



**Southwest
General**
Wellness



Program

Guide

2023 - 2024 Southwest General Wellness

Program Guide



Welcome to Southwest General Wellness

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. The more you participate in your own health and wellbeing, the more incentives you can earn in the program.

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 resources that promote awareness and help you take charge of and maintain your wellbeing.

The following pages outline the 2023-2024 Southwest General Wellness Program. You'll notice some changes this year. 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.



How to Participate

Participation in the Southwest General Wellness Program is as easy as 1, 2, 3! By participating, you'll make strides in your wellbeing journey and earn incentives on your healthcare costs.

Make sure to complete all your steps by December 1, 2023 to earn the maximum incentive.

Participation is voluntary, but eligible employees and spouses who do not participate will not earn incentives towards healthcare costs in 2024.

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

In 2023, all participants in the Southwest General Wellness Program will be asked to screen with their primary care providers by December 1, 2023. You can find the 2023 Physician Screening Form in this guide and on the Southwest General Wellness Portal. You can also review past screening results at any time on the Southwest General Wellness Portal by clicking on the "My Results" tab.

3

Complete Your Preventive Care

This year, participants in the SWG Wellness Program will be asked to complete a well visit with their PCP and preventive care exams by December 1, 2023. You can find a list of preventive care exams on page 6 in this guide or in the "Incentives" tab in the Wellness Portal. Any documentation should be submitted to SWG Wellness by December 31, 2023.

Southwest General Wellness Portal

Access Directions

The Southwest General Wellness Portal is accessible 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

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!



Need Help?

Get help resetting your password, logging in, or any other questions.

Call 888.252.8150

Questions about the Southwest General Wellness Program?

Email Wellness Coordinator
Anna Rose at
arose@swgeneral.com

Explore the Southwest General Wellness Portal



The SWG Wellness Portal is your hub for all things wellness. Keep track of your incentives and wellness results, stay in touch with your wellness coach, and take advantage of the free tools and resources to you motivated and healthy!



Southwest General Wellness Pathways

Introducing Southwest General Wellness Pathways! SWG Wellness Pathways are new in 2023 and encourage participants to live a healthy life by forging their own unique pathway to optimal wellbeing. This year, benefit-eligible employees and covered spouses will have options to qualify for incentives on healthcare costs in 2024.

In 2023, participants can qualify for one of two Pathways in the Southwest General Wellness Program. Participants will screen with their own providers this year and can complete any two preventive care exams by December 1, 2023. No onsite screenings will be held in 2023.

This year, participants will not need to meet any wellness goals in order to earn incentives in the SWG Wellness Program. Participants can earn incentives by completing an annual well visit with a primary care provider (Pathway 1) and completing at least two preventive care activities (Pathway 2).

Participants can earn incentives by completing either Pathway 1 or Pathway 2. Completing Pathway 2 will earn the greatest incentives toward healthcare costs in 2024. More information on incentive amounts will be announced later in 2023. Any documentation should be submitted to SWG Wellness by December 31, 2023.

What's Different?

Pathway 1

- Complete yearly annual wellness visit with primary care provider by December 1, 2023
- Annual well visit must include height, weight, blood pressure, cholesterol, and glucose

Pathway 2

- Complete yearly annual wellness visit with primary care provider by December 1, 2023
- Annual well visit must include height, weight, blood pressure, cholesterol, and glucose
- Complete 2 preventive care activities by December 1, 2023. See following page and FAQ in this guide for more details

The Southwest General Wellness program is voluntary, but participants who choose not to participate will be responsible for a greater contribution to healthcare costs in 2024. If the requirements are medically inadvisable or unreasonably difficult for you to achieve, there are other ways to qualify for the incentive. Contact Southwest General Wellness for options.

Pathways

Preventive Care Options

Participants wishing to qualify for Pathway 2 can complete any two preventive care exams by December 1, 2023 after completing their annual well visit.

Participants can complete any two of the following preventive care exams between November 1, 2022 through December 1, 2023 for credit in the Southwest General Wellness Program. Any documentation should be submitted to SWG Wellness by December 31, 2023.

Breast Cancer Screening

Cervical Cancer Screening

Colorectal Cancer Screening

Dental Exam

HealthyU

Skin Cancer Screening

Vaccine/Immunizations*

Vision Exam

Wellness Coaching Visits (3 or more)



*Vaccines including influenza, shingles, polio, measles, mumps, rubella, and tetanus are routinely recommended by provider based on age, health, or specific circumstances. Please visit the CDC Adult Vaccine Schedule for more information on recommended vaccines.

<https://www.cdc.gov/vaccines/schedules/hcp/imz/adult.html>

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 credit by submitting an EOB or other document with the date and type of exam listed to Anna Rose (arose@swgeneral.com, or fax to 440.816.5113). Any other submissions can be sent to Anna Rose at arose@swgeneral.com or fax to 440.816.5113. All well visits and preventive care exams must be completed by December 1, 2023 in order to be counted in the 2023 program year. All submissions are due to SWG Wellness by December 31, 2023.

Screen With Your Own Physician



All Southwest General Wellness Program participants can visit their own healthcare 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 your screening with your primary care provider, you'll earn Pathway 1 status as a participant in the Southwest General Wellness Program!

Please complete your screening by December 1, 2023.

Your annual well visit should include results for height, weight, blood pressure, cholesterol, and glucose. Please make sure to complete the top portion of the screening form (Section 1) and sign it. Your provider will complete and sign Section 2.

Submit Your Form:

Submit your completed, signed, and dated screening form to:

Anna Rose

Wellness Coordinator

Email: arose@swgeneral.com

Fax: 440.816.5113

Interoffice Mail: Office C04

Forms should be dated between 11/1/2022 and 12/1/2023 for credit in the 2023 SWG Wellness Program. Results will be uploaded on a weekly basis. Biometric data will be collected for reporting purposes. Protected Health Information will not be shared with your employer. Forms may be found on the SWG Wellness Portal and on the following page. Onsite wellness screenings will not take place this year.



Physician Screening Result Form

Southwest General Wellness 2023

Participant: Complete Section 1

Physician: Complete Section 2

SECTION 1—PARTICIPANT INFORMATION—PLEASE PRINT CLEARLY

Participant Date of Birth (MM/DD/YYYY)

Gender

 M F

Employee Number

Participant First Name

Participant Last Name

Address

Unit/Apt.

City

State

ZIP

Phone Number

Participant is:

 Employee Spouse

Participant Tobacco Affidavit: I have used tobacco/nicotine products in the past 90 days.

 Yes No

(Tobacco/nicotine products include cigarettes, cigars, e-cigarettes/vapes containing nicotine, chewing or pipe tobacco, or any other tobacco/nicotine product regardless of frequency or method of use.)

Participant Signature _____ Date _____

SECTION 2—PARTICIPANT RESULTS—For Physician/Office Staff Use

Total Cholesterol HDL TC/HDL Ratio .
Triglycerides LDL Glucose

Blood Pressure / Systolic
 / Diastolic

Height ft. in. Waist - in.
Weight lbs.

Pulse

For females only: Currently pregnant or pregnant in the last 12 months
 Yes No

Health Care Provider's Name: _____

Facility Name: _____

Physician's Signature: _____

Date of Exam: _____

Screenings completed by a healthcare provider between November 1, 2022 and December 1, 2023 may be submitted to Southwest General Wellness to provide results for yearly wellness screenings. Please fax completed and signed forms to Southwest General Wellness, attn: Anna Rose (440) 816.5113.

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 Nondiscrimination Act of 2008 (GINA), and the Health Insurance Portability and Accountability Act (HIPAA), as applicable, among others. If you choose to participate in the wellness program, you may 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 glucose. 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.

HealthyNow

HealthyNow is the companion app to the Southwest General Portal and is a great way to keep track of your incentives and screening results.

Download Instructions

1) Download the HealthyNow app for free on your Apple or Android device. 

2) Sign into your account on the Southwest General Wellness Portal (swgwellness.com)

3) Click the "Get the Mobile App" button on your dashboard.

4) Under "Login Information," enter your cell phone number, create a 4 digit PIN, and select your carrier.

5) On your device, open the HealthyNow app and enter your phone number, PIN, and portal code "SWGeneral"

You're ready to get tracking!



Forgot your PIN?

Log into your account on the SWG Wellness Portal and update it at any time



Program FAQs

What are Pathways? Do I have to participate?

We recognize each individual participant has their own pathway to wellbeing. This year, we are evolving our program to allow participants to seek care and stay healthy in a more individual way. Southwest General Wellness Pathways are options for benefit-eligible employees and covered spouses to earn incentives in the Southwest General Wellness Program.

The Southwest General Wellness Program is voluntary, but if you do not participate, you may not qualify for incentives on your healthcare costs.

How do I qualify for each Pathway?

Benefit-eligible employees and covered spouses can qualify for a Pathway simply by completing all of the requirements for that Pathway. These include well visits and preventive care. The more employees and spouses participate in their own health, the greater incentive they can earn.

Do I have to meet any wellness goals this year?

This year, participants in the program will not be asked to meet any specific wellness goals, just complete an annual well visit for your screening. Well visits should include height, weight, blood pressure, cholesterol, and glucose. Participants will submit physician screening forms to Southwest General Wellness and biometric data will be collected for reporting purposes only.

Will my covered spouse participate in the program? What about my covered dependents?

Yes, if your spouse will be on the medical plan in 2024, they will be asked to complete a well visit and as many of the Pathways requirements they wish to qualify for an incentive. Child dependents do not need to participate in the 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 Pathway you and your spouse earn (if applicable) in order to correctly calculate your healthcare contributions. Biometric screening data collected will be aggregated into reporting to review health trends within the population.

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.

What if my spouse and I complete different Pathways? What will our incentive be?

Options are available to earn incentives based on employee and spouse participation in the Southwest General Wellness Program. Information on incentives will be made available later in 2023.



Program FAQs

What if I am a new hire? Can I qualify for a Pathway?

If you are hired before 7/1/2023, you may complete requirements to qualify for any Pathway you wish.

If you are hired after 7/1/2023, you will not be asked to qualify for any Pathways. You (and your covered spouse, if applicable) will be given the Pathway 2 incentive. You will then be asked to qualify for a Pathway in 2024 for the 2025 benefit year. If you anticipate a status change in 2023 and will take benefits for 2024, please contact Southwest General Wellness Coordinator Anna Rose at arose@swgeneral.com for information and options to earn credit.

Do I need to submit anything for my preventive care or well visit?

Well Visits: Participants should submit a physician screening form completed by 12/1/2023. It may be emailed/scanned to Wellness Coordinator Anna Rose (arose@swgeneral.com); faxed to 440.816.5113; or interoffice mailed to office C04.

Preventive care: If you use Southwest General's insurance, and your preventive care exam is within the recommended timeframe, it will be carried over for you! Otherwise, if you have a preventive care item that is due and you complete it using SWG's insurance, confirmation will come over on a file 30-60 days after your exam is completed. If you had a preventive care item completed on other insurance, but it is still within the program timeframe, you may submit proof it was completed for credit. Any documentation needed should be submitted to SWG Wellness by December 31, 2023.

How will I know when things are added?

Items submitted directly to WC Anna Rose will be uploaded weekly. You will receive an email letting you know results and/or credit have been added to your account. Preventive care exam credit is updated monthly based on files from insurance providers and an email will be sent out once the uploads are completed. You may review your journey through the Pathways in the SWG Wellness Portal in the "Incentives" tab.

What if I can't take part in any of the listed requirements?

If any of the requirements 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 if I have another question?

Contact Wellness Coordinator Anna Rose at arose@swgeneral.com or x5936 for help.