



Diocese of Toledo 2019 – 2020 Wellness Rewards Program Frequently Asked Questions and Answers

General Program Questions:

1. Q. Why is the Diocese of Toledo offering the Wellness Rewards Program?

A. As followers of Christ Jesus, we understand the importance of taking care of the gifts that we have been given. These gifts include our health of body, mind, and spirit. Therefore, the Diocese of Toledo wants to help employees make good decisions about their own health. While the first step in making good decisions about our health is to be aware of certain risk factors, the next logical step is to challenge ourselves to meet certain health goals, or at least develop a plan to do so.

2. Q: What are the program dates that I need to complete activities by?

A: The program begins October 1, 2019 and concludes on April 10, 2020.

- Onsite health screenings are October 21st through November 14th at 12 locations throughout the Diocese of Toledo
- If you would like to receive Rewards Points for a Disease Management, Lifestyle Coaching or QuitLine program; you must enroll in one of these programs by November 15, 2019 to ensure the minimum program engagement for completion requirements are achieved. (Requires a minimum of 5 - 6 months)
- Physician Health Screening Form, *if you did not participate in an onsite health screening*, is due April 10, 2020.
- Lifestyle wellness challenges are:
 - Mindfulness Matters: November 1, 2019 – November 30, 2019
 - Financial Wellness: March 1, 2020 – March 31, 2020
- The last day to complete any remaining wellness activities is April 10, 2020.

3. Q. Who is eligible to participate in this program?

A. Since this program is sponsored by Medical Mutual, only employees enrolled in the healthcare plan and their spouses (if they are also enrolled in the healthcare plan) can participate in the program, earn Rewards Points and incentives.

4. Q. Where is the Physician Health Screening form?

A. The form can be found in the Wellness Rewards Program tab on the wellness portal.

5. Q. If I choose to visit my physician to satisfy the biometric health screening requirement, will I be responsible for physician visit costs?

A. All office visits will be applied to your benefit plan; any costs not covered by your benefit plan will be your responsibility. Generally, in-network preventive care is covered at 100% on our healthcare plans. Check with Medical Mutual for benefit details.

6. Q. How will my privacy be protected?

A. Medical Mutual addresses your privacy concerns with the following statement:

“Medical Mutual has always been committed to protecting the information you share with us and is required by law to maintain the privacy of your protected health information. Medical Mutual holds its employees and consultants to strict policies and procedures protecting your information.” This wellness program is in compliance with the privacy requirements under the Health Insurance Portability and Accountability Act (HIPAA).

In all cases, individual health screening results are never shared with the Diocese of Toledo or any employee of the Diocese of Toledo.

7. Q. How will I receive the wellness incentive?

A. The maximum \$125 wellness incentive that you earn by completing the online Health Assessment, a biometric health screening and wellness activities (totaling 100 Rewards points) will be provided to you after the end of the program. The gift card will be mailed to your home address approximately 15 weeks after April 10, 2020. Rewards will be in the form of gift cards that are valid at a variety of locations. If you complete the online Health Assessment and biometric health screening by November 30, 2019, a portion of the incentive (\$50) will be mailed to your home during the month of February. If you achieve an additional 60 Rewards Points you will receive the remaining \$75 gift card during the month of July.

8. Q: What if I start participating after the program begins?

A: You can start participating at any time during the program year. However, to be eligible for the incentive; you will want to make sure you have completed the Health Assessment, a biometric health screening and earn a minimum of 100 Rewards Points by April 10, 2020.

9. Q: Is there an App for the Medical Mutual Wellness Portal?

A: No, there is not an App for the wellness program. However, you can access the wellness portal from a mobile device. Participants would go to the web browser from a phone or tablet, and then follow the instructions on page 4 of the Wellness Rewards Participant Guide.

Health Assessment Questions:

1. Q: Why is it required to complete the Health Assessment?

A: The health assessment is considered as the start of the Medical Mutual Wellness portal. This means that the portal tries to get to know you and recommend programs that fit your personal lifestyle. Additionally, this helps you to develop a baseline for tracking your overall health. In future program years, you will be able to track your progress and see if your health status has improved or declined.

2. Q: How long does it take to complete?

A: It will take about 15-20 minutes depending on your speed. If you cannot complete it all at once, you can save it and come back later to finish.

3. Q: I accidentally typed the wrong number for a biometric question, how can I change it?

A: Unfortunately, if you hit submit you are not able to retake the Health Assessment until the next program year. This could slightly influence your overall wellness profile score or “risk” for that area, but it will not affect your ability to earn Rewards Points or incentives. You can update your correct biometric number(s) under the Progress tab, then Trackers page on the wellness portal; just not in the Health Assessment.

Program Activity Questions:

1. Q: I went to log my preventive exam and I don’t see this activity on the Rewards Points page?

A: Please click on the “View Earning History” link from the Rewards Points page. You will most likely see points have already been awarded. This is because Medical Mutual received a claim with the correct preventative code from you physician, so we loaded points for you.

2. Q: I already completed a preventive exam, and/or dental exam of this year, how can I get credit for these activities?

A: The program runs for a total of six months, if you will have another preventive service during the program year it is preferred to get credit after your next appointment. However, we will accept completed preventive activities between June 1, 2019 and April 10, 2020; submit your Explanation of Benefits (EOB) to Kate.Rawski@MedMutual.com to receive points.

3. Q: What is the My Action Plan Program?

A: It is a six-week online program to set realistic goals on a health-related area that you would like to improve. The program was developed by health professionals to provide reliable health information for making small changes at a time while working towards your larger goal. Follow the instructions on page 11, of the Wellness Rewards Participant Guide, to start working on your personal health goals and earn Rewards Points for your efforts.

4. Q: I have a wearable device / tracker (Fitbit) but do not see any of my data on the wellness portal?

A: There are a few steps to follow before your data will display on the wellness portal:

1. After your device account is successfully linked to the wellness portal you need to wait up to four hours for your data to be viewable under both the Challenge and Tracker sections of the portal.
2. Before logging back into the wellness portal, be sure you have synced your lifestyle device with the appropriate App (i.e. Fitbit, Garmin, etc.)
3. After a minimum of four hours, log back into the wellness portal and your data should be viewable.

5. Q: Am I required to have a wearable device / tracker to participate in the monthly Physical Activity Tracking?

A: No, you can keep track of your daily physical activity and manually log / self-report it by going to Progress tab, then Challenges (located on the navigation tool bar) on Wellness portal. Review page 14 of the Participant Guide for additional details.

6. Q: Why are my active minutes from my wearable device / tracker different from the minutes on the Wellness Portal?

A. Active minutes on many devices begin tracking when the activity you're doing is more strenuous than your regular walk (moderate-to-intense activity). Additionally, the data needs to be 10 consecutive minutes to count as an "active session" and be pushed to the wellness portal. Therefore, duration or active minutes in the portal may not match what the device states. If the data does not meet the active session criteria you will see a variance in accumulative active minutes on the Wellness portal. If there is a discrepancy in data, you can self-report any minutes unaccounted for.

7. Q: How do I earn active minutes when using a device / tracker?

A: Most devices calculate active minutes using metabolic equivalents (METs). METs help measure the energy expenditure of various activities. Because they do so in a comparable way among persons of different weights, METs are widely used as indicators for exercise intensity. For example, a MET of 1 indicates a body at rest. Fitbit devices estimate your MET value in any given minute by calculating the intensity of your activity. You earn active minutes for activities at or above about 3 METs.

*Each lifestyle device vendor uses a slightly modified method for awarding active minutes.

Contact Information:

10. Q. Whom should I contact if I have questions about the Wellness Rewards program?

A. Please contact the following resources based on your needs:

- **Technical or Portal Questions:** contact Optum Health, Medical Mutual's Wellness Portal Support Team.
 - Phone: 1-877-719-9004 or via email
 - Email: corpfeedback@pronouncedhealth.com
 - Portal users may also use the Contact Us link on the portal to send an email. Emails are typically replied to within 24 to 48 hours.
 - Service desk hours are Eastern Time: Monday – Friday, 8am – 9pm. The PSS Team is not available on Saturday, Sunday or national holidays.
- **Wellness Rewards program Questions:** contact Meghan Reed, Benefits Administrator for the Diocese of Toledo.
 - Phone: 419-244-6711 ext. 4936
 - Email: mreed@toledodiocese.org.