The background is a light blue gradient with several realistic water droplets of various sizes scattered across the surface. The droplets have highlights and shadows, giving them a three-dimensional appearance.

BENEFIT COORDINATOR QUARTERLY WORKSHOP

JANUARY 25, 2018

WELCOME

- GO365 TEAM
 - JAKE LEWELLEN, ANGELA WATKINS, CHARITY DUVERT, AND JOEL THACKER
- CHERYL JACKSON, WELLNESS PROGRAM MANAGER



PEIA Wellness and Healthy Tomorrows

PEIA Wellness

- ▶ History of Healthy Tomorrows
- ▶ Looking forward with platform change for Healthy Tomorrows
- ▶ Weight Management Program changes



History of Healthy Tomorrows

<u>Applied</u>	<u>Task</u>	<u>Complete</u>	<u>Penalty</u>	<u>Penalty applied</u>
FY 15	PCP	July 1, 2014- May 15, 2015	+ \$500 deductible	July 1, 2015-June 30, 2016
FY 16	Biom	April 2, 2015-May 15, 2016	+ \$500 deductible	July 1, 2016- June 30, 2017
FY17	Bio	April 1, 2016-May 15, 2017	+ \$500 deductible	July 1, 2017-June 30, 2018

Why? (Years 1-3 of Healthy Tomorrows)

- ▶ Primary Care Provider (PCP) or the “medical home” concept embraced by both the American Academy of Family Physicians and the American Academy of Pediatrics
 - One physician to oversee and coordinate all care
- ▶ Knowing numbers helps members catch problems early when they are more treatable
 - Treat diabetes before insulin is required
 - Catch high blood pressure before a stroke or kidney problems develop
- ▶ Learned from past health screenings members don't know their numbers
 - PEIA's primary focus is to increase members' knowledge of their health status

Healthy Tomorrows Platform Change

- ▶ RFP out Spring 2017
- ▶ Reviewed Summer 2017
- ▶ Proudly joined partnership with Go365 Fall 2017



Healthy Tomorrows is adding incentives!

Program transition details for January-June 2018

If you met the Healthy Tomorrows requirements for 7/1/17	If you have not met the Healthy Tomorrows requirements for 7/1/17	ALL EMPLOYEES Beginning 1/1/18
<p><i>Congratulations!</i></p> <ul style="list-style-type: none">You do not need to submit a Healthy Tomorrows form by May 15, 2018.You will not be charged the \$500 penalty deductible starting July 2018 (for the 2019 Plan Year).	<p><i>There is still work to do!</i></p> <ul style="list-style-type: none">You still need to Complete Healthy Tomorrows form & be in range by May 15, 2018If you do not, you will incur a \$500 penalty deductible increase starting July 1, 2018	<p><i>Go Play with Go365!</i></p> <ul style="list-style-type: none">Learn the programHave fun, build experience, and earn additional rewards for healthy activities including Amazon gift cards and fitness devices.
<p>To get started with Go365 visit https://www.go365.com/ or download the Go365 app from your Android or iTunes App Store</p>		

Healthy Tomorrows Platform Change

Year 4 <small>7/1/2018 – 5/15/2019</small>	Year 5 <small>7/1/2019 – 5/15/2020</small>	Year 6 <small>7/1/2020 – 5/15/2021</small>	Year 7 <small>7/1/2021 – 5/15/2022</small>
<p>To avoid penalty the following year*:</p>			
<p>Earn 3,000 Points By May 15, 2019</p>	<p>Earn 5,000 Points by May 15, 2020</p>	<p>Earn 8,000 Points by May 15, 2021</p>	<p>Earn 8,000 Points AND be Negative for Metabolic Syndrome** by May 15, 2022.</p>

Four Year Healthy Tomorrows Strategy

We are here to help you and members succeed

- ▶ Ability to come out and speak to groups and explain Healthy tomorrows
- ▶ Encourage members to attend a benefit fair
- ▶ Rewarding those who engage in wellness- up to \$300- proportional to their level of engagement



Key points to remember about Healthy Tomorrows

- ▶ It does not have to be much different than past Healthy Tomorrows
 - ▶ Biometrics in range
- ▶ Program is slowly progressive-just as past Healthy Tomorrows
- ▶ Program is HIPAA compliant and has adaptations for disabled policyholders
- ▶ There will be network in place for those without internet connectivity



Great reasons to engage in platform

- ▶ A LOT of flexibility
 - ▶ Provides OPTIONS for those to engage who could not meet biometrics
- ▶ Allows for fun activities and challenges in workplace
- ▶ REWARDS!!
- ▶ Be a part of culture change- WV will move!
- ▶ It does not take very much time at all



Great reasons to engage in platform

- ▶ Throughout program we will be adding additional opportunities to earn points
- ▶ Will be working with local entities to support local health promotion events
 - ▶ State parks
 - ▶ Local health departments, WVU Extension
- ▶ Address different aspects of wellness



Weight Management Program Changes

- ▶ Change in role of program
 - ▶ Fitness vs. weight loss
- ▶ Policy changes
 - ▶ Being finalized
 - ▶ More compliance oriented
- ▶ There will be training for facilities/providers and communication to those in program when changes take effect





Weight Management Program Changes

CURRENTLY REVIEWING OTHER POSSIBLE OPTIONS FOR WEIGHT LOSS NOT FOCUSED ON GYMS

Thank you!

Cheryl Jackson

PEIA Wellness Program Manager

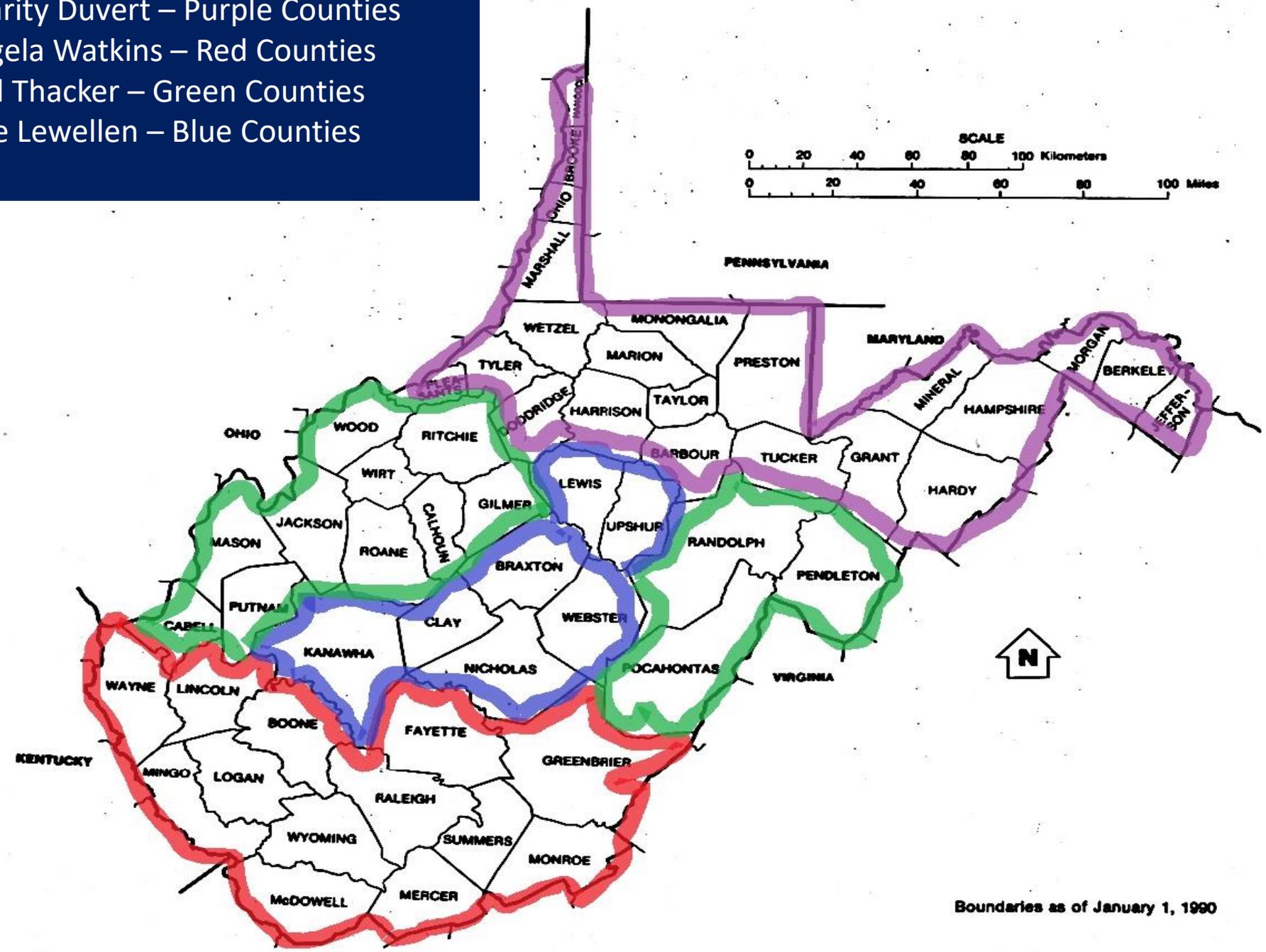
Cheryl.Jackson@wv.gov

Ready. Set.



- Team Introductions
- How to reach Healthy Tomorrows in Year 4
- Program Overview
- Meet your Engagement Consultant

Charity Duvert – Purple Counties
 Angela Watkins – Red Counties
 Joel Thacker – Green Counties
 Jake Lewellen – Blue Counties



Boundaries as of January 1, 1990

How to earn 3,000 Points

- **Complete your Health Assessment**
 - 500 points for completing
 - 500 points for 1st time taking
 - 250 points for taking it in first 90 days

- **Complete and submit Biometric Screening to Go365**
 - 2000 points for completing and submitting results (blood pressure, blood glucose, cholesterol, and BMI)
 - 400 points per each in-range result for blood pressure, blood glucose, and cholesterol
 - 800 points for in-range BMI

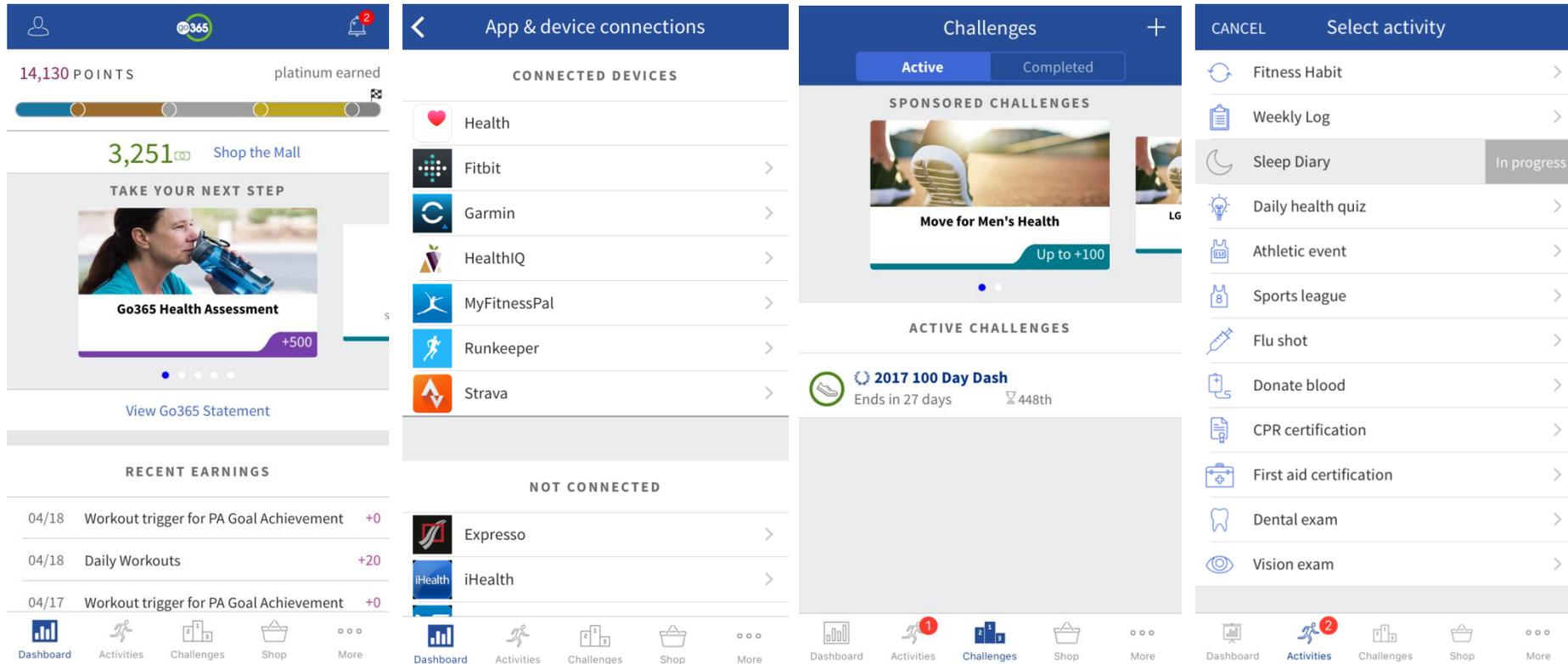
Where do you access your account?

 Website	Visit: www.Go365.com
 Mobile App	Download: Go365 Mobile App in Apple App Store for iPhones or Google Play Store for Androids.

How do you access your account?

 Register	<ul style="list-style-type: none">• You will need your Go365 Member ID #, DOB and zip code.• Create a username and password.• If you need your member ID #, call 1-844-778-0698.• Or register for an account with your SSN.
 Sign in	<ul style="list-style-type: none">• Click the link "forgot username" or "forgot password" if you forgot your sign-in credentials.• You will need your member ID # to lookup your username.• You will need your username to change your password.

Go365 Mobile App



- Start Activities that focus on sleep, food or weight tracking.
- Spend your Bucks on gift cards or donate to charity.
- Submit picture proof of eligible Activities.
- Connect compatible devices and apps.
- Join or create challenges.
- Complete your Health Assessment.

Go365 Status Levels



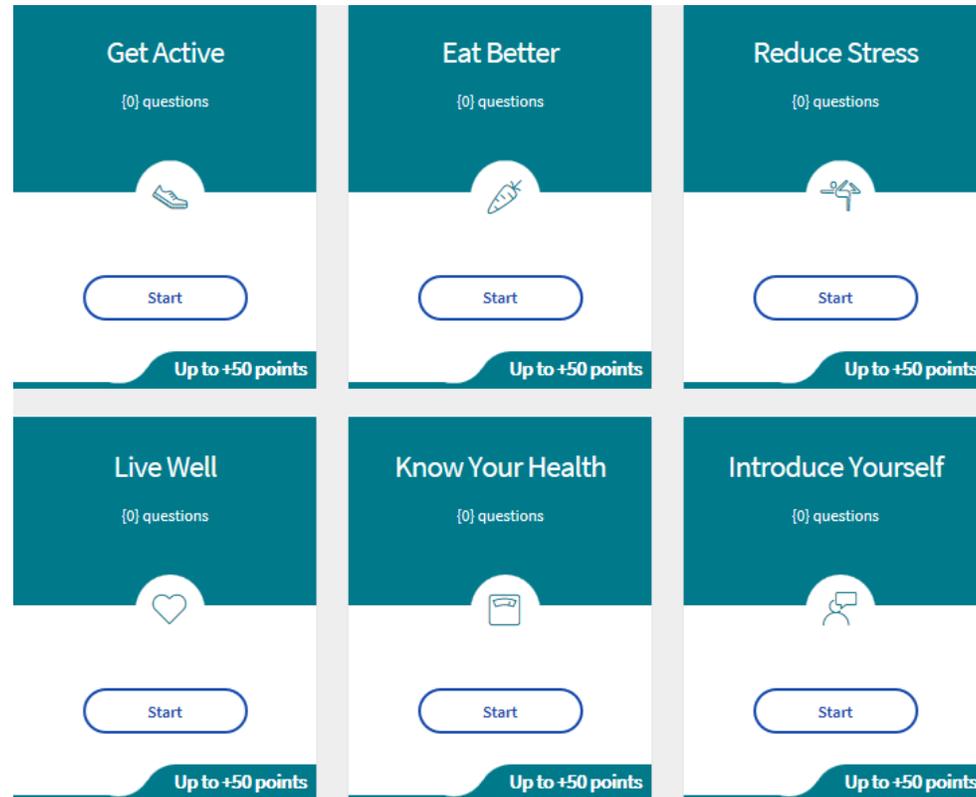
3 ways to get to Bronze

1. Complete at least one Health Assessment section online or on the Go365 App
2. Get a Biometric Screening
3. Log a verified workout

Awarded for primary Go365 member	
Bonus Bucks Awarded for next Status level achievement	
Status	
Bronze	0
Silver	500 (1,000 Bonus Bucks awarded the first time you reach Silver Status)
Gold	1,500
Platinum	5,000



- Double Bonus Bucks for achieving prior year Status.
- 30,000 Bucks cap per year
- Bucks rollover for 3 years, you have until the last day of the program year (06/30) to spend any Bucks that will expire.



Education

- The more information you put into the Health Assessment, the more personalized your experience will be.
- 50 Points for completing each section. Bonus for finishing all 6.
- 500 Points for first-time completion of the Health Assessment.
- 250 Points for completing within the first 90 days.

Age is relative. Depending on health factors and lifestyle choices, the body's physical age can be older or younger than the years would suggest.

Taking the Health Assessment provides the Go365 Age, along with a Personal Health Report that details health risks further.



Determining Go365 Age is critical because it:



Moves members from "health aware" to "health engaged"



Focuses on the impact of a member's unhealthy choices



Represents an easy-to-understand indicator of a member's overall health

Your personalized Go365 Recommended Activities may include:



Reach or stay at a healthy weight by eating a more nutritious diet



Lower your blood pressure



Exercise regularly



Make healthier lifestyle choices, such as quitting smoking



Recommended

- Designed for you, based on information you shared in the Health Assessment, along with your biometric screening results.
- Earn Points when you complete your Recommended Activities in a certain timeframe.
- Earn extra Points for completing everyday activities along the way that help you reach your goal, like taking an online course.
- Only available on the website.



In-range Results



Healthy Living

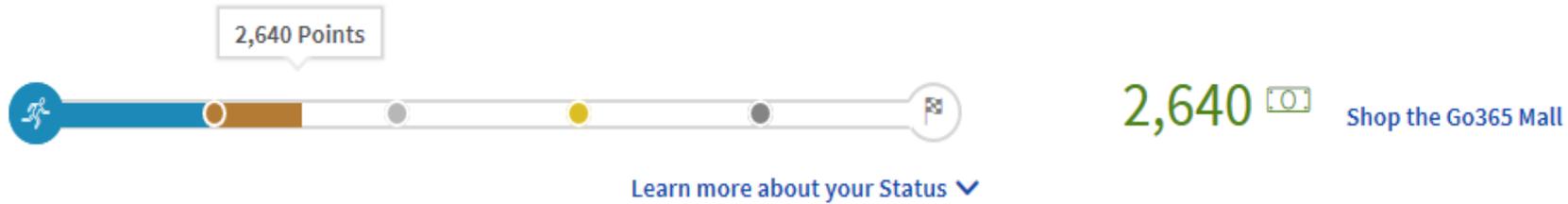
- **Body mass index (BMI)** ≥ 18.5 and < 25 , or BMI ≥ 25 and < 30 , with a waist circumference < 40 " , male, and < 35 " , female.
- **Blood pressure** $< 130/85$ mm Hg.
- **Blood glucose** < 100 mg/dL or A1c $< 6.5\%$.
- **Total cholesterol** < 200 mg/dL, or HDL ≥ 40 mg/DL, males, and ≥ 50 mg/dL, females.

 Prevention	<ul style="list-style-type: none">• Biometric Screening- 2,000 Points• Health screening- 400 Points each• Vision exam- 200 Points• Dental exam- 200 Points (400 annual Points cap)• Flu shot- 200 Points
 Fitness	<ul style="list-style-type: none">• Verified workout- Up to 50 Points/ day• Athletic event- Up to 500 Points/ event (3,000 annual Points cap)• Sports league- 350 Points/ league (1,400 annual Points cap)
 Education	<ul style="list-style-type: none">• Health Assessment- 500 Points• CPR certification- 125 Points• First-Aid certification- 125 Points• Calculators- 75 Points each (300 annual Points cap)
 Healthy Living	<ul style="list-style-type: none">• In-range results for Biometric Screening- Up to 2,000 Points• Donating blood- 50 Points (300 annual Points cap)• Nicotine test- Up to 800 Points

How to Submit Activity Proof: Website



go365 Dashboard **Activities** Shop Quick Links   



Activities

You can rack up Points in so many ways. Choose a few activities to start earning rewards and keep heading toward better health. Hot tip: check out the recommended category. When we're able to choose personalized activities just for you, you can find them there!

Filter activities by category

-  All
-  Recommended
-  Prevention
-  Fitness
-  Education
-  Healthy Living

How to Submit Activity Proof: Website



All



Recommended



Prevention



Fitness



Education



Healthy Living

Your Go365 Age

27

Your age

25

Your Go365 Age

[View Health Report](#)



Earn CPR certification

[View details](#)

up to +125



Earn first-aid certification

[View details](#)

up to +125

How to complete this activity

1

Complete a CPR certification course

Once you've earned your CPR certification, make a copy of documentation such as:

- CPR certificate
- CPR card or e-form (please include both the front and back of the card)

2

Send us your documentation within 90 days of becoming CPR certified.

You can send documentation using the online form below, or by downloading the PDF form below and submitting it by mail or fax.

As Go365™ conducts random checks of the information received from members, invalid information may result in a member not earning Points and Bucks or having them removed.

Activity date (mm/dd/yyyy) *

Expiration date (mm/dd/yyyy) *

CPR certification proof *

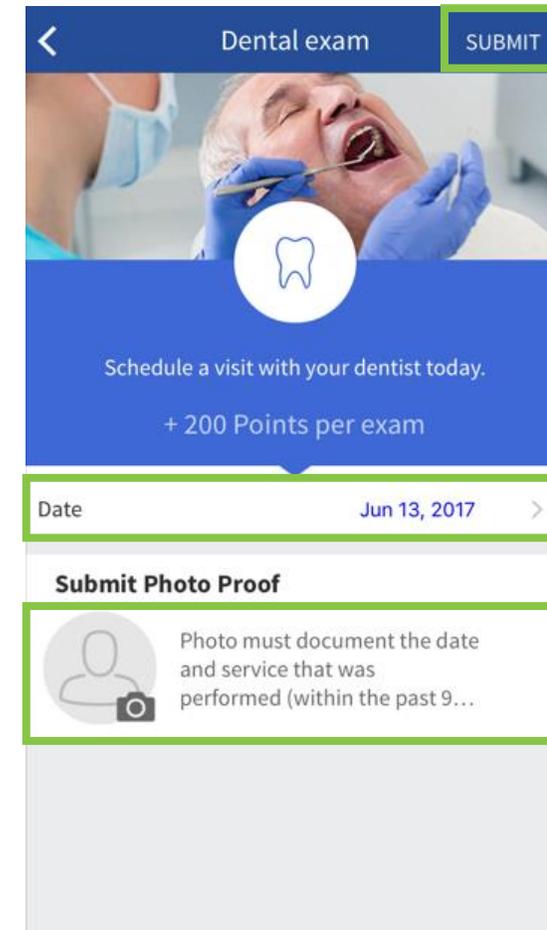
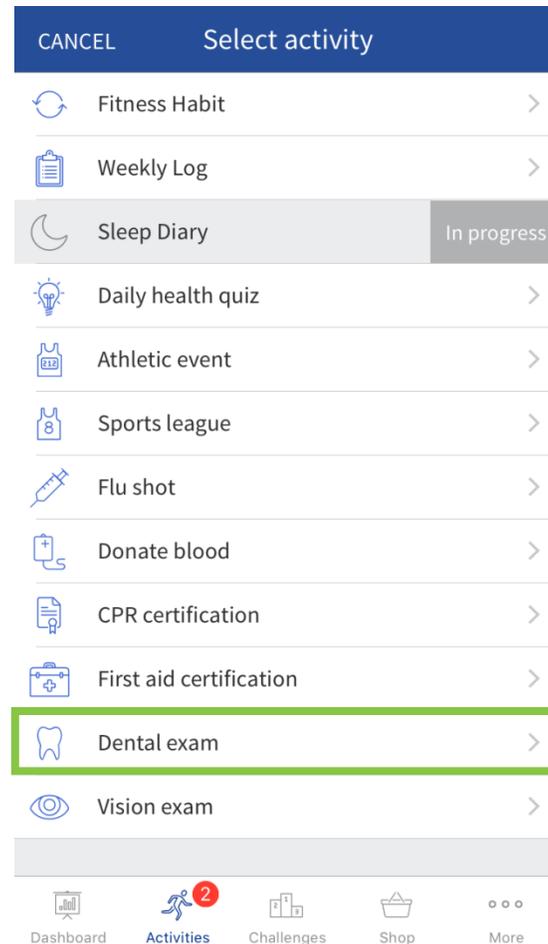
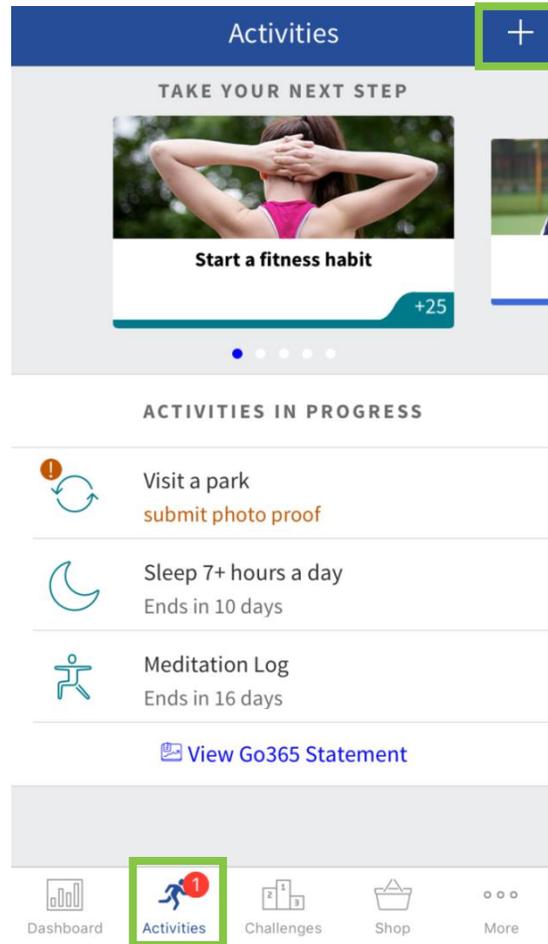
No file selected

Choose File

Submit



How to Submit Activity Proof: Go365 App



Verified Workout (Max 50 Points/ day)

 <p>Steps</p>	<p>1 Point per 1,000 steps</p> <p>Devices: Fitbit, Garmin, Misfit, Jawbone. Apps: Apple Health, Samsung Health, Moves</p>
 <p>Heart Rate</p>	<p>5 Points for every 15 minutes above 60% of maximum heart rate</p> <p>Devices: Garmin, Polar.</p>
 <p>Calorie Burn</p>	<p>5 Points per 100 calories if burn rate exceeds 200 calories per hour</p> <p>Devices: Garmin, Polar, Withings. Apps: Runkeeper, Strava, Life Fitness, RunDouble, Espresso</p>
 <p>Partnered Gym</p>	<p>10 Points per day for checking in to a participating fitness facility</p>

Bonus Fitness Points

 <p>Fitness</p>	<ul style="list-style-type: none"> • 500 Points for your first verified workout (once per lifetime) • 750 Points for your first verified workout each program year • 50 Bonus Points when you exceed 50 weekly workout Points or • 100 Bonus Points when you exceed 100 weekly workout Points
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Topics:

- Weight management
- Nutrition management
- Blood pressure
- Smoking cessation
- Physical activity
- Back care
- Stress management
- Cholesterol management
- Diabetes

Points:

200 Points	<ul style="list-style-type: none">• Enroll into coaching• Once per lifetime
50 Points	<ul style="list-style-type: none">• Continued coaching<ul style="list-style-type: none">• Three phone interactions, or• Six email exchanges



Rewards

- Earn 1 Buck for every 1 Point, in addition to Bonus Bucks.
- E-gift cards come in a variety of increments: \$25 value at Target, Macy's, Amazon, Best Buy, Lowes for 2,500 Bucks.
- Devices starting at 2,500 Bucks
- When you use your Bucks for rewards, your Points remain untouched, so you can spend your Bucks at any Status.



- <https://community.go365.com>
- Customer Service 844-778-0698

CHANGE FOR STATE, NON-STATE, COLLEGES AND UNIVERSITIES AND NON-MEDICARE RETIREES

- CHANGE THE COST-SHARING FOR PREFERRED BRAND DRUGS FROM \$25 OR \$30 COPAYMENT (DEPENDING ON YOUR PLAN) TO 20% COINSURANCE WITH
 - \$25 MINIMUM AND \$50 MAXIMUM PER 30-DAY SUPPLY OR
 - \$50 MINIMUM AND \$100 MAXIMUM FOR A 90-DAY SUPPLY

CHANGE FOR STATE AGENCIES, COLLEGES, UNIVERSITIES AND COUNTY BOARDS OF EDUCATION

- THERE WILL BE A REQUIRED PREMIUM INCREASE OF 0.5%, WHICH IS NECESSARY DUE TO THE 80/20 LAW. THE STATE CONTRIBUTED ADDITIONAL FUNDING, WHICH THEN REQUIRES EMPLOYEE PREMIUMS TO BE INCREASED.
- THERE WILL BE FOUR COVERAGE TIERS:
 - EMPLOYEE ONLY,
 - EMPLOYEE AND CHILD(REN),
 - EMPLOYEE AND SPOUSE (TWO SPOUSES – NO CHILDREN), AND
 - FAMILY (EMPLOYEE, SPOUSE AND CHILD(REN)).
- THE FAMILY WITH EMPLOYEE SPOUSE TIER (TWO PUBLIC EMPLOYEES MARRIED TO EACH OTHER) WILL NO LONGER BE OFFERED. EMPLOYEE WITH EMPLOYEE SPOUSE DISCOUNT WILL BE ELIMINATED WITH THIS TIER STRUCTURE

FAMILY ADJUSTED GROSS INCOME PREMIUMS

- THE PLAN WILL MOVE TO 5 SALARY INDEX CODES IN \$30,000 INCREMENTS FROM \$0 TO \$120,000 AND ABOVE.
- ADJUSTED GROSS INCOME WILL BE USED AS THE BASIS FOR CALCULATING PREMIUMS IN THE 'EMPLOYEE AND SPOUSE' AND 'FAMILY' COVERAGE TIERS.
- ADJUSTED GROSS INCOME IS ONLY APPLIED WHEN THE SPOUSE IS COVERED.
- ADJUSTED GROSS INCOME AS REPORTED ON YOUR MOST RECENT AVAILABLE INCOME TAXES
- IF THE PH AND SPOUSE FILE SEPARATELY AND THE SPOUSE IS ON THE INSURANCE, BOTH AGI WILL NEED TO BE REPORTED.
- DO NOT USE THE RATE CHARTS CIRCULATING!!!! RATE CHARTS ARE NOT AVAILABLE YET!

ABOUT TOTAL FAMILY INCOME

- IT'S ACTUALLY FAMILY ADJUSTED GROSS INCOME
 - ONLY REPORT POLICYHOLDER AND SPOUSES' INCOME
- PEIA WILL DEFAULT MEMBERS TO THE TOP TIER AND IT IS THE RESPONSIBILITY OF THE PH TO REPORT AGI.
- HONOR SYSTEM FOR REPORTING, WITH AUDITING ON THE BACK END.
- THIS REFLECTS THE TRUE "ABILITY TO PAY" FOR FAMILIES, AND NOT JUST ONE PERSON'S SALARY

NEW GLUCOMETER

- PEIA IS OFFERING AN UPGRADE IN GLUCOMETER FOR ALL DIABETIC PATIENTS
 - VERIO OneTouch Verio Flex®
 - Takes the guesswork out of your numbers
 - ColorSure® technology shows if results are in or out of range
 - Optional Bluetooth® capability for connectivity to the OneTouch Reveal® mobile app

RETIREE

- WHEN A MEMBER RETIRES, THEY MUST PICK UP PART B IF THEY ARE MEDICARE ELIGIBLE.
- PLEASE BE SURE YOU ARE GIVING RETIREES ALL THE FORMS THEY NEED, AND UP TO DATE FORMS.
- YOU CAN REQUEST A RETIREE PACKET FROM PEIA, SO THAT YOU CAN CREATE PACKETS TO GIVE TO YOUR RETIREES

BENEFIT COORDINATOR REFERENCE MANUAL

- DO NOT PRINT FORMS FROM THE BENEFIT COORDINATOR REFERENCE MANUAL
- IF YOU HAVE BEEN PRINTING FORMS OFF OF THE MANUAL, STOP
- ADDITION OF THE RETIREMENT SECTION COMING SOON
- DO NOT MAKE COPIES OF FORMS FROM FORMS, ONLY OFFLINE

LOCKED OUT

- IF YOU OR A MEMBER ARE LOCKED OUT OF MMB:
- WAIT 15 MINUTES AND TRY AGAIN
- USE YOUR 3 SECURITY QUESTIONS
- DO NOT CUT AND PASTE THE TEMPORARY PASSWORDS, TYPE THEM IN
- BC/WCC NEED TO UPDATE THEIR PASSWORD EVERY 190 DAYS, WHEN THAT HAPPENS, CLICK FORGOT PASSWORD