NewLine Breast Center
Monica Jean Hospital
Aubrey Pavilion
400 Piquette St., Suite 100,
Clearwater
May 22nd | 4-8pm
May 24th | 1-4:30pm

Employees can utilize their out-of-pocket Health Care plan to attend, meet their employer's request.

To Register:
www.baycare.com/clearwater
(727) 734-6677

For rescheduling or cancellations:
(727) 734-6677

For clinical questions:
Monica Jean Hospital Location
(727) 266-6673

BayCare
Behavioral Health

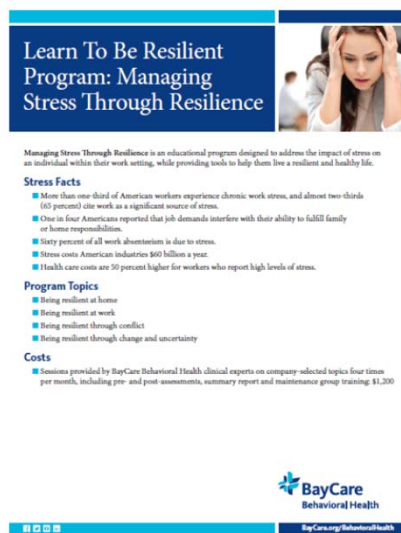
Health Education: Series and Seminars

Series: 4 weeks

- Sleep
- Heart Health
- Prediabetes
- Diabetes
- Stress and Resiliency

A plethora of one time lunch n learn topics including:

- Know your Numbers
- Skin Cancer
- Stretching
- Nutrition
- Chronic conditions



Learn To Be Resilient Program: Managing Stress Through Resilience

Managing Stress Through Resilience is an educational program designed to address the impact of stress on an individual within their work setting, while providing tools to help them live a resilient and healthy life.

Stress Facts

- More than one-third of American workers experience chronic work stress, and almost two-thirds (65 percent) cite work as a significant source of stress.
- One in four Americans reported that job demands interfere with their ability to fulfill family or home responsibilities.
- Sixty percent of all work absences are due to stress.
- Stress costs American industries \$60 billion a year.
- Health care costs are 50 percent higher for workers who report high levels of stress.

Program Topics

- Being resilient at home
- Being resilient at work
- Being resilient through conflict
- Being resilient through change and uncertainty

Costs

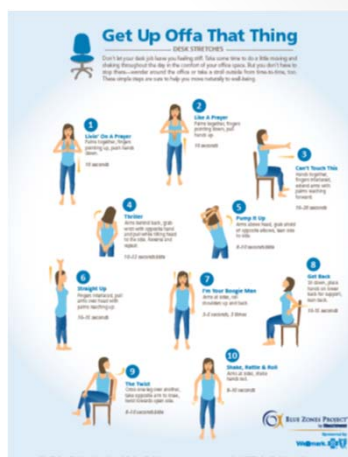
- Sessions provided by BayCare Behavioral Health clinical experts on company-selected topics four times per month, including pre- and post-assessments, summary report and maintenance group training. \$1,200

BayCare
Behavioral Health



Ergonomic Services

- Onsite observation with multiple departments
- Shadow a typical shift/observe typical duties
- Prepare a report on observations
- Provides immediate feedback to employee on what can be changed
- Makes suggestions on workspace design



Health Fairs

- Chair massage
- Skin cancer screenings
- Assist with vision/hearing screenings
- Informational tables: diabetes, behavioral health, men and women's health, nutrition, etc.



Workshops and Development

- Offered through Baycare Behavioral Health
- Courses include trainings focused on management and building healthy teams
- Content in courses include change management, work life balance, diversity in the workplace, and much more
- Life and leadership coaching also available
- Critical incident debriefing
- Mental Health First Aid



Mental Health First Aid

YOU COULD BE THE HELP SOMEONE NEEDS. GET TRAINED.

MENTAL HEALTH FIRST AID

USA

MENTAL HEALTH FIRST AID™

LEARN MORE. CONTACT US:

www.MentalHealthFirstAid.org

American Heart Association

- Check Change Control
- Evidence based blood pressure program
- 4 months/4 onsite presentations/8 readings
- Results: significant drops in systolic and diastolic pressure

Check. Change. Control.™

Local Cause Sponsor

BLOOD PRESSURE MEASUREMENT INSTRUCTIONS

Check. Change. Control.™

AMERICAN HEART ASSOCIATION

Check. Change. Control.™

Blood Pressure Category	STROKE and HF RISK	HEARTDISEASE and HF RISK
Normal	LESS THAN 120 / 80	LESS THAN 120 / 80
Elevated	120-130 / 80-89	LESS THAN 130 / 80
Stage 1 High Blood Pressure	130-139 / 80-89	LESS THAN 130 / 80
Stage 2 High Blood Pressure	140 or greater / 90 or greater	LESS THAN 140 / 90
Stage 3 High Blood Pressure	160 or greater / 95 or greater	LESS THAN 160 / 95

AMERICAN HEART ASSOCIATION

Check. Change. Control.™

LEARN MORE AT HEARTS.ORG/APP

UF Extension Office: Pinellas

- Registered dietician
- Nutrition and cooking demo stand alone educational events
- Snakes, Insects and Animal Bites
- Gardening Education
- Funding can keep costs very low
- Also works with our recreation centers on community wellness

Series:

- Blood Pressure
- Cholesterol
- Dining with Diabetes
- Financial Wellness



The Franciscan Center

- Post Trauma Training Retreat
- Designed for first responders and communication center employees
- Evidence based program
- Multiple disciplines deliver program
- "It's ok to not be ok"



Choosing Partners: Considerations

- Budget
- Policies (ex: solicitation)
- Reputable
- References

Ask:

- What are our goals?
- What are our needs?
- What do people want?



FRPA
**FLORIDA RECREATION
& PARK ASSOCIATION**

For more information about the Florida Recreation and Park Association visit www.frpa.org.