



News and information from the Iowa Department of Administrative Services, Human Resources Enterprise

HREXPRESS

April 2020

Risk & Benefits Management

Organizational Performance

Employment Services

COVID-19 News

COVID-19 Informational Resources Available

The State of Iowa offers the latest information regarding the COVID-19 outbreak in Iowa. Here are a few important resources to check out:

- The Governor's Office provides up-to-the-minute information for the citizens of Iowa at <https://governor.iowa.gov/newsroom>.
- A 24/7 public hotline has been established for Iowans experiencing COVID-19 symptoms by calling **2-1-1**.
- The Iowa Department of Public Health (IDPH) offers a [status report of monitoring and testing of COVID19 in Iowa](#).
- The Department of Administrative Services offers answers to frequently-asked questions on the DAS website at <https://das.iowa.gov/>.
- State of Iowa employees may submit questions regarding State employment and human resources information related to COVID-19 to das-hreccovid-19@iowa.gov.

State of Iowa Health Insurance

Virtual Doctor Visits Available With Wellmark's Doctor on Demand™

The Centers for Disease Control and Prevention (CDC) says the best way to prevent coronavirus (COVID-19) is to avoid being exposed in the first place. To help reduce the risk of exposure in a clinic or doctor's office waiting room, the CDC recommends using video visits with a health care provider instead.

You can visit a doctor from just about anywhere with your smartphone or tablet with Doctor on Demand™. With Doctor on Demand, you can video chat with a doctor online and get treatment and prescriptions for the most common medical conditions - all from the comfort of home. Using Doctor on Demand is easy and available 24 hours a day, seven days a week, 365 days a year.

Convenience isn't the only advantage of Doctor on Demand. It is also affordable. The co-pay for a visit with Doctor on Demand is \$10 for most State of Iowa employees.

It's easy to sign up and download the free app at [DoctorOnDemand.com](https://www.DoctorOnDemand.com).

Other Benefits

Final Reminder! April 15 deadline for 2019 Flexible Spending Account (FSA)

April 15, 2020, is the deadline to file dependent care claims incurred from January 1, 2019, through March 15, 2020, and for health claims incurred from January 1, 2019, through December 31, 2019. Participants with health flex carryover dollars from 2019 contributions have until December 31, 2020, to incur claims on carryover dollars.

You may submit claim requests and supporting documents to ASI, the State's third-party FSA administrator, in one of the following ways:

- Mobile app. Please note, your login is case sensitive.
- Online. Log into your ASI account [here](#) and attach a pdf version of your supporting documentation to your claim request.
- Fax a claim form and supporting documentation to 877-879-9038.
- Mail your claim to ASIFlex, P.O. Box 6044, Columbia, MO 65205-6044. (Not the recommended method during the Coronavirus outbreak. Please see the article below.)



ASI Currently Encourages Electronic Payments, Claim Submissions

ASI (the State's third-party Flexible Spending Account administrator) is taking the precautionary measure of allowing incoming mail to remain untouched and unopened for three (3) days to ensure the safety of their employees opening the mail. In doing so, they highly encourage participants to file claims electronically for quicker reimbursement.

The company also suggests participants consider signing up for direct deposit and electronic communications via email or text to reduce paper usage and wait times. You may do this online once you [sign into your account](#).

Please check the [ASI website](#) for updated information.

Health and Well-Being

Offered Online! Upcoming Health and Well-Being Resource Seminars

On-demand online seminars covering various health and well-being topics are available from the State's Employee Assistance Program (EAP) at www.EAPHelplink.com. Use Company Code: IOWA and click on e-learning for a list of available online seminars.

You can view online seminars from your computer or any other Internet-enabled device at your convenience. The seminars are free of charge and are accessible on the available dates listed below:

Available beginning April 21

Effective Communication with Children

Learn about different communication styles and how to communicate with children effectively starting in early childhood.

Available beginning May 19

Accepting Aging: Yourself and Others

Examine "normal" age-related changes and identify ways for you to come to terms with your own aging.

EAP also offers confidential resources to help employees and eligible family members address challenges which may impact job performance, affect well-being, and take a toll on overall health. EAP services are provided at no cost to employees and eligible family members.

For more information, additional EAP resources, and a flier outlining the 2020 On-Demand Online Seminars, visit <https://das.iowa.gov/human-resources/healthy-opportunities/employee-assistance-program>.

Financial Fitness

Insurance Division Warns of Con Artists Looking to Profit from Fear and Uncertainty

Due to ongoing developments related to the current coronavirus (COVID-19) impact on financial markets, the Iowa Insurance Division is reminding Iowa investors to beware of con artists seeking to capitalize on fear and uncertainty.

“We know con artists are opportunistic and use current events to cloak their schemes with an air of immediacy and legitimacy. Never make an investment decision without understanding what you are investing in, who you are doing business with, where your money is going, how it will be used, and how you can get it back,” said Deputy Administrator for Securities Andrew Hartnett. “Always ask if the salesperson and the security are registered in Iowa.”

Iowans should be on the lookout for scam artists trying to use the market downturn and the coronavirus to scare investors into so-called safer or guaranteed investments.

“If you have concerns about your retirement accounts or investments, talk to your financial professional,” Hartnett said. “Avoid making decisions based on panic or fear.”

To help investors identify common signs of possible investment fraud, the Iowa Insurance Division has provided three questions to ask before making a new investment:

- Is the investment being offered with a guaranteed high return with little or no risk? All investments carry risk that you may potentially lose some or all of your money.
- Is there a sense of urgency or limited availability surrounding the investment? If the offer is legitimate, it will be there later. If someone offers you a “can’t miss” investment opportunity and puts you on the spot, don’t be afraid to walk away.
- Is the person offering the investment, and the investment itself, properly licensed or registered? For the same reasons you wouldn’t go to an unlicensed doctor or dentist, you should avoid unregistered investment salespeople and their products.

“Make sure you have all the facts before you hand your money over to someone else to invest,” Hartnett said. “Iowans are encouraged to contact us if they have concerns about the investment professional or the product being offered.”

The Iowa Insurance Division can be reached at iid.iowa.gov or 877-955-1212.

Retirement Savings

Are You Considering the Retirement Investors’ Club (RIC)?

Enroll today and begin receiving an employer match benefit of up to \$75 per month. To start saving with RIC, visit the [RIC website](#) and contact one of the [RIC providers](#) for more information about this great employee benefit.

News from Your Retirement Investors' Club (RIC) Providers

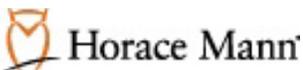


Protecting yourself from identity theft

Financial account breaches and identity theft are becoming common, but this doesn't mean there isn't anything you can do. In fact, here are few tips to protect yourself.

- Don't carry all identification forms with you. Consider keeping items such as your Social Security card, birth certificate and passport locked in a safe, at home.
- Shred anything that contains identifying information about you, such as bank statements or utility bills.
- Review and change your usernames and passwords for websites and other secure applications often.
- Check your credit report every year to monitor your financial accounts and to avoid any surprises.

For more financial tips, schedule an AIG dedicated financial advisor by calling 1-888-569-7055.



Will your retirement work for you?

Have you saved enough to live the way you want in retirement? Now is a great time to enroll in the Iowa Retirement Investors' Club.

Have questions about how much to save? Contact us at 800-677-2363 or meet with your local Horace Mann representative to discuss your retirement objectives and get on the right track.

Every little bit counts - If you're already saving, one of the best ways to boost your retirement savings is to increase your contribution each year. Increasing your contribution by just 1% or 2% can really add up over time.

Update your contribution today - Log into your account or contact your local Horace Mann representative. Remember the more you save now, the better off you may be down the road.

::: MassMutual

Let MassMutual help you establish financial goals

When it comes to planning for your financial future, it's essential to have clear goals – and good strategies for reaching them. Sometimes the hardest part is just knowing where to start. Contact your MassMutual advisor or use this tool to help set four financial goals (including your goal towards retirement):

<https://www.massmutual.com/planning/calculators/establishing-financial-goals>.



Shaken up by market volatility?



The market can be volatile and that makes trying to time the market very risky. For market timing to pay off, an investor has to correctly predict when the market will go up AND when it will go down – or vice versa. If you're wrong about the timing of one of these events, you could lose.

DAS Education

New Learning Management System Being Implemented

The Department of Administrative Services (DAS) Performance & Development Solutions (PDS) team is excited to announce a new training and development initiative through a partnership with Learnsoft Enterprise Training (Learnsoft). **This learning management system (LMS) will replace the IITS system and will change the way employees sign up for and track their training.**

Learnsoft is a national leader in providing organizations with a fully-integrated learning solution, with the ability to incorporate both web-based and instructor-led training delivery methods.

Employees will continue to access the PDS course catalog in much the same way they access it now through the PDS website. When they sign up for courses, however, supervisors will be sent an email to approve the course registration. This streamlines the current process and allows employees to place a course notification on their calendar at the time of enrollment.

DAS has started implementation calls with Learnsoft and go live dates for each agency are being developed based on each agency's needs. The new LMS will provide an engaging, learning-rich environment where training and reference materials can be stored in a centralized area. Watch your email for announcements on training, which will be conducted in phases depending on your role within the system and your agency.

Please contact Kim Hanson, DAS-PDS Development & Training Specialist, at Kim.Hanson@iowa.gov or 401-9542 with questions.

Offered Online - Benefit Education Presentations: Register Now!

Make the best use of your benefits with educational opportunities offered by DAS-HRE staff. The presentations are webcasts, unless otherwise noted, and you may attend online from your computer or other Internet-enabled device. Check with your supervisor to be sure you may participate on work time and on a State computer.

April 2020

April 14	1:00 - 2:00 p.m.	RIC Deferred Compensation Introduction and Enrollment
April 22	9:00 - 10:00 a.m.	RIC Deferred Compensation Ready to Retire and Take Income
April 28	10:00 - 11:00 a.m.	Continuing Insurance Benefits at Retirement: BEFORE Medicare-Eligibility
April 30	2:00 - 3:00 p.m.	Continuing Insurance Benefits at Retirement: AFTER Medicare-Eligibility

May 2020

May 12	9:00 - 10:00 a.m.	RIC Deferred Compensation Introduction and Enrollment
May 12	11:00 - Noon	Continuing Insurance Benefits at Retirement: BEFORE Medicare-Eligibility
May 14	9:00 - 10:00 a.m.	Continuing Insurance Benefits at Retirement: AFTER Medicare-Eligibility
May 19	1:00 - 2:00 p.m.	RIC Deferred Compensation Ready to Retire and Take Income

Scheduled presentations through 2020 are at the DAS [Benefits Education Calendar](#).

In-Person PDS Training Currently Suspended - Online Courses Available

PDS recently suspended all face-to-face courses until further notice, in response to COVID-19 guidelines for self-isolation and social distancing. Agencies will not incur any costs associated with these course cancellations.

We highly encourage you to look into our current on-demand offerings, which include both PDS and New Horizons courses at <https://das.iowa.gov/das.iowa.gov/human-resources/training-and-development/On-DemandCourseOptions>.

Please feel free to print a copy of this month's newsletter to share with co-workers.

"HRExpress" is a bi-monthly publication for State of Iowa employees.

If you have questions or suggestions for future content, please contact us at hrexpress@iowa.gov