

FAQ ANSWERS

Virgin Pulse FAQ's for Wellness Program Requirements!

As a reminder: *the wellness program must be complete by 10/15/2020 in order to avoid a premium surcharge for 2021.*

Any employees enrolled in one of our two medical plans and their spouses (if applicable), can avoid a premium surcharge for 2021 by completing both steps 1 and 2:

Step 1: Complete the Tobacco Free Section by 10/15/20

Step 2: Complete the Know Your Numbers Section, which is the biometric screening by 10/15/20

OR Virtual Option: Complete the online Health Check survey by 10/15/20

***The Wellness Program must be completed by individuals hired before 7/15/20 and enrolled in the medical plan.**

Virtual Option:

- This year, you and your spouse (if applicable) can complete the Health Check Survey (Virtual Option) in lieu of the Biometrics Screening (Annual Physical).
- Upon completion of the Health Check Survey (Virtual Option), you should receive a green check mark next to "Completing the Health Check Survey".

HRA Raffle

ACTIONS:

Completing the Health Check survey
1 Entries

1

• To check the status of your overall progress of the wellness program, go to *Rewards -> My Rewards* and if your page is identical to the image below and above, then you have successfully completed both the *Tobacco Goal* and the *Health Check Survey (Virtual Option)*.

HOW TO EARN:

1/2 Complete 2 Sections : Premium Discount

0/1 Section: Know Your Numbers
Complete 1 Action

ACTIONS:

Completion of biometric screening
Complete by 10/30/2020

0/1 Section: Tobacco-Free
Completed

ACTIONS:

Complete Nicotine-Free Agreement

Complete a Tobacco Journey
Complete by 10/30/2020

You're all done with the wellness program, once you've verified both rewards has been noted and you will avoid the wellness surcharge in 2021.



FAQ ANSWERS

Please note: at the beginning of the year, Virgin Pulse's configuration was already set to only count the Biometrics Screening (Annual Physical) form and not the Health Check Survey (Virtual Option). The option was put in place due to the pandemic. Hence, the below ½ (circled in red) will remain as it is for those who chose complete the Tobacco Goal and the Health Check Survey (Virtual Option), instead of the Biometric Screening (Annual Physical) and Tobacco Goal Option.

FAQ's:

Q: How can smokers complete the tobacco goal?

A: If you are a smoker,

- i. Go to Rewards > My Rewards
- ii. Click *Complete a Tobacco Journey*** > "Take Me There"
- iii. As seen below, complete any ONE of the five tobacco free journeys, listed under "Being Tobacco-Free" section. **This will take around 15 days to complete so be sure to start this at the latest by October 1st.**

	Consider Quitting 19 days to complete
	No Thanks, I Quit 19 days to complete
	Prepare to Quit 20 days to complete
	Ready, Set, Stop Smoking 15 days to complete
	Stay on Track, Stay Quit 18 days to complete

- iv. As seen above on page one (1), you will receive a green check mark next to "Complete a Tobacco Journey".

FAQ

ANSWER

Q: How can non-smokers complete the Nicotine-Free Agreement?

A: Non-Smokers satisfies the tobacco goal by clicking on, “Complete Nicotine-Free Agreement” and attesting to remain Nicotine Free for the remainder of the year.

****Note, if you're completing the *Tobacco Journey* you must give yourself ample time to complete this section of the program.**

As seen below, Non-Smokers will receive a green check mark next to “Complete Nicotine-Free Agreement” once done with the agreement.



Section: Tobacco-Free

Completed

[Complete Nicotine-Free Agreement](#)

[Complete a Tobacco Journey](#)

Q: Are covered spouse required to register?

A: Yes, spouse are required to register and complete their own Biometric Screening Verification Form or Virtual Option and Tobacco Goal.

Q: How do I submit my biometric screening verification form?

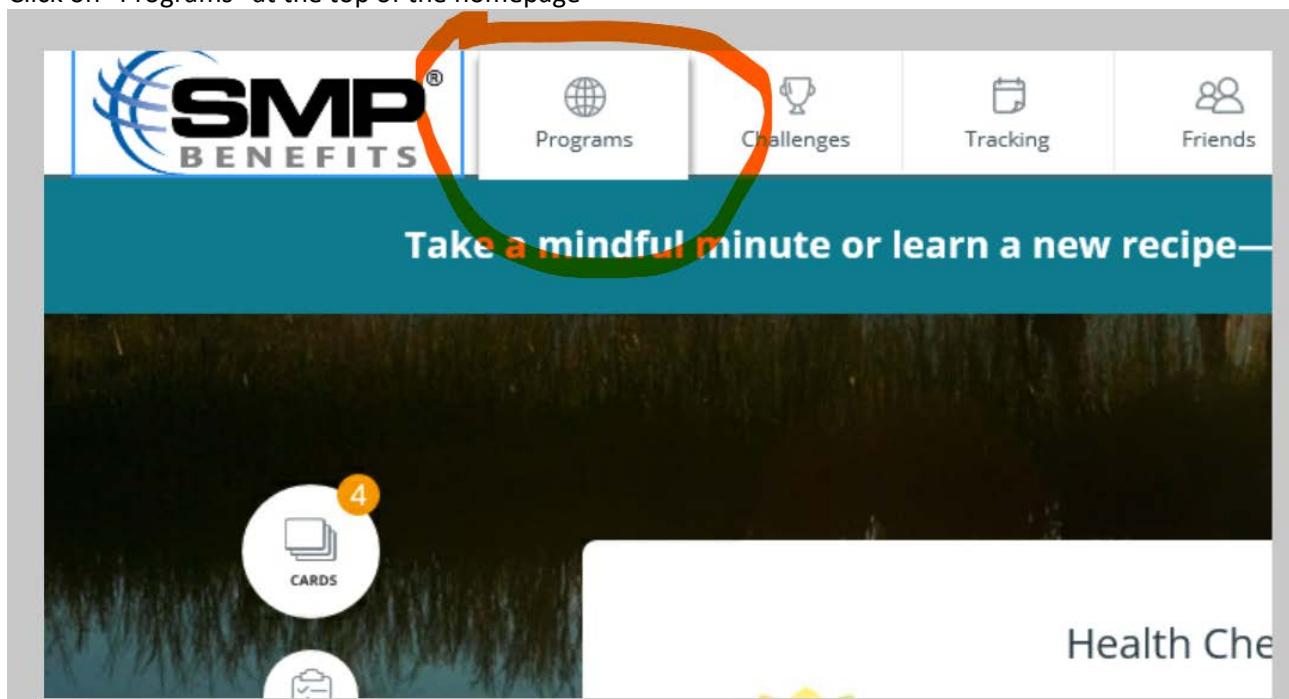
A: Biometric screening verification forms are submitted via fax. Currently, there are no other options to upload the form via the portal.

FAQ

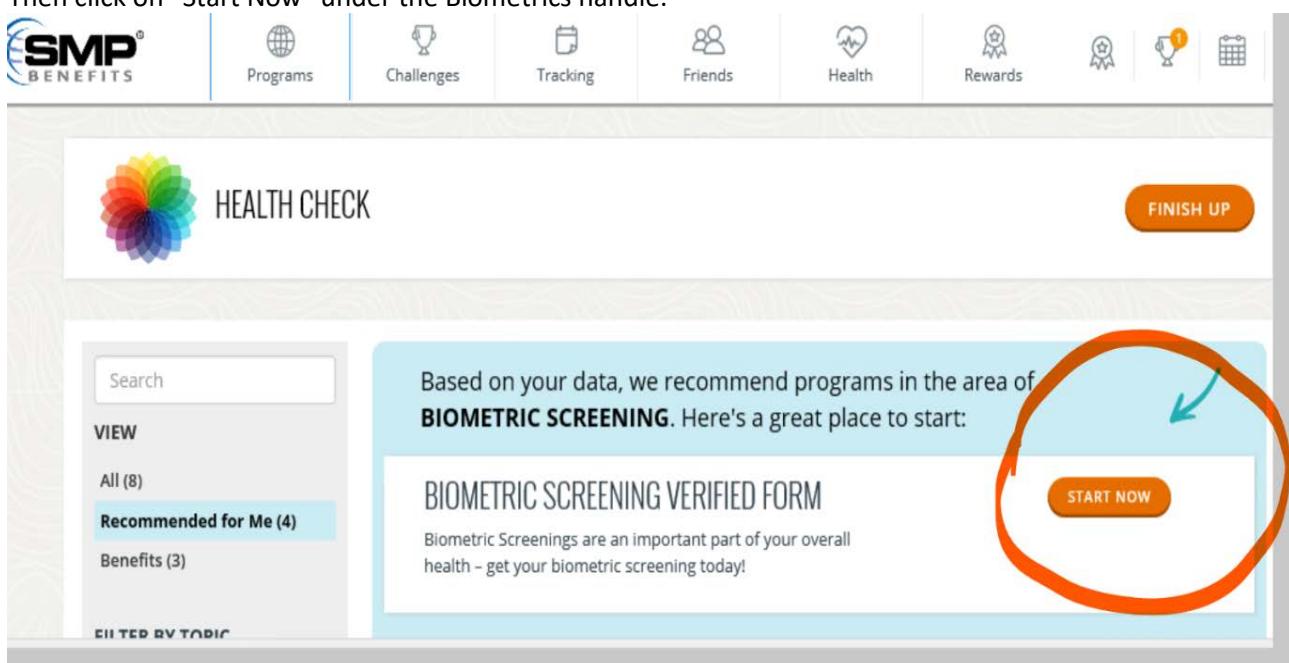
ANSWERED

Please follow these steps to download and print the Biometrics form:

- Click on “Programs” at the top of the homepage



- Then click on “Start Now” under the Biometrics handle.



- Finally, you will be redirected to this form . . .

Program Year: <01/01/2020–12/31/2020>

Member number

3217317

VIRGIN PULSE BIOMETRIC SCREENING FORM

As part of the wellness program, you may submit a biometric screening attestation form signed by your physician by sending this completed form to Virgin Pulse. Once the form is loaded into the system, you will see this requirement marked Complete on your **My Rewards** page. Submit this form by faxing it to 508-302-0055.

PART 1: MEMBER INFORMATION (Participant completes Part 1)

First Name

Last Name

Email

Date of Birth mm / dd / yyyy

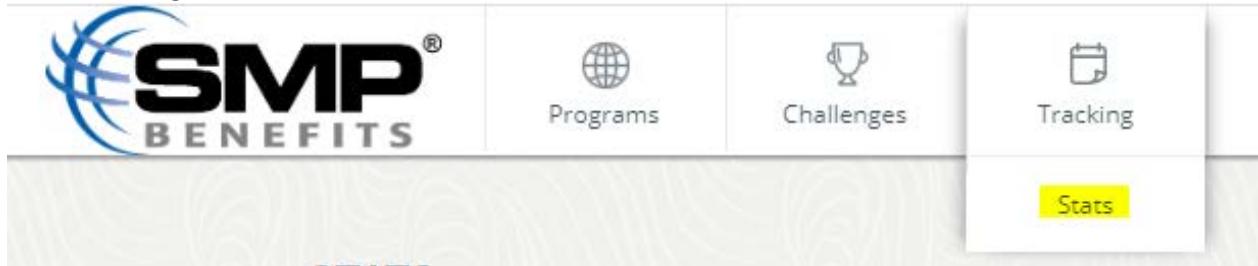
Employee ID

*Please leave the employee ID section blank.

You are able to view your biometric screening results on the Virgin Pulse platform.

Here are the steps to view the biometric screening results:

2. Go to **Tracking>Stats**



3. Scroll down to “Blood Pressure” and all of the biometrics’ data will be listed in the sections below. You can search by either week or month, and you will need to scroll back to the week or month where the screening was completed.



FAQ ANSWERs

If you haven't already done so, please register at
<http://join.virginpulse.com/smp> and complete the wellness program.

*As a reminder, spouses are required to register with a separate account in order to download and complete their own biometric screening form and/or health check virtual option. Spouses are also required to complete their own tobacco goals.

. . . To be continue.

