



NMPSIA Virtual Benefits Training 2020

Draft

Putting Knowledge Into Action

Tuesday, July 14, 2020

PART I: NMPSIA MESSAGE

Wednesday, July 15, 2020

**PART II: INTRODUCTION OF NEW BENEFITS
CARRIERS AND CARRIER UPDATES**

Thursday, July 16, 2020

**PART III: MINDFULNESS; BENEFIT CHANGES;
OPEN/SWITCH ENROLLMENT;
INTERNATIONAL EMPLOYEE BENEFITS
ENROLLMENT**

Wednesday, July 22, 2020

PART IV: IT'S ALL ABOUT WELLNESS

Thursday, July 23, 2020

**PART V: RECAP PART I-IV AND
PUTTING KNOWLEDGE INTO ACTION**

Time	Thursday, July 16, 2020 PART III: MINDFULNESS; BENEFIT CHANGES; OPEN/SWITCH ENROLLMENT; INTERNATIONAL EMPLOYEE BENEFITS ENROLLMENT
8:30 a.m.	Virtual Meeting Check-in
8:45 a.m.	NMPSIA <ul style="list-style-type: none">• Welcome & Introductions• How Trainings Will Run• Introduce Michelle Duvall
9:00 a.m.	Mindfulness Based Stress Reduction - Michelle Duval <ul style="list-style-type: none">• Preparing Yourself for the Challenge...with Mindfulness
9:45 a.m.	Instant Recess – Winner’s Circle Mindful Minute - Gratitude Deskercise Time Take 5
10:00 a.m.	Benefit Changes <ul style="list-style-type: none">• Side-by Side Medical Plan Comparison• Livongo and StepIn Programs
10:25 a.m.	Open/Switch Enrollment <ul style="list-style-type: none">• Planning, Logistics, Timelines International Employee Benefits Enrollment <ul style="list-style-type: none">• Requirements for Enrollment and Visa Compliance
10:45 a.m.	Closing Remarks <ul style="list-style-type: none">• Q & A Session• Preview - Part IV

See you tomorrow for Part IV

Thank you for attending and participating!



New Mexico
Public Schools
Insurance Authority

This session will be recorded.
If you do not want to be recorded,
please make sure your mic and
video are on mute at all times.

Need technical assistance for the meeting?
Can't see the screen and/or hear the music?

Help is available!

8:00 a.m. to 8:45 a.m.

Call - 1.800.233.3164

Gustavo ext. 3003

Michelle ext. 3014

Tom ext. 3017



New Mexico
Public Schools
Insurance Authority

Virtual Benefits Training for School Staff 2020

fka Regional Trainings

PUTTING KNOWLEDGE

INTO ACTION

BENEFITS TO SERVE MEMBERS



New Mexico
Public Schools
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Welcome & Introductions



Today's Agenda

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How Sessions Will Be Run

- The meeting host and moderator is Erisa
- Erisa will mute your mic and video capabilities
 - For collaborative interactions you can unmute your mic and video to participate and then mute back
- Erisa will be advancing presentation slides
- Questions need to be submitted via the Chat option
 - Erisa will monitor your questions to be answered at the end of the session
 - If there is a priority question for a presenter, the moderator will interrupt the presenter to take the question
- Have your agenda's available for each day
- Our goal is to keep you engaged and keep the meeting moving

Mindfulness Based Stress Reduction

Preparing Yourself for the Challenge...with Mindfulness



This class taught by mindfulness expert Michelle DuVal, MA, of The Mindful Center, will teach you how to use mindfulness to help let go of some of your fear and resistance so as to step into this 'new-norm' with less stress and more ease.

Instant Recess



WINNERS
CIRCLE



Mindful Minute

Gratitude

Day 3 - Thursday, July 16, 2020

**Gratitude is the
best medicine.
It heals your mind,
your body
and your spirit.
And attracts
more things to be
grateful for.**



Live Purposefully Now





Gratitude Practices

- Journaling
- Use your imagination - visualize someone or something
- Count your blessings - 3 things end of day for which you were grateful
- Visual reminders - pictures, quotes, vision boards
- Write gratitude letters or thank you notes
- Meditate
- Say “thank you” in a meaningful way
- Prayers or mantras
- Create a Gratitude Wheel

I AM
GRATEFUL
FOR

MY SOUL
ENERGY, TRAVEL
MY MIND, MY
SONES, MY VOICE, MY DAUGHTER'S
KINDRED SPIRITS
TREES, WOOD, FIRE, MAGIC
BEES, FLOWERS
KINDNESS, CHARITY, GENEROSITY
HONEY HERBS
PLANTS, VEGETABLES, FRUIT
HEALING
FORESTS, FIELDS, STONES, DESERT
BUTTERFLIES,
RIVERS, MOUNTAINS
SUNRISSES
POSITIVE
ME
RELATIONSHIP
JOE, LOVE, P
ART MUSIC
WISDOM, LIFE
PASSION
TALENTS, ABILITIES
CREATIVITY
MY VISION, COMMUNICATION
MOTHER EARTH
BIRTHING, SOIL, WATER, STRENGTH,
CLEAN AIR
MIND, RAIN, MEDITATION, YOGA
FAMILY, FRIENDS
HUGS, UNCONDITIONAL LOVE
HEALTH, SUN
BICYCLES, WALKS, HIKING, SWIMMING
KIRA, SISTERS
A ROOF OVER OUR HEAD, CLOTHING, B
AWESOME PART
VALDES, MORALS
WORK
KNOWLEDGE

A photograph of a person's hands holding a white rectangular sign. The sign has the text "Gratitude is the best Attitude!" written in red, cursive-style handwriting. The background is a bright, sunny beach scene with a clear blue sky, white clouds, and turquoise ocean waves crashing onto a sandy shore. The entire image is framed by a thin white border.

Gratitude
is the best
Attitude!

DESKERCISE TIME

Day 3 - Thursday, July 16, 2020

Find N in Group of M

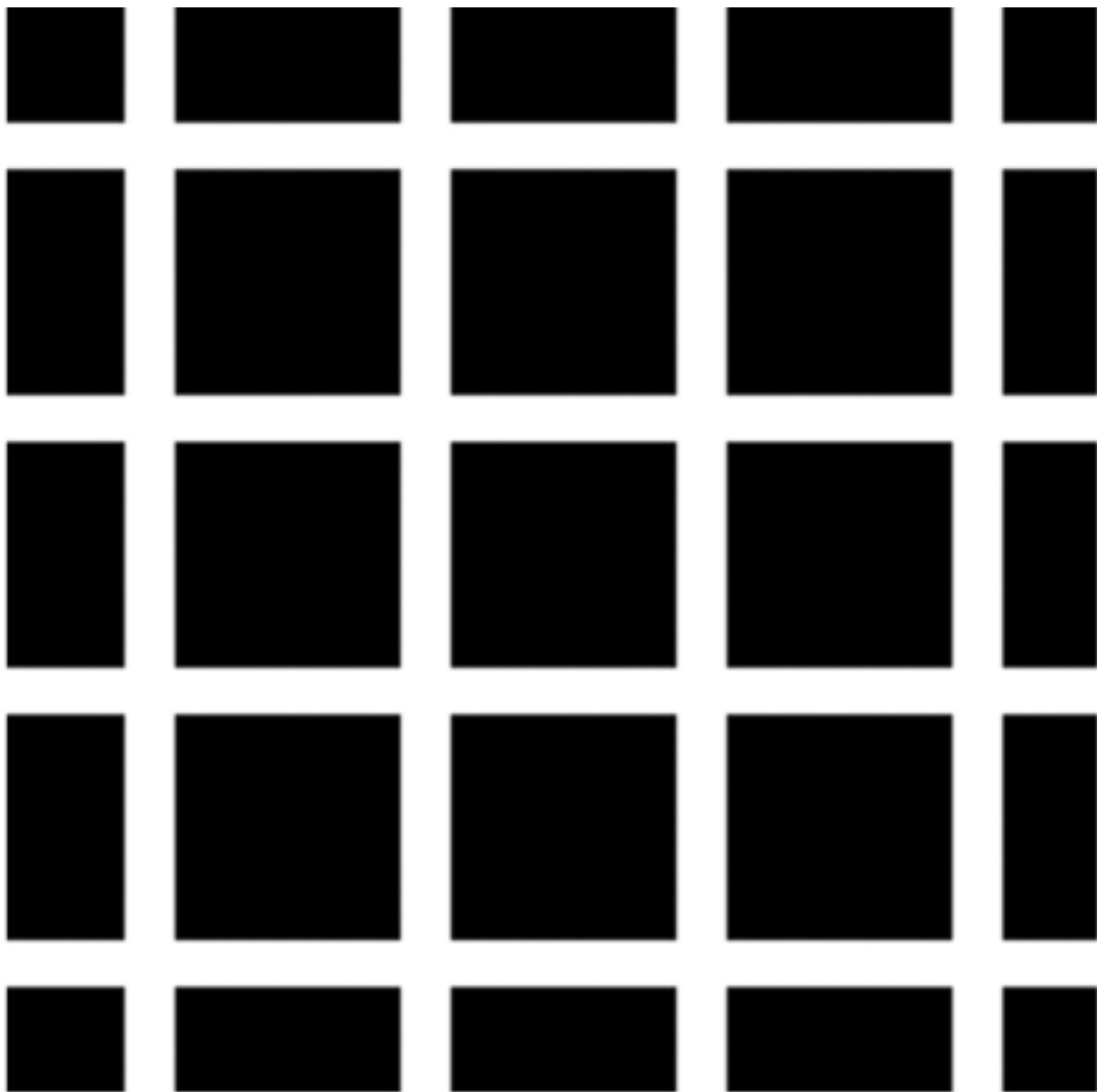
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Share if you found it!



Share if you find the missing number

1 2 3 4 5 6 7 8 9 10 11 12
13 14 15 16 17 18 19 20 21
22 23 24 25 27 28 29 30 31
32 33 34 35 36 37 38 39 40
41 42 43 44 45 46 47 48 49
50

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7/1/2020 SIDE BY SIDE MEDICAL PLAN COMPARISON CHART

Updates:

Mental Health Services

- Office, Home, Outpatient Facility/Physician
Copay for Low Option = \$35 (deductible waived)

Substance Abuse Rehabilitation

Office, Home, Outpatient Facility/Physician
Copay for Low Option = \$35 (deductible waived)

Treatment Limits for High, Low and EPO options



for Diabetes,
Hypertension, and
Weight Management

NMPSIA

7/16/20



Key Elements of the Livongo Offering

Connected Technology

Gathers Data with No Effort



- Meets the member where they are and in their preferred mode
- Cellular-enabled, bi-directional Blood Glucose Meter with over-the-air updates
- Blood Pressure Monitor
- Cellular Scale

Data Science

Makes Data Actionable



- Uses AI+AI engine to personalize experience, like Amazon and Netflix
- Delivered digitally over multiple surfaces, including smart watches like Apple Watch, text, and e-mail
- Actionable and timely

Human touch

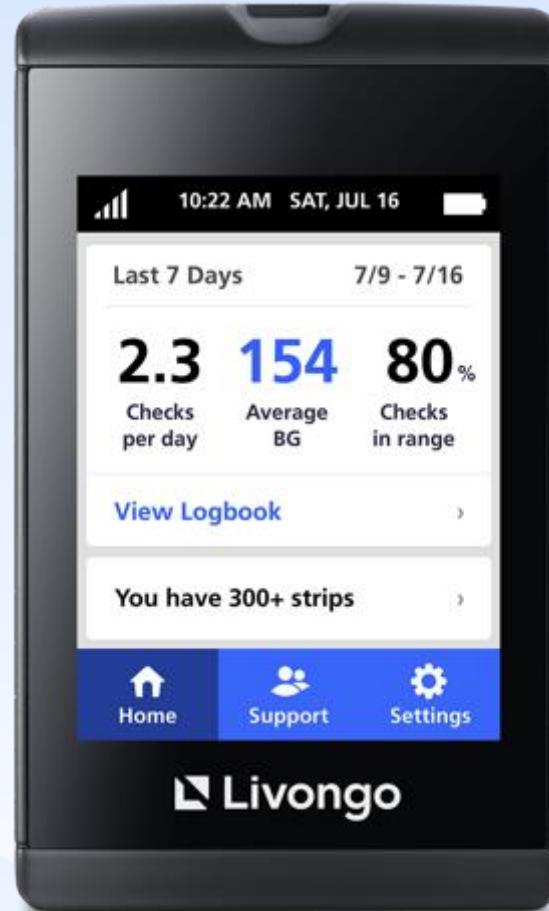
Expert Coaches



- Available 24/7 to provide information within 60 seconds when speed is in order or scheduled sessions
- Accredited and curriculum from ADA, AADE, and AHA
- Credentials that frequently include Masters of Science, Registered Dietician, Certified Diabetes Educators, etc.

Livongo Connected Blood Glucose Meter

- Bright and accessible touchscreen
- Seamlessly stores readings in Livongo cloud
- Real-time feedback and analytics
- Cellular connectivity



Only one click to:



contact a coach



Share health report



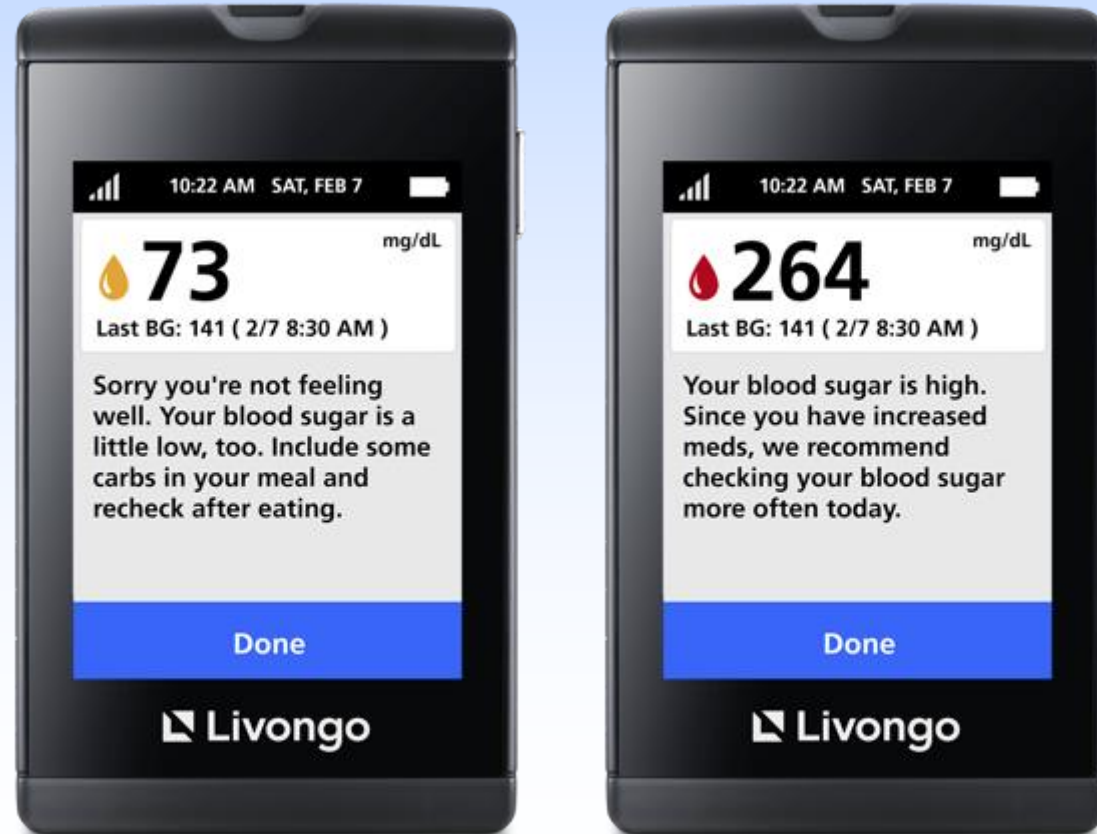
order strips



contact support

Real-Time Analytics and Feedback for Blood Glucose Checks

- **Dynamic response** based on glucose level, food intake, timing, and how Member is feeling
- **Helps Members understand** what numbers mean
- **Provides guidance** on how to respond to high or low readings¹



1. *Through lifestyle based coaching such as nutrition, activity, and BG checking follow ups only. Meter does not provide medication-related guidance.

Unlimited Strips Remove Barriers to Checking

- Strips automatically shipped to Members when supplies run low
- Meter and Mobile App allow one-click strip ordering by Members as needed

Type 1

2.7

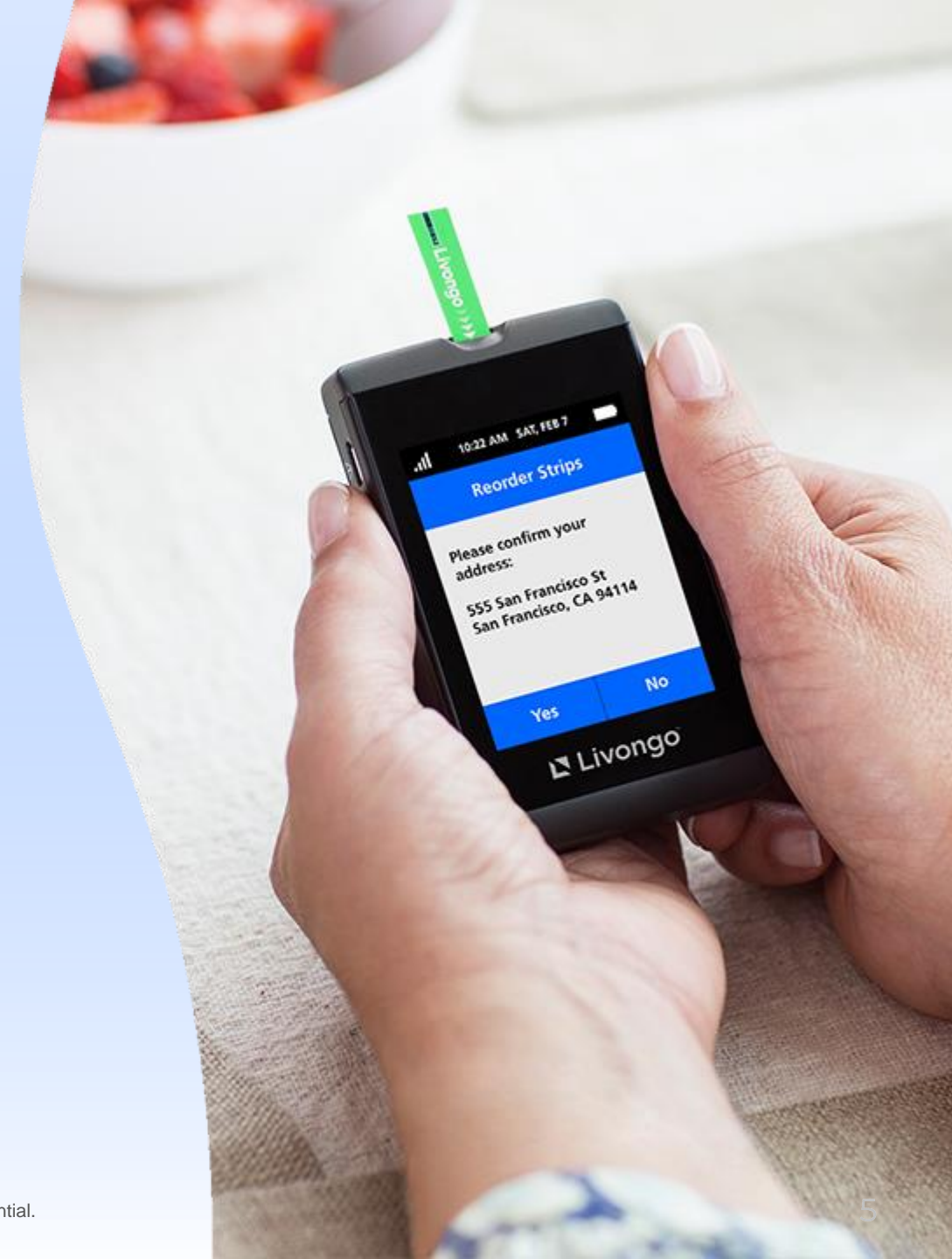
Type 2

1.5

Average checks per day over last 120 days

3M

Checks per month ¹



1. Livongo member data on file, March 2019. Average checks per day are for days during which members are performing blood glucose checks.

Expert Coaches



- **Highly qualified:** certified diabetes educators, following AADE curriculum and ADA standards of medical practice
- **Personalized support:** glucose control, diet, activity, and lifestyle management
- **Unlimited access:** including live, over-the-phone coaching sessions
- **24/7 support:** Diabetes Response Specialists reach out for acute high or low glucose events



Blood Pressure Monitoring Made Easier



Take blood pressure reading



Data automatically uploaded to Livongo's data engine

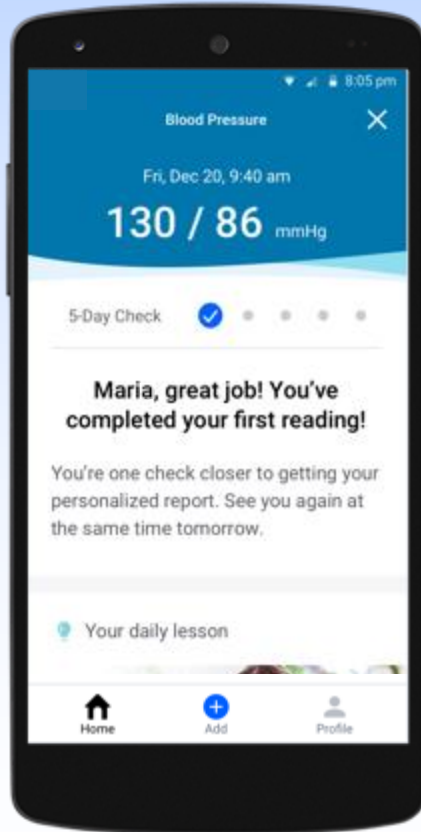


Easy to access readings and interpret trends

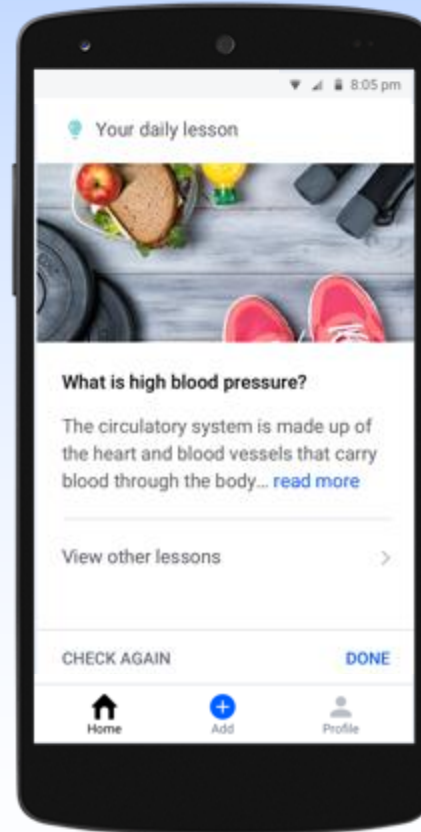


Drive to 5 campaign to build habit of consistent monitoring

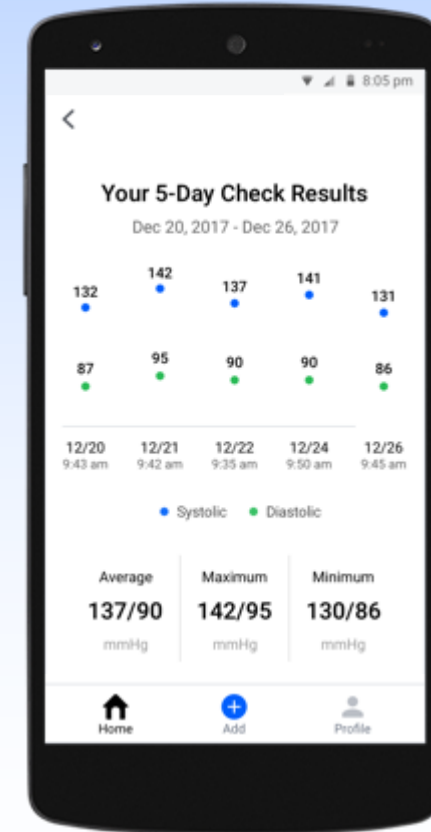
We Make it Easy for Members to Understand Their Condition



Insights and feedback based on readings

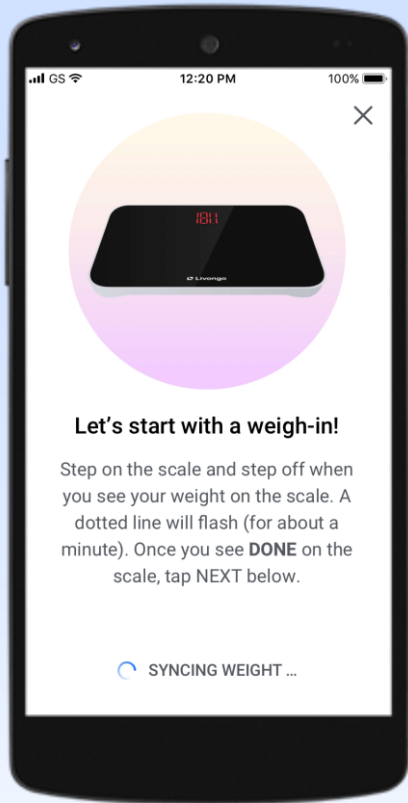


Blood pressure basics



Tracking progress to reach goals

Member Journey Begins with their First Step on the Scale



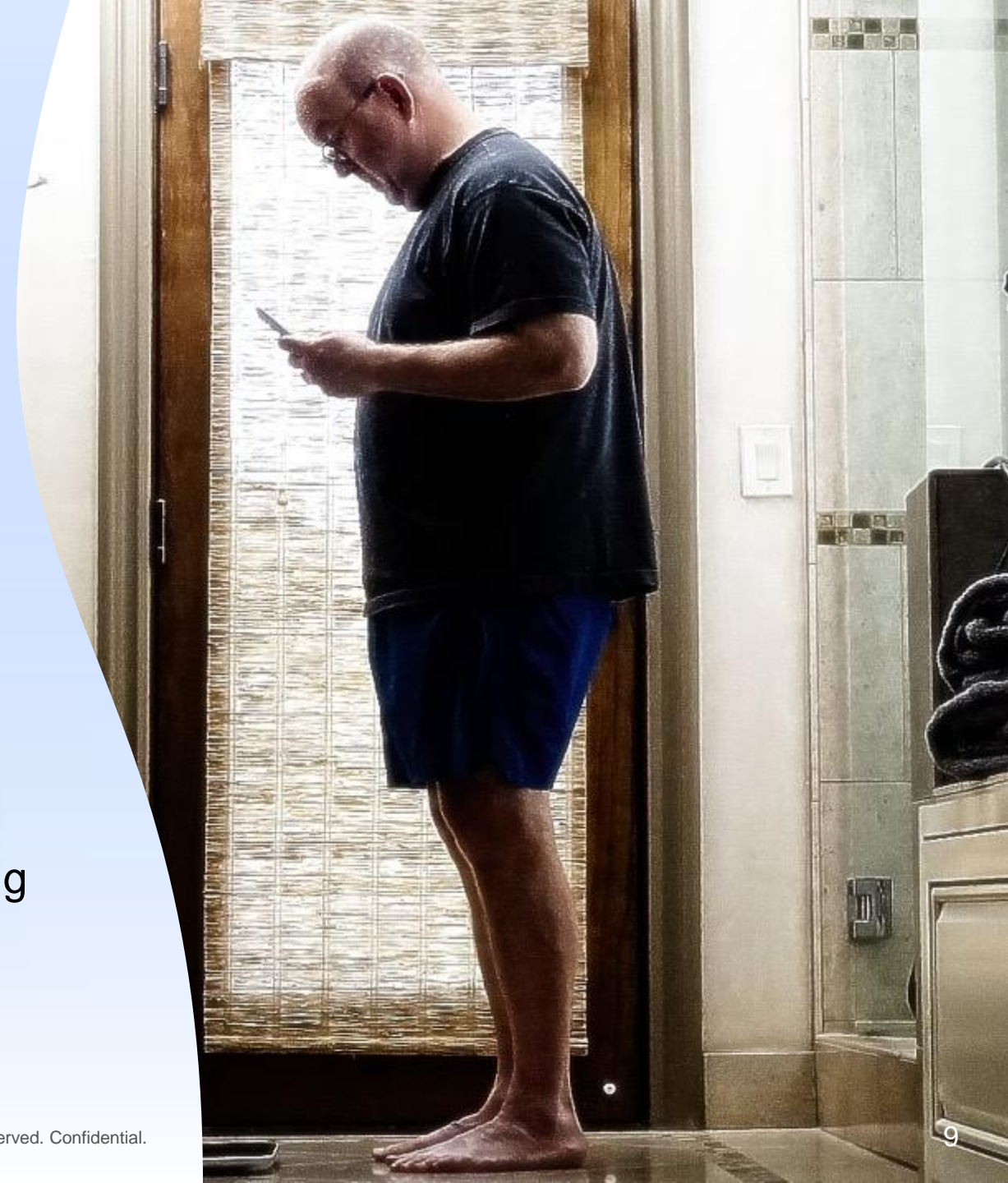
Step on



Step off



Seamless logging



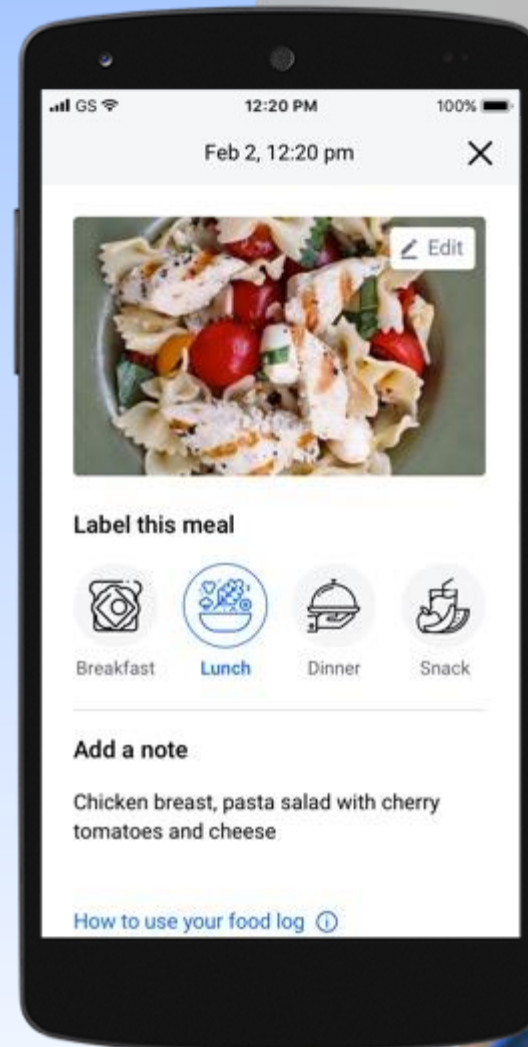
Members Track Progress and Monitor Habits

Food logs

- Photo based food logging
- Free-text annotation and meal tagging
- Members receive timely coaching feedback

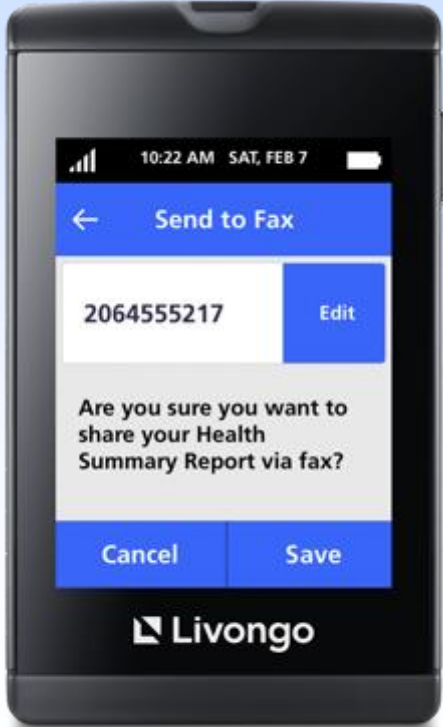
Activity Tracking

- Daily step counts automatically synced
- Compatible with major activity trackers



Health Summary Reports

Send reports directly to care team with a few taps



Trends/30 days		
	BEFORE	AFTER
Average	186	182
High	186	202
Low	52	118
Standard Deviation	42	4
W to Range	12	86

Joseph Anderson Generated 1/20/18

English, American Indian or Alaskan Native

52 years old | Male | Type 2 (since 2005) | 175lbs (24.4 BMI) | Insulin

Average Blood Glucose

30 DAYS **186** mg/dL

48% Above (+180 mg/dL)
38% In Range
14% Below (-70 mg/dL)

2.83 checks per day (Goal: 4 per day)

Feeling Tags (at Blood Glucose Check)

30 DAYS **98%** "I feel fine"

2% - no tag -

90 DAYS **178** mg/dL

43% Above
45% In Range
12% Below

2.51 checks per day (Goal: 4 per day)

Blood Glucose Highs & Lows

90 DAYS **2** High ≥160 mg/dL

2 Low ≤50 mg/dL

Standard Day (30 days)

Standard Day (90 days)

All Readings (30 days)

All Readings (90 days)

Key: ● After Meals ○ Before Meals / Unstaggered / Other ▲ Out of Meter Range (<30) ▼ p<000 ■ High ■ Low

This Summary Report is provided by Livongo Health. For more information, go to www.livongo.com or call 1-800-945-4335

Date	Time	Issue	BG	Contact
05/19/2017	6:08 PM	Missed meals	39	Yes
09/25/2017	5:00 PM	Missed medication dose	404	Yes
09/18/2017	11:52 AM	Ate in excess / poor food choices (high carbs/processed), stress related	405	Yes
09/01/2017	8:45 AM	Too much abnormal amount of exercise	48	Yes

Outreach and In				
Date	Time	Issue	BG	Contact
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Health P	
Standard	Response
A1C (last 12 months)	Yes
A1C Value	8.2
Smoker	Already Quit
Eye Exam (last 12 months)	Yes
Feet Check (last 12 months)	Yes
Flu Vaccine	No
Tet Vaccine (last 12 months)	Yes

Readings (30 days)			
Meal	Feeling	Carbs	Insulin
Before Breakfast	Feel Fine		
Before Lunch	Feel Fine		
No Meal	Feel Fine		
Before Dinner	Feel Fine		
Before Breakfast	Feel Fine		
Before Lunch	Feel Fine		
Before Breakfast	Feel Fine		
Before Lunch	Feel Fine		
After Lunch	Feel Fine		
Before Dinner	Feel Fine		
No Meal	Feel Fine		
Before Breakfast	Feel Fine		
Before Lunch	Feel Fine		
After Dinner	Feel Fine		
Before Lunch	Feel Fine		
No Meal	Feel Fine		
Before Breakfast	Feel Fine		
After Lunch	Feel Fine		
Before Breakfast	Feel Fine		
Before Lunch	Feel Fine		
Before Breakfast	Feel Fine		
Before Breakfast	Feel Fine		



Registration

Multiple Ways to Join

- Online Registration: go.livongo.com/NMPSIA
- Member Support Call Center: (800) 945-4355
- Client Specific Registration Code: NMPSIA

Information Gathered

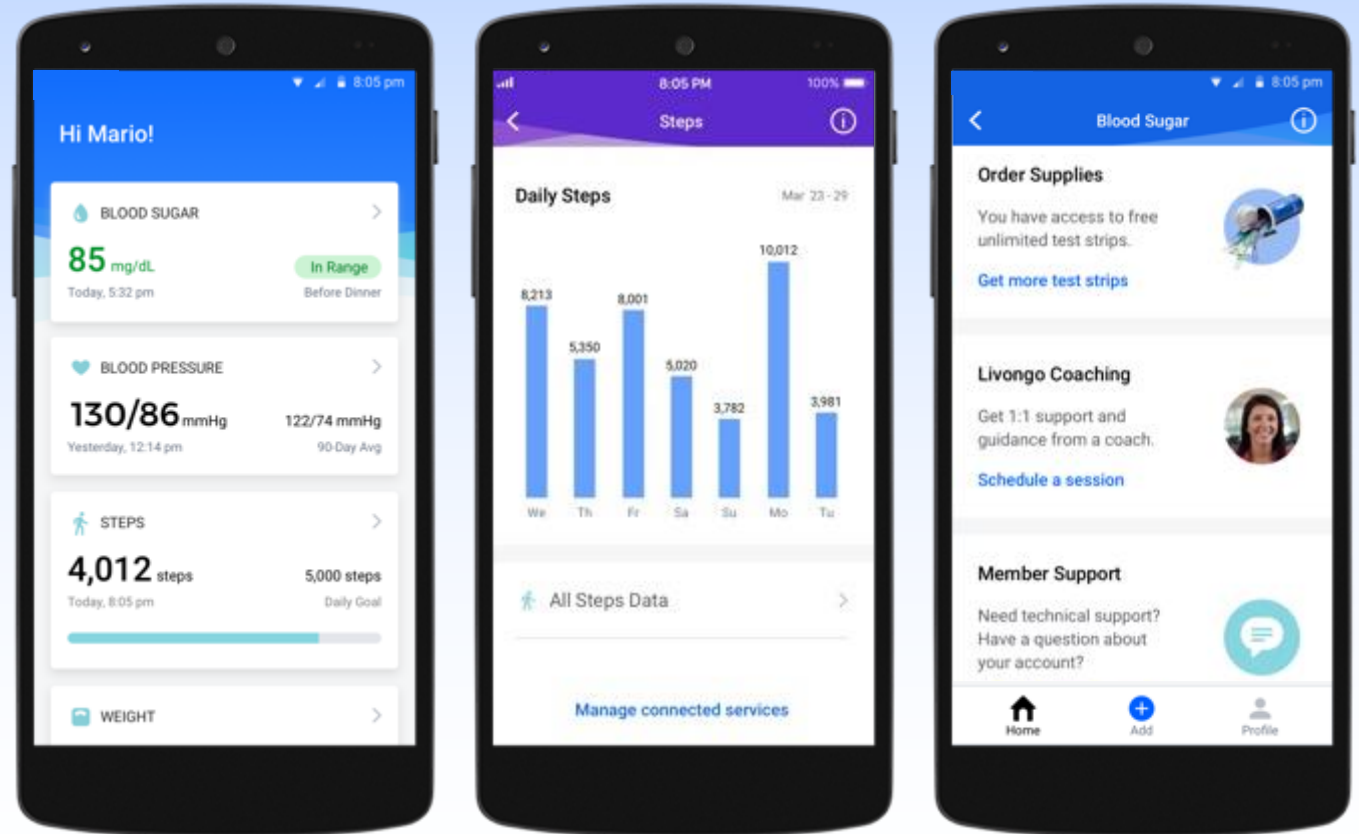
- Personal Information: Name, Address, Email, Password
- Insurance information: ESI RxID to validate eligibility
- Health Profile: to better personalize the program

Thank you



Livongo App: A Unified Multi-Condition Experience

- One unified app experience whether Member has one or multiple conditions
- See glucose patterns and trends along with activity and other biometric data
- Easy access to coaching, supplies, and support



Entire Multi-Condition Experience Delivered through One Easy App

Learning:
Curriculum and Content



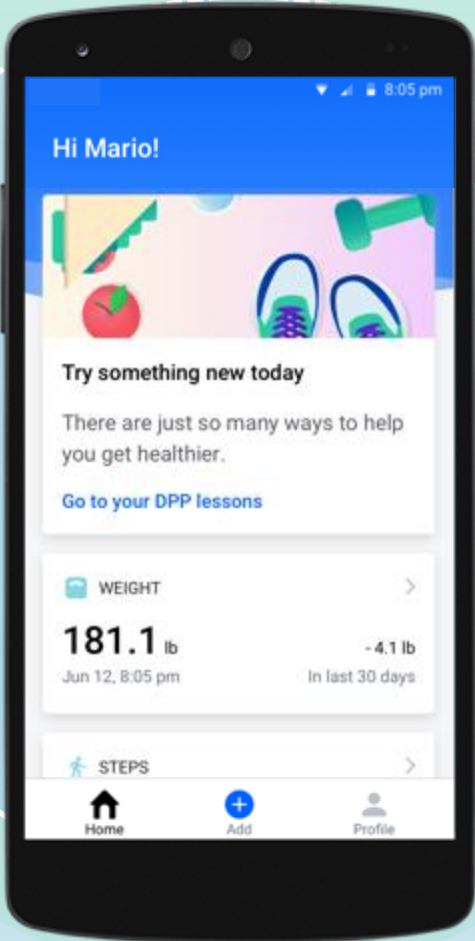
Practice:
Health Challenges



Tracking:
Food, Activity, and Weight



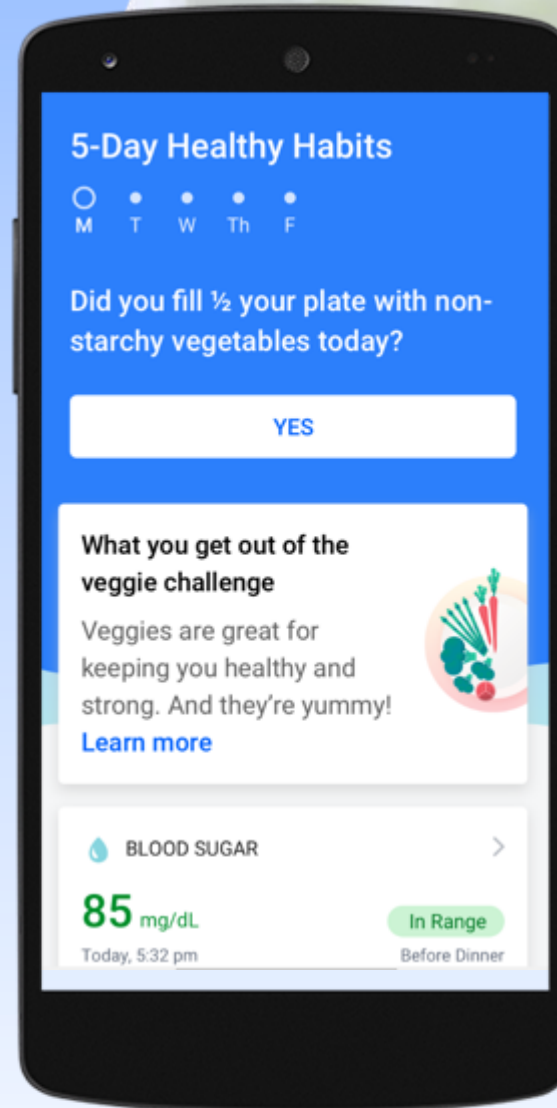
Feedback:
Coaching and Support



5-Day Challenges Drive Small Changes for Big Wins

Self-paced exercises designed to create lasting behavior change

- Short, structured engagement
- Attainable goals
- Accountability via reminders and push notifications
- Daily support and tips





New Mexico Public Schools Insurance Authority

2020 Virtual Benefits Training – Putting Knowledge Into Action (Part III)



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EASI

Erisa Administrative Services, Inc.

EASI

Representing EASI

Kathy Payanes, Account Manager

EASI



New Mexico
Public Schools
Insurance Authority

EASI

NMPSIA Special Switch Enrollment - **MEDICAL Only**

- July 20th through August 21st
- Changes are effective October 1, 2020
- For employees currently enrolled in medical coverage
- Switch Medical Plan Options (High, Low, or EPO)
- Switch Medical Carriers (Presbyterian or BCBSNM)
- Discuss premium contribution impacts with your employees



New Mexico
Public Schools
Insurance Authority

EASI

2021 Open and Switch Enrollment

Effective January 1st

Starts October 1st through November 13th

Open Enrollment

Add benefits and/or eligible dependents

- Medical
- Dental
- Vision
- *Not for adding LTD or Additional Life*
(allowed only via Evidence of Insurability at anytime during the year)

Switch Enrollment

- Medical - Switch carriers or plans
- Dental - Switch carriers or plans



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Sample Bills and Salary Workbook

October Sample Bill - Available September 1st includes:

- New hire enrollment
- Special Medical Switch enrollment
- New premium rates for medical, Long Term Disability, Basic and Additional Life
- *All “complete” enrollment processed by 5 p.m. August 31st*

January Sample Bill - Available November 16th includes:

- Open and Switch Enrollment
- Premium changes for salary updates that affect Long Term Disability (LTD) and Additional Life (ADL) enrollment
- Premium changes for age that affect ADL enrollment
- *All “complete” enrollment processed by 5 p.m. November 13th*

Salary Workbook - Available October 1st

- Due back by *October 31st (No exceptions)*
- Report 2020-2021 salary (*3 Qualifying Events for changes during the year*)
- Report hours worked per week



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International Employee Benefits Enrollment

- All members require a Social Security Number (SSN) or Individual Tax Identification Number (ITIN) to continue NMPSIA coverage
- SSN or ITIN will be collected the following May after initial enrollment
- All members require a copy of passport or U.S. Visa
- The Qualifying Event to add family members joining the employee is when they enter the U.S.

EASI

International Employee Benefits Enrollment

- The international employee's Visa requirements are the responsibility of the employee and not the employer, NMPSIA carriers, NMPSIA or EASI
- Only the BCBS EPO medical plan meets the medical coverage requirement of the Visa
 - The employee must be made aware of the restricted provider access with the BCBS EPO plan
 - The employee may enroll in any of the NMPSIA medical plans
- Other than the BCBS EPO plan, NMPSIA has no benefit plan design that meets the Visa requirements
- Neither the employer, the NMPSIA carriers, NMPSIA or EASI are able to sign the employee's Visa sponsor's letters or documents requesting verification of insurance
- The employee should be advised to purchase the insurance from their Visa sponsor/vendor in order to meet their coverage requirements and remain in the U.S.

EASI

Putting NMPSIA Benefits Administration Knowledge Into Action

- Broadcast NMPSIA/EASI benefits enrollment messages via employer email
- Create a Benefits Message Board or Benefits Event Calendar to post on your employer website
- Encourage your employees to access their enrollment information via Employee Login on the NMPSIA Benefits Online System
- Identify with NMPSIA Rules and administrative practices and share with other NMPSIA Employee Benefits Specialists peers
- Collaborate with your Human Resources and Payroll teams to establish best practices for benefits administration



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EASI

Thank you

Submit your questions via the meeting Chat option

You may contact us at:

Erisa Administrative Services, Inc.

P.O. Box 9054

Santa Fe, NM 87504-9054

Santa Fe: (505) 988-4974

Toll Free: (800) 233-3164

Email: sf@easitpa.com



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Closing Remarks

- Review Questions and Answers from Chat
- Erisa Staff Introductions (if time permits)
- Preview – Part IV
- Farewell Until Tomorrow

EASI

Erisa Administrative Services, Inc.

Meet Your Benefits Specialists



Gustavo Rascon



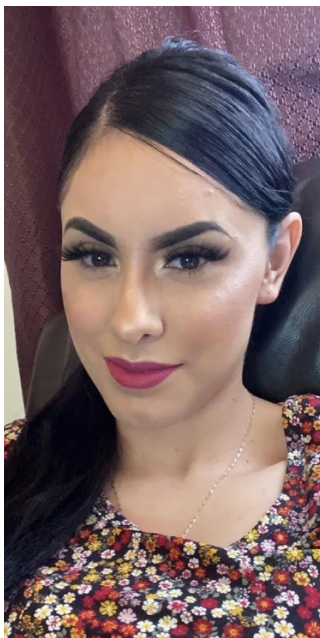
Jackie Martinez



Chere Garcia



Kevin Garcia



Melissa Morales



Lourdes Rael



Michelle Alarid



Michelle Aragon