



2021 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 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 2021 HSHS LiveWELL program relaunches on September 16, 2020. 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 or returning to the HSHS LiveWELL program for 2021?

HSHS LiveWELL platform upgrade which includes many new features (more information on page 7)

- Latest mobile and web user experience

- Enhanced social connection

- Easy access to learn more about resources and benefits at HSHS

Your Healthcare at Your Fingertips with MyChart (more information on page 8)

HSHS LiveWELL FastPass is back! (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 ONE app and follow the instructions. If using the Limeade ONE 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. However, with the platform upgrade, you will need to authenticate your account using your current username and password. The total points that you have accumulated since September 2019 will reset on September 9, 2020. You will continue to be paid your 2020 wellness incentive each pay period until the end of the year. To continue to receive your wellness incentive beginning in January 2021, you must accumulate at least 1,000 LiveWELL points by mid-December 2020. The amount of the wellness incentive that could be paid on your first paycheck in January 2021 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 2021. If 1,000 points are reached by mid-December 2020 you will see the wellness incentive on your first paycheck in 2021.

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;

MyChart - Your Health Information at Your Fingertips: Receive points for creating a MyChart account.

Hand-Washing Gratitude Practice: Receive points for tracking your hand-washing habits.

Match Your Money with Your Values: Receive points for completing the interactive challenge.

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 8-10 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.

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

Yes, the lookback period for the 2021 Visit Your PCP challenge is January 1, 2020 to December 31, 2020.

Can I receive Visit Your PCP challenge credit for my 2020 wellness visit in the 2021 LiveWELL program year?

Yes, credit will be awarded for a 2020 wellness.

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

You will be automatically awarded LiveWELL points for your 2020 PCP visit. No further action is needed.

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

To receive LiveWELL points for your 2020 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 and reviewed. No further action is needed.

What if I already received credit for my 2020 wellness visit for the Visit Your PCP challenge in the last LiveWELL program year (2020)?

You will be eligible to receive credit for your 2020 visit. However, you will want to continue to see your PCP annually to ensure you receive LiveWELL points in future program years.

Who is considered a HSHS PCP?

An HSHS PCP is primary care provider employed by either HSHS Medical Group (Illinois) or Prevea Health (Wisconsin).

[Find a HSHS Medical Group PCP](#)

[Find a Prevea Health PCP](#)

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

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

Schedule your appointment with the HSHS/Prevea PCP and attend the visit. LiveWELL points will be automatically awarded when the PCP visit has been completed (within 8-10 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/Prevea PCP and attend the visit.

Before the visit is over, be sure you and your HSHS/Prevea 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 and reviewed. 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 and reviewed. 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 and reviewed.

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 and use the directions below to add your results:

On the web version:

Click profile icon (top right), select “Settings” which will land on “profile” page – 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 version:

Complete well-being assessment; Life area – Health (self-report biometrics)

Well-being assessment complete - Select grid icon in bottom right of navigation bar.

Select “My Results” under “My Services” section. View results or select “health” tab and select “edit” to manually modify data.

What is a 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!

Why are my challenges different from my co-worker?

The LiveWELL program is a dynamic program, therefore each colleague will 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. LiveWELL is a program that fits your own wellness needs.

Why is there a LiveWELL platform upgrade and what does that mean for me?

The LiveWELL platform will be upgrading technologies to provide enhancements to the already thriving LiveWELL program. With the upgrade, you will be able to connect with HSHS through up-to-date communications, surveys and polls. The new HSHS LiveWELL app will make it easy for you to stay informed while helping you connect socially and learn more about your organization's benefits and resources. New features include:

Motivation and inspiration, all in one place

HSHS LiveWELL combines useful tools, educational content and social support to help you bring your best, at work and at home.

Find your way

Feeling energized starts with feeling good. Find your purpose and create an amazing life by joining activities designed to build positive habits.

Join in

Connect along the way with our built-in social support network. Participate in team activities, share your wins and inspire others. Follow different channels to stay connected with colleagues and HSHS.

Check in on your progress and stay connected—wherever you are

Download the Limeade ONE iOS or Android app to help stay on track with your goals. Simply use HSHS4U to access your program today. You can also access your program on the web through [PROGRAM URL].

How do I download the new Limeade ONE app?

Open the App Store on your iPhone or the Google Play Store on your Android device Search for "Limeade ONE" and install the app.

Please note that you must delete the existing Limeade app off your device prior to signing into the new Limeade ONE app.

Do I need to download the new app? Why?

Yes, all users must download the new Limeade ONE app in order to continue to utilize HSHS's well-being program. In the spirit of continuous improvement and to provide a better experience, Limeade created a new app. Your program now has a fresh look, new features and an enhanced user experience!

What's different about the experience?

You'll notice a new look and some new features that include:

- Latest mobile and web user experience
- Enhanced social connection
- New ways to learn more about your company's resources and benefits

Download the new app to learn more!

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 Channels within the new LiveWELL platform?

Channels within the new LiveWELL platform will keep you up to date with all things HSHS, LiveWELL, and social related. Whether it be health tips from our 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 & 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 MyChart account. 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 will occur on a monthly basis. Points will be awarded after an account has been verified. Please remember you must “track” the MyChart challenge in order to have your MyChart account verified.

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

Unfortunately, you will need to have an established patient and/or medical record with an 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 scheduling an annual wellness visit with an HSHS Medical Group or Prevea primary care provider. 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 an HSHS hospital?

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

Who do I contact if I have MyChart questions?

Contact the MyChart Help Desk
(866)312-5023
myhealthrecordhelp@hshs.org

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 progress 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 the HSHS Colleague Service Center by email at fyi@hshs.org or phone at 1-855-394-4747.