

2019 Start Small. Go Big. Incentive Program FAQ



*LiveWell Vermont will be getting a new portal as of July 1, 2019!!
For 2019, we will have 2 semesters (January 1 - June 30, 2019 AND July 1 - November 1, 2019).
This FAQ is specific to the first semester: January 1- June 30, 2019.*

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1) Who is eligible to participate?

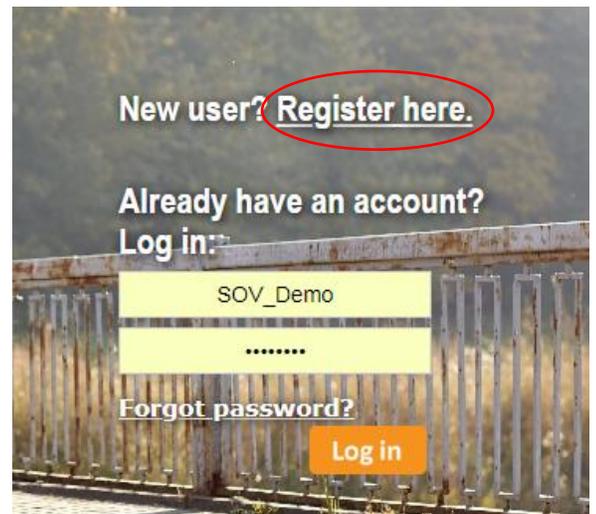
All state employees and retirees are eligible to participate in the incentive program*.

- A. All active, permanent employees insured with BCBSVT through the State of Vermont are **eligible for monetary incentives**.
- B. Active, permanent employees NOT insured with BCBSVT through the State of Vermont are **eligible for drawings**.
- C. Temporary and retired state employees are welcome to participate but are **not eligible for incentive rewards**.
- D. Contractors are **not eligible for incentive rewards**.
- E. Employees 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.

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

- a) Visit the [LiveWell Vermont Wellness Portal](#)
- b) Click on the "Register here" button under "First Time Users: Register Here".
- c) **Create Username:** Active employees must use your **employee ID number** as your username, which is available on your ID badge or pay statement.
- d) **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.
- e) Under "**Member Information**" enter your name as it appears on your BCBSVT Insurance Card. **If you are not insured by BCBSVT**, enter your name as it appears on your pay statement.
- f) 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.



3) 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 2019 *Start Small. Go Big.* incentives. Follow the steps below to change your Username.

- a) Log into the [LiveWell Vermont Wellness Portal](#)
- b) Click on your name in the upper right-hand corner of the dashboard
- c) Select the "Username" tab
- d) Type your employee ID number in the field circled as shown below.
- e) Click on "Save" to complete your Username change

Profile

Profile Notifications Username Password Image

Change Username

The Username associated with your personal account can be updated as desired. Enter an alternate name of your choosing, then click on Change.

Username

Current Username
Livewellvermont

New Username

Save

4) How can I retrieve my password?

- Visit [LiveWell Vermont Wellness Portal](#) and click “Forgot Password”
- Fill in your Username 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.

5) How do I update my email address?

- 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 “Notifications”
- Enter your State (first.last@vermont.gov) or personal email address
- Check the box “Allow email notifications”
- Click “Save”

6) What are the details of the 2019 Start Small. Go Big! Incentive Program?



The 2019 Incentive Program, *Start Small. Go Big!* runs from January 1 - June 30, 2019. Eligible participants can earn \$100/wellness prizes in this semester by earning 200 points through completion of itinerary items. Please see #10 for more information on earning points. Incentives are available until funds and/or drawings are depleted or by June 30, 2019. All components are completed via the [LiveWell Vermont Wellness Portal](#).

Please Note: You must complete **Get Your Passport:** your Health Assessment (HA) AND Wellness Score Survey to be eligible for any incentive payout. Please see #7 for more information.

7) How do I begin the Incentive Program?

Start your journey in 2019 by completing *Get Your Passport* (your Health Assessment and **then** your Wellness Score Survey) for 100 points. **These two steps are required to earn your incentive.** These questionnaires take 10-15 minutes and are related to your overall health and lifestyle.

Once you complete *Get Your Passport*, choose from the itinerary, *PlanWell*, *TravelWell* and *LiveWell*, to earn your next 100 points. As this is **your** journey, you will see there are many options from which to choose. Notice that each item has a designated point value. You choose how you earn your 100 points under Semester 1, but remember, everything must be completed by June 30th for those points to count.

Remember, to earn the \$100 payout or be eligible for drawings (see eligibility requirements below), you must complete *Get Your Passport* for 100 points and have earned at least an additional 100 points under Semester 1 options. There is no partial payout for partial points.

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

- a) Log into the [LiveWell Vermont Wellness Portal](#)
- b) Hold the cursor over the “Incentive” tab. A drop down will appear, select “Incentive Summary”
- c) Scroll to the “Get Your Passport” section and select the “Health Assessment”

Get Your Passport (Required)		50/100 points	
	Possible Points	Earned Points	
Health Assessment	50	50	
2019 Wellness Score Survey (DEMO)	50	0	

- d) Complete the 10-15-minute questionnaire related to your overall health and lifestyle. All information collected is confidential. LiveWell Vermont does not access or share your individual answers without your permission.
- e) Upon completion, you will receive a *Wellness Score*, which indicates you have successfully completed your health assessment. Your “Health Assessment (HA) 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”: your Wellness Score and your low (green), moderate (yellow) and high (red) risks. You’ll need this information to complete the “Wellness Score Survey”.

9) How do I complete my Wellness Score Survey?

You must complete your HA before you can do the Wellness Score Survey. Please see #8 for directions and information needed to complete this step.

- a) Log into the [LiveWell Vermont Wellness Portal](#)
- b) Hold the cursor over the “Incentive” tab. A drop down will appear, select “Incentive Summary”
- c) Scroll down to the “Get Your Passport” section and select the “2019 Wellness Score Survey”

Get Your Passport (Required)		50/100 points	
	Possible Points	Earned Points	
Health Assessment	50	50	
2019 Wellness Score Survey	50	0	

d) Complete the questions within the survey. Be sure to click “Submit” at the bottom of the survey to earn points. (You will need your HA Score and Low, Medium and High Risk areas.)

* *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 earn my incentive points?

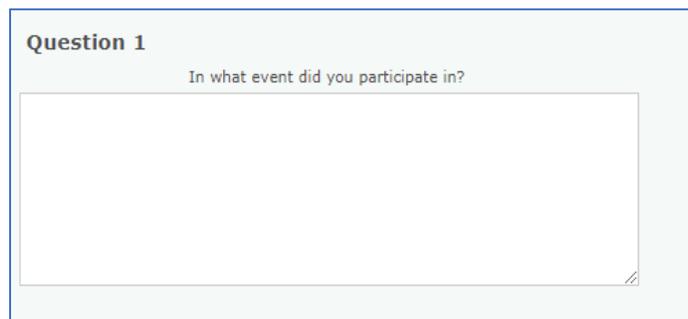
You will earn 100 points by completing *Get Your Passport* (#7) and at least 100 semester-specific points. You can choose from any of the itinerary items on the *Start Small. Go Big.* Menu under *PlanWell*, *TravelWell* and *LiveWell* to earn your next 100 points. **You must earn 100 of your 200 points by completing *Get Your Passport* to be eligible for the pay-out.** The semester itinerary can be found in the [LiveWell Vermont Wellness Portal](#).

When you earn 200 points for the semester, you will earn \$100 (BCBSVT plan members) or be eligible for wellness drawings (non-BCBSVT employees). Your list of under Semester 1 include but are not be limited to: 3 challenges, community based activities, preventive exams/immunizations, classes and/or events either through LiveWell Vermont, one of its partners (InvestEAP, BCBSVT, Helping Hands to Health and Prudential).

11) How do I document the activities I complete in the first semester?

All LiveWell task once completed must be recorded in the portal by the end of the semester (June 30, 2019) to count. You can only receive credit for the activity once.

- a. Log into the [LiveWell Vermont Wellness Portal](#)
- b. Hold the cursor over the “Incentives” tab
- c. Click on “Incentive Summary”
- d. Select the task you participated in and complete your documentation.
- e. If it is a **survey or a quiz**, answer the questions specific to that activity



Question 1

In what event did you participate in?

Select the green ‘Submit’ button to save your changes.

Question 6

How will participating in this event impact your behavior/attitude moving forward?

Submit

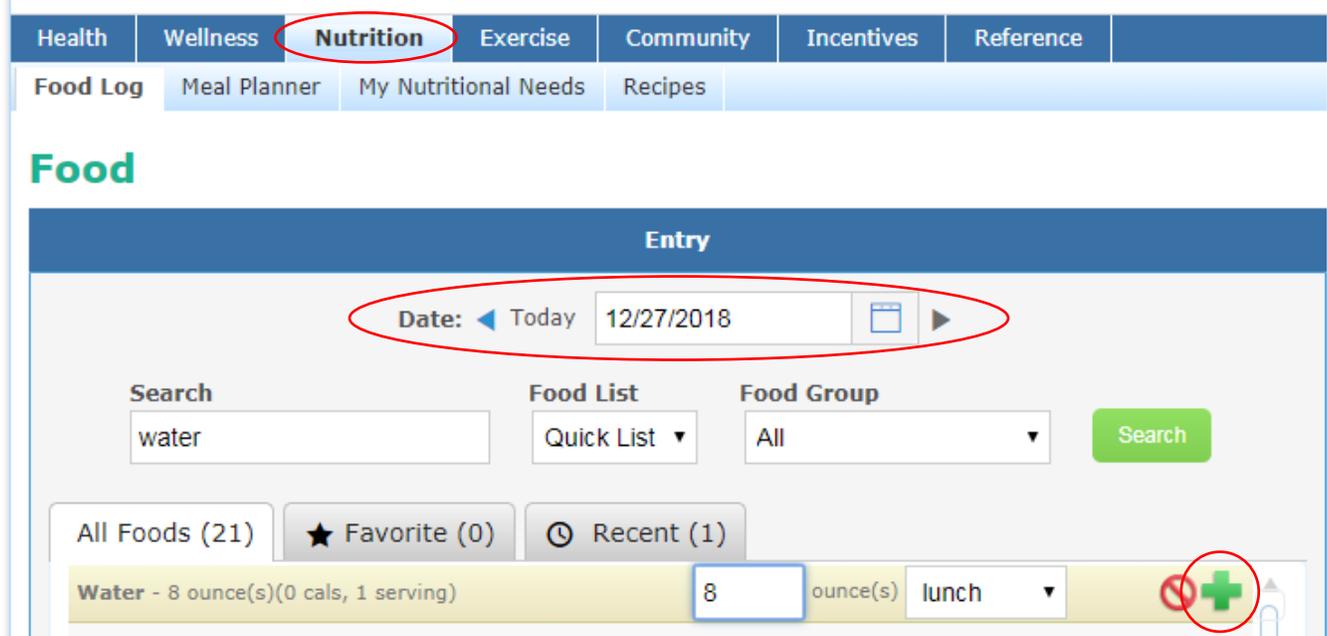
If you choose to **“Log Water”** as one of your tasks in the first semester, you earn 1 point for each day that you report at least eight- 8oz glasses for up to 50 points. **Be sure to log eight- 8oz glasses per day(64 ounces) to get credit!**

To log water:

Use the water tracker on the front page of the portal when you sign in. Please note this water tracker will track the water intake for only that current day. Each click of the “+” adds 8 ounces to your water log for the current day. You need 8 cups per day or 64 ounces to get credit!



Alternately, you can log water from the Nutrition tracker. By toggling over the “Nutrition” tab, then the “Food Log”, from there you search “water” and how many ounces you consumed. Use the green “+” to add it to your log. Within the Food Log, you can back date your water intake. You need to log 8-8 ounce glasses for 64 ounces to get credit for that day.



12) Will the information I provide be verified?

LiveWell Vermont retains the right to audit for accuracy of reported information associated with the 2019 Incentive Program. Incentive payouts may be delayed or withheld for false or inaccurate information.

13) How do I see how many points I've earned in the semester?

- a) Log into the [LiveWell Vermont Wellness Portal](#)
- b) Hold the cursor over the "Incentives"
- c) Click on "Incentive Summary"
- d) Under Campaign, be sure to choose *2019 Start Small. Go Big*. The first semester runs 1/01/19-06/30/19. Scroll down to view incentive requirements as well as possible and earned points.

0/100 points	
Possible Points	Earned Points
50	0
50	0

27/100 points	
Possible Points	Earned Points
25	25

Maximum Possible Points	200
Total Points Earned	0

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

There are 2 semesters in the 2019 year. The first semester is *Start Small. Go Big*. Stay tuned for the new portal and second semester of the Incentive Program! With the completion of 200 points (100 from *Get Your Passport* and 100 semester specific points), \$100 will be awarded to permanent active members covered with BCBSVT insurance through the State.

State employees NOT insured with BCBSVT through the State of Vermont are welcome to participate and are eligible for wellness drawings.

Retired and SOV temporary employees are welcome to participate but are not eligible for incentives. Incentives are available until funds and/or drawings are depleted or by November 1, 2019.

15) Will I be eligible for prizes?

Yes, in addition to earning \$100/points towards wellness drawings for the first semester, you can also win prizes! LiveWell awards wellness related prizes throughout challenges and for participating in other LiveWell programming!

16) When will I receive my incentive reward?

	Start Date	End Date	Incentive Payout Date	Points and Incentive Amount
Get Your Passport (completing the Health Assessment and then Wellness Score Survey) must be completed for 100 points to be eligible for the incentive!				100 <i>Get Your Passport</i> points + 100 semester points= 200 points/ \$100
First Semester: Start Small. Go Big!	January 1, 2019	June 30, 2019	August 15, 2019	

There will be one payout this semester: August 15, 2019. You will see your *Wellness Incentive* on your pay statement under *Wages and Earnings*. Wellness Incentives are considered taxable income under the IRS.

17) What challenges will be offered in the first semester of 2019?

There will be three 3-week challenges in the first semester. These three challenges will make up *Wellness Around the World!* Join the wellness team in traveling to different areas across the globe that have set new standards for healthy living. There will be 3 phases of these challenges; participate in just one or all three!! The choice is yours!

Wellness Around the World:

Phase 1: January 28th- February 17th

Phase 2: March 18th- April 7th

Phase 3: May 13th- June 2nd

There will a registration period of 2 weeks before the challenge begins.

18) How do I complete a LiveWell Challenge?

- a) Log into the [LiveWell Vermont Wellness Portal](#)
- b) Once a challenge opens for registration, a *Challenge Box* will be visible at the top of the dashboard.
- c) Click "Sign Up" within the *Challenge Box*.
- d) Follow the registration instructions and click "Sign Up Now" (Registration dates will vary with each challenge. Participants can register through the first week of each challenge. Once the registration period ends, no other participants can be added.)

All challenges have unique completion requirements. Please read through components during each challenges' registration period. In the first semester, challenges will be 3- weeks in duration and components will include, but are not limited to:

- Tracking of steps/activity to reach the specific challenge goal.
 - Any type of physical activity can be converted to steps such as biking, swimming, or yoga as well as classic step tracking of walking or running.
- Completion of Weekly Tasks. Each week of the challenge will have required tasks. All tasks must be completed prior to the end of the challenge to earn incentive points.
 - Task examples include: reading an article or educational document, completing a survey, watching a video or visiting a website.
 - 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.*

19) What workshops will be offered in the first semester 2019?

There are a variety of workshops within the portal from which to choose. You can take as many as you would like and even take them concurrently! In this first semester, **workshops will not have a point value towards the incentive program**. The LiveWell Vermont team encourages you to use these workshops as an educational resource!

To access the list of available workshops please visit the [LiveWell Vermont Wellness Portal](#).

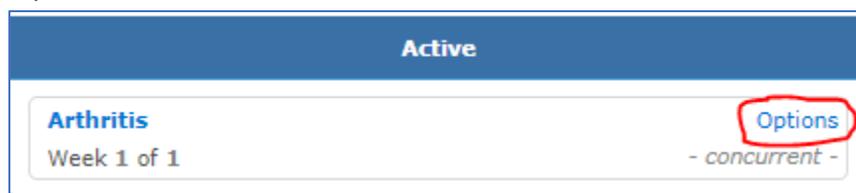
20) How do I complete a LiveWell Workshop?

- Log into the [LiveWell Vermont Wellness Portal](#)
- Click on the "Wellness" tab at the top of your wellness dashboard.
- When the drop-down options appear, select "Wellness Workshops" followed by "Manage Workshops".
- On the right side of the page, under "Add", scroll to choose the workshop that interests you and click "Signup" to enroll.
- Complete weekly tasks found on your dashboard/homepage, which can be found under "My To Do List".

Please Note: *Workshops vary in duration and do not contain a point value. 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.*

21) How do I withdraw from a workshop?

- Log into the [LiveWell Vermont Wellness Portal](#)
- Select "Wellness" from the menu bar
- Select "Wellness Workshops"
- Select "Manage Workshops"
- You will see your current workshop listed under the "Active" Tab
- Select "Options"



- Select "Remove"

h) You are now able to enroll for a different workshop, should you choose to do so.

22) 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 (i.e. Shingles, Pneumonia, Influenza, TDAP, MMR etc.)

Please note: The preventative exam/immunization must have occurred within the dates of the first semester to obtain points. In the first semester, exam/immunization dates include part of the previous year and run: 11/02/18-6/30/19. 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 semester. Inaccurate information may affect payout. Awarding of points does not guarantee payout if information is incorrect or out of the required date range.

23) Are You Enjoying Your Journey? Inspire Others with Your Story!

We are asking you to step up and make a testimonial. We want to recognize and reward employees/retirees who have had success after participating in LiveWell Vermont programs. Whether it's making positive health and wellness changes or living a more balanced life overall, your success can motivate and inspire others!

By submitting the survey, you give permission to LiveWell Vermont to share your story and photo on its websites and social media platforms. Should your success story be chosen, a LiveWell Vermont team member will contact you to verify your consent and arrange for getting a photo.

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

LiveWell Vermont State Employees Wellness Program
120 State Street, 5th Fl
Montpelier, VT 05620-2505
Phone: (802) 828-7308
[Email LiveWell Vermont](#)