

Fw:

joe figg &lt;joebigg@hotmail.com&gt;

Sat 3/11/2017 6:03 AM

To:joe figg &lt;joebigg@hotmail.com&gt;;

This is an example of the weekly news letter I wrote while working for INHS.

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Where collaboration drives innovative health care

[View this email in your browser](#)

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## Happy holidays



It's that merry time of the year, when we take this opportunity to thank employees/caregivers for all you've done throughout 2016 and continue to do in the new year. A special thank you to all employees working through the holidays to ensure the very best in patient and customer care. **We wish you and your family a happy holiday and a healthy new year.**

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## St. Luke's therapy team members honored

Congratulations to St. Luke's therapy team members **Virgeen S** and **Britt G** for being recognized for your hard work and dedication to giving exceptional care.

A past patient made a donation on your behalf to [Providence Health Care Foundation's](#) "Honor Your Caregiver" program. The comfort and hope you provided this



patient during difficult times was greatly appreciated. Monies donated go to support programs and services at St. Luke's.

## St. Luke's and INHS to host GSI's Business After School

If you have a student in grades 8-12, have them join **Career Connected Learning**



**Opportunities.** Attend a Business After School workshop, and expose your students with the opportunity to learn and gain real life skills and experience in a business setting. These workshops, which are hosted at a variety of businesses including St. Luke's and INHS, provide an understanding of the skills needed in today's job market. These skills include information technology, critical thinking, problem solving, and many others.

To register your student, [click here](#).

## Enjoy Savings and Discounts with Life Balance



All INHS employees, including those who are not benefits-eligible, can now register for LifeBalance, the discount and savings program offered through Providence. [Register here](#) and see what interests you - hotels, car rentals,

movies, entertainment, spas, gyms, cell phone services, massages, credit unions, mortgages, Disneyland, shoes, and much, much more! Currently, Life Flight offers a discount through LifeBalance. Once you've registered with Lifebalance, simply search on Life Flight (two words) to access the membership application.

## Chiefs ticket winners

INHS employees have the chance to win a set of four tickets to a Spokane Chiefs game! We will be giving them away all season long so enter to win your tickets now! [Click here](#) to fill out the brief survey for your chance to win.

Last week's ticket winners: **Elizabeth McMichael, David Musgrave, Steve Tompkins, Shanna Jacobson**



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## Best of Broadway discounts for INHS

Tickets and special discounts for the 2016-2017 Best of Broadway series are still available! In addition to being able to purchase tickets before the general public, WestCoast Entertainment is also offering special discounts to the Best of Broadway and National Geographic Live series.



To purchase tickets:

- Visit the [Best of Broadway](#) website
- Enter promo code "INHS"
- Select performance dates and times
- We look forward to seeing you at the theatre!

Preview: [Pippin](#)

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## Cougars basketball tickets

INHS employees are invited to come support the WSU men's basketball team on **January 4th** at the Spokane Arena. Come cheer on our Cougars as they take on the Oregon State Beavers.

INHS employees that wish to attend this event can book their tickets [here](#). Enter **promotional code COUGARS3** to receive up to **30% off** the

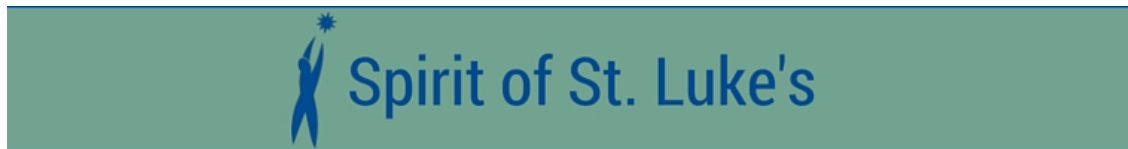


normal ticket price.

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## No Reconnect next week

To allow employees to focus on the holidays, Reconnect will not be published the week of **Dec. 26**. The newsletter will resume publication on Jan. 5, 2017. Have safe and blessed holidays.



## PEAC update – highlight Cultivation



PEAC is the initiative that has been going on since September with a focus on improving processes and workflow in a variety of areas. The 3 teams Prosperity, Expansion and Cultivation (PEAC) developed 149 hypothesis or ideas for improvement. Of these the teams have worked to implement or further develop 29! Further development of the other ideas will

continue throughout the next year.

Cultivation key question to solve – how can we improve recruitment and on boarding to meet clinical readiness with skill mix, community demand and increase staff retention? This team has 13 projects that are either in process, being piloted, or recommended for work throughout 2017.

High priority items include: developing a census based growth map through alignment of staffing models, strategic expansion of recruitment efforts, standardizing the on boarding process and implementing and electronic bed board/census tool.

That's a lot of great work that will impact patient care and improve staff engagement and satisfaction.

Your Cultivation team is lead by **Karen McPherson** and membership includes: **Jake Allstot, Cindy Asselin, Jodi Rielly, Christian Southerland, Donna Umali**. Please thank this team for all of the efforts in the past 3 months – and all of the work they will continue to lead throughout 2017. We will highlight another team in a future addition.

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## Upcoming Clinical Education Events

- **Rehabilitation of the Bariatric Patient with Implications for Spinal Cord Injury**

Monday January 30, 2017

3:00pm-4:30pm

Visit <https://www.st-lukes.org/Clinical-Education-Series/>



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## IN CASE YOU MISSED IT

from previous Reconnects

## KSPS “Health Matters”



**Thursday, December 15, 7-8 p.m.** Health experts, including **Dr. Sonya Wood, St. Luke's Outpatient Psychologist**, join a panel discussion, and respond to emails and calls from viewers during the live program hosted by Teresa Lukens on KSPS Public Television. On this segment of Health Matters learn about coping

with chronic pain. Learn how to find relief, as Health Matters answers your questions on pain management.

Watch this episode at [KSPS - Health Matters](#)



# New benefits start Jan 1!

The following is information for caregivers who are enrolled in 2017 benefits:



## Medical ID Cards

- ID cards will be mailed to homes for arrival during the last week of December.
- Each enrolled caregiver and dependent will receive their own ID card.
- If you do not receive cards by Jan 1, contact the **Benefits Service Center at 888-615-6481**.

## HRA Debit Cards

- Debit cards are being mailed to homes for arrival around the last week of December.
- You will receive one card if you are enrolled in caregiver only coverage, or two if you enrolled a spouse or adult benefits recipient. You can request another card by calling **HealthEquity at 877-372-6667**.
- The HRA card is a purple-colored Visa debit card.

## HSA Debit Cards

- ***If you are enrolled in an HSA in 2016, you will not receive a new debit card and should continue to use your existing card that was sent to you by HealthEquity in 2016.***
- If you are newly enrolling in the HSA for 2017, Debit cards are being mailed to homes for arrival around the last week of December.
- You will receive one card if you are enrolled in caregiver only coverage, or two if you enrolled a spouse or adult benefits recipient. You can request another card by calling HealthEquity at **877-372-6667**.
- The HSA card is a purple-colored Visa debit card.

## FSA Debit Cards

- Debit cards are being mailed to homes for arrival on or around the last week of December.
- You will receive one debit card if you are enrolled in caregiver only coverage, or two if you enrolled a spouse or adult benefits recipient. You can request another card by calling **HealthEquity at 877-372-6667**.
- The FSA card is a teal blue-colored Visa debit card.

## Dental ID Cards

- For your new dental plan, you will not receive an ID card and you do not need a card to obtain services. Starting Jan. 1, please provide your new member ID when seeking service under the dental plan.
- All caregivers enrolled in a Delta Dental of Washington dental plan are being assigned a new nine-digit member ID number made up the letters **INHS** followed your employee ID number. For example, if your employee ID number is 12345, the new Delta Dental member ID number will be INHS12345.
- If you would like to print a card with your new dental member ID number on it, you can do so from the Delta Dental of Washington website at [www.DeltaDentalWA.com](http://www.DeltaDentalWA.com):

On the Delta Dental home page, select the green **Sign in or register** button (in the upper right corner of this page)

- If you have not yet set up a Delta Dental online account, please follow the instructions to register

Sign into your Delta Dental account

Under the **ID card** section, select the **Download** link and print your ID card

*Note: Delta Dental of Washington can help, please call them at 800-554-1907.*

### Vision Service Plan

- You will not receive an ID card and do not need an ID card to obtain vision services. Starting Jan. 1, please provide your new member ID when seeking service under the vision plan.
- Use the same ID number that you'll use for your dental plan benefits (the letters **INHS** followed by your employee ID number (e.g. INHS12345).
- You can find providers, set up your online account and obtain benefit information at [vsp.com](http://vsp.com), or by calling Vision Service Plan at 800-877-7195.

### Short Term Disability

Please contact INHS HR if you believe you will need to use short-term disability plan benefits.

### Benefits Contact Information

- For specific questions about your medical plan benefits or a specific medical claim, contact the claims administrator of your new plan:
  - **Providence Health Plan** (HRA or HSA medical plans): 1-800-878-4445
  - **Group Health HMO**: 1-888-901-4636
- For questions about your HSA/HRA/FSA debit cards and claims questions, call **HealthEquity at 877-372-6667.**
- For dental plan questions, contact **Delta Dental of Washington at 800-554-1907.**
- For vision plan questions, contact **Vision Service Plan at 800-877-7195.**
- For help with eligibility and enrollment or general benefits questions, call the **Benefits Service Center at 888-615-6481.**

### Medical Plan Assistance Program

Caregivers can apply for this program at any time during the year, not just during the open enrollment. Caregivers can find information on this program and download an application by logging onto the [HR portal](#) at Caregiver.eHR.com. Caregivers submit the completed application and supporting documentation directly to Beacon Health Options, the program administrator.

## Did your address change? We need to know.

If your home mailing address has changed in the past year, please make sure you update it with INHS Payroll if you haven't done so already. Please email your address updates to [RisleyBK@inhs.org](mailto:RisleyBK@inhs.org) in Payroll.

- Addresses are sent through the INHS Payroll system to the Providence Benefits Connect System.
- W2's will be mailed from INHS in January to the address of record in the INHS Payroll system.
- Form 1095-C provides documentation of health coverage offered and the caregiver's share of the premium to all full-time and benefits-eligible caregivers in accordance with requirements of the Affordable Care Act (ACA). Your Form 1095-C will be mailed to your home address. The IRS requires the 2016 Form 1095-C be issued no later than March 2, 2017.

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## Know our policy about giving and receiving gifts at work



As we approach the holidays, many employees will be offered presents from patients, their families or vendors. As part of our commitment to integrity in the delivery of patient and customer care, there are limits to the value and types of gifts we may accept. Please remind yourself of the guidelines by reviewing page 15 and 16 of the [INHS Code of](#)

### Conduct.

We are expected to keep relationships impartial with patients and their family members, vendors and potential vendors; non-employed physicians and other practitioners, their office staff and other third parties. To do this, we must avoid accepting gifts or other items of value including, but not limited to: meals; tickets to events; special favors; loans; discounts; free services; tips; and gratuities. Remember, cash and cash equivalents, such as a gift card, are never to be accepted unless it comes from within INHS (e.g., from your supervisor or HR). Our policy applies to employees, board members and volunteers.



Please review the attached [FAQs](#) to answer your questions about giving or receiving gifts at work.

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[INHS corporate discounts for employees](#)

[INHS classifieds - view items for sale](#)

[Reconnect archive](#)

[Providence Connections employee news](#)

[December Diversity Calendar](#)



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