



Frequently Asked Questions

- 1. When will the HSHS LiveWELL program launch?**
 - a. Wednesday, September 6, 2017.

- 2. Who is eligible for HSHS LiveWELL?**
 - a. HSHS benefit eligible colleagues (scheduled/budgeted to work 16 or more hours per week)
AND
Spouses enrolled under the HSHS Healthy Plan (Medical Insurance)

- 3. Do I need to be enrolled/covered under the HSHS Healthy Plan to participate?**
 - a. Colleague = No, the only criteria you must meet is that you are a benefit eligible colleague (scheduled/budgeted to work 16 or more hours per week)
 - b. Spouse = Yes, you must be enrolled/covered under the HSHS Healthy Plan (Medical insurance)

- 4. What is required to participate in the HSHS LiveWELL program?**
 - a. To start earning Wellness incentives in 2018, eligible participants that were benefit eligible on or before September 30, 2017 must complete **3 required** challenges (Level 1) by December 15, 2017.
 - i. LiveWELL Assessment
 - ii. BioMetric Screening
 - iii. Verify a Primary Care Provider

- 5. I am a new hire/newly benefit eligible colleague/spouse and I was NOT benefit eligible on or before September 30, 2017. What is required to participate in the HSHS LiveWELL program?**
 - a. To start earning Wellness incentives in 2018, eligible participants that were benefit eligible on or after October 1, 2017 must complete the **3 required** challenges (Level 1). The December 15th deadline does **NOT** apply to these newly hired/newly benefit eligible colleagues and spouses.
 - i. LiveWELL Assessment
 - ii. BioMetric Screening
 - iii. Verify a Primary Care Provider

- 6. What if I do NOT complete the 3 required challenges (Level 1) by the deadline date December 15, 2017?**
 - a. Eligible participants who do NOT complete the required challenges by December 15, 2017, will not be eligible to earn wellness incentive dollars in 2018. Eligible participants may continue on their wellness journey by participating in wellness challenges throughout 2018, but will no longer be eligible to earn wellness incentive dollars.

- 7. How do I reach Level 2 (2,500 points) and Level 3 (5,000 points) once I've completed level 1?**
 - a. Throughout the year, HSHS will launch quarterly challenges that colleagues can participate in. By participating within the challenges, colleagues can earn additional points and reach additional levels and incentives. A few examples of these challenges could include:
 - i. Just Track It – Receive points each week for tracking your daily steps
 - ii. Go Mobile – Download the Limeade App
 - iii. Create a Monthly Budget – Receive points for creating a monthly budget.



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8. How do I enroll?

- a. Go online to <http://hshs.limeade.com> and follow the instructions.
 - i. For colleagues: Enter your work email address, your employee ID, your date of birth and follow remaining login instructions.
 - ii. For spouses of colleagues: Enter your personal/preferred email address, create and enter your user ID, enter your date of birth and follow remaining login instructions.
 - 1. (To create user ID, use eligible colleagues' ID with an appended "S" plus your date of birth – example: 012345s010190)

9. Do the LiveWELL incentives replace the Tobacco Free Wellness Incentives?

- a. Yes, starting in 2018, the Tobacco Free wellness incentives will no longer be offered.

10. If my eligible spouse participates in the program, how will they receive their wellness incentive dollars?

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

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

- a. See your local HR department or your direct supervisor.

12. What are the rewards/incentives for participating within the HSHS LiveWELL program?

a. Colleague/Spouse 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

b. System Level Incentives

i. For colleagues serving within HSHS Hospitals and Prairie Cardiovascular Consultants:

- 1. If 60% of the eligible participants at an HSHS local affiliate achieve Level 2 (2,500 points), Hospital Sisters Health System will make a \$1,000 donation to the local Friends Foundation on behalf of that affiliate's colleagues.

ii. For colleagues serving within the System Services Centers, Information Technology and Services and HSHS Medical Group:

- 1. If 60% of the eligible participants at an HSHS local affiliate achieve Level 2 (2,500 points), Hospital Sisters Health System will make a \$1,000 donation to the Hospital Sisters Mission Outreach on behalf of that affiliate's colleagues.

iii. For all HSHS Colleagues:

- 1. If 60% of all eligible participants across the HSHS System achieve Level 2 (2,500 points), Hospital Sisters Health System will make an additional \$2,000 donation to Hospital Sisters Mission Outreach on behalf of that affiliate's colleagues.

iv. For all HSHS Affiliates:

- 1. All colleagues who achieve Level 3 (5,000 points) will be recognized across the health system.



Frequently Asked Questions

13. What is included within the onsite BioMetric Health Screening?

- a. Completed via a simple finger-stick blood test:
 - Blood Glucose
 - Cholesterol
 - Weight
 - Waist to Height Ratio (WHtR)
 - Pulse
 - Blood Pressure

14. What is a LiveWELL Assessment?

- a. The LiveWELL Assessment is a series of questions that provide individuals with a comprehensive view of their total wellbeing. Health Assessments have historically been focused on the physical health of a participant, i.e., height, weight, cholesterol, blood pressure, etc., and 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.

15. Why do I have to verify I have a Primary Care Physician?

- a. Evidence supports that having a primary care physician (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.

16. What if I can't attend one of the on-site screenings events?

- a. Participants have two options for obtaining the Biometric data for the LiveWELL program:
 - i. Option #1: Schedule and attend any on-site screening event at an HSHS location.
 - ii. Option#2: Download and print the **Physician Form** and visit your primary care doctor or an in-network convenience care clinic. Have your health provider complete and sign the form. Submit the signed form via one of two secure methods (either you or your health provider's office can complete this step) Please note normal coinsurance/deductibles can apply.
 1. Upload at forms.wellmetrics.life/submission or Fax to 1-866-877-7095.

17. Once I complete Level 1 (3 required challenges) by December 15, 2017, when will I begin to receive my wellness incentive dollars?

- a. All eligible participants who complete Level 1 by December 15, 2017 will begin earning wellness incentive dollars starting on their first paycheck in 2018.



Frequently Asked Questions

18. How do I schedule my on-site biometric health screening?

IMPORTANT: Please note onsite appointments are LIMITED

- i. Login and register at <http://hshs.limeade.com>
- ii. Select the challenge “Complete a Biometric Health Screening”
- iii. Select the Illinois or Wisconsin scheduler for a full listing of all HSHS on-site events.

19. Is my privacy protected in the HSHS LiveWELL program?

- a. **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. 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>.

20. I currently “waive” the medical coverage under the HSHS Healthy Plan, but I am scheduled (budgeted) to work 16 or more a week. Can I participate in the HSHS LiveWELL program?

- a. Yes, to be eligible for the LiveWELL program, colleagues do NOT have to be enrolled/covered under the HSHS Healthy Plan.

21. Can I be a Tobacco User and still participate in the LiveWELL program and receive wellness incentives?

- a. Yes, for 2018, you can be a Tobacco User and still participate and receive wellness incentives through the HSHS LiveWELL program. For Tobacco users, HSHS will offer tobacco free challenges to assist in your efforts to become tobacco free.

22. Who can I reach out to if I have questions on the LiveWELL program?

- a. If you have questions, feedback or ideas about the HSHS LiveWELL program, we encourage you to reach out to your local Wellness Champion listed below, or contact the HSHS Colleague Service Center by email at fyi@hshs.org or phone at 1-855-394-4747.

HSHS Wellness Champion Network		
Responsibility	Name	Position
System-Wide	Sonya Jones	Outreach Representative, HSHS MG
SSC/ISC	Kelli Richardson	Administrative Assistant-HR
SJS	Christine Bryant	Cardiac Rehab/Heart Failure Nurse Manager
SFL	Amie Schneider	Occupational Therapist
SMD	Stephanie Stevens	RN House Supervisor
Central Illinois Division	Stephanie Stevens	RN House Supervisor
SEB	Noelle Bowermaster	Facilitator-Work Comp



Hospital Sisters
HEALTH SYSTEM

LiveWELL

SJB	Jamie Wagner	Manager, Sports/Athletic Care
SJH	Rachel Boeckman	CT Technologist
HFG	Kimberly Mollet	RN
SAE	Alyssa Murfin	Executive Assistant
Southern Illinois Division	Vicki Kloeckner	Director-Human Resources
SVG	Brooke Winch	Clinical Dietitian
SMG	Danielle Stelmach	RN-Med Surg
SNS	Caleb Jensema	Director/Budget & Financial
SCO	Jeri Howey	Lab
Eastern Wisconsin Division	Chol Mabil	Performance Improvement Specialist
SHE	Marcia Danzinger	RN - Occ Health
SJC	Jeannie Pittenger	Facilitator-Stroke Center
Western Wisconsin Division	Jeannie Pittenger	Facilitator-Stroke Center
Prairie Cardiovascular	Chrissy Kraus	Nurse Practitioner
PERC	Ryan Patton	Analytical Specialist
HSBS Medical Group Div.	Sara Wessbecher	Human Resources Generalist
HSBS Medical Group	Steven Burton	Business Development Specialist
HSBS Medical Group	Melissa Schutz	Educator
HSBS Medical Group	Lauren Merz	Educator-Patient
HSBS Medical Group	Tamra Logue	LPN – Physician Practice