

Our Benefits Improve This Year! Sign up for Open Enrollment

Medical benefits are more important than ever for frontline caregivers. For patients in our community to receive the best care at Swedish, we need to be healthy, well and at work providing that care.

This year, the Benefits and Well-Being Committee is providing support for open enrollment through live meetings on Zoom. Open enrollment runs October 28, 2020, through November 13, 2020.



"We want to help everyone understand all the benefits that's out there. **It's important to know what you're signing up for, what your options are, and what is going to be best for you and your family.** If you have questions, we'll be there to guide you. This is going to be a good tool for everyone." **Margie McInnis, Lead Sterile Processing Tech, Sterile Processing, First Hill**

Joint Labor-Management Led Open Enrollment



"Whether you care about planning ahead for 2021, managing your prescriptions, or learning how to maximize premium relief for your income level, we have a lot of information you are going to want to

hear about!" **Robin Strine, Phlebotomist/Processor, Lab, Edmonds**



Flip to learn more about how
Open Enrollment is going to work

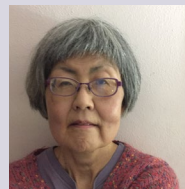
Your 2020 Virgin Pulse Requirements

Here are the limited requirements for Virgin Pulse (Choose Well) this year:

1. Health Check Survey (formerly called Health Risk Assessment)
2. Flu Vaccination
3. Primary Care Provider – or Behavioral Health visit attestation

Or you can meet this year's requirement by reaching a reduced-points goal: 30,000 points. We value everyone who is participating in their own way!

The deadline is Friday, November 13



"There are multiple activities you can still do to earn the points needed for the 2021 health incentive. Some examples are flu shot, completing the health check, or an in-person/virtual/telephone health care or behavioral health visit. For the 2021 health

incentive only the caregiver needs to obtain points. However, to reach additional health incentives your spouse/partner's participation is required. The deadline is November 13 so keep going!" **Jane Wakamatsu, Biller, Family Medicine Clinic, Cherry Hill**

In bargaining we made a joint agreement to reshape our Virgin Pulse/Choose Well program for next year. That work is underway and we look forward to sharing our new well-being plan design with you soon

Our Benefits and Well-Being Committee will walk us through Open Enrollment

Here are some of the best improvements to our medical benefits that take effect in 2021

- Caregivers working 0.75-1.0 FTE who earn less than \$60,000 per year will receive \$0 premium if they sign up for the Swedish PPO medical plan (this is for caregiver AND family members) and NO Virgin Pulse participation required
- The Medical Plan Assistance Program (MPAP) provides eligible caregivers a no-premium PPO medical plan or reduced premiums if you elect any other Swedish medical plan for 2021.
- Swedish moved free preventive medication to mail order in 2019. If this change meant you paid a copay for your preventive medication at a retail pharmacy from July 1, 2019 to June 29, 2020, you may be eligible for reimbursement! We want you to know that the mail order service, Postal Prescription Service (PPS), offers helpful services and is working to improve your experience.
- Starting in 2021, ATI Physical Therapy will be a Tier 1 provider. There are many ATI locations across the Puget Sound area.

See more details on the page to the right!

Open Enrollment Calendar

Which session can you attend?

Wednesday, October 28

12:00pm - 1:00pm
5:30pm - 6:30pm
8:00pm - 9:00pm

Thursday, October 29

12:00pm - 1:00pm
5:30pm - 6:30pm

Friday, October 30

12:00pm - 1:00pm
4:00pm - 5:00pm

Saturday, October 31

12:00pm - 1:00pm

Sunday, November 1

3:00pm - 4:00pm

Monday, November 2

5:00pm - 6:00pm
8:30pm - 9:30pm

Tuesday, November 3

Election Day! Vote!

Thursday, November 5

12:00pm - 1:00pm

Friday, November 6

12:00pm - 1:00pm
4:00pm - 5:00pm

Saturday, November 7

3:00pm - 4:00pm

Sunday, November 8

3:00pm - 4:00pm

Monday, November 9

5:00pm - 6:00pm

Tuesday, November 10

12:00pm - 1:00pm

Wednesday, November 11

5:00pm - 6:00pm

Thursday, November 12

12:00pm - 1:00pm
5:30pm - 6:30pm
8:00pm - 9:00pm

Friday, November 13

12:00 - 1:00pm

November 13: Last Day of Open Enrollment and the deadline for earning well-being program points!

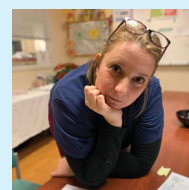
How to participate

Everyone is welcome to join any of the meetings by going to this link during the meeting time!

<https://1199nw.org/35rJ7pU>

-Or-

go to your Zoom app and enter this Meeting ID during the meeting time: 825 3256 3128



"In the past I never had an opportunity for an open enrollment experience where I could speak to someone about my options. I think it's important to

understand your benefits and the plan you are picking. That's why we're here to support you. Lots of us don't visit the benefits website regularly so if you can get onto Zoom we can help with a lot!"

Michelle Kallerson, RN, 12E – Oncology, First Hill

This is how you sign up for Zoom

1. Sign up for Zoom by going to zoom.us/signup
2. Download the app to your computer or smartphone, zoom.us/download
3. Join an Open Enrollment Zoom meeting: Click the link when the meeting starts, you're all set!

If you are unable to attend a Zoom meeting but have benefits questions or need help enrolling in your benefits, you can also call the Benefits Service Center at 888-615-6481. **Translation services are available in most languages.**

Prescription reimbursement and improvements to Postal Prescription Services



"The Postal Prescription Service (PPS) that is in place for us to receive our free medication by mail has been improved from what it was initially, such as reminders, tracking numbers, lock box locations. It works for most of us, however some of us are not able to receive the medications we need in a timely manner. We can still get those prescriptions at an in-network pharmacy for a \$3 for 30-day supply or \$9 for a 90-day supply. We are continuing to work on improving PPS and there will be more information about your prescriptions during open enrollment." **Georgia Bakke-Tull, Mammographer, Mobile Mammography**

The following joint-message is co-written by the SEIU 1199NW and Swedish representatives of the Benefits and Wellness Committee.

Many caregivers at Swedish benefit from \$0 copay medications to lessen the barriers to managing their chronic conditions. Our collective bargaining agreement makes certain medications available to you at no cost for a set list of chronic diseases (lung disease, heart disease, diabetes and clinical depression). In July 2019, Providence Health Plan, administrator of the Swedish PPO and Swedish HSA medical plans, switched the delivery of these medications to a mail order service called Postal Prescription Services (PPS).

As a result of our collective bargaining agreement, you have the choice of using PPS to continue to receive \$0 copay for enhanced preventive medications, or your in-network retail pharmacy instead of PPS. If you choose to fill your prescriptions through an in-network retail pharmacy, the first two 30-day enhanced preventive medications fills will be a \$0 cost share, and additional refills will be subject to a \$3 copay for a 30-day supply (\$9 for a 90-day supply).

Not sure if your medication is considered "enhanced preventive"?

To determine if your chronic condition medication is considered an enhanced preventive medication, go to <https://healthplans.providence.org/members/member-groups/swedish-caregivers/pharmacy-benefits/> and click on the **2020 plans formulary** link. Enter your prescription drug name in the search field. If your medication is considered an enhanced preventive medication, it will have a bright green box labeled **EP** or teal box labeled **EP-D** under the **Limits & Restrictions** column in the formulary's search results.

PPS service enhancements and help is available

Since PHP transitioned mail order services to PPS, they have been partnering to improve service to you:

- **Expanded delivery options.** If secure delivery to your home is a concern, your prescriptions can be sent to your P.O. Box or a secure FedEx pick-up location at no cost to you. *Note: Refrigerated medications must be shipped to a physical address, not a P.O. Box.*
- **Improved tracking of medications and reminders.** Once you place your order with PPS, you will receive a confirmation email and tracking number for your mail order medications. Refill reminders will be sent by email or text.
- **Improved website experience.** Simplified registration, clear instructions and a more user-friendly experience, including a helpful list of Frequently Asked Questions.

For help with your mail order prescription drugs, call PPS at 800-522-6694. They are available weekdays 6am-6pm Pacific and Saturday 9am-2pm Pacific, and offer translation services in most languages. For urgent matters, there is an option to reach an on-call Pharmacist that is available 24 hours/day.

Reimbursement for out-of-pocket cost of enhanced preventive medications

If you paid out-of-pocket for an enhanced preventive medication from July 1, 2019 through June 28, 2020, you are able to recover part or all of your out of pocket costs.

To request reimbursement, you must submit your receipt(s) to swedishrxclaim@swedish.org by November 30, 2020.

Your reimbursement request will remain confidential, and receipts are only required to determine the necessary reimbursement amount. If you do not have your receipts, please contact your pharmacy to request a copy of that information. Requests must be submitted within three months and the reimbursement claim process will be closed on **November 30, 2020.**

The email associated with these reimbursement request is monitored on a weekly basis. If you submit a question to the email box we will respond, but the response might be delayed. You may also reach out to your union delegate or union organizer with your questions.

Thank you,
Benefits and Well-being Committee

Here are some other things you may want to listen for or ask about during Open Enrollment

1. **Behavioral Health Concierge** – We want to make sure everyone is aware of the caregiver assistance program benefit provided now—caregivers and dependents can get 10 free virtual visits per year through the Behavioral Health Concierge



“COVID-19 has been stressful for those of us providing care to our patients and managing our own care is a part of being health and being able to be at work. The same way we go to work to make money to pay our bills, we also need to check in on how we’re doing. The behavioral health concierge is one tool to help us achieve some balance and to have insight into our mental health. Having access to other types of self-care through Virgin Pulse options could also be helpful. I encourage you to

consider using the behavioral health concierge to have someone to talk to!” **Ana Eusse, Social Worker, Emergency Department, Ballard**

2. **Medical Debt** – Increased protections against being sent to collections and more payment options
3. **Flexible spending arrangement** – Everyone who is benefits eligible can choose to set from \$120-\$2,750 aside on a pre-tax basis for many types of medical expenses in the next calendar year (co-pays, deductible, medical bills, etc.)



SEIUHealthcare®
United for Quality Care