



# 2020 Program FAQs

## **What is the HSHS LiveWELL program?**

HSHS LiveWELL program is a comprehensive wellness program created to improve the health, wellness and overall well-being of our colleagues.

## **Who is eligible for HSHS LiveWELL?**

LiveWELL is available to all HSHS benefit-eligible colleagues (scheduled/budgeted to work 16 or more hours per week) and their spouses or legally-domiciled adults (LDAs) enrolled in the HSHS Healthy Plan (medical insurance).

## **I am a new colleague of HSHS, when can I enroll in LiveWELL?**

LiveWELL is available to all HSHS benefit-eligible colleagues (scheduled/budgeted to work 16 or more hours per week). You have two full bi-weekly pay periods of active employment before signing up for LiveWELL. *An email invitation will be sent to your HSHS business email account notifying you to begin your wellness journey.*

## **When will the HSHS LiveWELL program launch?**

The HSHS LiveWELL program runs each year from September to September. The 2020 HSHS LiveWELL program relaunches on September 18, 2019. You will not be able to enroll or access the LiveWELL site to participate in the program until that date.

## **How does the HSHS LiveWELL program work? What are the rewards/incentives to participate?**

The HSHS LiveWELL wellness program is designed to empower you to live a life that is healthy, active and rewarding, so you can be a role model for our patients and set a higher standard for the future of health care at HSHS. Each year, you will have the opportunity to complete challenges to earn points and receive cash incentives. You can earn points and rewards for taking steps to improve your physical, emotional, financial and work well-being:

### Colleague/Spouse/LDA Incentives

Level 1 - SEEK (1,000 points): \$15.00 per pay period

Level 2 - STRIVE (2,500 points): \$20.00 per pay period

Level 3 - SUCCEED (5,000 points): \$25.00 per pay period

## **What is required to participate in the HSHS LiveWELL program?**

The HSHS LiveWELL program does not require you to complete any specific challenges, and there are no deadlines for when challenges need to be completed in order to start receiving your wellness incentive. To start receiving the wellness incentive, you will need to accumulate at least 1,000 points by completing any of the challenges offered throughout the year.

## **What's new to the HSHS LiveWELL program for 2019?**

HSHS LiveWELL FastPass (more information on page 6)

HSHS LiveWELL Community Feed (more information on page 6)

## **How do I enroll myself and my spouse/LDA in the HSHS LiveWELL program if I/we have never registered?**

Go online to <http://hshs.limeade.com> or download the Limeade app and follow the instructions. If using the Limeade app to register, use program code HSHS4U.

### *For colleagues:*

Enter your HSHS email address, your 6-digit employee ID, your date of birth and follow the instructions.

### *For spouses/LDAs of colleagues:*

Enter your preferred email address, create and enter your user ID, your date of birth and follow remaining login instructions. (To create a user ID, enter the eligible colleague's 6-digit employee ID number followed by an "s" plus your date of birth; example: 012345s01011990).

## **Do I need to enroll in the HSHS LiveWELL program if I participated last year?**

If you are a current LiveWELL participant, you will not need to re-enroll. You will use the same username and password that you created when you first enrolled in the program. The total points that you accumulated since September 2018 reset on September 10, 2019. You will continue to be paid your 2019 wellness incentive each pay period until the end of the year. To continue to receive your wellness incentive beginning in January 2020, you must accumulate at least 1,000 LiveWELL points by mid-December 2019. The amount of the wellness incentive that could be paid on your first paycheck in January 2020 will be determined by the point level you achieve by mid-December.

## **What do I do if I don't have a computer available?**

If you have access to a smart phone you can download the mobile app to participate.

If you do not have access to a computer or smart phone, see your local HR department or your direct supervisor.

## **When will I receive my wellness incentive on my paycheck?**

The HSHS LiveWELL wellness incentive payments are paid from January to December. As soon as 1,000 points are accumulated by completing the available challenges, eligible colleagues will begin to receive their wellness incentive each pay period for the remainder of 2020. If 1,000 points are reached by mid-December 2019 you will see the wellness incentive on your first paycheck in 2020.

## **If my eligible spouse/LDA participates in the program, how will they receive their wellness incentive?**

All wellness incentive payments will be issued through payroll on the HSHS colleague's paycheck.

## **How do I reach Level 2 (2,500 points) and Level 3 (5,000 points)?**

In addition to the annual challenges, HSHS will launch quarterly challenges throughout the year. By participating in the challenges, colleagues can earn additional points and receive increased incentives. A few examples of these challenges include:

Step It Up: Receive points each week for tracking your daily steps;

Get Connected – Sync Your Device: Sync a device with the Limeade App to receive points;

Track Your Spending: Receive points each week for tracking your spending habits.

### **How quickly will I receive my wellness incentive once I reach Level 2 or Level 3?**

If you achieve the next level by the end of your current pay period, you will receive the increased wellness incentive on your next paycheck.

### **I currently “waive” the medical coverage under the HSHS Healthy Plan. Am I still able to participate?**

Yes, to be eligible for the HSHS LiveWELL program, colleagues do NOT have to be enrolled/covered under the HSHS Healthy Plan (medical insurance).

### **Can I be a tobacco user and still participate in the HSHS LiveWELL program and receive the wellness incentive?**

Yes, you can be a tobacco user and still participate and receive wellness incentives through the HSHS LiveWELL program. For tobacco users, HSHS will offer challenges to assist in your efforts to become tobacco free.

### **Is my privacy protected in the HSHS LiveWELL program?**

Yes. Your personal health information is important and should be kept confidential. That is why Hospital Sisters Health System and Limeade have a strict policy in place to protect your privacy rights. Your individual information is held in strict confidence between you and Limeade. The only information Hospital Sisters Health System can receive is collective data about its population as a whole, not any individual health information. Your privacy is ensured, in compliance with the Health Insurance Portability and Accountability Act (HIPAA) of 1996, which prohibits anyone at your company from receiving your personal health information without your permission. For more information on the Privacy Policy, please login at <http://hshs.limeade.com>.

### **Will HSHS see the results of my health risk assessment or PCP visit?**

No. Your individual results will not be shared with HSHS. We may receive aggregate data to help us in planning for ongoing wellness and prevention programs. All services offered under the LiveWELL program will be provided in a manner that is consistent with HIPAA privacy laws and regulations.

### **What is a LiveWELL Assessment?**

The LiveWELL Assessment is a series of questions that provide individuals with a comprehensive view of their total well-being. Health assessments have historically been focused on the physical health of a participant, i.e., height, weight, cholesterol, blood pressure, etc. While all of these items are very important and relevant, they are also influenced by other factors such as lifestyle, financial stability, and work satisfaction. We don't always think of these items as part of wellness, but they can contribute significantly to stress levels that manifest themselves physically as high blood pressure, as an example. Therefore, it is important that questions about these dimensions of wellness are included on the assessment in order to obtain a more holistic, accurate view of one's total well-being.

### **Why is it important to complete my wellness visit with my Primary Care Provider?**

Evidence supports that having a primary care provider (PCP) helps individuals understand and manage their care better. Having one person who knows your entire medical history helps you navigate your healthcare needs, stick with treatment plans, reduce the use of expensive emergency room use for non-emergency health concerns, and improve health outcomes. Most importantly, your PCP becomes your advocate and partner in your health decisions.

## **Why is HSHS not offering onsite biometric screenings this year?**

HSHS believes it is important to start and maintain a relationship with a primary care provider (PCP). Having one person who knows your entire medical history helps you navigate your healthcare needs, stick with treatment plans, reduce the use of expensive emergency room use for non-emergency health concerns, and improve health outcomes. Most importantly, your PCP becomes your advocate and partner in your health decisions.

## **How do I prepare for and track my wellness visit with my primary care provider (PCP) for the Visit Your Primary Care Provider challenge?**

- ***If enrolled in the HSHS Healthy Plan (medical insurance):***

Schedule your appointment and write down any questions or concerns you may want to discuss at your visit.

Attend your PCP visit.

LiveWELL points will be automatically awarded when the PCP visit has been completed (within 4-6 weeks). No further action is needed.

- ***If not enrolled in the HSHS Healthy Plan (medical insurance):***

Download and print the LiveWELL – Visit Your Primary Care Provider verification form listed within the Visit Your Primary Care Provider challenge.

Review the form; write down any questions or concerns you may want to discuss at your visit on page one.

Before the visit is over, be sure you and your PCP complete the Certification Statement section on page two.

Follow the submission instructions on page two to submit your Certification Statement for point awarding purposes.

## **What if I have already had my wellness visit with my primary care provider in 2019?**

A wellness visit with a primary care provider (PCP) that has already occurred in 2019 is eligible to receive credit for the Visit Your Primary Care Provider challenge (Lookback Period: January 1, 2019 to present).

- ***If enrolled in the HSHS Healthy Plan (medical insurance)***

You will be automatically awarded LiveWELL points for your 2019 PCP visit.

No further action is needed.

- ***If not enrolled in the HSHS Healthy Plan (medical insurance):***

To receive LiveWELL points for your 2019 wellness visit, you and your PCP will need to complete the LiveWELL – Visit Your Primary Care Provider verification form (Certification Statement section, page two).

Follow the submission instructions on page two to submit your Certification Statement for point awarding purposes.

LiveWELL points will be awarded once the Certification Statement section of the LiveWELL - Visit Your Primary Care Provider verification form is received (within 4-6 weeks). No further action is needed.

## **What if I already had a wellness visit with a non-HSHS PCP but want to switch to an HSHS PCP?**

- ***If enrolled in the HSHS Healthy Plan (medical insurance):***

Schedule your appointment with the HSHS PCP and attend the visit.

LiveWELL points will be automatically awarded when the PCP visit has been completed (within 4-6 weeks). No further action is needed.

- ***If not enrolled in the HSHS Healthy Plan (medical insurance):***

Download and print the LiveWELL – Visit Your Primary Care Provider verification form listed within the Visit Your Primary Care Provider challenge.

Schedule your appointment with the HSHS PCP and attend the visit.

Before the visit is over, be sure you and your HSHS PCP complete the Certification Statement section on page two.

Follow the submission instructions on page two to submit your Certification Statement for point awarding purposes.

LiveWELL points will be awarded once the Certification Statement section of the LiveWELL - Visit Your Primary Care Provider verification form is received (within 4-6 weeks). No further action is needed.

## **How do I claim LiveWELL points for seeing my PCP if I waive the medical insurance with HSHS?**

If you are not enrolled in the HSHS Healthy Plan (medical insurance), you and your PCP will need to complete the LiveWELL – Visit Your Primary Care Provider verification form.

Once completed, follow the submission instructions on page two to submit the Certification Statement section for point awarding.

LiveWELL points will be awarded once the Certification Statement section of the LiveWELL - Visit Your Primary Care Provider verification form is received (within 4-6 week).

No further action is needed.

## **What is the LiveWELL – Visit Your Primary Care Provider verification form and do I need to complete it?**

The LiveWELL – Visit Your Primary Care Provider verification form will be used to verify PCP visits for colleagues who are not enrolled in the HSHS Healthy Plan (medical insurance). Page two is the only page that needs to be submitted to receive LiveWELL points. LiveWELL points will be awarded once the form has been received (within 4-6 weeks).

## **Why are my challenges different from my co-worker?**

The LiveWELL program is a dynamic program and will sometimes show each colleague unique challenges that pertain to their own circumstances. You may be offered different challenges based on your LiveWELL assessment, insurance enrollment, location, work role, etc. LiveWELL is a program that fits your own wellness needs.

## **How do I add results from my Primary Care Provider (PCP) visit into my LiveWELL account?**

If you would like to add the results you received from your PCP visit, login to your LiveWELL account, navigate to the My Results section and update your results under the Health tab.

### **What is an HSHS LiveWELL FastPass Opportunity?**

The HSHS FastPass Opportunity allows participants to advance to the next point/incentive level. The FastPass will be offered through different challenges during the year. Be on the lookout for your chance to FastPass through to the next level!

### **What is HSHS LiveWELL Community?**

It's like Facebook, but for LiveWELL! HSHS LiveWELL Community is an internal social media platform that provides forums for colleagues to connect, communicate and collaborate within LiveWELL. The Community Feed exists directly inside your LiveWELL portal. Creating a LiveWELL Community Feed profile is completely voluntary and not required in order to participate in LiveWELL. It's simply another way to connect and live well.

### **What are the HSHS LiveWELL Community features?**

**Community feed:** Participants can interact with other HSHS participants through their photos, stories, comments and likes.

**Profile:** Participants can personalize their profile to include relevant information about themselves and control their privacy settings.

**Following:** Participants can connect with others and subscribe to colleagues' posts, in addition to the full HSHS community feed.

**In-product notifications:** Participants can stay up-to-date with social activity alerts, including alerts for new followers, comments and likes on posts.

### **How will I know when challenges I'm currently tracking are coming to an end?**

You will be notified via email when challenges are coming to an end. You will have a three-day grace period to track your progress in LiveWELL for those challenges.

Please Note: You may have to log-in via computer to track your process for those challenges during the grace period.

### **Who can I contact if I have questions about the LiveWELL program?**

If you have questions, feedback or ideas about the HSHS LiveWELL program, we encourage you to contact your local Wellness Champion listed on the next page or contact the HSHS Colleague Service Center by email at [fyi@hshs.org](mailto:fyi@hshs.org) or phone at 1-855-394-4747.

Affiliate	Wellness Champion(s)	Contact Email
System Services Center (SSC/ISC)	Sara Wessbecher/ Alyssa Henson	sara.wessbecher@hshs.org alyssa.henson@hshs.org
HSHS St. John's Hospital	Christine Bryant/ Kelly Neumann	christine.bryant@hshs.org kelly.neumann@hshs.org
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