

**To the Mayor and Members of the City Council****August 4, 2020**

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**SUBJECT: HEALTH PLAN CHANGES COMMUNICATION**

On June 23<sup>rd</sup>, Mayor and Council was presented with an update on the City's Health Plan. In that update changes, effective January 1, 2021, surrounding a new third-party administrator (Meritain/Aetna) and Care Advocacy/Coordination vendor (Accolade), as well as increases in non-Medicare retiree premiums were mentioned. Councilperson Gray requested that the changes be well communicated. The purpose of this report is to provide information around the communication plan that is being executed to alert employees and retirees to these changes.

Digital Communications

- Roundup city e-newsletter articles were posted (starting the first week of July)
  - General update story with link to the presentation and request for employee questions to be sent in and answers via a Virtual Q&A
  - Virtual Q&A story with link to the Virtual Q&A video
- Retiree eNewsletter created and sent through GovDelivery to update all Retirees
- eNewsletter about health plan changes emailed to all Non-Medicare retirees digitally

Human Resources Coordinators

Human Resources Coordinators (HRC) are department liaisons that Human Resources use to assist with various duties including communication with staff about various events (e.g. Wellness, Benefits, etc.) or other information. The purpose of our communication with the HRCs is to keep them well informed and knowledgeable to be able to answer questions from employees.

- HRC Monthly July Conference Call to inform the entire group about the changes
- Email direct to HRCs with all the updated communications available to them to share with their departments
- Provided direct contact to Human Resources Benefits team who can answer specific questions

Online Assets

- Video of Human Resources Director presenting to Council the Health Plan update made available on FWTV
- Retiree benefits page updated with message and letter about 2021 health plan changes
- Video of Virtual Q&A by HR Assistant Director posted to YouTube

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**SUBJECT: HEALTH PLAN CHANGES COMMUNICATION**Other Communications

- Letters sent to all employees and non-Medicare retirees homes providing explanation of changes and impact on them
- 2021 Health Plan changes FAQ document prepared and available for distribution
- Meritain/Aetna one pager on how to confirm coverage for doctors
- Zoom presentation for C.O.R.E. retiree group
- Accolade and Aetna MiniKit being customized (under construction)

In addition to the above, there will be open enrollment booklets mailed to all employees and non-Medicare retirees explaining the changes that will arrive at their homes in September. There will be dozens of open enrollment meetings held virtually (live and on demand) and in-person within departments. As a part of the open enrollment informational campaign this year, there will be an emphasis on video information and instructions as well as a means for employees and retirees to get their individual questions addressed.

Please contact Brian Dickerson, Human Resources Director, if you have any questions.

**David Cooke**  
**City Manager**