

Information About Getting Your Tax Forms

Get your W-2 and 1095-C via U.S. mail or electronically.

Changes to 402-TEST Improve Access and Service

The results: More appointments and a better experience.

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The promotions are different for each show.

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LVHN's annual campaign was a great success.

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a blog on LVHN.org containing timely health information and health network news.

Important Information About Getting Your Tax Forms

BY RICK MARTUSCELLI · DECEMBER 22, 2015

In January 2016, colleagues who are enrolled in our Choice Plus health plan or colleagues who have worked more than 30 hours per week during the past year will receive a new tax form called 1095-C. The form contains detailed information about your health care coverage. If you receive a 1095-C, you will need it to file your 2015 tax return.

The IRS will use the information you report from your 1095-C to determine whether you will pay a penalty for failing to have health care coverage as required by the Patient Protection and Affordable Care Act.

On Jan. 20, 2016, LVHN will post your electronic 2015 1095-C and W-2 forms online, for those who have consented to receive them electronically.

The online tax form system offers these benefits:

- Secure online access to your W-2 and 1095-C
- Immediate availability to your W-2 and 1095-C with no need to wait for a mailed copy
- Ability to download your W-2 and 1095-C into certain tax preparation software

You must provide consent for each form to receive an electronic version. If you do not consent to receive both your



W-2 and 1095-C electronically, paper forms will be mailed to your home address based on the consent not received. Even if you've previously consented to receive your W-2 electronically, you will still need to consent to receive your 1095-C electronically.

The consent deadline to receive electronic W-2 and 1095-C forms for tax year 2015 is Jan. 18, 2016.

Here is how to provide consent and receive your electronic W-2 and/or 1095-C.

- Visit mytaxform.com
- Enter this five-digit Employer Code: 14222
- Enter your User ID, which is your social security number
- Enter your PIN
 - If you have never logged into the system, enter your default PIN, which is the last four digits of your social security number (SSN) plus the month and day of your date of birth (for example, if the last four of your SSN are 1234 and your date of birth is July 4, your default PIN is 12340704). You will then be prompted to enroll in the authentication program, which ensures secure access to your W-2 and 1095-C information.
 - If you have previously enrolled and logged into the system but have forgotten your PIN, click on "Forgot my PIN" and follow instruction on how to obtain your current PIN.
- Once you have logged into the system, follow the instructions related to your particular need (W-2 and/or 1095-C).
- If you are a first-time user, click on "Go Paperless Today" to complete the electronic Tax Form Consent Disclosure process. You will then be able to view and print your W-2 and/or 1095-C.
- If you have previously accessed your electronic W-2, click "Get Your 2015 W-2 Now" to view and print your W-2.
- After you consent to receive your W-2 and/or 1095-C electronically, you will no longer receive a paper copy in the mail.

For basic information about how to obtain your electronic 1095-C and W-2 for 2015 or how to complete other requests related to your forms, please visit the Demos and Tutorials Web page at mytaxform.com/demos-and-tutorials.

If you have questions related to:

- Your 1095-C, call a benefits colleague from human resources at 484-884-3199
- Your W-2, call a colleague from payroll at 484-884-0152
- LVHN's tax form vendor, Equifax, call 1-877-325-9239

Changes to 402-TEST Improve Access and Service

BY [RICK MARTUSCELLI](#) · DECEMBER 23, 2015

For patients who need a diagnostic procedure, their LVHN experience begins when they call to schedule an appointment. Recently when people called 610-402-TEST – the phone number patients and providers use to schedule diagnostic procedures such as X-rays, MRIs and sleep studies – they had to wait for a call center scheduler to answer. Callers often got frustrated and hung up, possibly calling another provider for their test.

To determine how frequently callers hang up, we monitor a statistic called the abandonment rate. With 25,000 people calling 402-TEST each month, we knew we had to do better to keep the abandonment rate as low as possible. After all, answering calls quickly and scheduling tests efficiently is the right thing to do for patients and providers.

This is just one of many opportunities for improvement related to access and service that colleagues are addressing. Our president and chief executive officer, Brian Nester, DO, MBA, FACOEP, talked about them during his [Strategic Conversation](#). His message: We must take quantum leaps to ensure our access and service is so much better than other providers that there is no comparison.

Here's how 402-TEST took action:



*Brian McDermott, 402-TEST
scheduler*

- The phone system was upgraded to allow schedulers to monitor calls more easily.
- An analysis was performed to determine the number of schedulers needed to meet call demand.
- Schedulers were added to the team based on the findings of the analysis.
- Team leaders were established to ensure each scheduler is reaching his or her full potential.
- Schedulers received scripts and education to help them give each caller the same experience.
- Hours of operation were expanded to include nights and weekends. (Monday-Friday 7 a.m.-11 p.m., Saturday 9 a.m.-5 p.m., Sunday 10 a.m.-3 p.m.)

The results:

- 402-TEST's abandonment rate has fallen from nearly 17 percent in July 2015 to 6.7 percent in mid-December 2015. Also, the average wait time is down to 45 seconds.
- A record 12,338 tests were scheduled in November 2015. That's a 6 percent increase from October, and a 24-percent increase from July. Most importantly, it means we connected hundreds of more patients to the care they needed.

New goals:

To keep us focused on making a quantum leap, our outpatient access goals, which fall under "Better Care," have been revised.

	Old Abandonment Rate Goal	New Abandonment Rate Goal
Maximum	9%	4%
Target	11%	6%
Threshold	13%	8%

If we reach our maximum goal, we'll achieve an abandonment rate that is considered best-in-class. 402-TEST also is striving to achieve a wait time of only 15 seconds. That certainly would be a quantum leap for our patients.

Additional steps we're taking to improve access:

- Patients can now use [MyLVHN](#) to schedule certain types of appointments. ([Create a MyLVHN account](#) if you haven't yet.)
- 402-TEST is conducting a pilot that has schedulers making appointments with two LVPG practices.
- Another pilot has colleagues at 14 primary care practices scheduling rehabilitation appointments for patients at checkout.
- We're using Epic to identify and proactively call people who have not scheduled their prescribed test.
- We're exploring tools that will allow people to schedule appointments on the Internet and LVHN.org.

Tags: [402-TEST](#) [access and service](#) [service improvements](#)

Get Discounted Tickets for Sands Event Center

BY [TED WILLIAMS](#) · DECEMBER 22, 2015

LVHN colleagues are eligible for discounted ticket offers at the Sands Event Center, Bethlehem. The promotions are different for each show. If you buy three tickets for some shows, you get one ticket free. For other shows, when you buy one ticket, you get 50 percent off the second ticket. Additionally, you do not have to pay ticketing fees if you buy your tickets at the Sands Box Office (instead of online) and show your employee ID badge.

- Check the [Recreation Committee website](#) often for the latest promotions.
- [See a detailed list of other employee discounts.](#)



Tags: [Colleague Discounts](#) [Recreation Committee](#) [Sands Bethlehem Event Center](#)

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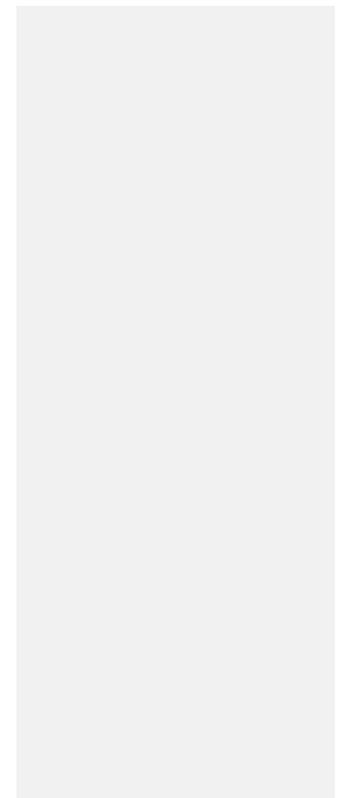


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Thank You for Supporting the United Way

BY [GERARD MIGLIORE](#) · DECEMBER 21, 2015

For those in need, even the smallest gesture can offer life-changing hope. Over the past few months, LVHN colleagues have provided that hope in a big way.

Whether it was donating canned food and a warm pair of socks to homeless veterans, providing a holiday gift tree for an elderly shut-in, or even just sharing an encouraging word with a patient, you helped make our community a better place.

Another way you gave hope was through your generous support of our 2015 United Way campaign. You may not realize it, but supporting the campaign makes you a hero in the eyes of the men, women and children who benefit from United Way programs. Thanks to you, more [students are graduating](#), more residents have [access to healthy food](#) and more [seniors are safe](#) in their homes.

A total of 1,364 colleagues supported this year's campaign, a 66-percent increase from 2014. The total raised was \$238,124, a 20-percent increase from last year. Congratulations and thank you for this tremendous outpouring. Your generosity will impact many lives and serve as yet another example of LVHN's commitment to our mission and our community.



Tags: [Donate](#) [United Way 2015](#)

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Travel to New Orleans With Colleagues

BY [TED WILLIAMS](#) · DECEMBER 23, 2015

LVHN's Recreation Committee arranges exciting trips for colleagues to a variety of destinations. Here is an upcoming trip to consider:

New Orleans

Oct. 3-7, 2016

Step into a cultural melting pot in the “Jazz Capital of the World,” New Orleans. This soulful city abounds with rich history, mouth-watering Cajun and Creole cuisine, and an incomparable soundtrack. Get to know the city's famous French Quarter and see the real New Orleans by land and by boat.



- Learn more about our New Orleans trip in this [brochure](#).
- Contact Wirth@lvhn.org for details.
- [See a list of all Recreation Committee site-seeing trips, shows and sporting events.](#)

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