

# LiveWELL

## 2022 | FAQs



**Hospital Sisters**  
HEALTH SYSTEM

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

The 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 medical insurance.

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

You must 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 2022 HSHS LiveWELL program launched on September 15, 2021.

### **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 per pay period

Level 2 - STRIVE (2,500 points): \$20 per pay period

Level 3 - SUCCEED (5,000 points): \$25 per pay period

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

The 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 or returning to the HSHS LiveWELL program for 2022?**

New prizes and rewards!

- Program raffles
- FastCash via the Visit Your Primary Care Provider (PCP) activity.
- Themed quarterly activities
- Mind-Body Health Services partnership

## How do I enroll myself and my spouse/LDA if I/we have never registered?

Go online to [hshs.limeade.com](https://hshs.limeade.com) or download the Limeade ONE app and follow the instructions. If using the Limeade ONE app to register, use program code HSHS4U.

**Colleagues:** Enter your HSHS email address, six-digit employee ID and date of birth, Then, follow the instructions.

**Spouses/LDAs of colleagues:** Enter your preferred email address, create and enter your user ID and enter your date of birth. Then, follow remaining log-in instructions. To create a user ID, enter the eligible colleague's six-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 participated in the 2021 program, you will not need to re-enroll. Just log in with your current username and password to participate. If you have not upgraded to the new LiveWELL platform, you will need to activate your LiveWELL account at [hshs.limeade.com](https://hshs.limeade.com), click on "activate account" and follow the instructions.

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

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 available challenges, eligible colleagues will receive their wellness incentive each pay period for the remainder of 2022. If 1,000 points are reached by mid-December 2021, you will see the wellness incentive on your first paycheck in 2022.

## If my eligible spouse/LDA participates, how will they receive their wellness incentives?

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. By participating in these 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.

**Is That Purchase a Need or Want?:** Receive points for weekly tracking the need or want of purchases.

**Ditch Prepared and Processed Food:** Receive points for tracking when you choose healthier food options.

**Seasonal Affective Disorder and You:** Receive points for learning about Seasonal Affective Disorder.

## I currently waive medical coverage. 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 medical insurance.

## Can I be a tobacco user and still participate and receive the wellness incentive?

Yes, you can be a tobacco user and still participate and receive wellness incentives through the HSHS LiveWELL program. 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. HSHS and Limeade have a strict policy in place to protect your privacy rights. Your individual information is held in strict confidence. The only information HSHS can receive is collective data about its population as a whole, not individual health information. Your privacy is ensured and 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 log in at [hshs.limeade.com](https://hshs.limeade.com).

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

No, but HSHS may receive aggregate data to help plan ongoing wellness and prevention programs. All services offered under the LiveWELL program are provided in a manner consistent with HIPAA privacy laws and regulations.

### **What are program raffles and how do I participate?**

Prize raffles may be offered throughout the 2022 program year. Prizes will vary, and details will be provided in a raffle activity tile on the LiveWELL platform. To participate, access the activity tile and click “track” to claim your ticket.

### **What is a HSHS LiveWELL FastCash Opportunity?**

The HSHS FastCash opportunity allows participants to earn cash, which will be added to their paychecks for a visit with a PCP. FastCash will be offered through different challenges during the year.

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

The LiveWELL Assessment is a series of questions that provides you with a comprehensive view of your 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 also are 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, such as high blood pressure.

### **Why is it important to complete my wellness visit with my PCP?**

Evidence supports that having a PCP helps individuals understand and manage their care better. Having one person who knows your entire medical history helps you navigate your health care 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 for the Visit Your PCP challenge?**

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.

### **Is there a lookback period for the 2021 Visit Your PCP challenge?**

Yes, there will be a short lookback period. Visit service date of September 1, 2021, or after will be accepted for the Visit Your PCP Challenge.

## Who is considered a HSHS PCP?

A HSHS PCP is employed by either HSHS Medical Group in Illinois or Prevea Health in Wisconsin.

[Find a HSHS Medical Group PCP](#)

[Find a Prevea Health PCP](#)

## What if I've had a wellness visit with a non-HSHS PCP but want to switch to a HSHS/Prevea PCP?

Download and print the Visit Your Primary Care Provider verification form listed in the Visit Your PCP Challenge. Schedule your appointment with the HSHS/Prevea PCP, and before the visit is over, be sure you and your PCP complete the certification statement section on page two. To submit your statement for point awarding purposes, follow the submission instructions, also on page two. Your LiveWELL reward will be awarded once the certification statement section of the form is received and reviewed. No further action is needed.

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

If you are not enrolled in medical insurance, you and your PCP will need to complete the LiveWELL Visit Your PCP verification form. Once completed, follow the submission instructions on page two to submit the certification statement section for point awarding. Points are awarded once the form is received and reviewed. No further action is needed.

## What is the Visit Your PCP verification form, and do I need to complete it?

The Visit Your PCP verification form is used to verify PCP visits for colleagues who are not enrolled in medical insurance. Page two is the only page that needs to be submitted to receive LiveWELL points. Your points will be awarded once the form has been received and reviewed.

## How do I add results from my PCP visit into my LiveWELL account?

If you would like to add the results you received from your PCP visit, log in to your LiveWELL account and use the directions below to add your results:

**Web page:** Click profile icon (top right) and select “Settings,” which will land on “profile” page. From here, you can enter all profile information, including biometrics. Select “save profile and setting changes” at the bottom right to save data within profile section. Complete well-being assessment; “My Results” – Health (self-report biometrics)

**Mobile app:** Complete well-being assessment; Life area – Health (self-report biometrics). When the well-being assessment is complete, select grid icon in bottom right of navigation bar and select “My Results” under “My Services” section. View results or select “health” tab and select “edit” to manually modify data.

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

LiveWELL is a dynamic program that fits each person's own wellness needs. Colleagues have the opportunity to participate in unique challenges that pertain to their own circumstances. As a result, you may be offered different challenges based on your LiveWELL assessment, insurance enrollment, location or work role.

## What are MyChoice activities?

MyChoice activities are personalized and driven by your likes and the activities in which you participate. Like last year, you can earn up to 1,250 LiveWELL points when you participate in MyChoice activities. So you can continue to create healthy habits and life-style changes, these personalized recommendations remain available even after reaching 1,250 points. To be sure you are participating in a MyChoice activity, click on it and confirm the highlighted MyChoice icon in the top right corner of the description.

### How do I download the Limeade ONE app?

Open the App Store (iPhone) or Google Play Store (Android), search for “Limeade ONE” and install the app. Please note that you must delete any previous versions of Limeade off your device before you can sign into the Limeade ONE app. All users must download the Limeade ONE app to continue to use HSHS’s well-being program.

### Do I have to download the Limeade ONE app, or can I use the web version only?

You can continue using the web experience, although it’s best to download the Limeade ONE app, as well, for the best user experience and convenience.

### Are my devices still synced?

Yes, your devices are still synced with your account.

### What are the different channels within the LiveWELL platform?

Channels will keep you up to date with all things HSHS, LiveWELL and social related. Whether it be health tips from HSHS providers, information from our benefits team or news from within the system, you will be able to stay up-to-date and connect socially by following the new channels listed below.

New channels	Channel purpose	Are you following?
We Are HSHS	Latest news and happenings within HSHS.	Automatically following
MyFYI	Keep up-to-date on all things HR and benefits.	Automatically following
HSHS Health Now	Explore relevant health and wellness information.	Automatically following
LiveWELL Community	Socially connect with other LiveWELL participants.	Optional. Choose to follow.
Cheers	Recognize and cheer on fellow LiveWELL participants.	Optional. Choose to follow.

### What is MyChart?

MyChart is a convenient, secure and confidential resource. You have access to your personal health information from any computer or mobile device at any time.

### How do I receive LiveWELL points for the MyChart challenge?

In order to receive LiveWELL points for the MyChart challenge, you will need to track the MyChart challenge on the LiveWELL platform and have either an already existing MyChart account or create a new one. Once your MyChart account has been verified after you have tracked the MyChart challenge, points will be awarded. If a MyChart account cannot be verified, points will not be awarded.

### When will LiveWELL points be awarded for the MyChart challenge?

MyChart account verifications occur on a monthly basis. Points are awarded after an account has been verified. Please remember you must track the MyChart challenge in order to have your account verified.

### Can I create a MyChart account if I don’t have a patient and/or medical record with a HSHS hospital or one of its affiliates?

Unfortunately, you need an established patient and/or medical record with a HSHS hospital or one of its affiliates in order to create a MyChart account to earn LiveWELL points. One way to create a patient and/or medical record with HSHS or one of its affiliates is to schedule an annual wellness visit with a HSHS Medical Group or Prevea PCP. Log in to your LiveWELL account and view the Visit Your PCP Challenge for more information.

### **What if I do not have a MyChart account through a HSHS hospital?**

MyChart accounts include any with a HSHS hospital, HSHS Medical Group, Prairie Cardiovascular or Prevea.

### **Who do I contact if I have MyChart questions?**

Call the MyChart help desk at 866-312-5023 or email [myhealthrecordhelp@hshs.org](mailto:myhealthrecordhelp@hshs.org).

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

You will be notified by email and will have a three-day grace period to track your progress in LiveWELL for those challenges. You may have to log in via computer to track your progress 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 the HSHS HR Service Center by email at [MyHR@hshs.org](mailto:MyHR@hshs.org) or phone at 1-855-394-4747.