ThriveOn
Your Health and Wellness Program

2021 Frequently Asked Questions

Each one of us is responsible for our own healthy behavior. The ThriveOn wellness program encourages you to know your health status and supports you to make changes to optimize your health and well-being.

If you have any questions or concerns, please call 1 (888) 255-0162.

Your 2021 ThriveOn Program
Wellness Your Way
- Online Health Assessment and Annual Preventive Exam
- Biometric Screening
- Well-Being Activities
- Gym Membership Reimbursement

Incentive details
- How do I receive my incentives?
- Who is eligible to earn incentives?
- Where do I track my incentives?

YOUR 2021 THRIVEON PROGRAM

1. **Who is our partner?**
   ThriveOn is partnering with OhioHealth Employer Services (OHES) to provide our wellness services. OHES provides online health assessments, biometric screenings, health coaching, onsite and virtual wellness programs, team and individual wellness challenges and flu vaccines as part of your ThriveOn wellness program.

   This partnership does not impact your choice of providers under your health plan (United Healthcare). It is in no way a suggestion to use OhioHealth providers when seeking healthcare nor does it limit your ability to seek care from non-OhioHealth providers.

2. **Do we have a new ThriveOn web portal?**
   No – it is the same portal as last year, fccThriveOn.com, powered through WebMD.

3. **Do I need to create a new username and password?**
   No! If you created one previously, you can use your same information. If you did not create one previously, follow these instructions to create an account on the portal:
   - Visit fccThriveOn.com and click **"Create an account."**
     Registration ID: Enter the first **7 letters** of your last name followed by your date of birth (MMDDYYYY). **Note: Spouses/domestic partners need to create their own accounts using their own name and DOB.**
   - Example: *If your last name is Anderson and your date of birth is May 21, 1980, you would enter Anderso05211980. If your last name is shorter than 7 letters, enter your full last name followed by your date of birth (MMDDYYYY).*
   - Answer the corresponding profile questions, read and agree to the Privacy Policy and click Go.

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4. **Is my health information confidential?**
   Yes! Your privacy is important to us. OhioHealth and WebMD comply with all federal and state privacy laws, rules and regulations to ensure your privacy is protected. Your personal information is only used as described in the privacy statements available on the web portal.

5. **Is there a mobile app?**
   Yes! To download the app, follow these instructions:
   - Download the WebMD '*Wellness At Your Side'* Mobile App from App Store or Google Play.
   - Enter your connection code on the first page.
     - Your connection code is **ohwellness.**
     - If you have not previously created an account, click on "Create an Account" and follow the instructions in Question 3.

WELLNESS YOUR WAY (formerly 4 for $300 program)

Wellness Your Way (formerly 4 for $300) is a new incentive program that allows you to choose your own path for living healthy and achieving personal goals, while earning incentives along the way.

1. **Why Wellness Your Way?**
   We redesigned the incentive program and created Wellness Your Way to allow employees and spouses to choose how they participate in wellness. The redesign also allows for members to engage in wellness year-round!

2. **Does the 4 for $300 program still exist?**
   No. The Wellness Your Way program replaces the 4 for $300 program.

3. **How is the new Wellness Your Way program different from our previous 4 for $300 program?**
   Instead of completing all four steps to receive $300 and a reduced deductible, the new Wellness Your Way program is designed so you can choose how you participate. You can complete one incentive, a few incentives or all of the incentives. And you can complete them in any order you like. We encourage you to complete all of the wellness incentives, but it is not required.

4. **Who is eligible to participate?**
   If you are a benefits-eligible employee or benefits-enrolled spouse/domestic partner, you are eligible to participate in the Wellness Your Way activities and earn incentives.

5. **What are the incentives and activities for the Wellness Your Way program?**
   Incentives are earned as each wellness activity is complete. You must be registered and track all activities at fccThriveOn.com to earn incentives.

Wellness Your Way

COMPLETE ONE INCENTIVE OR ALL INCENTIVES – YOU CHOOSE WHAT YOU EARN!

You must be registered and track all activities at fccThriveOn.com to earn incentives.

COMPLETE AN ONLINE HEALTH ASSESSMENT AND PREVENTIVE EXAM

Earn: $300 deductible reduction in 2022 | **Deadline:** August 31, 2021

1. Complete your Online Health Assessment.

+ Visit fccThriveOn.com.
  - **Returning users:** Sign in with your username and password.
  - **New users:** Click "Create Account" and follow the prompts.
+ Once logged in, click "Health Assessment" to begin.

AND

2. Complete an in-person or telehealth annual preventive exam with your primary care provider.

+ Exams from September 1, 2020 through August 31, 2021 are accepted.
+ No forms needed to earn credit for your preventive exam.

Note: there could be a several month lag between your visit and completion shown on the portal.

EMPLOYEE AND ENROLLED SPOUSE/DOMESTIC PARTNER MUST COMPLETE BOTH ACTIVITIES TO EARN THE DEDUCTIBLE REDUCTION.

COMPLETE A BIOMETRIC SCREENING (THREE OPTIONS)

Earn: $200 | **Deadline:** December 31, 2021

+ **AT WORK:** Biometric Screenings are offered at various work locations. Onsite events may be limited and will only be conducted when and where they can be done safely. Visit fccThriveOn.com to see availability and to schedule an appointment.
+ **AT YOUR PHYSICIAN'S OFFICE:** Download the Biometric Screening form from fccThriveOn.com, take it with you to your appointment and submit the completed form by the deadline.
+ **AT A WORKHEALTH LOCATION:** Download the Biometric Screening form from fccThriveOn.com and schedule an appointment at any OhioHealth WorkHealth location. Visit OhioHealth.com/WorkHealth to find a location near you.

COMPLETE UP TO 4 WELL-BEING ACTIVITIES

Earn: Up to $200 ($50 per activity) | **Deadline:** December 31, 2021

Learn more about each activity at fccThriveOn.com.

+ Meet 3/5 Healthy Biometric Targets.
+ Complete the Beyond Your Wellness Vision Workshop (virtual).
+ Get a mammogram, pap smear and/or colonoscopy.
+ Complete 2 Financial Wellness courses (virtual).
+ Complete 2 Health Coaching sessions (virtual).*
+ Complete 2 Culinary Coaching sessions (telephonic).*
+ Complete a meQuilibrium resiliency skill bundle (virtual).
+ Complete a Healthy Lifestyle program (virtual).*
+ Complete Urban Zen 2.0 (virtual).
+ Complete a Quarterly Challenge (virtual).*
+ Complete 2 visits with Nurse Vickie (telephonic).*
+ Complete a Daily Habits program (virtual).*
+ Get a flu vaccine through ThriveOn or the health plan.
+ Participate in the Franklin County 5k & ThriveOn Challenge.
+ NEW! Get your COVID-19 vaccine.

*Complete these activities up to two times each for a total of $100.

EARN GYM MEMBERSHIP REIMBURSEMENT

Earn: Up to $75 per quarter ($25 per month) | **Deadline:** Varies by quarter

Visit a gym or utilize your at-home/virtual membership on at least 8 different days each month and receive up to $25/month toward the cost of your membership. Documentation of attendance and payment required. One reimbursement per household (except households with two employees). **Visit gymreimbursement.franklincountyohio.gov to learn more.**

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Complete your Online Health Assessment
AND
Complete an in-person or telehealth annual preventive exam with your Primary Care Provider
Earn: $300 Deductible Reduction for 2022
Deadline: August 31, 2021

1. **Do I need to complete both items to earn my reduced deductible?**
   Yes. A reduced deductible is awarded for completing the Online Health Assessment AND getting an annual preventive exam with your Primary Care Provider. If only one item is completed, you will not receive the reduced deductible.

2. **Does my spouse/domestic partner also need to complete both items to earn a reduced deductible?**
   Yes. If a spouse/domestic partner is enrolled in the health plan, both the employee and spouse/domestic partner must complete the Online Health Assessment and the annual preventive exam by the August 31, 2021 deadline to receive the deductible reduction for 2022. If both employee and spouse/domestic partner are enrolled in the health plan, but only one completes the incentive, no one in the family earns the deductible reduction.

3. **What is the Online Health Assessment?**
   The Online Health Assessment takes approximately 10 minutes to complete. It asks a series of questions related to your diet, exercise, sleep, medical history and lifestyle to create a roadmap toward a healthier life. It is one of the simplest ways to identify the things you are doing well and the areas where your health behaviors could improve. Your assessment is completely confidential and is not released to your agency or the Benefits & Wellness Department.

4. **How do I complete the Online Health Assessment?**
   You will need to utilize the web portal to complete your Online Health Assessment. If you haven't already created an account for the portal, follow the registration instructions provided on page 1. Once in your portal, click on "Health Assessment" to begin. You are encouraged to complete your health assessment as soon as possible to take full advantage of the ThriveOn programs and resources available to you.

5. **Can I take the Online Health Assessment on my mobile device?**
   Yes! Follow the instructions on page 2 to access the health assessment on your mobile device.

6. **Does my primary care provider (PCP) need to be an OhioHealth physician, physician assistant or nurse practitioner?**
   No, you can visit the PCP of your choice (physician, nurse practitioner or physician's assistant).

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7. **What counts as an annual preventive exam?**
   An annual preventive exam is a periodic comprehensive evaluation that may include past medical and family history, complete physical exam, routine blood work, review of medications and more. We recommend having a discussion with your provider to ensure that the exam you are receiving will be billed as an annual preventive exam

8. **What should I do if I don't have a primary care provider?**
   If you do not currently have a primary care provider please contact Nurse Vickie at Vickie_yowell@uhc.com or 614-208-1608. She can assist you in finding a provider that meets your needs.
9. **Do I need to bring anything to my annual preventive exam?**
   If you are also getting your Biometric Screening during your annual preventive exam, you must bring the Biometric Screening form to your appointment. Download the form at fccThriveOn.com.

10. **Do I need to submit proof that I had my annual preventive exam?**
    If you are enrolled on the health plan, you do not need to submit anything additional to get credit for this step. If you are not enrolled in the health plan, you will need to submit a form from your PCP to verify this step. This form and instructions on how to submit it can be found on fccThriveOn.com

11. **When will my annual preventive exam show as completed on the portal?**
    OhioHealth will give you credit on the portal once the claim is submitted by your provider and processed by United Healthcare. Please note that due to processing time, it may take several months for credit to appear on the portal.

Complete a Biometric Screening
Earn: $200 incentive
Deadline: December 31, 2021

HINT: You can complete your biometric screening for $200 and earn credit toward your reduced deductible by completing your annual preventive exam with your PCP at the same time!

1. **What is a Biometric Screening?**
   A Biometric Screening measures some basic physical characteristics like your height and weight, blood pressure, blood sugar and cholesterol levels, as well as several other health indicators. It provides a current snapshot of your overall health and wellness and identifies potential health conditions such as diabetes, heart disease or hypertension that could develop down the road.

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2. **Where and when can I get a Biometric Screening?**
   You have three options for completing a Biometric Screening:

   1. **ONSITE AT WORK:** Biometric Screenings are offered at various onsite work locations. Schedule an appointment through the web portal at fccThriveOn.com. You do not need to bring anything with you. You do not need to submit any forms. Keep in mind that due to COVID-19, onsite biometric screenings will only be offered when and where they can be done safely.

      What can I expect at an onsite screening?
      Onsite screenings are conducted by OhioHealth clinicians and take about 15-20 minutes from start to finish. The clinician performs a quick finger stick to draw a sample of your blood. Fasting is recommended, but not required prior to your screening appointment.

      The blood sample screens for:
      - Glucose
      - A1C (if deemed necessary)
      - Total Cholesterol
      - HDL (Good Cholesterol)
      - LDL (Bad Cholesterol)
      Triglycerides

      Necessary body measurements taken are:
      - Height
      - Weight
      - Body Mass Index (BMI)
      - Waist Circumference
      - Blood Pressure

   2. **AT YOUR PHYSICIAN'S OFFICE:** Schedule a routine visit with your primary care provider (PCP).

   3. **AT ANY OHIOHEALTH WORKHEALTH LOCATION:** To find a WorkHealth location near you, visit OhioHealth.com/WorkHealth. Schedule an appointment by calling the WorkHealth scheduling office at (614) 566.9675. This option is similar to visiting a lab.

      If you intend to complete a Biometric Screening with your PCP or WorkHealth, download the Biometric Screening Form from fccThriveOn.com and take it with you to your appointment. Follow the instructions provided with the form. You are responsible for making sure that all required forms are submitted by the deadline.

3. **When will my screening results appear in my portal?**
   Your results post to your web portal within 15 business days of your onsite screening date. If your screening results are submitted on a Biometric Screening form by your primary care provider or WorkHealth, your results appear in your portal within 15 business days of OhioHealth receiving your screening form. A notification is sent when the results are posted.

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Complete up to 4 Well-Being Activities
Earn: up to $200 incentive ($50 each)
Deadline: December 31, 2021

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1. What are the well-being activities and how do I complete them?

Almost all of the well-being activities can be done from the comfort of your own home. Visit fccThriveOn.com to learn more about each activity, requirements and how to register.

- Meet 3/5 Healthy Biometric Targets (based on your biometric screening results)
- Complete the Beyond Your Wellness Vision Workshop (virtual)
- Get a mammogram, pap smear and/or colonoscopy
- Complete 2 Financial Wellness courses (virtual)
- Complete 2 Health Coaching sessions (virtual)*
- Complete 2 Culinary Coaching sessions (telephonic)*
- Complete a meQuilibrium resliency skill bundle (virtual)
- Complete a Healthy Lifestyle program (virtual)*
- Complete Urban Zen 2.0 (virtual)
- Complete a Quarterly Challenge (virtual)*
- Complete 2 visits with Nurse Vickie (telephonic)*
- Complete a Daily Habits program (virtual)*
- Get a flu vaccine through ThriveOn or the health plan
- Participate in the Franklin County 5k & ThriveOn Challenge
- NEW! Get a COVID-19 vaccine.

*complete these activities up to two times each for a total of $100.

2. What are the biometric targets?

- Blood pressure – less than 130/85
- Glucose – 60-100 mg/dl (fasting) or <140 mg/dl (non-fasting)
- HDL cholesterol – men: 40 or above, women: 50 or above
- Triglycerides – less than 150 mg/dl
- Waist circumference – men: 40” or below, women: 35” or below
  Note: healthy biometric targets are defined by Metabolic Syndrome.

3. What if I only meet 1 or 2 of the healthy biometric targets?

If you do not meet 3 of the 5 healthy targets, simply complete any of the other well-being activities listed to earn incentives.

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Gym Membership Reimbursement
Earn: up to $75 per quarter ($25 per month)
Deadline: varies per quarter

1. **How do I earn reimbursement for a gym membership?**
   Visit a gym or utilize your at-home/virtual membership on at least 8 different days each month and receive up to $25/month toward the cost of your membership. Documentation of attendance and payment required. One reimbursement per household except households with two employees (i.e. spouses, parent/dependent child). Visit gymreimbursement.franklincountyohio.gov for more information and to submit your reimbursement request.

INCENTIVE DETAILS

1. **Incentive Payout Guidelines**
   Please keep these two criteria in mind in regards to issuing incentive payouts:
   - ThriveOn cannot issue incentive payouts to anyone who is not in an active payroll status.
   - Incentive payouts are made on a pre-determined schedule throughout the year. ThriveOn cannot issue incentive payouts ahead of schedule.

Incentive	Activity Completion Dates	Payout Date
• Q1 Gym Membership • Wellness Your Way	1/1/2021 – 3/31/2021	5/21/2021
• Q2 Gym Membership • Wellness Your Way	4/1/2021 – 6/30/2021	8/13/2021
• Q3 Gym Membership • Wellness Your Way	7/1/2021 – 9/30/2021	11/19/2021
• Q4 Gym Membership • Wellness Your Way	10/1/2021 – 12/31/2021	2/11/2022

2. **How do I receive my incentives?**
   ThriveOn program incentives are paid periodically throughout the program year through payroll. Depending upon when the activity was completed, it can take several months to be paid. Incentives for spouse/domestic partner activity is paid through the employee payroll. All incentives awarded through the ThriveOn program are taxed as normal income.

3. **Who is eligible to earn incentives?**
   FCC employees who are benefits-eligible can participate and earn incentives. Spouses/domestic partners must be benefits-enrolled to participate in any ThriveOn incentive programs.

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4. Where do I track my Wellness Your Way activities and incentives?

In order to earn any incentives this year, you must be registered on the ThriveOn wellness portal (fccThriveOn.com). After signing in, click on "Incentives" at the top of the screen, then click "Earn Now" to learn more and track each incentive. You can access this site from any mobile device, tablet, laptop or computer.

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