



BENEFITS | **2023**
GUIDE

2023 City of Fort Worth

HEALTH BENEFITS, WELLNESS AND SAFETY GUIDE

Welcome to the City of Fort Worth's 2023 Health Benefits, Wellness and Safety Guide.

The City of Fort Worth continues to be dedicated to its employees' well-being by providing competitive health benefits, a well-rounded wellness program and a Zero Accident Philosophy® workplace.

In this guide, you'll find It's Well Worth It to learn about the City's exclusive health centers, all the benefits options offered to employees, the comprehensive wellness program that can earn you money and the safety culture that aims to have employees go home in the same condition in which they arrived at the workplace.

Please use this as your guide to understand everything the City has to offer its employees, including the plans and coverage options that are the most sensible and provide the most value for you and your family.

Inside, you'll find the information you need regarding eligibility, our programs and coverage specifics to help you make smart decisions about your health care coverage. However, remember the official plan and insurance documents will govern your benefits and rights under each plan.



For more details about your benefits, including covered expenses, exclusions and limitations, please refer to the individual summary plan description (SPD), plan document or certificate of coverage for each plan. If any discrepancy exists between this guide and the official documents, the official documents will prevail. The City of Fort Worth reserves the right to make changes at any time to the benefits, costs and other provisions relative to benefits.

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If you have any questions, please feel free to stop by the Human Resources Department, Benefits Office at City Hall. You can also visit www.fortworthtexas.gov/benefits or call us at 817-392-7782.



IMPORTANT PROVIDER CONTACTS



TYPE	RESOURCES	PHONE NUMBER	WEBSITE/EMAIL
Basic and Supplemental Life & AD&D	Securian Financial	Claims, 888-658-0193 Coverage Continuation (portability /conversion), 866-365-2374	www.lifebenefits.com
Benefits Billing	Empyrean	833-874-1600	www.cobraandbillingservices.com
City of Fort Worth Employee Health Centers	Texas Health Physicians Group®	800-574-0606	www.fortworthemployeehealthcenter.com
457 Deferred Compensation	TIAA	888-583-0291	www.tiaa.org/fortworth 
Dental	Delta Dental	DPPO, 800-521-2651 DHMO, 800-422-4234	www.deltadentalins.com 
Diabetes Support	Virta Health		www.virtahealth.com/cofw support@virtahealth.com 
Discount Program/ Voluntary Benefits	Beneplace	800-683-2886	www.beneplace.com/cofw
Employee Assistance Program	Resources for Living	866-611-2826	www.resourcesforliving.com Username: Fort Worth Password: eap
FSA & HSA	HealthEquity	877-924-3967 (FSA) 866-346-5800 (HSA)	www.wageworks.com/employees 
FMLA/ADA	FMLA	866-883-0873	www.fmlasource.com 
High Blood Pressure Support	Hello Heart	800-767-3471	join.helloheart.com/cfw3 
Human Resources	Benefits Office Wellness Program	817-392-7782 817-392-8556	www.fortworthtexas.gov/benefits benefits@fortworthtexas.gov
Short-Term and Long-Term Disability (LTD)	Unum	800-858-6843	www.unum.com
Musculoskeletal Care	Airrosti	800-404-6050	www.airrosti.com 
Online Enrollment Platform	Empyrean		www.cfwbenefits.com 
Pension	Fort Worth Retirement Office	817-632-8900	www.fwretirement.org
Personalized Health & Benefits Support	Accolade	833-909-2353	www.member.accolade.com 
Prescriptions	Optum RX®	800-807-5996	www.optumrx.com 
Second Opinion Service	2ndMD	866-537-1324	2nd.md/cfw 
Surgery Options	SurgeryPlus	855-200-9508	cfw.surgeryplus.com
Medical Plans	Meritain Health, Aetna Company	833-909-2353	www.meritain.com 
Virtual Physical Therapy	Hinge Health	855-902-2777	www.hingehealth.com/for/fortworth1?
Virtual Visits	Teladoc	800-835-2362	www.teladoc.com 
Vision	Eye®Med	866-804-0982	www.eyemed.com 
Weight Loss Support	WeightWatchers Wondr Health	866-204-2885	www.weightwatchers.com/us/cfw enroll.wondrhealth.com/start?s=cfw 
Wellness Vendor	Virgin Pulse	888-671-9395	www.join.virginpulse.com/cfw 

CITY OF FORT WORTH

HUMAN RESOURCES CONTACT INFORMATION

Address: 200 Texas St., Fort Worth, TX 76102 | **Hours of Operation:** 9 a.m.-5 p.m., Monday-Friday

Human Resources General Email: HRWebmailQuestions@fortworthtexas.gov

Benefit Questions: benefits@fortworthtexas.gov

HR DIVISION	INFORMATION
City of Fort Worth Benefits Office	<p>Phone: 817-392-7782 Email: benefits@fortworthtexas.gov Fax: 817-392-2624</p>
Employee and Labor Relations Division	<p>Phone: 817-392-7997 Email: EmployeeLaborRelations@fortworthtexas.gov General Employee Complaint Reporting: Contact Work Shield to make complaints about Harassment, Discrimination, Retaliation or any other Misconduct. You can visit workshieldportal.com or call 866.946.5558 anytime.</p>
Fort Worth Employees' Retirement Fund	<p>Website: www.fwretirement.org The Retirement Office is located at: 3801 Hulen St., Ste. 101, Fort Worth, TX 76107 Phone: 817-632-8900 Fax: 817-632-8900 Toll-Free: 1-800-741-9914 ask@fwretirement.org Hours of Operation Monday - Friday 7:30 a.m. - 4:30 p.m.</p>
HR Records	<p>Phone: 817-392-7776, 817-392-7777, 817-392-7794, 817-392-6577 Fax: 817-392-8869</p>
HR Wellness	<p>Phone: 817-392-7753</p>
HR Classification, Compensation & Civil Service Division	<p>Phone: 817-392-7751</p>
HR Risk Division	<p>Occupational Health & Safety This division addresses all workers' compensation issues for the City. These include, but are not limited to: reporting, tracking, City policy and dispute mediation. Safety is also handled by this division in all aspects for the safety of City employees – call 817-392-7785 or 817-392-6367.</p> <p>Workers' Compensation For Workers' Compensation questions, call 817-392-6398 or 817-392-7472.</p>
Talent Acquisition	<p>Phone: 817-392-7750 (Option 1) Email: JobApplication@fortworthtexas.gov</p>

EMPLOYEE BENEFITS



ABOUT YOUR ELIGIBILITY

If you are a **regular full-time employee** who works **30 or more hours per week**, you are eligible for all City of Fort Worth employee benefits.

Part-time employees who work **20-29 hours per week** are eligible for dental insurance, basic life insurance, supplemental life insurance, flexible spending accounts, a 457 deferred compensation plan and voluntary benefits.

Part-time employees who work **fewer than 20 hours per week** as well as **temporary employees** are not eligible for benefits.

DEPENDENTS

As an employee, you can enroll your spouse, natural child, foster child, stepchild, grandchild, legally adopted child or child under your legal guardianship or custodianship into a plan.

COVERAGE EFFECTIVE DATES

Medical, Dental, Flexible Spending Accounts (FSAs) and Health Savings Accounts (HSAs), Voluntary Plans, Basic Life, Supplemental Life and Long-Term Disability:

First of the month after 30 days of continuous employment

Pension Plan, 457 Deferred Compensation Plan:

Date of hire



DEPENDENT CERTIFICATION

In order to add your dependents, you must provide Human Resources with the required forms of proof of relationship status.

DEPENDENT TYPE	ACCEPTABLE FORMS OF PROOF DOCUMENTATION
Spouse	<ul style="list-style-type: none"> • Marriage license • Declaration and Registration of Informal Marriage This is available through the County Clerk’s Office in the county where you live.
Dependent Child(ren)	<p>Birth certificate listing employee or spouse as parent. For stepchildren when not covering the spouse, a marriage certificate will be requested.</p> <p>If applicable:</p> <ul style="list-style-type: none"> • Adoption agreement • Legal guardianship documents • Divorce decree documents identifying the dependent child(ren); or • Qualified Medical Support Court Order <p>For disabled dependent child(ren) age 26 or over whose disability began prior to age 26:</p> <ul style="list-style-type: none"> • A completed dependent eligibility questionnaire verifying an ongoing total disability • Written documentation from a physician verifying an ongoing disability may be required

QUALIFYING EVENTS

Can be recorded online at www.cfwbenefits.com

QUALIFYING EVENTS	DEADLINE TO ENROLL OR DISENROLL (WITHIN)	CHANGE DATE
Marriage	30 days from date of event	Date of event
Birth/Adoption	60 days from date of event	Date of event
Commencement of employment by spouse or change in hours affecting health insurance eligibility (Gain of coverage)	30 days from effective date of coverage	Effective date of coverage
Termination of employment by spouse or change in hours affecting health insurance eligibility (Loss of coverage)	30 days from effective date of loss of coverage	Effective date of loss of coverage
Spouse's Open Enrollment Period	30 days from Open Enrollment period	Effective date of coverage on the spouse's new plan
Death	30 days from date of death	Date of death
Divorce	30 days from date of event	Date of event

MEDICAL PLANS MERITAIN HEALTH, AETNA COMPANY

CHOOSING A MEDICAL OPTION

When it comes to medical coverage, the City offers these choices:

- Health Center Plan (HCP)
- Consumer Choice Plan (CCP)

Health Center Plan (FREE Primary Care Services in Health Centers)

The Health Center Plan offers unlimited primary care services for employees in multiple health centers in the Fort Worth area.

Employees can expect to receive an appointment on the same or next business day for sick visits from the three dedicated Health Centers. Specialists are available at a \$75 copay for in-network physicians. Any medical care received from out-of-network providers is not covered.

Call care coordinators to schedule your appointment at **800-574-0606**.

Satellite Locations

Employees under this plan also have access to convenient satellite locations around North Texas. In most cases, they may not have same- or next-day appointments but will still be 100% covered with no copay or coinsurance required for those on the Health Center Plan.

Tiered Physicians Copays

Medical providers can be classified into two different types:

- Primary Care Physicians (Family Medicine Practitioners, Internists, OB/GYNs, Pediatricians)
- Specialists (All other physicians including Dermatologists, Cardiologists, Oncologists and Endocrinologists.)

Primary Care Physicians

- All Health Center services are FREE
- In-Network Physicians = \$60 copay

Specialists

- In-Network Physicians = \$75 copay

If you are looking for providers, follow the steps below:

1. Visit **www.meritain.com**.
2. Go to the **Resources** tab.
3. Select **For Members**. (Scroll down to Provider Network Finder.)
4. Select **Aetna** from A, B, C dropdown.
5. Enter **home location** in *Start Search Here* text box.
6. Click **Search**.
7. Select plan **Aetna Choice POS II** (Open Access).

The screenshot shows a web form titled "Start Search Here". It contains a text input field for "Enter location here" with a placeholder "Please enter your home location (zip, city, county or state) to access providers specific to your plan benefits." Below the input field is a link: "Traveling? You can change your location after you select your plan". Underneath is a "Look within" section with a slider set to "25 Miles" on a scale from "0 Miles" to "100 Miles". A "Search" button is located at the bottom right of the form.

CITY OF FORT WORTH EMPLOYEE HEALTH CENTERS

CITY OF FORT WORTH EMPLOYEE HEALTH CENTERS

Southwestern Health Resources, a collaboration between Texas Health Resources® and UT Southwestern Medical Center, provides health care benefits for employees, retirees and their dependents. Their three dedicated health centers and five satellite sites offer exceptional patient care with convenient access.

The top-notch physicians and medical experts available at each location are prepared to fulfill any primary care patient needs. If necessary, they can refer patients to in-network specialists for specific medical care. Plus, care coordinators and patient navigators are available to assist with accessing care.

COMMITTED TO OUTSTANDING SERVICE

Southwestern Health Resources is fully committed to delivering a high level of service to each and every member on the City's health plans. When you become a patient, you'll have access to:

- **Prompt Appointments**

Same- or next-day appointments are available at the three main Employee Health Centers, plus referrals to see specialists when needed.

- **Short Wait Times for Office Visits**

For most routine needs, appointments take 30 minutes or less, though labwork or advanced care could take longer. The highly trained staff works with each patient to ensure they are in and out as quickly as possible.

- **Online Access to Resources**

After your first office visit, you can access a private member portal through www.FortWorthEmployeeHealthCenter.com. This can be used to communicate with physicians, request prescription refills, see results for medical tests, review medical history and more.

ADDITIONAL BENEFITS

- **Orthobiologics/Stem Cell Therapy**

The City is one of few employers who cover Orthobiologics/Stem Cell Therapy under their health insurance plans. Orthobiologics/Stem Cell Therapy uses your own platelet-rich plasma or your own mesenchymal stem cells as nonsurgical treatment of joint pain and injuries such as osteoarthritis, acute or chronic tendon damage and overuse conditions.



THREE MAIN LOCATIONS AND FIVE SATELLITE OFFICES THROUGHOUT THE COMMUNITY

Appointments are quickly available for most needs. Patients are seen on the same day or the next day in many situations. Primary care physicians (PCPs), physician assistants and/or medical assistants who are part of the Texas Health Physicians Group and the Southwestern Health Resources Network see patients at the following locations:

CITY OF FORT WORTH HEALTH PLAN CENTERS

City of Fort Worth

Employee Health Center - Magnolia **Coming March 2023**

1320 Hemphill St., Suite 350
Fort Worth, TX 76104

City of Fort Worth

Employee Health Center - Lake Worth

4701 Boat Club Rd., Ste. 325
Fort Worth, TX 76135

City of Fort Worth

Employee Health Center - Huguley

12001 South Fwy.
Bldg. #5, Suite 208
Burleson, TX 76028

CHECK YOUR HEALTH PLAN

For Health Center Plan members, there are no copays or deductibles to see providers at the Employee Health Centers or Satellite Offices. Out-of-pocket expenses are higher for Consumer Choice Plan members. Please refer to the City of Fort Worth's health benefits information about copays, deductibles and other costs for both health plans.

However, these are key costs to keep in mind:

- **Health Center Plan**
\$0 copay per visit for primary care services at health centers and satellites
- **Consumer Choice Plan**
\$60 contracted rate per visit for primary care services at health centers and satellites

CONTACT US

A team of care coordinators are ready to help you. Whether you need to schedule an appointment, need information or simply want to know more about the Employee Health Centers or Satellite Offices, call us at:

Phone Number: 800-574-0606
Calls answered Monday through Friday from 8 a.m. to 5:30 p.m.

The City of Fort Worth Health Center website also makes finding forms and information convenient when you need them. Simply go to www.FortWorthEmployeeHealthCenter.com to learn more.

SATELLITE LOCATIONS

Texas Health Family Care

7001 Granbury Rd., Fort Worth, TX 76133

Texas Health Family Care

2730 SW Wilshire Blvd., Burleson, TX 76028

Texas Health Family Care

3024 State Hwy. 121, Bedford, TX 76021

Texas Health Family & Sports Care

100 Bouland Rd., Ste. 170, Keller, TX 76248

Texas Health Family Care - Weatherford/Willow Park

101 Crown Pointe Blvd., Ste. 200
Willow Park, TX 76087

CONSUMER CHOICE PLAN (HDHP)



The Consumer Choice Plan is a high-deductible health plan (HDHP) in which you pay all medical and prescription drug costs up to the deductible before the insurance begins to pay.

The Consumer Choice Plan offers in-network benefits only. When you need care, go to a Meritain Health, Aetna Company in-network doctor or facility. Preventive services, including annual checkups, children's immunizations and an annual well-woman exam are covered at 100% with no coinsurance, and the deductible is waived.

If you or your provider requests additional testing to diagnose a condition during your annual checkup, you will be charged the cost of the additional testing.

Enrollment in the Consumer Choice Plan for Employee Only option has no cost. See page 14 to learn more.

Quick Facts

All preventive care, including mammograms and routine colonoscopies, are free to members on the Consumer Choice Plan.

Consumer Choice Plan members will be able to use the Employee Health Centers at a discounted rate.

Mental health services are treated like medical services in the Consumer Choice Plan's billing process.



HEALTH SAVINGS ACCOUNT

HealthEquity

If you enrolled in the Consumer Choice Plan, you will be eligible to use a Health Savings Account (HSA) to pay for health care expenses. The City contributes to your HSA, and you can make pretax contributions as well.

The benefits of an HSA include:

- The City will contribute the lump sum amount of \$540 for individual coverage and \$1,000 for family coverage upfront, prorated for those hired after January 1;
- In addition to the City's contribution, you can contribute an additional \$3,310 for individual coverage and \$6,750 for family coverage on a pretax basis through a regular payroll deduction;
- If you are over age 55, you can contribute an additional \$1,000;
- Your unused balance rolls over from year-to-year, and it's your money – if you leave the City, your account goes with you including the City contributions.

Employees covered by TRICARE, Medicare Part A/B or their spouse's insurance that is NOT a qualified high-deductible health plan are not eligible to participate in the Consumer Choice Plan.

For the Plan Description and the Summary of Benefits and Coverage, including detailed coverage information, limits and exclusions, visit the City's benefits website at www.fortworthtexas.gov/benefits.

You can also reach out to Accolade, the City's Personalized Health and Benefits Support service, at 833-909-2353 for price comparisons and help in finding the right doctor based on your needs.

If you are waiving medical coverage, please see required notices in the back of this guide for important information on waiving your health insurance plan.

PERSONALIZED HEALTH & BENEFITS SUPPORT



Accolade is Here to be Your Health Care Partner.

Employees should feel free to contact Accolade anytime they want help with things like understanding health care billing or finding quality providers in network.

Sometimes, it can be impossible to make sense of medical-treatment options and costs. One provider might charge \$1,500 for an MRI, while another charges \$500 — and that's why we offer Accolade.

With so many challenges and inconsistencies existing throughout the North Texas health care systems, you can rely on your Accolade Health Assistant to make you an empowered health care consumer who takes control of your health care options and costs.

This is a service provided free of charge to employees on the City's health plan. They are just a phone call or click away and can help with:

Health Management

Your Accolade Health Assistant can help you answer questions about reacting to symptoms or a health condition, treatment options or hospital-stay support. They can provide chronic condition management, maternity support, lifestyle improvement, care coordination and more through a partnership with their Accolade Registered Nurses.

Understanding Your Benefits

Your Accolade Health Assistant will confirm your benefits coverage and coordinate complex issues between your insurance and doctor — explaining everything in plain terms. You can even rely on your Accolade Health Assistant to help you stay up-to-date on preventive tests, scheduling appointments and coordinating the transfer of medical records.

Finding a Great Doctor

Whether you're searching for a new primary care physician or seeking out a specialist, let your Accolade Health Assistant do the legwork. Your Accolade Health Assistant will not only find one that meets your personal preferences but also will ensure you're maximizing health care benefits by receiving highly rated care with low out-of-pocket costs.

Saving Money on Medical Costs and Prescriptions

Tell your Accolade Health Assistant exactly what your health care need is, and they will compare the prices of in-network providers and help you find high-quality care at the right price. What's more, your Accolade Health Assistant is equipped to locate the lowest-cost prescription drug options for you.

Getting Help with Medical Bills

Your Accolade Health Assistant is your health care advocate who will review your bills, confirm coverage and ensure you're not being overcharged. In fact, your Health Assistant will work on your behalf to make sure everything is resolved between your insurance and your health care provider.



ASSISTANCE IS SIMPLIFIED **WITH ACCOLADE**, YOUR PERSONALIZED **HEALTH AND BENEFITS SUPPORT TEAM**



To help you get the most out of your health benefits, Accolade provides information about and answers to your benefits-related questions. Accolade can also help you:

- Find an in-network provider
- Manage chronic health conditions
- Consult with nurses*

Assistance With Questions About Claims Is Always Nearby

Getting started with Accolade is as easy as 1, 2, 3 when you're enrolled.

STEP ONE

Visit member.accolade.com or download the Accolade mobile app from the App Store or Google Play.

STEP TWO

Follow the prompts to register your member account.

STEP THREE

Login or open the app to send secure messages.

When you have questions, the City has a dedicated line. Simply call 833-909-2353.

*Accolade does not practice medicine or provide patient care. They are an independent resource to support and assist you as you use the health care system and receive medical care from your doctors, nurses and health care professionals. If you have a medical emergency, please contact 911 immediately.

2ND.MD – SECOND OPINION VIRTUAL EXPERT MEDICAL CONSULTATION AND NAVIGATION SERVICE



City of Fort Worth employees and family members enrolled in the City's health plan now have access to 2nd.MD, a virtual expert medical consultation and navigation service. With 2nd.MD, you can connect with board-certified elite specialists about your diagnosis or treatment plan all within a matter of days at no cost to you.

2nd.MD takes on the burden of finding the right specialist, collecting medical records and navigating the health care system so employees and their family members can focus on getting the best care possible, as soon as possible.

Employees and eligible family members on the health plan can get expert advice about:

- A new or existing diagnosis
- A treatment plan
- Possible surgery
- Your medications
- A chronic condition



2023 MEDICAL

RATES PER PAYCHECK

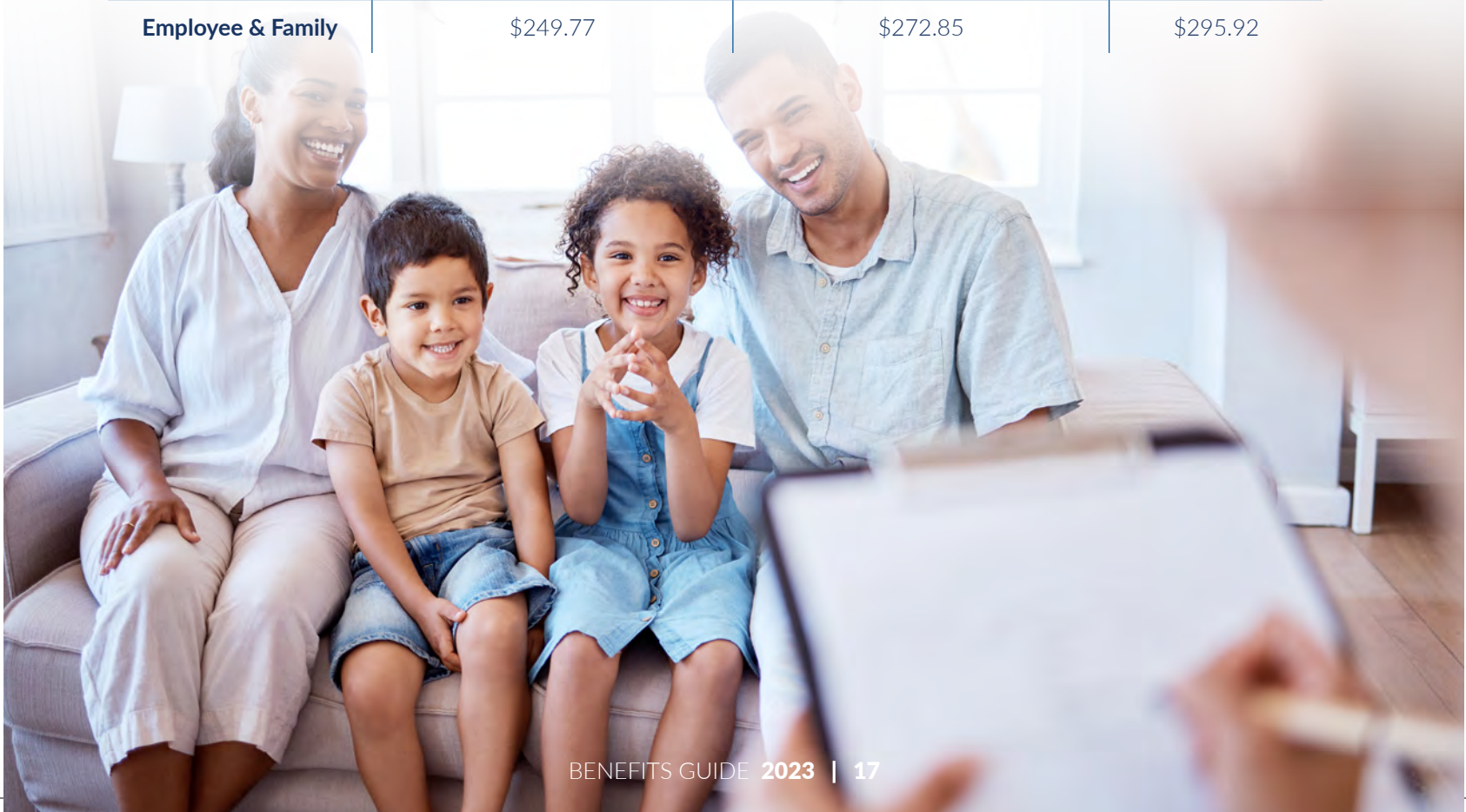
For active benefits-eligible employees:

Health Center Plan

2023 Health Plan Cost Per Pay Period	Completed Health Assessment (HA), Tobacco Affidavit/Tobacco Free Journey (TOB) & Biometric Screening Form (BSF)	Completed Health Assessment (HA) & Tobacco Affidavit/Tobacco Free Journey (TOB) OR Biometric Screening Form (BSF)	Completed NO Requirements
Employee ONLY	\$49.62	\$72.70	\$95.77
Employee & Spouse	\$245.52	\$268.60	\$291.67
Employee & Child(ren)	\$183.18	\$206.26	\$229.34
Employee & Family	\$343.47	\$366.55	\$389.63

Consumer Choice Plan

2023 Health Plan Cost Per Pay Period	Completed Health Assessment (HA), Tobacco Affidavit/Tobacco Free Journey (TOB) & Biometric Screening Form (BSF)	Completed Health Assessment (HA) & Tobacco Affidavit/Tobacco Free Journey (TOB) OR Biometric Screening Form (BSF)	Completed NO Requirements
Employee ONLY	\$0.00	\$23.08	\$46.15
Employee & Spouse	\$166.51	\$189.59	\$212.67
Employee & Child(ren)	\$119.24	\$142.32	\$165.39
Employee & Family	\$249.77	\$272.85	\$295.92



2023 Summary of Medical Plan Benefits

Plan Features	Health Center Plan	Consumer Choice Plan
Annual Deductible		
Individual	\$1,500	\$3,000
Family	\$3,000	\$5,400
Total Out-of-Pocket Max	◀ including deductibles, copays, coinsurance, prescription deductibles, prescription copays	
Individual	\$6,000	\$6,550
Family	\$12,000	\$13,000
Primary Care Physician Office Visits		
PCP (At Health Center)	\$0 copay	\$60 per visit
OB/GYNs/PEDs	\$60 copay	20% after deductible
Specialist	\$75 copay	20% after deductible
PCP	\$60 copay	20% after deductible
Emergency Room Visits – for true emergencies only	\$300 copay (waived if admitted)	20% after deductible
Mental Health Office Visits	covered at 100%	20% after deductible

PCP Health Center Plan = \$60 copay
Consumer Choice Plan = 20% after deductible

Urgent Care:
Health Center Plan = \$75
Consumer Choice Plan = 20% after deductible

Convenient Care Clinic:
Health Center Plan = \$30
Consumer Choice Plan = 20% after deductible

Nonemergency use of emergency rooms will be:
Health Center Plan = \$300, then 50% after deductible
Consumer Choice Plan = 50% after deductible

Virtual Visits are free on the Health Center Plan and low cost on the Consumer Choice Plan

Summary of Plan Benefits

The City of Fort Worth Health Center and Consumer Choice plans provide services in the offices of Primary Care Physicians (PCPs) and Specialists.

For purposes of the City's Health Plan, a PCP will be any physician in the City's Health Centers or anyone who has contracted with Meritain Health, Aetna Company as a Primary Care Physician. This will include providers who have contracted as a Family Practitioner, General Practitioner, Internal Medicine, Pediatric or OB/GYN provider and are listed in the Meritain Health Aetna's Choice Point of Service II Open Access Network as a PCP, a Pediatrician or an OB/GYN provider. All other providers will be considered Specialists.

A member is not required to elect a specific PCP, and a referral from the PCP is not required to see a Specialist. Above are some general services and your payment amounts or percentages.

URGENT CARE VS. EMERGENCY ROOM USE

Health plan analysis revealed that one in seven visits made to the ER by employees and non-Medicare retirees on the City's current plan were **for nonemergency issues**.

In an effort to discourage nonemergency ER visits, copays are:

- \$300 copay for emergency room visits (but will be waived if admitted to the hospital)
- \$300 copay + 50% coinsurance after deductible if the visit is a nonemergency issue

Common conditions that do not need to be treated in the ER:

- Pink eye
- Earaches/ear infections
- Sore or strep throat
- Urinary tract infections
- Allergies, cold and flu
- Sprains and strains
- Upset stomach
- Nasal congestion
- Minor fevers

In-Person Urgent Care Options

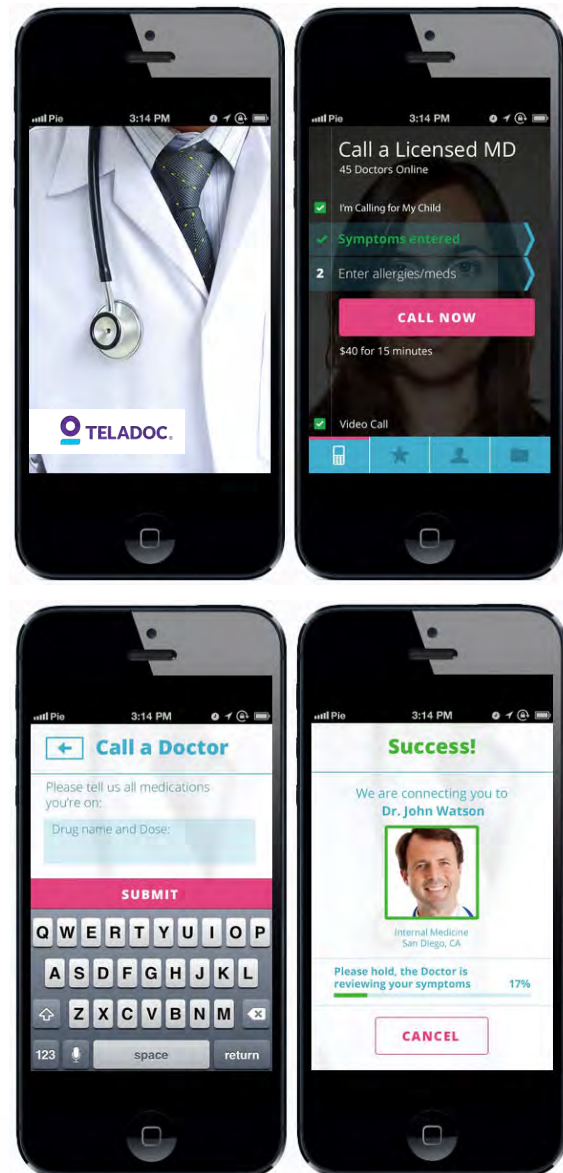
Convenient access for minor, nonemergency health issues can be found at:

- Urgent Care Clinics - CareNow
- Convenience Care Clinics - MinuteClinics

Online Or Mobile Urgent Care Options

Alternatives to emergency rooms for nonemergency issues are:

- Telemedicine (Virtual Visits) – available 24/7
 - FREE (Health Center Plan)
 - Approximately \$49 (Consumer Choice Plan)
- Nurse line – open 24/7





PRESCRIPTION **DRUGS** – **OPTUMRX**

RETAIL PRESCRIPTION PROGRAM

OptumRX

The Retail Prescription Program uses a network of participating pharmacies. To receive the highest level of benefits, you must use a participating pharmacy.

Prescriptions you fill at nonparticipating pharmacies are generally not covered. If you enroll in one of the City's medical plans, you will automatically receive prescription drug coverage.

For those on the Health Center Plan, certain medications are covered at 100% when prescribed by a physician at one of the three primary health centers or satellite locations.

MAINTENANCE MEDICATION

Select90 Program

If you are a member who takes maintenance medication for chronic conditions, you will need to use the Select90 program to fill your prescriptions. You need to go to Walgreens or use OptumRX mail order for medication to treat conditions such as arthritis, asthma, diabetes, high cholesterol, high blood pressure and other chronic conditions.

For those on the Consumer Choice Plan, there is a list of preventive maintenance generic and brand name medications. For both tiers, the deductible is waived and generic medications are covered at 100% and preferred medications are covered, with you paying 20% coinsurance.

Medications that are available over the counter (OTC) are not covered by OptumRX and generic medications are mandatory. You will need a physician's letter if you need to receive a brand name.

PRESCRIPTION DRUGS – OPTUMRX

Summary

PLAN FEATURES	HEALTH CENTER PLAN	CONSUMER CHOICE PLAN
Annual Rx Deductible	\$100	\$3,000 individual/\$5,400 family (includes medical and pharmacy costs combined)
	In Network	In Network
Retail – up to 30-day supply <ul style="list-style-type: none"> - Generic - Preferred (formulary) - Nonpreferred (nonformulary) - Specialty 	20% after deductible, \$10 min/\$30 max 20% after deductible, \$30 min/\$50 max 20% after deductible, \$50 min/\$75 max 20% after deductible to a max of \$200	20% after deductible* 20% after deductible** 20% after deductible 20% after deductible
Select90 Maintenance Medications – OptumRX Mail Order <ul style="list-style-type: none"> - Generic - Preferred (formulary) - Nonpreferred (nonformulary) 	20% after deductible, \$25 min/\$50 max 20% after deductible, \$75 min/\$125 max 20% after deductible, \$125 min/\$175 max	20% after deductible* 20% after deductible** 20% after deductible

NOTE:

* Certain generic preventive maintenance medications are covered at 100%, deductible waived

** Certain preferred preventive maintenance medications are covered at 20%, deductible waived



DIABETES MANAGEMENT PLAN

Health Center Plan

- Medications, noninsulin injectables, insulin, syringes, pen needles, strips and lancets covered through OptumRX at 100% – no copay
- Durable medical equipment (insulin pump, monitor and supplies) through Meritain Health, Aetna Company covered at 100%

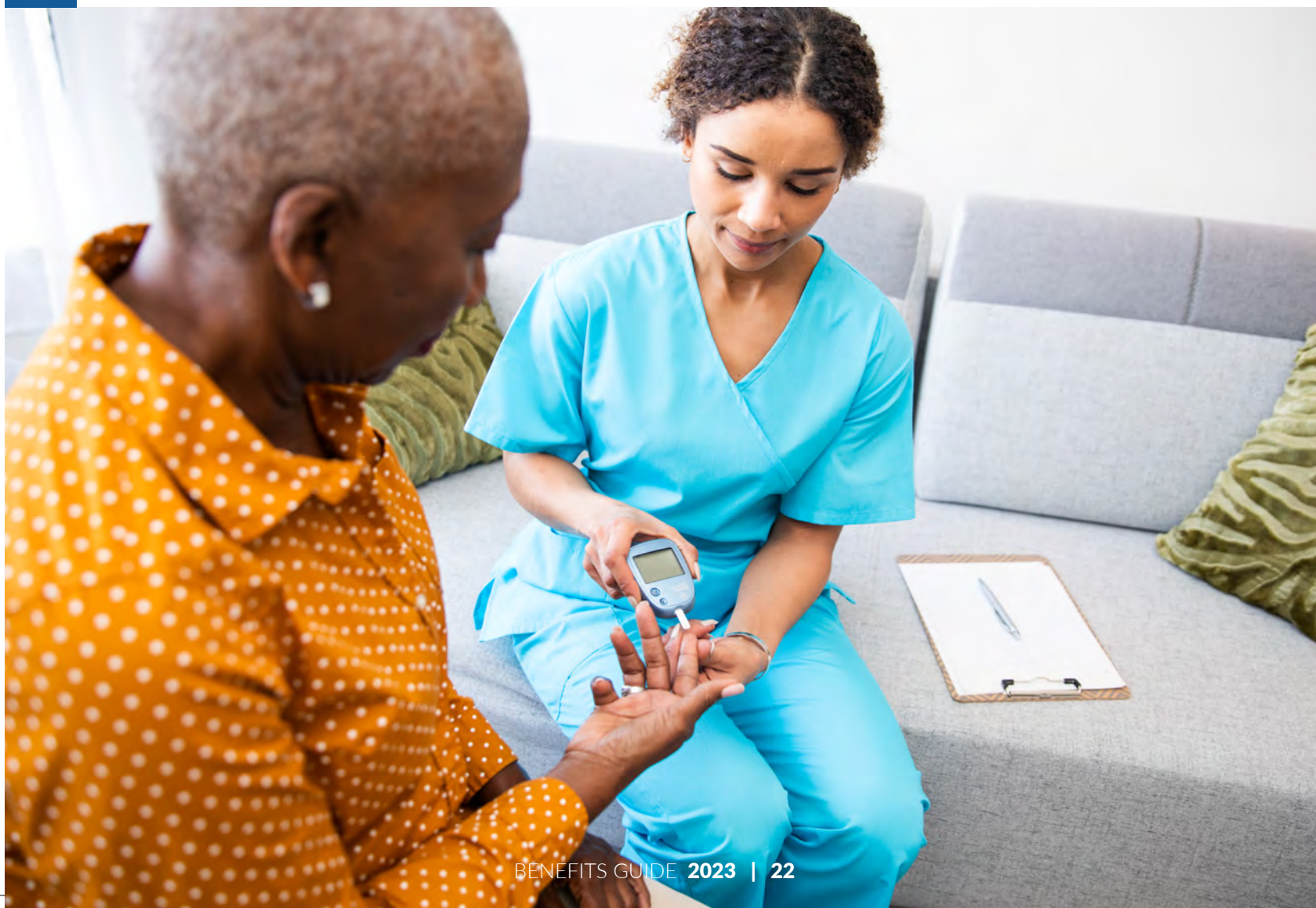
Consumer Choice Plan

- Some medications and insulin covered at 100%, no deductible
- Syringes, pen needles, strips and lancets covered through OptumRX at 95%, after deductible
- Durable medical equipment (insulin pump) through Meritain Health, Aetna Company covered at 95% after the deductible



Virta is a research-backed treatment that reverses type 2 diabetes. It uses a medically supervised nutritional intervention that is very different from other treatments. In Virta's clinical trial, patients lost weight, eliminated their diabetes medications and reduced their A1c and blood sugar. Learn more at www.virtahealth.com/cofw or email support@virtahealth.com with questions.

**Some diabetes medications are covered under the preventive maintenance medications covered at 100%. See the City's benefits website for complete list.*



HELLO HEART

Hello Heart makes it simple for you to track your heart health and understand what's going on, so you can worry less — all from the privacy and comfort of your own phone. This new service is fully sponsored by the City of Fort Worth for employees, retirees, spouses and dependents (18 years and older) on the City's Employee Health Plan who have high blood pressure (BP) and/or are taking BP medications.

What do you get with Hello Heart?

- Use your personal Hello Heart monitor to check your blood pressure. The Hello Heart smartphone app will instantly save your readings and provide clear explanations of what they mean.
- Easily send your readings and progress reports to your doctor (if you want to) to catch potential issues early.
- Access simple, personalized tips for maintaining a healthy heart!
- Set medication reminders in the Hello Heart app so you never forget!
- Your info is kept 100% private to you on your phone. No one but you will know what your heart is up to. Access the app whenever you need it anywhere, anytime.

Questions?

If you have any questions, please reach out to Hello Heart support at:
support@helloheart.com
or call 800 -767-3471.



SURGERY

SurgeryPlus

The City of Fort Worth is pleased to offer SurgeryPlus. SurgeryPlus helps you plan and pay for nonemergency surgeries. When you use SurgeryPlus, you could save significantly on surgical procedures. This benefit is automatically available to participants enrolled in the City of Fort Worth's medical plans.

How it Works:

- When your doctor recommends surgery, call SurgeryPlus at 855-200-9508.
- A personal Care Coordinator will help you find a high-quality, board-certified surgeon. The Care Coordinator will then assist you throughout the entire process, from scheduling the initial consultation all the way to post-procedure follow-up.
- SurgeryPlus negotiates all the costs before you have surgery and handles the payment process for you.
- For members on the Health Center Plan, the City of Fort Worth will pay the entire cost of a surgery through SurgeryPlus. For members on the Consumer Choice Plan, the City will pay the entire cost after you meet your deductible.
- All physical therapy following a SurgeryPlus surgery will be covered 100% as part of the bundled cost. For those on the Consumer Choice Plan it will be 100% after deductible is met.

COVERED SURGERIES:

A complete list of surgeries available can be found by visiting cfw.surgeryplus.com or by calling a **Care Coordinator at 855-200-9508**. Some covered surgeries include:

- Orthopedic (i.e., knee, hip, shoulder)
- Obesity
- Hysterectomy
- Hernia repair
- Rotator cuff repair
- Knee arthroscopy
- ACL, MCL or PCL repair and many more!



MUSCULOSKELETAL REHABILITATION

Airrosti

Airrosti provides a unique approach to reduce the prevalence and incidence of musculoskeletal conditions. Most often, clients obtain relief in about three visits. Employees on the Health Center Plan pay a \$15 copay.

Conditions treated include:

- Acute injuries/musculoskeletal conditions
- Chronic joint and soft tissue injuries
- Patients seeking an alternative to surgery
- Patients not receiving lasting relief from steroid injections and other pain management interventions
- Unresolved rehab patients
- Postsurgical patients with persistent symptoms

Common injuries treated include:

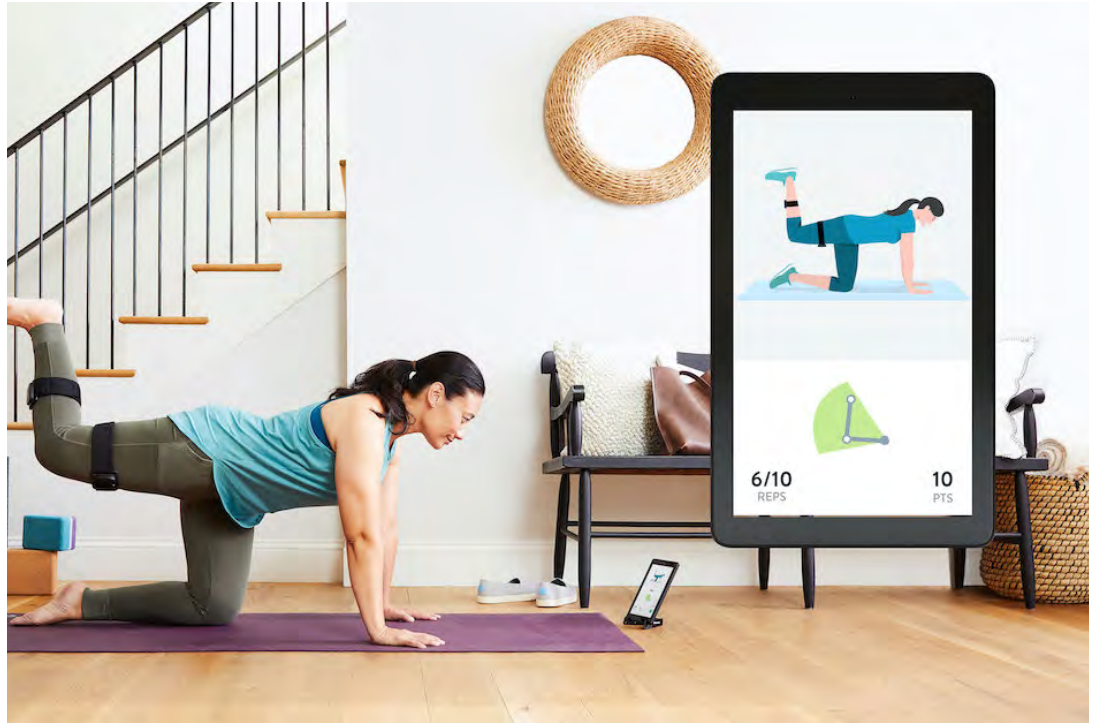
- Back pain
- Neck pain
- Headaches
- Tricep injuries
- Tendonitis
- Disc injuries
- Hip pain
- Sciatic-like pain
- Achilles tendonitis
- Carpal tunnel syndrome
- Knee pain
- Shin splints
- Plantar fasciitis

HINGE HEALTH

FREE BENEFIT FOR BACK AND JOINT CARE

The City of Fort Worth partners with Hinge Health to offer their innovative digital programs for back, knee, hip, neck and shoulder pain. Over 180,000 people have participated in Hinge Health's programs, cutting their pain by over 60%. Nine out of 10 say they are less likely to get surgery. Plus, it only takes 45 minutes per week, easily fitting into your schedule.

Once enrolled, you'll receive the Hinge Health Welcome Kit, which includes free wearable motion sensors that guide you through exercise therapy. You'll also be paired with your personal health coach who is with you every step of the way, tailoring the program specifically for you. Best of all, Hinge Health's programs are provided at no cost to you and your eligible dependents enrolled in the Employee Health Plan through the City of Fort Worth.



For questions, you can call Hinge Health at 855- 902-2777 or send an email to hello@hingehealth.com.

Eligibility: Employees and dependents 18+ enrolled in the City of Fort Worth Employee Health Plan are eligible.



DENTAL PLANS

Delta Dental

The City continues to offer three dental coverage options:

- A low option dental PPO
- A high option dental PPO
- A dental HMO

The dental HMO plan has a limited network and is limited to those residing in certain zip codes.

On the DHMO plan, you choose a primary-care dentist who will direct your care and all services are paid on a copay basis.

The DPPO plans allow you to see any dentist in or out of network, but there is a limit to how much the dental insurance will pay for services such as cleanings and X-rays.

You can receive four cleanings per calendar year on both the low and high DPPO options.

Implants are covered on DPPO options to the plan limit.

2023 Biweekly Dental Rate

(For active full-time employees, part-time employees and council aides)

Employee Dental Rates	DeltaCare® (DHMO)	Delta Dental (DPPO)	
		DPPO Low Option	DPPO High Option
Dental Options	DHMO (TX15A)	DPPO Low Option	DPPO High Option
Employee Only	\$6.25	\$11.35	\$16.86
Employee & Spouse	\$10.76	\$21.56	\$34.55
Employee & Child(ren)	\$12.51	\$24.97	\$44.67
Employee & Family	\$19.08	\$35.19	\$56.46

Delta Dental
DPPO
DHMO

www.deltadentalins.com
800-521-2651
800-422-4234



	DELTA CARE PREPAID (DHMO)	DENTAL PPO (DPPO)	
	DHMO	DDPO – Low Option	DDPO – High Option
Deductible	None	\$50/person \$150/family	\$50/person \$150/family
Annual Maximum	None	\$1,000/person	\$2,000/person
Provider	Member must use participating provider.	Unlimited PPO network available	Unlimited PPO network available
Preventive & Diagnostic Care	You pay fixed copayments according to the plan's schedule of benefits.	Plan pays 100% with no deductible	Plan pays 100% with no deductible
Basic Restorative Care	You pay fixed copayments according to the plan's schedule of benefits. Specialist referral is required under this plan.	Plan pays 50%.	Plan pays 80%.
Major Restorative Care	You pay fixed copayments according to the plan's schedule of benefits. Specialist referral is required under this plan.	Plan pays 50%.	Plan pays 50%.
Orthodontics	You pay fixed copayments according to the plan's schedule of benefits.	Plan pays 50%.	Plan pays 50%.
Lifetime Maximum		\$1,000	\$1,500
Implants	Not covered	Plan pays 50%.	Plan pays 50%.
Additional Information		You may be billed the balance for going to a non-Delta Dental PPO network dentist. You will be billed the difference between the PPO fee and the Delta Dental Premier dentist fee or the out-of-network dentist fee.	You may be billed the balance for going to a non-Delta Dental network dentist.



If frames are purchased at Target Optical or Sears Optical, they will be covered at 100%, and the frame allowance will not apply.

VISION PLANS

For 2023, the City of Fort Worth is pleased to offer a comprehensive vision plan to employees. The plan is administered through EyeMed.

Please see some of the plan highlights listed below.

- **Exam - \$10 copay**
- **Frames - \$130 frame allowance + 20% discount over \$130**
 - Every 24 months (Frames purchased from Target or Sears Optical are covered at 100% regardless of frame cost.)
- **Lenses - \$20 copay for single, bifocal, trifocal and lenticular**
 - Various copays for progressive tiers
 - Various copays for reflective coating
 - Every 12 months
- **Contacts - \$125 allowance + 15% discount over \$125**
 - Every 12 months

2023 Biweekly Vision Rates for Employees

(Applicable for active full-time employees, part-time employees and council aides)

Employee Enrollees	EyeMed Vision Rate
Employee Only	\$2.63
Employee & Spouse	\$4.99
Employee & Child(ren)	\$5.26
Employee & Family	\$7.73

FLEXIBLE SPENDING ACCOUNTS

HealthEquity

The City of Fort Worth offers two types of Flexible Spending Accounts (FSAs) to help you save for out-of-pocket health care or dependent care expenses. This money is deducted pretax, so it will lower your taxable income. These accounts are "use or lose," meaning you must use most of your funds by the end of the plan year or you lose the money. You will be able to carry over up to \$610 of your FSA Health Account at the end of the plan year to use in the next year.



How a Flexible Spending Account works:

- You can set up a FSA Health Care Account for eligible health care expenses such as deductibles, copays, coinsurance, prescription drugs, over-the-counter medications and dental expenses. The maximum you can contribute is \$3,050.
- You will receive a card in the mail from HealthEquity. You can use this card at the time of service. HealthEquity may contact you for your receipts to back up your claims.
- You are able to use your FSA Account for members of your family who are not covered by the City's medical or dental programs, provided they are not on a high-deductible health plan elsewhere.
- The FSA Account is fully funded immediately. If you need FSA Account funds in January, 100% of your election is immediately available to you.
- Participants in the Consumer Choice Plan cannot contribute to an FSA Account.

Dependent Care

You can set up an FSA Dependent Care Account to help pay for eligible child care and elder care expenses so you (and your spouse, if married) can continue work or attend school. The maximum contribution is \$5,000 per family. This plan is available for those on either the Health Center or Consumer Choice plans or to those who waive City coverage.

- An FSA Dependent Care Account is available for your children under the age of 13 who are in day care. You cannot use FSA Dependent Care Account funds for private school tuition, episodic day care or for day care for children over the age of 13, unless they are disabled.
- The FSA Dependent Care Account holds use-or-lose money. If you do not use the money in the plan year, you lose it. There is a 2.5-month grace period in which to file claims for the previous year using your FSA Dependent Care Account in the following plan year.
- The FSA Dependent Care Account only allows you to take out what you have contributed thus far. For example, if you have a day care bill for \$500, but only \$192 has been deposited into your account, you will only be able to receive reimbursement for the \$192.



LIFE INSURANCE – SECURIAN FINANCIAL

Basic Life Insurance & Accidental Death & Dismemberment (AD&D)

The City of Fort Worth provides you with basic life and accidental death and dismemberment insurance in an amount equal to your annual salary.

Supplemental Employee, Spousal and Dependent Life & AD&D

You can purchase Supplemental Group Term Life Insurance for yourself and your family. Group Term Life Insurance provides you with lower rates and the ability to take your coverage with you if you leave the City or retire. To purchase coverage for your dependents, you must purchase supplemental coverage for yourself.

Policies are available in amounts up to eight times your annual salary to a maximum of \$500,000. You may enroll your spouse in a flat \$50,000 policy, and each of your dependent children is eligible for a \$10,000 policy.

As an added benefit, employees who purchase Supplemental Group Term Life Insurance also receive additional travel assistance for emergencies, and funeral concierge services to help in planning services.

DISABILITY - UNUM



Short-Term Disability

Short-Term Disability Insurance can pay you a weekly benefit if you have a covered disability that keeps you from working.

You may choose coverage that replaces either 40% (up to \$1,500 per week) or 60% (up to \$2,000 per week) of your pre-disability earnings. If you select 40% you have a 30-day waiting period. If you choose 60%, you have a 14 day wait period.

You can also choose a benefit duration (the maximum number of weeks you can receive benefits while you're disabled) of either nine or 22 weeks if you choose the 40% option or four or 11 weeks if you choose the 60% option.

This insurance may cover a variety of conditions and injuries such as:

- Injuries (excluding back)
- Joint disorders
- Cancer
- Digestive disorders

This plan does not cover pre-existing conditions.

Long-Term Disability

Long-term disability (LTD) insurance provides income replacement in the event you are unable to work due to an accident of your own or a serious medical condition.

To be eligible to enroll in long-term disability insurance, you must be an active employee and regularly work 30 or more hours per week.

You may choose coverage that replaces either 40% or 60% of your pre-disability earnings. The maximum monthly benefit is \$6,000 for the 40% option or \$9,000 for the 60% option.

You will also choose a waiting period — the amount of time you must wait after being declared disabled to collect benefits — of 90 or 180 days. The longer the waiting period, the lower the cost of coverage. The total cost of premiums also will depend on your annual salary, age and the percentage of coverage you select.

ADDITIONAL CITY OF FORT WORTH BENEFITS

EDUCATION REIMBURSEMENT PROGRAM

After completing the initial probationary period, regular full-time employees who plan to attend college or receive training in a business or technical field that is related to a City career field may be able to receive financial assistance through the Education Reimbursement Program.

The program is designed to meet organizational goals by assisting employees who elect to improve job performance or increase skills through education. Participation should be mutually beneficial to both the employee and the City of Fort Worth.

Every employee participating in the program and receiving assistance must have approval from their department.

Reimbursement

The maximum amount the City will reimburse per year is \$5,250. You can use that all in one semester or spread that out over several semesters in a year. Tuition is paid directly to the school by the employee, but reimbursement of fees will be included in the employee's paycheck when grades are submitted. Only grades C and higher in undergraduate courses and graduate-level courses (or "pass" in ungraded courses) are eligible for reimbursement.

If an employee voluntarily leaves the City after receiving educational reimbursement, they must pay back 100 percent of the amount reimbursed in the 12 months prior to leaving and 50 percent of fees reimbursed 13 to 24 months prior to leaving. If an employee works at least two years after receiving an educational reimbursement, no repayment is required.

Getting Started

Prior to beginning a class, complete a Tuition Reimbursement Application. An application, grades and an itemized receipt must be turned in by that semester's deadline to receive reimbursement.

Choosing a Degree Plan

Several degrees are generally allowed in the Education Reimbursement Program, but others may qualify. Check with the Benefits Office prior to selecting a degree plan. The following are examples of acceptable degrees:

- Associate of Arts (Business, Mass Communication, General Speech & Communication)
- Associate of Science (Accounting, Business, Geographical Information Systems, Information Technology, Management, Office Administration)
- Bachelor of Arts, Bachelor of Science (Accounting, Business, Criminal Justice, Environmental Science & Engineering)
- Master of Business Administration
- Master of Public Administration
- Master in City & Regional Planning
- Master of Library Science



VOLUNTARY LEAVE BANK

The City of Fort Worth offers a Voluntary Leave Bank that provides up to 240 hours of continued income after you've exhausted all your accrued leave. The hours are provided if you are required to miss work due to a personal medical emergency or to care for an immediate family member who has experienced a medical emergency.

If you are a first-time enrollee, four hours of vacation time will be deducted from your leave accrual once you have completed your probationary period. Each subsequent year that you are enrolled, one hour of vacation will be deducted from your total each January.



DEFERRED COMPENSATION OR 457 PLAN – TIAA

The City of Fort Worth offers you a Deferred Compensation or 457 Plan to make saving for your retirement easier and more convenient. You may contribute on a pretax or on a post-tax (Roth) basis.

The 457 Plan offers a range of high- and low-risk investment options, including target retirement date funds that are actively managed with a retirement date in mind. A brokerage account also allows you to invest in hundreds of mutual funds. You may contribute up to the IRS limit each year and change your contribution amount and/or investment allocations online anytime.

The 457 Deferred Compensation Plan Committee monitors the performance of the plan. The committee meets quarterly, and the meetings are open to the public.

SoFi

The City of Fort Worth is excited to partner with SoFi to offer employees the most robust financial wellness platform to help you get your money right. With the platform, employees have access to financial benefits to assist through each stage of your life — from paying off your loans to preparing for retirement.

Additional benefits and features include:

- **Financial management tools:** Make better-informed decisions around your finances with easy-to-use digital tools.
 - **Student Loan Dashboard:** Connect your private and federal student loans to have a bird's-eye view of your outstanding student debt.
 - **Student Loan Debt Navigator:** Receive personalized recommendations on your student loan repayment options best suited for your situation.
 - **529 Savings and Selection Tool:** Understand what 529 plan fits your unique circumstances and how much you should save each month.
 - **Credit Score Monitoring:** Track the key factors contributing to your credit score and learn about the influence you can have on them.
 - **Other tools:** Track your spending, calculate your net worth and more.



- **Financial planning:** Talk one-on-one with a financial counselor, begin planning for your child's education or draft your will for free.
- **Content and education:** Help guide employees through every stage of their financial journey, including 101 guides, articles, videos and more.

Employees can reach out to SoFi's dedicated partnership support team by calling **833-277-7634** or emailing partner@sofi.com.



EMPLOYEE DISCOUNTS/ VOLUNTARY BENEFITS – BENEPLACE

Current offerings include: prepaid legal, home and auto insurance, pet insurance and identity theft coverage. You can enroll in many voluntary benefits through the City's benefits portal www.cfwbenefits.com.

Through the Beneplace website, you can purchase items and tickets at discounted rates. Tickets include local options such as Six Flags Over Texas, LEGOLAND® Discovery Center and discounted movie tickets. If planning a vacation, you can also find discounted amusement park tickets for parks nationwide and discounts on cruises and hotel stays. You can view all of Beneplace's offerings at beneplace.com/cofw.

Beneplace also offers discounts on items for your home, sporting equipment, dining, electronics or services for your car. You can also purchase supplemental benefits such as an accident or critical illness policy through Beneplace.



2023 HEALTHY CHALLENGE WELLNESS PROGRAM



Overview

The Healthy Challenge Wellness Program is a vital part of our overall benefits program. Whether your goal is to have more energy, to lose weight, to manage stress or to improve your diet, the Healthy Challenge Wellness Program can help.

City of Fort Worth Virgin Pulse requirements

To provide the tools and support you need to live healthily, we have partnered with Virgin Pulse, a leading health management services provider. Together with Virgin Pulse, we'll bring you the latest health and wellness content, educational programs and an online community to keep you motivated.

Who can participate in the program?

Beginning 1/4/2023, all employees hired before 6/1/2023 and Employee Health Plan-covered spouses are eligible to participate in the Health Assessment (HA), Tobacco Affidavit or Being Tobacco Free Journey (TOB) and Biometric Screening. Participants can log on to the City of Fort Worth website to participate in all available wellness activities.

Is my health information confidential?

All programs are confidential and in compliance with the Health Insurance Portability and Accountability Act (HIPAA). Any information shared with the Virgin Pulse team will not be disclosed except in accordance with HIPAA laws. Your Protected Health Information (PHI) will not be shared with your employer.



Virgin Pulse Requirements for Lower Insurance Premium and Incentive **DEADLINE: 8/31/2023**

How Can I Lower My Monthly Insurance Premium & Receive an Incentive?

To avoid paying an additional \$100 per month for your insurance premium and earn your 2023 incentive, you must complete the Health Assessment (HA) questionnaire, the Tobacco Affidavit OR Being Tobacco Free Journey (TOB) and the Biometric Screening Form (BSF) after undergoing a Biometric Screening by 8/31/23. **If your spouse is covered by the City's health plan, they must also complete the requirements for you to receive the incentive.**

1. Health Assessment (HA) Questionnaire

After you register on join.virginpulse.com/cfw, you will complete the Health Assessment (HA) questionnaire. Upon completing it, you will review information on your current risk level for all lifestyle habits, and you will receive tips for maintaining or improving your overall health and well-being. The Health Assessment acts as a gatekeeper for the incentive. Without this activity completed, you will not receive credit for the other requirements.

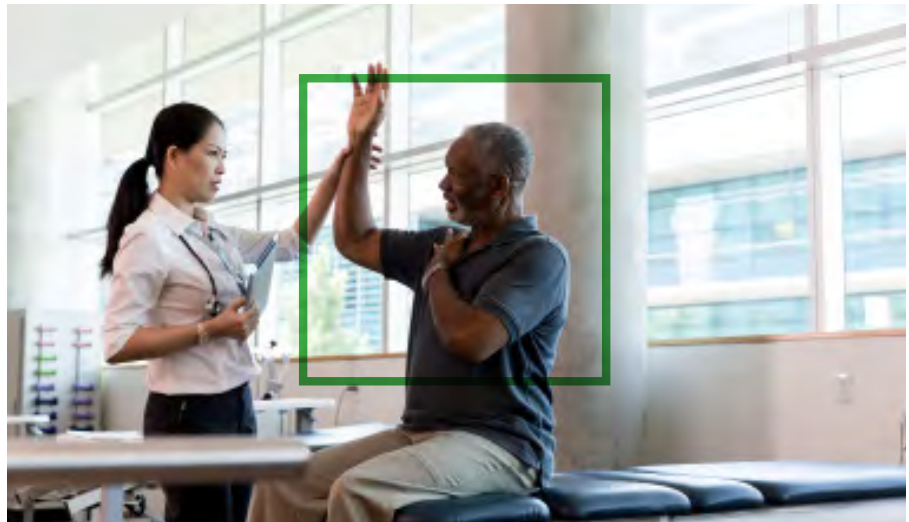
2. Tobacco Affidavit or Being Tobacco Free Journey (TOB)

If you are not a tobacco user, you will simply check the attestation form indicating you are a Non-User. If you are a tobacco user, you will need to complete the TOB.

3. Biometric Screening Form (BSF)*

You will need to schedule your annual physical with your physician and take the Biometric Screening Form (BSF), which must be printed from your own account, to your appointment. Once you have registered at join.virginpulse.com/cfw, you will download a copy of the BSF on the Benefits page to take to your physician to complete. Once the BSF is complete, you will be able to submit the form via upload to your Virgin Pulse portal, or fax it to 888-737-7931.

***IMPORTANT NOTE:** Your BSF must be submitted by 8/31/23. No late submissions will be accepted. This means that your Biometric Screening should be scheduled no later than 8/26/23 to allow time for the blood work to be processed and the results returned to the physician to complete the BSF and submit it by 8/31/23. If blood work is done prior to the screening appointment, the screening is completed on 8/31/23 and the BSF is submitted by 8/31/23, this should not be an issue.



HOW TO REGISTER

Visit join.virginpulse.com/cfw to login and register with Virgin Pulse. Just follow the prompts to register as a new user **or if you are already registered, click on "Sign In."** If your spouse is on the City's health insurance plan, both of you will have a separate account, so each of you will register. **You will use your email to register. Each individual must have their own email.**

Virgin Pulse Member Services

The Virgin Pulse Member Services has four different options to assist you with questions or much-needed information. Choose what works best for you:

Live Chat – Members are able to quickly chat online (web only) with a representative.
Available Monday – Friday, 1 a.m. – 8 p.m.

Phone – Members can call to speak with a representative at 888-671-9395.
Available Monday – Friday, 7 a.m. – 8 p.m.

Email – Members can email the team by using support@virginpulse.com and receive initial responses within two business days even if not resolved.

Support Page – Members can access self-service troubleshooting with over 500 articles on topics, including getting started, devices and apps and profile setup.

Additional Biometric Screening Form Information

If you do not have a Primary Care Physician (PCP), you can contact the City of Fort Worth Employee Health Centers at **800-574-0606** to schedule your Biometric Screening. Your insurance covers one annual physical/Biometric Screening per calendar year (not every 12 months). It's covered 100% (free) on both the Health Center and Consumer Choice plans.

Download the App



Apple



Android

HEALTHY CHALLENGE CASH PAYOUT

How Does the Healthy Challenge Cash Payout Work?

The Healthy Challenge Cash Payout is based on a point system. You can earn points throughout the year by completing certain program activities.

NOTE: Only employees are eligible for the cash payout, and they must be active at the time of award (2nd pay period in January 2023).

Download the App



Apple



Android

DEADLINE (to earn points for the cash payout)

12/15/2023

REQUIREMENTS TO BE ELIGIBLE: (Employees only and must have completed requirements by Aug. 31, 2023)

- Complete the Health Assessment **questionnaire**
- Complete a Biometric Screening
- Complete Tobacco Affidavit
OR one (1) Being Tobacco Free Journey (TOB)
- Complete at least one (1) Preventive Screening via My Care Checklist on your wellness portal

For more ways to earn your Healthy Challenge Cash Payout, visit [How to Earn](#) under the Rewards tab on the site or on the mobile app.

*HEALTHY
ISN'T A GOAL —
IT'S A WAY OF
LIVING.*

Not a member yet?

Don't miss out on all the fun! Get the mobile app or go to join.virginpulse.com/cfw.

LEVEL UP YOUR HEALTH!

Healthy Challenge Cash Payout



There are more ways now than ever to earn points. From tracking your weekly steps to getting a preventative health screening, you can pile on the points while taking care of your overall well-being. The more points you earn, the greater your cash incentive reward! **Note:** Only employees are eligible for the cash payout.



DO
Healthy Things



EARN
Points



CELEBRATE
Success

	Level 1	Level 2	Level 3	Level 4
Points	5,000	15,000	25,000	40,000
Rewards	Level 1 Complete	\$150 achieved	\$200 achieved	\$250 achieved

	Do Healthy Things	Points Earned
Weekly	Complete a FinFit video or article	50
Monthly	Track Healthy Habits 20 days in a month	300
Programs	Wondr Health or Weight Watchers	500

FinFit's Financial Assessment Tool

The personalized assessment and planning tools recognize that each individual has unique spending, savings, planning and buying habits. The FinFit platform provides both action plans and tools that are specifically tailored to each individual's footprint.



Personalized financial wellness score

Visual budget to help outline where your income is being allocated

Benchmarking so you can see how you stack up against your peers

Action plan that includes personalized tools and resources to improve your financial health

Highly interactive and real time platform to give relevant and timely feedback

LEVEL UP

YOUR HEALTH! WAYS TO EARN:

	Do Healthy Things	Points Earned
One-Time	Complete Registration	100
	Complete First Login to the Mobile App	250
Daily	Complete 15 Active Minutes in a Day	70
	Complete 30 Active Minutes in a Day	100
	Complete 5,000 Steps in a Day	50
	Complete a Whil Session	20
Weekly	Complete a Whil Program	50
Monthly	Complete a FinFit Video or Article	50
	Complete 10 Daily Cards in a Month	100
	Complete 20 Daily Cards in a Month	200
	Track Calories 10 Days in a Month	200
	Track Calories 20 Days in a Month	300
	Track Sleep 10 Days in a Month	100
	Track Healthy Habits 10 Days in a Month	200
	Track Healthy Habits 20 Days in a Month	300
	Meet with a FinFit Financial Counselor	250
	Complete Seminar Self-Report	250
	Participate in a Blood Drive	250
	Complete a Fitness Class	400
	Complete a Coaching Appointment	250
	Complete 10 Whil Sessions in a month	100
Complete 20 Whil Sessions in a month	200	
Annually	Complete an Annual Event	250
	Complete an Annual Walk/Run	250
	Complete the FinFit Financial Wellness Assessment	250
Programs	Complete Wondr Health	500
	Complete WeightWatchers	500

For more ways to earn

Visit How to Earn under the Rewards tab on the site — or on the mobile app.

HEALTH COACHING FROM VIRGIN PULSE

Call in a Personal Certified Health Professional

As we strive toward better health, we could all use a little help from experts from time to time. That's why the Virgin Pulse Health Coach Program is such a valuable part of the Healthy Challenge Wellness Program.

As a Healthy Challenge participant, you have access to a variety of specially trained health professionals, including registered dietitians, clinicians, nurses and certified personal trainers. You'll be assigned to one or more of these professionals, depending on your health goals. Earn 250 points per session up to 4X per month toward the Healthy Challenge cash payout.

What Should I Expect During My Coaching Session?

Your Health Coach is an experienced, certified Virgin Pulse Health Professional who will support you in behavior and lifestyle modifications as well as conditioning. You'll receive health education as needed and work together to set realistic health goals. Your coach will help you track progress over time and adjust the program to help you meet your goals. Whether you need to lose 15 pounds, quit smoking or reach a specific fitness goal, a Virgin Pulse Health Coach can assist. Coaching sessions take place over the phone or by secure in-app messaging on join.virginpulse.com/cfw and last between 10 minutes to one hour, depending on the focus and instruction needed.

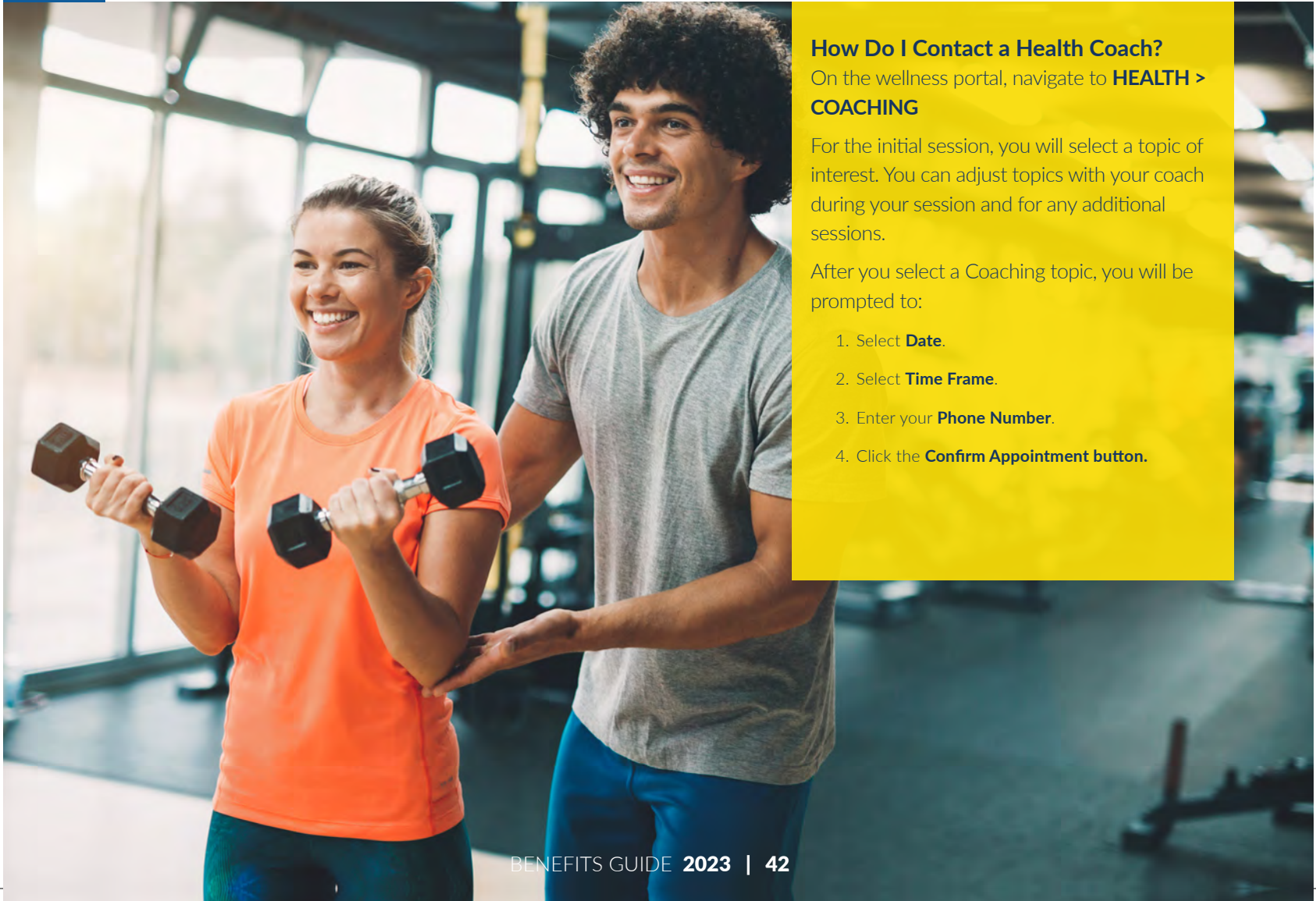
How Do I Contact a Health Coach?

On the wellness portal, navigate to **HEALTH > COACHING**

For the initial session, you will select a topic of interest. You can adjust topics with your coach during your session and for any additional sessions.

After you select a Coaching topic, you will be prompted to:

1. Select **Date**.
2. Select **Time Frame**.
3. Enter your **Phone Number**.
4. Click the **Confirm Appointment** button.





HEALTHY CHALLENGE WELLNESS PROGRAM OBESITY TREATMENT

4 OPTIONS

Virgin Pulse Health Coaching

(*Available to all employees, regardless of coverage. Also available to pre-65 retirees and spouses on a health plan.)

Virgin Pulse

Health Coaching involves working one-on-one with a trained Health Coach (Virgin Pulse) to focus on weight, nutrition, exercise, etc. There will be specific goal setting, with follow-up on a weekly, biweekly or monthly basis, as identified by the coach. Unlimited sessions and no cost for all employees.

Wondr Health & WeightWatchers (WW)

(*Only available to Health Plan members)

Clinical/Behavioral

Both of these programs are covered by insurance and paid by the City; no cost to Health Plan members.

Wondr Health

Treatment involves three phases:

1. Foundations (Skill Building) – 10 sessions
2. NS4Y (Skill Reinforcement) – 10 sessions
3. NS4LIFE (Skill Maintenance) – Ongoing & Yearlong

Wondr 2023				
Quarter	Q1	Q2	Q3	Q4
Enrollment Dates	Jan. 2nd - 15th	April 3rd - 16th	June 19th - July 2nd	Aug. 14th - 27th
Class Start Dates	Monday, Jan. 30th	Monday, May 1st	Monday, July 17th	Monday, Sept. 11th

Delivery is online with groups of participants meeting weekly to learn and discuss additional strategies for weight control. Each session lasts 30 minutes and features topical discussions on nutritional information or behavioral or physical activities. Participants may also work one-on-one with health coaches as needed on an unlimited basis. Information utilized in the Clinical/Behavioral Program include:

1. Focuses on intensive behavior modification, education on behavioral strategies and cognitive and emotional re-education
2. Intensive physical activity education
3. Interactive videos and tools & Welcome Kit
4. Click to chat with coach.
5. App available for smartphones and tablets
6. Device integration with FitBit, Jawbone & Apple
7. Weight Maintenance phase after (12+ months) Weight Loss phase

WeightWatchers (WW) –

Treatment involves:

1. Enrollment (Assessment) – 1 session
2. Weight Loss (Attends weekly session) – Ongoing & Yearlong

HEALTH CHALLENGE WELLNESS PROGRAM

OBESITY TREATMENT

Information utilized in the WW Program include:

1. Focus on tracking food and education on calorie intake and physical activity
2. Behavior modification and education on behavioral strategies
3. Intensive education on physical activity
4. Interactive videos and tools & Welcome Kit
5. Click to chat with coach (ongoing)

OptumRX

(*Only available to Health Plan members)

Several agents are FDA approved for weight control, including but not limited to: Covered 100%, no copay for HCP members; waived deductible and 5% coinsurance for CCP members.

1. Orlistat (Xenical®)
2. Phentermine (Qsymia®, Lomaira™)
3. Phendimetrazine (Bontril)
4. Benzphetamine (Didrex)
5. Bupropion/Naltrexone (Contrave®)
6. Liraglutide (Saxenda®)
7. Semaglutide (Wegovy™)



Bariatric Surgery

(*Only available to Health Plan members)

Bariatric gastric bypass surgery (GBS) or other bariatric surgical procedures are available through SurgeryPlus. Patients may be referred for a bariatric surgical procedure to medical centers where this service is available. Specific selection criteria apply for this treatment option. Several procedures are approved for weight control, including:

1. Sleeve Gastrectomy
2. Roux-en-Y
3. Duodenal Switch
4. LAP

Bariatric surgery through SurgeryPlus follows this protocol:

1. Uses bariatric surgeons on their specialty network — currently, 4
2. Surgery is performed at the facility where the specific bariatric surgeon has rights
3. Will follow same three-month Pre-Op Program protocol prior to surgery
4. Post-op follow-up will be done through the same bariatric surgeon who performs surgery
5. Cost to member: Deductible; coinsurance waived

BLOOD DRIVE - 2023

Earn for You While Giving to Others

All full-time City of Fort Worth employees who donate blood will receive an hour of vacation time. Part-time employees who donate blood will receive an hour of comp time. You can also earn points for the Healthy Challenge Payout (full-time employees only). So roll up your sleeves and visit the bloodmobile!

You must provide some type of identification (e.g., your City ID or Driver's License). And be sure to sign both sign-in sheets to receive credit for your one hour of vacation time or comp time.

Blood Drive Dates & Locations

February 16, April 20, June 22, August 17, October 19 & December 14

- 8:30 a.m. - 4:30 p.m. **1** City Hall (south end outside) - **Double Reds (Available)**
- 7:30 a.m. - 10:30 a.m. **2** Water Field Operations
- 8 a.m. - 2 p.m. **3** Bob Bolen Municipal Complex - **Double Reds (Available)**
- 1:30 p.m. - 4:30 p.m. **4** James Avenue Service Center
- 8:30 a.m. - 11:30 a.m. **5** Southside Service Center
- 12:30 p.m. - 3:30 p.m. **6** Hazel Harvey Peace Center - **Double Reds (Available)**
- 1:30 p.m. - 4:30 p.m. **7** Northside Service Center

Meet Double Reds

Unlike a traditional whole blood donation, Automated Red Cell Collection (2RBC) allows the donor to safely give two units of red blood cells instead of just one — thus, the nickname "Double Reds." The process separates blood into its components while it is being drawn. Because only red blood cells are being collected, enough can be collected for two red cell transfusions, and the remaining components are returned to the donor.

The collection procedure takes just 20 minutes longer than a whole blood donation and can be performed every four months.

2RBC Donor Requirements

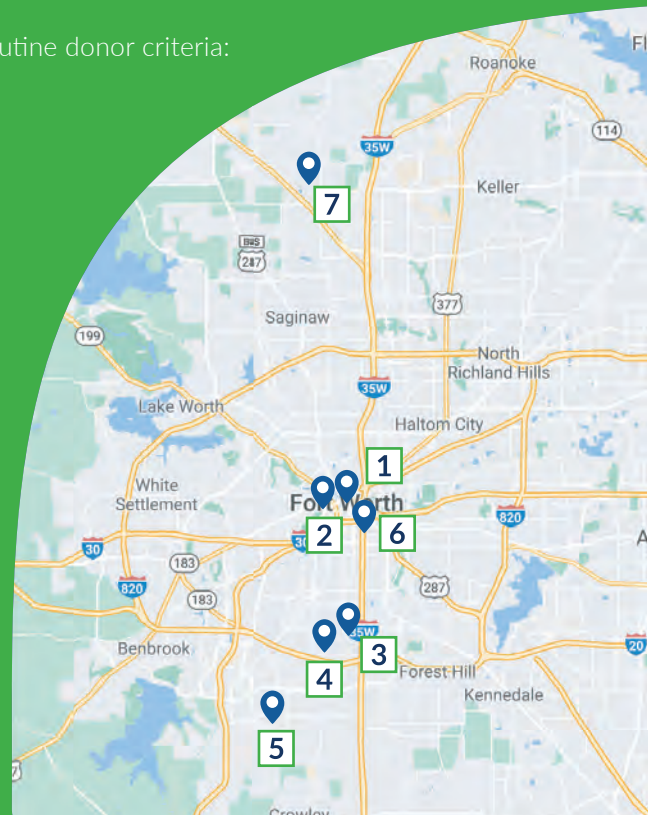
2RBC donors must meet certain height and weight requirements, as well as routine donor criteria:

- Males must weigh at least 150 lbs. and be 5'5" or taller.
- Females must weigh at least 130 lbs. and be 5'1" or taller.

If donating at a Carter Blood Care Center, please use Sponsor Number: SPON033098.

For more information, email the Wellness Office at wellnessprogram@fortworthtexas.gov.

**GIVE
BLOOD**
Earn 1 Hour of Vacation
+
*Self-Report Donation for
points for the Healthy
Challenge Cash Payout*





FITNESS CENTER MEMBERSHIPS

City of Fort Worth Community Centers that offer Fitness Memberships

There are three tiers of membership (Gold, Silver and Bronze) based on the size of the fitness room and the number of pieces of equipment. Employee memberships must be purchased at your local community center (bring City ID). Membership includes the price of an annual community center membership.

GOLD: Allows access to Gold, Silver & Bronze
Employee: \$14 mo. (\$110/yr.); **Senior (60+):** \$18 mo. (\$140/yr.)

Chisholm Trail Community Center

4936 McPherson Blvd., Fort Worth, TX 76123
 817-392-8070

Handley Meadowbrook Community Center

6201 Beaty St., Fort Worth, TX 76112
 817-392-2830

Victory Forest Community Center

3427 Hemphill St., Fort Worth, TX 76110
 817-392-8200

SILVER: Allows access to Silver & Bronze
Employee: \$8 mo. (\$65/yr.); **Senior (60+):** \$10 mo. (\$80/yr.)

Eugene McCray Community Center

4932 Wilbarger St., Fort Worth, TX 76119
 817-392-7146

Greenbriar Community Center

5200 Hemphill St., Fort Worth, TX 76115
 817-392-6270

Highland Hills Community Center

1600 Glasgow Rd., Fort Worth, TX 76134
 817-392-2580

Hillside Community Center

1201 E. Maddox Ave., Fort Worth, TX 76104
 817-392-7660

BRONZE: Allows access to Bronze
Employee: \$5 mo. (\$43/yr.); **Senior (60+):** \$6 mo. (\$50/yr.)

Como Community Center

4660 Horne St., Fort Worth, TX 76107
 817-392-5300

Fire Station Community Center

1601 Lipscomb St., Fort Worth, TX 76104
 817-392-2240

R.D. Evans Community Center

3242 Lackland Rd., Fort Worth, TX 76116
 817-392-7400

Riverside Community Center

3700 E. Belknap St., Fort Worth, TX 76111
 817-392-7640

Southwest Community Center

6300 Welch Ave., Fort Worth, TX 76133
 817-392-7613

Sycamore Youth Athletic Center

2525 E. Rosedale St., Fort Worth, TX 76105
 817-392-7650

Thomas Place Community Center

4237 Lafayette Ave., Fort Worth, TX 76107
 817-392-7427

WELLNESS **HEALTHY HABITS CLASSES**

Take Advantage & Up Your Wellness

These fitness and lifestyle classes are offered by the Healthy Challenge Wellness Program to all employees, retirees and spouses at no cost. Participation will also earn points toward the Healthy Challenge Cash Payout. Check The Roundup for class schedules. For more information, email wellnessprogram@forworthtexas.gov.



FIT CAMP

This boot camp is designed for all ages and fitness levels and focuses on maximum calorie burn in a short amount of time. The emphasis of this class is to get you fit and healthy, challenge your mind, challenge your body and most importantly, to make fitness fun.



FULL-BODY FITNESS

This is an all-level total-body workout class for individuals ready to challenge themselves using mostly body weight. This is a low-impact class that will build individuals' strength and fitness endurance.



TOTAL BODY BLAST

This heart-pumping total body workout is designed to challenge every aspect of your fitness. Using calisthenics, hand weights, sprints and stair climbing, your fitness will advance to the next level.



YOGA

For those of all abilities and interests, this class places an emphasis on increasing awareness of wellness mechanics through various physical postures integrated with breathing and relaxation techniques.



ZUMBA

Zumba is an aerobic dance class that fuses hypnotic musical rhythms and tantalizing moves to create a dynamic workout system designed to be fun and easy.



FINANCIAL-WELLNESS WORKSHOP

No matter your current income or expenses, with the right information and strategies, you can improve the way you manage your money so that you can create more financial security and a better financial future for yourself. The purpose of this training session is to give participants the information and strategies they need to achieve financial wellness, which in turn contributes to your physical wellness. The format is a one-hour group session that involves discussion as well as hands-on exercises.

This class teaches a number of skills, including:

- How to achieve financial wellness
- Developing a financial plan
- Creating budget and savings strategies
- Credit cards, credit scores and credit reports
- Dealing successfully with major life events affecting financial wellness

RESOURCES FOR LIVINGSM 866-611-2826

Employee Assistance Program (EAP)

Resources For LivingSM is an employer-sponsored employee-assistance program available at no cost to you and all members of your household. That includes dependent children up to age 26, whether or not they live at home. Services are confidential and available 24 hours a day, seven days a week.

Counseling and Relationship Support

Face-to-Face and Online/Televideo

Face-to-Face:

Call our dedicated staff 24 hours a day. You can also talk to licensed behavioral health professionals for emotional support.



Up to 6 counseling sessions per issue with licensed network professionals at no cost to you (no deductibles or copays to worry about).

- Counseling sessions are available face-to-face, by phone, or via televideo (see below).
- Support, consultation, and resources are available for a range of issues such as: helping you balance work and home life, family/relationship issues, depression, anxiety, conflict management, alcohol/substance abuse, stress management and more.

Online/Televideo:

If you have a webcam and Internet access, you may want to ask about online/televideo counseling in which you may meet with a counselor from the comfort of your own home via televideo — or even on the phone. Like face-to-face sessions, you and your counselor can see each other and work on your goals. It's the next best thing to being in the same room but minus the drive time. Of course, you can still see a counselor in person. Your problems are unique, and counseling should match that. Your provider can help you determine which option is a good fit for you.

With televideo, you can:

- Build rapport together with your counselor
- Fit sessions into busy days
- Cut out travel time and expense
- Skip the waiting room

Call for Help Anytime

When it comes to using your free EAP sessions, you've got more options than ever before. And there's no need to leave home to work with the same counselor for multiple sessions.

You can get help with:

- Anxiety/depression
- Family and relationship issues
- Caregiving

Web-Based Resources

Our customized website offers a full range of tools and resources on behavioral health and work-life balance topics. Most sections of the website are available in Spanish. Website links include those for:

- Articles and self-assessments
- Access to work-life service providers
- Stress Resource Center
- Live webinars and on-demand library
- Mobile app
- myStrength — a "health club" for your mind

Work-Life Balance Services

Gain access to consultation, information, and assistance with locating resources, such as those for:

- Care for older adults
- Caregiver support
- Special needs

EAP
CITY OF FORT WORTH

To access services: 866-611-2826
www.resourcesforliving.com

Username: fort worth
Password: eap

Legal Services

Obtain a ½-hour free consultation with a participating attorney for each new legal topic (each plan year)

related to:

- General, family and criminal law
- Elder law and estate planning
- Divorce
- Wills and other document preparation
- Real estate transactions
- Mediation services

Receive a 25% discount off of fees for services beyond the initial consultation (excluding flat legal fees, contingency fees and plan mediator services). Services must be related to the employee or eligible household members. Employment law is excluded.

Financial Services

Receive ½-hour free telephonic consultation for each new financial topic (each plan year) related to:

- Budgeting
- Retirement or other financial planning
- Mortgages and refinancing
- Credit and debt issues
- College funding
- Tax and IRS questions and preparation

Plus, get a 25% discount off tax-preparation services. Services must be for financial matters related to the employee and eligible household members.

Identity Theft Services

Get one-hour fraud resolution phone consultation or coaching about ID theft prevention and credit restoration. Services include a free emergency kit for victims.

BLUE ZONES PROJECT

Blue Zones Project is a community-wide well-being improvement initiative to help make healthy choices easier for everyone in Fort Worth.

A vital part of Fort Worth's Healthiest City Initiative, Blue Zones Project encourages changes in our community that lead to healthier options. When our entire community participates — from our worksites and schools to our restaurants and grocery stores — the small changes contribute to huge benefits for all of us:

- Lowered health care costs
- Improved productivity
- A higher quality of life

City of Fort Worth - Blue Zones Project Approved Worksites:

- Animal Control
- Annex
- Business Assistance Center
- Bob Bolen Public Safety Complex
- Fort Worth Botanic Garden
- Central Library
- City Hall
- Como Community Center
- Diamond Hill Community Center
- East Regional Library
- Fire Alarm Offices
- Fire Station Community Center
- FWCC
- Gordon Swift Building
- Greenbriar Community Center
- Handley Meadowbrook Community Center
- Haws Athletic Center for Neighborhoods
- Hazel Harvey Peace Center
- Highland Hills Community Center
- Hillside Community Center
- James Avenue Service Center
- La Gran Plaza de Fort Worth
- Martin Luther King, Jr. Community Center
- Municipal Court – FW
- Municipal Court – SW
- Nature Center
- Northside Community Center
- North Tri-Ethnic Community Center
- Police Communications Division
- R.D. Evans Community Center
- Southside Service Center
- Southwest Community Center
- Southwest Regional Library
- Thomas Place Community Center
- T. P. W. Building Services Building
- Victory Forest Community Center
- Water – North Holly
- Water – Rolling Hills
- Water – Village Creek
- Water – Westside
- Will Rogers Memorial Center
- Zipper Building



SAFETY



ZERO ACCIDENT PHILOSOPHY

The notion of a Zero Accident Philosophy® is a specific component of our overall culture. We do not shrug off injuries as an inevitable part of our organization because they are not. We never want to accept that accidents and injuries are something that can regularly happen to employees since our people are our organization's greatest resource.

In order to protect this valuable resource, we need to **Build a Fort Around Your Worth** and continue to follow a **Zero Accident Philosophy** to ensure that it permeates every level of the organization and every City of Fort Worth worksite. There is an important role in this program for each employee, and everyone is expected to join together to make the City of Fort Worth a successful, accident-free and healthy place to work.

Report Near Misses

Every employee deserves to go home in the same condition in which they arrived at the workplace. By working together and encouraging every City of Fort Worth employee to get involved in looking for and reporting near misses including all unsafe conditions and unsafe acts, we can all do something to prevent accidents before they happen.

What is a Near Miss?

An unplanned event that did not result in injury, illness or damage — but had the potential to do so. Only a fortunate break in the chain of events prevented an injury, fatality or damage; in other words, a miss that was very near.

The Safety Risk Management Team welcomes all employees' commitment to health and safety, as evidenced through responsible and constructive engagement while representing the interests of their departments. Together, a partnership approach will achieve high standards in health and safety.

The City of Fort Worth recognizes that establishing a strong and active safety culture requires effort from all ends. It's worth the effort because it can have a positive impact on your department. A vibrant safety culture can lead to lower absence rates, lower insurance premiums, less injuries, improved productivity and happier employees. However, it's vital that employees become involved in their department's safety program for it to be successful.



DRUG-&-ALCOHOL FREE WORKPLACE

Alcohol Use

Two specific kinds of drinking behavior significantly contribute to the level of work performance problems: drinking right before or during working hours (including drinking at lunch and at company functions) and heavy drinking the night before that causes hangovers during work the next day.

It isn't just alcoholics who can generate problems in the workplace. Research has shown that the majority of alcohol-related work performance problems are associated with nondependent drinkers who may occasionally drink too much — not exclusively alcohol-dependent employees.

Prescription Drugs

A level of risk always occurs when using any drug, including prescription or over-the-counter medications.

Drug reactions vary from person to person. If you are taking a drug you haven't had before, you won't know how it will affect you. It's important to follow your doctor's advice when taking prescription drugs and discuss any side effects and how they might impact your work.

Some facts about alcohol in the workplace:

- Workers with alcohol problems were 2.7 times more likely than workers without drinking problems to have injury-related absences.
- A hospital emergency department study showed that 35 percent of patients with an occupational injury were at-risk drinkers.
- Analyses of workplace fatalities showed that at least 11% of the victims had been drinking.
- One-fifth of workers and managers across a wide range of industries and company sizes report that a coworker's on- or off-the-job drinking jeopardized their own productivity and safety.

Some facts about drugs in the workplace:

- Workers who report having three or more jobs in the previous five years are about twice as likely to be current or previous users of illegal drugs as those who have had two or fewer jobs.
- 70% of the estimated 14.8 million Americans who use illegal drugs are employed.
- Marijuana is the most commonly used and abused illegal drug by employees followed by cocaine, with prescription drug use steadily increasing.



Premature Deaths/
Fatal Accidents



Injuries/
Accident Rates



Absenteeism/
Extra Sick Leave



Loss of
Production

The impact of alcoholism and drug dependence in the workplace

The City of Fort Worth has an established Employee Assistance Program (EAP) that is available to employees 24 hours a day/7 days a week. Our EAP program provides assistance to employees and their families, which in turn helps the City remain a Drug-&-Alcohol-Free Workplace. **Call 866-611-2826 for assistance.**

REQUIRED LEGAL NOTICES

CITY OF FORT WORTH GROUP HEALTH PLAN WAIVER OF COVERAGE

You may decline health care coverage offered by the City of Fort Worth's (Employer) group health plan. This is called a waiver of coverage. If you waive coverage for yourself, you may not cover dependents under the Employer's group health plan.

Note that after 2013, if you decline coverage considered affordable and minimum essential under the Patient Protection and Affordable Care Act (ACA), you will not qualify for government credits and subsidies to purchase individual health insurance on the Health Insurance Marketplace. The decision to waive coverage has consequences for you. For example:

- You should be aware of the individual shared responsibility requirement that took effect on January 1, 2014, under the ACA. If you refuse the offer of the Employer's group health coverage and do not obtain coverage on your own, you will be subject to a penalty. Please consult a licensed tax professional for further details regarding how you may be impacted under the ACA.
- Unless you sign a waiver stating that you/your dependents are covered under another plan, such as a spouse's plan, Medicaid or Medicare, you cannot enroll in the Employer's group health plan until the next open enrollment. However, if you are covered under another plan but that coverage is lost, you can enroll in your Employer's group health plan immediately. There's a time limit for enrolling after the other coverage is lost — you must request to enroll in your plan within 30 days of losing the other coverage.
- If you gain a new dependent through birth, adoption, placement for adoption or marriage, you may enroll yourself, the new dependent and the entire family at that time, but you must do so within 30 days of gaining the new dependent (60 days for birth, adoption or placement for adoption). If you miss the enrollment deadline, you must wait until open enrollment.

COBRA

The right to COBRA continuation coverage was created by a federal law, the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA). COBRA continuation coverage can become available to you and other members of your family when group coverage would otherwise end. For additional information about your rights and obligations under the Plan and under federal law, you should review the Plan's Summary Plan Description or contact the Plan Administrator.

You may have other options available to you when you lose group health coverage. For example, you may be eligible to buy an individual plan through the Health Insurance Marketplace. By enrolling in coverage through the marketplace, you may qualify for lower costs on your monthly premiums and lower out-of-pocket costs. Additionally, you may qualify for a 30-day special enrollment period for another group health plan for which you are eligible (such as a spouse's plan), even if that plan generally doesn't accept late enrollees.

WHAT IS COBRA CONTINUATION COVERAGE?

COBRA continuation coverage is a continuation of Plan coverage when coverage would otherwise end because of a life event known as a "qualifying event." Specific qualifying events are listed later in this notice. After a qualifying event, COBRA continuation coverage must be offered to each person who is a "qualified beneficiary." You, your spouse and your dependent children could become qualified beneficiaries if coverage under the Plan is lost because of the qualifying event. Under the Plan, qualified beneficiaries who elect COBRA continuation coverage must pay for COBRA continuation coverage.

If you are an employee, you will become a qualified beneficiary if you lose your coverage under the Plan because of the following qualifying events:

- Your hours of employment are reduced, or
- Your employment ends for any reason other than your gross misconduct.

If you are the spouse of an employee, you will become a qualified beneficiary if you lose your coverage under the Plan because of the following qualifying events:

- Your spouse dies;
- Your spouse's hours of employment are reduced;
- Your spouse's employment ends for any reason other than his or her gross misconduct;
- Your spouse becomes entitled to Medicare benefits (under Part A, Part B or both); or
- You become divorced or legally separated from your spouse.

Your dependent children will become qualified beneficiaries if they lose coverage under the Plan because of the following qualifying events:

- The parent-employee dies;
- The parent-employee's hours of employment are reduced;
- The parent-employee's employment ends for any reason other than his or her gross misconduct;
- The parent-employee becomes entitled to Medicare benefits (Part A, Part B or both);
- The parents become divorced or legally separated; or
- The child stops being eligible for coverage under the Plan as a "dependent child."

Sometimes, filing a proceeding in bankruptcy under Title 11 of the United States Code can be a qualifying event. If a proceeding in bankruptcy is filed with respect to the City of Fort Worth health plan and that bankruptcy results in the loss of coverage of any retired employee covered under the Plan, the retired employee will become a qualified beneficiary with respect to the bankruptcy. The retired employee's spouse, surviving spouse and dependent children will also become qualified beneficiaries, if bankruptcy results in the loss of their coverage under the Plan.

WHEN IS COBRA CONTINUATION COVERAGE AVAILABLE?

The Plan will offer COBRA continuation coverage to qualified beneficiaries only after the Plan Administrator has been notified that a qualifying event has occurred. The employer must notify the Plan Administrator of any of the following qualifying events:

- The end of employment or reduction of hours of employment;
- Death of the employee;
- For retirees, commencement of a proceeding in bankruptcy with respect to the employer; or
- The employee's becoming entitled to Medicare benefits (under Part A, Part B or both).

For all other qualifying events (divorce or legal separation of the employee and spouse or a dependent child's losing eligibility for coverage as a dependent child), you must notify the Plan Administrator in writing within 30 days after the qualifying event occurs. You must provide this written notice to: City of Fort Worth, Benefits Office, 200 Texas St., Fort Worth, TX 76102

HOW IS COBRA COVERAGE PROVIDED?

Once the Plan Administrator receives notice that a qualifying event has occurred, COBRA continuation coverage will be offered to each of the qualified beneficiaries. Each qualified beneficiary will have an independent right to elect COBRA continuation coverage. Covered employees may elect COBRA continuation coverage on behalf of their spouses, and parents may elect COBRA continuation coverage on behalf of their children.

COBRA continuation coverage is a temporary continuation of coverage that generally lasts for 18 months due to employment termination or reduction of hours of work. Certain qualifying events or a second qualifying event during this initial period of coverage may permit a beneficiary to receive a maximum of 36 months of coverage. There are two ways in which this 18-month period of COBRA continuation coverage can be extended:

1) Disability extension of 18-month period of COBRA continuation coverage

If you or anyone in your family covered under the Plan is determined by the Social Security Administration to be disabled and you notify the Plan Administrator in writing and in a timely fashion, you and your entire family may be entitled to receive up to an additional 11 months of COBRA continuation coverage, for a total maximum of 29 months. The disability would have to have started at some time before the 60th day of COBRA continuation coverage and must last at least until the end of the 18-month period of continuation coverage. Contact Discovery Benefits at 888-408-7224 within 60 days of the date of determination of disability.

2) Second qualifying event extension of 18-month period of COBRA continuation coverage

If your family experiences another qualifying event while receiving 18 months of COBRA continuation coverage, the spouse and dependent children in your family can get up to 18 additional months of COBRA continuation coverage for a maximum of 36 months, if the Plan is properly notified about the second qualifying event. This extension may be available to the spouse and any dependent child(ren) receiving COBRA continuation coverage, if the employee or former employee dies, becomes entitled to Medicare benefits (under Part A, Part B or both), gets divorced or legally separated or if the dependent child stops being eligible under the Plan as a dependent child. This extension is only available if the second qualifying event would have caused the spouse or dependent child(ren) to lose coverage under the Plan had the first event not occurred.

ARE THERE OTHER COVERAGE OPTIONS BESIDES COBRA CONTINUATION COVERAGE?

Yes. Instead of enrolling in COBRA continuation coverage, there may be other coverage options for you and your family through the Health Insurance Marketplace, Medicaid or other group health plan coverage options (such as a spouse's plan) through what is called a "special enrollment period." Some of these options may cost less than the COBRA continuation coverage. You can learn more about many of these options at www.HealthCare.gov.

IF YOU HAVE QUESTIONS

Questions concerning your Plan or your COBRA continuation coverage rights should be addressed to the contact or contacts identified below. For more information about your rights under the Employment Retirement Income Security Act (ERISA), including COBRA, the Patient Protection and Affordable Care Act (PPACA) and other laws affecting group health plans, contact the nearest Regional or District Office of the U.S. Department of Labor's Employee Benefits Security Administration (EBSA) in your area or visit www.dol.gov/ebsa. (Addresses and phone numbers of Regional and District EBSA Offices are available through EBSA's website.) For more information about the Health Insurance Marketplace, visit www.HealthCare.gov.

INFORM YOUR PLAN OF ADDRESS CHANGES

To protect your family's rights, let the Plan Administrator know about any changes in the addresses of family members. You should also keep a copy for your records of any notices you send to the Plan Administrator.

COBRA PLAN CONTACT INFORMATION

Health Equity
P.O. Box 226101
Dallas, TX 75222-6101
877-722-2667

NOTICE OF PRIVACY PRACTICES/REVISED DATE: AUGUST 2013 THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

This Notice describes how your group health plan, the City of Fort Worth Employee Health Benefits Plan (the "Plan"), may use and disclose your health information to carry out payment, health care operations and other purposes that are permitted or required by law. This health information may be recorded in your medical record, invoices, payment forms, videotapes or other ways. This notice also describes your rights to limit access to your health information and the Plan's responsibilities under federal and state laws. Health Information is any information (whether oral or recorded in any form or manner) that is created or received by a health care provider, the Plan, a public-health authority, a health care clearinghouse or The City ("Employer") and relates to the past, present or future physical or mental health condition of an individual, the provision of health care to an individual, or the past, present or future payment for the provision of health care to an individual.

THE PLAN'S RESPONSIBILITIES

The Plan is required by law to maintain the privacy of your health information and to provide you with this Notice of its legal duties and privacy practices. In addition, the Plan is required to abide by the terms of the Notice currently in effect. The Plan reserves the right to change the terms of this Notice and to make those changes applicable to all health information that the Plan maintains. Any changes to this Notice will be posted in the Benefits Department of the Plan Sponsor and will be available upon request.

PRIMARY USES AND DISCLOSURES OF PROTECTED HEALTH INFORMATION

In certain circumstances, the Plan is allowed or may be required to use or disclose your health information without obtaining your prior authorization and without offering you the opportunity to object. The most common uses or disclosures of your protected health information include:

- **Treatment.** The Plan may use or disclose your health information for the purpose of providing or allowing others to provide treatment to you. An example would be if your primary care physician discloses your health information to another doctor for the purposes of a consultation. Also, the Plan may contact you with appointment reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to you.
- **Payment.** The Plan may use or disclose your health information to allow the Plan or other companies to pay claims or receive payment for the health care services provided to you. For example, the Plan may disclose your protected health information when a provider requests information regarding your eligibility for coverage under the Plan.
- **Health Care Operations.** The Plan may use or disclose your information for the purposes of the Plan's day-to-day operations and functions, including but not limited to quality assessment, reviewing provided performance, licensing and stop-loss underwriting. For example, the Plan may: (1) compile your health information, along with that of other patients in order to allow a team of the Plan's health care

professionals to review that information and make suggestions concerning how to improve the quality of care provided by the Plan, (2) the Plan may disclose or use your health information to answer a question from you, or (3) the Plan may use your information to determine if a treatment that you received was medically necessary.

- **Plan Sponsor.** The Plan may disclose your protected health information to the Plan Sponsor of the Plan, the City, to administer the Plan or if you sign an authorization to do so.

OTHER POSSIBLE USES AND DISCLOSURES OF PROTECTED HEALTH INFORMATION

The Plan is required by law to maintain the privacy of your health information and to provide you with this Notice of its legal duties and privacy practices. In addition, the Plan is required to abide by the terms of the Notice currently in effect. The Plan reserves the right to change the terms of this Notice and to make those changes applicable to all health information that the Plan maintains. Any changes to this Notice will be posted in the Benefits Department of the Plan Sponsor and will be available upon request.

- **Required by Law.** The Plan may use or disclose your health information when required to do so by federal, state or local law. Examples include:
 - **Public Health Activities.** The Plan may use or disclose your protected health information for public health purposes that are allowed or required by law. For example, we may use or disclose information to a public health authority to report diseases, injuries or vital statistics or reactions to medications or problems with products or to notify people of recalls of products they may be using or who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition;
 - **Abuse or Neglect.** The Plan may use or disclose protected health information to a government authority about victims of abuse, neglect or domestic violence;
 - **Health Care Oversight Agency.** The Plan may disclose protected health information to a health care oversight agency for activities authorized by law. These oversight activities include, but are not limited to audits, investigations, inspections, licensing procedures or civil, administrative or criminal proceedings or actions. These activities are necessary for the government to monitor the health care system, government programs and compliance with civil rights laws;
 - **Legal Proceedings.** The Plan may disclose your protected health information for judicial or administrative proceedings, such as any lawsuit in which your health information is relevant to the proceedings. This includes responding to a subpoena or discovery request;
 - **Law Enforcement.** Under certain conditions, the Plan may disclose your protected health information to law-enforcement officials as part of law-enforcement activities, in investigations of criminal conduct or victims of crime, in response to court orders, in emergency circumstances or when required to do so by law;
 - **Coroners, Medical Examiners, Funeral Directors and Organ Donation.** The Plan may disclose protected health information to a coroner or medical examiner for purposes of identifying a deceased person, determining a cause of death or for the coroner or medical examiner to perform other duties authorized by law. The Plan also may disclose as authorized by law information to funeral directors so that they may carry out their duties; further, the Plan may disclose protected health information to organizations that handle organ, eye or tissue donation and transplantation;
 - **To Prevent a Serious Threat to Health or Safety.** When instances of imminent and serious threat exist as to your health or safety or that of the public or another person, the Plan may disclose your protected health information;
 - **Military Activity and National Security, Protective Services.** Under certain conditions, the Plan may disclose your protected health information for specialized governmental functions, such as military activity, national security, criminal corrections or public-benefit purposes; and
 - **Workers' Compensation.** As allowed by Texas law, the Plan may disclose your protected health information to comply with workers' compensation laws and similar programs that provide benefits for work-related injuries or illnesses.
- **Disclosure to Family or Others Involved in Your Care.** To the extent authorized by law, the Plan may disclose your health information to your family or other individuals identified by you when they are involved in your care or the payment for your care. It will only disclose the health information directly relevant to their involvement in your care or payment. The Plan may also use or disclose your health information to notify a family member or another person responsible for your care of your location, general condition or status. The Plan will determine whether a disclosure to your family or friends is in your best interest, and then to the extent allowed by law, it will disclose only the health information that is directly relevant to their involvement in your care.

Except as described above, disclosures of your health information will be made only with your written authorization. You may revoke your authorization at any time in writing, unless the Plan has taken action in reliance upon your prior authorization, or if you signed the authorization as a condition of obtaining insurance coverage.

BREACH OF UNSECURED PROTECTED HEALTH INFORMATION

You must be notified in the event of a breach of unsecured protected health information.

A "breach" is the acquisition, access, use or disclosure of protected health information in a manner that compromises the security or privacy of the protected health information. Protected health information is considered compromised when the breach poses a significant risk of financial harm, damage to your reputation or other harm to you. This does not include good faith or inadvertent disclosures or when there is no reasonable way to retain the information. You must receive a notice of the breach as soon as possible and no later than 60 days after the discovery of the breach.

YOUR RIGHTS

The following is a description of your rights with respect to your protected health information:

- **To Request Restrictions.** You have the right to request restrictions on the use and disclosure of your health information for treatment, payment or health care operations' purposes or notification purposes. The Plan is not required to agree to your request (except as described below). If the Plan does agree to a restriction, it will abide by that restriction unless you are in need of emergency treatment and the restricted information is needed to provide that emergency treatment. To request a restriction, obtain the Plan form, complete it and submit that completed form to the Contact Person listed on the final page of this Notice. In addition, you have the right to restrict disclosure of your health information to the Plan for payment or health care operations (but not for carrying out treatment) in situations where you have paid the health care provider out of pocket in full. In this case, the Plan is required to implement the restrictions that you request.
- **To Receive Confidential Communications.** You have the right to receive confidential communications about your own health information. This means that you may, for example, designate that the Plan contact you only via email or at work rather than at home. To request communications via alternative means or at alternative locations, obtain a Plan form, complete it and submit that completed form to the Contact Person listed on the final page of this Notice.
- **To Access and Copy Health Information.** You have the right to inspect and copy most health information about you, including your health information maintained in an electronic format. To arrange for access to your records or to receive a copy of your records, obtain a Plan form, complete that form and submit that completed form to the Contact Person listed on the final page of this Notice. If your health information is available in an electronic format, you may request access electronically or you may request that this information be transmitted directly to someone you designate. If you request copies, you will be charged the Plan's regular fee for copying and mailing the requested information. But this fee must be limited to the cost of labor involved in responding to your request, if you requested access to an electronic health record.
- **To Request Amendment.** You may request that your health information be amended. Your request may be denied under certain circumstances. If your request to amend your health information is denied, you may submit a written statement disagreeing with the denial, which the Plan will keep on file and distribute with all future disclosures of the information to which it relates. To amend any information, obtain a Plan form, complete that form and submit that completed form to the Contact Person listed on the final page of this Notice.
- **To an Accounting of Disclosures.** You have the right to an accounting of any disclosures of your health information made during the six-year period preceding the date of your request (three years in the case of a disclosure involving an electronic health record). However, the following disclosures will not be accounted for:
 - Disclosures made for the purpose of carrying out treatment, payment or health care operations (Note: Does not apply to electronic health records);
 - Disclosures made to you;
 - Disclosures of information maintained in the Plan's patient directory, or disclosures made to persons involved in your care, or for the purpose of notifying your family or friends about your whereabouts;
 - Disclosures for national security or intelligence purposes;
 - Disclosures to correctional institutions or law-enforcement officials who had you in custody at the time of disclosure;
 - Disclosures that occurred prior to April 14, 2003;
 - Disclosures made pursuant to an authorization signed by you;
 - Disclosures that are incidental to another permissible use or disclosure; or
 - Disclosures made to a health care-oversight agency or law-enforcement official, but only if the agency or official asks the Plan not to account to you for such disclosures and only for the limited period of time covered by that request.
- The accounting will include the date of each disclosure, the name of the entity or person who received the information and that person's address (if known) and a brief description of the information disclosed and the purpose of the disclosure. To request an accounting of disclosures, obtain a Plan form and submit that form to the Contact Person listed on the final page of this Notice.

- **Right to a Paper Copy of this Notice.** You have the right to obtain a paper copy of this Notice upon request.

- **Law Pertaining to Notice.** The Plan is required by law to maintain the privacy of protected health information and provide the individual with notice of legal duties and privacy practice with respect to the information. The Plan is required to abide by the terms of this Notice as it is currently in effect.

- **Amendment to Notice.** The Plan reserves the right to revise, amend and change this Notice and the Plan can make the changes, revisions and amendments effective for all protected health information that the Plan maintains. A revised notice will be distributed to all Plan participants within sixty (60) days after the revision, amendment or change.

Effective April 20, 2005, the City Employee Health Benefits Plan (the "Plan") conforms with the requirements of the Security and Privacy requirements of the Health Insurance Portability and Accountability Act ("HIPAA Security Rule") by establishing the extent to which the City (the "Employer") will receive, use and/or disclose Electronic Protected Health Information ("EPHI").

Employer's Requirements for Safeguarding EPHI

EPHI will be safeguarded as follows:

- The implementation of administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of the EPHI created, received, maintained or transmitted by the Employer on behalf of the Plan. These administrative, physical and technical safeguards are implemented through the adoption of HIPAA Policies and Procedures.
- The Plan is allowed to disclose to the Employer information on whether the individual is participating in the Plan or is enrolled in or has disenrolled from a health-insurance issuer or HMO offered by the Plan. Except for such authorized disclosures, the Employer is required to ensure that adequate separation exists between the Employer and the Plan through the implementation of reasonable and appropriate security measures.
- The Employer must ensure that any agent, including a subcontractor, to whom it provides EPHI agrees to implement reasonable and appropriate security measures to protect EPHI.
- The Employer is required to report to the Plan any security incidents of which it becomes aware.

Exceptions to Employer's Safeguarding of EPHI

The Employer will reasonably and appropriately safeguard EPHI created, received, maintained or transmitted to or by the Employer on behalf of the Plan, except as disclosed pursuant to:

- A request for summary health information to obtain premium bids from health plans for providing health-insurance coverage under the Plan or modifying, amending or terminating the Plan.
- A request for information on whether the individual is participating in the Plan, or is enrolled in or has disenrolled from a health insurance issuer or HMO offered by the Plan.
- The following HIPAA Policies and Procedures:
 - Uses and Disclosures of EPHI Based On Patient Authorization;
 - Uses and Disclosure of Psychotherapy Notes;
 - Uses and Disclosure of EPHI for Marketing;
 - Revocation of Authorization to Release EPHI and
 - Authorization Form.

COMPLAINTS

You may complain to the Plan if you believe that we have violated your privacy rights by completing a complaint form obtained from the Privacy Officer, Nathan Gregory. You may also complain to the Secretary of the U.S. Department of Health and Human Services. No action will be taken against you for filing a complaint.

Designated Contact Person

Nathan Gregory, the Privacy Officer, is the designated contact person for the Plan. You can contact him at 817-392-7847.

ABOUT THIS GUIDE

This guide highlights your benefits. Official plan and insurance documents govern your rights and benefits under each plan. For more details about your benefits, including covered expenses, exclusions and limitations, please refer to the individual summary plan description (SPD), plan document or certificate of coverage for each plan. If any discrepancy exists between this guide and the official documents, the official documents will prevail. The City of Fort Worth reserves the right to make changes at any time to the benefits, costs and other provisions relative to benefits.



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