

Live Well at WCIF

2017 Wellness Portal FAQ



Click on the links below to go directly to that portion of the FAQ:

Earn your Incentive(s)	Complete the Health Screening <i>OR</i> Preventive Visit	Complete an Online Health Assessment (HA)
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Earn your Incentive(s)

What incentives are available this year?

There are two incentive programs available this year. The first program incentive is either a \$150 deductible credit for 2018 *OR* a \$50 Visa Card that will be mailed directly to you. Your employer has selected which incentive your organization is eligible for. To determine which incentive you are eligible for, please contact your Human Resources department.

A secondary incentive is available also. The incentive for completing this program is a \$25 Visa Card that will be mailed directly to you. This incentive is only available if you complete the first incentive program requirements (*Health Screening OR Preventive Visit + Health Assessment*).

For details on each incentive program's requirements refer to "*How do I earn an incentive?*"

How do I earn an incentive?

To earn your FIRST INCENTIVE you need to achieve a total of **two points** by taking the following healthy actions between March 1 and October 15, 2017:

- Health Screening or Preventive Visit with Provider.** Submit your doctor-screened health information via fax form (fax form available at: livewell.medikeeper.com) or attend an onsite Live Well at WCIF health screening event offered through your employer. Valid screenings from 10/16/2016 to 10/15/2017 (1 point).
- Health Assessment (HA).** Complete the online HA between March 1 and October 15, 2017 on the Live Well at WCIF wellness portal (1 point).

Click here: livewell.medikeeper.com to access the wellness portal.

All program requirements must be completed by October 15, 2017, for you to earn the first incentive.

To earn a SECOND INCENTIVE you need to earn a total of **one point** by taking the following healthy actions between March 1 and October 15, 2017:

1. **Complete a Plan for Wellness.** Complete your Plan for Wellness on the wellness portal. Design a plan that is specific to you and your health goals (1 point).
2. **Register and Participate in the EveryMove Activity Challenge.** Register for and participate in the EveryMove activity challenge. Challenge will be available for registration on January 19, 2017. Challenge begins February 6, 2017 (1 point).

NOTE: You can complete both activities, but you will only earn ONE incentive.

All program requirements must be completed by October 15, 2017, for you to earn your second incentive.

>> FOR EMPLOYERS WHO ELECTED THE \$150 DEDUCTIBLE CREDIT

Who is eligible for the deductible credit?

Employees and spouses/domestic partners enrolled in a WCIF Premera or Kaiser Permanente medical plan are eligible for a deductible credit. Dependent children are not eligible for the deductible credit.

I do not receive health insurance from WCIF Premera or Kaiser Permanente. Am I eligible for the deductible credit?

No. Only employees and spouses/domestic partners enrolled in a WCIF Premera or Kaiser Permanente medical plan are eligible to receive the deductible credit if they complete all requirements by the deadline.

How will I receive the deductible credit?

Once you complete the program (by October 15, 2017), your incentive will be administered by your medical carrier (Premera or Kaiser Permanente) typically within the first two months of 2018. To confirm your credit has been applied, contact your WCIF Office Coordinator (see "Contact Information" on pg. 9).

>> FOR EMPLOYERS WHO ELECTED THE \$50 VISA CARD

My employer group has selected the Visa Card for our first incentive, how will I receive my card?

Your Visa Card will be mailed directly to you. The mailing address on file with your employer is the address that will be used. Please ensure that your mailing address is accurate so that there is no delay in receiving your incentive.

If I DID NOT RECEIVE MY CARD, can I request another one to be mailed to me?

Yes, you can request to have another card re-issued to you. However, it is strongly advised that you keep an eye on your incoming mail and do not dismiss your card as "junk mail". Your card will arrive in an un-marked white envelope.

Is there a DEADLINE to request another card?

YES, there is a deadline to request your card to be re-issued to you. You have until November 30, 2017 to request the re-issue. Any requests after this date will not be accepted.

Where can I use my Visa Card?

Your card may be used in the United States and U.S. territories wherever Visa debit cards are accepted. The card may not be used at any merchant, including internet and mail or telephone order merchants, outside of the United States and U.S territories.

Does my Visa Card expire?

Yes, cards expire 6 months after being issued. Pay close attention to the expiration date printed on the front of the card. Card is valid through the last day of the month. You will not have access to the funds after expiration. Your Visa Prepaid card is NOT A GIFT CARD therefore it expires.

Do I need to activate my Card?

No. Your Card is ready for use. As long as you have sufficient funds and your Card has not expired, you can spend your funds immediately.

I noticed my Card says DEBIT on the front. Do I need a PIN number to make a purchase?

Transactions can be processed as Credit or Debit. Visit www.prepaidcardstatus.com to receive a PIN for debit purchases. No PIN is required for Credit purchases.

Can I get cash from an ATM or bank?

No. You cannot use this card at an ATM or bank for cash.

Can my Card be used for “Pay at the Pump” gasoline transactions?

Present your card to an attendant inside the station as your card will not work at the pump.

What if I want to purchase an item that costs more than the balance on my Visa Card?

If your purchase is more than your card balance, first pay the difference with another form of payment and then charge up to the amount of funds available. Not all merchants accept split transactions.

What should I do if my Visa Card is declined?

Verify there are sufficient funds on the card prior to making a purchase. If your purchase is at a merchant that is in the hospitality industry or one that allows for a gratuity/tip to be included, (i.e. car rental, hotel, restaurant, cruise ship, resort, taxi, and spa) the merchant may authorize your transaction for an additional 20% above your total bill. Be sure that the balance on your card is sufficient to cover the cost of the bill plus the tip added. If not, the transaction will be declined. If your purchase is still declined and you believe the card has sufficient funds, please contact customer service at 1-866-230-3809.

Where can I see my transaction purchases and check my Card balance?

You can view your purchases and check your balance by visiting www.prepaidcardstatus.com or by calling 1-866-230-3809. You will be able to print statements and access all of your transaction history online.

I returned an item that was purchased with my Card. When will the credit be reflected on my account?

Yes. The timeline can vary from merchant to merchant but the average time for a credit to post back to your account is approximately 7 to 10 business days.

What should I do with my Visa Card once the value is depleted?

You should keep your Card—even after the balance is depleted—until you know that you will not be returning any of the items purchased with the Card. If you do try to return items purchased, the store's policy may require you to present the card used to make the purchase. You should destroy the Card once you are sure you no longer need it.

How is my data being gathered and used?

Vivacity, WCIF's wellness partner, will collect all information and will provide WCIF with an aggregate data report. Measures are taken to prevent any personal or individually identifiable information from being shared with WCIF or your employer. Participation in the Live Well at WCIF wellness program cannot be used to determine future plan eligibility or used to deny an individual coverage on the medical plan.

Can I earn part of my incentive if I just do one action—completing my HA, for example?

No. To receive your first incentive, you need to earn a total of **two points** by completing healthy actions for the first incentive program. Completing the Health Screening or Preventive Visit with Provider and taking the online Health Assessment are **required** healthy actions.

To receive your second incentive, you need to earn a total of **one point** by completing healthy actions for the second incentive program. Choose to either complete a Plan for Wellness or register and participate in the EveryMove activity challenge (or complete both activities) to earn your second incentive.

I completed activities but my points aren't showing on my Rewards page. How frequently do my points get updated?

There will be a delay in your points showing on your Rewards page for your health screening or preventive visit with provider. Credit for completing your health screening or preventive visit with provider is awarded on the first day of each month. It may take a few weeks before you see your credit, depending on when you completed your screening.

Points for registering for and participating in the EveryMove activity challenge will be uploaded on March 1 and March 8, 2017.

Points for completing the Health Assessment and creating a Plan for Wellness are automatically tracked by the portal and will show immediately after completing the activity within the portal.

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Complete the Health Screening *OR* Preventive Visit

What is a health screening or preventive visit?

The screening consists of taking your weight and height measurements to calculate your Body Mass Index (BMI), measuring your blood pressure via an arm cuff, and taking a blood sample to

obtain glucose and cholesterol values. Screenings can be completed by using a doctor-screened fax form or by attending an onsite Live Well at WCIF screening event offered by your employer.

You may also submit a fax form for completing a preventive visit with your provider. Provider signature is required to receive credit for completing a preventive visit with your provider (fax form available at: livewell.medikeeper.com).

What are the benefits of having a health screening or preventive visit?

A health screening provides you with important numbers that can give you a better understanding of your current health status. Once you have these numbers, you can have a discussion with your doctor on how to maintain or improve your health.

An alternative option is completing a preventive visit with your provider. This visit will allow you to receive direct health care advice from your provider and address all health concerns that you may have.

What health indicators will be tested during the health screening?

- Blood pressure
- Cholesterol
- Glucose (blood sugar)
- Body Mass Index (BMI)

How do I arrange for a health screening or preventive visit?

- If you have had a health screening or preventive visit with your healthcare provider since October 16, 2016, you or your provider can complete and fax the doctor-screened fax form (fax form available at: livewell.medikeeper.com).
- If you have not had a health screening or preventive visit with your healthcare provider since October 16, 2016, you should schedule an appointment with your healthcare provider to complete a health screening or preventive visit, *OR*
- Attend an onsite health screening event sponsored by your employer. If your employer offers an onsite clinic, you do need to make an appointment for the clinic. These events will be advertised if they are available to you at your employer site.

How much does a health screening or preventive visit cost?

The tests performed in a health screening are considered preventive services, covered by your WCIF Premera or Kaiser Permanente medical plans. **However, any additional tests requested by your healthcare provider may not be considered preventive and are subject to the regular plan provisions of your WCIF Premera or Kaiser Permanente medical plan. It is also important to note that your medical plan only pays for this test once per year.**

How long does it take to have a health screening?

A screening should take no more than 10-30 minutes; however, wait times vary by healthcare provider or employer-sponsored onsite screening clinic.

Do I need to fast for my health screening?

You will receive the most accurate results if you do a fasting test; however, it is not necessary to fast before your health screening.

Will I receive my health numbers right away if I do a health screening?

If you complete your screenings through your healthcare provider, the wait time for results may vary based on the facility. If you attend an onsite screening event hosted by your employer, your results will be provided to you immediately following your screening.

How do I submit my health information so I receive credit for completing a health screening or preventive visit?

- A. Fax your completed form to **1-855-351-6378** or email the form to wcif@vivacity.net.
1. If you have the official lab results, you can fax your information to Vivacity using the health screening fax form (fax form available at: livewell.medikeeper.com). Fill in the appropriate sections and sign your form. Then fax or email the form and your official lab results to the contact information provided on the bottom of the form. **Important: Be sure to SIGN your form. Your form will not be accepted without your signature; therefore, you will not receive credit.**
 2. Your provider can fax or email the information directly. You will need to give your provider the fax form (fax form available at: livewell.medikeeper.com). Fill in the appropriate sections and take it with you to your health screening. Your provider will need to fill in the remaining information, SIGN and fax or email the completed form to the contact information provided on the bottom of the form. **Important: Be sure to SIGN your form and make sure to have your provider sign the form before they fax it for you. Your form will not be accepted without your signature and your providers; therefore, you will not receive credit.**
 3. You can fax the form yourself after having your provider sign the form. Fill in the appropriate sections, sign your form and have your doctor sign the form, then fax to the contact information provided on the bottom of the form. **Important: Be sure to SIGN your form and have your provider sign the form. Your form will not be accepted without your signature and your providers; therefore, you will not receive credit.**
- B. You may attend a Live Well at WCIF onsite health screening event, if an event is available to you through your employer. If you attend an onsite event, your results will be submitted automatically. **If you are attending an onsite screening event, you DO NOT need to submit the fax form.**

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Complete an Online Health Assessment (HA)

What is a Health Assessment (HA)? An HA is an online questionnaire that asks a series of questions about your health and lifestyle to assess and identify potential health risks.

Should I complete my HA after I have my health screening results?

Yes. The HA will ask for your health numbers. Collect your results from your doctor and enter the numbers into your HA when prompted. Your health screening numbers will be uploaded automatically into your HA one to two weeks after your information has been received.

NOTE: Health screening numbers from onsite employer-sponsored health screening events will be uploaded to your health portal 10-15 business days following the event.

Will the HA ask me personal questions?

The HA gathers personal information about your current health and lifestyle to accurately assess and identify potential health risks, as well as providing you with a personalized report with detailed information on how to maintain or improve in each area of your health. With the results of your HA, you can better understand your health, what you are doing well and what areas may need more attention.

How do I complete the HA?

As soon as you register and/or login to the wellness portal. You will be prompted to begin answering questions. If you registered last year, you can complete the HA again by clicking on the 'Health Assessment' tile located in the upper left-hand side of your home page.

What happens if I have to stop in the middle of the HA?

Each section of the assessment can be saved as you go, in case you need to complete it at a later time. Simply click the "NEXT/SAVE" button at the top of each section. To continue your assessment, log into your wellness portal and click on the *Health Assessment* tile. You can resume taking your HA at that point.

When will I receive a point for completing the online HA?

Once you complete the online HA, a point will be automatically awarded to you.

I registered last year but cannot remember my password, what do I do?

You can use the 'Forgot Password' function on the wellness portal to reset your password. You will be prompted to enter the email address you registered under. An email will be sent to the email address provided. You must enter the correct email address to receive your password reset email. Due to the secure nature of the wellness portal you will not be notified you entered the incorrect email address and therefore may not receive your password reset email. If you do not receive your password reset email after using the 'forgot password' function, you may want to try to reset your password again using an alternative email that you may have registered under.

NOTE: Password resets are active for 8 hours. After the reset has expired, the link to reset your password is no longer active—you must perform another password reset to gain access to your health portal.

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Complete a Plan for Wellness

How do I complete a Plan for Wellness?

You must complete your HA on the wellness portal before you can create a plan for wellness. Your personal plan for wellness will be made available after completing your HA. You will see an option to "Build My Plan for Wellness". Once you click on "Build My Plan for Wellness" you can select healthy habits to add to your wellness plan. These habits will be recommended to you based on the results from your HA. You may also add your own goals. Once you have compiled all healthy habit goals, you will need to click on "Complete My Plan for Wellness". You can access and update your plan on the portal at any time. Additionally, you may print your wellness plan after completing so that you can be reminded of, and track your healthy habits.

Alternatively, you can create a plan for wellness by clicking on a tile titled “Plan for Wellness” located on the homepage of your health portal.

What is a Plan for Wellness?

A plan for wellness is a personal tool that you can create using healthy habit recommendations that are specific to you based on your HA responses. These healthy habits are categorized based on several different areas of health focus. You will be provided with recommendations of areas to focus on and within each of those areas you can select health tips to add to your wellness plan. This plan can help you maintain or improve your health over time.

When will I receive a point for completing my personal plan for wellness?

Once you complete your plan for wellness, a point will automatically be awarded to you.

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Register and Participate in the EveryMove Activity Challenge

What is the EveryMove activity challenge?

The EveryMove activity challenge is a Live Well at WCIF sponsored challenge to log and increase your physical activity levels. The challenge will be made available to you in the fall, with registration starting January 19, 2017. However, you can use the challenge platform at any time to track your physical activity levels. See below on how to access the physical activity challenge platform.

How do I participate in the EveryMove activity challenge?

The activity challenge platform can be accessed directly from your wellness portal through a tile titled “EveryMove”. Registration for the challenge itself will not begin until March, however you can begin to use EveryMove to track your activity before then. You can log all kinds of activities, from gardening to waltzing to walking on the EveryMove site. Even lifestyle activities such as cleaning the house can be counted! Activities can be logged either by entering them on your computer or via mobile phone app (available for free download for iPhone or Android). You can also sync over 50 activity tracking devices to your EveryMove site so that your activities will be automatically uploaded for you!

When will I receive a point for registering and participating in the EveryMove activity challenge?

Points for registering and participating in the activity challenge will be uploaded during the challenge on March 1.

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Privacy Information

Who has access to my health screening and health assessment results?

Your results are confidential. Secure measures are taken to ensure no personal health results are shared with anyone at WCIF or your employer. No individually identifiable information will be shared with your employer or WCIF.

How is my health screening and health assessment data used?

Secure measures are taken to ensure no personal or individually identifiable information is being shared with WCIF or any employer. WCIF is provided with aggregate results that are used to evaluate current health programs and look for new ways to enhance your wellness benefits in the future.

How is my health data stored and protected?

Vivacity, WCIF's wellness partner, adheres to strict privacy policies and federal regulations regarding personal and health information.

In addition, the wellness program is designed to comply with all current federal regulations for privacy, security and electronic data interchange (EDI), including but not limited to The Health Insurance Portability and Accountability Act (HIPAA), the Americans with Disabilities Act (ADA), the Genetic Information Nondiscrimination Act (GINA), as well as all state requirements that give additional protection to sensitive protected health information (PHI). Numerous policies and procedures are upheld by Vivacity to ensure confidentiality and to prevent unauthorized use or disclosure of member PHI and other confidential and proprietary information.

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Contact Information

Health Screening Information

1-855-351-6378 (fax)

wcif@vivacity.net

Technical Assistance (wellness portal)

wcif@vivacity.net

Program Information

Janée Mandery

WCIF Wellness Coordinator

1-800-344-8570

janee@wcif.net

<http://wcif.net/employees/wellness/>

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