



HEALTH MATTERS



A MONTHLY REPORT ON THE STATUS OF THE CITY OF CARMEL EMPLOYEE HEALTH BENEFIT PLAN

January 31 Balance	\$512,575		Dec 31, 2015 Balance	\$309,864
Total Revenues	\$1,002,697		Jan-Feb Revenues	\$2,028,076
Employer Premiums	832,111		Jan-Feb Expenses	(\$1,617,237)
Employee Premiums	152,059		February 29, 2016 Balance	\$720,703
Other Revenues	18,527			
Total Expenses	(\$794,569)		YTD Gain/(Loss)	\$410,839
Week 1 Claims	135,679			
Week 2 Claims	113,390			
Week 3 Claims	154,768			
Week 4 Claims	227,188			
Week 5 Claims	239			
Clinic Expenses	46,681			
Wellness Expenses	794			
Fixed Costs—Premiums	93,800			
Fixed Costs--Fees	14,830			
Other Expenses	7,200			
Monthly Gain/(Loss)	\$208,128			
February 29 Balance	\$720,703			

February was another good month for the medical plan. We expect to see a loss in March, with a rebound in April when we have a third pay.

Coming Soon - Additional Staff & Extended Hours

We are very happy to announce that a nurse practitioner will soon be added to the roster at our Primary Plus Employee Health Center. After an intense search for just the right individual to both complement and enhance the already wonderful Health Center staff, IU Health and Human Resources have chosen Tina Nitsos, who will be ready to start seeing patients on April 11th.

Ms. Nitsos comes to us from the Jane Pauley Community Health Center where she served as a family nurse practitioner. Those of you with children may also remember her from her time as the school nurse at Carmel Middle School a few years ago. She comes highly recommended, and we look forward to welcoming her. In addition to treating adults, Ms. Nitsos will also treat children under the age of five.

In conjunction with the addition of both Ms. Nitsos and our Wellness Coach, Marissa Grant, we will soon be expanding the hours of operation for the Health Center.

Following her IU Health orientation, Ms. Nitsos will shadow Dr. Fagan for a few days and start seeing patients on her own on April 11th. At that point, the new hours for the Health Center will be as follows:

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8AM-12PM (Ms. Nitsos, NP)	1PM-7PM (Dr. Fagan)	8AM-1PM (Dr. Fagan)	1PM-5PM (Dr. Fagan)	8AM-1PM (Dr. Fagan)
12PM-5PM (Dr. Fagan)		1PM-5PM (Ms. Nitsos, NP)		

As you can see, we will be expanding to two FULL days each week (Monday and Wednesday), taking the total weekly hours of operation 25 to 33. Ms. Nitsos will be added to the online scheduling tool by April 11th.

Also Coming Soon - Video Visits

In another exciting bit of news, the City of Carmel has been invited by IU Health to participate in a pilot program involving video health provider visits.

This 90-day pilot program is scheduled to begin in May. The goal is to maximize convenience by allowing you to interact with an IU Health physician via video - all you will need is a smartphone, tablet or computer.

These video appointments will be available free of charge to all employees and dependents on the City's Health Plan. The program is not meant to replace the Health Center - it will be an option when the Center is closed. At the end of the 90-day testing period, we will determine if the service is utilized enough to make it a permanent option.

Please watch your email in the coming weeks for more information regarding these IU Video Visits.

Primary Plus Employee Health Center - Best of the Best!

The next time you visit the Health Center, be sure to congratulate the staff for earning the 2015 IU Health Customer Experience Award. IU Health operates many clinics across Indiana for both public and private sector employers, so this designation is quite significant. Dr. Fagan, Mareesa and Kim are very deserving, and we are sure the newest additions - Marissa Grant and Tina Nitsos - will make things even better!



In support of this much-deserved recognition, IU Health recently delivered their annual report on the Health Center which summarizes data regarding utilization, participation and customer satisfaction for 2015. And we are happy to report - The Health Center excels in virtually every category!



“Your blood sugar is high, but your salt, pepper, ketchup, mustard and grated cheese levels are fine.”

IU compiles all comments made by Health Center patients regarding the staff, services and facility, and more than 94% of those comments were positive. Additionally, the Center earned an overall patient satisfaction score of 4.91 out of 5.00, which is higher than all other IU Health Clinics.

Even with the Health Center at full-capacity utilization, more than 97% of employees indicate they typically wait less than 10 minutes to see the doctor or nurse. That is phenomenal and a tribute to the efficiency of the staff.

It was encouraging to see a marked increase in the number of Health Center visits for strictly wellness and prevention. In 2014, 24% of all visits were for wellness and last year that increased to 36%. This shows that many people are making excellent use of the Health Center to prevent or manage chronic health conditions.

Finally, the two most common “wish list items” expressed by employees through their comments are extended hours and the ability to treat younger children. As noted above, we have been able to address both of those issues with the addition of the nurse practitioner.