

Wellness Program

Cleveland County Government Wellness Program

Across the nation, healthcare costs continue to rise creating a burden for both employers and employees. Cleveland County's voluntary wellness program is designed to create a healthier work environment. Participants are focused on improving their personal health and controlling healthcare costs.

Participation in the wellness program is completely voluntary and provides employees and retirees opportunities to receive premium savings as well as, for those that qualify, County paid HSA (Health Savings Account) contributions up to \$1,100 for employees and retirees.

Participants covered on the health plan electing to participate in the wellness program are required to complete an annual biometric screening.

Biometric Screening

Our wellness program is centered on our annual biometric screening which is provided at no cost to employees, retirees and spouses. By participating in the program, participants will learn more about their personal health, allowing them to take control of any health concerns that may be identified through the biometric screening. The biometric screening consists of a venipuncture blood draw, blood pressure reading, and weight and waist measurement. The blood draw is used to determine cholesterol levels and A1C levels. All of these factors are then measured against medical norms to determine any potential health risks.

*Participants covered on the health plan and participating in the wellness program are required to engage in the following, if identified, in order to be eligible for discounted premiums and HSA dollars, if applicable:

1. Health Coaching
2. BCBSNC Telephonic Case Management
3. YMCA Diabetes Prevention
4. ER Coaching

Health Coaching

Health coaches are specially-trained registered nurses who meet one-on-one with participants to work on behavior modification and help set personal health goals to improve their health and reduce future risk.

Participants with 2 risk factors will be required to attend 2 coaching sessions. Participants with 2+ risk factors will attend 4 sessions. These one-on-one sessions are geared toward identifying health goals aimed at improving health concerns identified in biometric screening. Ashley Harris, Health Coach, is located in the Public Health Center at 200 S. Post Road. Contact Ashley at (704) 591-1099.

Case Management

Participants covered on the health plan may be referred to case management by BCBSNC due to the complexity of a health condition (for example, asthma, diabetes, cancer, heart disease, etc.). Participants are connected with a team of healthcare professionals, nurses, social workers, dieticians, etc., for personal one-on-one assistance in removing barriers to better managing their health. Participants identified for this program will be contacted directly by BCBSNC.

YMCA Diabetes Prevention

Participants identified for this program will be required to participate in this highly successful 12 month YMCA program. The program consists of 25 unique sessions. Sessions 1-16 are weekly, sessions 17-19 are biweekly, and sessions 20-25 are monthly. Compliance with the biometric program, and eligibility for the discounted employee and retiree premium, require attendance at least 14 of the 16 weekly sessions. Physical activity is introduced during Session 5. Participants will receive a FREE family YMCA membership for the duration of the program. Contact Jessica Bridges, Senior Director of Healthy Living , YMCA Diabetes Prevention (704) 669-3631 for more information.

ER Coaching

Participants covered on the health plan identified with 2 ER visits will be contacted by Ashley Harris, Health Coach, to confirm the visit was related to an emergency, and if not, to review alternatives (i.e. Wellness Center, Urgent Care) for any possible future visits.

*Participants covered on the health plan and identified for health coaching, case management, YMCA Diabetes Prevention programs and elect NOT to participate will be charged the non-discounted premium.

*Participants covered on the health plan and elect to participate in the wellness program, but fail to meet participation requirements of any component will default to the non-discounted premium for the remainder of the plan year.

Additional Wellness Opportunities

Employees, retirees and spouses may elect to participate in the following Cleveland County wellness programs designed to provide opportunities to improve health status. Health improvement makes for happier, more productive individuals. Health improvement also reduces health costs, allowing the County to reinvest dollars into improved benefits and pay.

DO YOU WANT TO EAT BETTER?

We have a program for you!

Eat Smart, Move More, Weigh Less

ESMMWL is a 15 week online weight management program provided by BCBSNC. Classes are conducted on-line but in real-time with a live instructor. Participants can communicate with their instructor receiving encouragement and feedback. Participants will track daily intake, weight and physical activity. Register and pay \$30 online. If you attend 10/15 sessions and meet tracking requirements you will receive a full \$30 refund. Contact Kelly Nordby, Coordinator (919) 707-5397 or administrator@esmmweighless.com for more information.

ESMMWL - 2017 Class Series Schedule	May 2017	Jun 2017	Aug 2017	Sept 2017	Oct 2017*
Starting Week	05/22/17	06/26/17	08/07/17	09/11/17	10/16/17
Ending Week	08/28/17	10/06/17	11/13/17	12/18/17	02/05/18
Deadline for Registration	05/19/17	06/23/17	08/04/17	09/08/17	10/13/17

***2-week break during weeks of 12/25/17 and 01/01/18**

Nutrition Counseling Services

These one-on-one sessions are geared toward addressing the following nutritional challenges, such as weight management, life stages, and various medical conditions. Employees, retirees and dependents covered on the health plan may schedule an onsite (Admin Bldg.) appointment with Carol W. Johnson, MS, RDN, LDN at the Cleveland County Administration Building (704) 734-5223. The cost of visits is covered at 100% on behalf of employees/dependents on the health plan. Employees and dependents not covered on the health plan may schedule appointments and be billed to their insurance provider.

DO YOU WANT TO MOVE MORE?

We have a program for you!

YMCA Discount Membership

Cleveland County has partnered with the YMCA to offer a phenomenal member discount which is payable by payroll deduction. Cleveland County provides a \$10 subsidy toward each employee's membership. Enroll at the Dover YMCA located at 411 Cherryville Highway, Shelby, NC. Access will be granted to all three YMCA's in Cleveland County which include the Dover, Kings Mountain & Ruby Hunt locations.

Plans	Semi-Monthly Rates	Monthly Rates
Senior (60+)	\$5.00	\$10.00
Adult	\$6.75	\$13.50
Single Parent	\$9.00	\$18.00
Senior Family (60+)	\$11.00	\$22.00
Family	\$14.00	\$28.00
Retiree	Arrange direct bill through YMCA	

It is your responsibility to notify Payroll within 30 days of your 60th birthday to receive the premium reduction for Senior (60+) plans.

DO YOU WANT TO COMMIT TO QUIT?

We have a program for you!

Tobacco Cessation Counseling

The Health Department offers tobacco cessation counseling. If you are interested in quitting the use of tobacco products you will meet with Debra Bidy, RN, or Hayley Bowman, RN, to assess which approach to quitting will work best for you. We will continue to follow up with you to address any changes needed to make your attempt successful.

The counseling and most of the Nicotine Replacement medications at the Health Department pharmacy will also be FREE! Employees may attend sessions during work hours without using leave time. Retirees and spouses are welcome to attend. Contact Debra Bidby, (980) 484-5337 for more information.

Employees, retirees and spouses are also encouraged to meet with our physician at the wellness center to develop a quit plan designed specifically for them. Studies show that participation in a support group can dramatically improve success rates for tobacco cessation. Fresh Start Classes are available through the Public Health Center at no cost to employees. For more information:

- Wellness Center (980) 484-5278
- Pharmacy Chris Breese, Pharmacist (980) 484-5164
- Tobacco Cessation Counseling Debra Bidby (980) 484-5337

DO YOU **WANT TO STRESS LESS?**

We have a program for you!

EAP

Employee Assistance Program (EAP) is a free, CONFIDENTIAL, service that offers support and resources employees and dependents may need to address personal or work-related challenges and concerns. An EAP is designed to help with all kinds of life situations such as marital difficulties, family problems, parenting, grief, stress, depression, alcohol/drug abuse, elder care, crisis events, etc. Through your EAP, McLaughlin Young Employee Services, you and your family have access to hundreds of online articles, various elder care and child care locators, a savings center, health and wellness tools, and many interactive resources. Several online, legal and financial services are also available. To speak directly with a representative: Call EAP at (704) 529-1428 or 1-800-633-3353.

To access the work-life web site:

1. Visit www.myemployeeservices.com
2. Click on "Access your Work-Life Services"
3. Username: clevelandcounty2010 & Password: guest

DO YOU WANT TO MANAGE YOUR HEALTH?

We have a program for you!

Preventive Health Screenings

When it comes to treating potentially serious conditions, early diagnosis is key. If a specific condition runs in your family, it may be even more important that you get screened early and often to keep healthy.

Employees, retirees and spouses are encouraged to get their annual wellness/preventive screenings, which may include the following:

- Colonoscopy
- Flu Shots – provided annually at Health & Benefits Fair for employees covered on the health plan
- Lab Work – employees are encouraged to request that labs be drawn at the wellness center for visits with primary care providers
- Mammogram (Provided on site during the Health & Benefits Fair)
- Physical – provided at the wellness center to employees
- Vaccinations

Please note – Preventive care screenings are covered at 100% on our health plan regardless of any diagnosis detected during this preventive test.

Do you WANT TO MANAGE YOUR HEALTH?

We have a program for you!

Virtual Urgent Care

Need care after work or on weekends? Midnight or midday, access a medical professional at Carolinas HealthCare System 24/7 for consultations, diagnoses and prescriptions when appropriate for (1) Cold, cough, bronchitis and flu (2) Seasonal allergies, (3) Pink eye, (4) Minor skin irritations, (5) Urinary tract infections (6) Lower back pain. Children 3 years and younger are not eligible. The cost is \$49 per visit. The first visit per family is ½ off and the employee/retiree will receive a \$25 Walmart gift card as reimbursement.

A device which has a web camera and video capability is required. You may use a computer, tablet or smart phone. A mobile app is available for members using the iOS (iPhone, iPad or iPod Touch) or Android mobile platform.

To register before a medical emergency, (1) Have your health insurance card available (2) Download the virtual visit app at: CarolinasHealthcare.org/VirtualUrgentCare (3) Enter Service Key: Cleveland (4) Select a provider. Call 1-855-438-0010 for assistance.

Chronic Disease Management Program

We have a program for you!

HealthMapRx is a confidential program offered by PPCN which specializes in Chronic Conditions. The program is available, at NO COST to eligible participants which include employees, spouses and retirees covered under the health plan.

You may participate if you are diagnosed or take a medication for diabetes, blood pressure or cholesterol or have received 3 or 4 risk factors from the biometric screening. Participants who qualify for the HealthMapRx program will be waived from required health coaching.

A Pharmacy Care Manager with advanced expertise in Diabetes and Cardiovascular Disease will meet with you one on one during working hours to help prioritize health needs and develop strategies for managing health risk. After successful completion of the program requirements, participants are awarded a cash incentive of a \$300 Visa card, allocated at \$150 twice a year. Contact Sheila Evans, PPCN Program Coordinator, (336-482-7898) to enroll.

Wellness Center

Cleveland County Employee Health and Wellness Center

Cleveland County is pleased to provide an Employee Health and Wellness Center (EHWC) for all Cleveland County employees and their family members. Retirees covered under Cleveland County's health insurance plan may also participate.

Services:

EHWC offers a wide variety of healthcare services. These include but are not limited to:

- Lab Work - Employees are encouraged to request that labs be drawn at the wellness center for visits with primary care providers
- Sick Care for: Sinusitis, allergies, ear infections, urinary tract infections, insect bites prostatitis, vaginal infections, skin infections, and poison ivy.
- Annual Visits such as: after sports physicals, DOT physicals, sports physicals, and PAP smears.
- Musculoskeletal Complaints such as: Sprained ankles, knees and shoulders, and acute back pain.

Due to their commitment to high quality healthcare, the staff at EHWC strongly encourages EHWC patients to obtain and maintain a relationship with their primary care provider for all chronic healthcare issues. Parents of children less than six months of age should establish a relationship with a pediatrician or a qualified family practitioner for well and sick child visits. In addition, the EHWC does not provide services for:

- Workman's compensation
- ER follow-ups
- Hospital follow-ups
- Post motor vehicle accident care
- Chest Pain

- Dependent children over the age of 26 are not eligible
- Full-time employees without county insurance (can have other insurance), their spouses, and/or dependents
- Percentage employees without county insurance (can have other insurance), their spouses, and/or dependents
- Part-time hourly employees (spouses and/or dependents not eligible) (can have other insurance)
- Present Cleveland County Commissioners not covered under county insurance, their spouses and/or dependents (can have other insurance)
- Former Cleveland County Commissioners with a minimum of 4 years in office (spouses and dependents are not eligible)
- Dependent children over the age of 26 are not eligible

Staffing:

Medical professionals staff the EHWC each workday. All personal medical services are **confidential**.

Center Location and Hours:

The Employee Health and Wellness Center is located at 200 -1 South Post Road, Shelby, NC. The center is open Monday through Friday from 8:00am until 12:00 noon and from 1:30pm to 5:00pm. The telephone number is (980)484-5278. The center is closed on County observed holidays. Patients are encouraged to make an appointment to ensure timely service since appointments receive priority. An appointment is essential for annual physicals, DOT physicals, sports physicals and patients with multiple concerns.

Use of Sick Leave:

Visits to the Employee Health and Wellness Center will not be subject to sick leave if visiting during County work hours. Sick leave will not be charged to the employee if the employee can return to work after the visit. If the medical staff advises the employee to go home, sick leave usage begins at the time that the employee is released.

Fees:

All employees, retirees and dependents up to age 26 will be charged a \$5.00 co-pay for all services. Employees, retirees and dependents up to age 26 not covered by insurance will have a \$5.00 co-pay plus the cost of other services (i.e. lab fees/tests, etc).

If covered on the health plan, the most recent insurance card must be provided to verify current coverage.

Pharmacy

Cleveland County Employee Pharmacy Program

Prescriptions are available through a formulary system for eligible Cleveland County employees, family members, retirees, and Commissioners at the Cleveland County Public Health Center Pharmacy.

The pharmacy formulary has 3 price categories:

- Category 1 prescriptions are available at no cost for up to a 30- or 90-day supply
- Category 2 prescriptions are available for a \$20 fee for up to a 30-day supply or \$60 for a maximum 90-day supply
- Category 3 prescriptions are available for a \$40 fee for a maximum 30-day supply

The above formulary system is available for the following:

- Full-time employees with county insurance, their covered spouses, and/or covered dependents
- Percentage employees with county insurance, their covered spouses, and/or covered dependents
- Retired employees with at least 20 years of service (not eligible at age 65), their spouses and/or dependents only if covered with Cobra insurance
- Retired employees with less than 20 years of service (not eligible at age 65) only with Cobra insurance and their spouses and/or dependents only if covered with Cobra insurance
- Cleveland County Commissioners with county insurance, their covered spouses, and/or covered dependents

Dependent children are not eligible at age 27

The pharmacy also offers all formulary products for the pharmacy medication acquisition cost (prices may vary) plus \$5.00 for a maximum 30-day supply for the following:

- Full-time employees without county insurance, their spouses, and/or dependents
- Percentage employees without county insurance, their spouses, and/or dependents
- Part-time hourly employees (spouses and/or dependents not eligible)

- Present Cleveland County Commissioners not covered under county Insurance, their spouses, and/or dependents
- Former Cleveland County Commissioners with a minimum of 4 years in office (spouses and dependents are not eligible)

Can have other insurance

Dependent children are not eligible at age 27

The Cleveland County Public Health Center Pharmacy is located at 200 S Post Rd, Shelby, NC 28152. The phone number is 980-484-5164, and the fax number is 980-484-5269. Operating hours are Monday- Friday 8am-5pm. Payment may be made with cash, personal check, Health Savings Account (HSA) card, debit card, or credit card.

A copy of the pharmacy formulary is available on-line through the Cleveland County Intranet, Cleveland County Wiki, and the public Cleveland County website. The formularies and prices are subject to change.

All prescription refills must be requested 1 business day prior to pick-up or there will be at least a 20 minute wait. Refills may be requested 24 hours a day via the automated pharmacy voicemail system by calling 980-484-5164. Any inquiries or refills via email will not be addressed due to NC Board of Pharmacy regulations. The pharmacy now offers a convenient drive-through option for dropping off and picking up prescriptions.

The most recent insurance card must be provided to verify current coverage. Prescriptions are not processed on insurance. To have prescription expenses applied to your deductible, you must manually submit your receipts to the Employee Coverage Plan.

Optical

Cleveland County Employee Optical Services

County employees and family members can enjoy the benefits of an optical program located on the 1st floor of the Public Health Center. A licensed optician will be available every Thursday except the 5th Thursday of each month. Eye exams are not included in the services. Prescriptions will be needed for new glasses; however, duplicate prescriptions from old glasses can be made. In addition, sunglasses can be made and choice and style for eyeglasses are almost unlimited. Glasses purchased through the optical services program are significantly less expensive than those purchased at your doctor's office. Prices vary according to choice of frames and prescription ordered. Prescriptions come with free adjustments, free glass case, cleaning solutions and cloth. Call (980)484-5165 for assistance.