



Employee Recognition

This year's City of Waco Employee Recognition Celebration will take place on Thursday, January 26, 2006 at 3:00 PM in the Bosque Theatre at the Waco Convention Center. A total of 27 nominations involving over 250 employees will be candidates for the awards.

The celebration recognizes acts of customer service and teamwork for fiscal year 2004-05. It is important to note that it is not too soon to begin submitting nominations for Employee Recognition Awards for Fiscal Year 2005-06. If you have observed outstanding acts of customer service and/or teamwork since October 2005 feel free to submit a nomination to the HR Department. Nomination forms are available on the City's S: drive or in the "Forms" section of the Employee Intranet. We look forward to seeing you at the celebration on the 26th and appreciate the commitment all of our employees demonstrated toward making FY 2004-05 an extremely productive year for the City of Waco. Keep up the good work and let's make FY2005-06 another year to remember!

Director's Corner

Happy New Year to each of you! As you know we have implemented new features to our health insurance program for 2006. We also have a new safety webpage on the Employee Intranet. For a while now, we've also had a training webpage and a benefits webpage available for employees to view.

Through our 2005 survey, we heard from employees that you wanted information more easily accessible related to your employment with the city. As one way to respond to this need, we began publishing "The Human Factor" in July 2005. We have also expanded information we have available through the Employee Intranet and through the S Drive on the City's Computer Network. Access to HR-related information is easy.

1) You can go to the Employee Intranet at www.waco-texas.com/intranet.htm. Click on the following from the left-side toolbar:

- Forms & Information
- Employee Benefits
- Policy Manual
- Employee Training
- Employee Safety

2) Much of the same information is also located on the City's computer network S Drive as indicated below:

HR Forms/Information:	S Drive/HRFORMS
Benefits Information:	S Drive/HRFORMS/Benefits
Job Descriptions:	S Drive/Job Description
Policy Manual:	S Drive/HRFORMS/City of Waco Policy Manual
Safety Information:	S Drive/HRFORMS/IPP & Attachments
Training Information:	S Drive/Training

We hope that you will make these sources your first stop in accessing HR-related forms and information. Please let us know if you have any suggestions for future issues of "The Human Factor" or for any of our communication formats. On behalf of the HR staff, we wish you and your family a happy, healthy and safe 2006!

Janet Melançon

Human Resources
P.O. Box 2570
Waco, Tx. 76702-2570
Main (254) 750-5740

HR Contacts:

Director	Janet Melançon	750-5746
Benefits	Missie Pustejovsky	750-5791
EEO/Staffing	Sue Pfleging	750-5738
Comp./Civil Ser.	Gary Johnson	750-5744
Training	Karen Clark	750-5679
Risk	Gary Urban	750-5732
Claims	Roxanna Kirkpatrick	750-5745
Safety	Brandon Honea	750-7045
Employee Health Ser.	Cheryl Creek	750-7044
Employee Health Ser.	Lisa Stewart	750-7042

January

Holiday-MLK	16
New Hire Orientation	17
Respectful Workplace Trng.	10 & 19

February

New Hire Orientation	6 & 21
Respectful Workplace Trng.	14 & 16
Valentine's Day	14

March

New Hire Orientation	6 & 21
Respectful Workplace Trng.	14 & 16
Spectera Vision Presentation	15
2005 Flex Plan Reimbursement	31
Deadline	
Annual Policy Update Trng.	TBA

Happy New Year

Risk Management

Flu Season

As a service to City employees, the Human Resources Department, Risk Management Division Nurses administered 760 flu vaccinations during the past few months. Our thanks to City employees, retirees, and their families for participating in the 2005 program. There is still a limited supply of vaccinations available at Employee Health Services.

Workers' Compensation

Due to recent legislation, we will be implementing changes to the workers' compensation program in 2006. We anticipate that the changes will assist injured employees in getting the best possible medical treatment and an enhanced return-to-work program. Look for more information in the near future.

Loss Reduction

The newly implemented departmental safety plans have employees working more safely as evidenced by the reduction of workers' compensation claims, injuries, and payouts for liability settlements. Overall, the City has saved over \$500,000 in claims in the 2004-2005 fiscal year. Our thanks to all City employees for making safety count.

EAP Service New for Employees

We would like to highlight a new benefit that is available for regular full-time and part-time employees. An **Employee Assistance Program**, also referred to as "EAP," is primarily a free and confidential counseling service for employees and their dependents or anyone living in the employee's household. Up to 6 counseling sessions are available (per employee and each dependent) per issue.

An employee can access the EAP for everyday life situations that may be difficult to deal with including difficulties at work, relationship issues, substance abuse issues, bereavement, life changes, etc. Consultations are available in person, by telephone and even web-based, depending upon an employee's needs.

There are also two types of referrals: self-referrals (employee decides to access the EAP voluntarily) and suggested referrals (when a supervisor or co-worker suggests the EAP might be beneficial to an employee).

Counselors are available by telephone 24 hours a day 7 days a week toll free at 1-866-327-2400 to consult with employees and make appointments if needed. Visit the Deer Oaks website at www.deeroaks.com (username: cowaco and password: cowaco) to access hundreds of useful preventative and educational materials.

Additional services that are available through the City's EAP include Critical Incident Stress Management Debriefing, employee wellness seminars, financial counseling and planning services, and legal counseling services including free preparation of a simple will.

We encourage you to utilize these services if a need should arise. Take a moment to review the EAP brochure and wallet card provided to you, and be looking for additional information on this benefit in future HR communications as well as on the Employee Intranet.

Contacting Benefit Providers

Fiserv Health Benefit Planners Health/Prescription Administrator	www.benplan.com (Personal ID # needed to access Info.) 866-868-2508
Innoviant Rx	www.innoviantrx.com 877-559-2955
QCD of America Dental	www.qcdofamerica.com 800-229-0304
SafeGuard Dental	www.safeguard.net 800-880-1800
Spectera Vision	www.spectera.com 800-638-3895
Deer Oaks Employee Assistance Program (EAP) Services	www.deeroaks.com Website Username:cowaco Website Password:cowaco 866-327-2400 E-Mail: eap@deeroaks.com
Texas Municipal Retirement System	www.tmrs.com 800-924-8677

Innoviant Mandatory Generic Drug Program

In order for the City to continue to offer a prescription drug benefit, it is essential that each participant in the City's plan become the best consumer possible. This includes utilizing generic medications whenever possible. Because we depend on the Food and Drug Administration to tell us which drugs are safe and effective, we also depend on their judgment in determining which brand name medications have safe and equivalent generic counterparts. Typically these generic drugs save 50% to 80% for the participant and plan. To ensure that every generic opportunity is capitalized upon, the City has retained a mandatory generic policy. This policy states: "When a generic equivalent is available and the participant or the physician requests the brand product, the member is assessed the applicable brand copayment, plus the difference in cost between the brand and generic product."

Flexible Spending Accounts Claim Reimbursement for 2005

MARCH 31, 2006 is the final reimbursement deadline with Maximum Benefits for qualified expenses incurred during 2005 for employees that participated in a 2005 health or dependent care flexible spending account. Maximum Benefits claim reimbursement forms are available on the S Drive at S:\HRFORMS\Benefits\Flexible Spending Accounts. Claim reimbursement forms should be submitted to:

Maximum Benefits, LLC
P.O. Box 20725
Waco, Texas 76702-0725
Fax: (254) 772-0455

Precertification

Notification of all hospital admissions (including admissions for treatment of mental and nervous conditions or substance abuse), non-emergency outpatient surgical procedures performed outside of a physician's office or emergency room is **required**. A penalty of \$250 is charged to the patient if precertification is not obtained. The patient, a family member, the physician or the hospital must call the Case Management/Utilization Review Committee to receive certification (the phone number to call can be found on the employee's identification card). This call must be made in **advance** of a hospital admission or an outpatient surgical facility performed outside of a physician's office or emergency room or within **two** working days of an emergency hospital admission or emergency outpatient surgical procedure performed outside of a physician's office or emergency room. **Obtaining certification is ultimately the responsibility of the patient.**

Benefit Cards

- QCD and SafeGuard Dental cards have been mailed to employees' homes that enrolled in one of these benefits. Contact provider for additional cards.
- Spectera Vision does not issue cards. Vision providers call Spectera and verify coverage over the phone.
- Fiserv Health Benefit Planners is issuing new health/prescription insurance cards. Cards have been mailed to employees' homes. Cards were re-printed to add additional prescription information to City of Waco cards. Please discard cards with an issue date of 1/1/06 (located on the back of the card in the lower right corner) and utilize cards with an issue date of 1/5/06. Come by Human Resources for additional cards.

Fiserv Health Benefit Planners Website

In order to sign-in to the Fiserv Health Benefit Planners website and view specific City of Waco plan information, employees will need a personal identification number that is assigned by Fiserv Health Benefit Planners. These numbers will be mailed to employee's homes on January 15th. Follow the instructions below to sign-in:

- Go to www.benplan.com and choose the group you belong to: (Select "Employee/Patient")
- Enter your Member ID: (Your Social Security Number) and your Personal Identification Number: (Number assigned to You)

Did you Know that there are many City employees that help us provide quality training to all employees? We would like to say thanks to all of you for volunteering your time to assist us in providing training that is useful, informative and fun. The list includes:

Larry Groth	Wiley Stem
Bert Lumbreras	Gayle Cross
Larry Holze	Lisa Wilcox
Gary Urban	Cheryl Creek
Brandon Honea	Gary Johnson
Lisa Stewart	Vickie Mitchell
Jennifer Gauntt	Christian Heger
Phil Ledbetter	Sgt. Steve Beatty
Kitty Davidson	Jesse Flores
June Skerik	Sue Pflieger
Marlene Neill	Missie Pustejovsky

Departmental Safety Officers

Thanks

As a reminder, effective January 1, 2006, Fiserv Health Benefit Planners is the flexible spending accounts administrator for 2006 health and dependent care flexible spending accounts. Fiserv Benefit Planners claim reimbursement forms are available on the Employee Intranet or on the S Drive at S:\HRFORMS\Benefits\Flexible Spending Accounts. Additionally, 2006 flexible spending account information can be viewed online at www.benplan.com. Benefit Planners will issue reimbursement checks on Tuesdays and Fridays of each week. Claims reimbursement forms should be submitted to :

Fiserv Health Benefit Planners
Attn: Flex Claims
P.O. Box 690224
San Antonio, Texas 78269-0224
Fax: (210) 212-3488

City of Waco Health/Prescription Group Identification Cards

Below is a front and back diagram of our new cards with an explanation of the information that appears on the card.

Third Party
Administrator/Claims
Payor

EPO NETWORK



City of Waco
Health Group #

Note to
Providers

Member ID: Request Employee's Social Security
Number and Picture Identification

This card is for identification purposes ONLY and is NOT a guarantee that coverage is in force.
Refer to your Summary Plan Description for details.

Employee Inquires
Regarding Benefits,
Claims,
Precertification, or
Network Providers



Prescription Drug Program

Prescription
Information

Pharmacy Inquiries & Network Information (877) 559-2955
Rx Group#: 02430015 | Rx Bin#: 610127 | Rx PCN: 02330000
Submit Non-Electronic Pharmacy Claims to:
Innoviant, Inc. PO Box 8082, Wausau, WI 54402-8082

***** Plan Participant Inquiries / Network Information *****

www.benplan.com or Call: 866-868-2508
To avoid penalties, precertification is required prior to non-emergency hospital admissions
and other specified services and following emergency admissions and other specified
services. Please refer to your Summary
Plan Description for details.

***** Provider Inquiries / Precertification *****

www.benplan.com or Call: 866-868-3481

Provider
Inquires

Submit Electronic Claims Through:
Emdeon/WebMD, THIN or MCSI Payor #74223
Direct Paper Claims to:
Fiserv Health Benefit Planners
P.O. Box 690450, San Antonio, TX 78269-0450

Where to
Submit
Claims

Card Issue Date
Utilize Card
Dated 1/5/06

