

# 2022 WCIF Wellness Program

## Frequently Asked Questions (FAQ)

<b>Earn your Reward(s)</b>	<b>Healthy Activities &amp; Points</b>	<b>Privacy Information</b>
<b>Contact Information</b>		

### Earn your Reward(s)

#### What rewards are available this year?

There are three rewards available this year. To earn a \$25 gift card, you will need to earn a total of **25 points** by participating in various activities in the wellness program, up to \$75 (see page 2 for examples of how to earn points). Rewards will be e-mailed directly to you.

#### How do I earn a reward?

To earn a reward, you need to take the following healthy actions between January 1 and October 31, 2022:

1. **Annual Offerings (January 1 – October 31, 2022)**
  - a. Complete the online Health Quality Assessment (HQA)
  - b. Complete preventive exam
  - c. Complete virtual care registration
2. **Participate in additional earning opportunities**
  - a. Don't Worry Be Happy (January 1 – March 31)
  - b. Nourish Your Body and Wallet (April 1 – June 30)
  - c. Connect and Keep it Simple (July 1 – October 31)

Click here: <https://wcif.app.sbwel.com> to access the wellness portal.

#### What if I do not achieve the first reward, will my points roll over?

Yes. If you did not meet a reward threshold your points will roll over. Each points threshold is 25 points. Once you earn 25 points you will earn a \$25 gift card, up to 75 points or \$75.

#### What is the best way to earn my reward(s)?

Ideally you will want to participate in activities throughout the engagement periods. However, if you miss a few months, you still have the opportunity to earn your rewards. Points accrue rather than zeroing out at the end of each time period.

ACTIVITIES	DETAILS	POINTS
<i>Annual Activities (January 1 – October 31, 2022)</i>		
<b>Health Quality Assessment (HQA)</b>	Complete your HQA to learn valuable insights into your overall health.	<b>15</b>
<b>Preventive Exam</b>	Complete a health screening or preventive visit with your provider and simply log the date and provider name to earn credit.	<b>3</b>
<b>Virtual Care Registration</b>	Complete a virtual care registration with your provider and simply log the date and provider name to earn credit.	<b>3</b>
<i>Core Activities (available in all time periods)</i>		
<b>WCIF Contest</b>	Join and compete in any of WCIF's company-wide featured contests to earn <b>5 points</b> toward your incentives.	<b>5</b>
<b>Catch Someone Bein' Healthy (or Bust someone!)</b>	<ul style="list-style-type: none"> <li>• Award someone Caught Ya Bein' Healthy points</li> <li>• Be awarded Caught Ya Bein' Healthy points</li> <li>• Post a Healthy Selfie on the mobile app</li> <li>• Use the Busted feature on the mobile app to hold yourself accountable for making a less-than-healthy choice</li> </ul>	<b>5</b>
<b>Wellness Academy</b>	Complete any course in the Sonic Boom Academy.	<b>3</b>
<b>Challenge Champion</b>	<p>Check out the Challenge-of-the-Day for fresh content and healthy ideas. Complete the Challenge-of-the-Day for 15 nonconsecutive days to earn points.</p> <p>Note: You must complete all three parts (i.e., complete, rate, and comment) of the Challenge-of-the-Day to earn credit for 1 day.</p>	<b>5</b>
<b>Tackle the Trackers</b>	<p>Complete any tracker 10 nonconsecutive days to earn points.</p> <p>Note: Days do not need to be consecutive.</p>	<b>5</b>
<b>EAP Webinar</b>	Attend a WCIF hosted EAP Webinar or other training through your EAP program to earn credit. Simply log the date and webinar or training you watched to earn credit.	<b>3</b>

<b>Meaningful Activity</b>	Wear your physical activity tracker and accrue 5,000 steps OR 30 minutes of activity for 30 nonconsecutive days to earn 10 points toward your reward.	<b>10</b>
<b>Contest Crusader</b>	Participate in a coworker created contest or create your own and invite your coworkers to compete. Participate in two member created contests to earn 3 points.	<b>3</b>
<b>Seasonal Activities (available in various periods)</b>		
<b>Check your EAP</b> <i>(Jan – Mar)</i>	Access your EAP services online and learn about what services are available to you. Log activity 1 time to earn credit.	<b>1</b>
<b>Community Gratitude</b> <i>(Jan – Mar)</i>	Give back to your community by volunteering at a local event. Log activity 1 time to earn credit.	<b>1</b>
<b>Get in the Groove</b> <i>(Jan – Mar)</i>	Start the year off right - what is your #1 goal for 2022? Share your goal to earn credit. Bonus- Share your goal by catching yourself being healthy to earn more points!	<b>1</b>
<b>Take You Time</b> <i>(Jan – Mar)</i>	Take a break! Take some YOU time. It is amazing how refreshed you can feel when you make time for yourself. Log activity 1 time to earn credit.	<b>1</b>
<b>Get Outside Often</b> <i>(Apr – Jun)</i>	Nourish yourself by getting outside! Participate in any outdoor activity such as gardening, mowing the lawn, visiting an outside art exhibit, etc. Log date and activity completed 1 time to earn credit.	<b>1</b>
<b>Build A Better Budget</b> <i>(Apr – Jun)</i>	Increase your financial fitness by creating or enhancing your budget. Log activity 1 time to earn credit.	<b>1</b>
<b>Eat Seasonal</b> <i>(Apr – Jun)</i>	Check out a local farmer's market or pick up some seasonal produce and try something new! Log date and what new produce you tried 1 time to earn credit.	<b>1</b>
<b>No Takeout Challenge</b> <i>(Apr – Jun)</i>	Eating out can sabotage your health and wallet. Challenge yourself to a "No Takeout" Challenge for a week or two and see the savings! Enter date completed and how you feel from eating less takeout. Log 1 time to earn credit.	<b>1</b>

<b>Nourish Your Brain</b> (Apr – Jun)	Nourish your brain- try a brain bending activity like a crossword puzzle, sudoku or other activity to challenge your brain! Log date and activity completed 1 time to earn credit.	1
<b>Clean Your Workspace</b> (Jul – Oct)	A clean space means less stress, at the end of each week clean your workspace to set yourself up for success! Enter date completed and how you feel after having a clean and organized space. Log 1 time to earn credit.	1
<b>Social Butterfly</b> (Jul – Oct)	Set up a virtual lunch or coffee date with a Colleague that you don't normally interact with. Get to know more about each other! Log activity 1 time to earn credit. Bonus- Share your meetup by catching yourself being healthy to earn more points!	1
<b>Good Karma Club</b> (Jul – Oct)	Take a moment to send a Colleague a note of appreciation for something they did that went above and beyond. Or pay it forward. Log activity 1 time to earn credit.	1
<b>Be Fully Present</b> (Jul – Oct)	Focus on being more present. This can mean giving your full attention to that 30-minute meeting or putting your phone away during family time. Enter date completed and how you felt after practicing being fully present. Log 1 time to earn credit.	1
<b>Swap Your Snacks</b> (Jul – Oct)	Swap your sugary snacks for something healthy. Instead of ice cream cut up some fresh fruit with whip cream topping. Log date and swap you made 1 time to earn credit.	1

**All program requirements must be completed by 11:59 p.m. October 31, 2022, for you to earn the rewards.**

**How will I receive my reward?**

Your reward link will be emailed directly to you for redemption from Tango, WCIF's reward distributor. The email address on file with SonicBoom is the email address that your card will be sent to. Please ensure that your email address is accurate so that there is no delay in receiving your reward. ***Please allow 2-3 weeks after you earned credit to receive your email containing your reward.***

**If I DID NOT RECEIVE MY REWARD LINK, can I request another one to be emailed to me?**

Yes, you can request to have your reward link re-issued to you. However, it is strongly advised that you keep an eye on your incoming email and check your promotions and spam folders.

### **Is there a DEADLINE to inquire if I completed the program?**

**YES, there is a deadline to inquire if you have completed the program or not. You have until November 15, 2022, to make this request. Any requests after this date will not be accepted.**

### **How do I spend my Tango Reward?**

It's Easy! Follow these steps:

1. Click your Reward Link. You will be taken to a page with reward options.
2. Choose an e-gift card or other reward option
3. Select the value of the card (you cannot choose more than your remaining balance).
4. Select **Add to Cart**.
5. If you have a remaining balance and would like to choose another option, repeat Steps 2-4.
6. Once you have selected all the e-gift cards you want, click **Checkout**.
7. Enter your name and your email address and check the box acknowledging the terms.
8. Click **Complete My Order**.

Your e-gift card will arrive in your email inbox.

### **Does my Tango Reward expire?**

Tango Cards do not expire.

### **Can I use e-Gift Cards In-store?**

Absolutely! Most electronic retail gift cards we offer can be used in-store by simply printing out the e-gift card and presenting it to the cashier. However, some retailers have special instructions for in-store use. Be sure to double-check how your retailer wants you to use your gift card instore before you go to the store.

### **Can I redeem for cash?**

No. You can choose one of our many gift cards or non-profit donation options, or you can send your balance to someone else as a gift.

### **My e-Gift Card Code/Pin Does Not Work.**

For security reasons, electronic gift cards are usually sent with a code/pin. If you encounter an error when redeeming your card, this is typically the result of issues with cutting and pasting the code. Be sure there are no extra spaces added when entering the code into the retailer's activation field.

### **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 reward if I just do one action—completing my Health Quality Assessment, for example?**

No. To receive a \$25 reward, you need to earn a total of **25 points** by participating in various activities on the wellness portal, up to \$75 (see page 2 for examples of how to earn points).

## **Privacy Information**

### **Who has access to my health screening and Health Quality 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 Quality 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.

## **Contact Information**

### **Program Information**

1-800-344-8570

[wellness@wcif.net](mailto:wellness@wcif.net)

<https://wcif.net/live-well-at-wcif.net>

### **Technical Assistance (wellness portal)**

1-877-766-4208

[support@sbwell.com](mailto:support@sbwell.com)

### **All Other Inquires**

**(i.e., rewards, employee eligibility, participation updates)**

Janée Cargil

WCIF Wellness Director

1-360-292-4471

[janee@wcif.net](mailto:janee@wcif.net)