

Make Your Wellness 20/20 Incentive Program FAQ



FOCUS ON A HEALTHIER YOU

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1) Who is eligible to participate?

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

- State of VT active, permanent employees and retirees are eligible to earn points/money in the *Make Your Wellness 20/20* Incentive Program
- State of VT active, permanent employees or retirees must be insured with SOV/BCBSVT at the time of payment to be eligible for incentive money
- State of VT active permanent employees or retirees not insured with SOV/BCBSVT are eligible for fantastic wellness giveaways (while supplies last)
- Temporary SOV employees are welcome to participate but are not eligible for incentives

2) How do I create an account for the wellness portal?

- Visit the [LiveWell Vermont Wellness Portal](#)
- New users click on the “Get Started” button
- Enter your first name, last name, date of birth and zip code then select “Next”
- Check the box acknowledging you have read and agree to the full user agreement. Once you agree you will be redirected to the “Communication Preferences” page
- Choose a username and password of your choice

New to Onlife Health?

Get Started

Communication Preferences

* Indicates a required field

Username and Password setup

User Name*

User Name



Password*

Password

Confirm Password*

Confirm Password



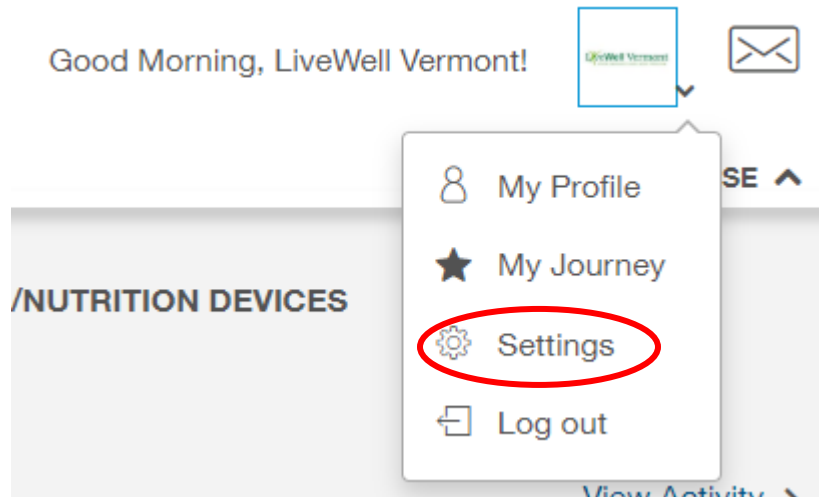
- Review additional information on this page under “My Information”. Here, you can update your email, phone number and preferred method of contact
- Once all information is updated, select the green “Save & Continue” button on the bottom right side of the page and begin!

3) How do I edit my profile information?

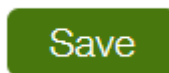
You can change information on your profile within your settings. This includes a username, email, primary phone number and password.

- Log into the [LiveWell Vermont Wellness Portal](#)

- b) Click on your profile image in the upper right-hand corner of the dashboard



- c) Select "Settings" from the dropdown menu (shown below)
d) From here, select the green edit key to make any changes to your account. Edit key:
e) When completed, select "Save"



4) How can I retrieve my username?

- a) Visit [LiveWell Vermont Wellness Portal](#) and click "Forgot Username" (red circle)
b) Fill in your first name, last name, date of birth and zip code
c) With that information, the system will immediately provide your username

5) How can I retrieve my password?

- a) Visit [LiveWell Vermont Wellness Portal](#) and click "Forgot Password"
b) Fill in your Username to login to the wellness portal and select "Reset Password" (green circle)
c) The system will send a link to the email on file with your account

A screenshot of the Onlife Health login page. The Onlife Health logo is at the top. Below it is a "Log In" section with fields for "Username" and "Password". A blue "Log In" button is below the fields. Below the button are two links: "Forgot Username?" (circled in red) and "Forgot Password?" (circled in green). Below these links is a "New to Onlife Health?" section with a "Get Started" button. At the bottom, there are two NCCA accreditation logos and a footer with links for "Contact Us", "Terms of Services", and "Privacy Policy", followed by the copyright notice "©2019 Onlife Health, Inc. All rights reserved."

6) What are the details of the Make Your Wellness 20/20 Incentive Program?



Make Your Wellness 20/20! Each quarter, you will have the opportunity to earn 50 points/\$50 by completing eligible activities. Successful completion of your Health Assessment is a required first step and worth 20 points (and an additional \$50). This means you can earn up to \$250 in the *Make Your Wellness 20/20* Incentive Program! You choose how you earn your 50 points from the *Make Your Wellness 20/20* Eligible Activities Menu, but remember, everything must be completed by each quarter's end date for those points to count! Points will reset at the beginning of each new quarter; they do not roll over. And to top it off, complete 5 out of 10 activities per quarter to earn a LiveWell Vermont Champion Badge. Earn 4 badges for a fantastic wellness giveaway!

Incentive money is available until funds are depleted and there is no partial payout for partial points. LiveWell Vermont retains the right to audit for accuracy of reported information associated with the Make Your Wellness 20/20 Incentive Program. Incentive payouts may be delayed or withheld for false or inaccurate information.

7) How do I begin the Incentive Program?

Start the program in 2020 by completing your Health Assessment. This required step will earn you 20 points/\$50 and make you eligible to participate in all following quarters!

*Please note: you **cannot** earn points until you have completed the Health Assessment*



Complete Your Health Assessment

20
PTS

1 PER YEAR

COMPLETE YOUR GATEKEEPER TO UNLOCK THIS ACTIVITY

Make Your Wellness 20/20 by completing your Health Assessment. This required step gives you a better look at yourself and opens up your eligibility to earn incentive points/money.

Take me There

8) How do I complete my Health Assessment (HA)?

- Log into the [LiveWell Vermont Wellness Portal](#)
- If it is your first time on the portal, you will automatically be prompted to complete your HA
- Select "Get Started Now" when you are ready to begin



Begin your health assessment

Welcome


Completing the health assessment is REQUIRED to earn incentive points. Bonus! Completing this first step earns you 20 points or \$50!

Why? Your health assessment is the first step to seeing your best self. The information you provide will be used to design your personalized wellness journey. Your answers will generate your Personal Wellness Report, a snapshot of your health and wellness, and will provide you with valuable information and specific action steps to help you move toward your goals.

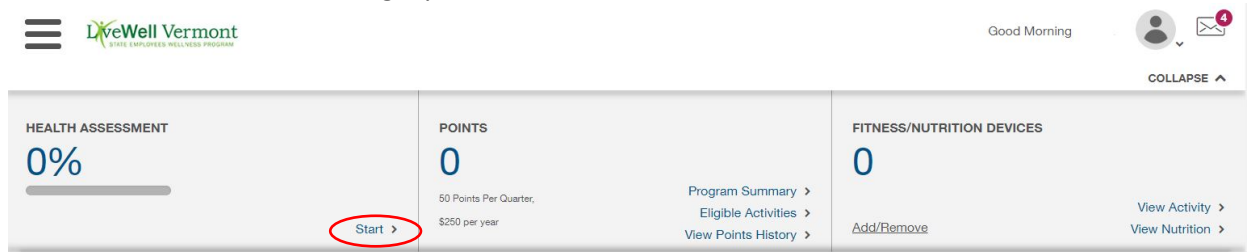
Get Started Now!

I'll do this later

[Español](#)



- d) If you have logged in previously and selected “I’ll do this later” you can access your HA from the Dashboard. Select “Start” to begin your HA



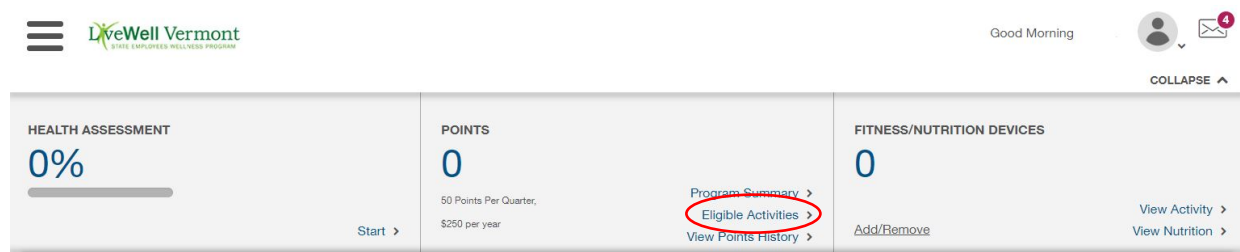
- e) Complete the 10-15-minute questionnaire related to your overall health and lifestyle. All information collected is confidential. LiveWell Vermont will not access or share your individual answers without your permission.

9) How do I earn my incentive points?

Just by completing your Health Assessment, you have earned 20 points/\$50! Your goal is to earn 50 points/quarter for \$50/wellness giveaways.

The first quarter you participate and complete your Health Assessment for 20 points/\$50 you will only need to earn 30 additional points to have your 50 points. This means you can earn up to \$100 during your first quarter of participation! Quarter activities include but are not be limited to personal challenges, corporate challenges, preventive exams/immunizations, classes and/or events through LiveWell Vermont and tracking your healthy habits.

For a full list of Eligible Activities select “Eligible Activities” on the Dashboard (see below)



10) How do I document the activities I complete?

All activities, once completed, must be recorded in the portal. You can only receive points once for an activity. The activity must be completed within the dates of the quarter for which you are seeking to obtain points. Example: if you get a preventive exam on January 12th, you can only earn points for it in the first quarter. You cannot report it for points in the third quarter.

To record an activity:

- Log into the [LiveWell Vermont Wellness Portal](#)
- Select “Eligible Activities”
- Find the activity you completed
- Select the green action button, example below:



- If it is a **survey**, answer the questions specific to that activity

LiveWell Vermont Activity

Let LiveWell Vermont assist you in making your wellness 20/20 through our programs and activities, including Wellness Screenings, Workshops, Retreats or Telephonic Wellness Coaching. Event date MUST have occurred within the current quarter for the points to count. When are the quarters? Qtr. #1-1/1/20-3/31/20; Qtr. #2-4/1/20-6/30/20; Qtr. #3-7/1/20-9/30/20; Qtr. #4-10/1/20-12/1/20.

Complete this survey AFTER your activity. LiveWell Vermont retains the right to audit survey results. Inaccurate or missing information may affect rewarding of final points

1. Which LiveWell Vermont Activity did you attend/complete? Activity must be within the current quarter for points to count.

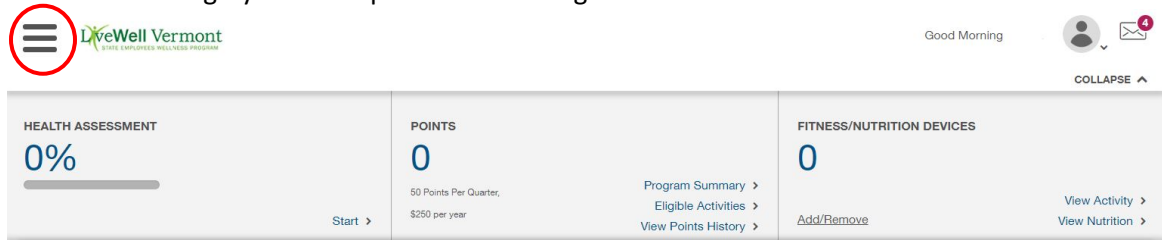
- ☐ a) Wellness Screening
- ☐ b) LiveWell Vermont Presentation (Workshop or Retreat)
- ☐ c) LiveWell Vermont Wellness Coaching

Select the green 'Submit' button to save your changes.

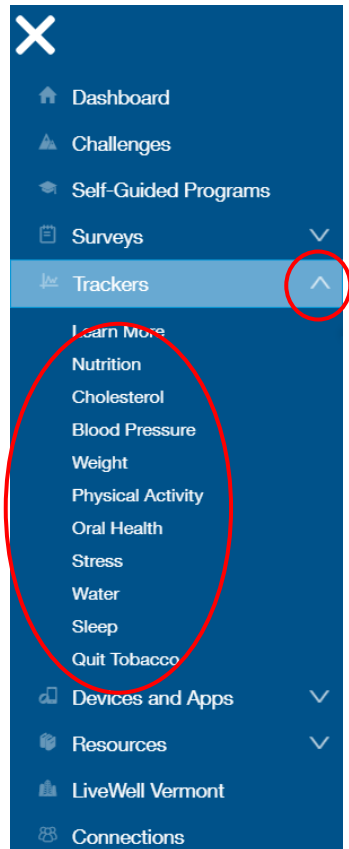
Submit

11) How do I track in the portal?

- a) Log into the [LiveWell Vermont Wellness Portal](#)
- b) Select the three gray lines to open the Left Navigation menu



- c) Select the arrow beside “Trackers” to open tracking options

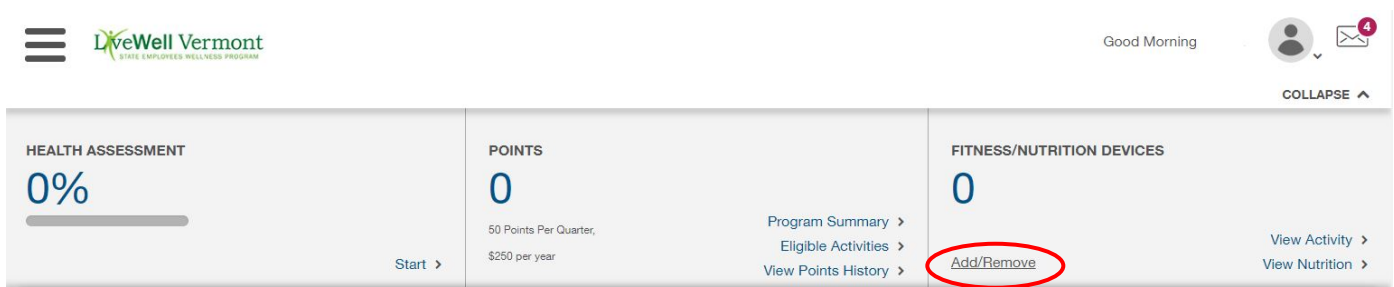


- d) Open the tracker of your choice by selecting it from the list
e) Update the activity you are seeking to track and select “Update” to save it



12) Can I sync my tracking device/app with the portal?

Yes! Start by selecting “Add/Remove” on your dashboard



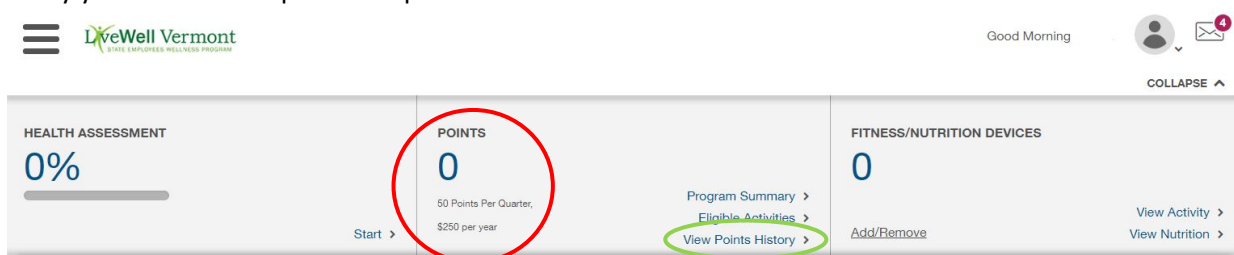
Please note: If you plan to earn points through your device be sure it tracks steps. You can earn 1 point a day for getting 10,000 steps. If your device does not calculate steps, you will need to report your activity in the self-tracking tool of the portal. Refer to #11 for further instructions on self-tracking.

13) Will the information I provide be verified?

LiveWell Vermont retains the right to audit for accuracy of reported information associated with the 2020 Incentive Program. Incentive payouts may be delayed or withheld for false or inaccurate information.

14) How do I see how many points I've earned in the quarter?

- Log into the [LiveWell Vermont Wellness Portal](#)
- The second gray tile (red circle) on the dashboard shows how many points you currently have and how many you need to complete the quarter



- Select "View Points History" (green circle) to view which activities you completed to earn those points

15) What are the incentive rewards for completing the incentive program?

There are 4 quarters in the *Make Your Wellness 20/20* Incentive Program. By completing the required Health Assessment, you earn 20 points/\$50. Each quarter after completing your health assessment, you can earn 50 points/\$50 up to \$250 for the year.

For example: if you complete your HA in Quarter 1 and earn 30 additional points, you will receive a payout of \$100 in the first quarter and \$50 for every additional quarter you earn 50 points up to \$250. There is no partial payout for partial points.

State employees and retirees NOT insured with BCBSVT through the State of Vermont are welcome to participate and are eligible for fantastic wellness giveaways. SOV temporary employees are welcome to participate but are not eligible for incentives. Incentives are available until funds and/or giveaways are depleted or by December 1, 2020.

16) Will I be eligible for prizes?

Yes, in addition to the monetary incentive, you can also win prizes! LiveWell awards wellness-related prizes throughout challenges and for participating in other LiveWell programming!

17) What is a LiveWell Champion?

Complete 5 of the 10 eligible activities in all 4 quarters of the *Make Your Wellness 20/20* Incentive Program and become a LiveWell Champion! All LiveWell Champions get a fantastic wellness giveaway!

18) When are the quarters?

Quarter	Start Date	End Date
Q1	January 1	March 31
Q2	April 1	June 30
Q3	July 1	September 30
Q4	October 1	December 1

19) When will I receive my incentive reward?

Active Employees*:

Quarter	Payout Date
Q1	5/07/20
Q2	7/30/20
Q3	11/05/20
Q4	12/31/20

**You will see your Wellness Incentive on your pay statement under Wages and Earnings. Wellness Incentives are considered taxable income under the IRS.*

Retirees*:

Quarter	Payout Date
Q1	4/30/20
Q2	7/31/20
Q3	10/30/20
Q4	12/31/20

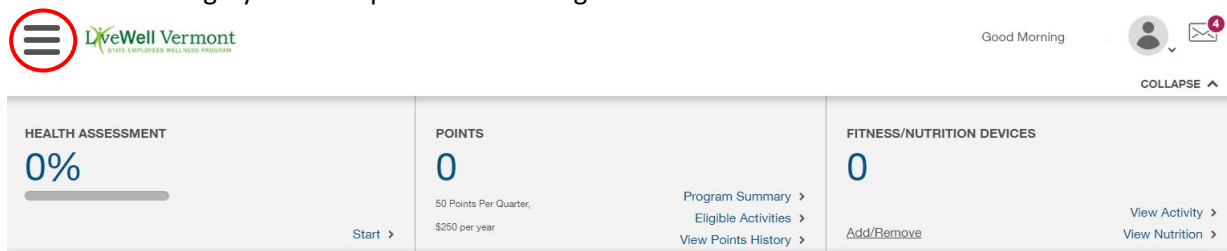
** You will see your Wellness Incentive on your pension statement under Gross Earnings. Wellness Incentives are considered taxable income under the IRS. Exempt retirees will be paid through a separate process which may cause a delay in payout.*

20) How many Corporate Challenges will be offered in 2020?

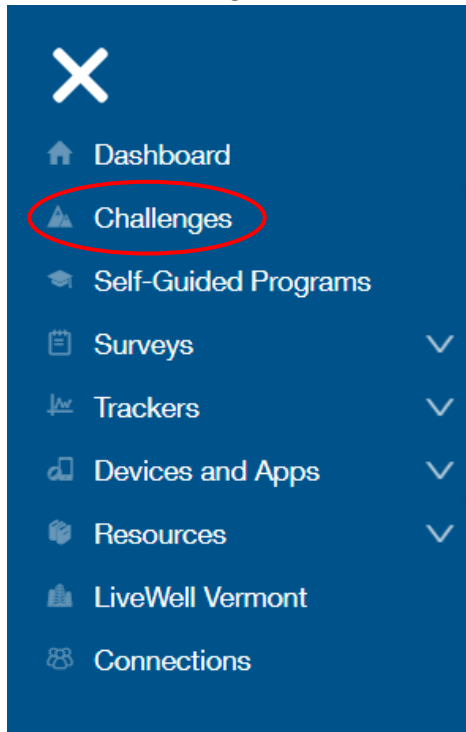
There will be 2 Corporate Challenges per quarter. Information on these will be released and marketed closer to the time of the challenge start date. All corporate challenges will be worth 30 points.

21) How do I complete a Personal Challenge?

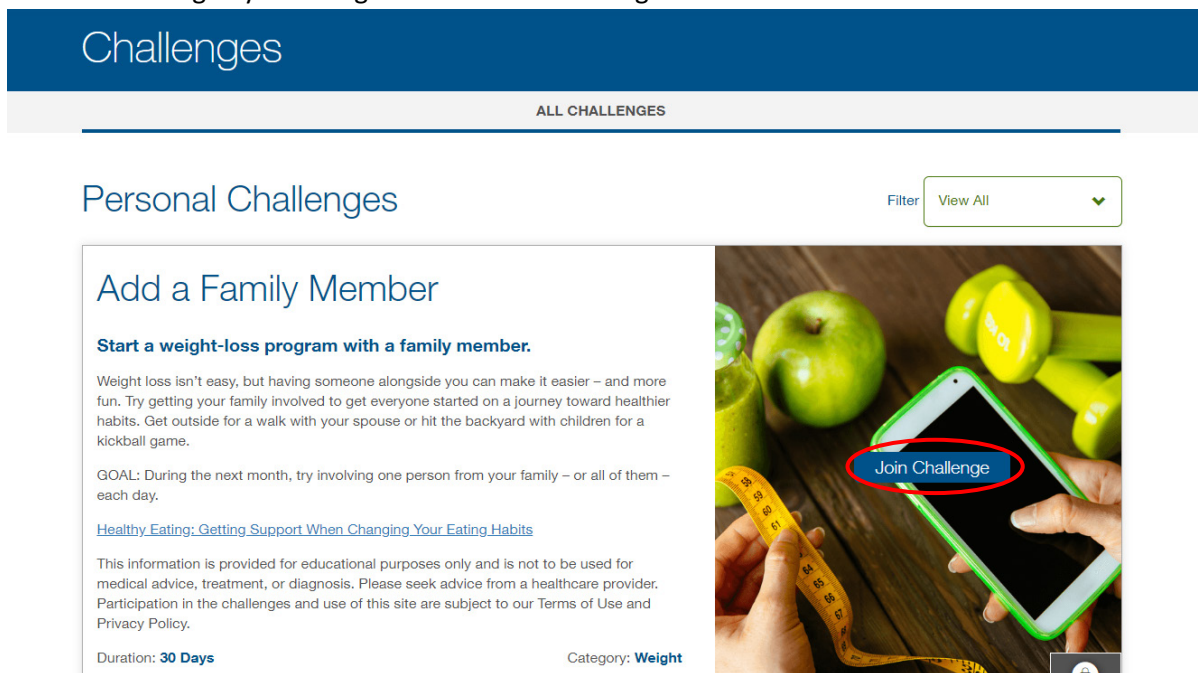
- Log into the [LiveWell Vermont Wellness Portal](#)
- Select the three gray lines to open the Left Navigation menu



- c) From the Left Navigation menu, select Challenges to open the Personal Challenge page



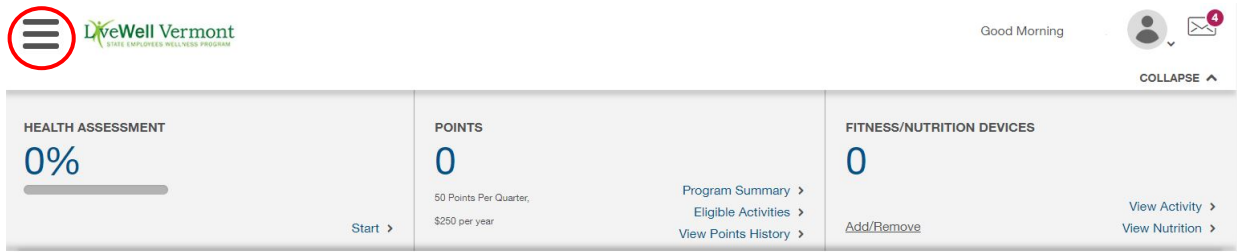
- d) Once on the Challenge Page, choose which challenge you would like to complete
e) Join the challenge by selecting the blue “Join Challenge” button



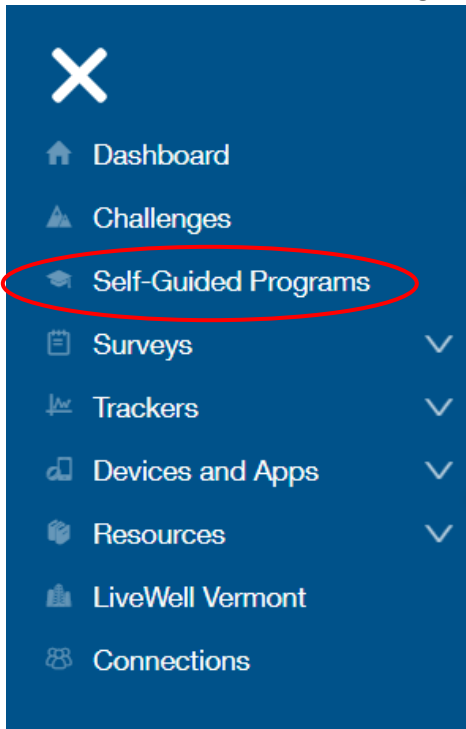
Important note: Be mindful of the challenge duration. You must track every day of the challenge. You can backtrack within the challenge, but not once the challenge has closed. There are **NO** grace periods in personal challenges. If you start a challenge on Monday it might end on Sunday. Once a challenge closes it cannot be reopened. If you have questions, please reach out to the Onlife Support Team or the LiveWell Vermont team **prior** to the challenge closing.

22) How do I complete a Self-Guided Program?

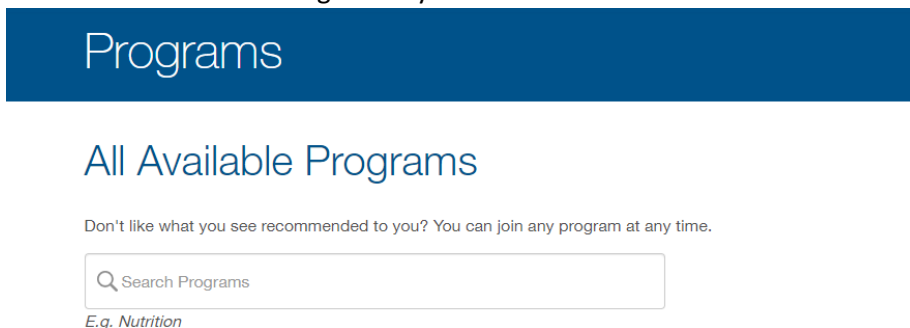
- Log into the [LiveWell Vermont Wellness Portal](#)
- Select the three gray lines to open the Left Navigation menu



- From there, select Self-Guided Programs to open the Self-Guided Program page



- Select the Self-Guided Program of your choice



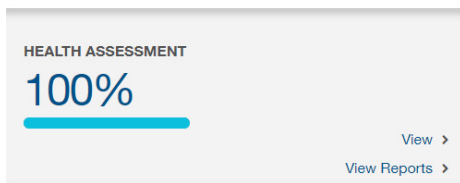
Please Note: There are Interactive and Educational Self-Guided Programs. Interactive programs are 6 weeks and have a tracking component based on the “healthy habit” you create. Educational programs are self-paced and do not require tracking. When selecting a Self-Guided program, be sure there is adequate time to complete it for the quarter for which you are trying to earn points.

23) What is the difference between a Corporate Challenge, Personal Challenge and Self-Guided Program?

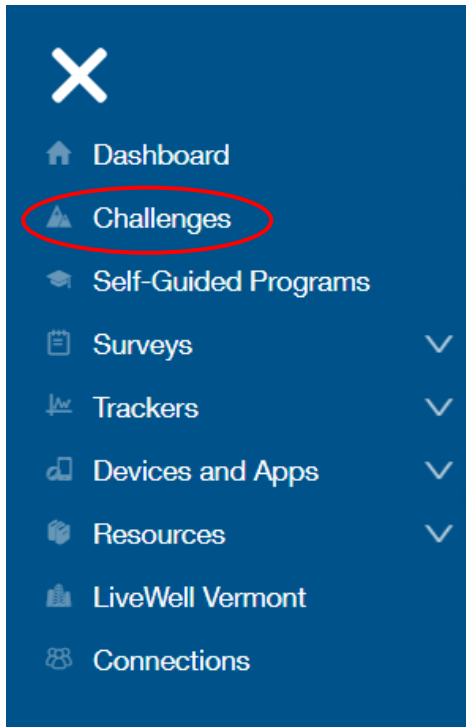
- Corporate challenges are organized by LiveWell Vermont. Registration, start and end dates are set by the team and will not be changed
- Personal Challenges can be started at any time. The challenge duration cannot be changed
- Self-Guided Programs can be started at any time. Interactive programs are 6 weeks. Educational programs are self-paced

24) How do I withdraw from a personal challenge?

- a) Log into the [LiveWell Vermont Wellness Portal](#)
- b) On the Dashboard, select the 3 gray lines next to the LiveWell Vermont logo



- c) Once the left navigation tab appears, select "Challenges"



- d) Click on the challenge you are "In Progress" on that you wish to quit

- e) In the bottom left of the challenge page is “Quit Challenge”



- f) A confirmation message will appear. Select “Confirm” to quit the challenge

Quit Challenge

Are you sure you want to quit this challenge? If so, you will not earn 30 Points for completion of this challenge.

25) What counts as a preventative exam/immunization?

The following Preventative Health Exams are accepted:

- Annual Physical Exam (completed by an MD, NP, DO, ND, PA)
- Dental Exam (a hygiene visit or check-up with dentist)
- Age Appropriate Health Exam (ex. Mammogram; prostate/testicular exam; colonoscopy; vision exam, pap smear or skin exam by dermatologist)
- Immunizations (Shingles, Pneumonia, Influenza, MMR, Tdap, Varicella, HPV, Hepatitis A or B)

Please note: The preventative exam/immunization must have occurred within the dates of the quarter to be eligible for points. Please refer to #18 to review the quarter dates. LiveWell Vermont retains the right to audit survey results. Payouts will NOT occur if your preventative health exam does not fall within the dates of the current quarter. Inaccurate information may affect payout. Awarding of points does not guarantee payout if information is incorrect or out of the required date range.

26) Who do I contact if I still have question?

For portal and points questions contact Onlife Health:

Phone: 877-369-0280 (Mon-Fri 8AM to 10PM EST)

Email: support@OnlifeHealth.com

For program specific questions contact the LiveWell Team:

Phone: (802) 828-7308

Email: DHR.LiveWellVermont@vermont.gov