



Frequently Asked Questions

REWARDS

Q. How do we access rewards on the Hub?

A. After creating your account, log in. Then, click **Rewards** at the top of the page, then click **My Rewards**.

Q. If I complete an activity, how long will it take for the points to show in my Rewards Center on the Hub?

A. See the chart below.

Activity	Approximate Time to Load into Virgin Pulse Platform (Showing completed on Rewards page)
Health Check Survey	Within 24 hours
Challenges	Within 24 hours of completing challenge
Health Coaching Calls	Within 1 day (24 hours) of call
Physician Form/ Patient Service Center	Within 7-10 business days of successful submission/PSC appointment
On-site Biometric Screening	Within 2-3 weeks of screening event
Healthy Biometrics/ Outcomes Rewards	Within 24 hours of meeting the BMI requirement, 5% weight loss, or completing your final Journey step if you have a biometric screening on file.
Self-Attestation Forms	Within 24-48 hours of completing the form
Journeys	Within 1-2 weeks of completing your 5 classes.

HEALTHY BIOMETRICS

Q. How do I earn the extra \$200 that is offered this year?

A. To earn, your BMI falls within 18.5 and 29.9, or you have a 5% weight loss (based on your Fiscal Year 2020 biometric screening values). If you do not meet the BMI or weight loss standard, you may complete one of the reasonable alternatives (either ALL 5 Getting Active Journeys, OR, ALL 5 Eating Healthy Journeys) to earn this reward. You will not be rewarded for these Journeys until you complete a biometric screening.

Q. Why is BMI used as the standard for outcomes?

A. According to the CDC and the world health organization, in a population, a BMI of 30 or greater is correlated with greater risk for some chronic conditions like diabetes, high blood pressure and high cholesterol. As such, BMI screenings, while not necessarily diagnostic of body fatness or overall health of an individual, can be a very useful starting point for discussion about weight and conditions that become more likely when a person is considered overweight or obese.

REWARDS: PAYROLL ADDITION

Q. How long do rewards take to be processed and appear on my paycheck, after I complete an activity?

A. Rewards will be processed as they are earned. Rewards should be reflected on paychecks within 4-6 weeks.

Q. Are the rewards added to your paycheck as you complete activities, or can you request one lump sum?

A. Rewards will be paid out on a rolling basis as you earn them. Therefore, if you complete multiple activities in a short time frame, you may receive those items in one payout. However, the processing of each activity varies (for example, Health Check Survey processes faster than Biometric Results). See table above.

Q. Do I have to do anything to redeem or order my reward? Or, will it automatically be paid?

A. Rewards will automatically be added to your paycheck. You do not need to redeem or order your rewards.

Q. Can I have my rewards held to be paid later at one time? For example, if I earn points from July through December, could I receive the entire balance in a check in December?

A. No, rewards will be processed as they are earned.

Q. Will the check with the reward(s) display a reduced amount due to taxes, instead of the full reward amount? Or will it show the full reward amount, and the taxes will come out through?

A. Rewards will be added to your paycheck as an earning, similar to having additional hours or paid time off. The full reward amount will show on your paycheck. Rewards will be displayed on the employee's paycheck in the "Hours and Earnings" section. On the paycheck, the rewards will read "TCLW REWARDS 21."

Q. Will there be a way to be notified when the rewards will be added to my paycheck?

A. There is no calendar of payouts or advanced notice given to members. Members can always view their paycheck in OAKS on the Monday prior to payday.

Q. Is there a way to track if the reward money was earned by me or by my spouse?

A. No, earnings on the paycheck do not clarify employee or spouse.

HEALTH COACHING

Q. How will my health coach appear on my Caller ID?

A. For most appointments, typically follow ups, the number will appear as 612-659-3055. For initial appointments, it may show up as an 800 number.

Q. How often are coaching calls held?

A. Coaching calls are typically scheduled every 4-6 weeks. If you miss a call, or need to reschedule, simply refer to your appointment on the Virgin Pulse App to choose a new date and time. These can also be combined with other incentive options. Once you hit your maximum of \$200 for this group of points, you can continue to participate in coaching and/or challenges, or other well-being activities if you prefer.

Q. Do you have to complete the biometric screening before participating in challenges and/or coaching calls?

A. No, you or your spouse can participate in a challenge or coaching call at any time. The biometric screening is not a prerequisite to coaching calls. However, having health information from a biometric screening could be helpful to the health coach.

Q. Do the health coaching sessions automatically update to your challenges/ rewards?

A. Health coaching points will automatically appear in your Rewards section of the Hub within 24 hours of the call.

Q. It said tobacco cessation medication and supplies are available for Ohio Med PPO participants, if working with a health coach. Do Ohio Med HDHP participants also get to participate in tobacco cessation coaching, and receive supplies?

A. **For members enrolled in the Ohio Med PPO:** Prescriptions and most over-the-counter products are available to you at no additional cost if you are actively working with a Virgin Pulse health coach.

For members enrolled in the Ohio Med HDHP: Prescriptions and most over-the-counter products are not available to you at the \$0.00 copay until your out of pocket maximum has been reached.

If you decide not to work with a health coach, these tobacco cessation products will be available to you at the normal copay amount. If you are prescribed Chantix, then you, your pharmacist or your prescriber can initiate and request a Prior Authorization by calling OptumRx at 866-854-8850. OptumRx will contact your prescriber and request the information necessary for the medication to be covered. If your Prior Authorization request is not approved, your medication will not qualify for coverage through your prescription benefit program and you will be responsible for the full cost of this medication at the pharmacy.

FINANCIAL WELL-BEING

Q: Is a Financial Well-Being program still offered?

A: Yes. While the Financial Well-being program has changed from previous years, there are options for financial resources. There is a financial journey that can be completed; however, no incentive is rewarded for this completion. The financial journey can be found by clicking **Health** in the mail toolbar at the top of the Hub. Then, click **Journeys** and scroll down to **Managing My Finances**. Additionally, you can earn rewards by submitting self-attestation forms for different financial well-being activities that you participate in. These forms can be found on the Programs page of the Hub.

BIOMETRIC SCREENINGS

Q: If I already have completed a biometric screening event, will the results automatically be uploaded into the Hub? If I took the Health Risk Assessment before my screening, can I go back to update it with my new biometric results?

A. While your Health Risk Assessment answers won't be updated, you can manually update them. Your results (self-reported and clinical) automatically will appear in your Stats. You can take the Health Risk Assessment as many times as you would like to update it; however, you will only receive credit for completion once.

Q. How old can biometric information be to complete the Physician Form?

A. Physician Form results must be taken between July 1, 2020-May 31, 2021. Any results taken prior to July 1, 2020, will not be accepted for current fiscal program year credit.

Q. A biometric screening event is scheduled at my workplace, which I have made an appointment for. Do I need to make a doctor's appointment or submit any forms once I have completed the screening?

A. No, once you participate in an on-site screening event, your results and participation points will load automatically into your Virgin Pulse Hub. Please follow up with your personal health care provider as needed to address health care concerns.

CHANGING AN EMAIL ADDRESS WITHIN THE HUB

Q: Can you change your email address once you register on Virgin Pulse, from work email address to personal email address?

A. If you prefer to update your email address that you used to register your account, contact Virgin Pulse Customer Service at 1-833-977-2074.

CHALLENGE REGISTRATION

Q. Do you have to pre-register for challenges? What is the registration deadline?

A. Yes, you need to register for a challenge if you plan to participate. You can register from the 20th day of the month prior to the challenge start, through the last day of the challenge month (i.e. September challenge registration will run from August 20-September 30.) Any applicable tracked data from the challenge month will be pulled into the challenge to mark your participation.

WELLBEATS

Q. How many classes need to be completed for the incentive?

A. 10 classes completed on the Wellbeats platform will earn the member \$50. Members can complete 40 classes for the full \$200 if they so choose.

Q. Can I complete a nutrition class towards the 10 classes?

A. Yes! Nutrition classes also are included.

Q. Is there an app for Wellbeats?

A. Yes! There is an app available in both the Android and iOS stores.

Q. Can I complete the same class more than once?

A. Yes! Classes can be completed more than once and still be counted towards the 10 needed for the incentive.

FISCAL YEAR 2020 INCENTIVES

Q. How do we determine if there are unredeemed points from last year?

A. Please contact DAS Benefits for information on last program year's rewards.

MISCELLANEOUS

Q. Will my personal health information with shared with the State of Ohio.

A. No. Personal health information provided is not shared with the State.

Q. My insurance begins at the beginning of next month. Can I begin working on the incentives prior to that date?

A. Due to file transfer times, you can begin participating within a few weeks after your benefits go active.

Q. Will any information be shared with life insurance companies?

A. No.

Q. Does Virgin Pulse have a mobile app?

A. Yes, the Virgin Pulse app can be found on iOS and Google Play. Search for "Virgin Pulse."

Q. Are the flu shots available for employees and spouses?

A. Yes. Flu shot clinics will be determined upon the status of COVID-19. Please watch for updates on the TCLW website: das.ohio.gov/wellness.

Q. Who do I contact if I have further questions on the Take Charge| Live Well program?

A. Visit das.ohio.gov/wellness or contact Virgin Pulse Customer Service at: 1-833-977-2074.

The State of Ohio's Take Charge | Live Well program contracts with Virgin Pulse to manage wellness resources, activities, and Take Charge | Live Well program rewards for employees and spouses enrolled in the State of Ohio medical plan.