



2017 Incentive Program FAQ

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1. Who is eligible to participate?

All state employees and retirees are eligible to participate in the incentive program*.

- a. All active, permanent employees insured with Blue Cross Blue Shield of Vermont through the State of Vermont are **eligible for monetary incentive**.
- b. Active, permanent employees NOT insured with Blue Cross Blue Shield of Vermont through the State of Vermont are **eligible for drawings**.
- c. Temporary and retired state employees and contractors are **not eligible for incentive rewards**.
- d. Must be actively employed at time of payment to be eligible.

***Active Employees - To be eligible for incentives, you must use your employee ID # as your username in the portal.**

2. What are the details of the 2017 Incentive Program?

The 2017 Incentive Program, *Live Balanced*, has three tiers: *Build Your Foundation*, *Maintain Your Foundation*, and *Reach Your Peak*. All components of *Build Your Foundation*, *Maintain Your Foundation*, and/or *Reach Your Peak* must be completed to earn wellness incentive rewards. Complete one or all three tiers - it's up to you! All incentive components must be completed between January 1, 2017 and November 1, 2017 to be eligible for incentive rewards, (with the exception of the Preventative Health Exam - complete between November 2, 2016 and November 1, 2017). Incentives are available until funds and/or drawings are depleted or by November 1, 2017. All components are completed via the [LiveWell Vermont Wellness Portal](#).

BUILD YOUR FOUNDATION Health Assessment Wellness Score Survey Earn 500 Points	MAINTAIN YOUR FOUNDATION Preventive Health Exam Earn 350 Points	REACH YOUR PEAK Complete 2 challenges and 1 online workshop <u>or</u> 1 challenge and 2 online workshops Earn 900 Points
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Build Your Foundation

Step 1: Complete your Personal Health Assessment.

Step 2: Complete the Wellness Score Survey*

*Must complete the Health Assessment before completing the Wellness Score Survey

Maintain Your Foundation

- ✓ Preventative Health Exam

Visit your health professional for one of the qualifying preventative health exams between 11/2/2016 to 11/1/2017. Document your visit by completing the "Preventative Health Exam Verification Form". Payment will not be awarded until the preventative health exam has occurred. LiveWell Vermont retains the right to audit survey results. Inaccurate information may affect payout of incentive funds. Awarding of points does not guarantee payout if information is incorrect or out of the required date range.

Reach Your Peak

Choose one option:

Option 1 - Complete TWO LiveWell Vermont Wellness Challenges and ONE 4-week workshop

Option 2 – Complete TWO 4-week workshops and ONE LiveWell Vermont Wellness Challenge

3. How do I create an account for the wellness portal?

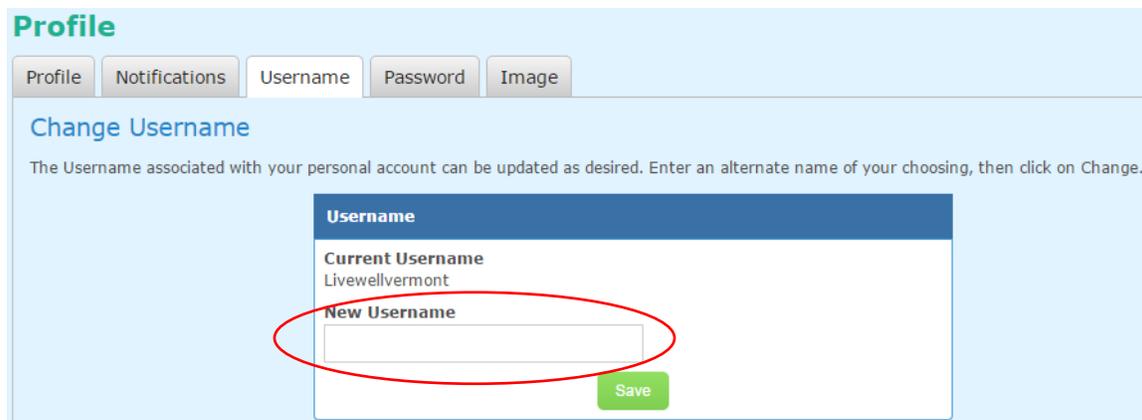
- Go to: <https://mybluehealth.bcbsvt.com>
- Click on the “Click here to sign up” button under “First Time Users: Register Here”.
- Create Username:** Active employees must use your **employee ID number** as your username, which is available on your ID badge or pay statement.
- Create a Password:** Must include at least 1 capital letter, 1 number, 1 special character (!@#%\$%^&*) and be a minimum of 8 characters in length. Write your username and password down as you will use this for all future access to the portal.
- Under “**Member Information**” enter your name as it appears on your Blue Cross Blue Shield of VT Insurance Card. **If you are not insured by Blue Cross Blue Shield of VT**, enter your name as it appears on your pay statement.
- Enter your email address to retrieve your password should you forget it in the future. This is also required to receive any communications from LiveWell Vermont through the portal. Please be sure your email address is accurate and current.



4. How do I change my Username?

If you are an active, permanent State employee, your Username **must be your employee ID number** to be eligible for the 2017 *Live Balanced* Incentive Plan. Follow the steps below to change to your Username.

- Log into the LiveWell Vermont wellness portal at: <https://mybluehealth.bcbsvt.com>
- Click on your name in the upper right-hand corner of the dashboard
- Select the “Username” tab
- Type your employee ID number in the field circled as shown below.
- Click on “Change” to complete your Username change



5. How can I retrieve my password?

- Visit <https://mybluehealth.bcbsvt.com> and click “Forgot Password”
- Fill in the Username used to login to the wellness portal
- Answer the security question and click “Next”
- The system will send you a re-set password link to the email on file with your account*
*If no email on your account, it will tell you to contact your site administrator. Click on that link and follow the instructions to get assistance with resetting your password.

6. How do I update my email address?

- a. Log into the LiveWell Vermont wellness portal at: <https://mybluehealth.bcbsvt.com>
- b. Click on your name in the upper right-hand corner of the dashboard
- c. Select “Notifications”
- d. Enter your State email address (first.last@vermont.gov)
- e. Check the box “Allow email notifications”
- f. Click “Save”

7. What are the incentive rewards for completing the incentive program?

Build Your Foundation	500 POINTS/\$50
Health Assessment	300 POINTS
Wellness Score Survey	200 POINTS
Maintain Your Foundation	350 POINTS/\$35
Preventative Health Exam	350 POINTS
Reach Your Peak	900 POINTS/\$90
Choose One Option:	
Option 1: Complete 1 workshop and 2 challenges	900 POINTS
Option 2: Complete 2 workshops and 1 challenge	900 POINTS

- Must complete all components of “Build Your Foundation” to earn 500 points/\$50.
- Must complete all components of “Maintain Your Foundation” to earn 350 points/\$35.
- Must complete Option 1 (1 workshop and 2 challenges) OR Option 2 (2 workshops and 1 challenge) to earn 900 points/\$90.
- **State employees NOT insured with BCBSVT/SOV insurance:** Completion of 1 tier = 1 drawing entry in the quarterly wellness drawing.
- Incentives are available until funds and/or drawings are depleted or by November 1, 2017.

8. How do I complete my Personal Health Assessment?

- a. Go to: <https://mybluehealth.bcbsvt.com>
- b. Log in with your Username and Password
- c. Click on the *Build Your Foundation* block, which can be found on the top of your dashboard/homepage. Read the document and click on the link provided.
- d. Complete the 10-15-minute questionnaire related to your overall health and lifestyle. All information collected is confidential. LiveWell Vermont only looks at aggregate data, not individual answers to questions, for future wellness programming needs.
- e. Upon completion, you will receive a Wellness Score, which indicates you have successfully completed your health assessment. Your “Health Assessment Report” will highlight your health risks and provide you with resources to improve your overall health.
- f. Be sure to review and write down the following information from your “Health Assessment Report”: Wellness Score and your low (green), moderate (yellow) and high (red) risks. You’ll need this information to complete the “Wellness Score Survey”, which is Step #2 of the *Build Your Foundation* tier of the 2017 Live Balanced Incentive Program.

9. How do I complete my Wellness Score Survey?

- When logged into the Wellness Portal (<https://mybluehealth.bcbsvt.com>), Click on the *Build Your Foundation* block, which can be found at the top of your dashboard/homepage.
- Did you complete your Personal Health Assessment yet? If not, you must do so first to complete your “Wellness Score Survey”.
- If you haven’t already, be sure to review and write down information from your “Health Assessment Report” to complete the “Wellness Score Survey”. You’ll need the following: Wellness Score and your low (green), moderate (yellow) and high (red) risks.
- Read Step #2 and click on the “Wellness Score Survey” link.
- Complete the questions within the survey. Be sure to click “submit” at the bottom of the survey to earn points. * LiveWell Vermont retains the right to audit survey results. Inaccurate information may affect payout of incentive funds. Awarding of points does not guarantee payout if information is incorrect or out of the required date range.

10. How do I document my Preventative Health Exam?

You must have your preventative health exam FIRST before completing this step!

- Click on the *Maintain Your Foundation* block at the top of your dashboard
- Read the document and click on the link provided, which brings you directly to the “Preventative Health Verification Form”.
- Choose ONE of the preventative health exam you had between 11/2/2016 and 11/1/2017.
- Enter the date of your exam as MM/DD/YYYY.
- Enter the provider/practice name.
- Click “Submit” to complete the form and earn incentive points.

Please note: You may have had more than one preventative health exam during this timeframe; however you only need to select one from the list to earn incentive points. LiveWell Vermont retains the right to audit survey results. Inaccurate information may affect payout of incentive funds. Awarding of points does not guarantee payout if information is incorrect or out of the required date range. Payouts will NOT occur until your preventative health exam has occurred.

The following Preventative Health Exams are accepted:

- Annual Physical Exam (completed by an MD, NP, DO, ND, PA)
- Dental Exam (hygiene visit or check-up with dentist)
- Age Appropriate Health Exam (ex. Mammogram; prostate/testicular exam; colonoscopy; vision exam, pap smear, testicular exam, or skin exam by dermatologist)

2017 LiveWell Preventive Health Exam

Do not complete this survey until you have had the actual exam. If you have not yet completed your exam, please close out the survey by clicking “x” on the upper right. Do not click “submit”. LiveWell Vermont retains the right to audit survey results. Inaccurate information may affect payout of incentive funds. Awarding of points does not guarantee payout if information is incorrect or out of date range. Payouts will not happen until you have had the exam.

Started: 12/14/2016, 10:22 AM

Question 1

Type of exam:

- a) Annual physical (MD, PA, NP, DO or ND)
- b) Dental exam or cleaning
- c) Colonoscopy
- d) Mammogram
- e) Pap Smear
- f) Skin check by dermatologist
- g) Prostate/testicular exam
- h) Vision exam

Question 2

Please indicate the date of the exam. The exam must be between November 2, 2016 and November 1, 2017. (MM/DD/YYYY)

Question 3

Provider/Practice name:

Submit

11. How do I complete a LiveWell Challenge?

- Visit the LiveWell Vermont Wellness Portal: <https://mybluehealth.bcbsvt.com>
- Log in with your Username and Password
- If a challenge is open for registration, a Challenge Box will be visible at the top of the dashboard.
- Click “Sign Up” within the Challenge Box.
- Follow the registration instructions and click “Sign Up Now” (registration varies with each challenge)

All challenges have unique completion requirements. Please read through components during each challenges’ registration period. In general, challenge components will include, but not limited to:

- Four weeks in duration
- Tracking
 - The “goal” of the challenge is based upon this measurement
 - Examples include: dietary intake; physical activity; sleep; etc.
- Completion of Weekly Tasks
 - All tasks must be completed prior to the end of the challenge to earn incentive points.
 - Each week of the challenge has tasks to complete. Tasks load each Monday of the challenge if tasks are completed on schedule.
 - Important note: If your weekly tasks are overdue you can catch up, but be aware that there is a 24-hour re-set for the next week’s tasks to appear. We suggest NOT waiting until the last week to complete tasks as you may not have enough time to complete them.
 - Task examples include: reading an article or educational document, completing a survey, watching a video, or visiting a website.

12. What challenges will be offered in 2017?

Type of Challenge	Registration Period	Start Date	End Date
Nutrition	1/16/2017 – 2/5/2017	1/30/2017	2/26/2017
Physical Fitness	3/27/2017 – 4/16/2017	04/10/2017	05/07/2017
Life Balance	6/26/2017 – 07/16/2017	07/10/2017	08/06/2017
Sleep	9/18/2017 – 10/8/2017	10/2/2017	10/29/2017

13. How do I complete a Workshop?

Choose from 10 workshops in 2017. Workshops are 4 weeks in duration. Workshops must be completed by November 1, 2017. Please note workshops cannot be taken at the same time.

- Go to the wellness portal at: <https://mybluehealth.bcbsvt.com> and login with your username and password.
- Click on the *Reach Your Peak* block on the top of your dashboard.
- Read the instructions on page 2 of the document. At the bottom, click on the link provided.
- Under “Add”, scroll to choose the workshop that interests you and click “Signup” to enroll.

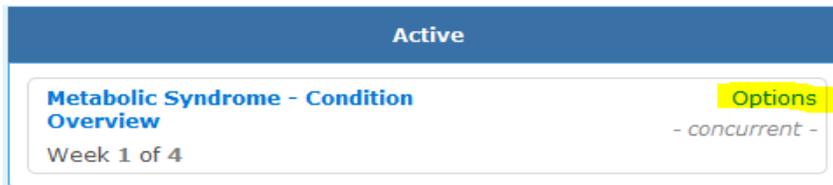
- e. Complete weekly tasks found on your dashboard/homepage, which can be found under “My To Do List”.
- f. **Note:** *New tasks will appear every 7 days from your start date. Tasks will become “overdue” if you do not complete them within 7 days. Once “overdue” tasks are completed, new tasks will load a week from that day. This may delay your ability to complete all 4 weeks by November 1, 2017.*
- g. To earn incentive points for *Reach Your Peak*, you must complete one of the following options: Option 1 (2 workshops and 1 challenge) OR Option 2 (1 workshop and 2 challenges). Completion points will be loaded to your “Incentive Summary” upon successful completion of the *Reach Your Peak* tier.

14. What workshops will be offered in 2017?

- Cardiovascular Disease Prevention
- Diabetes Prevention
- Financial Wellness
- Healthy Aging
- Job Stress
- Life Balance
- Metabolic Syndrome
- Personality and Stress
- Smoking Cessation
- Your Roadmap to Health

15. How do I withdraw from a workshop?

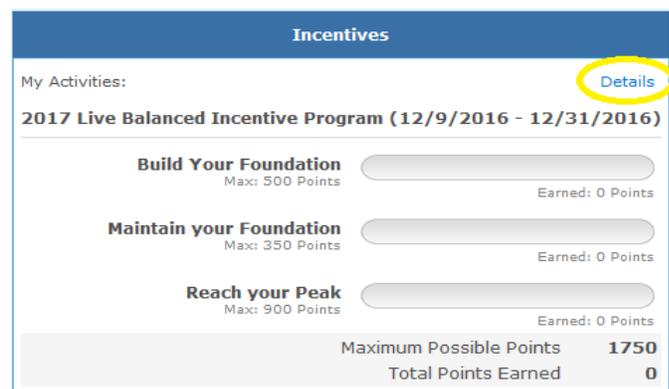
- a. Go to the wellness portal: <https://mybluehealth.bcbsvt.com>
- b. Log in with your Username and Password
- c. Select “Wellness” from the menu bar
- d. Select “Wellness Workshops”
- e. Select “Manage Workshops”
- f. You will see your current workshop listed under the “Active” Tab
- g. Select “Options”



- h. Select “Remove”
- i. You are now able to enroll for a different workshop, should you choose to do so.

16. How many points do I have towards my incentive reward?

- a. Scroll down to the “Incentives” on your dashboard.
- b. Click on “Details”
- c. You will be linked to your “Incentive Summary”. The table shows points earned for each incentive section. Points will automatically be earned upon successful completion of each incentive component.



Build Your Foundation			0/500 points
	Possible Points	Earned Points	
Health Assessment	300	0	
Wellness Score Survey	200	0	
Maintain your Foundation			0/350 points
	Possible Points	Earned Points	
2017 LiveWell Preventive Health Exam	350	0	
Reach your Peak			0/900 points
LiveWell Workshops	Max Points = 600	Possible Points	Earned Points
Cardiovascular Disease Prevention (LiveWell)		300	0
Diabetes Prevention Workshop (LiveWell)		300	0
Financial Wellness (LiveWell)		300	0
Job Stress (LiveWell)		300	0
Healthy Aging (LiveWell)		300	0
Life Balance (LiveWell)		300	0
Metabolic Syndrome - Condition Overview (LiveWell)		300	0
Personality and Stress (LiveWell)		300	0
Smoking Cessation (LiveWell)		300	0
Your Roadmap to Health (LiveWell)		300	0
LiveWell Challenges	Max Points = 600	Possible Points	Earned Points
LiveWell Winter Challenge		300	0
LiveWell Spring Challenge		300	0
LiveWell Summer Challenge		300	0
LiveWell Fall Challenge		300	0
Maximum Possible Points			1750

17. When will I receive my incentive reward?

Monetary rewards and drawings will occur quarterly and will be directly deposited in your paycheck.

<u>Payout:</u>	<u>Date Payout Will Occur:</u>	<u>Incentive Components Must Be Completed By:</u>
Payout 1	March 30, 2017	March 5, 2017
Payout 2	June 22, 2017	May 14, 2017
Payout 3	September 14, 2017	August 13, 2017
Payout 4	December 7, 2017	November 1, 2017

- Limited to \$175 per employee annually
- Cash incentives and drawings are taxable under federal and state tax law
- Accommodations available for employees with disabilities
- Incentives are available until funds/drawings are depleted or by November 1, 2017

18. I have questions, who do I contact?

Mail: Department of Human Resources
 LiveWell Vermont State Employees Wellness Program
 120 State Street, 5th Floor
 Montpelier, VT 05620-2505

Phone: (802) 828-2804

Email: [dhr.livewellvermont@vermont.gov](mailto: dhr.livewellvermont@vermont.gov)

