

## Frequently Asked Questions

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## 1) What are the details of the Building Bridges Incentive Program?

- A total of \$350\* in wellness incentive rewards is available to employees and retirees who have health insurance with the State in the *Building Bridges* Incentive Program during 2024!
- 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 15,000 points to earn \$70/prize drawings by completing eligible activities. There are many options for how to earn your points, 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 four check marks on your progress bar.



- **The Health 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 Health Assessment is worth an additional \$70 (so you can earn \$140 in the quarter you take your Health 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 *Building Bridges* 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).

**Please note: if you are planning to enroll in the Health Plan (new employees and employees joining during Open Enrollment) please wait until you receive your cards to create your Wellness Portal account.**

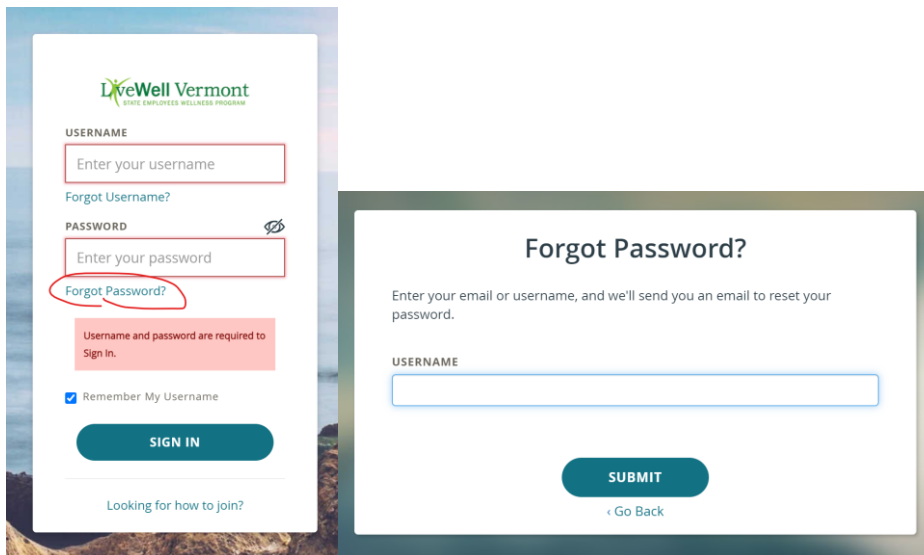
**If you have a qualifying event and change health coverage status during the year, please contact [DHR.LiveWellVermont@vermont.gov](mailto:DHR.LiveWellVermont@vermont.gov) to ensure you receive the rewards for which you are eligible.**

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

- a. Go to <http://www.join.virginpulse.com/SOV> and enter your details, then agree to the policies and follow the prompts to set up your account.
  - i. **Actives and Retirees with State Insurance:** Where it asks for *My Member ID* enter your Blue Cross ID number from your card, starting with the last “V” then type the 12 numbers, then type your Member Number (01 or 02). Do not include spaces.
  - ii. **Active Employees not insured with the State:** In the “My Member ID” field, type your 5-digit employee ID number, followed by SOVA. (example: 12345SOVA). Your employee ID number may be found on the back of your badge or on your pay statement.
  - iii. **Retirees not insured with the State:** In the “My Member ID” field, type your person ID number, followed by SOVR (example: 7654321SOVR). Your person ID number may be found on your pay statement or by calling Retirement at (802) 828-2305.

### 4) How can I retrieve my password?

- a) Visit the login page and click “Forgot Password”.



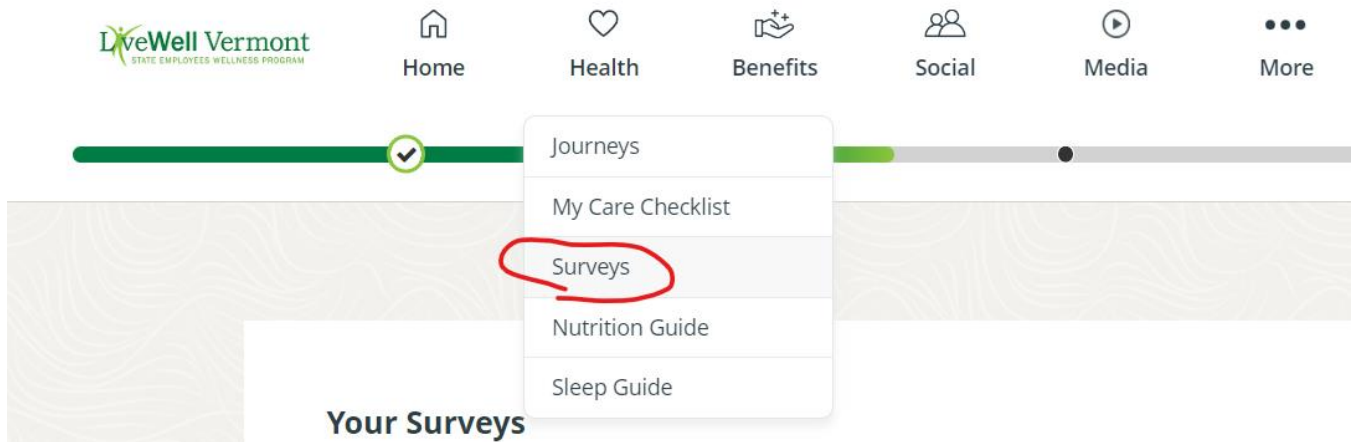
The image shows two screenshots of the LiveWell Vermont login and forgot password pages. The left screenshot is the login page, featuring the LiveWell Vermont logo at the top. Below the logo are two input fields: 'USERNAME' with the placeholder 'Enter your username' and 'PASSWORD' with the placeholder 'Enter your password'. A 'Forgot Password?' link is located below the password field and is circled in red. Below the password field is a red error message: 'Username and password are required to Sign In.' There is a checked checkbox for 'Remember My Username' and a 'SIGN IN' button. At the bottom, there is a link: 'Looking for how to join?'. The right screenshot is the 'Forgot Password?' page. It has a title 'Forgot Password?' and a sub-header 'Enter your email or username, and we'll send you an email to reset your password.' Below this is a 'USERNAME' input field and a 'SUBMIT' button. At the bottom, there is a 'Go Back' link.

**5) How do I complete my Health Assessment?**

- a) Log into the portal.
- b) If you have not yet completed it, you will automatically be prompted to complete your Health Assessment via your Daily Cards.

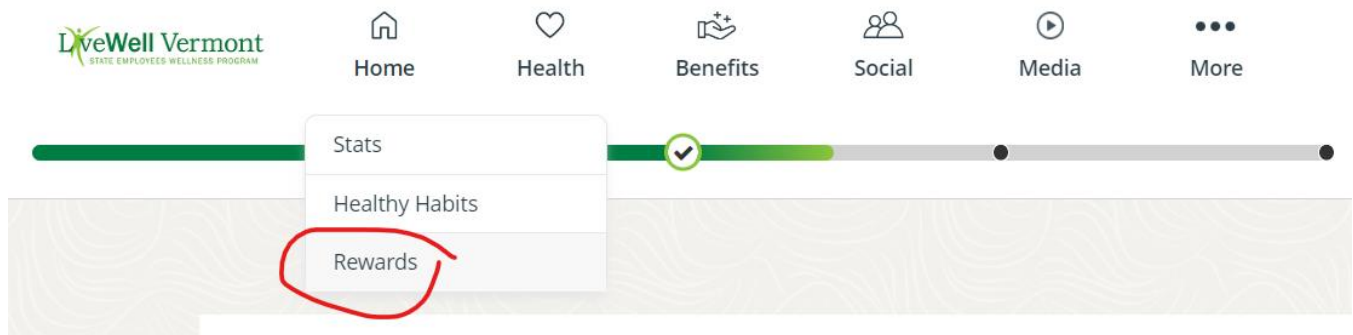
**Otherwise,**

- a) From the menu bar at the top, select “Health.”
- b) In the dropdown menu, select “Surveys.”
- c) Complete the 10-15-minute questionnaire. All information collected is anonymized and aggregated before it is analyzed.



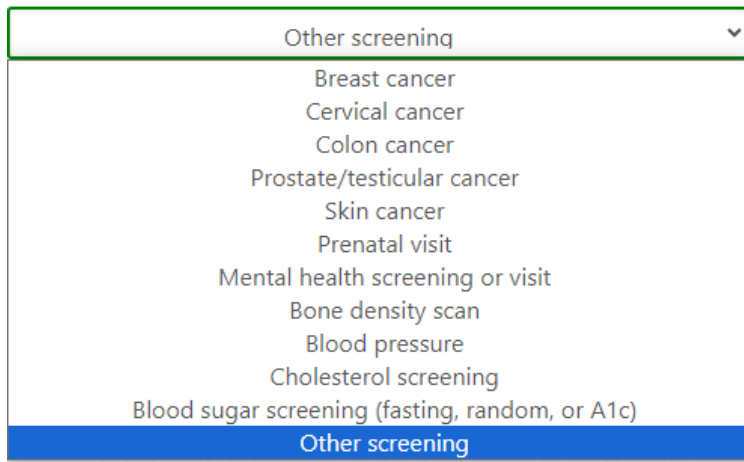
**6) How do I earn my incentive points?**

- a) You can earn points from tracking healthy habits, logging exercise or steps, attending events, completing visits with your healthcare providers, participating in Journeys and Challenges, and planning ahead. You can find the complete list of activities and their point values on the Rewards tab (found under Home on the top menu bar).



## 7) **How do I track activities in the portal?**

- a) **Workouts** can be tracked either manually or through a device. See #8 to connect your device. See #9 for instructions on manual tracking on the Stats page and the Healthy Habits page. You can backtrack workouts for up to one week by clicking the arrows in the gray date box in the upper left corner.
- b) **Active minutes** can only be tracked using certain devices. See #8 for instructions on connecting your device.
- c) **Steps** can be tracked either manually or through a device. See #8 for connecting your device. See #9 for instructions on manual step tracking on the Stats page and the Healthy Habits page. You can backtrack steps for up to one week by clicking the arrows in the gray date box in the upper left corner.
- d) **Challenges** can be tracked in two different ways:
  - i) **Home → Healthy habits →** scroll down until you see your challenge. Challenges can be backtracked for up to one week by clicking the arrows in the gray date box in the upper left corner.
  - ii) **Social → Challenges**, then click **“YES!”** You can **backtrack** by clicking on the day of the week that you missed. (Missed or NO days will appear gray, and then turn to green when you’ve tracked “YES.”)
- e) **Journeys**
  - i) *To start a new Journey: **Health → Journeys***, then scroll down to find a topic of interest. Click “View All.” Click the picture of the Journey you’d like to start, then click **“START.”**
  - ii) *To complete a Journey Step for which you’ve already signed up, there are 2 ways:*
    - (1) **Health → Journeys**, then scroll down to My Journeys, and click the picture of the Journey you’re in. Read the message, then click **“WILL DO”** at the bottom of the page.
    - (2) **Home:** from the main landing page, scroll down and find your Journey. Click the photo, read the message, scroll down and click **“WILL DO.”**
- f) **Daily Cards:** When you first log in, your Daily Cards are the first images you see. Read the tip, then click **“GOT IT”** and watch your points add up!
- g) **Custom surveys** are available to log additional nutrition activities, LiveWell event attendance, classes/webinars with CAPS, Empower, InvestEAP, etc.
  - i) **Home → Rewards** and scroll down to Participation, click the item you want to log, then fill out the form that loads.
- h) **Preventive care** is tracked in 2 locations, and each offers different screenings you can log for points:
  - i) **Health → My Care Checklist** to log Health Checkup, Dental Checkup, COVID Vaccine, Pap Test (if applicable), and Flu Vaccine.
  - ii) **Home → Rewards** and scroll down to Participation and click **“Complete a proactive health visit or screening”** to log the following:



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

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

**Please note:** You must log into the phone app at least once every 2 weeks for your device to continue syncing with the portal.

What you can track depends on the device you have, but please note that all exercise tracking maxes out at 140 points for the day, so you are not missing out on additional points if your device only tracks Workouts OR Active minutes. Your device may track any combination of the following:

- a) **Workouts:** when you push a button to tell your device you are working out
- b) **Active minutes:** when your device senses on its own that you're being active, through heart rate sensing or step frequency
- c) **Mindful minutes** (no points available)
- d) **Steps** (points available for any level of steps between 1,000 and 14,000 each day)
- e) **Sleep** (points available for tracking each night, extra points available for sleeping >7 hours in a night only if you have a device connected)

**9) What if I don't have a step tracker or fitness watch?**

- a) If you have a **smart phone**, you can connect the built-in activity tracker on your phone to the portal!
  - i) If you have an iPhone, you can connect to Apple Health.
  - ii) If you have an Android, you can connect to Google Fit.
- b) **Manual entry** is an option for steps, workouts, and sleep. There are two different places you can log manually:
  - i) *From the Stats page:* use the dropdown menu under "Select stat" to choose what you'd like to enter. Then click on "add steps" or "add sleep" or "add workouts" to enter manually.
  - ii) *From the Healthy Habits page:* Scroll down until you see "Hours slept?" or "Steps" or "Get a Workout" and use the trackers on that page.
- c) **Please note:** Active minutes can only be tracked on certain devices. "Sleep > 7 hours in a night" is only available if you track it with a device.

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

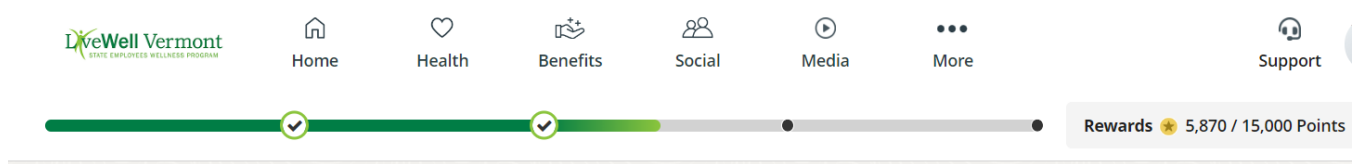
- a) LiveWell Vermont retains the right to audit for accuracy of reported information associated with the *Building Bridges* Incentive Program. Incentive payouts may be delayed or withheld for false or inaccurate information.

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

- a) Activity points will show up immediately after logging.

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

- a) On the top of every page when you're logged into the portal, your progress bar shows your points for the quarter and how far you have to go!



**13) 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.

**14) 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*

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

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

**Active Employees:**

Quarter	Payout Date
Q1	5/2/24
Q2	7/25/24
Q3	10/31/24
Q4	12/26/24

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	4/30/2024
Q2	7/31/24
Q3	10/31/24
Q4	12/31/24

You will see your Wellness Incentive on your pension statement under Gross Earnings. Wellness Incentives are considered taxable income under the IRS. You are responsible for declaring any incentive earned on your annual tax statement.

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

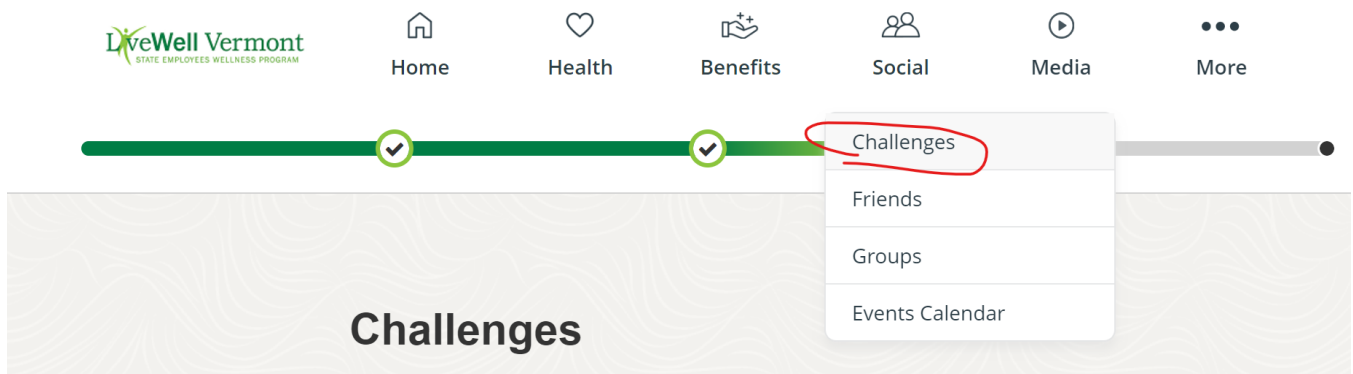
### 16) How many Corporate Challenges will be offered in 2024?

There will be at least one challenge per month, each lasting for at least one week. Additional challenges may be added during the year at the discretion of the LiveWell Vermont team.

Please note: **All forms of physical activity count during step challenges.** When you log an activity on the portal, it is automatically converted into steps. This conversion allows participants to be rewarded with equivalent steps for each exercise activity they log.

### 17) How do I enroll in a Challenge?

- a. Log into the portal.
- b. Under the Social tab, click Challenges.



- c. Then, you can either click “create challenge” to choose a challenge that fits your own goals, or you can join an existing challenge.
- d. **Please note:** You must click “yes” for the day to count toward your total for completion of the challenge.
- e. There is a grace period of 3 business days to finish logging your activities to earn credit for the challenge.

### 18) How do I earn points from the Media library?

- a) Log into the LiveWell Vermont Wellness Portal.
- b) Choose Media from the top menu bar.
- c) Using the dropdown menu on the top left, choose a topic you’d like to learn more about.
- d) Find the video you’d like to watch and click play.

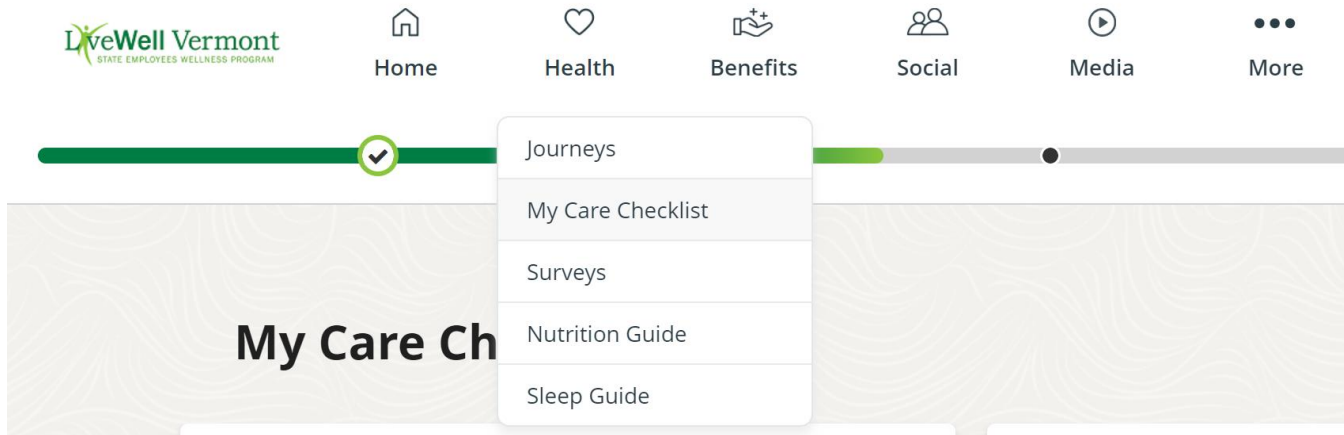


- e) Your points will automatically load when the video is finished playing.
- f) You can earn 50 points for watching a video once per month.

**19) What counts as a preventative exam/immunization?**

You can find the complete list of preventive exams/ immunizations in two different places on the portal.

- a. On My Care Checklist, under Health. To earn points, click “add date” under the exam you’d like to earn credit for. You can log Health Checkup, Dental Checkup, COVID Vaccine, Pap Test (if applicable), and Flu Vaccine on this page.



- b. Under the Home tab, on the Rewards page, scroll down to **Participation** and then click on “Complete a proactive health visit or screening” to view another list of eligible screenings. This list includes Breast cancer, cervical cancer, colon cancer, prostate/testicular cancer, skin cancer, prenatal visit, mental health screening or visit, bone density scan, blood pressure, cholesterol screening, blood sugar screening, and other screening.

PARTICIPATION			
INTERVAL	ACTION	PROGRESS	POINTS
WEEKLY	Nutrition: Plan Ahead! (attestation form)	0 / 2	0 / 100
QUARTERLY	Attend a LiveWell Event	0 / 3	0 / 1200
	Attend a work skills class or finance webinar	0 / 3	0 / 1200
	Serve as a Wellness Ambassador	0 / 5	0 / 2500
	Complete a proactive health visit or screening	0 / 5	0 / 2500

**Please note:** The preventative exam/immunization must have occurred within the dates of the quarter to be eligible for points. Please refer to #13 to review the quarter dates. In Quarter #1, you can include exams/immunizations between 12/1/23 and 3/31/24. 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.

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

- a) For portal technical support:
  - i) Email [support@virginpulse.com](mailto:support@virginpulse.com)
  - ii) Call 888-671-9395 (available 8 am – 9 pm Eastern time)
  
- b) For program specific questions or Person ID Number (retirees), contact the LiveWell Team:  
Phone: (802) 828-7308 (M-F 7:45-4:30)  
Email: [DHR.LiveWellVermont@vermont.gov](mailto:DHR.LiveWellVermont@vermont.gov)
  
- c) For Person ID Number questions (retirees), contact the Retirement Division:  
Phone: (802) 828-2305 (M-F 7:45-4:30)  
Email: [TRE.RetirementDivision@vermont.gov](mailto:TRE.RetirementDivision@vermont.gov)