



DEPARTMENT OF FINANCE
CITY OF CHICAGO

VIA ELECTRONIC MAIL

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Inspector General
Office of the Inspector General
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We appreciate the Office of the Inspector General's (OIG) work on the advisory concerning the City of Chicago Employee Wellness Program. We agree that the City must be vigilant in its stewardship of taxpayer resources and are always striving for efficiency, cost reduction and program improvements. We have reviewed the OIG's suggestions for establishing a performance measurement framework, included below in bulleted form, and provide responses following each suggestion.

- Setting health status and healthcare savings targets as well as a timeline for achieving them / Incorporating specific health status and healthcare savings targets into the next wellness program Request for Proposal.

Lifestyle changes influenced by wellness programs result in gradual, rather than immediate, improvements to an individual's health, and consequently, gradual impacts on healthcare expenses. Benefit design changes coupled with the increasing cost of healthcare over time will necessarily complicate cost and savings projections directly attributable to the wellness program. For these reasons, the City will continue to monitor program data and healthcare expenses to determine if targets would improve wellness program outcomes.

- Connecting existing health performance measures, such as participants' aggregate biometric data, to targeted health performance outcomes.

The City regularly reviews biometric and claims data to identify opportunities to improve the health of the City's insured population. For instance, the City's contracted disease management provider contacts employees directly who may benefit from specific disease management programs, such as diabetes management and other chronic disease programs.

- Implementing a study designed to identify and measure any causal relationship between CLH and health status improvements and healthcare savings.

As the OIG notes, academic and industry research on wellness programs is active and ongoing. The City will continue to review studies of wellness programs conducted by organizations with the breadth of data and statistical tools necessary to reach conclusive results in this area. Where those studies are able to provide guidance on successful aspects of a wellness program, the City will evaluate whether changes should be made to its own program.

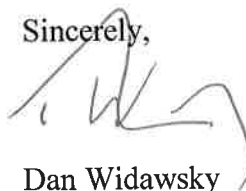
- Monitoring CLH performance on an ongoing basis to ensure that the program meets the City's wellness and cost-savings objectives.

The City and its vendor communicate on an ongoing basis to ensure participation and that the vendor is meeting its obligations in regards to the contract.

- Reporting publicly and routinely on the outcomes.

The City reports regularly as to enrollment and program participation but does not discuss individual health status data. The City is mindful of maintaining the privacy of employees while providing the opportunity for employees to improve their health.

Sincerely,



Dan Widawsky
Comptroller