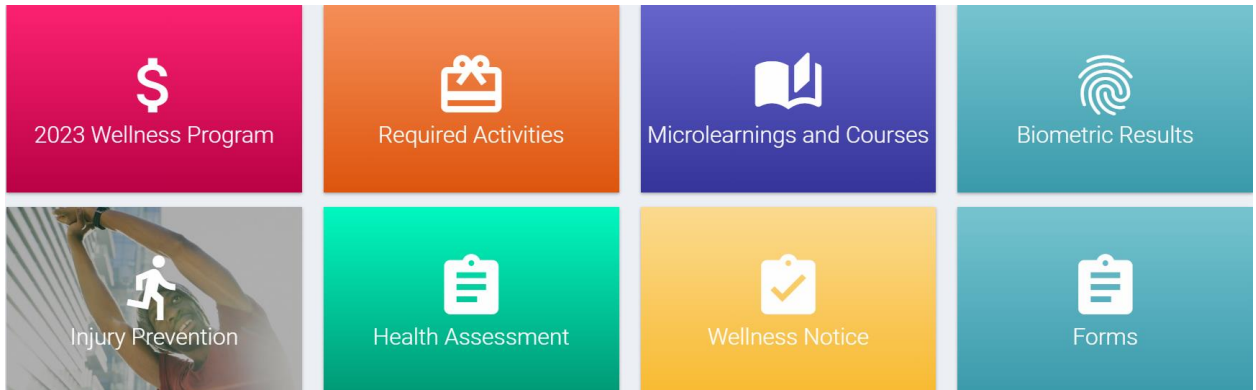


Wellness Portal FAQ's

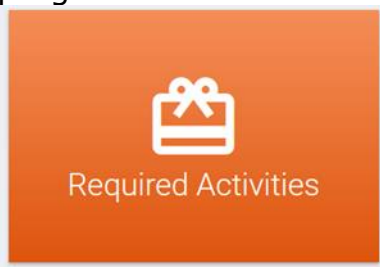
Q: What is a tile?

A: A tile is the multiple colored squares/boxes that are on your home dashboard.



Q: Where do I find my progress for my Wellness Incentive Program 2023?

A: Click on the **orange** "Required Activities" tile and then click "View My Incentives Programs" to access your Wellness Incentive Program 2023 progress.



Q: How do I know what is required for the 2023 Wellness Incentive?

A: You want to ensure you have 1 out of 1 (1/1) next to each requirement listed in your program. Once all requirements show (1/1) you will receive a message that you have successfully completed the 2023 Wellness Program. You can also find a list of what is required to complete your program in the **pink** "2023 Wellness Program" tile on your home dashboard.

Biometric Screening - Click the blue "i" for instructions here > (1/1) 

Q: How do I find the instructions for the program requirements?

A: Next to each requirement is a small letter "i" inside a **blue** circle. Clicking on it will show the instructions for that requirement.

Microlearnings - Click the blue "i" for instructions here > (1/1) 

Q: How do I complete the requirements?

A: There is a plus sign to the right of each requirement that will show what is needed if that requirement is a file upload, like Member's Choice, or something that will automatically update as complete for you, such as biometric results.



Q: What is the "Wellness Notice"?

A: The Wellness Notice is the written notice that includes the terms and conditions to participating in the 2023 Wellness Program. Your first requirement for the 2023 Wellness Program is to read the wellness notice and include your electronic signature and date agreeing to the terms. Enter your electronic signature and date in the "Required Activities" tile in your 2023 Wellness Program. You can find the full written Wellness Notice in the **yellow** "Wellness Notice" tile on your home dashboard, as well as in the instructions for the "Wellness Notice" requirement in your wellness program.



Q: Why does it show 'Inactive' next to every requirement?

A: The "inactive" will be removed once you complete the wellness notice requirement. It is required that you sign the wellness notice before completing any other requirement in the wellness program. Once it is complete the other requirements will no longer show "Inactive."

Your Status/Result

Inactive 

Q: How do I know when I've finished the program?

A: Once all requirements show (1/1) you will receive a message that you have successfully completed the 2023 Wellness Program.

Microlearnings - Click the blue "i" for instructions here > (1/1) 

Q: How many points do I need to complete my Wellness Incentive Program 2023?

A: You can find your points in your program above where it says, "Total Points Earned". Some members might earn only 4 points to complete their program, although others might need to earn up to 5 points if they are required to complete "Courses based on biometric screening results" or "Coaching based on biometric results".

Total Points Earned

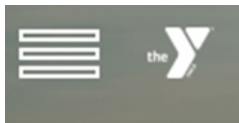
3 points

Q: What needs to be included in my upload for the Member's Choice requirement?

A: You will need to upload proof of completion that includes your first and last name, the date, and the type of appointment to receive credit. You can upload a picture of your documentation, screenshot of MyChart, or an EOB.

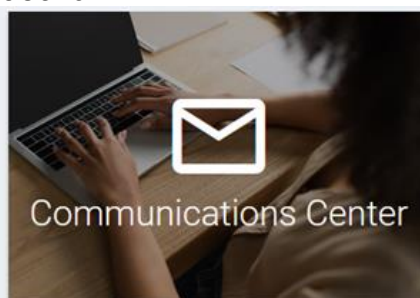
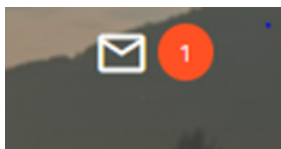
Q: How do I get back to the home dashboard?

A: At the top left side of the page, there is a white Y logo. By clicking on the logo, you will be taken back to the home dashboard. It is the home button for the website.



Q: How do I find my messages/notifications?

A: In the top right corner of your wellness portal, click on the envelope to see your notifications and messages. You can also find your messages by clicking into the "Communications Center" tile in the bottom row of tiles on your home dashboard.



Q: What does "Submission Complete" mean after I upload a file?

A: "Submission Complete" means you have uploaded your document, BUT it still needs to be reviewed and then approved or denied before your requirement is complete. If it changes to "Complete" with a green checkmark, then your upload has been approved and you are done with the requirement.



Q: Where are the microlearnings?

A: Click on the **purple** "Microlearnings and Courses" tile. Then click the circle that says, "View Microlearnings and Courses". After the page loads, scroll halfway down the page to find the microlearnings.

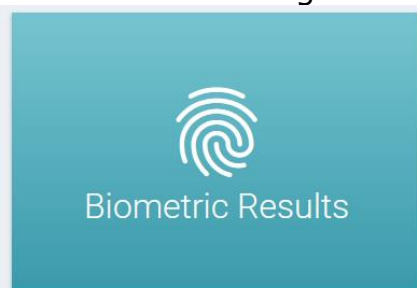


Q: What are cognitive trainings?

A: Cognitive Trainings are the same as Courses.

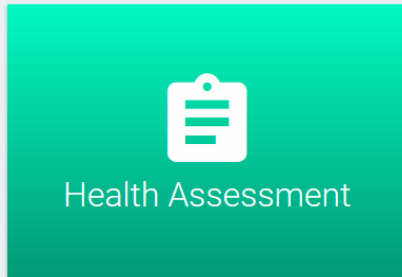
Q: How do I find my biometrics results?

A: You can find them in the **blue** "Biometrics Results" tile. Click on the tile, and click the circle that says, "View my results" and your most current results will appear. If you only see results from last year's biometrics, then your current results for the year have not been uploaded yet. They will automatically update a couple weeks after your biometric screening.



Q: What are the Health Assessment Results?

A: This is where you can find your health management indicator, that is based on the answers you gave in the **green** "Health Assessment" tile or upon login. It will show your risk levels for the diseases listed. You can click the plus sign next to each risk assessment to learn more.



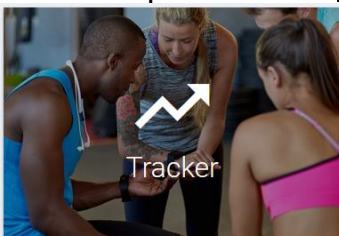
Q: What is the "Injury Prevention" tile, and is it required?

A: The "Injury Prevention" tile is a library of injury related education that you have full access to in the Wellness Portal. It is not required.



Q: What is the "Tracker" tile?

A: The "Tracker" tile is a place to download your health data from any devices, such as an apple watch, that you have full access to in the wellness portal. It is not required.



Q: Why does my "2023 Wellness Program" show "Program temporary closed"?

A: The program is temporarily being updated and will be available shortly. Try reloading the page again in 1-5 minutes.

