

## Frequently Asked Questions

### ELIGIBILITY

Is the Wellness Rewards program free?

Yes, the Wellness Rewards program and the rewards are paid for by Linn County as part of the wellness program offerings. It is FREE to all benefit-eligible employees.

Which employees are eligible to participate in the Linn County Wellness Rewards program?

All benefit-eligible employees are encouraged to participate. This includes those on the Linn County health plan and those who have waived coverage.

I am a new employee, when do I become eligible for the Wellness Rewards program?

To be eligible for the Wellness Rewards program, a participant must be a “benefit-eligible” employee currently on payroll. Points are not prorated for new employees, but you can start participating at any time.

What if I leave the company or retire?

You will no longer be eligible for the program or the incentives. You must be an active benefit-eligible employee to participate and earn incentives.

### PRIVACY

Is my health information confidential? Who has access to it?

Health Solutions securely protects your data according to the Health Insurance Portability and Accountability Act (HIPAA) and all required federal privacy regulations. Personal health information is private and confidential, and as a result, will never be provided to Linn County.

### EARNING/TRACKING WELLNESS REWARDS POINTS

How do I know if I am eligible for Health Coaching?

- Critical clinical values or chronic condition results outside of the recommended range, based on national standards
- Metabolic Syndrome – three out of five results outside of the recommended range: Blood Pressure, Blood Sugar, Triglycerides, HDL Cholesterol & Waist Measurement (if waist is not available, BMI under 30 is the target)

Where can I find the activities completed within the pillar, and how can I tell which activities I have already completed?

On your wellness portal, your current activities are displayed in the left column, second box titled “Steps to Complete.” Click the appropriate tab to see a list of activities available. Activities with a green check mark reflect that the activity is completed.

Where can I find my Wellness Points total, and how can I tell which activities I have already completed?

On your wellness portal, your current reward total is displayed in the right column, first box titled ‘Earned Incentive.’ Click ‘More’ to see a list of activities already completed.

How do I enroll in a new activity?

Expand the Action Plans, Challenges, and Events boxes to view activities that are currently available. Select the activity you would like to complete and review the requirements to earn credit.

How often should I track my Wellness Rewards points?

You should log your points on a regular basis. You *must* log your points by the last day of the program year.

- Last date of the program: JUNE 30, 2022

I do not have a computer, so how can I track my activity?

You can track your activity and earned incentive by using your personal smart phone or tablet. Linn County Human Resources has a kiosk available for use as do several other departments. Call HR (892-5120) to find out where to locate kiosks.

### Questions?

Contact a member of the Health Awareness Team or  
Health Solutions at 888-362-5920 or by email  
info@hsi-rx.com

## EARNING/TRACKING WELLNESS REWARDS POINTS

What verification is needed to claim points, and how do I submit verification?

Verification can include, but is not limited to:

- Proof of completion/purchase/activity participation
- Explanation of Benefits
- Clinical Visit Summary
- Timecard/attendance sheet

To submit verification, you will upload your documentation when recording completion of the activity. You will not be able to record completion of an activity without loading verification. Health Solutions will monitor verification documentation to ensure proof has been provided.

How do I earn the Healthy Outcomes points?

Participants who have healthy screening results will automatically be rewarded the Healthy Outcomes points. Individuals with high risk screening results or Metabolic Syndrome do not receive points for Healthy Outcomes.

Where do I enter my screening or Health Form data?

Your screening data will be automatically loaded in the wellness portal after completing an on-site health screening, submitting a Health Form, or going to Weland Labs.

Do I have to complete a screening to be eligible for the Wellness Rewards points?

To qualify for the wellness incentives, you must complete a screening (onsite, at Weland Labs, or by submitting a Health Form) and consultation appointment with a health coach, if invited. Completion of these steps awards you \$150 (to be paid in October 2021) and 150 points. Complete these steps to be eligible for the additional incentives available on page 2.

## FITNESS TRACKING

How do I sync my fitness device to track my physical activity?

To sync your fitness device, please follow the directions below:

- In the top-right corner, select 'Menu' then 'Fitness Devices'
- Find the fitness tracker that matches your device, select 'Connect'
- Enter your log-in information for the tracker and follow the guided syncing instructions

Once your device syncs with the app on your phone, it will update the data to the portal. Your device **must** sync with the app prior to giving you credit for steps within the portal. If your device is not syncing with the portal at any time, please unregister and re-register your device. Sample supported devices are listed below. See your wellness portal for the most complete list of devices.

- BeWell Connect
- Bolt Health
- Fitbit
- Garmin Connect
- iHealth
- Lumo
- Misfit Wearables
- Apple Watch – Please reference the Resource section on the wellness portal
- Misfit Wearables
- Moveable
- Omron Wellness
- Polar
- TomTom MySports
- Withings
- Yoo

If I do not have a fitness device, can I still be rewarded for my activity?

You can still be rewarded for your activity by entering your minutes of activity or your steps! You can also earn points by completing fitness center visits and/or completing fitness classes.

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