



2024 Frequently Asked Questions

The ThriveOn Wellness Your Way 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, please call 1 (888) 255-0162. Click the following links to go directly to a specific section.**

YOUR 2024 THRIVEON PROGRAM

WELLNESS YOUR WAY

- [Online Health Assessment and Annual Physical \(Reduced Deductible\)](#)
- [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 2024 THRIVEON PROGRAM

1. Who is our partner?

ThriveOn is partnering with OhioHealth Employer Solutions (OHES) to provide our wellness services. OHES provides online health assessments, biometric screenings, health coaching, onsite and virtual wellness programs, 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 portal?

No - It is the same portal as last year, fccc.thriveon.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 questions, read and agree to the Privacy Policy and click Go.

4. How do I reset my username/password?

For password assistance, participants should call 1 (888) 255-0162 or use the “Forgot username or password” button on the portal log-in page. If you no longer have access to the email associated with your account, you will need to call 1 (888) 255-0162 to reset your password. Once your password is reset and you login, you can update your email address in your settings.

5. Is my health information confidential?

Your privacy is important to us. ThriveOn, 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 ThriveOn mobile app, website and BeWell.franklincountyohio.gov/EEOcnotice.

6. 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*

WELLNESS YOUR WAY

Wellness Your Way is ThriveOn’s main 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 created *Wellness Your Way* to allow employees and spouses/domestic partners to choose how they participate in wellness. This also allows for members to engage in wellness year-round!

2. Who is eligible to participate?

All employees and benefits-enrolled spouses/domestic partners are eligible to participate in the *Wellness Your Way* activities and earn incentives.

3. 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 THE ONLINE HEALTH ASSESSMENT AND ANNUAL PHYSICAL

Earn: Deductible Reduction in 2025 | Deadline: August 31, 2024

1. Complete the 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 annual physical with a primary care provider.

- + Exams from September 1, 2023 through August 31, 2024 are accepted.

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



COMPLETE A BIOMETRIC SCREENING

Earn: \$200 | Deadline: December 31, 2024

You have three options to complete your biometric screening:

- + **AT WORK:** Biometric Screenings are offered at various work locations. 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, 2024

Learn more about each activity at fccThriveOn.com.

- + Meet 3/5 healthy biometric targets.
- + Complete activities on meQ (virtual).*
- + Complete an Enrich assessment and course (virtual).*
- + Complete an on-demand wellness workshop (virtual).*
- + Complete 2 health coaching sessions (telephonic).*
- + Complete a healthy lifestyle program (virtual).*
- + Complete a quarterly challenge (portal).*
- + Complete 2 visits with your UHC Health Engagement Nurses (telephonic).*
- + Complete a Daily Habits program (portal).*
- + Get a mammogram, pap smear and/or colonoscopy.*
- + Get a flu shot and/or COVID-19 vaccine.*
- + Participate in the Franklin County 5k & ThriveOn Challenge.
- + Participate in at least 8 virtual fitness classes per month (virtual).*
- + Complete a routine dental and/or vision exam.*

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



EARN GYM MEMBERSHIP REIMBURSEMENT

Earn: Up to \$150 per quarter (\$50 per month) | Deadline: Varies by quarter

Visit a gym or utilize your at-home/virtual membership at least 8 different days each month and receive up to \$50/month toward the cost of your membership. Documentation of attendance and payment required. One membership eligible for reimbursement per household (except households with two employees). Visit gymreimbursement.franklincountyohio.gov to learn more.



Earn Your Reduced Deductible

Earn: Deductible Reduction for 2025

Deadline: August 31, 2024

1. What are the requirements to earn my reduced deductible?

A reduced deductible is awarded for completing the Online Health Assessment AND getting an annual physical with a 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 the 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 an annual physical by the August 31, 2024 deadline to receive the deductible reduction for 2025. If both employee and spouse/domestic partner are enrolled in the health plan, but only one completes the requirements, 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.

4. How do I complete the Online Health Assessment?

You need to utilize the ThriveOn portal (fccThriveOn.com) or mobile app to complete your Online Health Assessment. If you haven't already created an account, follow the registration instructions provided on page 1. Once logged in, 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.

If you are unable to complete the Online Health Assessment for any reason, please contact the helpline at (888) 255-0162 and select menu option 1.

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).

7. What counts as an annual physical?

An annual physical 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 is billed as an annual physical. There is a \$0 copay at INN providers.

8. Do I need to wait a full 12 months between annual physicals?

No - Under the Franklin County Cooperative health plan, you are eligible for one annual physical per calendar year, meaning you do not need to wait a full year between annual physicals.

9. 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 your Health Engagement Nurses at (614) 525-6773 for assistance finding a provider that meets your needs. You can also call the OhioHealth Employer Solutions referral line at (614) 788-5550.

10. Do I need to bring anything to my annual physical appointment?

If you wish to earn credit for your biometric screening while at your annual physical, you must bring the Biometric Screening form to your appointment. Download the form at fccThriveOn.com.

11. Do I need to submit proof that I had my annual physical?

If you are enrolled on the health plan, you do not need to submit anything additional to get credit for your annual physical. If you are not enrolled in the health plan and are completing this step in anticipation of enrolling in the health plan, you need to submit a form from your PCP. This form and instructions on how to submit it can be found at fccThriveOn.com.

12. When will my annual physical show as completed on the ThriveOn website?

OhioHealth will give you credit online 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 ThriveOn portal. If it has been more than 60 days since your annual physical and you have not received credit, contact ThriveOn at (614) 525-3948 or ThriveOn@franklincountyohio.gov.

Complete a Biometric Screening

Earn: \$200 incentive

Deadline: December 31, 2024

HINT: You can complete your biometric screening for \$200 and earn credit toward your reduced deductible by completing your annual physical with a 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/A1C 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.

2. Where and when can I get a Biometric Screening?

You have three options for completing a Biometric Screening:

- **ONSITE AT WORK:** Biometric Screenings are offered at various onsite work locations. Schedule an appointment at fccThriveOn.com. You do not need to bring anything with you. You do not need to submit any forms.

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
- Total cholesterol
- HDL (good cholesterol)
- LDL (bad cholesterol)
- Triglycerides

Necessary body measurements taken are:

- Height
- Weight
- Body Mass Index (BMI)
- Waist circumference
- Blood pressure

- **AT YOUR PHYSICIAN'S OFFICE:** Schedule a routine visit with a primary care provider (PCP).
HINT: If you complete your biometric screening with a PCP, schedule it as an annual physical so you can earn credit toward the Reduced Deductible incentive too!

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 the form is submitted by the deadline.

- **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.

Download the Biometric Screening form from fccThriveOn.com and take it with you to your appointment. Follow the instructions provided with the form. The clinician will submit the form on your behalf once your results are in.

3. When will my screening results appear in my portal?

Your results will post to the ThriveOn portal within 15 business days of your onsite screening date. If your screening results are submitted on a Biometric Screening form by a 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.

Complete up to 4 Well-Being Activities

Earn: up to \$200 incentive (\$50 each)

Deadline: December 31, 2024

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.
- Complete activities on meQ (virtual).*
- Complete an Enrich assessment and course (virtual).*
- Complete an on-demand wellness workshop (virtual).*
- Complete 2 health coaching sessions (telephonic).*
- Complete a healthy lifestyle program (virtual).*
- Complete a quarterly challenge (portal).*
- Complete 2 visits with your UHC Health Engagement Nurses (telephonic).*

- Complete a Daily Habits program (portal).*
- Get a mammogram, pap smear and/or colonoscopy.*
- Get a flu shot and/or COVID-19 vaccine.*
- Participate in the Franklin County 5k & ThriveOn Challenge.
- Participate in at least 8 virtual fitness classes per month (virtual).*
- Complete a routine dental and/or vision exam.*

*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.

Earn a Gym Membership Reimbursement

Earn: up to \$150 per quarter (\$50 per month)

Deadline: varies by 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 \$50/month toward the cost of your membership. Documentation of attendance and payment required. One membership eligible for reimbursement per household, except households with two employees (i.e., spouses, parent/dependent child). For more information and to submit your request, visit gymreimbursement.franklincountyohio.gov.

INCENTIVE DETAILS

1. Incentive Payout Guidelines

ThriveOn follows the incentive payout guidelines outlined below.

- 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.

Gym Reimbursement	Wellness Your Way (activity completion dates)	Payout Date
Quarter 1 (January – March)	1/1/2024 – 4/31/2024	5/31/2024
Quarter 2 (April – June)	5/1/2024 – 7/15/2024	8/23/2024
Quarter 3 (July – September)	7/16/2024 – 10/31/2024	11/29/2024
Quarter 4 (October – November)	11/1/2024 – 12/31/2024	2/21/2025

2. How do I receive my incentives?

ThriveOn incentives are paid on a quarterly basis 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 participate in ThriveOn and earn incentives?

- Employees that are benefits-eligible can participate and earn incentives, even if they are not enrolled in the health plan.
- Spouses/domestic partners must be benefits-enrolled to participate in ThriveOn programs and earn incentives.

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

In order to earn any incentives, you must be registered on the ThriveOn wellness portal (fccThriveOn.com). After signing in, click on “Incentives” then click “View Rewards” to learn more and track each incentive. You can access this site from any mobile device, tablet, laptop or computer.

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