Missouri Consolidated Health Care Plan

Wellness Department Overview

April 2017
Wellness Department Organizational Chart

Chief Population Health Officer

Clinical Services Supervisor

Wellness Program Nurse

Wellness Program Dietitians

Wellness Operations Manager
Wellness Department (WD)
Responsible for Population Health and Clinical Services

Health Education
- Healthy Moment Videos
- Health Action Campaigns
- Health Education Exhibits
- Health Courses
  - Weight Management
  - Quit Tobacco
- Onsite Health Education Tables and Events

Health Incentives and Design
- Partnership Incentive
  - Health Assessment
  - Health Education Quizzes/e-Learning
- Tobacco-Free Incentive
  - Quit Tobacco Course
  - Quit Tobacco Road Map (self-help module)

Health Services
- Strive for Wellness® Health Center
  - Convenience Care
  - Behavioral Health Counseling
  - State Employees with MCHCP medical coverage
- SELF Program through ComPsych
  - Work/Life issues for State Employees and household members

Wellness Department (WD) is responsible for Population Health and Clinical Services. It offers a variety of health education programs and incentives, as well as health services through Strive for Wellness® Health Center and the SELF Program.
Chief Population Health Officer

Primary Responsibilities:

- Serves on MCHCP Executive Team to support and assist the Executive Director in overall Plan management, operations, mission and vision
- Engaged in Board, policymaker, stakeholder, vendor and member partnerships:
  - Delivering comprehensive benefit design and health and wellness plan design, incentives, programs and initiatives
- Responsible for the Wellness Department (WD), Clinical Services and Population Health
  - Overarching WD team mission and duty is to improve the disease burden and health risk profile of our membership, state of Missouri employees and their families
- Sets WD vision and strategy
Wellness Operations Manager

Primary Responsibilities:

• Coordinates and executes day-to-day logistics of the WD and its vendors
• Manages daily vendor relations for Strive for Wellness® Health Center and ComPsych
• Manages WD-related contract and program implementations
• Subject matter expert for Strive for Wellness®- and Strive for Wellness® Health Center – related plan communications
• Oversees Department Wellness Ambassador, Ambassador Advisory Council, Regional Reach and Outreach programs
Clinical Services Supervisor

Primary Responsibilities:

• Supervises clinical staff
• Fraud, Waste and Abuse team coordinator
• Subject matter expert for Clinical and Disease Management (DM) – related plan communications
• Instructor for on-site quit tobacco course
• Clinical educator for MCHCP member population
• Annual clinical review of MCHCP rules
• Collaborates with Wellness Operations Manager (WOM) on health education events and activities
Wellness Program Nurse, Sr.

Primary Responsibilities:

- Instructor for on-site quit tobacco course
- Provides health education to members
- Fraud, Waste, & Abuse team member
- Annual clinical review of MCHCP rules
- Assists with Wellness Ambassador Program coordination
- Creates objectives and develops evaluation methods for specific *Strive for Wellness*® and DM activities and campaigns
Wellness Program Dietitians

Primary Responsibilities:

• Instructors for on-site *Strive for Wellness®* Weight Management Course
• Provide health education to members
• Annual review of MCHCP rules
• Assist with Wellness Ambassador Program coordination
• Create objectives and develop evaluation methods for specific *Strive for Wellness®* and DM activities and campaigns
Strive Employee Life & Family Program
Strive® Employee Life & Family (SELF) program:

- Formerly known as the Employee Assistance Program (EAP)
- Vendor partner is ComPsych
- Open to all active state employees eligible for MCHCP medical coverage and members of their household
- The SELF program is available for 18 months following retirement or through the month after being laid off
- No-cost Services include:
  - Local, Private In-Person Counseling for things such as stress, relationships, parenting, grief and loss and substance use
  - Six sessions per problem, per year, per person
  - No limit to number of different problems
SELF program Resources through ComPsych

- **SELF** = Employee Assistance Program
- **Money Matters** = FinancialConnect®
- **Legal** = LegalConnect®
- **Identity Theft and Fraud Resolution** = IDResources®
- **Everyday Support** = FamilySource®
- **Online Library of Helpful Tools** = GuidanceResources® Online
SELF program Resources through ComPsych

- **Money Matters:** The SELF program offers FinancialConnect® for phone sessions with a Certified Public Accountant or Certified Financial Planner. These experts can help you with a wide range of money issues, including how to get out of debt, retirement planning, and saving for college.
Legal: The SELF program offers LegalConnect® for phone sessions with an attorney. You can talk with an attorney to ask questions, get legal help and plan next steps. For in-person legal help, LegalConnect® will refer you to a local attorney for a 60-minute session and a 25 percent discount for additional time.
Identity Theft and Fraud Resolution: The SELF program offers IDResources® for a phone session with a fraud resolution specialist and legal and financial experts. You can get a 60-minute session to help with identity theft or fraud and to restore damaged credit.
Everyday Support: The SELF program offers FamilySource® for help with every day issues such as:

• child and elder care
• moving and relocation
• making major purchases
• vacation planning and much more.

You can call or go online to get expert help. FamilySource® staff will listen to you and then they take it from there to create a plan for getting the services you need.
This plan will be done within two business days, but could be within 24 hours depending on your needs. Your plan will be sent by e-mail, fax or mailed second day air right to you.

The plan will include advice specific to your needs such as:

- At least three local referrals with maps and directions to each
- Specific state-licensing standards for facilities and providers
- Checklists to help review facilities and providers
SELF program Resources through ComPsych

• **GuidanceResources® Online**
  • Online library that covers topics such as health, wellness, consumer, family, career, education, legal and financial as well as other tools
  • Also offers online chat in “Ask a Guidance Consultant” to get information needed
SELF program Resources through ComPsych

• Available 24 hours a day, 7 days a week
• 800-808-2261
• www.guidanceresources.com
• More than just counseling or mandatory referral source
• Numerous services provided by ComPsych
SELF program Access through ComPsych

- HR Personnel
- (800)808-2261
SELF program Access through ComPsych

- Eligible employee or members of household
  - (800)808-2261
  - www.guidanceresources.com

- New to ComPsych:
  - Use MCHCP as the Organizational Web ID
  - Create User Name and Password
  - Complete E-mail Address, Security Question and Security Answer
  - Select your Age
  - Select Next
  - Under Company or Organizational Identification, select Missouri Consolidated Health Care Plan
HR Personnel

• Log onto https://www.guidanceresources.com/crcWeb/public/login/login.xhtml
• Select *Training Request*
• Select Full Course Catalog
• Select Lunch-and-Learn List
• Fill out on-line form
• When annual contracted hours are used, trainings are provided at expense of requesting agency
SELF program Resources through ComPsych

ComPsych Rep at Your Health Fair

HR Personnel

• Log onto https://www.guidanceresources.com/crcWeb/public/login/login.xhtml
• Select Health Fair
• Complete on-line registration form
• Representative will contact you for confirmation and special requests
• When annual contracted hours are used, health fair hours are provided at expense of requesting agency
SELF program Resources through ComPsych

Requesting Webinar Training

HR Personnel

• Log onto
  https://www.guidanceresources.com/crcWeb/public/login/login.xhtml
• Select Training
• Select Webinar/Tele-conference
• Special Considerations: Staff availability, IT considerations, larger conference rooms, etc.
SELF program Resources through ComPsych

Ordering Materials

HR Personnel

• Log onto
• Select myMCHCP Login
• Select eMCHCP
• Select Documents
• Select Order Materials
SELF program Resources through ComPsych
Ordering Materials

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Material</th>
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<tbody>
<tr>
<td></td>
<td>2016 Benefits Guide (for training purposes only)</td>
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<tr>
<td></td>
<td>2016 Dental and Vision Guide (for training purposes only)</td>
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<tr>
<td></td>
<td>Employee Assistance Program - Toolkit for Managers and Supervisors Brochure</td>
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<td>Employee Assistance Program - Reasons to Call Your EAP Poster</td>
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<td>Employee Assistance Program - Wallet Card</td>
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<td>Employee Assistance Program - Enrollment Flyer - &quot;Call ComPsych Anytime&quot;</td>
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<td>Employee Assistance Program - Fact Flyer - &quot;Commonly Asked Questions&quot;</td>
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<td>Employee Assistance Program - Brochure - &quot;Life is Messy&quot;</td>
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<td>Employee Assistance Program - Magnets (while supplies last)</td>
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**Order Materials**

**Ship To Name:**

**Agency Name:**

**Shipping Address:**

- **City**
- **MO**
- **ZIP**

**Comments:**

*Orders cannot be shipped to a PO box. Jefferson City offices, please list office building and room number for inter-agency mail delivery.*
SELF program Resources through ComPsych Web Pages

https://www.guidanceresources.com/crcWeb/public/login/login.xhtml

HR Personnel

https://www.guidanceresources.com

Employee
Questions?

## Contact

<table>
<thead>
<tr>
<th><a href="http://www.mchcp.org">www.mchcp.org</a></th>
<th>Eligibility/Enrollment</th>
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<tbody>
<tr>
<td>myMCHCP</td>
<td>Premiums</td>
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<tr>
<td>800-487-0771</td>
<td>Change of address</td>
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<td></td>
<td>Name change</td>
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<td>General benefit questions</td>
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<th><a href="http://www.mchcp.org/striveforwellness">www.mchcp.org/striveforwellness</a></th>
<th>Wellness events in the workplace</th>
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<tbody>
<tr>
<td>573-751-0771</td>
<td>Weight Management classes</td>
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<td>Wellness committees</td>
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<td>Wellness Ambassadors</td>
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<td>Health, well-being and nutrition resources</td>
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