



FAYETTEVILLE PUBLIC WORKS COMMISSION

PROCUREMENT DEPARTMENT

<https://www.faypwc.com/bids/>

Bid Addendum

PWC Number: PWC2324009

Bid Title : Employee Benefit Consulting

Bid Opening Date and Time: August 31, 2023, at 5:00 pm

Addendum Number: 1

Addendum Date: August 24, 2023

Procurement Advisor: *Shelby Lesane*

Shelby.lesane@faypwc.com 910-223-4429

1. Return one properly executed copy of this addendum with bid response or prior to the Bid Opening Date/Time listed above.
2. Following pages are questions received about the solicitation and the SME's answers to the questions.

Failure to acknowledge receipt of this addendum may result in rejection of the response.

Check ONE of the following options:

- Bid has not been mailed. Any changes resulting from this addendum are included in our bid response.
- Bid has been mailed. No changes resulted from this addendum.
- Bid has been mailed. Changes resulting from this addendum are as follows:

Execute Addendum:

Offeror: _____

Authorized Signature: _____

Name and Titled (Typed): _____

Date: _____

Questions & Answers: PWC2324009 – Employee Benefit Consulting

1. We are requesting a copy of current Benefit Guide/Open Enrollment Guide
Answer: See Attachment A
2. Copy of current broker agreement for medical, pharmacy, dental and vision, and voluntary
Answer: The public records request has been forwarded to the PWC Legal Department. A copy of the contract will also be shared with the successful broker/consultant.
3. Copy of current contracts (including ASO Agreements) for medical, pharmacy, dental, and vision
Answer: The public records request has been forwarded to the PWC Legal Department. A copy of the contract will also be shared with the successful broker/consultant.
4. What benefits administration system is being deployed? Is it currently funded by the broker?
Answer: Oracle Applications Cloud HCM is the benefits administration system. This system is not funded by a broker.
5. Is there a separate broker for voluntary benefits?
Answer: Yes, Olde Fayetteville Insurance provides voluntary benefits for PWC.
6. How are voluntary benefits (Accident, Critical Illness, etc.) enrolled? Onsite, online, call center?
Answer: Employees have the option to enroll onsite, online, and through a call center.
7. Can we get the latest YTD claims tracking/enrollment report for medical, pharmacy, and any other self-funded coverages (i.e., dental)?
Answer: See Attachment C & Attachment D
8. Who is the stop loss carrier? Can you share that contract?
Answer: Symetra is PWC's current stop loss carrier.
9. When does your TPA agreement with medical/pharmacy expire?
Answer: The TPA agreement expire June 30, 2024
10. How do you enroll benefits during OE and for new hires?
Answer: PWC utilizes Oracle Fusion Human Capital Management (HCM) for employee benefit enrollments and new hires.
11. Who is the rental network for medical? Is it United Healthcare?
Answer: The rental network for medical is UHC.
12. Is Dental insured or self-funded?
Answer: Dental insurance is self-funded.
13. Do you have a stand-alone EAP vendor?
Answer: BHS is the stand-alone EAP vendor.

14. Can we get information on any Wellness programs offered and any associated incentives for participation?

Answer: See Attachment B

15. Is vision insured or self-funded?

Answer: Voluntary vision plans for eyewear, eye exam, and diseases of the eye are covered under medical.

16. Do you have an onsite clinic? If so, how is it integrated into your benefits programs?

Answer: Yes, PWC provides a medical office for its employees. Staffing includes a full-time nurse and contracted part-time Physician's Assistant. This benefit is offered to all full-time regular employees.

17. Gallagher currently serves as FPWC's Medical, Stop Loss and Wellbeing Consultant and we don't market any other benefit programs. Is the ask that the awarded Employee Benefits Consultant consult and market the other lines of coverage listed in Appendix B (page 10) of the RFP?

Answer: The benefits consultant will specialize in PWC's medical, stop loss, and well-being programs and should be able to provide an analysis of all other employee benefits to include benchmarking, recommendations, and strategic benefit planning moving forward.

18. Clarification is needed regarding the question, "best practices related to document management program design and implementation". Is this addressing how we manage documents (i.e. secure portal communication with PWC or how we securely house our clients' electronic plan documents)?

Answer: Reference modification M1.

In reference to RFP "Scope of Work" 1-3: (Questions 20-23 see attachments)

19. Development of short- and long-range employee benefit plans, goals, and strategies.

Answer: Attachment B

20. Perform current analysis of plan offerings, design, and cost structure to identify cost containment or reduction measures to minimize potential rate increases; provide cost projections based on Fiscal and Benefits plan year.

Answer: Attachment A

21. Review and analyze claims experience, claim service, and claim administration to ensure maximum benefit to PWC.

Answer: Attachment C

22. Would Fayetteville PWC be willing to release data in advance around plan performance? Specifically: Census, Claims Data, Benefit Summary, Rates and Contributions.

Answer: PWC will share data with the selected Proposer(s) to aid in their analysis of PWC Benefits.

23. Please provide a de-identified employee census that outlines current enrollment composition for each line of coverage.

Answer: A census isn't needed at this time.

24. Would Fayetteville PWC prefer pricing that is flat-fee-based or commission-based?

Answer: PWC prefers a flat based fee.

25. Who is the current broker/consultant and what is the length of that relationship? Why is Fayetteville PWC issuing this RFP? How often are you required to go out to bid?

Answer: Gallagher has provided consultant services for PWC for the last six (6) years. This RFP aligns with PWC's Mission and Vision and achieves the strategic direction of recruiting and retaining employees to accomplish these goals.

26. Does Fayetteville PWC have a defined wellness program in place?

Answer: Yes

27. Are your dental and vision plans currently fully insured or self-funded?

Answer: Dental is self-funded, and vision is a voluntary benefit paid by the employee

28. Regarding the current health plans through UMR, please provide the following:

a. Aggregate reporting for the past two years

Answer: Attachment C

b. Utilization summaries for the past two years

Answer: Attachment C

29. What provider network(s) is being leveraged for each health plan?

Answer: Provider network is United Healthcare.

30. Who administers your HSA banking component?

Answer: HSA banking component is Optum.

31. With whom is your current stop loss placed?

Answer: Stop loss is Symetra.

32. What are the payroll deductions for your medical, dental, and vision plan?

Answer: See Attachment A

33. Do you have an employee guide that has been produced for your employees that could be shared?

Answer: No

34. Does Fayetteville PWC have an interest in exploring onsite or near-site clinics for its employees to access?

Answer: PWC currently has a medical clinic on-site.

35. Does Fayetteville PWC use a benefits administration application that is fully integrated (EDI) with its carrier vendors? If so, what is the name of the application?

Answer: Yes, Oracle Cloud HCM.

36. Are there specific “pain points” involving the current employee benefits program that Fayetteville PWC would like to share?

Answer: No

37. Please Elaborate: Section 4, Question 3- “Demonstrate understanding and experience of executing best practices related to document management program design and implementation.”

Answer: Reference modification M2.

38. How many Open Enrollment meetings do you normally have? An estimate on number of days and different locations in which these meetings occur would be helpful.

Answer: Two onsite meetings and an enrollment video is normal. Enrollment is open for approximately ten (10) business days.

39. Who is the Stop Loss carrier?

Answer: Stop loss carrier is Symetra.

40. Current Stop Loss deductible?

Answer: Stop loss deductible is \$175,000.00.

41. Who is the Pharmacy Benefit Manager? Is the PBM through UMR?

Answer: Pharmacy Benefit Manager is Optum, PBM is through UMR.

42. Does Oracle HCM provide payroll/HR?

Answer: Oracle HCM provides HR for now, but payroll will be implemented in the future.

43. Do you have a Benefits Administration vendor linked with Payroll/HR?

Answer: UMR & Delta are linked with Oracle HCM, we have file feeds between our system and theirs.

44. Do you have EDI feeds linking insurance carriers with your BenAdmin?

Answer: UMR & Delta are linked with Oracle HCM, we have file feeds between our system and theirs.

45. Is the Health Savings PPO option a PPO plan or HDHP? If HSA if there an employer contribution for individual/family?

Answer: The Health Savings POO options is a HDHP. There is no contribution, but employees can use flex credits that PWC provides to put in the HSA.

46. Are Basic Life/AD&D and Long-Term Disability coverages employer paid?

Answer: Yes

MEDICAL



All full-time employees are eligible for health insurance on the first day of the month after 30 days employment.

	Value PPO	Standard PPO	Health Savings PPO
Deductible	\$3,000 individual \$6,000 family	\$1,000 individual \$2,000 family	\$3,000 individual \$6,000 family
Out-of-Pocket Maximum (includes deductible)	\$6,350 individual \$12,700 family	\$4,500 individual \$9,000 family	\$7,000 individual \$14,000 family
Co-insurance	70% / 30%	80% / 20%	80% / 20%
Office Visit Co-pay	\$40 Primary \$60 Specialist/Urgent Care \$10 Teladoc	\$25 Primary \$40 Specialist/Urgent Care \$10 Teladoc	No co-pays (subject to deductible/co-insurance)
Preventive	100% (no co-pay)	100% (no co-pay)	100%
Rx Co-pays	\$10 – Generic \$50 – Brand \$70 – NP Brand Specialty Drugs: 20% co-pay to max of \$500 per month	\$5 – Generic \$40 – Brand \$60 – NP Brand Specialty Drugs: 20% co-pay to max of \$500 per month	No co-pays (subject to deductible/co-insurance)

Note: All amounts provided above are for in-network providers.

Plan Options	Value PPO	Standard PPO	Health Savings PPO
Employee Only	\$820	\$1224	\$734
Employee + Child*	\$986	\$1744	\$938
Employee + Spouse	\$1110	\$1926	\$1058
Employee + Family	\$1364	\$2162	\$1298

*Rate closed to employees hired on or after July 1, 2009 if covering more than 1 child

DENTAL INSURANCE

All full-time employees are eligible for dental insurance coverage on the first day of the month after 30 days employment. The dental insurance plan is designed to pay a percentage of the cost depending upon the services that are rendered.

100% Coverage

Preventive and Diagnostic Dental Services

- Oral exams and cleanings (limited to 2 per calendar year)
- Dental X-rays
- Fluoride treatments (for dependents under 19 years of age)

80% Coverage and \$50.00 Deductible

Basic Dental Services

- Extractions, fillings, root canal therapy, oral surgery, anesthesia, etc.

50% Coverage and \$50.00 Deductible

Prosthetic Dental Services

- Inlays and onlays, dentures, bridgework, crowns, etc.

Plan Year Maximum is \$1,500 per person.

Employee Only
\$35

Employee + Child(ren)*
\$70

Employee + Spouse
\$70

Employee + Family
\$116

*Rate closed to employees hired on or after July 1, 2009 if covering more than 1 child



FSA

Flexible Spending Account – UMR



What You Should Know:

- Medical FSA - \$3,050 plan year maximum
 - General Purpose – PPO Copay plans
 - Limited Purpose – HDHP (dental/vision only)
- Dependent Care FSA - \$5,000 plan year maximum per household
- Medical FSA - Pay for qualified medical/dental/vision expenses per IRS Section 213(d) **tax free**
- Dependent Care FSA – Pay for qualified daycare expenses **tax free**
- You can only carry over a minimum of \$50 up to \$610 of unused funds to the next plan year
- These are “use it or lose it” accounts
- In most cases access to the FSA ends if you terminate employment

Health Savings Account – HSA

What You Should Know:

- Medical HSA- \$3850 contribution max for an individual and \$7750 contribution max for a family
 - Must be enrolled in the Health Savings PPO plan (HDHP) to contribute to an HSA
- Unused HSA money is carried over from year to year and is not a “use it or lose it” account
 - You can take the money with you even if employment ends



2023

WELLNESS PROGRAM



PUBLIC WORKS COMMISSION OF FAYETTEVILLE
Participate in your Wellness Program this year to earn a
up to 120 KYN Flex Credits.



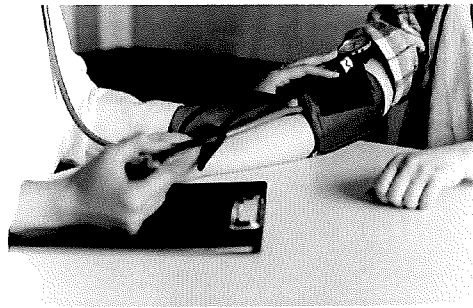
Welcome to your 2023 Wellness Program!

All medically enrolled employees, spouses, and retirees will have opportunities to participate in various wellness activities to earn an incentive. Your new program requirements are listed below. See page 3 for information on how to complete these steps.



STEP 1

Know Your Number (KYN) Assessment
Deadline: April 30, 2023



STEP 2

Biometric Screening
Deadline: April 30, 2023



STEP 3

KYN Report Review with a Health Coach
Deadline: June 30, 2023



STEP 4

Annual Wellness Exam
Deadline: December 31, 2023



STEP 5

Earn 100 Wellness Activity Points
Deadline: December 31, 2023

PROGRAM REQUIREMENT DESCRIPTIONS

Step 1: Know Your Number (KYN) Assessment

Deadline: April 30, 2023

Complete the assessment by selecting the **Know Your Number Assessment** event title from the homepage or via the menu page. Complete all questions, except for the Health Metrics section. Wellworks will upload your screening results once you complete the **Biometric Screening** (see STEP 2).

- If your health metrics have already been entered, complete the questionnaire, and click **Finish** to submit your responses.
- If your health metrics have not been entered, complete the questionnaire, and click **Save**. The assessment will be completed once your metrics are entered by Wellworks For You.

Once your assessment is completed in its entirety (questionnaire and health metrics), your results report will be generated and available on the Know Your Number (KYN) Assessment page of the Wellness Portal, as well as uploaded to the **Wellness Locker** under the **Health Records** section. Your participation in the assessment will also be updated at this time.

Step 2: Biometric Screening

Deadline: April 30, 2023

Attend the PWC Onsite Biometric Screening Event in February. **Details to be announced soon.**

OR

Visit a local LabCorp facility to complete your screening with lab work. Lab work completed through LabCorp will be sent directly to Wellworks For You. Participants can begin the process to schedule an appointment with LabCorp by printing the LabCorp voucher located on the Wellness Portal within the **Wellness Locker** linked on the homepage or the menu page. Follow the instructions on the flyer provided to complete the screening.

OR

Visit your Primary Care Physician (PCP) for an annual physical with lab work. Print out the **Physician Results Form** located within the **Wellness Locker**, linked on the homepage or the menu page, and take it to your doctor. All required metrics must be collected between **January 1, 2023, and April 30, 2023**, and submitted to Wellworks For You by **April 30, 2023** to receive credit for the Biometric Screening. Please allow ample time when scheduling your annual physical, as well as time for blood work to be processed by the lab and received by your PCP's office. Do not send lab results directly to Wellworks For You. Lab results should be documented on your Physician Results Form (located in Wellness Locker) and returned to Wellworks For You.

PLEASE NOTE: It is the participant's responsibility to ensure the completed form is submitted by the deadline. It is advised that you retain your own copy of the completed Physician Results Form to ensure submission to Wellworks For You.

Step 3: KYN Report Review with a Health Coach

Deadline: June 30, 2023

The KYN Questionnaire and the Biometric Screening are prerequisites for the KYN Results Review with a Health Coach. Once both items are complete, schedule the KYN Report Review. During the KYN Report Review, you and your Health Coach will review the results of your Biometric Screening, your KYN Risk Score and Report, and discuss your health goals.

Step 4: Annual Wellness Exam

Deadline: December 31, 2023

Complete an Annual Physical Exam between **January 1, 2023, and December 31, 2023**. Verify your completion via self-reported participation on the homepage of the portal or home screen of the mobile app. Select the applicable event title to open a description and select **Click Here to Confirm Your Participation** to enter your completion date. Your participation will be updated automatically.



Step 5: Earn 100 Wellness Activity Points

Deadline: December 31, 2023

Collect 100+ points by participating in additional activities listed below. Submission methods are listed on the following page. The additional activities are also listed on the homepage of the Wellness Portal and home screen of the mobile app.

WELLNESS ACTIVITIES

PHYSICIAN

* Activity 1: Register for Teladoc or Complete a Virtual Session Register for Teladoc or complete a virtual session between January 1, 2023, and December 31, 2023.	10
* Activity 2: Cancer Screening – Mammogram Complete a Mammogram between January 1, 2023, and December 31, 2023.	20
* Activity 3: Cancer Screening – Cervical Exam Complete a Cervical Exam between January 1, 2023, and December 31, 2023.	20
*Activity 4: Cancer Screening – Colonoscopy Complete a Colonoscopy between January 1, 2023, and December 31, 2023.	20
*Activity 5: Cancer Screening – Prostate Exam Complete a Prostate Exam between January 1, 2023, and December 31, 2023.	20
*Activity 6: Flu Shot Complete a Flu Shot between January 1, 2023, and December 31, 2023.	10

ACTIVITY

Activity 7: Additional Wellness Coach Calls Complete additional calls with your health coach to earn points.	10 each (Max 40/year)
Activity 8: One Million Steps Log at least one (1) million steps on the Wellness Portal or mobile app by December 31, 2023. Enter your steps via the Fitness and Nutrition Dashboard .	30
Activity 9: WellBalance Mindyra Assessment Complete the WellBalance Mindyra Assessment by clicking the Complete Survey button at the top right of the event title. You will automatically be directed to the Mindyra portal. Please click Get Started at the bottom of this homepage to begin the 9-question assessment.	15
*Activity 10: Utilize MyBHS (Your EAP) Utilize your MyBHS (EAP) between January 1, 2023, and December 31, 2023.	15
Activity 11: Attend a PWC-sponsored Wellness Activity Attend a PWC-Sponsored Activity between January 1, 2023, and December 31, 2023. Details to be announced by the PWC HR Team.	5 each
Activity 12: e-Learning Series Complete an e-Learning Series under the e-Learning section from the homepage or via the menu page. You must begin by November 5, 2023 , to complete the entire series by the December 31, 2023 . Begin by completing the Pre-Module Survey then watching the first video. Watch each week's video and complete the corresponding quiz. After successfully completing each quiz, you will be required to wait one (1) week before proceeding to the next module. If you do not pass the quiz (a 70% score or higher) you must wait 24 hours before taking the quiz again. After you finish the final module, you must complete and submit the Post-Module Survey. PLEASE NOTE: Google Chrome is the recommended browser when participating in e-Learning Series on the Wellness Portal.	20 each



**PROGRAM
REQUIREMENT
DESCRIPTIONS**

**WELLNESS
ACTIVITIES**

INCENTIVES

**WELLNESS
PORTAL**

**ADDITIONAL
INFORMATION**

THE FINE PRINT

Activity 13: Recorded Webinars

Complete a Webinar under the **e-Learning** section from the homepage or via the menu page. Watch the video and complete the corresponding quiz. If you do not pass the quiz (a 70% score or higher) you must wait 24 hours before taking the quiz again.

PLEASE NOTE: Google Chrome is the recommended browser when participating in Webinars on the Wellness Portal.

10 each

Activity 14: Live Financial Wellness Webinars

The Live Financial Wellness Webinars are streamed via Zoom on the **3rd Wednesday of every other month at 11:00am EST**. Check the **Wellness Locker** for more information or register via the event on the portal. Credit for attendance on the live webinars will be provided within the month following the event.

10 each

Activity 15: Live Meditation Webinars

The Live Meditation Webinars are streamed via Zoom on the **2nd Wednesday of every month at 12:00pm EST**. Check the **Wellness Locker** for more information or register via the event on the portal. Credit for attendance on the live webinars will be provided within the month following the event.

10 each

Activity 16: Wellbeats

The Wellbeats Program provides you with access to 500+ premier on-demand fitness and nutritional videos. Access the Wellbeats site via the Fitness and Nutrition Dashboard or the Wellbeats tile, located on your homepage under the Wellbeing Desktop. Complete 120 or more minutes on Wellbeats per month to earn three (3) points.

PLEASE NOTE: This item is evaluated monthly.

**3/month
(Max 36/year)**

*** Verify your completion via self-reported participation on the homepage of the portal or home screen of the mobile app. Select the applicable event title to open a description and select **Click Here to Confirm Your Participation** to enter your completion date. Your participation will be updated automatically.**

HEALTHY RANGES

Activity 17: Non-smoker

Credit for this item is evaluated based on the KYN Assessment.

PLEASE NOTE: This item is evaluated after the KYN April 30, 2023, deadline.

10

Activity 18: Blood Pressure

Achieve a blood pressure < 125/80

10

Activity 19: Glucose

Achieve a fasting blood glucose ≤ 100

10

Activity 20: Total Cholesterol

Achieve a total cholesterol ≤ 200

10

Activity 21: HDL Cholesterol

Achieve an HDL cholesterol ≥ 50

10

Activity 22: BMI

Achieve a BMI < 33

10

Activity 23: KYN Risk Score

Receive an optimal or normal KYN score (< 40) **OR** achieve an improvement in your KYN score by 5 points from 2022

PLEASE NOTE: This item is evaluated after the KYN April 30, 2023, deadline.

10

INCENTIVES

You must complete Steps 1-5 to be eligible for an incentive.

Medical Enrollment Status

Enrolled in Company Benefits

Incentive

Up to 120 KYN Flex Credits

Top points earners have the opportunity to earn additional cash incentives. There are four prize tiers, listed below. The top ten point earners will earn the platinum reward, the next ten will earn the gold tier, and so on.

Platinum: \$200

Gold: \$150

Silver: \$100

Bronze: \$50

WELLNESS PORTAL

For your participation in the program to be tracked, eligible participants must be registered under the **Public Works of Fayetteville** Portal. Please follow the steps below to log into your Wellworks For You account or create an account if you do not have one. **In accordance with HIPAA confidentiality laws, your individual data is accessible only to you and the third-party vendor, Wellworks For You.**

Log into the Wellness Portal:

1. Go to www.wellworksforyoulogin.com
2. Your username will be: **First three letters of your first name + your last name** (no spaces, dashes, or other punctuation)
3. Your temporary password* will be: **Your Full Date of Birth in the format MM/DD/YYYY**
4. Accept the terms of the Consent Form
5. Fill in the required information

For example, John Doe is logging into his account for the first time, his date of birth is January 1, 1990. His username is Johdoe and his temporary password is 01/01/1990

***PLEASE NOTE:** The temporary password is only for the first time you access the Wellness Portal and you will be prompted to change it upon entry. If you have accessed the Wellness Portal in the past, you should continue to use your existing password.

Forgot Your Username or Password?

1. Go to www.wellworksforyoulogin.com
2. Click the link **Forgot Username** or **Forgot Password**
3. Follow the instructions to retrieve your username or reset your password
4. If issues persist, please contact Wellworks For You at **800.425.4657**



ADDITIONAL INFORMATION

Smartphone APP

The Wellworks For You Portal App includes all of your favorite features from the Portal including programs and events listings, incentive tracking, and more! Simply search for **Wellworks For You** in the Play Store or App Store to download the free App.

Notifications Inbox

View your Wellness Program reminders in the **Notifications Inbox** located on the right side of your Wellness Portal homepage. Click on above the **Notifications Inbox** to view your Wellness Program reminders in detail.

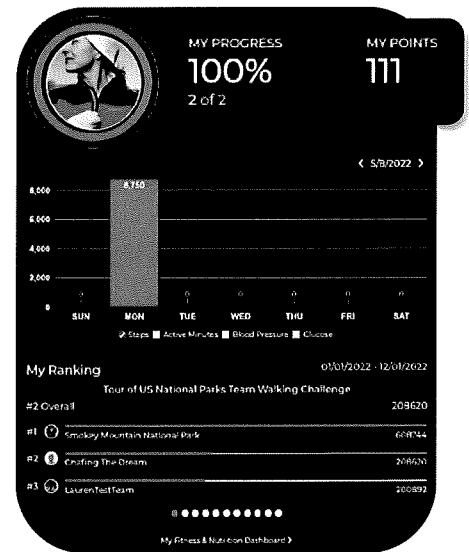
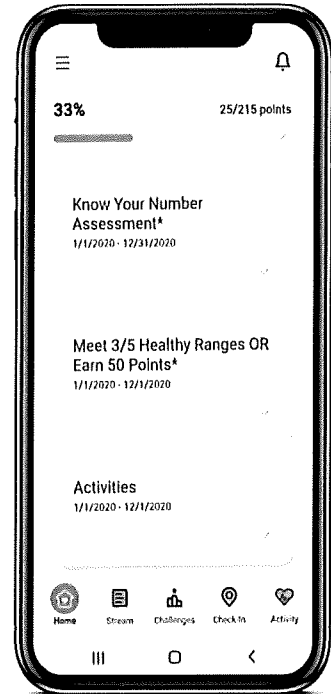
View Details for Programs, Events, and Activities

Events are listed on your personal Wellness Portal within **My Next Steps**. You can access this via the **My Next Steps** section on the homepage. To view more details about a program component, select **Get Started**. If there are sub-events associated with a component, they will display in the pop-up. Wondering what you have completed to date? The component under **My Next Steps** will be marked as **COMPLETED** in blue once the requirements are met. On the Portal homepage under **My Next Steps**, the status of each component will be displayed next to each program requirement (*Get Started, In Progress, or Completed*).

View Your Incentive Progress

Looking for an overview of your progress to date?

- Log into your Wellness Portal (www.wellworksforyoulogin.com).
- View your program status right on the homepage in the top right-hand section.
- My Progress will show completion of required program components.
- For more details, click on any event title in the **My Next Steps** section. Selecting an event title will open a pop-up with detailed information.
- Once a component is complete, it will be marked as **COMPLETED**.



My Next Steps

0 Tasks Remaining



Biometric Screening

Complete this step by either attending the Onsite Biometric Screening, submitting the Physician Results Form, or utilizing a Voucher

★ COMPLETED



Know Your Number Assessment

Complete the assessment by selecting the Know Your Number Assessment event title from the homepage or via the menu page. Complete all questions, except for the Health Metrics section. Wellworks will upload your screening results once you...

★ COMPLETED

ADDITIONAL INFORMATION

View and Download Documents for Completion

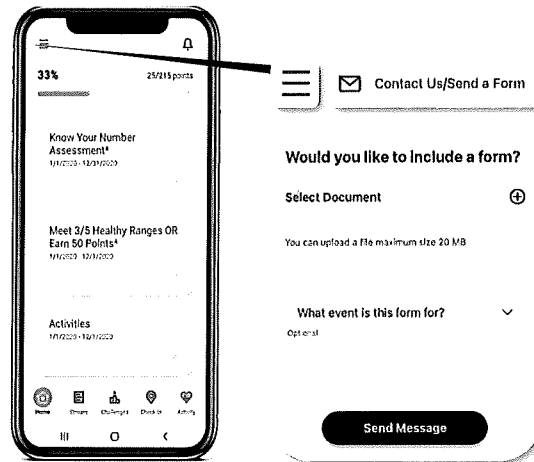
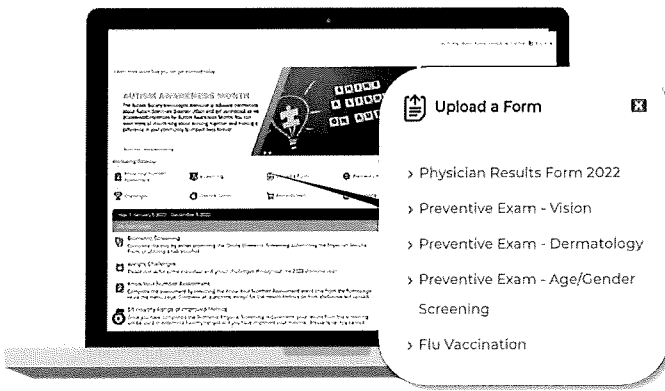
All forms, guides, and applicable documents are located in your Wellness Portal within the Wellness Locker accessed via the Portal MENU or homepage section. Download and/or print PDF forms for completion.

Submit your Completed Documents by December 31, 2023.

All completed documents should be submitted to the Wellworks Forms Department in one (1) of the following ways:

Upload to Portal: Click the **Upload a Form** tile from the homepage or via the menu page select the event title from the dropdown and upload your form to the portal. Users are limited to **one (1)** file per submission.

Upload to Mobile App: Take a photo of your form using your Smartphone. Next, upload it to the Wellworks For You Mobile App via the **Contact Us/Send a Form** tab in the **menu**, located in the top left corner of the home screen. Select the event listed under **What event is this form for?** Users are limited to **one (1)** file per submission.



PLEASE NOTE: Wellworks For You requires at least seven (7) to ten (10) business days for processing and participation to be updated in the Wellness Portal.

For Additional Support, Chat with Us Live on the Wellness Portal

(not available on the mobile app)



Our “Chat Live” feature will give you access to chat with one of our helpful representatives during our regular business hours (*Monday to Friday 8:00am EST to 7:00pm EST*) to answer any questions and guide you on a path towards wellness.



THE FINE PRINT

The Public Works Commission of Fayetteville wellness program is a voluntary wellness program available to all employees. The program is administered according to federal rules permitting employer-sponsored wellness programs that seek to improve employee health or prevent disease, including the Americans with Disabilities Act of 1990, the Genetic Information Nondiscrimination Act of 2008, and the Health Insurance Portability and Accountability Act, as applicable, among others. If you choose to participate in the wellness program, you will be asked to complete a voluntary health risk assessment, Know Your Number, that asks a series of questions about your health-related activities and behaviors and whether you have or had certain medical conditions (e.g., cancer, diabetes, or heart disease). You will also be asked to complete a Biometric Screening, which will include a lipid panel/glucose blood test and body measurements, at least one call with a Health Coach, and earn 100 points by participating in additional activities. You are not required to complete these components. However, employees who choose to participate in the wellness program will receive up to 120 KYN Flex Credits.

If you are unable to participate in any of the health-related activities or achieve any of the health outcomes required to earn an incentive, you may be entitled to a reasonable accommodation or an alternative standard. You may request a reasonable accommodation or an alternative standard by contacting Wellworks For You at 800-425-4657.

The information from your HRA and the results from your biometric screening will be used to provide you with information to help you understand your current health and potential risks, and may also be used to offer you services through the wellness program. You also are encouraged to share your results or concerns with your own doctor.

PROTECTIONS FROM DISCLOSURE OF MEDICAL INFORMATION

We are required by law to maintain the privacy and security of your personally identifiable health information. Although the wellness program and The Public Works Commission of Fayetteville may use aggregate information it collects to design a program based on identified health risks in the workplace, Wellworks For You will never disclose any of your personal information either publicly or to the employer, except as necessary to respond to a request from you for a reasonable accommodation needed to participate in the wellness program, or as expressly permitted by law. Medical information that personally identifies you that is provided in connection with the wellness program will not be provided to your supervisors or managers and may never be used to make decisions regarding your employment.

Your health information will not be sold, exchanged, transferred, or otherwise disclosed except to the extent permitted by law to carry out specific activities related to the wellness program, and you will not be asked or required to waive the confidentiality of your health information as a condition of participating in the wellness program or receiving an incentive. Anyone who receives your information for purposes of providing you services as part of the wellness program will abide by the same confidentiality requirements. The only individual(s) who will receive your personally identifiable health information are the Wellworks For You team in order to provide you with services under the wellness program.

In addition, all medical information obtained through the wellness program will be maintained separate from your personnel records, information stored electronically will be encrypted, and no information you provide as part of the wellness program will be used in making any employment decision. Appropriate precautions will be taken to avoid any data breach, and in the event a data breach occurs involving information you provide in connection with the wellness program, we will notify you immediately.

You may not be discriminated against in employment because of the medical information you provide as part of participating in the wellness program, nor may you be subjected to retaliation if you choose not to participate.

If you have questions or concerns regarding this notice, or about protections against discrimination and retaliation, please contact Wellworks For You at 800-425-4657.



Questions about your Wellness Program?

CONTACT YOUR WELLNESS TEAM

All questions regarding your Wellness Program structure, status in the program, deadlines, etc. should be directed to your **Wellness Team** via the Wellworks For You Portal.

Simply select **Contact Us** from the Portal homepage or Wellworks For You mobile app. You can also call Wellworks For You at **800.425.4657**.

Wellworks^{For You}



FAYETTEVILLE PUBLIC WORKS COMMISSION (76413999)

Claims & Enrollment by Month

Paid Months: 07/2022 - 06/2023

Benefit Type: Medical, Prescrip. Drugs

Month	Subs	Mems	Pats	Visits	Claims	Billed	Not Cov	Covered	Discount	Allowed	Patient Amt	COB	Paid	Paid PMPM
2022-07	572	1,169	702	2,366	3,551	\$1,231,617.51	\$87,489.75	\$1,144,127.76	\$358,421.82	\$785,705.94	\$106,660.00	\$33,316.01	\$621,864.46	\$531.96
2022-08	572	1,170	690	2,454	3,616	\$1,317,075.10	\$313,305.59	\$1,003,769.51	\$348,853.79	\$654,915.72	\$103,995.04	\$9,241.80	\$533,400.51	\$455.90
2022-09	567	1,149	710	2,708	4,164	\$1,921,661.35	\$242,868.84	\$1,678,792.51	\$603,091.77	\$1,075,700.74	\$142,316.64	\$102,398.08	\$820,303.20	\$713.93
2022-10	566	1,150	696	2,586	3,695	\$1,729,649.51	\$654,831.14	\$1,074,818.37	\$352,810.53	\$722,007.84	\$112,676.91	\$63,865.38	\$538,678.55	\$468.42
2022-11	566	1,146	706	2,746	3,903	\$1,485,946.92	\$37,865.01	\$1,448,081.91	\$506,470.15	\$941,611.76	\$137,527.10	\$106,440.43	\$689,087.53	\$601.30
2022-12	581	1,181	718	2,750	4,282	\$1,968,146.03	\$467,875.89	\$1,500,270.14	\$543,118.55	\$957,151.59	\$115,325.50	\$20,193.93	\$810,890.68	\$686.61
2023-01	578	1,175	694	2,451	3,502	\$1,668,567.16	\$173,280.63	\$1,495,286.53	\$635,552.63	\$859,733.90	\$102,971.61	\$65,334.77	\$685,229.27	\$583.17
2023-02	573	1,165	703	2,680	3,823	\$2,683,606.21	\$151,846.14	\$2,531,760.07	\$951,792.42	\$1,579,967.65	\$115,756.10	\$68,277.97	\$1,388,111.00	\$1,191.51
2023-03	574	1,169	711	2,924	4,577	\$2,311,221.99	\$394,637.72	\$1,916,584.27	\$692,301.59	\$1,224,282.68	\$118,743.21	\$154,404.52	\$947,364.17	\$810.41
2023-04	575	1,171	657	2,443	3,729	\$2,088,457.21	\$539,530.65	\$1,548,926.56	\$561,014.86	\$987,911.70	\$93,726.89	\$157,765.58	\$730,703.01	\$624.00
2023-05	579	1,177	701	2,629	3,916	\$2,112,485.53	\$207,408.55	\$1,905,076.98	\$601,296.69	\$1,303,780.29	\$114,400.36	\$62,106.55	\$1,123,867.79	\$954.86
2023-06	586	1,183	736	3,194	4,806	\$3,420,139.74	\$174,679.36	\$3,245,460.38	\$1,219,919.51	\$2,025,540.87	\$100,046.94	\$70,710.71	\$1,847,976.45	\$1,562.11

REPORT TOTALS:

12 Months	574	1,167	1,221	30,154	46,999	\$23,938,574.26	\$3,445,619.27	\$20,492,954.99	\$7,374,644.31	\$13,118,310.68	\$1,364,146.30	\$914,055.73	\$10,737,476.62	\$766.69
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CRITERIA: Claims & Enrollment by Month (Expanded) **Group:** Fayetteville Public Works Commission **Benefit Type:** Medical, Prescrip. Drugs
Date Range: Paid Months: 07/2022 - 06/2023; Monthly Enrollment counted on: the First Day of the month
Filters: None
Summarize By: None
Display Options: - Claim Expenses Included in Dollar Totals

Demographics and financials: Totals by month.

Claims paid between 01-Jul-2022 and 30-Jun-2023

Fayetteville Public Works Commission

Month	Subscribers	Number of Claims	Claims/Sub/Year	Paid Claims	PaidClaims/Sub	Earned Premium	Premium/Sub	Paid Loss Ratio
7/31/2022	640	156	2.93	\$32,453.50	\$50.71	\$37,087.10	\$57.95	87.51%
8/31/2022	639	177	3.32	\$36,138.80	\$56.56	\$40,765.16	\$63.80	88.65%
9/30/2022	638	153	2.88	\$34,633.00	\$54.28	\$39,252.12	\$61.52	88.23%
10/31/2022	638	165	3.10	\$34,167.00	\$53.55	\$38,786.12	\$60.79	88.09%
11/30/2022	587	125	2.56	\$24,172.60	\$41.18	\$28,422.48	\$48.42	85.05%
12/31/2022	596	148	2.98	\$31,306.50	\$52.53	\$35,621.54	\$59.77	87.89%
1/31/2023	594	128	2.59	\$28,521.60	\$48.02	\$32,822.16	\$55.26	86.90%
2/28/2023	591	145	2.94	\$25,556.40	\$43.24	\$29,835.24	\$50.48	85.66%
3/31/2023	593	157	3.18	\$23,795.10	\$40.13	\$28,088.42	\$47.37	84.71%
4/30/2023	588	117	2.39	\$19,650.76	\$33.42	\$23,907.88	\$40.66	82.19%
5/31/2023	589	122	2.49	\$26,087.20	\$44.29	\$30,351.56	\$51.53	85.95%
6/30/2023	601	156	3.11	\$25,251.40	\$42.02	\$29,602.64	\$49.26	85.30%
Total	7,294	1,749	2.88	\$341,733.86	\$46.85	\$394,542.42	\$54.09	86.62%

For more information, contact your How are customer service and claims processing doing? Sales or Service Representative
 Date report was run 03-Aug-2023 for report period ending 30-Jun-2023



Selections for this report set are as follows:

Date report was run 03-Aug-2023 for report period ending 30-Jun-2023
Fayetteville Public Works Commission

Your client selections are NC-0001321

Your participation selections are Delta Dental PPO, Delta Dental Premier, Out of Network

Your subclient selections are 0001, 0002, 9000