



Wespath

BENEFITS | INVESTMENTS

Center for Health

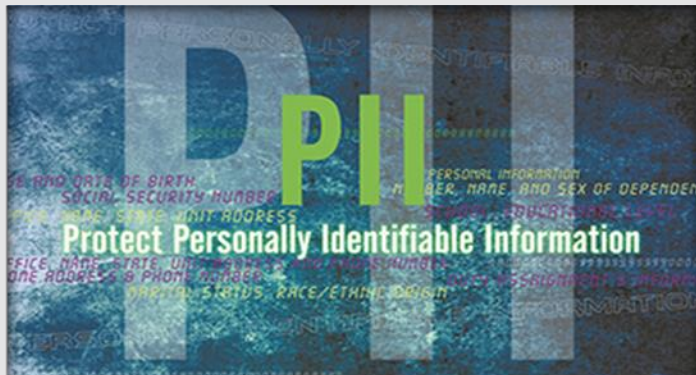
May 2017

HealthFlex Plan Sponsor Calls

Agenda

- Privacy/Security Updates
- Adoption Agreements for 2018
- HRA Updates
- Enhanced Annual Election (AE) Decision Support
- Well-Being Update

Personally Identifiable Information (PII)



What is PII?

Any information—electronic or hard copy—which can be used to **distinguish, trace** or **identify** an individual

- PII at Wespath
 - Critical to **carrying out our work** while also **protecting from inappropriate use**
- Rising threats and impacts of misuse require Wespath to continually enhance practices on PII:
 - **Access**
 - **Use**
 - **Storage**

2017 Focus

- Establish new Security Policy for Wespath staff
- Train staff on PII Best Practices with focus on keeping private information **private**
- Remove PII from processes and procedures that do not require this private information
- De-identify PII in reports and extracts
- Remove SSN in vendor/contractor systems where possible
- Pilot secure messaging solution

2017 Focus— Benefits Access Portal and Benefitsolver

Benefits Access Portal

- Multi-factor authentication
- Limited use of PII in reports
 - SSN replaced by participant number
 - Contact information with enhanced security
- Masked SSN for inquiry users

Benefitsolver

- Partial SSN (last 4 only) in user interface
- Evaluating updates to reporting

Timeline for PII Protection Updates

- **This week:** Partial SSN in Benefits Access Portal
- **Later in May:** Partial SSN in Benefitsolver
- **Next:** Evaluating options for removing SSN from Benefitsolver reporting
 - Invoice detail (SSN already partial)
 - Payroll reporting for HealthFlex Exchange (no SSN)
 - Other reporting (census, etc.) being evaluated
- **What do you need to do your work?**

2018 Adoption Agreements

- Adoption agreements **due June 30**
- Please re-execute all exhibits for 2018
 - Main Adoption Agreement
 - Exhibit A (eligibility)
 - Exhibit B (plan selection)
 - Exhibit E (OneExchange well-being programs)
- All exhibits pre-populated by Center for Health;
target delivery by May 15
 - **Please share your intent for any changes with CFH or your liaison**

WageWorks Stacking Rules Review

- Concern raised about stacking rules preventing use of FSA for non-covered dependents late in the year
- Population research findings
 - 1,066 individuals with both HRA and FSA
 - Only 27% of participants have non-covered dependents
Source: Benefits Access for Plan Sponsors (BAP)
- Continued concern that FSA is “use it or lose it”
- Next steps
 - Keep current stacking rules in place
 - Participant can initiate manual request to reallocate claim from FSA to HRA (so HRA pays first)—please contact Wespeth Health Team

FSA: health care flexible spending account. **HRA:** health reimbursement account

Update to HRA Termination Policy—Reminder

- Terminated participants
 - **New in Q2:** Balance available for **90 days** after termination
 - Waivers, voluntary termination, no longer associated with UMC
 - Exception: death + no surviving dependents: **120 days**
 - Communications
 - **December 2016 letter**—Raise awareness, encourage spending
 - **May 2017 letter**—Notify of policy change and start 90-day countdown
- Low balance accounts
 - **Letters in September 2017**—90-days notice to spend down
 - Previously sent to individuals with <\$25; **in 2017** send to **<\$100**

Why the change?

Stewardship—administrative fees and requirements out of balance with remaining funds

Enhanced Decision Support for AE

- **Objective:** More engaging, user-friendly decision support tools to support participant consumerism
 - Focus on plan selection/understanding of the plan selected
 - Encourage greater utilization
 - Opportunity to educate about differences between plans
 - Includes dental/vision where applicable
- Introducing **alex** by Jellyvision—
will replace Coverage Advisor for Annual Election 2018





Well-Being Update

“A due degree of exercise is
indispensably necessary to health
and long life.”

—John Wesley

Talking Points

- Blueprint for Wellness Update
- Virgin Pulse Update
- WebMD Update
- Upcoming Webinar Series



Blueprint for Wellness Update


- Onsite events
 - Screenings have gone well thus far
 - Clerical kits are sent to lead examiner
- Timeline
 - **4-7 days before event:** Receive event e-mail (**Wellness Snapshot**)
 - **3-4 days before event:** Supply boxes arrive
 - **At least 1 day before event:** Locate your supply boxes
 - **24-28 hours before event:** Lead examiner will call you

Blueprint for Wellness Update

- Onsite events—continued
 - Please continue promoting participation
 - **Evive Health mailer**—arrives **7-10 days before the scheduler closes**
 - **On-site Blueprint for Wellness screening survey** will be sent **about a month after event**

Blueprint for Wellness

- *Physician Results Form*
 - Available as PDF
 - **Best Option:** print out from Quest account
 - Process similar to scheduling appointment
 - Pre-printed for clarity and efficiency



Wespath
HEALTH PLAN INVESTMENTS



Wespath Benefits and Investments
1501 Central Avenue
Skokie, Illinois 60077-1804
© 2009-2015 Quest
wespath.org

Dear Health Care Provider:

Your patient _____ is a member of a health plan (HealthPlan) that offers multiple wellness programs—at an out-of-pocket cost to the patient—including the option to participate in an annual preventive laboratory and biometric screening.

This screening (Blueprint for Wellness®) is provided by Quest Diagnostics Laboratories and features a comprehensive panel of screening tests, including:

• Total Cholesterol	• ALT
• HDL Cholesterol	• AST
• Calculated LDL	• Total/direct bilirubin
• Triglycerides	• GGT
• Calculated Cholesterol/HDL ratio	• Uric Acid
• Cardio CRP	• Fasting Glucose
• TSH	• Hemoglobin A1c
• Free T4	• Total Iron
• Creatinine	• Iron Binding Capacity
• eGFR	• Iron/TIBC Percent Saturation
• Calcium	• Ferritin

Physician Results Form
Completed Form must be faxed to: 877.421.2264.

Participant's Program Information			
Company Name	Wespath Benefits and Investments	Contract Name	Wespath Benefits and Investments
Participant Completes			
Complete this section before you visit your healthcare provider.			
Last Name	First Name	Middle Initial	
Email Address	Gender		<input type="checkbox"/> Female <input type="checkbox"/> Male
Unique ID	Date of Birth	Phone Number	
Fasting >9 Hours	<input type="checkbox"/> Yes <input type="checkbox"/> No	Address	
City	State	Zip Code	
Participant Signature	Date		
Must be completed by Healthcare Provider			
The information on this form will be kept confidential.			
All fields on this form must be completed in their entirety, and the form returned by the designated deadline.			
Date Test(s) Performed			
Testing and Measurements Must be Completed	04/01/2010 - 07/31/2010		
BIOMETRICS			
Height (feet)	Height (inches)	Weight (lbs)	Waist (inches)
		Systolic BP	Diastolic BP
CLINICAL			
Glucose (mg/dL)	Trigs (mg/dL)	HDL	Total Chol
			LDL
HgbA1c (A1C)			
Healthcare Provider Name	UPIN/ NPI		
Healthcare Provider Signature	Today's Date		

Quest Diagnostics, the associated logo, and all associated Quest Diagnostics marks are the registered trademarks of Quest Diagnostics. All third party marks - ® and TM - are the property of their respective owner. © 2009-2015 Quest Diagnostics Incorporated. All rights reserved.

Virgin Pulse Update

- Transition to **2.0** platform—going well
 - More participants are engaging in the program
 - More participants using mobile app
- Mobile app provides same experience as desktop
 - Log out and back into app for 2.0 mobile app experience
- Voucher Program
 - Request vouchers with assigned point values
 - Printed—hand out the voucher at an event – charity 5K
 - Electronic—e-mail voucher number
 - [Plan sponsors can promote additional activities and reward with Points](#)

Virgin Pulse Administrative Portal

- Permission to use each area is assigned
- 4 separate areas—
accessible from personal VP account
 1. Calendar
 2. Challenge Tool
 3. Reporting
 4. Client Report Archive

Virgin Pulse Administrative Portal

- Calendar
 - Useful to communicate conference events
 - BFW screenings/HealthQuotient (HQ)
 - Cabinet meetings
 - Workshops
 - Conference well-being activities

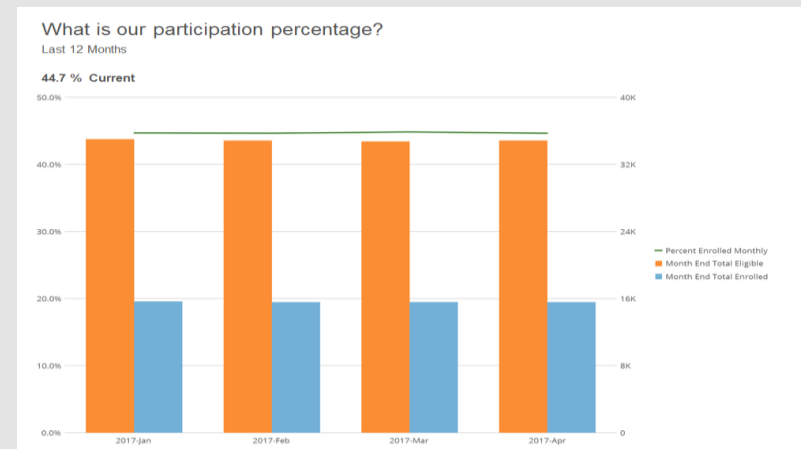
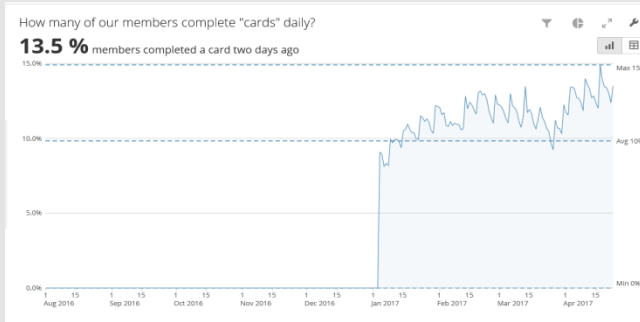
Virgin Pulse Administrative Portal

- Challenge Tool
 - Set up conference-wide challenges
 - Designed to get large groups involved
 - Approximately 30 to choose from
 - Teams of 5, 8 or 10
 - Teams provide support
 - Camaraderie
 - Social support

Virgin Pulse Administrative Portal

- Reporting Suite

- User friendly
- Executive dashboard—high level stats
- Run and review reports on many features of the 2.0 platform/program
 - Levels and Incentive achievement
 - Average steps taken
 - Daily card completion



Virgin Pulse Administrative Portal

- Client Report Archive
 - Includes only reports VP puts together for us
 - Monthly PulseCash report for tax purposes
 - Quarterly Levels report
 - Includes all enrolled participants
 - Highest level achieved (1 - 4)
 - **Mid-May:** Will be ready

Virgin Pulse Administrative Portal

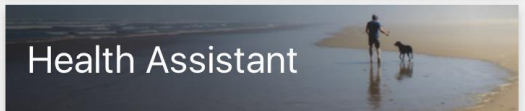
- Contact CFH re:
who should have permission to each area?
- Training materials are posted on Wespath Extranet
 - Links to training—
Will send to those with permission for each area

WebMD Updates

- **Mobile app**
- **New home page—coming soon**



Find out how healthy you are and what you can do to improve.



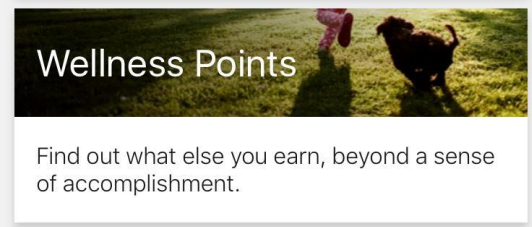
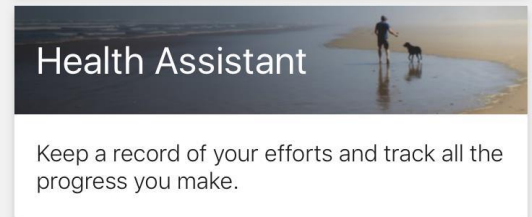
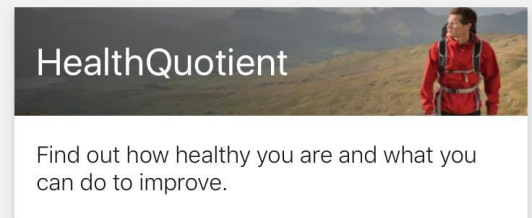
Keep a record of your efforts and track all the progress you make.



Find out what else you earn, beyond a sense of accomplishment.

WebMD Updates

- “Wellness at Your Side”
mobile app
 - Access full personal **HealthFlex/WebMD site**
 - Complete **HQ**
 - Set and track goals with **Health Assistant**
 - Track and earn **Wellness Points**



“Wellness at Your Side” Mobile App

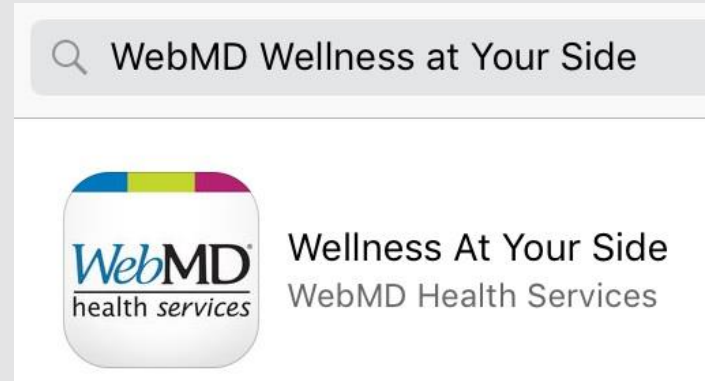
- **Step 1**

In App Store search
“Wellness at Your Side”
and download app

- **Step 2**

Enter **“HEALTHFLEX”** and
click **“Connect”**

1



2



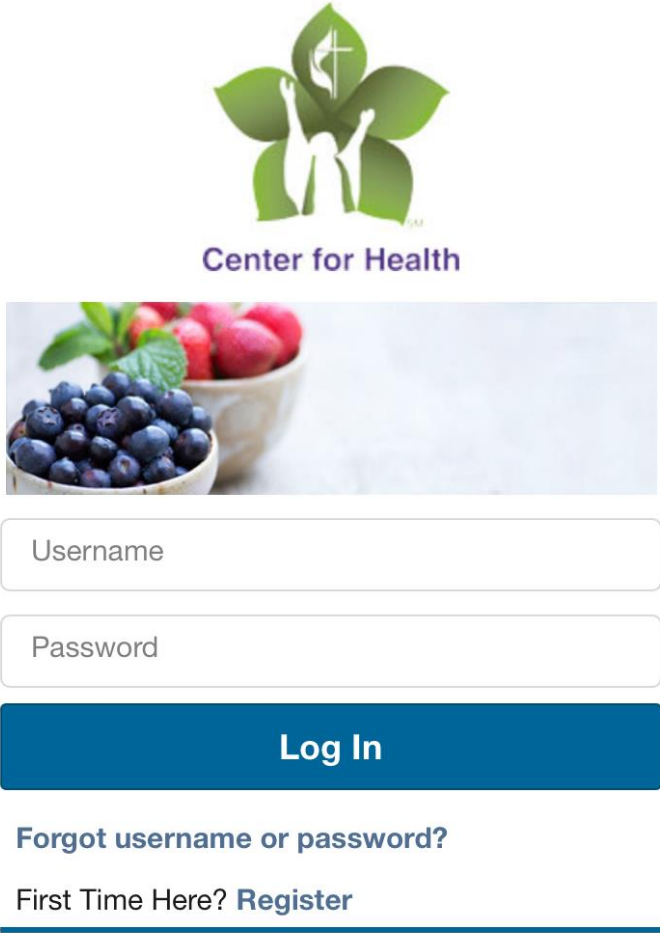
“Wellness at Your Side” Mobile App

- **Step 3**

You are taken to the WebMD login page.

Login with your HealthFlex/WebMD username and password

(This step only required when connecting the first time.)



Center for Health

Username

Password


Log In

[Forgot username or password?](#)


First Time Here? [Register](#)

“Wellness at Your Side” Mobile App

- **Step 4**
Explore!
- **Need help?**
Call WebMD at
1-866-302-5724

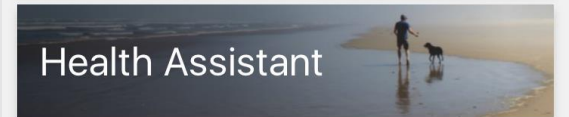


HealthFlex/WebMD
Access Full Site



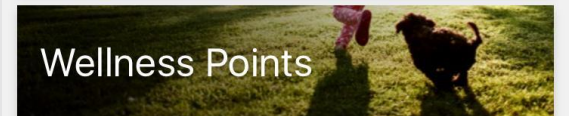
HealthQuotient

Find out how healthy you are and what you can do to improve.



Health Assistant

Keep a record of your efforts and track all the progress you make.



Wellness Points

Find out what else you earn, beyond a sense of accomplishment.

“Wellness at Your Side” Mobile App

- Go live—**late May/early June**
- Wespath providing **e-blast**
- **“Connection Center”** on homepage—provides info about WebMD apps and how to connect



Get the whole picture! Sync your device with WebMD

Let's Go

Coaches' Corner

- Goes live same time as app
- See pics and profiles of several coaches
- Can request by name

Meet Your WebMD Health Coaches!

[Click Here](#) to learn more about the team of health professionals available to help you achieve your wellness-related goals. Then pick up the phone and say & hello to better health!

Coaches' Corner

Your Health Coaches at Work



The **HealthFlex** Health Coaching Team is here for YOU!



We genuinely want to help you meet your health goals; big or small. Whether you're just deciding to take your first coaching call with us or you've been participating for years, please let us know what we can do to help you improve your health.

WebMD Homepage Refresh

- Target live date: **early/mid-July**
- Less text
- More images
- Important links easy to find
- Increased functionality of Action Plan including:
 - Direct SSO to Businessolver during Annual Election
 - Direct SSO to Quest to register for biometric screening
- Screenshots and mini-tour coming

Upcoming Webinar Series



Tools for a Better Well-Being



Tools for a Better Well-Being

- Four-part webinar series
- Collaboration with COSROW
- Part 1 –
“**What Do You Need to Know about Prediabetes?**”
Tuesday, May 9; 2:00 p.m., Central time

Register at:

www.wespath.org/cfh/tools-webinar

Tools for a Better Well-Being

- Additional webinars (2:00 p.m., Central time)

“Manage Your Screen Time, Manage Your Life!”

Thursday, September 7

“Pastoral Visits: Carrying More than Comfort?”

Tuesday, October 17

“Understanding Anxiety and Depression”

Tuesday, November 14

Thank you for your partnership!





Wespath

BENEFITS | INVESTMENTS