



**2020-2021**

# **Southwest General Wellness Participant Program Guide**

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**Southwest General  
Wellness**

# Welcome to Southwest General Wellness!

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Southwest General Health Center is here to support you in your wellness journey. We do this by partnering with Southwest General Wellness, a wellness provider that works to implement wellness services in our community.

Southwest General Wellness equips you with tools and resources throughout the year to guide you in Southwest General Health Center's voluntary wellness

program. You can leverage your successes into reducing your employee healthcare contributions.

Southwest General Wellness is a separate provider committed to your privacy and confidentiality. Your protected health information will not be shared with your employer. In addition, Southwest General Wellness fully complies with the Affordable Care Act, federal regulations and policies and will administer compliant wellness programming.

Southwest General Wellness encourages you to feel your best. Throughout the year, you will find opportunities to take advantage of wellness challenges, events, and other tools and resources that promote awareness and help you take charge of and maintain your well-being.

The following pages outline the 2020-2021 goals, alternative goals, and appeals process. In addition, you will find information on getting started in the Southwest General Wellness Portal, and tips on how to use it to its full potential.

If you are having trouble gaining access to the Wellness Portal, please contact the Cerner Consumer Care Line at 888.252.8150. The Consumer Care line is available 24 hours a day, 7 days a week.



## 2020-2021 Wellness Goals

Southwest General Wellness encourages you to live a healthy lifestyle now and in the future. By taking part in the Southwest General Wellness program, you can take advantage of tools and resources that can help you meet your goals and continue on your health and wellness journey.

The goals outlined below detail the 2020 Southwest General Wellness Program for benefit-eligible employees and spouses. By meeting these goals, you and your spouse earn points which translate into a discount on your employee healthcare contribution. The more points earned, the greater the incentive earned. Incentives will be applied to healthcare contributions beginning in January of 2021. The wellness program is voluntary, but participants who choose not to participate will be responsible for a greater contribution to healthcare costs.

If the goals below are considered medically inadvisable or unreasonably difficult for you to achieve, you

Wellness Screening Test	Goal	Point Value
Healthy Weight	BMI: $\leq 27.5$ or Waist: Females: $\leq 33''$ Males $\leq 35''$ 5% Weight Loss since 2019 Screening	1
Blood Pressure	$\leq 140/85$	1
LDL Cholesterol	$\leq 130$	1
Hemoglobin A1c	$\leq 5.8$	1
Tobacco/Nicotine	Negative	1
Healthy Actions	See Next Page	6

In the 2020 wellness program, employees and covered spouses can earn a total of 22 points. Employee, Employee + Child, and Employee + Children coverage levels will receive an additional 11 points when the employee completes the wellness screening. The additional points will be added after open enrollment in 2020. If you enroll in 2021 benefits for the first time, you will be subject to the Southwest General Wellness Program. All employees are encouraged to participate in the event they happen to enroll in benefits in 2021.

# Healthy Actions

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Participants may earn up to a total of 11 points individually. Of those 11, 5 may be earned by meeting biometric goals, and 6 may be earned by completing Healthy Actions. **This year, participants may complete any combination of 6 Healthy Actions listed below between 9/1/2019 and 8/31/2020 for up to 6 points.** Healthy Actions are valued at 1 point each. See the Healthy Actions FAQ sheet on the Southwest General Wellness Portal and Employee Intranet for more information.

- If you are hired before 7/1/2020, you may complete your biometric screening and 6 Healthy Actions.
- If you are hired on or after 7/1/20, you will not be asked to screen or complete Healthy Actions in 2020. You (and your covered spouse, if applicable) will be given the full 11 points each. You will then be asked to screen and complete Healthy Actions in 2021 for the 2022 benefit year.

If you anticipate a status change in 2020 and will take benefits for 2021, please contact Southwest General Wellness at [help@swgwellness.com](mailto:help@swgwellness.com) for information and options to earn points. If you have questions on the program, please contact Southwest General Wellness at [help@swgwellness.com](mailto:help@swgwellness.com).

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| <ul style="list-style-type: none"><li>• Annual Well Visit</li><li>• Mammogram</li><li>• PSA</li><li>• Dental Exam</li><li>• Vision Exam</li><li>• Colonoscopy</li><li>• SWG Wellness Challenges</li><li>• Verified Fitness Event (up to 6)<br/>(Example: 5K, cycle race, fitness competition, etc.)</li><li>• Well Woman Exam</li><li>• Old Oak 5k Run</li><li>• SWG Wellness Step Challenges</li></ul> | <ul style="list-style-type: none"><li>• Wellness Workshop (up to 6)</li><li>• Weight Watchers<br/>(15 sessions between 9/1/2019 and 8/31/2020)</li><li>• Activity Tracking—January 1—August 31, 2020<br/>Accrue and track an average of 100 minutes of physical activity per week on the SWG Wellness Portal or HealthyNow app. (This is a total of 3300 minutes.) This includes time spent at any gym or health club.</li></ul> <p><b>NEW IN 2020</b></p> <ul style="list-style-type: none"><li>• Participation in Financial Wellness Seminars</li><li>• Participation Southwest General Pharmacy Comprehensive Medication Review Program</li></ul> |
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Preventive care visits, if covered under SWG insurance and coded as “preventive,” will be uploaded monthly without participants having to submit documentation, with exception of some providers on the Cigna Dental DHMO plan. If you have the Cigna DHMO plan, or your exam is not coded as “preventive” or was covered under other insurance, you can still earn points by submitting an EOB or other document with the date and type of exam listed to Anna Rose ([arose@swgeneral.com](mailto:arose@swgeneral.com), or fax to 440.816.5113). Data from step trackers connected to the SWG Wellness Portal will be uploaded by SWG Wellness for step challenges. Any other submissions can be sent to Anna Rose at [arose@swgeneral.com](mailto:arose@swgeneral.com) or fax to 440. 816.5113. All Healthy Actions must be submitted by 10/31/2020. Any Healthy Actions completed after 8/31/20 will count towards the following year’s program.

As a fully compliant wellness program, Southwest General’s plan design includes alternative goals. If you are unable to meet the standard goal, but still made significant improvement in that area compared to your results from 2019, you can still earn point(s)! For example, if your screening result for LDL was 180, you may either improve your LDL by 30 points for a result of 150 on your 2020 screening, OR achieve the standard goal of less than or equal to 130 at this year’s screening.

Goal	Alternative Goal																		
<b>Healthy Weight (BMI ≤27.5)</b>	5% weight loss since 2019 screening OR waist measurement: Females: ≤33”; Males: ≤35”																		
<b>LDL Cholesterol (≤130)</b>	30 point reduction since 2019 screening																		
<b>Hemoglobin A1c (≤5.8)</b>	10% reduction since 2019 screening																		
<b>Tobacco/Nicotine (negative)</b>	Participation in Southwest General’s Smoking Cessation Program																		
<b>Blood Pressure</b>	Improvement from one category level to the next since 2019 screening																		
	<table border="1"> <thead> <tr> <th>Category</th> <th>Systolic</th> <th>Diastolic</th> </tr> </thead> <tbody> <tr> <td><b>Goal</b></td> <td>140</td> <td>85</td> </tr> <tr> <td>Level I</td> <td>141-149</td> <td>86-90</td> </tr> <tr> <td>Level II</td> <td>150-159</td> <td>91-95</td> </tr> <tr> <td>Level III</td> <td>160-169</td> <td>96-100</td> </tr> <tr> <td>Level IV</td> <td>170 or above</td> <td>101 or above</td> </tr> </tbody> </table>	Category	Systolic	Diastolic	<b>Goal</b>	140	85	Level I	141-149	86-90	Level II	150-159	91-95	Level III	160-169	96-100	Level IV	170 or above	101 or above
	Category	Systolic	Diastolic																
	<b>Goal</b>	140	85																
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	Level II	150-159	91-95																
	Level III	160-169	96-100																
Level IV	170 or above	101 or above																	

Improvement will automatically be calculated from your 2019 screening results. If no information is available for you from 2019, you may follow the appeals process. If any of the alternative goals are considered medically inadvisable or unreasonably difficult for you to achieve, you may file an appeal. You may find an appeal form on the Southwest General Wellness Portal and on the Employee Intranet. Please contact Anna Rose at [arose@swgeneral.com](mailto:arose@swgeneral.com) with any questions.



**NEW in 2020!**

**Wellness Coaching from  
ease@work as a  
Reasonable Alternative**

As a fully compliant wellness program, Southwest General's plan design includes alternative goals. If you are unable to meet one of the screening goals, you may take advantage of FREE and CONFIDENTIAL Wellness Coaching through Southwest General Health Center's Employee Assistance Program, **ease@work!**

Participants will meet with ease@work certified wellness practitioners in the areas of nutrition, fitness, or stress reduction. The coach will work with the individual to assess their current wellness needs, identify goals, and develop a plan for change. Coaches and participants will work together to ensure success with an individualized approach to meeting goals and maintaining accountability.

## How to Enroll

- 1) Within 30 days of your wellness results posting to the Southwest General Wellness Portal, please request a Wellness Coaching Report Form from Wellness Coordinator Anna Rose (x5936 or [arose@swgeneral.com](mailto:arose@swgeneral.com)). **If a participant anticipates having to appeal, the participant may contact ease@work for wellness coaching at any time, even if a screening has not yet been completed.**
- 2) Call the ease@work intake line at 216.241.3273 to request general wellness coaching. The coaching will be conducted telephonically in three 30-minute sessions. At the completion of your third coaching call, forward your completed Wellness Coaching Report Form to your coach who will sign off and return the form to you. Then, send your fully completed form to Wellness Coordinator Anna Rose by email or fax ([arose@swgeneral.com](mailto:arose@swgeneral.com) or 440.816.5113).

**Participants must call into ease@work by October 1, 2020 to request wellness coaching as an alternative goal. All sessions must be completed by November 30, 2020 in order to earn points for completing wellness coaching as an alternative goal.**

# Fitness Tracking Device Sync

- 1) Sign into your Southwest General Wellness Portal Dashboard.
- 2) Click **“Connect Your Apps & Devices”** button.




or click on **“Get Connected”** in the green navigation bar, then select **“Connect Your Fitness Tracker.”**

- 3) Select your device or application from the list on the left hand side of the page by highlighting its title and clicking the **“Connect”** button.
- 4) Follow the prompts to connect your device or application. You’ll be asked to sign into your account on the device manufacturer’s site and allow the data to be sent to the wellness portal.
- 5) Your device or application will then be connected to your dashboard and track your activity!

## Apple Device Sync (Watch/iPhone)

Apple devices are able to be connected to the Wellness Portal via the **Withings Health Mate app**

- 1) Download the Withings Health Mate app from the App Store and create your account.  
  
When creating your account, select **“No product yet”** when prompted to select a device.
- 2) Once your account is created, on the **“Welcome to Health Mate”** screen, tap **“start tracking steps,”** then tap **“activate now.”**



- 3) On the next screen, allow the Apple Health Kit to read step data by toggling the **“steps”** button to on, then click **“Allow.”**
- 4) Log into your account on the wellness portal and follow the instructions above to connect your new Withings Health Mate account to the wellness portal.



**Forgot your password?** Click the **“Forgot Password”** link and follow the prompts to receive an email that will help you reset your password and gain access.

**Other issues or general questions?** Email [help@swgwellness.com](mailto:help@swgwellness.com) with your issue and we’ll be happy to help. You may also send a message through the **“Contact”** link at the bottom of your dashboard or call 1.888.252.8150 for technical support.

# HealthyNow



**Southwest General**  
Wellness

**HealthyNow is the companion app to the Southwest General Wellness Portal. It is compatible with both Android and iOS operating systems. It is free to download in Google Play and the App Store.**

## Download Instructions

- 1) Sign into your dashboard on [swgwellness.com](http://swgwellness.com)
- 2) Click “**Get the Mobile App**” button



- 3) Download the free **HealthyNow** app on your iOS or Android device
- 4) Under “Login Information,” enter your cell phone number, create a 4 digit PIN, carrier and choose your text reminder options (text reminders may be sent for events such as screenings or challenges)
- 5) On your device, open the HealthyNow app
- 6) To activate it, enter your phone number, PIN, and **portal code “SWGeneral”**
- 7) Your app will then be active and able to track your exercise activity, nutrition, and more!

## What does HealthyNow do?

HealthyNow serves as a highlight of some of the functions of the Southwest General Wellness Portal. It offers a way to track certain things on the go, participate in any active challenges, and review your current incentives. It will also display your daily step total if you have a device connected to the Wellness Portal.

## What does HealthyNow not do?

While HealthyNow offers a way to track and review various things on the Wellness Portal, it does not track steps on its own, and the Personal Health Assessment and Wellness Workshops are not able to be completed via the app.

## What is the HealthyNow Portal Code?

The portal code is SWGENERAL (not case sensitive). Before entering the portal code in the app, make sure to have set up your PIN number in the Wellness Portal. To do that, sign into your account, click “Get Connected” and “HealthyNow Mobile App”. On that page, you’ll be able to create your 4-digit PIN.

## Do I have to have the HealthyNow app?

The HealthyNow app isn’t required to download. It’s recommended to use to participate in wellness challenges throughout the year, track your activity for a Healthy Action point, and keep tabs on your incentives.



Participants may earn one Healthy Action point for tracking activity in 2020, including visits to LifeWorks and other gyms and fitness facilities. Participants who accrue at least 3300 minutes of activity between January 1 and August 31, 2020 (this is an average of 100 minutes of activity per week), will earn one Healthy Action point once the activity tracking period closes on August 31, 2020.

### How to Track

Please Note: The Southwest General Wellness Portal and HealthyNow app may be used to track interchangeably.

#### Wellness Portal

- Log into your account on the Southwest General Wellness Portal ([swgwellness.com](http://swgwellness.com))
- Click the green “Exercise” tab towards the top of the page, then click “Cardio Log”
- Choose the date for which you wish to track activity (you may toggle between dates to enter any missed passed days)
- Choose your activity from the system-provided list and enter the number of minutes and click “Save”
- You may enter your own custom activities by clicking the “+ Add Custom” tab. Enter the name of your activity and the amount of minutes and click “Save.” Your custom activity will then be saved in the “Custom” tab.

#### HealthyNow App

- Log into the HealthyNow app
- Tap the “Exercise” icon
- Tap the “Exercise” field, then on the next screen, type in your activity in the “Exercise Type” search field, and select it
- Tap the “Minutes” field, and then scroll to the number of hours and/or minutes you wish to log for the selected activity and tap “Done”
- Tap “Add,” and you will receive a prompt that says “Exercise Logged”

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#### What if I have a Fitbit or other wearable device?

If your fitness tracker syncs to the SWG Wellness Portal and has the capability to send cardio minutes to the wellness portal, you will not have to log your minutes! Your activity will automatically flow along with your steps. If your device logs cardio minutes but does not sync to the wellness portal, you may submit documentation showing your total amount of cardio minutes once you have met the goal of 3300 minutes (average of 100 minutes per week). Contact Wellness Coordinator, Anna Rose, for assistance (x5936, or [arose@swgeneral.com](mailto:arose@swgeneral.com)).

#### Where do I find the total amount of minutes I have logged?

You may review your list of logged activities in the “Exercise” tab, under the Cardio Log. You will see a history section that will display what has been logged and the amount of minutes per activity.

**Need help logging into the portal, HealthyNow app or forgot your password?**

Contact the Cerner Consumer Care Line at 888-252-8150



# How to Participate

1

## **Create Your Account on the Southwest General Wellness Portal**

Follow the instructions on the following pages to set up or log into your account; sync your wearable fitness trackers or devices; set your personal goals to customize your portal experience; and complete the Personal Health Assessment for a closer look into your current health.

2

## **Complete Your Screening**

Watch for details regarding 2020's onsite wellness screenings, including registration dates and instructions; screening dates and locations; and preparation tips. You may review your historic results at any time on the Southwest General Wellness Portal by clicking on the "My Results" tab.

3

## **Complete Your 2020 Healthy Actions**

Healthy Actions may be completed between September 1, 2019 and August 31, 2020 for 1 point each. In 2020, participants may complete any combination of 6 Healthy Actions. Review the list of Healthy Actions in this program guide or within the 2020 Wellness Goals document for options and how to submit your completed Healthy Actions, if necessary. A Healthy Actions FAQ is available on the employee intranet and Southwest General Wellness Portal.

4

## **Review Your Results**

Your results will be posted to your individual Southwest General Wellness Portal account after your onsite screening is completed. You will receive an email once your results and points earned are available for your review. At that time, you may file any appeals if necessary. If you have any questions on your results, points earned or appeals, please contact [help@swgeneral.com](mailto:help@swgeneral.com). Appeal forms can be found on the SWG Wellness Portal and Employee Intranet. If you need to submit any documentation for Healthy Actions completed by 8/31/2020, you must do so by 10/31/2020.



# Southwest General Wellness Program Year Timeline

**9/1/2019**

→ **Begin earning Healthy Actions toward your 2021 benefits**  
(through 8/31/2020)

**1/1/2020**

→ **Screen with your healthcare provider through 8/31/2020**  
(through 8/31/2020)

→ **Activity Minutes Tracking begins**  
(through 8/31/2020)

→ **Opportunities for Healthy Action Points offered throughout 2020:**

- Wellness Challenges
- Step Challenges
- Old Oak Run

(Dates and other details will be announced)

**7/2020**

→ **Registration for 2020 onsite Wellness Screenings**

**8/2020**

→ **2020 Onsite Wellness Screenings**

**8/31/2020**

→ **Deadline for Healthy Action completion**

→ **Deadline for Healthcare Provider Screening forms**

**11/2020**

→ **Annual Enrollment for 2021 Benefits**

**1/1/2021**

→ **Points earned in 2020 are applied as a discount on 2021 healthcare costs**

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Dates and details for Healthy Actions opportunities (challenges, etc.), onsite wellness screenings, and registration for onsite wellness screenings will be announced. Dates are subject to change. Additional Healthy Action opportunities as well as other wellness offerings may take place throughout 2020. Please refer to the Participant Program Guide for more information on the items listed above. Please contact Wellness Program Coordinator Anna Rose at [arose@swgeneral.com](mailto:arose@swgeneral.com) for assistance with any questions.



## Complete your 2020 Wellness Screening with your Physician!

All Southwest General Wellness program participants may visit their own health care provider to complete the yearly wellness screening. Annual Well Visits are 100% covered by Southwest General's medical benefits with no copay if coded as an annual well visit. **By completing the screening with your health care provider and submitting your physician form to Southwest General Wellness, you will not need to screen at the onsite wellness screenings, and you will earn 1 Healthy Action point for your Annual Well Visit.**

When scheduling your appointment with your Primary Care Provider, make sure to indicate the exam is your Annual Well Visit to ensure the visit is coded correctly.

### Step 1: Complete Physician Form

The Physician Form is found on the Southwest General Wellness Portal in the "Resources" box, under "Forms" on your dashboard.

**Participants:** Complete Section 1 on the form. Be sure to complete the nicotine affidavit and sign the form.

### Step 2: Complete Your Annual Well Visit and Have Your Provider Complete the Form.

### Step 3: Submit Physician Form

Submit your completed, signed, and dated Physician Form to Wellness Coordinator Anna Rose via email ([arose@swgeneral.com](mailto:arose@swgeneral.com)), fax (440.816.5113), or interoffice mail (office C04). Results and points will be uploaded on a weekly basis.

**Deadline:** Physician results will be accepted from exams completed between January 1, 2020 and August 31, 2020. If you are unable to schedule with your physician, you may still participate in the onsite wellness screenings.

**Tip:** If you anticipate appealing any of your results, take an appeal form with you and have it completed at the time of your appointment. You may turn everything in at once! Participants will still have 30 days from the date of the exam to file any necessary appeals.

# Southwest General Wellness Portal

## Access Directions

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The Southwest General Wellness Portal may be accessed through any device that can connect to the internet (computer, tablet, smart phone). Once connected to the internet, enter **swgwellness.com** into a new browser, and click the “Sign in With Cerner Health” button. Follow the instructions below to access your Southwest General Wellness portal page.

### Existing Users

- Enter your email address or username and password you set up when you created your Cerner Health Account

Need help logging into the portal or forgot your password?

Call 888-252-8150

Questions about your wellness results or the program?

Email [help@swgwellness.com](mailto:help@swgwellness.com)

### New Users

- Under “I Need an Account,” enter your email address in the field box and click “Sign Up”
- Complete “Create an Account” Criteria
  - Create any username you wish
  - Create a password with 8+ characters, 1 capital letter, 1 number, and 1 symbol
- On the next page, enter your date of birth and Wellness ID (Employees: enter your 6-digit employee number. Spouses: enter 6-digit employee number plus “S” (ex: 123456S) and click “Submit”
- Complete your wellness profile according to the prompts. You may update it at any time
- Click the “Dashboard” link on the top right of the page to land on your personal wellness dashboard!

## Explore the Southwest General Wellness Portal



### Personal Health Assessment

By completing the PHA, you will receive a detailed personal health report as well as potential health risks identified for you.



### Review Your Results

Review your current and historical screening results and potential health risks. You are encouraged to share this information with your healthcare provider to better coordinate your preventive care.



### Review Your Earned Incentives

Review your earned wellness points. Check back often to make sure your Healthy Actions points are adding up!



### Health & Wellness Resources

Take advantage of the free exercise and nutrition trackers, as well as meal and exercise plans, and connect your own fitness tracker or app! You can also find information on 2018 Benefits, Employee Assistance Program, and other free resources.

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# HEALTHY ACTIONS

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## FAQs

- **What are Healthy Actions?**

This year, you will be able to earn wellness points to reduce your Southwest General employee healthcare contribution not only by participating in the annual wellness screening, but also by completing various Healthy Actions between September 1, 2019 and August 31, 2020. Covered spouses are invited to participate to earn points, as well. Healthy Actions are designed to encourage wellness throughout the year, and to reward participants for healthy habits already in practice.

- **How do I earn points for completing Healthy Actions?**

You may earn up to 6 points for completing Healthy Actions this year. Examples include completing annual preventive care exams (well visit, vision, dental, age/gender specific); participating in SWG Wellness Challenges throughout the year; or completing the Wellness Workshops on the Southwest General Wellness Portal. Refer to the 2020 Goals and Healthy Actions links on the Southwest General Wellness Portal for more examples.

- **Can I choose which Healthy Actions I'd like to complete?**

Yes! You can choose any combination of Healthy Actions to earn up to 6 points. For example, you may complete 2 challenges and 4 preventative care visits; or complete 6 workshops, etc. You may complete as many Healthy Actions as you'd like, but will earn a maximum of 6 points. Healthy Actions will continue to populate on your "Incentives" page on the Wellness Portal even after you've met the 6 point maximum. Participants are encouraged to complete as many Healthy Actions as they wish, but will only receive credit for 6.

- **Will Healthy Action points count towards my healthcare contribution as the biometric goals do?**

Yes. Participants may earn up to 11 total wellness points individually (22 total wellness points for those covering spouses). Of those 11 individual points, up to 5 may be earned by meeting biometric goals; and up to 6 may be earned by completing Healthy Actions.

- **What if I don't carry a spouse on my plan?**

Employee, Employee + Child, and Employee + Children coverage levels will receive an additional 11 points when the employee completes the wellness screening. For example, John has Employee Only coverage and earns 8 total points. He will have 11 points added to his total of 8 for a grand total of 19 points. The 19 points will determine the amount of his incentive. The additional 11 points are added after open enrollment closes.

- **Can my spouse complete Healthy Actions?**

Yes! Just as your spouse may take part in a screening, he or she may complete Healthy Actions this year to earn up to 6 points.

- **What if I am a new hire? Will I have to complete Healthy Actions this year?**

If you are hired before 7/1/2020, you may complete your biometric screening and 6 Healthy Actions.

If you are hired after 7/1/2020, you will not be asked to screen or complete Healthy Actions in 2020. You (and your covered spouse, if applicable) will be given the full 11 points each. You will then be asked to screen and complete Healthy Actions in 2021 for the 2022 benefit year. If you anticipate a status change in 2020 and will take benefits for 2021, please contact Southwest General Wellness at [help@swgwellness.com](mailto:help@swgwellness.com) for information and options to earn points.

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# HEALTHY ACTIONS

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## FAQs

- **What if I have had a preventative visit on another insurance plan since Sept. 1, 2019? Will it still count?**

Yes! You may submit an EOB or other document with the date and type of exam to SWG Wellness for credit for your preventive exam, similar to submitting an appeal. Submit your documentation to SWG Wellness via fax: 440.816.5113, attention: Anna Rose; or through inter-office mail: SWG Wellness, attention: Anna, office C04. All submissions for Healthy Action points completed by 8/31/2020 are due by 10/31/2020.
- **Will anyone know which Healthy Actions I've completed?**

No. Just as your wellness screening results are kept private, your Healthy Actions results will be kept private. You will be able to review all of your screening and Healthy Actions results on the "Incentives" page your dashboard on the Southwest General Wellness portal.
- **What if I can't take part in any of the listed Healthy Actions?**

If any of the wellness goals, including Healthy Actions, are unreasonably difficult or medically inadvisable, SWG Wellness will work with you and your physician to find an appropriate alternative. Please contact Anna Rose (arose@swgeneral.com) to discuss options.
- **What apps and devices connect to track steps?**

You may find a list of the compatible apps and devices on the SWG Wellness portal (swgwellness.com), under "Get Connected > Connect Your Fitness Tracker." Refer to the Mobile App and Device Sync instruction sheet on the employee intranet for specific instructions.
- **What if I have an Apple device?**

If you have an Apple device (Watch, Phone, etc.) you may track your steps via the Apple Health Kit and HealthyNow app. Refer to the Mobile App & Device Sync sheet on the Southwest General Wellness Portal for details.
- **What if I don't see my device listed?**

Our partner, Cerner Wellness, is continually reviewing new apps and devices to add to its activity tracking. Please send your suggestion to Anna Rose (arose@swgeneral.com) to be reviewed and forwarded to Cerner.
- **Can I still submit my step data for a point if my device or app isn't one of the portal-compatible ones?**

Yes! If you can submit verified proof indicating you met the 6000 step daily average, you can earn the point. Verified proof can be a screen shot, copy of the device manufacturer's app, or web site which displays your statistics. Contact Anna Rose (arose@swgeneral.com) for some options.
- **What if I am tracking my steps and forget to wear my device for a day or two?**

To earn a point for tracking your steps, SWG Wellness is looking for an overall daily average of 6000 steps. So, if you are averaging more than 6000 daily steps, you should not have a problem if you forget your device. If you are having issues with your device, please contact Anna Rose (arose@swgeneral.com) as soon as possible.
- **What are "verified fitness events?"**

If you have completed a timed race (running, cycling, etc.), fitness competition, etc., you may submit a copy of your results for a Healthy Actions point. You'll submit results to Southwest General Wellness, attention: Anna, similar to submitting an appeal. Via fax: 440.816.5113. Via inter-office mail: Anna Rose, office C04.



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# HEALTHY ACTIONS

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## FAQs

- **What if I have completed a Healthy Action that is only required every few years (mammogram, colonoscopy, etc.)?**

Healthy Actions are designed to keep you actively engaged with your own health and wellness throughout the year, each year. Participants who have completed Healthy Actions that carry specific timing on their requirements are asked to complete another Healthy Action in its place to earn a point or points.

- **How do I submit proof of completed Healthy Actions?**

Good news! Some Healthy Actions will be uploaded automatically! Preventive care visits, if covered under SWG insurance and coded as “preventive” will be uploaded monthly without participants having to submit documentation, with exception of some providers on the Cigna Dental DHMO plan.

If you have the Cigna DHMO plan, or your exam is not coded as “preventive,” or was covered under other insurance, you can still earn points by submitting an explanation of benefits (EOB) or other document with the date and type of exam listed to Anna Rose ([arose@swgeneral.com](mailto:arose@swgeneral.com), or fax to 440.816.5113). Workshop completion will be uploaded monthly, as well. Step trackers connected to the SWG Wellness Portal will be uploaded by SWG Wellness. Any other Healthy Actions submissions can be sent to Anna Rose at [arose@swgeneral.com](mailto:arose@swgeneral.com) or fax to 440. 816.5113. All Healthy Actions must be completed by 8/31/2020 and submitted by 10/31/2020. Any completed after 8/31/2020 will count towards the following year’s program.



# Screening Metrics

## Body Mass Index

Body Mass Index (BMI) is used as a screening to indicate whether a person is underweight, overweight, obese, or a healthy weight for their height. If a person's BMI is out of the standard healthy BMI range, their health risks may increase. Risks include heart disease, stroke, and diabetes. BMI values are age independent and the same for both sexes. Weight loss programs and a balanced and active lifestyle can help improve and maintain a healthy BMI.

## Blood Pressure

Blood pressure is the measure of the force of blood against artery walls. Blood pressure is one of the most important screenings, as high blood pressure, or hypertension, usually has no symptoms so it cannot be detected without being measured. High blood pressure greatly increases your risk of heart disease and stroke. A diet low in salt and not smoking are key factors in controlling blood pressure, but medications may also be utilized to manage blood pressure levels.



## LDL Cholesterol

LDL Cholesterol is often called the “bad” or “lousy” cholesterol, as it builds up in the walls of arteries and can lead to blockages. Blockages can cause other issues such as heart attacks and strokes. A diet low in saturated and trans fats paired with an active lifestyle can significantly improve your cholesterol levels. Again, medications may also be utilized to manage cholesterol levels.

## Hemoglobin A1c/Glucose

Hemoglobin A1c indicates average blood sugar levels over the course of 3 months. Elevated A1c levels increase the chance of developing Type 2 Diabetes, and other health issues like heart attack, stroke, kidney failure, vision problems, and numbness in the legs and feet. Healthy weight management, proper diet, and an active lifestyle can help prevent and even reverse the diabetes and its effects.

## Tobacco/Nicotine

Use of tobacco and nicotine products highly contribute to things such as cancer, emphysema, heart attack, and stroke. Quitting can significantly reduce the risk for severe health issues. Cessation programs and some medications can greatly improve the chances of quitting permanently.

# Frequently Asked Questions

## **What if I don't meet the wellness goals?**

Although we require the achievement of goals to earn discounts on employee healthcare contributions, there are other ways to qualify. If any of the goals are unreasonably difficult or medically inadvisable, Southwest General Wellness will work with you to find an appropriate goal. In addition, you may pass the goal based on improvement from a previous screening. If Southwest General Wellness has results from your previous screening event, improvement will be automatically calculated. If you make the noted amount of progress outlined in the alternative goals, you will earn the point(s).



## **What if I believe my results are incorrect?**

If your wellness screening results vary from a recent medical test or appear incorrect in any way, you may file an appeal. You will have 30 days from the date of your screening results posting to the Southwest General Wellness Portal to supply a new results from your physician. Please contact Southwest General Wellness ([help@swgwellness.com](mailto:help@swgwellness.com)) to obtain an appeal form.

## **What if I have a medical condition which prevents me from completing the screening, or I cannot meet the wellness goals or alternative goals?**

If you believe you should qualify for a medical exception, please contact Southwest General Wellness at [help@swgwellness.com](mailto:help@swgwellness.com) for assistance.

## **How will I receive my results?**

After you have completed your wellness screening, you will receive an email alerting you that your results and incentives are available on the Southwest General Wellness Portal for your review. At that time, you may review your results and earned incentives. At this time, you may file an appeal or appeals, if necessary. Your results are kept confidential and are not shared with your employer or other participants. Spouses are required to create their own accounts, and their results will not be shared with the employee.

## **Do I have to participate?**

The wellness program is voluntary. If you choose not to participate, you will forfeit the incentives applied to your employee healthcare contribution.

# Frequently Asked Questions

## **Does my spouse need to screen?**

Spouses are encouraged to screen. The program is voluntary, but if your spouse chooses not to screen, you will forfeit the incentives applied to your healthcare contribution.

## **Does my spouse have to complete Healthy Actions?**

Spouses are able to earn the same amount of points as employees, and Healthy Actions are included in that total. Spouses may participate in any activities offered to employees with regard to Healthy Actions. Please see the Healthy Actions page (page 4) in this guide for information on how Healthy Actions are submitted and applied.

## **Do dependent children need to screen?**

No, dependent children are not invited to participate in the wellness program.

## **Will my employer see my results?**

No. Southwest General Wellness is committed to your privacy and security. Your protected health information is kept private and never shared with your employer. Human Resources will only receive the number of points you and your spouse earn in order to correctly calculate your healthcare contributions.

## **Is this program legal?**

The Southwest General Wellness program is in compliance with the Affordable Care Act, ADA, GINA, and EEOC rulings and regulations. These regulations allow employers to adjust healthcare costs for those on the health plan who meet certain health goals.

Please contact Southwest General Wellness at [help@swgwellness.com](mailto:help@swgwellness.com) with any other questions.

# Notice Regarding Wellness Programs

## Notice Regarding Wellness Programs

This is a voluntary wellness program available to all benefit eligible employees and/or employees deemed eligible to participate by the employer. 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 Non-discrimination Act of 2008 (GINA), and the Health Insurance Portability and Accountability Act (HIPPA), 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 cholesterol and hemoglobin A1c. You are not required to complete the HRA or to participate in the blood test or other medical examinations that may be offered to you as part of this wellness program.

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. 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. Southwest General Wellness may use aggregate information it collects to design a program based on identified health risks in the workplace, Southwest General Wellness 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 individuals who will receive your personally identifiable health information are Southwest General Wellness and possibly your health insurance carrier in order to provide you with additional care management services under the wellness program as stipulated in your employer's health benefits plan.

Southwest General Wellness complies fully with the Privacy Policies of Southwest General Health Center, which can be found on [swgeneral.com](http://swgeneral.com).