



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

HREXPRESS

December 2020

Risk & Benefits Management

Organizational Performance

Employment Services

State of Iowa Benefits

What to Expect During Your Doctor On Demand® Talk Therapy Visit

Talk therapy is a great way to manage stress and get support for all kinds of mental health concerns: depression, anxiety, anger, grief, postpartum concerns and more. So how does talk therapy work - and how does virtual talk therapy work? Here's what State of Iowa employees and covered family members need to know.

Making your appointment

If you haven't yet, download the [Doctor On Demand](#) app to your smartphone or tablet and register for an account. Select "Get Care" at the bottom of the screen, and then "Book a Mental Health Session." Select either "talk therapy with a psychologist" or "medication management with a psychiatrist." You'll then be prompted to choose a provider (the app offers short bios to help you pick the one that's right for you) and an appointment time.

Your pre-appointment assessment

You may be asked to complete a short online self-assessment about your symptoms prior to your appointment. This will help your provider deliver better treatment.

Your first visit

Your provider will call you at your scheduled appointment time to begin the video visit. Before you jump into discussing what's on your mind, you'll spend some time getting to know one another and talking about what you hope to accomplish in your time together.

Your treatment

In the following visits, you and your provider will explore what's causing your symptoms. They'll help you reframe your concerns with new ways of thinking so you can build resiliency and generally feel better.

Your toolkit

Your provider will likely give you exercises to work on between sessions to help you find new ways to process your concerns, strengthen your coping skills and manage your symptoms. They may also recommend additional tools to enhance your progress such as relaxation techniques, tips for better sleep habits, or even working with a psychiatrist to find a medication* that's right for you if needed.

Important tips

- Therapy works best when you have a good connection with your provider so it might help to think of the first few sessions like dating. Do you like this person? Are you comfortable opening up to them? Do you feel like they understand you? If not, you may want to try talk therapy with a different Doctor On Demand provider.
- To get the most out of your therapy, be completely honest with your provider. Nothing you say will shock or surprise them. The more open you can be, the sooner healing can begin.

Most important, it's okay to not feel okay and Doctor on Demand can help. Visit [DoctorOnDemand.com](https://www.doctorondemand.com) to register for the service and schedule your appointment. You'll get easy, confidential care for about \$10 a visit.

* Doctor On Demand physicians do not prescribe Scheduled I-IV DEA Controlled Substances and may elect not to treat or prescribe other medications based on what is clinically appropriate.

Wellmark's Identity Protection Service

Wellmark provides identity protection services **at no cost** to all Wellmark Blue Cross and Blue Shield members.

The identity protection service is now available under the name **IDX Identity**. IDX Identity offers secure advanced technology that protects Wellmark members against the privacy and identity risks of today's digital world.

Members currently registered for identity protection services, formerly known as MyIDCare, can access their account by visiting [Idx.us](https://idx.us) and using their existing username and password.

Not enrolled in Wellmark's identity protection service? You can enroll through your [myWellmark account](#). You will need your Wellmark ID card — which can also be found on myWellmark — when you sign up for services.

Your Supplemental Life Insurance and Evidence of Insurability

Did you elect to increase your supplemental life insurance during the recent Enrollment and Change period? If so, don't forget to complete the Evidence of Insurability (EOI) online.

The EOI for additional supplemental life insurance you elected must be on file with The Standard by **December 29, 2020**. If the EOI is not on file by December 29, 2020, your request for additional supplemental life will be denied.

If approved, the increase in supplemental life coverage will be effective January 1, 2021, or the first of the month following written notification of approval by The Standard.

Please contact Rachel Wilson at rachel.wilson@iowa.gov or 515-281-8866 if you need access to the EOI or have additional questions.

Retirement Savings

News from Your Retirement Investors' Club (RIC) Providers

From time to time, one or more of the RIC providers (AIG, Horace Mann, MassMutual, Voya) share tools and information to assist retirement savers with planning and investment strategies. See current messages from the providers below.



Account Access Anywhere

AIG Retirement Services offers three ways to stay connected with your account information, anytime, anywhere.

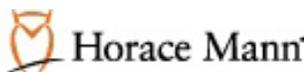
- Mobile Access
- Online — iowa.aigrs.com
- By Phone — 800-448-2542.

Using the AIG Retirement Services Mobile, a free application for iPad®, iPhone® or Android™-based phones, you can find your:

- Portfolio summary.
- Transaction history.
- Savings gap analysis.
- Personal performance.
- Third-party account balances*.
- Contribution changes and much more.

You can also call your financial professional directly from the app — simply click the number to dial. [Learn more](#) or download the app from the Apple App Store or Google Play today.

* This only populates and updates when you manually enter the information. iPad and iPhone are registered trademarks of Apple Inc. Android is a trademark of Google Inc.



Do You Know Your Risk Tolerance?

Risk tolerance, which is the degree of variability in investment returns that an investor is willing to withstand, is a key factor in making retirement savings decisions. For this reason, it's important to periodically monitor your investment choices and ensure they accurately reflect the degree of uncertainty you're willing to take.

[Log into](#) your account today to see how you have your retirement funds invested in the Iowa RIC plan.

Questions? Contact your [Horace Mann representative](#) for a review of your overall retirement strategy. Horace Mann can help you identify your current risk tolerance and help determine if your portfolio is still right for you.



Social Security and Your Retirement

How does Social Security fit into your retirement plans? If you're like many Americans, you may discover Social Security is crucial. Find out more by watching our latest [webisode](#) now.

Contact your [MassMutual advisor](#) to learn more about your financial choices, including help with saving in the Iowa RIC plan.



Do Something Good for Those You Care About

Check the beneficiary designations for your Iowa Retirement Investors' Club (RIC) Retirement Plan account at least once

a year. If there's been a change in your personal situation, such as a marriage, divorce, birth or a death, you may need to change your beneficiary to reflect your intentions.

You've worked hard to save these assets to create a legacy for your loved ones. Make sure that legacy is left to all those you intend to share it with. You can review and make changes to your beneficiary information any time.

[Log into your account](#) and select *Personal Information*, then select *Add/Edit Beneficiary*. It's easy to name or update your beneficiary. Don't delay. Do it today!

And...while you're checking your beneficiary designations, check out these helpful [tools](#) that can help you prepare for tomorrow!

Health and Well-Being

Voluntary Vision Insurance: Upcoming Open Enrollment Period

State of Iowa employees have an opportunity to elect vision insurance through the Voluntary Insurance Program. The State offers post-tax payroll deductions to pay your vision insurance premiums directly to the insurance carrier.

The open enrollment for vision insurance begins **January 1, 2021** and runs through **February 28, 2021**. Elections made during this open enrollment period are **effective April 1, 2021**.

You have two different insurance programs to select: **Avesis and EyeMed**. Information about these voluntary vision plans are available at www.benefitowa.com.

If you are currently enrolled in the voluntary vision insurance, you do not need to re-enroll unless you want to make a change

Questions regarding the vision plans should be directed to Two Rivers Insurance Company at 800-724-2544.

Please note:

The State of Iowa does not endorse or sponsor any voluntary vision insurance provider, or the products and services they provide, and assumes no responsibility for any purchases or disputes between individual employees and the vendors. All arrangements are strictly between the employee, as a consumer, and the insurance company.

Ten Important Ergonomic Tips for Remote Workers

When setting up your workspace at home, ergonomics - the relationship between you and the equipment you use - is an important consideration. Here are 10 tips to make the most of your remote working environment:

1. Use a wired or wireless keyboard and mouse to reduce the tendency to hunch over a laptop.
2. When you point your arms toward the floor, your work surface (desk or table) should be even with your elbows.
3. If the work surface is too high and your chair adjusts, raise it up. Your feet should never dangle; use a footstool, stack of paper, box, or book for good, solid, foot support.
4. If your chair does not adjust, move the keyboard and mouse to a lower surface. A TV tray may fit under your work surface and be even with your elbows. No TV tray? Try two stools with a board across them.
5. If the work surface is too low, use a box to raise the surface. No box? Use blocks under the legs of your work surface.

6. Drop the back legs on the keyboard; it should lay flat on the surface with the mouse tucked in close.
7. Wrist guards provide protection from the work surface edge. They are not wrist rests. Keep your lower arm, wrist, and hand flat when keying.
8. Move the mouse with a full arm movement, starting at shoulder. Do not wiggle your wrist. Scroll with the correct middle finger (not your index finger).
9. The top of your monitor screen should be at eye level; bifocals might require it to be lower. Use stacks of paper or a small box if needed to raise the monitor.
10. Your monitor should be located an arms distance. When you reach your hand out, you should be able to touch it. If you work with two or more monitors, they should sit side-by-side with frames touching. Do not bobble your head looking between multiple monitors.

Remember, just because a product is labeled ergonomic doesn't mean it is. If it does not fit you correctly, it is not ergonomically correct for YOU. Additionally, ergonomic solutions don't need to cost money. Think outside the box!

For more help with ergonomics, check out the free training, [Ergonomic Office: Self-Assessment](#).

Free Health and Well-Being Seminars Offered Online

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 with the most recent offerings accessible on the available dates listed below:

Available now

Know Your Strengths

Explore how confidence and a strengths-mindset can enable you to respond more creatively to challenges.

Available beginning January 19

Reframing Your World

Discover the practical ways to reframe your perspective to live a more present and positive life.

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.

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:

- **DAS Return To Work Guidance and COVID-19 FAQs**
For more information about returning to State buildings and answers to your most frequently-asked questions on COVID-19, refer to the [guidance and updated information](#) from the Department of Administrative Services (DAS).

- **Wellmark Benefits, Employee Assistance Program, DAS Human Resources**
The Department of Administrative Services Human Resources Division 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>.
- **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.
- **COVID Recovery Iowa**
COVID Recovery Iowa provides free counseling, virtual activities, referrals, and help finding resources to any Iowan affected, in any way, by COVID-19. www.covidrecoveryiowa.org/.
- **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>.
- **State of Iowa Coronavirus Website**
Statewide information regarding COVID-19 is available at <https://coronavirus.iowa.gov/>. This website is updated with numbers of cases per county, Test Iowa details, and Governor proclamations, among other topics.

DAS Education

Certified Public Manager (CPM) Cohort Begins Soon - Sign Up Now!

Applications are now being accepted for the next CPM Cohort 35, beginning January 11, 2021. Graduation from the program will take place on June 8, 2022.

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 response to the COVID-19, CPM is now offered online for the time being. This online learning experience features real-time virtual class sessions and other online engagement. Participants are asked to have access to a computer or device with an internet connection plus a microphone and camera to allow virtual engagement with others in real-time. If that resource is not available to you, please contact kim.hanson@iowa.gov.

For more information:

- Visit the Drake University website at <http://www.drake.edu/cps/certifiedpublicmanagerprogram/>.
- Visit the National Certified Public Managers website at <http://cpmconsortium.org/>.
- Read the [CPM FAQ](#).

Performance & Development Solutions (PDS) Training

Virtual PDS Instructor-Led Courses

Many of our classroom courses have been updated to an online live format. The courses will run as scheduled and the normal 14-day cancellation policy 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. See the [latest course listings](#).

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](#)

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

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

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