

Nexteer HealthyReturns Wellness Program Frequently Asked Questions for Employees



Q: What is Nexteer HealthyReturns Wellness?

A: The *Nexteer HealthyReturns** is a wellness program offered by HealthPlus in partnership with Nexteer. This program represents Nexteer’s commitment to promoting health and wellness for employees. The HealthyReturns Wellness program provides information and resources on wellness that promotes healthy lifestyles. This program is completely voluntary. However, by participating in the HealthyReturns Wellness program and completing the requirements, you will qualify for the health savings account (HSA) contribution provided by your employer.

Q: Why should I participate in the Nexteer HealthyReturns Wellness Program?

A: The *Nexteer HealthyReturns Wellness Program* is offered to you free of charge. Besides helping you to live a healthier lifestyle, your participation in the program will qualify you for your HSA contribution provided by Nexteer.

Q: What are the three steps required to earn the incentive?

A: In order to qualify for an incentive you must complete the following steps. Remember that the program is completely voluntary.

- Step 1:** Meet with your primary medical provider for completion of the *Wellness Visit Form*
- Step 2:** Complete the *Wellness Assessment* online at healthplus.org/healthieru
- Step 3:** Meet the criteria for four health indicators **or** complete additional wellness programs to meet the criteria for step 3.

Q: What health indicators must I meet to qualify for Step 3?

A:

Requirement	Criteria
Healthy Blood Pressure (BP)	Less than 140/90
Healthy Total Cholesterol	200 or less
Healthy Fasting Glucose	100 or less
Non-Tobacco User	Non-tobacco user

Q: Why are blood pressure, total cholesterol, fasting glucose and non-tobacco user chosen as the primary health measures?

A: These health measures are strongly linked to chronic illnesses (such as heart disease, diabetes and cancer) that significantly affect your quality of life but can be controlled through personal lifestyle changes such as a healthy diet and regular physical activity.

Q: If I have high blood pressure, high glucose, high cholesterol or I am a tobacco user will I receive the contribution to my HSA?

A: If you do not meet the criteria for blood pressure, glucose, total cholesterol or you are a tobacco user, you will have the opportunity to work on changing these behaviors and earn additional wellness points so that you will qualify for the HSA contribution.

Q: How do I earn additional credits so that I qualify for the HSA contribution?

A: If you don't meet the criteria for one or more of the health indicators, there are program options to work on healthy behaviors and earn the points required for the contribution. These programs are working with a lifestyle coach or completing a virtual coaching program.

Q: What if I want to sign up for lifestyle coaching but can't talk with them during regular working hours to complete the program?

A: The HealthPlus Lifestyle Coaches have a variety of hours available for calls, including evenings and weekends.

Q: How do I complete the Wellness Assessment?

A: The Wellness Assessment is available on the HealthPlus website at healthplus.org/healthieru. You must create a user name and password to enter the secure portion of the HealthPlus website. Upon completing the Wellness Assessment you will begin receiving the benefits of the Healthier U™ program.

Q: What is the Healthier U™ program?

A: Healthier U™ is a member benefit that provides you with many resources to help you maintain or improve your health. These benefits include a subscription to our monthly e-newsletter, *Healthier U™ Bits & Bytes*, personalized communications with recommendations for ways to work on healthy behaviors such as lifestyle or virtual coaching and our HealthPlus Perks member discounts.

Q: Do my answers on the Wellness Assessment have an impact on my medical plan?

A: No. The information you supply when completing your Wellness Assessment is completely confidential. The summary report you receive upon completion of the questionnaire is to aid you in determining your own health risk level and provide feedback on areas for health and lifestyle improvement.

Q: How soon can I complete the Wellness Assessment?

A: You may complete your Wellness Assessment starting January 1, 2016.

Q: What is a HealthyReturns Point equivalent to?

A: One HealthyReturns Point is equal to one dollar for a self only and for self plus one or more dependents it is doubled. *For example:* 100 HealthyReturns Points equal \$100 HSA dollars for self only and \$200 HSA dollars for self plus one or more dependents.

Q: Can I use my annual physical from my previous year?

A: Your physical must be completed within the 2016 calendar year. According to your benefit plan, you can have your preventive physical anytime in the 2016 plan year.

Q: How far back can I use by bloodwork results from?

A: Blood work can be used from six months previous to complete the wellness visit form.

Q: What if I see my provider before I am eligible for the Nexteer HealthyReturns Wellness program?

A: If you have visited your provider within six months of the start of the program the wellness visit form may be completed by your provider using the information from that visit. This will be up to your provider as he or she may want you to come in again.

Q: What happens after my provider fills out the wellness visit form?

A: You are responsible for submitting the completed form to HealthPlus. Submit the completed form to HealthPlus by emailing to wellness@healthplus.org, faxing or mailing it to the number or address on the form. It will take up to 10 business days to process the form. You will be able to view confirmation that HealthPlus received the

form by logging in to healthplus.org/healthieru and selecting *Progress and Rewards*. You receive 300 wellness points for the wellness visit form.

Q: What if I check online to see if my wellness visit form has been received and it hasn't shown up?

A: You can email us at wellness@healthplus.org or call HealthPlus Health & Lifestyle Management at 1-866-810-4540 to verify that your wellness visit form has been received. All questions related to the Nexteer HealthyReturns Wellness Program should be directed to HealthPlus Health & Lifestyle Management department.

Q: What is *HealthPlus.org/healthieru*

A: *HealthPlus.org/healthieru*, is your personalized, secure, website providing educational tools to assist you in your wellness goals.

Q: Does my spouse or children participate in the *Nexteer HealthyReturns Wellness Program*?

A: Not at this time. The Nexteer HealthyReturns Wellness program is only available to Nexteer Salaried employees. All HealthPlus members 18 years of age and older do have access to the HealthPlus of Michigan online wellness programs at healthplus.org/healthieru but are not eligible for the incentive.

Q: Is there any type of wellness program available to my spouse?

A: If spouses complete their Wellness Visit Form and the online wellness assessment at *HealthPlus.org/healthieru* by December 15, 2016 they will receive a \$50 gift card in the mail good at over 200 vendors.

Q: What information will my employer receive?

A: Your personal health information is strictly confidential and will not be shared with your employer. HIPAA, the Health Insurance Portability and Accountability Act, rules prohibit anyone at your place of employment from receiving any of your personal health information. It is available solely to you as a means to prevent future illnesses and to help you proactively manage your health. Your employer will receive a statement of your program completion so that you will receive the incentive.

Q: How often can I qualify for the incentive?

A: You have the opportunity to qualify once in a year that the program is offered. You must start the program in the year that it is offered not before.

Q: What happens if I elect to participate in COBRA?

A: If an employee elects to participate in COBRA, they are not eligible for the Nexteer HealthyReturns Wellness program.

Q: What programs are available through HealthPlus to help me achieve my health behavior goals?

A: HealthPlus offers many resources and services free-of-charge to assist members in achieving their goals. Visit the HealthPlus Web site at healthplus.org/healthieru. As a result of completing the Wellness Assessment you will also receive a monthly electronic newsletter with tips on healthy behaviors. You may be eligible for a lifestyle coach or participate in a virtual coaching program online. You can access the coaching programs online at healthplus.org/healthieru.

Q: What if I am unable to complete the steps as required for medical reasons?

A: *Reasonable Alternative:* The health plan is committed to helping members achieve their best health. Rewards for participating in a wellness program are available to all employees. If the member believes they are unable to meet a standard for a reward under this wellness program, they might qualify for an opportunity to earn the same reward by different means. Contact HealthPlus at 866-810-4540 and we will work with the member and provider to find a wellness program with the same reward that is right for them in light of their health status.

*The *Nexteer HealthyReturns Wellness Program* is not intended to replace any medical care or advice from a physician.