

STAFF REPORT WORKSHOP

AGENDA DATE: August 25, 2026

DEPARTMENT: Human Resources

TITLE:

Implementation of CareATC

SUMMARY:

The City of Lake Worth Beach is exploring the implementation of CareATC's shared-site and virtual primary care model to significantly enhance employees' access to preventative healthcare. Through CareATC, employees will be able to receive a wide range of services—including primary care, chronic condition management, labs, vaccinations, and certain generic prescriptions—at no cost to them, reducing the financial barriers that often discourage individuals from seeking timely care. CareATC's integrated approach supports consistent engagement, early intervention, and long-term wellness. While improvements in claims experience may occur over time, the primary purpose of this initiative is to strengthen the health and wellbeing of the City's workforce.

BACKGROUND AND JUSTIFICATION:

CareATC offers an accessible, employee-centered healthcare model designed to promote preventative care, continuity of care, and proactive health management. Their data-driven clinical tools help identify employees at varying levels of risk, enabling earlier intervention and supportive outreach—an approach especially important for those managing chronic conditions or those at risk of developing them. CareATC emphasizes high-touch care, a seamless patient experience, and expanded wellness resources such as mental/behavioral health services, nutritional counseling, and pharmacy solutions.

Importantly, many core services and some generic prescription medications will be available at no cost to employees, directly addressing affordability concerns that can lead individuals to avoid healthcare visits or delay managing ongoing conditions. By removing these financial barriers, CareATC helps ensure that employees and covered dependents can access care when they need it, build trust with their providers, and maintain consistent engagement in their health. This promotes stability not only for employees' long-term wellbeing, but also for their overall healthcare experience.

Improved employee access, preventative engagement, and chronic condition support may help stabilize the City's medical and pharmacy claims experience over time. However, the justification for this program is fundamentally rooted in enhancing employee health, ensuring equitable access to care, and supporting a healthier, more resilient workforce.

MOTION:

Direction sought regarding the implementation of the CareATC

ATTACHMENT(S):

Fiscal Impact Analysis
Presentation

FISCAL IMPACT ANALYSIS

Five Year Summary of Fiscal Impact:

Fiscal Years	2026	2027	2028	2029	2030
Inflows/Revenues					
Appropriated (Budgeted)	0	0	0	0	0
Program Income	0	0	0	0	0
Grants	0	0	0	0	0
In Kind	0	0	0	0	0
Outflows/Expenditures					
Appropriated (Budgeted)	0	0	0	0	0
Operating	0	\$335,520	0	0	0
Capital	0	0	0	0	0
Net Fiscal Impact (If not budgeted)	0	\$335,520	0	0	0
No. of Addn'l Full-Time Employee Positions	0	0	0	0	0

New Appropriation (Not Budgeted) Fiscal Impact:		
	Revenue Source	Expenditure
Department		Human Resources
Division		Employee Benefits
GL Description		Professional Services/Medical
GL Account Number		540-1320-513.31-40
Project Number		N/A
Requested Funds		\$335,520
Remaining Balance	N/A	N/A