



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

# HREXPRESS

June 2020

Risk & Benefits Management

Organizational Performance

Employment Services

## The Iowa WorkSmart Project

### Iowa WorkSmart Project Kicks Off Adaptive Insights

An innovative cloud-based initiative to modernize the State of Iowa's forecasting, budgeting, and strategic planning processes has been kicked off as part of the Iowa WorkSmart Project.

Adaptive Insights, a Workday company, will enable better, faster decision-making based on data-driven analytics. It is a robust system designed for collaboration and the capability to produce budgets and reports quickly and easily. The addition of Adaptive Insights will optimize Workday's functionality to help the State achieve its strategic goals.



The Iowa WorkSmart Project includes three functional areas which will be implemented in phases [between now and July 2022](#).

- Human Capital Management (HCM) - human resources, payroll, expenses
- Adaptive Insights (Adaptive) - forecasting, budgeting, strategic planning
- Financial Management (FIN) - finance, purchasing

Iowa's Workday HCM system is currently in development, and Adaptive has just begun. Details and training for HCM, Adaptive, and FIN will be provided as the project progresses.

Please visit the [WorkSmart.iowa.gov](http://WorkSmart.iowa.gov) website for more information about the Iowa WorkSmart Project, or reach out to the WorkSmart team at [WorkSmart@iowa.gov](mailto:WorkSmart@iowa.gov) with any questions.

## COVID-19 News

### Return To Work Guidance from DAS

For more information about returning to State Buildings and answers to your most frequently-asked questions on COVID-19, refer to the guidance and information from the Department of Administrative Services (DAS) [here](#).

## 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:

- **Wellmark Benefits, Employee Assistance Program, DAS-HRE Resources**  
The Department of Administrative Services Human Resources Enterprise (DAS-HRE) has a webpage dedicated to the topic of COVID-19. It includes resources on Wellmark benefits, information from the State of Iowa's Employee Assistance Program (EAP), training and course options, and a detailed breakdown of government guidance from the State and Federal levels at <https://das.iowa.gov/human-resources>.
- **Frequently-Asked Questions**  
DAS offers answers to frequently-asked questions (FAQs) at <https://das.iowa.gov/>. These FAQs are for State of Iowa employees including Managers and Supervisors. The FAQs are updated and cover topics such as returning to state buildings, prevention, leave usage, benefits, staffing, and travel.
- **Federal Families First Coronavirus Response Act (FFCRA) Information**  
DAS offers FAQs on the Federal Families First Coronavirus Response Act (FFCRA). This Federal law gives guidance for leave in light of the pandemic.  
[https://das.iowa.gov/sites/default/files/hr/documents/COVID19/FFCRA\\_FAQ.pdf](https://das.iowa.gov/sites/default/files/hr/documents/COVID19/FFCRA_FAQ.pdf)
- **Training and Courses Specific to COVID-19**  
Courses specifically targeted to COVID-19 preparedness and precautions are available at <https://das.iowa.gov/human-resources>.
- **Performance & Development Solutions/New Horizons Professional Development Training Options**  
Your professional development can continue during the pandemic by checking out Performance and Development Solutions (PDS) at <https://das.iowa.gov/human-resources/training-and-development> as many course offerings have moved to an instructor-led format online.
- **State of Iowa Coronavirus Website**  
All types of information regarding COVID-19 in Iowa is available at <https://coronavirus.iowa.gov/>. This website is updated with numbers of cases per county, has details regarding Test Iowa, and lists the Governor's proclamations among other topics.
- **The Governor's Office Newsroom**  
The Governor's Office provides up-to-the-minute information for the citizens of Iowa at <https://governor.iowa.gov/newsroom>.
- **Iowa Department of Public Health**  
The Iowa Department of Public Health (IDPH) offers a [status report of monitoring and testing of COVID19 in Iowa](#).

# State of Iowa Health Insurance

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## Wellmark Extends Health Benefits Related to COVID-19

### COVID-19 Treatment and Testing Costs

The State of Iowa has worked with Wellmark to address specific health care needs during the COVID-19 pandemic. For example, Wellmark is waiving cost sharing (deductibles, co-pays, co-insurance) for COVID-19 testing and treatment until at least August 31, 2020.

### Telehealth Options Expanded and Costs Addressed

Telehealth Options:

- You have the potential to use your own doctor.
- Audio-only visits are now covered. Call from your landline - you do not need a smartphone or tablet.
- No member cost share will be required until at least August 31, 2020.

Employees are encouraged to take advantage of telehealth to get medical and mental health care, and prescriptions as a way to maintain social distancing and avoid the spread of germs. Wellmark has expanded options under telehealth to include the use of audio-only visits with a doctor in addition to using video and audio. You just have to check with your in-network provider to determine whether they offer telehealth visits. These telehealth options include no cost share (co-payments, deductibles, and coinsurance) for plan members and are available through Wellmark until at least August 31, 2020.

### Doctor on Demand® Option

- Uses a predetermined pool of doctors
- No member cost share until at least August 31, 2020

State of Iowa employees can also use Doctor on Demand (<https://www.doctorondemand.com/>) which uses a pool of doctors for medical and mental telehealth visits. Again, members' cost share (co-payments, deductibles, and coinsurance) is waived for this option until at least August 31, 2020.

More on Wellmark's response to COVID-19 can be found on its website at <https://www.wellmark.com/about/newsroom/2020/05/27/covid-19-benefits-extended>.

## Questions About Your Health Care? Call BeWell 24/7

It's 2 a.m. and your little one is complaining of an earache. What do you do? Or, you're out of town and you start experiencing side effects from a new medication. What then?

Call BeWell 24/7 at 844-84BEWELL (239355) any time to be connected to a real person who can answer your questions and put your mind at ease. Wellmark's BeWell 24/7 program provides support 24 hours a day, seven days a week, to help you get more from the State's health care insurance.

BeWell 24/7 provides services for members who need:

- **Nurse support** — trusted, immediate insight about a variety of health-related concerns.
- **Decision support** — support from a registered nurse about medical treatments, tests and procedures to help members make the best health care decisions.
- **Health advocacy** — personalized help coordinating care, locating specialists, scheduling home-care services, and more.

- **Care navigation** — information about specific health conditions and guidance locating available community resources to support that condition, if needed.

## Are You and Your Family Members Up-To-Date on Preventive Services?

A key provision of the Affordable Care Act (ACA) is the requirement that recommended preventive services are covered without any patient cost-sharing. This means you do not have a deductible, copay, or coinsurance.

On the DAS [Health Insurance](#) webpage, The ACA preventive services list has been updated on the DAS [Health Insurance](#) web page. There are three sets of preventive services.

- For all adults
- For women
- For children

Age, gender, and risk factors may apply for some of the services. The services identified on this list are recommendations by the ACA to health care providers, not mandated services. Your health care provider is best able to determine which services to provide.

Important details to remember.

- Only preventive services received from a Wellmark network provider will be covered at 100 percent with no member cost share.
- If your health care provider's office bills a visit separately from your preventive services, you might have a copay or coinsurance.
- You may have to pay if the primary reason for your appointment is something other than preventive care.
- You will have to pay out-of-pocket for treatments and follow-up appointments with your doctor if those screenings reveal a problem.

## Save Time and Money on Durable Medical Equipment

Durable medical equipment (DME) is equipment such as walkers, wheelchairs, oxygen, and other adaptive devices that helps you complete your daily activities.

To save you time and money when purchasing DME, Wellmark has contracted with two preferred, mail-order DME vendors (Better Living Now and Edgepark). These vendors allow equipment and supplies to be shipped directly to your home.

More information about these preferred DME vendors is available on the DAS [Health Insurance](#) webpage.

If you have questions about DME or any other health insurance benefits, contact Wellmark's customer service at 800-622-0043 or 888-781-4262 (TTY).



## Other Benefits

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### Changes Allowed in Your Flexible Spending Account Elections

Flexible Spending Account (FSA) plans allow you to set aside money from your paycheck (no tax withholding) to pay for medical or dependent care expenses. Several changes have been made to plans for 2020 as a result of the COVID-19 pandemic.

1. You may make prospective election changes in [IowaBenefits](#) without a qualifying change in status:
  - If you are currently enrolled in the FSA plan, you can **increase, decrease, or cancel** your 2020 election to the Health FSA and/or the Dependent Care FSA.
  - If you are not currently enrolled, you may enroll in either or both plans.
  - For Health FSA, use the event of "Other Change." For Dependent Care FSA, use the event of "Day Care Change."
2. Participants enrolled in 2019 have additional time to submit claims incurred in 2019.
  - You may submit claims for 60 days after the national COVID-19 emergency has ended.
  - If you had any claims denied due to late filing, ASI will reprocess your claims automatically.
3. Participants enrolled in dependent care for 2019 may incur claims through December 31, 2020, and use funds contributed in 2019.

You may find more information at the DAS [Flexible Spending Accounts](#) web page. If you have further questions, contact your [Human Resources Associate](#).

## Health and Well-Being

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### Employee Assistance Program (EAP) Offers Resources to Help You Cope Through These Trying Times

The State of Iowa understands the COVID-19 outbreak has created a challenging "new normal." Many are teleworking, some are helping with children who aren't in daycare or can't go to summer camps, and others are still working on the front lines helping us stay safe and be well. DAS has posted some resources from Wellmark and the State's Employee Assistance (EAP) provider, KEPRO. These resources are designed to help us be our best selves during these trying times.

Here are a few important resources to check out:

- Back-to-basics wellness tips that actually improve your health.
- Calm your anxious mind during the COVID-19 pandemic.
- Creating a healthy work-from-home environment that works for you.
- Five ways to stop emotional eating.
- COVID-19 Pandemic: Your EAP is Here to Help.
- How to Talk to Children and Teens about the Coronavirus.
- Returning to Work - The "New Normal"
- Budgeting in Uncertain Times
- Help During Challenging Times

All of these resources and more can be found at <https://das.iowa.gov/human-resources>.

## 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](http://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 June 16

### ***Say What You Mean the Right Way***

Identify barriers to clear communication and discuss how to apply tips for effective communication.

Available beginning July 21

### ***Explore New Horizons and Expand the Mind***

Discover the possibility and promise of seeking and exploring new horizons.

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 the DAS [Employee Assistance Program](#) web page.

## Retirement Savings

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### News from Your Retirement Investors' Club (RIC) Providers



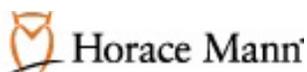
#### Help with financial goals is available

It's easy to feel overwhelmed by financial decisions. Working with one of our financial advisors may help simplify your financial life and make sure your decisions fit with a comprehensive financial strategy.

Your financial advisor can help you take steps to reach your financial goals, such as:

- ***Determining your needs and objectives*** — Understanding your objectives, time frame and risk tolerance to recommend a personal pathway for you.
- ***Choosing the right strategy*** — Your advisor will help you select a financial strategy that suits your life goals and circumstances.
- ***Putting it all together*** — With clear goals and your strategy in place, your financial advisor can help you select a suitable mix from the array of financial tools.
- ***Managing over time*** — Because market conditions and your personal circumstances can change, your advisor will meet with you regularly to review all of your financial holdings and current life situation.

Get started today by calling 1-888-569-7055 or visiting [iowa.VALIC.com](http://iowa.VALIC.com)!



### Don't put all your eggs in one basket

When you shop at the grocery store, you typically don't fill your cart with just one item. You fill it with different things like produce, dairy, meat, etc. When you mix it up, you're essentially diversifying. Diversification is important – especially when it comes to investing in your retirement plan.

Having a diversified portfolio can help you weather market ups and downs and better prepare you for the long haul.

- It can help minimize the risk of loss to your overall portfolio.
- It can help reduce volatility in an adverse market.
- It may help expose you to more opportunities for return.

You can view or change your investments at [www.horacemann.com/myaccount](http://www.horacemann.com/myaccount). To discuss the benefits of diversification, [contact your local Horace Mann representative](#) today.

## ∴ MassMutual

### Help with finances during trying times

The COVID-19 pandemic isn't just a health concern; it's a financial one, too. Don't let financial anxiety get the best of you. Watch this short video *The Financial Challenge of Coronavirus - A Checklist for What's Now - and What's Next* to get some practical ideas to help you have more control of your money in the short and long-term. Contact your MassMutual advisor to learn more about your financial choices, including help with saving in the Iowa RIC plan.

<https://retire.massmutual.com/participant/public/%20Webisode%20Series.aspx>



### Your local representatives are there when you need them

As a Voya account participant, you have access to local representatives that are there when you need them.

Your State of Iowa local representatives are available to:

- Review your account;
- Answer your plan questions; and
- Evaluate your retirement goals.

The representatives assigned to the State of Iowa retirement program are highly experienced in the financial services industry.

To contact your local representative, call **(800) 555-1970** or **(515) 698-7973** in Des Moines. Office hours are Mondays through Fridays, 8:30 a.m. – 5:30 p.m. Central Time.

## DAS Education

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### Developing Today's Public Leaders Through Certified Public Manager (CPM) Program

Applications are now being accepted for the next CPM cohort (CPM 34). Classes start September 14 and will likely start in a virtual/online format then move back into the classroom on the Drake campus as circumstances allow.

[The Certified Public Manager® program \(CPM\)](#) is designed to benefit participants and their respective agencies. Managers and supervisors can enhance personal leadership strengths and find ways to become more effective in the workplace, while employers develop their talented supervisors and managers and help them take the next step in their careers.

## **In-Person Performance & Development Solutions (PDS) Training Currently Suspended - Course Options Available**

In response to COVID-19 guidelines for self-isolation and social distancing, we are pleased to announce Performance & Development Solutions has several options for employees to continue their professional development. To see the current training options, visit [Virtual Course Offerings](#).

### **Zoom Training Strongly Encouraged for PDS Participants**

PDS strongly encourages participants to take a 30-minute course, *Tips and Tricks for Zoom*, prior to attending a virtual live instructor-led course. PDS offers the class twice each week, on Mondays from 9 to 9:30 a.m., and Thursdays from 1 to 1:30 p.m., and is designed for those taking PDS virtual courses or anyone interested in learning the functions of Zoom. Please email [PDS@iowa.gov](mailto:PDS@iowa.gov) to reserve your space.

### **Virtual PDS Instructor-Led Courses**

Many of our classroom courses have been updated to be delivered in an online live format.

#### **June 2020**

June 1	Customer Experience (MTS CE 001)
June 1-5	Crucial Conversations (MTS CC 101) Daily sessions from 9:00-11:00 a.m.
June 2	Advanced Principles of Communication Part 2 (MTS AU 002)
June 3	Listening Skills (MTS LS 001)
June 4	Shaping Effective and Engaged Teams (MTS ET 001)
June 8	Fundamentals of Supervision (MTS NC 151)
June 9	Shaping Effective and Engaged Teams (MTS ET 001)
June 10	Servant Leaders (MTS SL 001)
June 10	Strategies for Work/Life Balance (Day 2) (MTS WL 002)
June 11	Project Management Fundamentals (MTS PT 123)
June 15	Leading Through Change (MTS LC 001)
June 15-19	Crucial Conversations (MTS CC 101) Daily sessions from 1:00-3:00 p.m. Rescheduled from May 11-15.
June 16	Emotional Intelligence (MTS EI 201)
June 16	Advanced Principles of Communication (MTS AU 001)
June 18	Financial Budgeting (MTS FB 101)
June 19	Introduction to State Procurement (MTS SP 001)
June 24	Dimensions of Leadership (MTS GI 230)
June 24	Discipline, Grievance and the Merit System (MTS NC 903)
June 25	Fundamentals of Supervision (MTS NC 151)
June 26	Generational Diversity (MTS GD 001)
June 30	Advanced Principles of Communication-Part 2 (MTS AU 002)
June 30	Diversity for Employees (MTS GI 450)

The courses will run as scheduled and the normal cancellation policy of 14 day notice applies. Performance & Development Solutions limits class size to 18 participants on a first-come, first-served basis. For classes with more than 18 people enrolled, new dates will be added and we will work with participants to reschedule as needed.

### Performance & Development Solutions On-Demand Courses

Our on-demand courses can be completed at any time. Many of these courses are policy related and may be required training. See these class listings at [On Demand Course Options](#).

### New Horizons Virtual and On-Demand Computer Courses

Computer training courses are still offered by New Horizons. See class listings at <http://www.newhorizonsdm.com/resources/pdf-course-schedule>.

**Please reach out to your Training Liaison or the Performance & Development Solutions team with questions.**

## Want to know about your benefits? Online Benefit Education Available

Make the best use of your State of Iowa benefits with benefit education 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 from work or from home.

### June 2020

June 9	1:00 - 2:00 p.m.	<a href="#">RIC Deferred Compensation Introduction and Enrollment</a>
June 16	9:00 - 10:00 a.m.	<a href="#">RIC Deferred Compensation Ready to Retire and Take Income</a>
June 24	2:00 - 3:00 p.m.	<a href="#">Continuing Insurance Benefits at Retirement: BEFORE Medicare-Eligibility</a>
June 30	12:00 - 1:00-- p.m.	<a href="#">Continuing Insurance Benefits at Retirement: AFTER Medicare-Eligibility</a>

### July 2020

July 14	9:00 - 10:00 a.m.	<a href="#">RIC Deferred Compensation Introduction and Enrollment</a>
July 21	1:00 - 2:00 p.m.	<a href="#">RIC Deferred Compensation Ready to Retire and Take Income</a>
July 28	9:00 - 10:00 a.m.	<a href="#">Continuing Insurance Benefits at Retirement: BEFORE Medicare-Eligibility</a>
July 30	1:00 - 2:00 p.m.	<a href="#">Continuing Insurance Benefits at Retirement: AFTER Medicare-Eligibility</a>

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

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](mailto:hrexpress@iowa.gov)