



How to Set Up Your LiveWell Vermont Portal Account

How do I get started?

- Go to: <https://mybluehealth.bcbsvt.com> and click on the 'sign up' button under "First Time Users: Register Here".
- Create Username: if you are an active employee, use the **employee number** found on your ID badge. This is required to be eligible for incentives.
- Create a Password: password must include at least 1 capital letter, 1 number, 1 special character (!@#\$\$%^&) and be a minimum 8 characters in length. Write your username and password down as you will use this for all future access to the portal.
- Member Information: enter your name as it appears on your Blue Cross Blue Shield Insurance Card. If you are not insured by Blue Cross Blue Shield enter your name as it appears on your pay statement.
- Email Address: provide your **state email address** (i.e. first.last@vermont.gov). This allows you to receive important wellness communications and to have the ability to retrieve your password.

There is also a video which will walk you through the steps to set up your account at: <http://humanresources.vermont.gov/benefits-wellness/wellness/incentive-program>

What's next? Step 1: Health Assessment

As part of the 2018 *Wellness: Your Way* Incentive Program, you are required to *Get Started* by completing your Health Assessment (50 points) and Wellness Score Survey (50 points). The 100 points from completing *Get Started* has no monetary value but is required for you to be eligible to earn any other incentive points. You need only complete *Get Started* once in 2018 and the 100 points you earn for this will carry forward to the next semester(s). You can access both of these requirements from your dashboard page on the trimester's menu or from your 'Incentive Summary' page. This can be found by clicking on 'Incentive' on the menu bar on your dashboard page and then 'Incentive Summary'.

Your Health Assessment is a 15-minute confidential online questionnaire that provides you with a picture of your overall health. It covers a wide range of health issues, from your stress level and nutrition habits to your health status and work environment. You do not have to complete the assessment all at once. If you choose to take the assessment in sections, simply click on the "Save & Exit" button at the bottom of each page to save your progress. If you don't have your

biometric numbers (cholesterol, blood sugar or pressure), you can skip that section as it is optional. We recommend adding them in as soon as possible to get the most relevant recommendations. You can update your health assessment as often as you like.

Once you complete your Health Assessment, you will receive a Wellness Score of 0-100 based on your results. You will also get a Health Assessment (HA) Report that identifies your risk areas and gives you recommendations based on your results. You will need information from your Health Assessment (HA) Report to complete Step 2. Access your report and note down the following information: your Wellness Score, and your high (red), medium (yellow) and low (green) risk areas.

Step 2: Wellness Score Survey

As with your Health Assessment, you can access this short survey from the trimester's menu or on your 'Incentive Summary' page. You need the information noted above from your Health Assessment Report, so have that on hand. This survey will ask you to identify your Wellness Score range, your risk areas and what you want to do over the next year to maintain or improve your health.

Once you have completed *Get Started* and earned your 100 points, you are now eligible to earn incentive points or money. Each trimester, you need to earn 100 points (in addition to the 100 points you earned for *Get Started*) to be eligible for the incentive (\$50 for eligible plan members or wellness drawings for non-plan members). You can earn up to 300 points or \$150 throughout the 2018 incentive year. To learn more about the 2018 *Wellness: Your Way* Incentive Program, visit your dashboard page or the DHR Incentive page at: <http://humanresources.vermont.gov/benefits-wellness/wellness/incentive-program>

Is my information confidential?

Your privacy is very important to the State of Vermont and to Blue Cross Blue Shield of Vermont. We have taken every reasonable precaution to ensure that your personal information remains secure and confidential. The LiveWell Vermont website is a secure, encrypted site that is managed by a third party. Your personally-identifiable information will only be accessed by a LiveWell Vermont coach should you enroll in wellness coaching. It is not shared with supervisors or managers and does not affect your health benefit coverage.

Who do I contact if I have any questions?

If you need technical help with accessing your portal account, email BCBSVT at: bwel@bcbsvt.com. If you have questions about LiveWell Vermont State Employees Wellness Program, call 802-828-7308 or email: dhr.livewellvermont@vermont.gov.