



Diocese  
of Toledo



# Diocese of Toledo Wellness Rewards Program



MEDICAL MUTUAL®

**2018 - 2019 Participant Guide**



The Diocese of Toledo is committed to the health and well-being of our employees and families. That is why we collaborated with Medical Mutual to offer this comprehensive wellness program. It is designed to provide tools and resources to help you navigate a path toward optimizing your health. Participation in this program may help you reduce health risks and improve your quality of life.

With support from:



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# Why Should I Participate?

## 1 out of 4

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About 630,000 Americans die from heart disease each year—that's 1 in every 4 deaths.



Source: CDC, NCHS. Underlying Cause of Death 1999-2013

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**Heart disease is the leading cause of death in the U.S. Reduce the risk of heart disease and other illnesses by engaging in your employer's Wellness Program.**

**Improving your health positively affects you, your family, your community, and your ability to be a successful employee.**

## Important Program Details

- The Wellness Rewards program is available to all employees and their spouses who are enrolled in the Diocese of Toledo Healthcare Plan.
- The program begins September 1, 2018, and concludes on April 30, 2019.
- You will earn Rewards Points every time you complete an activity listed in the chart on the next page. If you earn at least **100 Rewards Points, you will receive the maximum incentive**. Note: the Wellness Portal will encourage you to earn 130 points. However, since this is our first year, we are only requiring 100 Rewards Points to earn the maximum incentive of \$125.
- The Wellness Portal does not have an app. However, it is accessible from a computer, smartphone or tablet 24/7 by following the instructions on page 5.
- The online Health Assessment and a biometric health screening must be completed to be eligible for any incentives.
- Biometric goals were selected to encourage you to maintain or achieve your best health. If you are unable to achieve one or more of the biometric goals for Rewards Points, you can participate in other wellness activities to earn the full incentive.
- Health Coaching: By participating in a Disease Management, Lifestyle Coaching or QuitLine program, you can earn 20 Rewards Points. You will not earn additional points for completing more than one program.
- Preventive exams/screenings must be completed by your doctor or health provider. If your provider submits the claim with a standard preventive code, points will be awarded automatically within 90 days of claim submission. If you want Rewards Points sooner, after your appointment, go to the Wellness Portal to complete this activity (review page 9 for instructions). Note, clinical recommendations for the frequency of preventive care varies based upon age, gender and medical history. Therefore, Rewards Points are awarded for only one preventive exam per program year. However, you are encouraged to receive all recommended preventive exams annually or as needed.
- Wellness Challenges are only available for a limited time each quarter, review page 12 for additional details.
- The flu vaccination is only available for points through 12/31/2018.
- Wellness Rewards are awarded in the form of gift cards which are valid at a variety of retailer. Gift cards will be mailed to your home address within three months after the program timelines listed on the next page. This length of time is needed for tabulation of Rewards Points and ordering your personalized card.



## Program Activities and Points

Focus	Activity	How points are earned	Number of Activities	Total Points
Prevention	Biometric Health Screening (required)	Attend onsite health screening or submit physician screening form	1	25
	Preventive Exam / Screening	Provider claim to Medical Mutual or self-report appointment online	1	15
	Routine Dental Exam / Cleaning	self-report appointment online	1	15
	Flu Vaccination	self-report online	1	5
Awareness	Health Assessment (required)	Complete online	1	25
Biometric Goals	Blood Pressure ( $\leq 129/\leq 79$ )	Health screening results	1	5
	Body Mass Index (BMI) ( $\leq 27.49$ ) or Waist Circumference (F: $\leq 35$ ; M: $\leq 40$ )	Health screening results	1	5
	Hemoglobin A1c ( $\leq 5.6\%$ )	Health screening results	1	5
	Non-Tobacco User	Self-reported non-tobacco use	1	5
Health Coaching	Disease Management, Lifestyle Coaching, or QuitLine (6-month engagement)	Telephonic program, enroll online or call 1-800-861-4826	1	20
Self-paced Intervention	Goal Setting Action Plan(s) Program	Complete online	3	10 points each, maximum of 30
	Quarterly Online Wellness Challenges	Complete online	4	10 points each, maximum of 40
Education	Monthly Seminars	Complete online	6	5 points each, maximum of 30
Get Involved	Community Physical Activity	Self-report online	1	5
<b>Overall Available Points</b>		<b>230</b>		
<b>2018-2019 Program Goal*</b>		<b>100</b>		
<b>Available Incentives</b>	<p style="text-align: center;"><b><u>Earn up to \$125.00 for the program year!</u></b></p> <p><b>Step 1:</b> Complete the Health Assessment and health screening by 11/30/2018 (50 Rewards Points), and receive a \$50 gift card. (Cards distributed in February 2019)</p> <p><b>Step 2:</b> Achieve an additional 50 Rewards Points by 4/30/19 and earn an additional \$75 gift card. (Cards distributed in July 2019)</p> <p><b>Additional option:</b> If you missed the Step 1 deadline you can still participate to complete the Health Assessment, submit the Physician Screening Form (by 4/1/2019), and earn a total of 100 Rewards Points by 4/30/19 to receive a full \$125 gift card. (Cards distributed in July 2019)</p>			

**Ready to begin? Log into your Wellness Portal at:**

**<https://www.MedMutual.com/Wellness>**

# Roadmap for Earning Rewards Points and Incentives

Health and wellness is a personalized journey and looks differently for everyone. The Wellness Rewards program provides easy access to tools, resources and support for all types of lifestyles. You can earn up to \$125 based on the activities you complete during the program timeline. To get started, complete the two required activities, then mix-and-match other activities you are interested in to earn points and incentives. Below are **examples** of easy ways to achieve 100 Rewards Points.

**All participants are required to complete:**

- 1. Biometric Health Screening = 25 Rewards Points**
- 2. Online Health Assessment = 25 Rewards Points**

**Total = 50 Rewards Points**  
(You are ½ way completed!)

## **Example 1:**

- Meet all Biometric goals, 20 points
- Receive a Preventive Exam, 15 points
- Receive a Routine Dental Cleaning, 15 points

**Total = 50 Rewards points**

**100 Points!**

## **Example 2:**

- Receive a Flu Vaccination, 5 points
- Complete 5 online Seminars, 25 points
- Complete a Lifestyle Coaching program, 20 points

**Total = 50 Rewards points**

**100 Points!**

## **Example 3:**

- Complete 4 Quarterly Wellness Challenges, 40 points
- Complete 1 Goal Setting Action Plan program, 10 points

**Total = 50 Rewards points**

**100 Points!**

**Complete any activities of your choice to earn 100 Rewards Points and earn \$125**



# Let's Get Started

## Log into the Medical Mutual Wellness Portal

1. Go to: [www.MedMutual.com/Wellness](http://www.MedMutual.com/Wellness)
2. Log into My Health Plan: Use your existing My Health Plan username and password. If you cannot remember your My Health Plan username or password you can reset it on this page by selecting *forgot username or password*. (You will need to enter your ID number from your Medical Mutual insurance card and your date of birth.) If you have not yet registered for My Health Plan, you will need to register first and then follow the remaining instructions.

### To register:

- Click “Register for an Account” under the “Not Registered?” heading.
- Enter the required information in each field on the Registration page. **Note:** You will need to create a username and password, which you use each time you want to access the My Health Plan or the Wellness Portal.

**Note: If an enrolled spouse of the policy holder is participating in the program, they must log in with their own information to access their personal Wellness Portal.**

3. Next, you will need to accept the terms. This is a legal requirement to let you know Medical Mutual is securely transferring you over to the Wellness Portal.

### Wellness Portal

#### Welcome to Wellness!

Improve your health and wellness through our many programs and activities

You will be leaving the Medical Mutual site to access Optum's Site. Medical Mutual will securely pass over your registration information to access this site.

#### Terms

I understand the information I provide will remain confidential, in accordance with the Health Insurance Portability and Accountability Act (HIPAA).

I, Katherine N Rawski, agree to share my registration information with Optum

Accept Terms and Submit

\*If you need further assistance logging in, call the Medical Mutual Help Desk at 1-800-294-7583.

**You are now logged into the Wellness Portal and have many ways to earn points. See the following pages for more information on program opportunities!**

# Wellness Portal Home Page

Click on the **Medical Mutual logo** on any page and you will return to the homepage.

Messages, care reminders, health record, settings and **sign out** from the portal are found here.

**Rewards Points** is a quick view of current points earned.

**Navigation Tool Bar:** The words and drop-down arrows in the black bar take you to different pages on the portal. This tool bar is visible on every page for easy navigation around the site.

**American Cancer Society**  
Check out the recommended screening guidelines - Protect yourself and your loved ones.  
[Learn more](#)

**Health Assessment**  
Take it today to get a health score and a plan to lower your risks.  
**+25**  
[Get Started](#)

**Earn Now**  
Earn rewards points while working on healthy changes. It's easy!  
[Ways to Earn](#)

**Condition Management**  
Have a chronic condition? We can help! Call 1-800-861-4826, Option 2.  
[Learn More](#)

**Library**  
Find articles, videos and tools that can help you take action to stay healthy and feel your best.  
[Visit the Library](#)

**Nurse Line**  
Got health questions? Get answers from a nurse. Any time.  
[Talk to a Nurse](#)

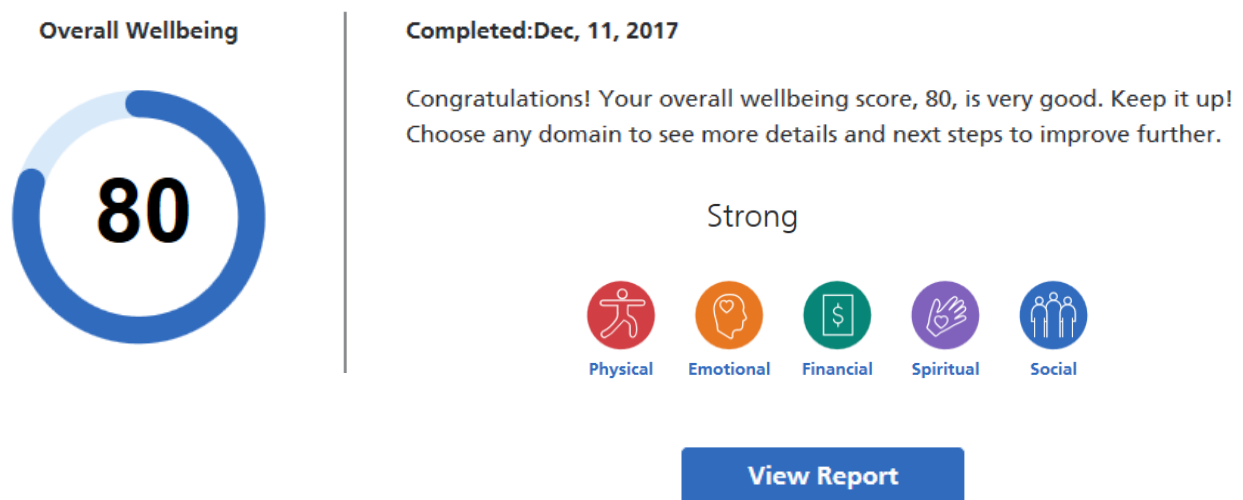
WELLNESS REWARDS PROGRAM [View All](#)  
[Program Overview](#)  
[Program FAQs](#)

Click on the appropriate blue hyperlinked text to review information about your Wellness Rewards program, complete the Health Assessment, enroll in a Health Coaching program, or view educational information in the Library.

## Required Activities – Earn 50 Rewards Points

The following activities must be complete to be eligible for any incentives.

- 1. Biometric Health Screening:** Biometric screenings are one of the most important steps you can take to manage your health, as they can identify risk factors before they lead to illness. **Review the Health Screening Participant Guide for information on how to schedule an appointment for one of the 12 onsite health screenings throughout the Diocese of Toledo in October.** If you are unable to attend onsite, schedule an appointment with your doctor or health provider, complete the Physician Health Screening form (located in the Resource Center on the Wellness Portal) and submit to Medical Mutual by **April 1, 2019**. Approximately 3 to 4 weeks after your onsite screening appointment or submission of the Physician Health Screening form, you will automatically earn **25 Rewards Points**.
- 2. Health Assessment:** You can access the Health Assessment from the Progress tab, homepage or Rewards Points page. The Health Assessment is a confidential online survey that takes about 20 minutes to complete. It asks questions about your lifestyle, fitness, diet and overall well-being. The Health Assessment helps you understand your current health status and identify health-related risk factors that may affect your health or quality of life. Upon completion, you will receive a personal wellness report and **25 Rewards Points**. You can only complete the Health Assessment once during a program year and cannot make changes after it is completed. Please be sure to take your time and confirm your answers are correct before you hit the submit button. The following is an example of what you will see once the Health Assessment is completed.

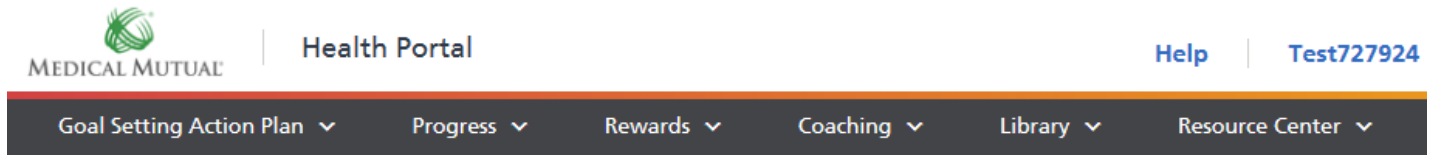


**\*If both activities are completed by November 30<sup>th</sup> you will receive a \$50 gift card, mailed to your home address, during the month of February, 2019.** If one or more of the activities are completed after this date, they will count towards the final incentive for the program, which ends April 30, 2019.

## Earn up to 55 Rewards Points – Prevention and Biometric Goals

The following activities are recommended, but you choose which you want to complete.

These activities can all be found on the Wellness Portal under the Rewards tab, then the Rewards Points page. On this page you can keep track of Rewards Points earned, view program details, and see remaining activities available to complete.



- **Preventive Exam / Screening:** Age-appropriate preventive exam(s)/screening(s), including but not limited to Mammogram, Cervical and Prostate Cancer or Colonoscopy, are important for your overall health. Schedule an appointment with your doctor or health provider and complete by April 30, 2019 to be eligible for **15 Rewards points**. If your provider submits a claim with a standard preventive code, points will be awarded automatically within 90 days of claim submission. If you want Rewards Points sooner or it is close to the end of the program, go to the Rewards Points page, click on the “Get Started” button in the Preventive Exam/Screening activity box and record your complete appointment.
- **Routine Dental Exam / Cleaning:** It is recommended to have a minimum of two routine dental cleanings a year. You will earn **15 Rewards Points** for completing one appointment by April 30, 2019. After your cleaning, log into the Wellness Portal, go to the Rewards Points page, click on the “Get Started” button in the Routine Dental Exam activity box and record your complete appointment.
- **Flu Vaccination:** Every flu season is different. This is why getting an annual flu shot is one of the best ways to protect yourself and your family from the seasonal flu. Anytime between September 1<sup>st</sup> through December 31<sup>st</sup> get a flu vaccination and click on “Get Started” button for the Flu Vaccination activity to immediately receive **5 Rewards Points**.
- **Biometric Goals:** Aim to reach healthy biometric goals (listed in the table on page 4) and earn **5 Rewards Points** for **each** goal you meet. You can earn up to 20 Rewards Point for meeting all four biometric goals. Points will automatically be awarded for met biometric goals, approximately 3 to 4 weeks after your health screening results are received. You can track your progress by clicking on the “Get Started” button in the Biometric Goals activity box. If any of your biometric goals are not within the program goals, you can complete other wellness activities to earn the full incentive.

### Biometric Goals

Earn points for meeting program biometric goals, once your Biometric Screening is co...

+20

Get started

### Routine Dental Exam

You are encouraged to have routine dental exam. Complete this form to earn 15 Reward...

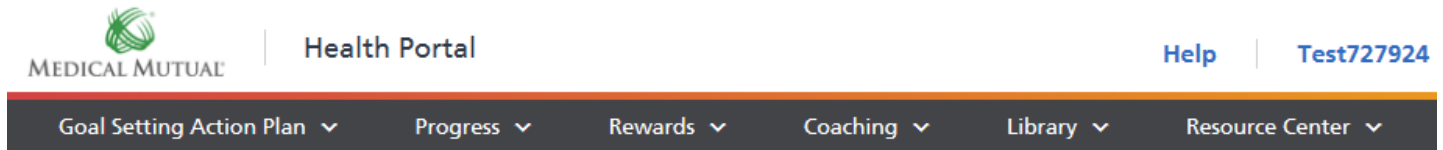
+15

Get started

## Earn up to 20 Rewards Points – Health Coaching

### Looking for support to manage a health condition or work on a lifestyle change?

Enroll in a Disease Management, Lifestyle Coaching and/or QuitLine program by calling 1-800-861-4826. These programs take a minimum of 6-month participation to be eligible for Rewards Points. If you stay engaged and complete a minimum of two Disease Management coaching calls (within six months), complete the 6-month Lifestyle Coaching, or 5-month QuitLine program you will earn **20 Rewards Points**. You must enroll by October 31, 2018 to ensure program requirements for receiving Rewards Points are met before the program ends. Points are awarded for one program completion per program year. You can also enroll online by going to the Coaching tab on the Wellness Portal.





Disease Management programs: If you are diagnosed with one or more of the following conditions, this program might be right for you:

- Asthma
- Chronic obstructive pulmonary disease (COPD)
- Congestive heart failure (CHF)
- Coronary artery disease
- Diabetes

Lifestyle Coaching programs: This program is designed to work with a health professional monthly to make lifestyle improvements for better health in the following areas:

- Reach a Healthy Weight
- Be More Active
- Eat Healthy
- Stress Less

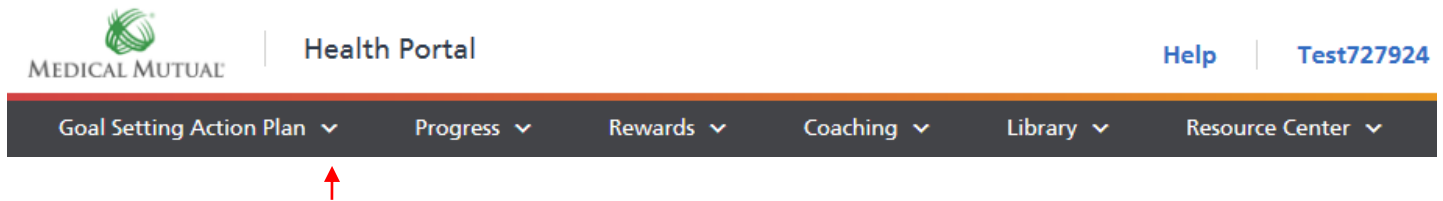
QuitLine program: The QuitLine program offers support to become tobacco free, if applicable. Eligible members may also receive up to an eight-week supply of nicotine replacement therapy (patch or gum).

 <p><b>Medical Mutual Lifestyle Coaching:</b> Get help from a coach to eat healthier, be active or manage your stress.</p> <p><b>+20</b> Start Today</p>	 <p><b>Quit Line:</b> Get help from a coach to quit and stay quit.</p> <p><b>+20</b> Start Today</p>
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## [Earn up to 30 Rewards Points for the Goal Setting Action Plan Activity](#)

**Don't want to work with a health coach but want to set personal goals and make health improvements? If so, the online Goal Setting Action Plan program is right for you!**


This is a six-week online program designed to set realistic health goals that can be achieved in a small amount of time. To get started, log into the Wellness Portal and select the Goal Setting Action Plan tab, then Active Goals page. Next click on Get Started to complete a quick questionnaire.



Once the questionnaire is completed, a program will be recommended based on your responses. However, you can choose the program or focus area that you are most interested in making health improvements.

You're almost there!  
Next, choose a focus area and set a goal.


**Recommended**




### Tobacco Free

Beat cravings and stay quit for life with proven strategies.


[Choose This Focus Area](#)




Healthy Weight  
[More Info](#)




Healthier Diet  
[More Info](#)



Active Living  
[More Info](#)



Less Stress  
[More Info](#)



Take Charge of Diabetes  
[More Info](#)

Next you will need to return to the Wellness Portal a minimum of one time per week, for six consecutive weeks. You must complete at least one healthy action from your to-do list each week. Examples of to-do list activities include sharing your goal with someone you trust, watching a video or reading an article. Do not move ahead and complete weekly tasks in advance or mark your health goal completed before all six weeks of the program is finished. Doing so will forfeit Rewards Points and reset the online program to the beginning.

5 more weeks of To-Do items and an assessment to earn a milestone and your rewards points.

Circle or highlight your quit date on your calendar!	Complete ✓
Tell your friends and family about your decision to quit.	Complete ✓
Check out this video and learn ways quitting helps you right now.	Complete ✓

You can complete up to three Goal Setting Action Plan programs, by April 30<sup>th</sup>, and earn **10 Rewards Points** for each completed program (a total of 30 Rewards points). Requirements for earning Rewards Points include completion of weekly to-do list activities over six weeks (which will earn you a milestone) and completion of a post-assessment questionnaire. After the program is successfully completed, your points will display automatically on the Rewards Points page.

## More Reward Points Opportunities – Challenges, Seminars and more!

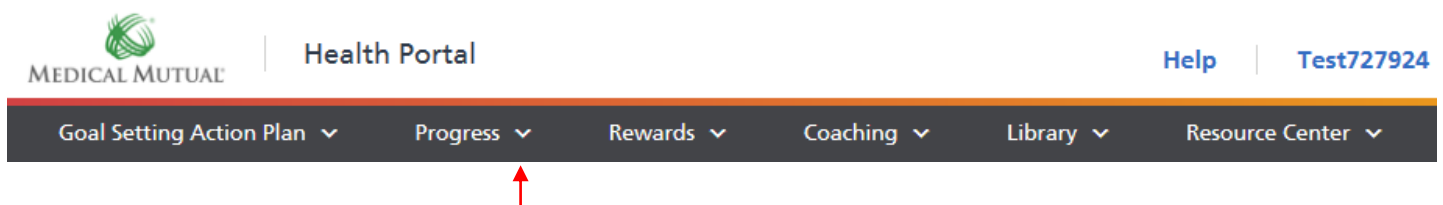
The following activities are fun, short interventions for maintaining or improve health. Stay engaged throughout the entire program to complete quarterly challenges, monthly online seminars or get connected with your community. Racking up Rewards Points is easy and fast with lots of options to choose from!

**Quarterly Challenges:** There will be a total of four wellness challenges offered during the program:

1. **Be Active (Focus: physical activity):** [September 17, 2018 – October 26, 2018](#)
2. **Chill Out (Focus: stress management):** [November 1, 2018 – November 30, 2018](#)
3. **Rate Your Plate (Focus: nutrition):** [February 1, 2019 – February 28, 2019](#)
4. **Well At Work (Focus: healthy habits):** [April 1, 2019 – April 30, 2019](#)

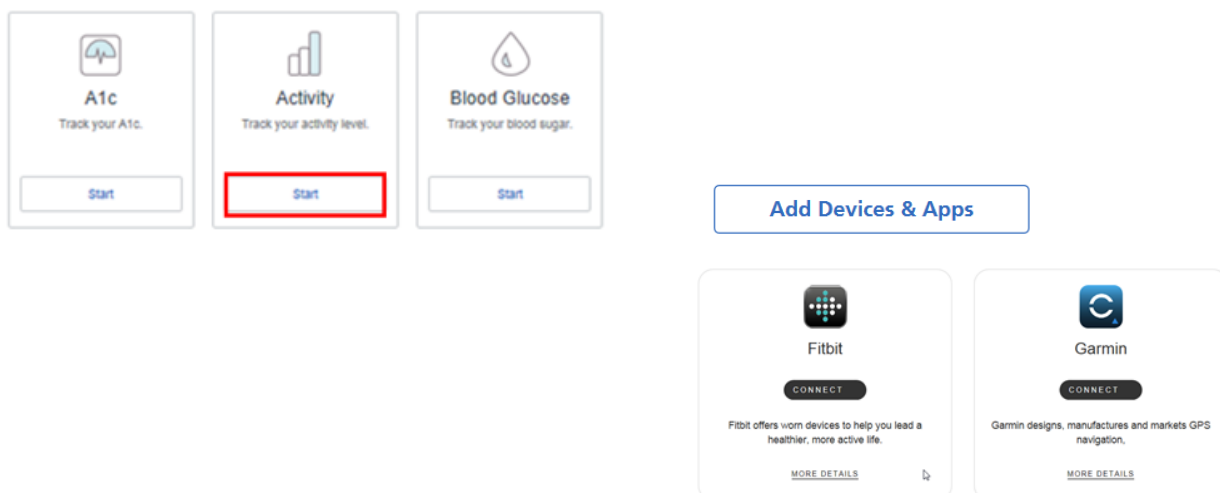
Mark your calendars to participate and earn **10 Rewards Points** for each challenge you complete. You can earn up to **40 Rewards Points** by completing all four challenges. Details for each Challenge are located under the Progress tab, then Challenges page. It might be helpful to set a weekly reminder to log your activity on the portal each week. Have fun and set goals with a co-worker to gain new healthy habits!

For the Be Active challenge, you can link your Fitbit or wearable device/tracker to the Wellness Portal for easy tracking of active minutes. However, you do not need to do this step or have a wearable device/tracker to participate in this challenge. Steps for linking a wearable tracker can be found under the Progress tab, then click on the Trackers page



**To link a wearable device/tracker or health and lifestyle App (e.g., Fitbit, Garmin) to the Wellness Portal:**

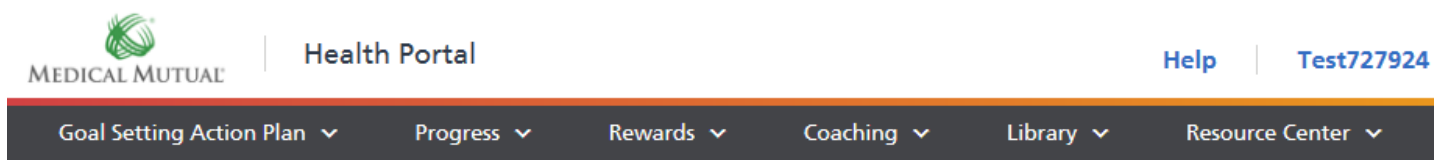
1. Once on the Activity page, select the Start button in the Activity box.
2. Next, select the Devices & Apps page at the bottom of the Activity page.
3. On the following page, select the applicable device and follow the directions to connect your health tracker.



- **Online Monthly Seminars:** Seminars are short educational videos on a variety of health and lifestyle topics. There is a new topic available each month. You can complete as many seminars as you would like, but will only earn **5 Rewards Points** for completing six different seminars, for a maximum of 30 Rewards Points. After a seminar is successfully completed, your earned points will display automatically on the Rewards Points page. Click on the Take a Seminar activity box, located under the Rewards Points page to get started.
- **Community Physical Activity:** Participate in one community physical activity event of your choice and you will earn **5 Rewards Points**. Examples of a community event include, but are not limited to, a 5K walk/run, marathon, biking, or triathlon. Once the event is completed, click on the Community Physical Activity box, located under the Rewards Points page to log your completed activity.

### Additional Wellness Portal Information

Under the Library tab, you can access up-to-date information about many health, wellness and lifestyle topics. In this section you can also view healthy recipes, use a symptom checker or search reliable health information. This section of the portal is for your personal benefit, but Reward Points are NOT awarded for reading articles or viewing seminars in the Library.



**How can we help you?**

**Search**

#### **Decision Points**

Facing a choice about your health? These tools can help you understand your options, compare risks versus benefits and help guide you to a choice that makes sense for you.

##### **Decision Points About Medical Tests** · 13

Be informed so you and your doctor can make the right choice about having a medical test.

##### **Decision Points About Medicines** · 4

Deciding whether to take a drug? Get the facts, learn your options and make a smart choice.

##### **Decision Points About Surgeries** · 4

Before you have surgery, you should know your options. These tools can help.

#### **Symptom Checker**

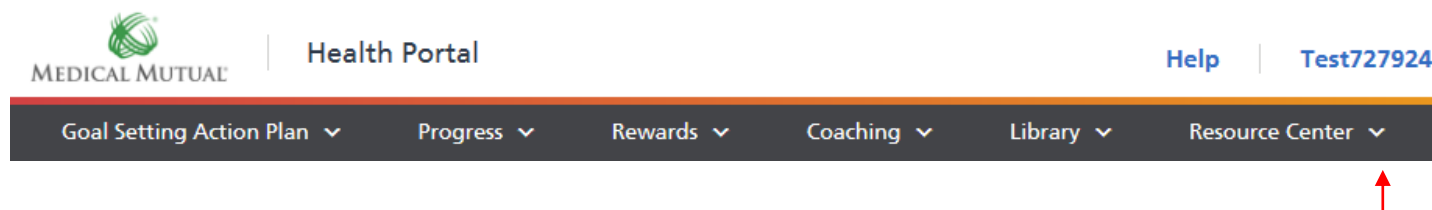
Want quick feedback about a health issue or injury? This tool lets you identify your issue and gives guidance on what action you should take. · 25





# Have Questions about the Wellness Rewards program?

The Resource Center Tab offers quick links to your Wellness Rewards program information and additional Medical Mutual health and wellness benefits. Select the drop-down arrow and then the topic of interest. You can view, print or save the detailed program information.



## Who should I contact if I have questions or need help?

1. Please review the program Participant Guides, Program Overview or Frequently Asked Questions (FAQ) document located under the **Resource Center** tab or on the Wellness Portal homepage:

WELLNESS REWARDS PROGRAM [View All](#)

[Program Overview](#)

[Program FAQs](#)

2. **General Program Questions:** Contact Meghan Reed, Benefits Administrator for the Diocese of Toledo, at 419-244-6711 ext. 4936 or [mreed@toledodiocese.org](mailto:mreed@toledodiocese.org).
3. **Wellness Portal - Access, Points and Technical Questions:** If you do not see your points after completing an activity, try refreshing the page or navigating to another page and then returning to the Rewards Points page. If you still do not see your points or have other technical questions, please contact Optum Health, Medical Mutual's Wellness Portal Support Team. Representatives are available to help with technical issues, Wellness Portal navigation questions, issues with loading pages, points validation and other site questions.
  - a. Phone: 1-877-719-9004
  - b. Email: [corpfeedback@pronouncedhealth.com](mailto:corpfeedback@pronouncedhealth.com)
  - c. 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.



