

# Aspire To Be Well



2021 Program

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## Aspire To Be Well Program Vision

The Aspirus Employee Wellness Program will create a culture of Health and Wellness for all Aspirus System employees and families.

## Aspire To Be Well Program Mission

The Aspirus Employee Wellness Program will provide and encourage opportunities for employees and families to initiate, practice, adopt and maintain healthy lifestyle choices. This focus promotes measurable wellness outcomes, healthful work environment, increased employee engagement, as well as a reduction of sick events, turnover, work related injuries and health insurance claim costs.

# To All Employees

On behalf of Aspirus, I would like to take a moment of your time to express our sincere appreciation for all you do for Aspirus. This year has been one of the most challenging of our lifetime. The unprecedented COVID-19 pandemic has not only impacted health on an individual level but has fundamentally changed the ways many of us work, connect and live. We have been facing many challenges from working longer hours with less staff, learning to work from home, worrying about the health of yourself and your family, and finding ways to continue providing support and services to the communities we serve; to put it plainly, it has been tough.

There is no instruction manual for how to feel at a time like this, which can cause stress for everyone. Coping with such feelings and the resulting stress in healthy ways will make you, the people you care about, and your community stronger. To that end, Aspirus does offer a variety of services that can help in these uncertain times. Details can be found throughout this booklet, on the Aspirus intranet or by speaking with your Wellness Champ. Focusing on your own health, especially when worried about the needs of others, is not easy. But it is certainly necessary.

The Aspire To Be Well Program is here to help you live your best life by encouraging you to take care of yourself and your own personal wellbeing needs while continuing to fulfill our core values.

## **Compassion**

Just as we care for others, we must also care for ourselves. Be kind to yourself on this journey of wellbeing.

## **Accountability**

Commit to your health and wellbeing; no one can do it for you.

## **Collaboration**

Promote wellbeing in your work area and reach out for support when you need it.

## **Foresight**

Make a plan to improve your wellbeing today; your future self will thank you!

## **Joy**

Have fun! Celebrate wellbeing and continue to help build a culture of health throughout Aspirus.

It feels good to take care of yourself and even better to be rewarded for it! Earn the 2022 health insurance premium discount and/or Rewards & Recognition points by completing program components in 2021.

As you think about your wellbeing, remember taking care of yourself helps to fulfill our Aspirus mission: *We heal people, promote health and strengthen communities.*

Thank you for looking after the most important part of Aspirus – you!

Sincerely,

## **John Heisler**

Senior Vice President - System Chief Human Resources Officer  
Aspirus, Inc.

# Welcome to the 2021 Wellness Program

## Summary of Wellness Offerings for all Employees

### Non-Health Plan & Health Plan Participants

Chances are there's some aspect of your wellbeing you'd like to improve. Whether it be stress reduction, increasing mindfulness, adding more movement to your day, improving your diet or managing a chronic condition, we've got you covered.

1. All employees are invited to participate.
2. Health plan enrolled employees and spouses/domestic partners can earn a health insurance premium discount for 2022 by participating.

### Engage in wellbeing activities offered throughout the year through the **Aspire To Be Well Program!**



\*Available for Aspirus Health Plan members only.

Depending on your status, go to the section Health Plan Participants starting on page 7 or the section for Non-Health Plan Participants starting on page 23 to review programming and next steps.

# Aspirus Health Plan Participants

## Wellness Program Overview

### Earn the 2022 Health Insurance Premium Discount!

Participation in the Wellness Program is voluntary and open to all employees and covered spouses/domestic partners on the Aspirus Employee Health Plan. Aspirus Health Plan enrolled employees and spouses/domestic partners can each **earn a 5% health insurance premium discount in 2022 (over \$500/year savings per person)** when you choose to complete the following steps for your own health by earning 10 points.

#### Step 1

Complete your biometric screening by 4/30/2021.\*

#### Step 2

Complete your Health Risk Assessment and Nicotine Affidavit by 5/14/2021.\*

#### Step 3

Check your wellness score. Deadline to complete activities is 10/31/2021 to earn 2022 premium discount.\*

**\*If you have an Aspirus health insurance effective date of 4/1/2021 or after, see the wellness portal or page 15 for more details.**

*Remember, your confidential personal health information is protected and access to your results is restricted and may not be used to deny coverage or claims.*

# Aspirus Health Plan Participants

# Aspirus Health Plan Participants

## Let's Get Started

Access the Wellness Portal at [managewell.com](https://managewell.com) or via the Managewell app.

## Download the FREE app

Everything you do from your wellness portal on the computer, you can do on your phone! Anywhere! Anytime!

- ManageWell 2.0 for Apple
- ManageWell from Wellvation for Android

## Returning User

- Continue using the same username and password.
- If you forgot your password, select “forgot your password” and follow prompts.

## First Time User

1. Click “Sign Up.”
2. Enter your “Unique, employer provided ID.” This Unique ID is “**ASPIRUS**” followed by your **employee ID number**. Covered Spouse/Domestic Partner will add **SO** after this (for significant other).
  - \* Please note, if you are an Aspirus employee and a covered spouse/domestic partner on an Aspirus Health Insurance Plan-please sign up as the spouse/domestic partner to make sure you receive the maximum incentive available to you.
3. Enter your date of birth & Select your time zone.
4. Select “Continue..”
5. Confirm your name.
6. Read through the “Terms”.
7. Select “I accept these terms.”
8. Enter a **unique & valid** email address and password. Remember these for the next time you log in to the website. This email address is where reminder messages and general program communications will be sent.
9. Select “Continue..” This takes you to your Home/Dashboard page.

For questions or help registering, please call **844-309-1269** (or internally at ext. 70439) or email at [wellness@aspirus.org](mailto:wellness@aspirus.org)!

# Aspirus Health Plan Participants

## Wellness Program Steps

### Step 1 Biometrics

#### Deadline 4/30/2021\*

The screening involves height & weight for BMI, blood pressure, optional waist circumference, and a fasting venipuncture blood draw to collect full lipid panel and glucose.

Please go to your wellness portal ([managewell.com](https://managewell.com)) to learn more about the three options to complete this step by deadline.

- 1. Submit biometric results (listed above) if completed with your provider between 6/1/2020 - 4/30/2021 by 4/30/2021\*.** Recommended option due to limited spots available for onsite events and voucher locations due to COVID-19 pandemic.
- 2. Schedule and complete an onsite biometric screening appointment at Aspirus locations/events** by 4/30/2021\*. Please note spots may be limited and may take longer due to the COVID-19 pandemic.
- 3. Use the Biometric Screening Voucher to have your screening completed at one of the approved locations** by 4/30/2021\*. Please note spots may be limited due to the COVID-19 pandemic.

**\*If you have an Aspirus health insurance effective date of 4/1/2021 or after, please see the chart on page 15 for your program deadlines.**

**\*\*Pregnant or breastfeeding? Please contact Aspirus Business Health-Wellness for information on waiving some or all of your biometric results and completing an additional activity.**

## ONLY in 2021

**Biometrics will be accepted if completed with your provider between 6/1/2020 – 4/30/2021 and submitted by 4/30/2021.**



# Aspirus Health Plan Participants

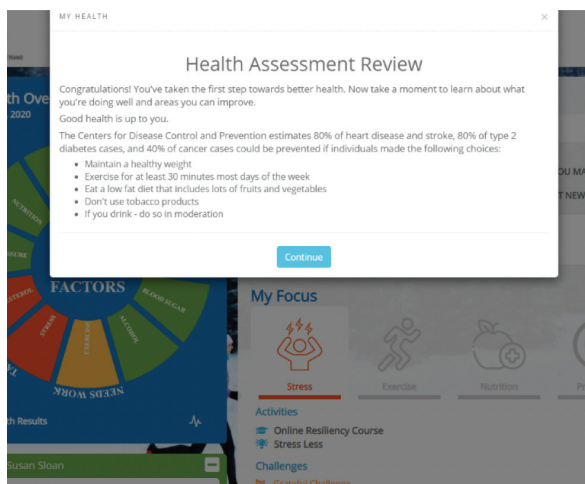
## Wellness Program Steps

### Step 2 Health Risk Assessment (includes Nicotine Free Affidavit)

**Deadline 5/14/2021\***

1. You will receive an email (to the one you registered with) once your health risk assessment is ready. Complete it on your wellness portal ([managewell.com](http://managewell.com)) by 5/14/2021\*.
2. Please allow up to 5 business days after all results are received, for biometric screening results to be uploaded into your wellness portal.

**\*If you have an Aspirus health insurance effective date of 4/1/2021 or after, please see the chart on page 15 for your program deadlines.**



When you complete your health risk assessment this year, you will be able to review key sections immediately online.



You will also be able to add in your personal wellness vision and your own health & wellbeing goals to help keep you on track for the year.

# Aspirus Health Plan Participants

## Wellness Program Steps

### Step 3 Wellness Score

Go to your wellness portal ([managewell.com](http://managewell.com)) 24 hours after completion of health risk assessment to find your score (the system calculates scores every night). This score & range can be found on your home page after the “In the Spotlight” disappears.



1. A score of 10 is needed to receive the 5% health plan premium discount in 2022 (an annual value of more than \$500/year per person).
2. Points are awarded based on biometric results & being nicotine free.
3. Only participants with Ideal Biometrics can earn an immediate score of 10.

<b>Aspire To Be a 10: IDEAL BIOMETRICS - Must match all</b>		<b>Score</b>
Ideal Blood pressure	<130/80	10
Ideal LDL Cholesterol	< 100	
Ideal Glucose	< 100	
Ideal Body Mass Index (BMI)	18.5 - 24.99 <i>Or optional waist circumference measurement. Females &lt; 35 inches and Males &lt; 40 inches. Please ask about this at your biometric screening.</i>	
Nicotine Free Affidavit		

If you do NOT meet IDEAL BIOMETRICS above, you can earn points for being in the Aspire To Be Well Biometric Ranges.

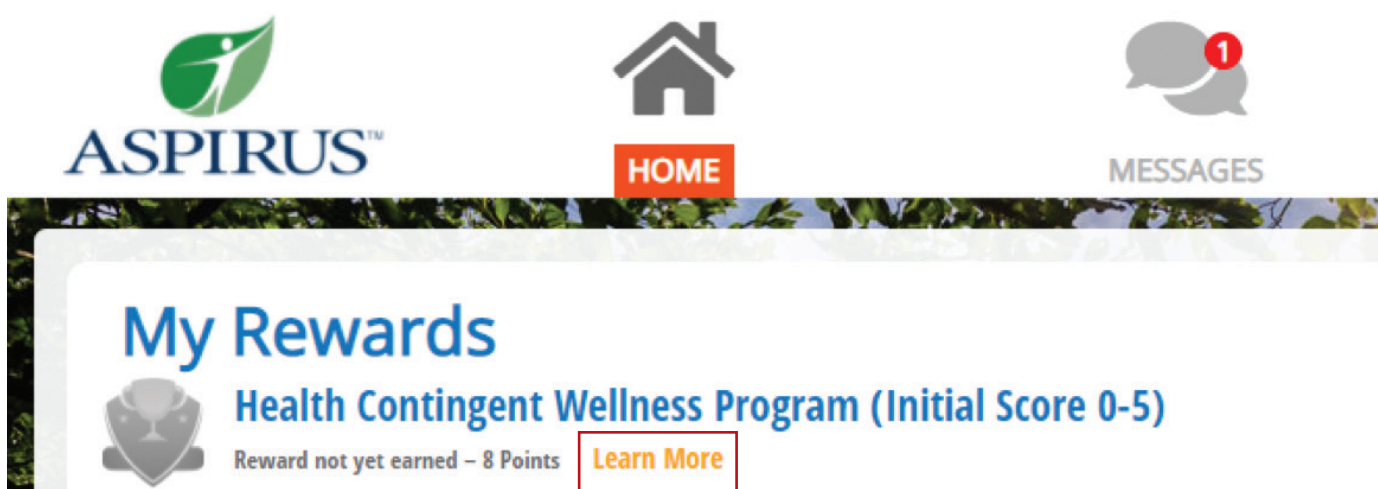
<b>Aspire To Be Well Ranges 2021</b>		<b>Score</b>
Blood pressure	<130/85	2
LDL Cholesterol	< 110	2
Glucose	< 105	2
Body Mass Index (BMI)	18.5 - 26.99 <i>Or optional waist circumference measurement. Females &lt; 35 inches and Males &lt; 40 inches. Please ask about this at your biometric screening.</i>	2
Nicotine Free Affidavit		1
<b>Please note, BMI and LDL values have changed from 2020 moving closer to IDEAL values.</b>		

# Aspirus Health Plan Participants

## Wellness Program Steps

### You have your score, now what?

When you click on Learn More by your Wellness Score in your wellness portal (at [managewell.com](https://managewell.com)) you will see the steps outlined of what you need to do to earn the incentive by 10/31/2021\*.



## Summary of Next Steps based on Initial Score

### Initial Score 10

**Congratulations!** You have qualified for the 2022 Aspirus Health Plan Premium Incentive.

Access to optional health coaching & activities are available, if desired.

### Initial Score 7-9

You need to earn 1-3 points to qualify for the 2022 Aspirus Health Plan Premium incentive. See page 12 for activities you can complete to earn these points.

Access to optional health coaching or a wellness planning session is available, if desired.

### Initial Score 0-6

You need to complete specific program steps & earn 4-10 points to qualify for the 2022 Aspirus Health Plan Premium incentive. See page 13 for next steps.

**\*If you have an Aspirus health insurance effective date of 4/1/2021 or after, please see the chart on page 15 for your program deadlines.**

# Initial Score 7-9: Next Steps

## Earning 1-3 Points

There are numerous Reasonable Alternative Standard (RAS) activities you can complete to earn points. See your wellness portal (at [managewell.com](http://managewell.com)) or pages 19-21 for more details on all the options listed below.

## Reasonable Alternative Standard (RAS) Activity Listing

### Independent Activities

(2 points each, 4 points max)

*These activities are available to complete at any time without having a Wellness Planning Session with an Aspirus Health Coach. You must follow the specific directions (minimums) on your wellness portal under each activity to successfully earn 2 points for completing it.*

**Note**, depending on your initial points you may still need to complete a wellness planning session with a health coach.

**Fruit/Veggie Tracking on Wellness Portal/App:** Eat 6 or more combined servings of fruits & vegetables per day, 5 days a week, for 6 weeks in a row.

**Water Tracking on Wellness Portal/App:** Drink 64 ounces (or 8 cups) of water per day, 7 days a week, for 6 weeks in a row.

**Physical Activity Step Tracking on Wellness Portal/App:** Get 70,000 steps per week for 6 weeks in a row.

**Physical Activity Minute Tracking on Wellness Portal/App:** Reach 150 minutes of activity per week for 6 weeks in a row.

**Quarterly Wellness Challenges:** Track various health & wellbeing habits per challenge guidelines for 6 weeks in a row.

**Naturally Slim:** Complete 10 weeks of the Foundations program and/or an additional 5 weeks of the NS4You program.

**Ideal Weight/WW:** Active participation in the applicable program for 8 weeks, verified by instructor.

**Diabetes Education Program or Nutrition Counseling with an RD:** Have a session with registered nurse or registered dietitian; medical referral is needed.

**Complex Care Coordination Engagement:** Set a goal, follow up with your Registered Nurse Complex Care Coordinator, or graduate from the program.

### Activities through Wellness Planning Session

(4 points each)

*These activities are only available to complete after having a Wellness Planning Session with an Aspirus Health Coach. Points will be awarded after activity is complete, documentation received, and a second coaching session is completed.*

**Primary Care Provider (PCP) Engagement Form:** PCP signs off on age/gender specific screenings with follow up coaching session.

**Targeted Coaching:** Meet with an Aspirus Health Coach over the course of 6 sessions to work on your personal health & wellbeing goals.

**Personalized Nutrition Tracking:** Set a personalized nutrition goal with an Aspirus Health Coach and track for 8 weeks with follow up coaching session.

**Personalized Fitness Tracking:** Set a personalized activity goal with an Aspirus Health Coach and track for 8 weeks with follow up coaching session.

**Approved Tobacco Cessation Program:** For those serious about quitting with follow up coaching session.

**Set up & Achieve Nutrition or Activity Goal on Wellness Portal:** Work with an Aspirus Health Coach to approve an 8 week personalized goal with follow up coaching session.

*Documentation of RAS activities must be submitted to Aspirus Business Health - Wellness by 4:00pm (CST) 10/31/2021. It is recommended you keep a copy of all documentation for your records. You will receive a confirmation email once we receive your documentation with any next steps.*

# Initial Score 0-6: Next Steps

## Programming Steps to Earn 4-10 Points

If you are identified as eligible and contacted by Aspirus Complex Care Coordination program, go to the green **box (Pathway B)** for next steps. If **NOT** eligible for Complex Care Coordination, go to the **blue Box (Pathway A)** for next steps.

### Pathway A

#### Wellness Planning Session

1. After completing your Biometrics and Health Risk Assessment, the next important step for those scoring less than 7 is to meet with an Aspirus Health Coach for a Wellness Planning Session before 8/1/2021\*. This session will determine the appropriate activities available to earn points for you to complete the 2021 Wellness Program.

The Aspirus Health Coach will discuss the specific details for the activity chosen and any due dates for completion.

You can schedule your initial appointment at [managewell.com](http://managewell.com) under any of the Health Coaching Activities or call 844-309-1269 (or internally at extension 70439).

**Please note, the Wellness Planning Session does not count for any points.**

2. Submit signed Primary Care Provider (PCP) Engagement Form confirming completion of annual preventive care/screening and age appropriate screening (covered by Aspirus Health Plan), followed by a [follow up health coaching session by 10/31/2021](#). See page 21 for more details. This is worth 4 points.
3. If needed for additional points, complete 1-3 activities approved by your Health Coach from the Reasonable Alternative Standard (RAS) activity list by 10/31/2021\*. See pages 19 - 21 for the RAS list and descriptions.

### Pathway B

#### Complex Care Coordination

1. If you have been **auto enrolled in Complex Care Coordination, you must engage with your Registered Nurse Complex Care Coordinator to be eligible for the 2022 Aspirus Health Plan premium reduction**. You can earn up to 4 points by completing this (details below).

#### **How to know if auto enrolled in program?**

RN Complex Care Coordinators will reach out via phone call to eligible plan members who can benefit from the program. These RN Complex Care Coordinators will help participants set goals, help navigate the complex health care system, connect you to additional resources if needed and guide you to be as healthy and active as possible.

In addition the following incentives may apply:

- Earn up to \$100 in gift card incentives for those who are auto enrolled, meet goals and graduate from the program.
- Earn 2 points for establishing a goal
- Earn 2 points for following up on your goal and/or graduating from the program.

Contact [healthresourceteam@aspirus.org](mailto:healthresourceteam@aspirus.org) or 715-843-1061 for more information.

2. Submit signed Primary Care Provider (PCP) Engagement Form confirming completion of annual preventive care/screening and age appropriate screening (covered by Aspirus Health Plan), followed by a [follow up health coaching session by 10/31/2021](#). See page 21 for more details. This is worth 4 points.
3. If needed for additional points, complete 1-3 activities approved by your Health Coach from the Reasonable Alternative Standard (RAS) activity list by 10/31/2021\*. See pages 19 - 21 for the RAS list and descriptions.

**\*If you have an Aspirus health insurance effective date of 4/1/2021 or after, please see the chart on page 15 for your program deadlines.**

# Aspirus Health Plan Participants

## Wellness Incentive

### How will I know when I earned the incentive?

1. You will receive a congratulatory email from Wellness-ACI ([wellness@aspirus.org](mailto:wellness@aspirus.org)), typically sent at the beginning of the month.
2. Your wellness portal (at [managewell.com](http://managewell.com)) homepage will show 2022 Health Plan Incentive Earned and the badge will appear in color. Click “Learn More” to see confirmation of the completed steps. The colored badge and incentive-earned message typically appears within 24 hours of everything being entered into your wellness portal.



## Qualify for a premium reduction with successful program completion!

### Here's how the premium incentive works:

1. The premium incentive will be awarded only to employees and their covered spouses/domestic partners who complete the biometric screening, Health Risk Assessment and achieve the full **10 points initially or complete Reasonable Alternative Standard (RAS) activities to earn their missing points.**
2. A 5% premium reduction will be applied to the employee's premium in 2022 for **100%** program completion by the due dates in 2021. An additional 5% premium reduction will be applied on the spousal tier if covered spouse/domestic partner completes the program. This means if both the employee & their covered spouse/domestic partner complete the program requirements in 2021, they will earn a total savings of over \$1,000\* on the 2022 health premium! \*The incentive is based on the full cost of single coverage.

*Employees and spouses/domestic partners who feel they cannot comply with the Wellness Program should contact Aspirus Business Health - Wellness prior to any due dates (844-309-1269). Alternative standards are reviewed on an individual basis.*

# Aspirus Health Plan Participants

## Newly Eligible

### New to Aspirus Health Plan on or after 4/1/2021

Please see the chart below for your steps and deadlines to qualify for the 2022 Aspirus Health Plan incentive. Steps are explained on pages 8 - 11. You automatically receive the incentive for 2021, but need to follow the steps to earn the 2022 incentive.

	Component	Due Dates	
		Insurance start date: April – July 2021	Insurance start date: August – November 2021
Step 1	<b>Biometrics</b> - Blood Pressure - LDL Cholesterol - Glucose - BMI/Waist Circumference	Within 60 days of insurance start date to qualify for the 2022 health plan incentive*	Within 60 days of insurance start date to qualify for the 2022 health plan incentive*
Step 2	<b>Health Risk Assessment (HRA)</b> Please note: HRA will NOT be available until biometric screening is completed and results are uploaded into your wellness portal.	Within 60 days of insurance start date to qualify for the 2022 health plan incentive	Within 60 days of insurance start date to qualify for the 2022 health plan incentive
	<b>Nicotine Free Affidavit</b> (question through the Health Risk Assessment)		
Step 3	<b>Check your Wellness Score in your wellness portal &amp; complete Wellness Planning Session, Complex Care Coordination and/or Reasonable Alternative Standards (RAS)</b>	If wellness score is not 10, complete necessary steps and/or activities by 10/31/2021 to qualify for the 2022 health plan incentive	If wellness score is not 10, complete a Wellness Planning session with an Aspirus Health Coach by 12/31/2021 to qualify for the 2022 health plan incentive

**\*Biometric Results completed with your provider can be accepted from 6/1/2020 until deadline.**

See your wellness portal for details on how to submit. We do not have access to your personal medical record, so you must submit these biometric results.



# Appendix: General Wellness Program Descriptions

## Aspirus Wellbeing Opportunities for ALL Employees & Spouses/Domestic Partners on the Health Plan

### Health Coaching

Aspirus Health Coaches are ready to help you wherever you are at in your health and wellbeing journey. They can work with you on any goal you want to work on and help you get back on track. Topics can include: stress eating, exercise options, quitting tobacco, weight loss, stress management, etc. A health coach is a wellness specialist and supportive mentor who encourages individuals to cultivate positive health choices. They are a resource to help educate and support you in achieving your individual health goals through lifestyle and behavior changes. Your coach will work with you to develop a personalized wellness plan and set a goal that is SMART (specific, measurable, attainable, realistic and time-bound). Health Coaches are a confidential resource for you. Health coaching check-ins are time-efficient (generally 15 minutes in length), and packed with effectiveness. There is no limit on the number of health coaching sessions a person can complete per year, and health coaching is available year round with a wide variety of time slot availabilities to meet your needs - whether it's 6:00am or 6:00pm. Sessions can be done telephonically, via video, or in-person. You can schedule your appointment at [managewell.com](https://managewell.com) under any of the Health Coaching Activities or call 844-309-1269 or internally at extension 70439.

**\*Health plan participants can earn credit towards their 2022 incentive by participating in 6 sessions see page 21.**

### Wellness Challenges

Participate in the Wellness Challenges offered quarterly by Aspirus to earn additional incentives!

Employees can earn 750 Rewards & Recognition Points by successfully completing each quarterly challenge offered on your wellness portal (at [managewell.com](https://managewell.com)). Employees who participate in all 4 Quarters can earn 7,000 Rewards & Recognition Points and will be entered into a grand prize drawing.

**\*Health plan participants can earn credit towards their 2022 incentive by participating see page 19.**

#### 2021 Challenge Schedule\*

- Keeping Connected: 6 week challenge helping to grow connectiveness with family, friends and coworkers.
- Living Out Loud: 6 week challenge focusing on taking time to do the things that put you in a great state of mind.
- Food & Mindfulness: 6 week challenge to learn how to improve emotional eating.
- 30 Ways to Wellness: Choose to incorporate one new healthy activity every day for 30 days.

**\*All topics are subject to change.**

### Tobacco Cessation

For those seriously interested in quitting tobacco, your Aspirus Health Coach will help you determine which approved tobacco cessation program is the best fit for you. This may include onsite/webex programs, online programs, text programs, and/or a combination of Quit Line and coaching. You can schedule your appointment at [managewell.com](https://managewell.com) under any of the Health Coaching Activities or call 844-309-1269 or internally at extension 70439. Nicotine replacement products available for those on the Aspirus health plan.

**\*Health plan participants can earn credit towards their 2022 incentive by participating see page 21.**

### Monthly Wellness Education

Every month a new health or wellbeing topic is available on your wellness portal. This fresh education to review and activities to complete can broaden your awareness of the topic and help improve your overall health.

### Health Risk Assessment (HRA)

Complete a simple questionnaire about your health that takes less than 20 minutes. It's available on your wellness portal. The purpose of the Health Risk Assessment is to evaluate the level and nature of health risks and provide recommendations for improving your overall health. View your results and check out your personalized wellness plan. Then take action and see how small changes can benefit your overall health. Open to health plan participants after completing their biometric screening.

ASPIRE TO BE WELL | 2021



# Appendix: General Wellness Program Descriptions

## Employee Assistance Services

Life can be challenging as we juggle work and personal responsibilities. Aspirus Employee Assistance Services provides licensed professionals to support you and your family in finding solutions. Employees and their household members are eligible for free and confidential short-term counseling services. Topics can include: work & family balance, stress management, workplace issues, financial stress, marital or family matters, alcohol, drug abuse & other addictions, grief & loss, and depression & anxiety. Contact 24/7. In Wisconsin: 800-236-4457. In Michigan: 906-225-3145.

## Online Health & Wellness Trackers

There are numerous Healthy Habit Trackers available on your wellness portal under **Trackers**. Click on any of the icons to start tracking your habits for Steps, Exercise, Sleep, Weight, Water, Fruit + Veggies, and Blood Pressure. Participants can even sync some of the trackers with a fitness tracking device or app.

Healthy Habit Trackers to choose from.

Enter your habits here. Click little gray arrows to go back up to 1 week.

Apps or devices you can sync with each tracker. (Eligible devices vary by tracker.) Follow the directions on your wellness portal to sync.

**Go to Settings and Reminders to turn on notifications to remind you to enter your healthy habits.**

Settings

Profile Notifications Reminders Tracker Goals

Reminders

Trackers

Steps Reminder

Exercise Reminder

If no recorded activity for

Repeat

**\*Health plan participants can earn credit towards their 2022 incentive by participating see page 19.**

# Appendix: General Wellness Program Descriptions

## New Wellness Offerings in 2021 from Aspirus Total Rewards

### **Naturally Slim:\***

A 20-week digital behavioral counseling program for metabolic syndrome reversal, weight management and diabetes prevention. Combines a unique mindful-eating curriculum with technology to teach people the skills needed to sustainably lose weight and improve their health. Program is free and is accessible via computer and mobile device so you can participate whenever it is convenient to you.

**\*Health plan participants can earn credit towards their 2022 incentive by participating, see page 19.**

**Available to all Aspirus employees and covered adult dependents over age 18. Space is Limited.**

Apply online at [naturallyslim.com/Aspirus](https://naturallyslim.com/Aspirus)

Available 2021 program sessions start:

- February 1st, 2021 (Application Window: January 4th-15th)
- May 10th, 2020 (Application Window: April 12th- April 23rd)
- August 2nd, 2021 (Application Window: July 5th-July 16th)

### **Exercise Rewards - A Fitness Reimbursement Program:**

Beginning in March 2021, wellness members can earn a \$30 fitness reimbursement check for 10 or more visits (minimum of 30 minutes each visit) to a qualified gym. Visits can be tracked through Active & Fit Direct membership, approved paper tracking form signed off on by gym staff, or through the ASHConnect mobile app.

**Available to all Aspirus employees and covered adult dependents over age 18.**

Ready to learn more? Visit [exerciserewards.com](https://exerciserewards.com) or call 877-810-2746 for more details on how to track your fitness center visits and get rewarded.

### **Wellbeats**

Wellbeats Virtual Fitness is an on-demand fitness provider that delivers fitness classes, workout plans and fitness assessment to users anytime, anywhere. With Wellbeats, you can access 400+classes on your personal device, including yoga, running/walking, HIIT, recovery and more.

**Available to Aspirus Health Plan members, and covered adult dependents over age 18 only.**

Wellbeats is offered through the Aspirus Health Plan and you can enroll after 1/1/2021 using your new subscriber & group number on your ID card by going to [www.aspirushealthplan.com](https://www.aspirushealthplan.com) and logging into My Account.

# Appendix: Wellness Program RAS Descriptions

## Reasonable Alternative Standard Activity Descriptions

Choose from the approved list of activities to achieve health goals & complete the wellness program and earn your 2022 incentive. If you do not feel you can meet the steps of any activity, please schedule a Wellness Planning Session with an Aspirus health coach right away; the health coach will work with you to set a goal that better suits you. Remember for an initial score less than 7 a Wellness Planning Session with an Aspirus health coach is also needed to qualify for the 2022 incentive.

## 2-Point Independent Reasonable Alternative Standard (IRAS) Activities Each Independent RAS worth 2 points

You can earn a **maximum of 4 points** for successfully completing items in this category on your own without meeting with a health coach. A Wellness Planning Session with an Aspirus Health Coach is always an option to help you meet your goals. You must follow directions on your wellness portal under each activity you choose to successfully earn 2 points for each activity.

**Fruit & Vegetable Tracking on your Wellness Portal/App:** Eat 6 or more combined servings of fruits and vegetables (4 servings of vegetables & 2 servings of fruits) a day, 5 days a week, for 6 consecutive weeks. Tracking starts on Sunday and ends on Saturday. You must enter your daily totals in your wellness portal at [managewell.com](http://managewell.com) under the “Fruit + Veggies Tracking” activity weekly. Please note, you can only go back to track 7 days this year. Those, tracking at least 5 servings a day, 3 days a week, for 6 consecutive weeks are eligible to earn 1 point. See your wellness portal for more details and what is considered a serving. **Cost: Free**

**Water Tracking on your Wellness Portal/App:** Drink 64 ounces (8 cups) of water, 7 days a week, for 6 consecutive weeks. Tracking starts on Sunday and ends on Saturday. You can either sync your fitness tracker\* with the wellness portal (check occasionally to make sure it is syncing properly) or you will need to enter your daily total in your wellness portal at [managewell.com](http://managewell.com) under the “Water Tracking” activity weekly. Please note, you can only go back to track 7 days this year. Those, tracking at least 64 ounces (8 cups) of water, 3 days a week, for 6 consecutive weeks are eligible to earn 1 point. See your wellness portal for more details. \*Please check your wellness portal for which devices will sync with this activity. **Cost: Free**

**Step Tracking on your Wellness Portal/App:** Reach 70,000 steps weekly, for 6 consecutive weeks. Tracking starts on Sunday and ends on Saturday. You can either sync your fitness tracker\* with the wellness portal (check occasionally to make sure it is syncing properly) or you will need to enter your total daily steps in your wellness portal at [managewell.com](http://managewell.com) under the “Step Tracking” activity weekly. Please note, you can only go back to track 7 days this year. Those tracking at least 20,000 steps a week for 6 consecutive weeks are eligible to earn 1 point. See your wellness portal for more details. \*Please check your wellness portal for which devices will sync with this activity. **Cost: Free**

**Activity Minute Tracking on your Wellness Portal/App:** Reach 150 minutes weekly, for 6 consecutive weeks. Tracking starts on Sunday and ends on Saturday. You can either sync your fitness tracker\* with the wellness portal (check occasionally to make sure it is syncing properly) or you will need to enter your daily total in your wellness portal at [managewell.com](http://managewell.com) under the “Activity Minute Tracking” activity weekly. Please note, you can only go back to track 7 days this year. Those tracking at least 75 minutes a week for 6 consecutive weeks are eligible to earn 1 point. See your wellness portal for more details. \*Please check your wellness portal for which devices will sync with this activity. **Cost: Free**

**Approved Quarterly Wellness Challenges:** Aspirus will offer quarterly multi-week challenge activities geared toward improving your health & wellbeing. Quarter 1 - Quarter 3 challenges can count for 2 RAS points each upon successful completion. Note – you can only earn a max of 4 points from the IRAS options. See page 16 for a general idea of challenges that will be offered in 2021 on your wellness portal. Watch for program details throughout the year from your wellness champ and personal email invites. **Cost: Free**

**Naturally Slim:** An Approved Weight Management program, Naturally Slim is a 20-week digital behavioral counseling program for metabolic syndrome reversal, weight management and diabetes prevention. Combines a unique mindful-eating curriculum with technology to teach people the skills needed to sustainably lose weight and improve their health. Accessible via computer and mobile device so you can participate whenever convenient to you. You will earn 2 RAS points by completing 10 weeks of the Foundations and can earn 2 RAS points by completing 5 weeks of the NS4You. Note – you can only earn a max of 4 points from the IRAS options.

**Cost: Free**

# Appendix: Wellness Program RAS Descriptions

**Aspirus Ideal Weight Solution:** An Approved Weight Management Program, Ideal Weight Solution is a medically supervised, partial meal replacement weight loss protocol supervised by a Cardiologist. The protocol is designed to help you achieve and maintain your weight loss goals. This program includes weekly one on one coaching sessions with a Health Coach, meal replacements, vitamin/mineral supplements, body fat testing and measurements. Clinic Locations: Wausau, Stevens Point, Rhinelander, Wisconsin Rapids, and Medford. There is an 8-week minimum of active engagement to receive 2 RAS points. You will need to print off the form from your wellness portal to have your participation verified and submit to Aspirus Business Health by program deadlines. How to get started: Register and attend a free informational workshop by calling 715-847-2380. **Cost: \$200 initial consult. First week of food and first month of supplements \$132, followed by \$99 weekly membership fee. An Aspirus employee discount is available for benefit eligible employees and their spouse or significant other.**

**WW (Weight Watchers):** An Approved Weight Management Program, WW has helped people lose weight based on these four pillars: learn to eat more healthfully, increase physical activity, learn to create and live in a supportive environment conducive to achieving a healthy weight, and manage the challenges involved in changing behaviors. WW does not teach you how to diet. WW is dedicated to inspiring and helping you adopt a healthier way to live. Weekly meetings provide the coaching and tools to help people make the positive changes required to lose weight and keep it off. There is an 8-week minimum of active engagement to receive 2 RAS points. You will need to print off the form from your wellness portal to have your participation verified and submit to Aspirus Business Health by program deadlines. If you are a member of WW online, please schedule a Wellness Planning Session with an Aspirus Health Coach to determine what you can do to earn credit for this. **Cost: Varies based on location.**

**Diabetes Education Program or Nutrition Counseling with a Registered Dietitian:** A medical referral is required for both programs. After you are referred by your provider for diabetes education, they will help determine your immediate needs for instruction on home glucose monitoring, medication, diet, etc. For nutrition counseling (medical nutrition therapy) there are multiple topics that may be discussed related to your individual medical diagnoses and personal nutrition goals. After completing a session, the Certified Diabetes Educator or dietitian may sign off on the approved form (up to 2 times per year). **Cost: Please refer to the Aspirus Employee Health Plan Summary Plan Description for coverage details.**

**\*\*RAS activities and any associated costs are subject to change.**

**\*\*Availability of RAS activities may vary depending on program start dates and number of participants enrolling.**

# Appendix: Wellness Program RAS Descriptions

## 4-Point Reasonable Alternative Standard (RAS) Activities

### Program enrollment requires a Wellness Planning Session with an Aspirus Health Coach

#### Each worth 4 points

A health coach will release these activities for you and will award your points after successfully completing these activities with any documentation and completing at least one follow up health coaching session before 10/31/2021. These are worth 4 points each.

#### **Primary Health Care Provider (PCP) Engagement Form:** This form is ONE of the steps if you scored 0-6 points initially.

You may already be working with your primary health care provider to better manage your health measurement numbers, such as hypertension, LDL or Glucose. Your Primary Health Care Provider must sign off on this achievement form (provided by your health coach when completing your initial wellness planning session) for credit in achieving your points. This form acknowledges that you have been working with them this year to better your health in the areas identified with your health coach and that you are up to date with age and gender specific screenings. Your PCP has the choice to not sign off on the form. This activity must include a follow up session with your health coach. *Cost: Subject to copay and deductible.*

**Targeted Health Coaching Program:** When you meet with an Aspirus Certified Health & Wellness Coach (face to-face, telephonic or video conference) you will discuss your individual Health Risk Assessment and biometric results to gain understanding of your current health status and what goals are important to you. Coaches can work with you on any area of health and wellness you would like to improve on (blood pressure, LDL, BMI, glucose, nicotine use, stress management, etc.). Your coach will work with you to develop a personalized wellness plan. Over the course of a few months you will actively engage with the coach a minimum of 6 sessions per RAS to review and revise your health action plan and assess your goal achievement. *Cost: Free*

**Personalized Nutrition Tracking with a Health Coach:** Work with your health coach to determine what type of nutrition goal will be set, what will be tracked, and reviewed along the way for a minimum of 8 weeks. This must include a follow up session with your health coach. *Cost: Free tracking logs are available through your health coach.*

**Personalized Fitness Tracking with a Health Coach:** Work with your health coach to determine what type of physical activity goal will be set, what will be tracked and reviewed along the way for a minimum of 8 weeks. This must include a follow up session with your health coach. Please note, if you are a member of a fitness center/gym or have an activity device tracker you may be able to use them to provide reports of your activity goal to your health coach for credit in achieving your points. *Cost: Fitness Center costs vary. Free tracking of your personal fitness device is available on the wellness portal for a variety of devices (FitBit, Garmin, Apple Watch, Google Fit, Strava, Mapmyfitness-subject to change).*

**Approved Tobacco Cessation Program:** For those seriously interested in quitting tobacco, your health coach will help you determine which approved tobacco cessation program is the best fit for you. This may include onsite/webex programs, online programs, text programs, and/or a combination of Quit Line and coaching. Aspirus Health Plan can help you kick the habit. If you are 18 or older, you have access to certain nicotine replacements and drugs used to help you quit and enjoy a healthier lifestyle! *Cost: Most are free, some programs may have an additional fee. Nicotine replacement product fees please refer to the Aspirus Employee Health Plan Description for coverage details*

**Set up and Achieve Nutrition or Exercise Goal on your Wellness Portal/App:** Work with an Aspirus Health Coach to set up your own personal nutrition or physical activity SMART goal. Once a SMART goal is created with your health coach in your wellness portal, you must track your progress for your goal weekly in your wellness portal at [managewell.com](http://managewell.com). You will find your goal under “My Health” tab in your wellness portal, and track for 8 consecutive weeks. You will need to complete at least 1 follow up health coaching session. *Cost: Free*

**\*\*RAS activities and any associated costs are subject to change.**

**\*\*Availability of RAS activities may vary depending on program start dates and number of participants enrolling.**

# Aspirus Non-Health Plan Participants

# Non-Health Plan Employees

## Let's Get Started

Access the Wellness Portal at [managewell.com](https://www.managewell.com) or via the Managewell app.

## Download the FREE app

Everything you do from your wellness portal on the computer, you can do on your phone! Anywhere! Anytime!

- ManageWell 2.0 for Apple
- ManageWell from Wellvation for Android

## Returning User

- Continue using the same username and password.
- If you forgot your password, select “forgot your password” and follow prompts.

## First Time User

1. Click on “Sign Up.”
2. Enter your “Unique, employer provided ID.” This Unique ID is “**ASPIRUS**” followed by your **employee ID number**.
3. Enter your date of birth & Select your time zone.
4. Select “Continue...”
5. Confirm your name.
6. Read through the “Terms”.
7. Select “I accept these terms.”
8. Enter a **unique & valid** email address and password. Remember these for the next time you log in to the website. This email address is where reminder messages and general program communications will be sent.
9. Select “Continue...” This takes you to your Home/Dashboard page.

For questions or help registering, please call **844-309-1269** (or internally at ext. 70439) or email at [wellness@aspirus.org](mailto:wellness@aspirus.org)!



# Non-Health Plan Employees

## Aspirus Wellbeing Opportunities for ALL Employees

### Wellness Portal

Your wellness portal at [managewell.com](https://managewell.com) offers many tools and resources for you to improve and engage in your overall health and wellbeing. You can complete a health risk assessment, join wellness challenges, track healthy behaviors learn more about a variety of health and wellbeing topics every month, set your own personal health and wellbeing goals to work on over the year, and schedule to meet with an Aspirus health coach. Log on today to see everything that is available and to get started.

### Health Coaching

Aspirus Health Coaches are ready to help you wherever you are at in your health and wellbeing journey. They can work with you on any goal you want to work on and help you get back on track. Topics can include: stress eating, exercise options, quitting tobacco, weight loss, stress management, etc. A health coach is a wellness specialist and supportive mentor who encourages individuals to cultivate positive health choices. They are a resource to help educate and support you in achieving your individual health goals through lifestyle and behavior changes. Your coach will work with you to develop a personalized wellness plan and set a goal that is SMART (specific, measurable, attainable, realistic and time-bound). Health Coaches are a confidential resource for you. Health coaching check-ins are time-efficient (generally 15 minutes in length), and packed with effectiveness. There is no limit on the number of health coaching sessions a person can complete per year, and health coaching is available year round with a wide variety of time slot availabilities to meet your needs - whether it's 6:00am or 6:00pm. Sessions can be done telephonically, via video, or in-person. You can schedule your appointment at [managewell.com](https://managewell.com) under any of the Health Coaching Activities or call 844-309-1269 or internally at extension 70439.

### Wellness Challenges

Participate in the Wellness Challenges offered quarterly by Aspirus to earn additional incentives! Employees can earn 750 Rewards & Recognition Points by successfully completing each quarterly challenge offered on your wellness portal (at [managewell.com](https://managewell.com)). Employees who participate in all 4 Quarters can earn 7,000 Rewards & Recognition Points and will be entered into a grand prize drawing.

#### 2021 Challenge Schedule\*

- Keeping Connected: 6 week challenge helping to grow connectiveness with family, friends and coworkers.
- Living Out Loud: 6 week challenge focusing on taking time to do the things that put you in a great state of mind.
- Food & Mindfulness: 6 week challenge to learn how to improve emotional eating.
- 30 Ways to Wellness: Choose to incorporate one new healthy activity every day for 30 days.

**\*All topics are subject to change.**

### Tobacco Cessation

For those seriously interested in quitting tobacco, your Aspirus Health Coach will help you determine which approved tobacco cessation program is the best fit for you. This may include onsite/webex programs, online programs, text programs, and/or a combination of Quit Line and coaching. You can schedule your appointment at [managewell.com](https://managewell.com) under any of the Health Coaching Activities or call 844-309-1269 or internally at extension 70439.



# Non-Health Plan Employees: Wellness Offerings

## Monthly Wellness Education

Every month a new health or wellbeing topic is available on your wellness portal. This fresh education to review and activities to complete can broaden your awareness of the topic and help improve your overall health.

## Health Risk Assessment (HRA)

Complete a simple questionnaire about your health that takes less than 20 minutes. It's available on your wellness portal. The purpose of the Health Risk Assessment is to evaluate the level and nature of health risks and provide recommendations for improving your overall health. View your results and check out your personalized wellness plan. Then take action and see how small changes can benefit your overall health.

## Employee Assistance Services

Life can be challenging as we juggle work and personal responsibilities. Aspirus Employee Assistance Services provides licensed professionals to support you and your family in finding solutions. Employees and their household members are eligible for free and confidential short-term counseling services. Topics can include: work & family balance, stress management, workplace issues, financial stress, marital or family matters, alcohol, drug abuse & other addictions, grief & loss, and depression & anxiety. Contact 24/7. In Wisconsin: 800-236-4457. In Michigan: 906-225-3145.

## Exercise Rewards - A Fitness Reimbursement Program:

Beginning in March 2021, wellness members can earn a \$30 fitness reimbursement check for 10 or more visits (minimum of 30 minutes each visit) to a qualified gym. Visits can be tracked through Active & Fit Direct membership, approved paper tracking form signed off on by gym staff, or through the ASHConnect mobile app.

Ready to learn more? Visit [exerciserewards.com](https://exerciserewards.com) or call 877-810-2746 for more details on how to track your fitness center visits and get rewarded.

## Naturally Slim:

A 20-week digital behavioral counseling program for metabolic syndrome reversal, weight management and diabetes prevention. Combines a unique mindful-eating curriculum with technology to teach people the skills needed to sustainably lose weight and improve their health. Program is free and is accessible via computer and mobile device so you can participate whenever it is convenient to you. **Space is limited.**

Apply online at [naturallyslim.com/Aspirus](https://naturallyslim.com/Aspirus)

Available 2021 program sessions start:

- February 1st, 2021 (Application Window: January 4th-15th)
- May 10th, 2020 (Application Window: April 12th- April 23rd)
- August 2nd, 2021 (Application Window: July 5th-July 16th)

# Non-Health Plan Employees: Wellness Offerings

## Online Health & Wellness Trackers

There are numerous Healthy Habit Trackers available on your wellness portal under **Trackers**.

Click on any of the icons to start tracking your habits for Steps, Exercise, Sleep, Weight, Water, Fruit + Veggies, and Blood Pressure. Participants can even sync some of the trackers with a fitness tracking device or app.

Healthy Habit Trackers to choose from.

The screenshot shows the ASPIRUS wellness portal. At the top, there are navigation icons for HOME, MESSAGES, TRACKERS (circled in red), and MY HEALTH. Below this is the 'HEALTHY HABIT TRACKERS' section with icons for Steps, Exercise, Sleep, Weight, Water, Fruit + Veggies, and Blood Pressure. A callout points to these icons with the text 'Healthy Habit Trackers to choose from.' Below the trackers is the 'EXERCISE TRACKER' interface. It shows a date selector for 'Wed, Nov 11, 2020' and input fields for 'Cardio Min.' (0) and 'Strength Min.' (60). A callout points to these fields with the text 'Enter your habits here. Click little gray arrows to go back up to 1 week.' Below the input fields are 'Save' and 'Cancel' buttons. Underneath is the 'EXERCISE (CARDIO) APPS' section with a 'Select an app to connect' prompt and icons for STRAVA, myFitnessPal, fitbit, and GARMIN. A callout points to these icons with the text 'Apps or devices you can sync with each tracker. (Eligible devices vary by tracker.) Follow the directions on your wellness portal to sync.' To the right of the input fields is a bar chart titled 'ACTIVITIES USING THIS TRACKER' showing data for the week of 11-08-2020. The chart shows activity levels for Sun 11/08, Mon 11/09, Tue 11/10, Wed 11/11, Thu 11/12, Fri 11/13, and Sat 11/14. A legend indicates Manual Cardio, App Cardio, Manual Strength, and App Strength.

Go to Settings and Reminders to turn on notifications to remind you to enter your healthy habits.

The screenshot shows the ASPIRUS Settings page. At the top, there are navigation icons for HOME, MESSAGES, TRACKERS, and MY HEALTH. Below this is the 'Settings' page with tabs for Profile, Notifications, Reminders, and Tracker Goals. The 'Reminders' section is active, showing a list of 'Trackers' with a 'Steps Reminder' that is turned off (indicated by a red 'X' icon) and an 'Exercise Reminder' that is turned on (indicated by a green checkmark icon). Below the 'Exercise Reminder' is a dropdown menu for 'If no recorded activity for' and a 'Repeat' dropdown menu.

## **NOTICE REGARDING WELLNESS PROGRAM**

The Aspirus Employee Wellness Program is a voluntary wellness program available to all employees and covered spouses/ domestic partners. The program is administered according to federal rules permitting employer-sponsored wellness programs that seek to improve employee health or prevent disease, including the Americans with Disabilities Act of 1990, the Genetic Information Nondiscrimination Act of 2008, and the Health Insurance Portability and Accountability Act, as applicable, among others. If you choose to participate in the wellness program you will be asked to complete a voluntary health risk assessment or “HRA” that asks a series of questions about your health-related activities and behaviors and whether you have or had certain medical conditions (e.g., cancer, diabetes, or heart disease). You will also be asked to complete a biometric screening, which will include a blood test for fasting Glucose and full Lipid Panel. You are not required to complete the HRA or to participate in the blood test or other medical examinations.

However, eligible employees who choose to participate in the wellness program will receive an incentive of 5% premium reduction to be applied to the employee’s premium in 2022 for earning a score of 10 achieved through Biometric Screening, Health Risk Assessment, Nicotine-Free Affidavit, and/or Reasonable Alternative Standards to earn points back. An additional 5% premium reduction will be applied on the spousal tiers if covered spouse/ domestic partner completes the program. Although you are not required to complete the HRA, nicotine-free affidavit, or participate in the biometric screening, only Aspirus health plan participants who do so will receive the premium incentive.

Additional incentives of prize giveaways may be available for employees who participate in certain health-related activities or achieve certain health outcomes. If you are unable to participate in any of the health-related activities or achieve any of the health outcomes required to earn an incentive, you may be entitled to a reasonable accommodation or an alternative standard. You may request a reasonable accommodation or an alternative standard by contacting Aspirus Business Health - Health Coaches.

The information from your HRA and the results from your biometric screening will be used to provide you with information to help you understand your current health and potential risks, and may also be used to offer you services through the wellness program, such as health coaching and wellness activities to promote health. You also are encouraged to share your results or concerns with your own doctor.

### **PROTECTIONS FROM DISCLOSURE OF MEDICAL INFORMATION**

We are required by law to maintain the privacy and security of your personally identifiable health information. Although the wellness program and Aspirus may use aggregate information it collects to design a program based on identified health risks in the workplace, Aspirus Business Health will never disclose any of your personal information either publicly or to the employer, except as necessary to respond to a request from you for a reasonable accommodation needed to participate in the wellness program, or as expressly permitted by law. Medical information that personally identifies you that is provided in connection with the wellness program will not be provided to your supervisors or managers and may never be used to make decisions regarding your employment.

Your health information will not be sold, exchanged, transferred, or otherwise disclosed except to the extent permitted by law to carry out specific activities related to the wellness program, and you will not be asked or required to waive the confidentiality of your health information as a condition of participating in the wellness program or receiving an incentive. Anyone who receives your information for purposes of providing you services as part of the wellness program will abide by the same confidentiality requirements. The only individual(s) who will receive your personally identifiable health information are Aspirus Business Health and if applicable Aspirus RN Complex Care Coordinators in order to provide you with services under the wellness program and to aid in any continuation of care at Aspirus.

In addition, all medical information obtained through the wellness program will be maintained separate from your personnel records, information stored electronically will be encrypted, and no information you provide as part of the wellness program will be used in making any employment decision. Appropriate precautions will be taken to avoid any data breach, and in the event a data breach involving information you provide in connection with the wellness program occurs, we will notify you immediately. You may not be discriminated against in employment because of the medical information you provide as part of participating in the wellness program, nor may you be subjected to retaliation if you choose not to participate.

If you have questions or concerns regarding this notice, or about protections against discrimination and retaliation, please contact your business unit Wellness Representative.

You can review this information at any time in your “Messages” in your wellness portal at [managewell.com](https://www.managewell.com)

## **PARTICIPANT DISMISSAL FROM ASPIRUS WELLNESS PROGRAM**

In an effort to live out our Aspirus accountability value, if you are unable to attend your biometric screening or health coaching session, please cancel as soon as possible on your wellness portal or calling Aspirus Business Health at 844.309.1269 or internally at x70439. Aspirus will be following the process of 3 missed sessions and the individual will be unable to complete that component of the wellness program. Details below.

### **PURPOSE**

To establish a standardized process for the dismissal of participants from the Aspirus Wellness Program for the calendar year.

### **DEFINITIONS**

No Show - any time a participant does not show for a scheduled coaching appointment or cancels same day.

Late Cancellation – when a patient cancels less than 24 hours of their scheduled appointment.

Late Arrival – Arriving 10 minutes past the scheduled appointment time.

### **PROCESS**

1. Aspirus Business Health will monitor no shows, late cancellations, and late arrivals. The specific data will be shared with Aspirus Employee Health & Wellness System Director and System Health Promotion & Wellness Coordinator and a joint decision will be made regarding dismissal for excessive no shows, late cancellations, or late arrivals as outlined below.
2. Although Aspirus strives to provide compassionate and excellent care for all wellness participants, certain occurrences may make it necessary to dismiss a participant from the wellness program. In that event, the following procedure will apply:

#### ***Procedure for dismissing a participant from the Aspirus Wellness Program***

- a. A participant may be dismissed from the Aspirus Wellness Program due to any of the following:
  - i. Patients that have excess no shows, late arrivals, and cancellations (3 during a calendar year) to scheduled health coaching sessions.
  - ii. Patients that have excess no shows, late arrivals, and cancellations (3 during a calendar year) to scheduled on-site scheduled Biometric Appointments.

### **PROCEDURE**

- A. Upon the first no show, late cancellation, or late arrival by a participant, Aspirus Business Health will notify the participant via e-mail. The e-mail will contain, at minimum, the following components:
  - a. Notification of the dismissal procedure
  - b. Instructions for setting up new coaching or biometric screening appointments
- B. After the second no show, late cancellation, or late arrival by a participant, Aspirus Business Health will notify the participant via e-mail. The e-mail will contain, at minimum, the following components:
  - a. Notification of the dismissal procedure
  - b. Instructions for setting up new coaching or biometric screening appointments
- C. After the third no show, late cancellation, or late arrival by a participant, Aspirus Business Health will notify Aspirus Employee Health System Director and System Health Promotion & Wellness Coordinator.
- D. A System Wellness Committee dismissal letter will be generated. The letter will contain, at minimum, the following components:
  - a. Reason for discharge
- E. The letter will be mailed to the participant via registered mail, with a return receipt requested. The returned certified mail receipt is to be scanned to the Aspirus Employee Health & Wellness Dismissal Folder located in the Y Drive.
- F. In the event the participants registered letter is returned to Aspirus Employee Health & Wellness, the undeliverable mailing envelope with the reason should be scanned to the original dismissal letter in the Y Drive Aspirus Employee Health & Wellness Dismissal Folder.

## **For Questions or More Information**

### **Aspirus Business Health**

844-309-1269 or internally at ext. 70439

[wellness@aspirus.org](mailto:wellness@aspirus.org)

Monday - Friday 8:00am- 4:30pm CST

### **Aspirus Employee Health & Wellness Central Office**

844-568-0688 or internally at ext. 72785

### **Aspirus Care Management Team**

715-843-1061

### **Aspirus Employee Assistance Services**

Wisconsin: 800-236-4457

Michigan: 906-225-3145