

Thrive On Hello Happy Campaign Frequently Asked Questions

1. What is Hello Happy?

Hello Happy is Thrive On’s newest wellness incentive program. Earn points by completing activities. When you’ve reached 100 points, you are rewarded with a \$100 gift card. This year, both you and your spouse or domestic partner are eligible to participate!

2. What are the dates I can participate?

Hello Happy begins September 3, 2014 and runs through August 21, 2015. Points can be earned during this time. Health screenings completed from June 24, 2014 through August 21, 2015 will count toward the incentive.

3. Who can participate?

Benefits eligible employees can participate in the program and earn the \$100 incentive. Spouses and domestic partners *covered* under an employee’s medical benefits are also eligible to earn their own \$100 gift card.

4. What activities earn points?

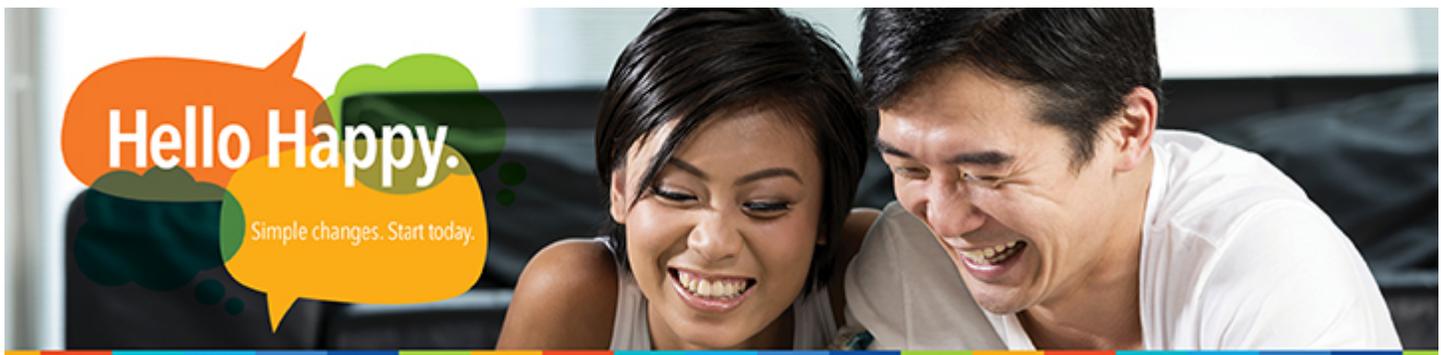
Pick and choose from the following list of activities. You must complete a health risk assessment (HRA) and health biometric screening – that gets you halfway to 100 points! Earn the remaining 50 points by completing any of the other activities listed below.

ACTIVITY DESCRIPTION	POINTS PER COMPLETION	MAXIMUM POINTS YOU CAN EARN	HOW TO REPORT ACTIVITY
Complete the health risk assessment (required) *	25	25	Automatically Reported*
Complete a health screening (required)	25	25	
Complete the Challenge	25	25	
Complete three calls with a health coach	25	25	Self report on the StayWell website https://thriveon.staywell.com
Complete a physical exam	25	25	
Complete a dental exam	10	20	
Participate in a fitness activity	3	15	
Attend a lunchtime lecture	3	15	
Participate in a community sponsored event	3	15	
Receive a flu vaccine	5	5	
Attend the How to Make Your Benefits Work for You class	5	5	

* Must use Health Care Provider Form if health screening is performed by your primary care physician.

5. Why is the Health Risk Assessment (HRA) and health screening required?

These two activities help you become aware of your health risks. The results of the HRA and screening can also be used to identify program recommendations for you. For example, if your health screening shows an elevated blood pressure, StayWell may recommend a program focusing on managing your blood pressure.



6. How do I complete the Health Risk Assessment (HRA)?

Complete the HRA from any computer by logging on to <https://thriveon.staywell.com>. If you already have a user name and password, enter where directed. If you are new to the site, follow the steps for a new user.

7. What is a health biometric screening and will it hurt?

A health or biometric screening is a measurement of some of your most vital statistics: blood pressure, cholesterol, triglycerides, blood glucose, etc. The nurse will “prick” your finger to obtain a very small amount of blood to run the tests. This data is ‘plugged into’ your HRA and used to identify areas where you could benefit from health coaching or wellness programming. It is *NEVER* used against you, only to help you and remains confidential.

8. I obtained a worksite health biometric screening just before the program started. Does this count?

Yes. Health biometric screenings completed from June 24, 2014 through September 2, 2014, will count toward the incentive even though they are outside of the program dates. Wait 2-4 weeks for your biometric screenings to appear in your HRA.

9. What if I complete a health biometric screening with my physician?

Good for you – an annual exam with your primary care physician and a biometric screening earn you 50 points toward your \$100 reward! Ask your provider to complete a Health Care Provider Form and submit it to Rite for You at: reports@riteforyouwellness.com or fax to 844-379-7494. Download a form on the BeWell website at <http://bewell.franklincountyohio.gov/>.

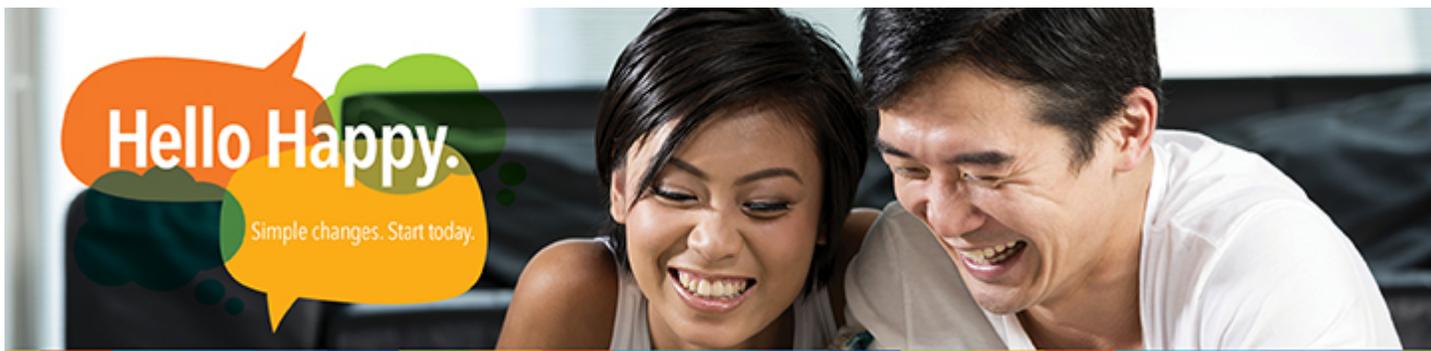
10. How do I call a health coach?

Connect with a health coach by calling the StayWell HelpLine at 855-719-1908. StayWell coaches may reach out to you and invite you to be coached!

11. What is the challenge?

In the fast-paced world we live in, we often fail to take a little time to LOL. That’s LIVE Out Loud, and LOL’ing means making time to do the things that put you in a great state of mind. Activities like exercise, connecting with friends, working on a hobby or playing with your children go a long way in establishing an LOL routine. Register for the LOL Team challenge now through Friday, May 8th at: <https://www.mywellsite.com/tavihealth/RiteForYou>. LOL Team Challenge begins Monday, May 4th and ends Friday, June 12th. Members of LOL Teams with an average over the challenge of 3,000 points or more will each win a \$25.00 gift card. If you have already received 25 points for the Great River Road Race you can still participate in LOL and earn the gift card. You will not earn another 25 points for completing LOL.

To learn more call Thrive On at 614-525-3948 or email ThriveOn@franklincountyohio.gov.



12. What can be counted as a physical or dental exam?

Any routine wellness visit with your primary care physician or OB/GYN will count toward your annual physical. If you are visiting for a sick appointment, we would prefer that you not count that toward your reward. Dental exams typically include a routine cleaning and exam and are recommended twice a year.

13. When and where are the onsite fitness classes held?

Check out the fitness schedule posted on the BeWell website at <http://bewell.franklincountyohio.gov/>. To learn more or to schedule a class, call Thrive On at 614-525-3948 or email ThriveOn@franklincountyohio.gov.

14. What lunchtime lectures are being offered? Do I need to register to attend?

Lunchtime lectures are held periodically throughout the year. Dates and locations are posted on the BeWell website at <http://bewell.franklincountyohio.gov/>. We would like you to register so we can plan for space, but we won't turn anyone away! To learn more or to schedule a lecture, call Thrive On at 614-525-3948 or email ThriveOn@franklincountyohio.gov.

15. What types of events count toward the community events activity?

Hello Happy promotes not only good physical health, but good emotional health as well ... so not all events are fitness-driven. Some just make you happy! Below are examples of events that we feel meet the requirement. Use your best judgment and if you have questions, call or email Thrive On.

- | | | |
|--|---|---|
| - Participate in a fitness event, i.e. marathon walk/run or fitness expo | - Visit a zoo, museum or similar destination, i.e. COSI, Franklin Park Conservatory, Rock 'n Roll Hall of Fame, Walt Disney World, etc. | - Attend or join in a parade or holiday celebration, i.e. local fireworks display, holiday light show, etc. |
| - Volunteer for a community event | - Attend a county fair | - Volunteer at a local animal shelter |
| - Visit a historical village or metro park | - Go zip lining, horseback riding or canoeing | - Visit an art gallery |
| - Go to a farmers market, festival or concert | - Act in or attend a musical or play | - Go to an auto show |
| - Attend a convention of your favorite hobby | - Take a cooking class | - Attend a local sporting event |
| - Take a knitting class | - Volunteer at a local school | - Join a book club |

16. Do I have to get a flu vaccination at work?

No. You have multiple options for getting a flu shot. Shots obtained at worksite clinics and at in-network pharmacies are covered 100%. If you obtain a shot from your physician or at a minute clinic, you may be responsible for the office visit co pay. Call ahead and find out what your cost will be.

17. What is the “Making Your Benefits Work for You” class? How do I schedule into it?

The Making Your Benefits Work for You class is a combined effort of the Benefits and Risk Management Department and the Human Resources Training Department. It is a great way to learn how to get the most out of your County health and life benefits. To register, send an email to training@franklincountyohio.gov with your name, agency, job title, email address, phone number, supervisor’s name/email address and the date of the workshop you would like to attend (typically held Monday afternoons). You can also register online at <http://www.franklincountyohio.gov/commissioners/hr/training/>.



18. How do I report when I've completed an activity?

All activity will be tracked at <https://thriveon.staywell.com>. HRA, challenges and biometric screening points are automatically reported. Wait 2-4 weeks from the date of your screening for your points to appear. We use the honor system for reporting all other activity. Go to <https://thriveon.staywell.com> to self-report your activity.

19. When and how do I receive my \$100 gift card?

Rewards are issued within 4-6 weeks of meeting your 100 point goal! If a valid email is on file for you, Hallmark Business Connections will email a notice of your award with instructions on how to redeem your gift card. If an email address is not available, notification will be mailed to your home address.

20. Do I pay taxes on the incentive?

Yes. Gift cards are considered taxable income.

21. Who is StayWell?

StayWell is a health management company. They are contracted by the County to promote and manage Thrive On wellness programming and incentive activity.