

# Progress OVER Perfection FAQ

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**1) What are the details of the Progress over Perfection Incentive Program?**

- A total of \$300\* in wellness incentive rewards is available to employees and retirees who have health insurance with the State in the *Progress over Perfection* Incentive Program during 2022!
- Active employees and retirees who do not carry health insurance through the State are eligible for fantastic wellness prize drawings.
- Each quarter, you will need to earn 100 points to earn \$60/prize drawings by completing eligible activities. You choose how you earn your 100 points from the *Incentives* Menu, but remember, everything must be completed by each quarter's end date for those points to count! You will know you have earned your incentive when you see a green check mark.
- The Wellness Assessment is a recommended first step to guide you to a personalized list of activities, though it is no longer required for participation in the incentive program. Completing the Wellness Assessment is worth an additional \$60 (so you can earn \$120 in the quarter you take your Wellness Assessment). Those not insured will be eligible for an additional prize drawing.

*\*Incentive money is available until funds are depleted and there is no partial payout for partial points.*

**2) Who is eligible to participate?**

- All active and retired state employees are eligible to participate in the wellness program.
  - State of VT active, permanent/limited employees and retirees who carry health insurance with the State are eligible to earn monetary rewards in the *Progress over Perfection* Incentive Program
  - State of VT active, permanent/limited employees must be actively employed at the time of payment to receive monetary incentives or prizes
  - State of VT active, permanent/limited employees and retirees must be insured with SOV/BCBSVT at the time of payment to receive monetary incentives or prizes
- State of VT active, permanent, limited and temporary employees and retirees not insured with SOV/BCBSVT are welcome to participate in wellness activities but are not eligible for incentive money
  - They are eligible for fantastic wellness prize drawings for earning their points (while supplies last)

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

- a) Visit the [LiveWell Vermont Wellness Portal](#)
- b) New users click on the "Sign Up" button

Start the sign up process below:

Sign up

- c) Enter your email address and click "Submit"

The screenshot shows the BlueCross BlueShield of Vermont logo at the top, followed by the text "BlueCross BlueShield of Vermont" and "An Independent Licensee of the Blue Cross and Blue Shield Association." Below this, it says "To get started, enter your email address" and provides a text input field. Underneath the input field are two buttons: "Submit" and "Cancel".

d) Check your email for a message from [noreply@mail.cerner.com](mailto:noreply@mail.cerner.com) with the subject line "Email address validation" and enter the code.

e) Confirm your last name and enter the appropriate number

a. [Active Employee Instructions](#)

b. [Retiree Instructions](#)

The screenshot shows the BlueCross BlueShield of Vermont logo at the top, followed by the text "BlueCross BlueShield of Vermont" and "An Independent Licensee of the Blue Cross and Blue Shield Association." Below this, it says "In order to finish creating your account, we need to confirm the following information about you." and "Your Member Number is the last 13 characters of your BCBSVT ID, plus your 2-digit member number." There are two text input fields: "\* Last Name" and "\* Member Number". Below the input fields is a "Continue" button.

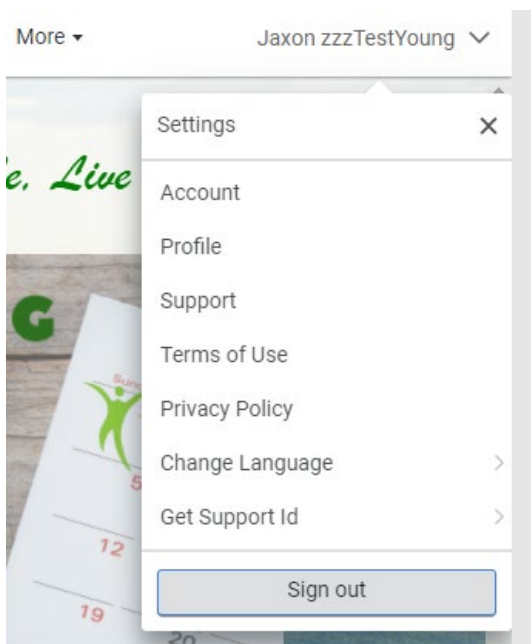
f) Fill in required information and then click "Create Account".

g) Agree to the Terms of Use and Privacy Policy.

**Important!** While creating your account, if you incorrectly type your ID number and hit submit 3 times, your account will lock for 15 minutes. Please wait and retry again in 15 minutes.

#### 4) How do I edit my profile?

You can change information on your profile within your settings. This includes first and last name, birth date, gender, password, security questions, email address, and mobile phone number.



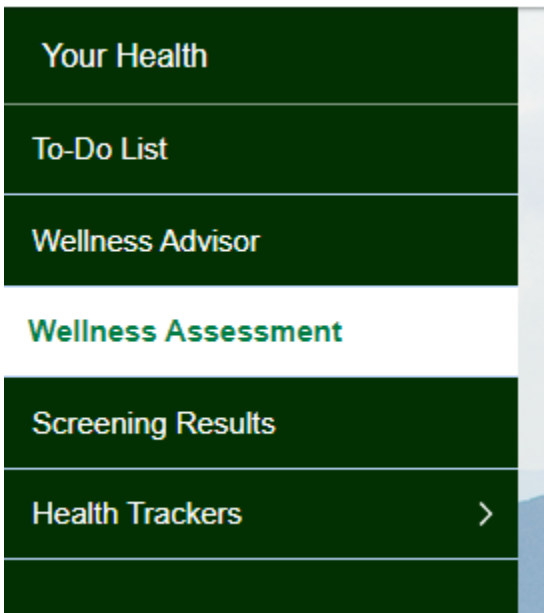
Log into the [LiveWell Vermont Wellness Portal](#)

- a) Click on your name in the upper right-hand corner of the dashboard
- b) Select "Account" from the dropdown menu
- c) A new secure browser tab will open from CernerHealth
- d) Fill out the fields you wish to change, then select "Save"



**5) How can I retrieve my password?**

- a) Visit [LiveWell Vermont Wellness Portal](#) and click “Forgot Password”
- b) Fill in your email address to log into the wellness portal and click the “I’m not a robot” verification box.
- c) After answering the security question(s), the system will send a link to the email on file with your account
- d) If you are still having trouble, contact Cerner Consumer Support at 888-252-8150 (password resets only).



**6) How do I complete my Wellness Assessment?**

- a) Log into the [LiveWell Vermont Wellness Portal](#)
- b) If it is your first time on the portal, you will automatically be prompted to complete your wellness assessment.

To return later and take another time:

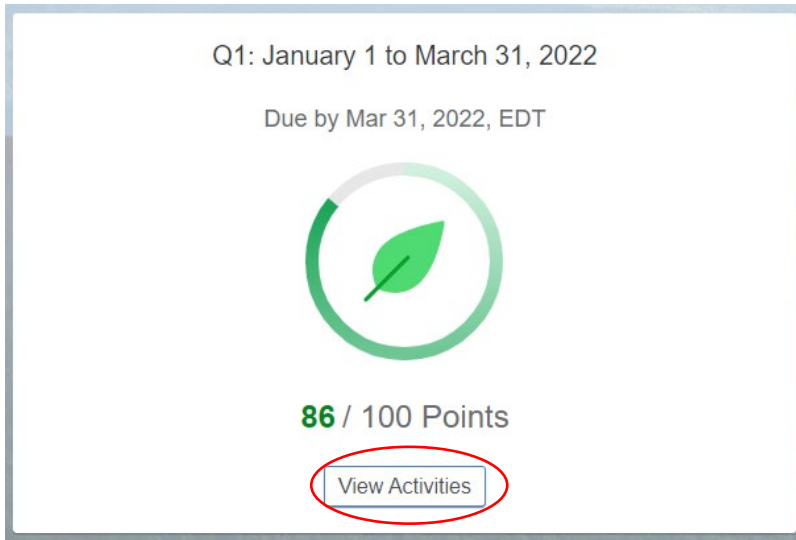
From the menu bar at the top, select Your Health

- c) From the menu bar at the top, select “Your Health”
- d) From the “Your Health” menu bar on the left side of the screen, select “Wellness Assessment”.
- e) Complete the 10-15-minute questionnaire. All information collected is strictly confidential.

**7) How do I earn my incentive points?**

This year, the activities are categorized into wellness focus areas, displayed on the Wellness Wheel. We encourage you to choose activities in the areas where you want to develop/improve healthy habits! Each quarter LiveWell Vermont will focus on one category, but you may earn points in any category during any quarter.

Quarterly activities include corporate challenges, preventive exams/immunizations, classes and/or events supported by LiveWell Vermont, tracking your healthy habits, Wellness Coaching, and more!



**8) How do I document the activities I complete?**

Once completed, all activities must be recorded in the portal to earn points. Some activities can be completed multiple times to award points. The activity must be completed within the dates of the quarter to earn points for that quarter. Example: if you get a preventive exam on January 12<sup>th</sup>, you can only earn

points in the first quarter. You cannot report it for points in subsequent quarters.

To record an activity:

- a) Log into the [LiveWell Vermont Wellness Portal](#)
- b) Click on Incentives from the top menu bar
- c) Go to the current quarter by clicking “view activities” in the current box
- d) Find the activity you completed and click it to open
- e) Click the Enter Details button and fill out the questions. There is a 191-character limit within the text boxes.


**Enter Details**

- f) If there is an option to add an attachment, this is “optional”. If you choose to do so, make sure you have resized your photo to less than 1 MB.
- g) Select the blue ‘Submit’ button to save your changes.

**Submit**

Enter Details

\* Required fields are marked with an asterisk.

\* Date  
MM/DD/YYYY 

\* What event did you attend?

How did this help you feel connected to your community?

Upload a photo of your activity (optional)

Attachments

**Add File**

1 MB maximum

9) *How do I track in the portal?*

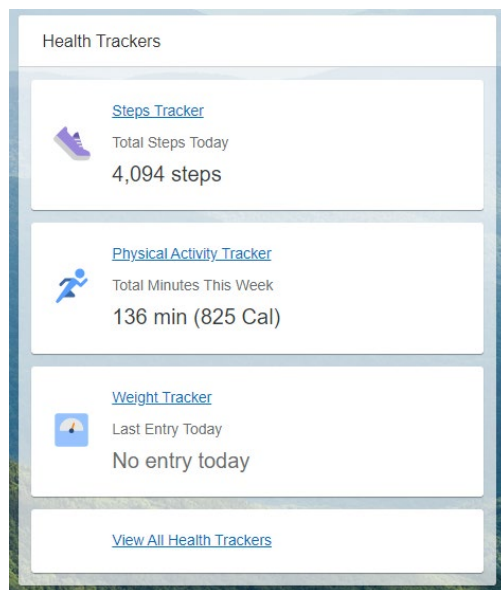
- a) Log into the [LiveWell Vermont Wellness Portal](#)
- b) Scroll down to the Health Trackers on the right side
- c) Open the tracker of your choice by selecting it from the list

**+ Add Entry**

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

Yes! [Click here](#) for instructions.

**Please note:** *If you hope to earn points through your device be sure it tracks “steps” or activity minutes. You can earn 1 point per day for getting 10,000 steps/day or 30 minutes of physical activity.*



11) *Will the information I provide be verified?*

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

**12) How long does it take for points to show up after I complete eligible activities?**

- a) When you click on and complete an activity that is one and done like the **Attend InvestEAP webinar** activity (where you answer the custom question about which one you attended), the points do not trigger immediately. **You'll need to refresh the screen for the points to show.**
- b) For an activity that is connected to a tracker (physical activity and steps) and has you logging a number of minutes or steps toward a daily goal, it can take **24-48 hours** for the system to award the points for that. You will see an immediate pop up at the lower part of the screen that says "entry submitted" after you log your data so there is an acknowledgement.

**13) How do I see how many points I have earned in the quarter?**

- a) Log into the [LiveWell Vermont Wellness Portal](#)
- b) You can see your points for the entire year on the dashboard.
- c) To see your points for the current quarter, click the Incentives tab at the top of the screen.
- d) Scroll down to the current quarter. Note: Each quarter will only be accessible during the quarter's dates. New quarters will open when they begin.

Q1: January 1 to March 31, 2022

Due by Mar 31, 2022, EDT



**86 / 100 Points**

[View Activities](#)

**14) Who is eligible for prizes?**

Everyone! In addition to the monetary incentive, you can also win prizes! LiveWell awards wellness-related prizes throughout the year for participating in certain LiveWell programming! If you are not insured with BCBSVT, you will only be eligible for prizes, not money.

**15) When are the quarters?**

Quarter	Start Date	End Date	Focus
Q1	January 1	March 31	Physical Activity
Q2	April 1	June 30	Emotional Well-being
Q3	July 1	September 30	Nutrition
Q4	October 1	December 1*	Environmental and Financial Well-being

**\*note that Q4 is shortened to facilitate payment before the end of calendar year**



**16) When will I receive my incentive reward?**

**Active Employees:**

Quarter	Payout Date
Q1	4/21/22
Q2	7/28/22
Q3	10/20/22
Q4	12/29/22

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

**Retirees\*:**

Quarter	Payout Date
Q1	4/29/22
Q2	7/29/22
Q3	10/31/22
Q4	12/30/22

*\* You will see your Wellness Incentive on your pension statement under Gross Earnings. Wellness Incentives are considered taxable income under the IRS. You will be responsible to declare any incentive earned on your annual tax statement.*

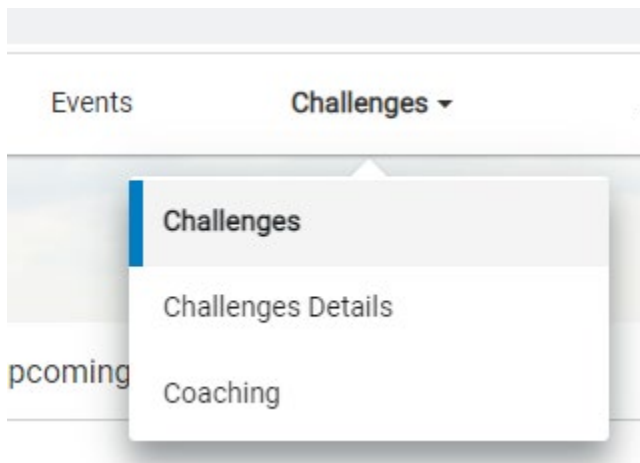
*Exempt retirees will be paid through a separate process which may cause a delay in payout.*

**17) How many Corporate Challenges will be offered in 2022?**

There will be two Corporate Challenges per quarter. Information on these will be released closer to the challenge start date. Challenges in Quarters #1 will be 3 weeks in length. In Quarters #2 and #3, they will be 4 weeks in length. Challenges in Quarter #4 will be 3 weeks in length. All corporate challenges earn you 50 points for successful completion. You must track and meet your goal each day of the challenge, including weekends and holiday, to earn credit for that day's activity.

**18) How do I enroll in a Corporate Challenge?**

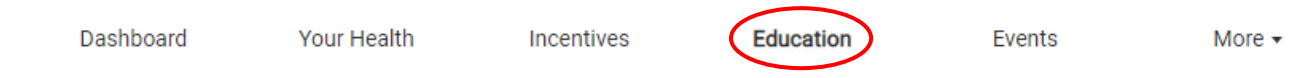
- a. Log into the [LiveWell Vermont Wellness Portal](#)
- b. Open the dropdown arrow next to More in the top menu bar
- c. Select "Challenges"



d) On the Challenge Page, the Corporate Challenge will appear at the top.

**19) How do I complete a Learning Module?**

- a) Log into the [LiveWell Vermont Wellness Portal](#)
- b) Choose Education from the menu bar at the top



- c) From there, select Available modules or Education Library to browse topics and select modules.

**20) 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, mental health visit)
- Immunizations (Shingles, Pneumonia, Influenza, MMR, Tdap, Varicella, HPV, Hepatitis A or B, COVID, etc.)

**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. In Quarter #1, you can include exams/immunizations between 12/2/21 and 3/31/22. 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.*

**21) Who do I contact if I still have questions?**

- a) For portal technical and points questions, contact [bewell@bcbsvt.com](mailto:bewell@bcbsvt.com)  
For password resets ONLY, call Cerner Consumer Support at 888-252-8150
- b) For program specific questions or Person ID Number, contact the LiveWell Team:  
Phone: (802) 828-7308  
Email: [DHR.LiveWellVermont@vermont.gov](mailto:DHR.LiveWellVermont@vermont.gov)
- c) For Person ID Number questions, contact the Retirement Division:  
Phone: (802) 828-2305  
Email: [TRE.RetirementOffice@vermont.gov](mailto:TRE.RetirementOffice@vermont.gov)