



As we near the end of our wellness program, we made a few changes that give you opportunities to earn **additional incentives!**

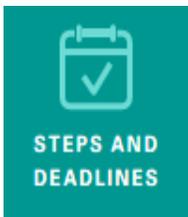


Recognizing our current situation, to avoid seeking preventive care due to the COVID-19 outbreak, we have made a few adjustments to our existing wellness program. Wellness is still important – maybe now more than ever! The following are one-time program changes to continue focusing on health while offering incentives that better align with these unforeseen changes.

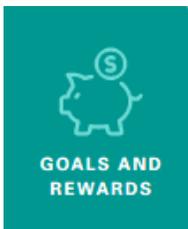
We hope you find the revised program positive and rewarding for all!

- Those who have already engaged are eligible for additional incentives!
- Those who have not yet started, still have time to earn incentives, it's easy!

New Program Details:



1. The wellness program will be extended a few weeks; concluding on **April 30, 2020**.
2. Visit www.medmutual.com/wellness to verify your current progress.
3. Complete the online Health Assessment by April 30th to be eligible for incentives.
**the biometric health screening is no longer a required activity*



- ✓ Complete the online health assessment by 4/30/20 (20 points) and receive a \$50 gift card.
- ✓ Earn a minimum of 50 points by 4/30/20 and receive a \$100 gift card.
 - (This includes the \$50 incentive for completing the health assessment)
- ✓ Earn a minimum of 80 points by 4/30/20 and receive a \$150 gift card.
 - (This includes the \$50 incentive for completing the health assessment)
- ✓ Earn 100 or more points by 4/30/20 and receive a \$200 gift card.
 - (This includes the \$50 incentive for completing the health assessment)

The maximum incentive is a \$200 gift card (health assessment completion, and earned a minimum of 100 points).

Roadmap for Earning Rewards Points and Incentives

It's not too late to participate and be eligible for incentives. Below are **examples** of easy ways to achieve Rewards Points and earn incentives.

Example 1:

- Complete the online Health Assessment, 20 points

Total = 20 points
Incentive = \$50

Example 2:

- Complete the online Health Assessment, 20 points
- Complete 6 online Seminars, 30 points

Total = 50 points
Incentive = \$100

If you are already participating, it's not too late to reach 80 points (\$150 incentive) or 100 points (\$200 incentive). Below are **examples** of easy ways to achieve Rewards Points and earn incentives.

- If you have completed a dental cleaning, self-report your appointment date on the rewards page of the wellness portal (20 points).
- Complete 6 online seminars (30 points).
- Earn and record 600 physical activity minutes (10 points).
- Make sure you have points for all completed preventive care activities, if applicable. (i.e. flu vaccination, annual physical, cancer screenings (mammogram, pap, psa or colonoscopy), or preventive lab work). If points are missing; please email supporting documentation (EOB, Lab results or receipts) to Kate.Rawski@medmutual.com by 4/30/20 to receive points.
- For instruction of where to find activities, please review the participant guide located on the wellness portal: www.medmutual.com/wellness. You can also view Wellness Program materials by visiting https://toledodiocese.org/page/human-resources#_employee_wellness_information

Complete activities by April 30th to be eligible for incentives!



FAQS

Q: What if I have already earned a \$50 incentive for completing the Health Assessment and health screening by 11/30/19?

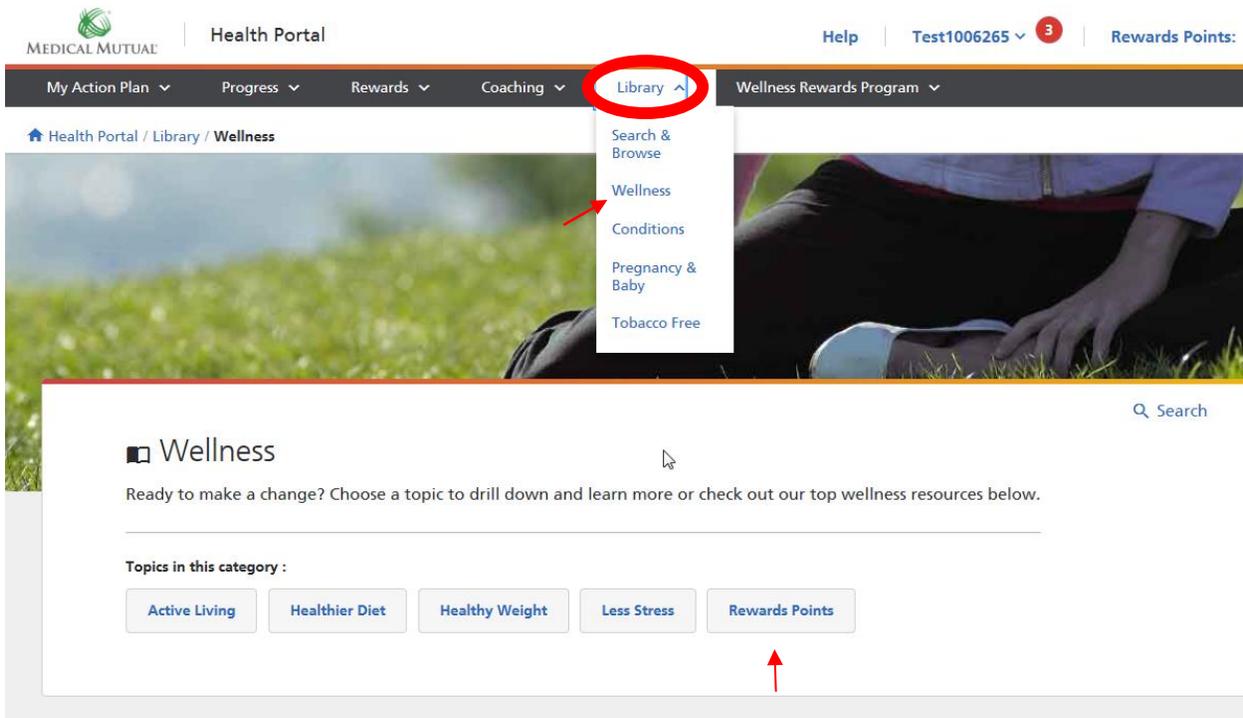
A: You would subtract \$50 from the total incentives earned to verify your remaining gift card balance. (i.e. If you achieved 100 or more points earning a total of \$200, but you have already received \$50; you will receive an additional \$150 gift card).

Q: How will I know what my final earned incentive is and when will I receive it?

A: Medical Mutual will mail a results letter approximately one week after the close of the wellness program. You will have the opportunity to ensure records match and follow up on discrepancies, if applicable, prior to the ordering of your incentive. The gift card order will then be placed and mailed to your home address by end of July. We recognize this is quite some time after the close of the program; but it does take time for verification, gift card ordering and fulfillment, and the vendor to personalize your earned incentive.

Q: Where can I find the seminars?

A: Go to the Library Tab, select the Wellness page, then click on the “Rewards Points” box. Seminars will not be removed from this page once completed so you will need to keep track of the seminars you complete. Completed Seminars will be listed in your View Earning History page on the wellness program dashboard.



Q: I completed a seminar, but nothing happens when I hit finish, how do I get points?

A: Occasionally there is a technical issue depending on your internet browser and cookie settings. If this happens, you have two options:

1. Keep track of your completed seminars, and once all are finished, email Kate.Rawski@medmutual.com and points will get awarded.
2. You can outreach to Medical Mutual's wellness portal vendor to help resolve. Please outreach by phone at 877-719-9004 for assistance.

Q: I already completed an annual exam or preventive screening, but I do not see my points?

A: Points can take up to 90 days from when the claim was processed to be viewable online. However, since the program is ending soon please email Kate.Rawski@medmutual.com your explanation of benefits to ensure your points get awarded.

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.

Q. Who 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: 419-214-4936
 - Email: mreed@toledodiocese.org