



# Personal Health Suite

*What is your Bot-e-Type?*

March 25, 2015



# Wellness Program Requirements

## Insurance Plan Year 2015

December 1, 2014 - November 30, 2015<sup>1</sup>

<u>Activity</u>	<u>Deadline</u>	<u>Reimbursement<sup>2</sup></u>
Get a Wellness Exam <sup>3</sup> 2015 Exam Certificate is located at: <a href="http://www.botetourtva.gov/insurance/">www.botetourtva.gov/insurance/</a>	August 31, 2015	\$100
Complete Online Health Risk Assessment <a href="http://www.medcost.com">www.medcost.com</a>	August 31, 2015	\$100
Complete (3) Wellness Seminars (topics of your choosing) <a href="http://www.medcost.com">www.medcost.com</a>	August 31, 2015	\$155

### \*\*\*\*PLEASE NOTE\*\*\*\*

- It is the employee's responsibility to understand and adhere to Wellness Program instructions/guidelines as listed herein.
- Under no exception will the deadline dates listed herein be changed.
- Contact Human Resources with any questions you may have regarding the 2015 Wellness Program.

### Notes:

1. Employees must be insured on the County's health plan as of December 1, 2014, to be eligible to participate in the wellness program and must be actively employed at the time reimbursements are issued.
2. Participation by both the employee and a covered spouse is required to qualify for 100% of the reimbursement amount. Participating employees whose covered spouse does not participate may qualify for 50% of the reimbursement amount. Spouses will not qualify for any reimbursement if the employee does not participate.
3. Exams must include screenings for total cholesterol, glucose, blood pressure, and body mass index. **Documentation of exams on a County provided form (WEC2015) must be received by Human Resources by August 31, 2015. Form (WEC2015) will be the only form accepted for the 2015 Wellness Exam.**
4. Payments will be made in October for activities completed by August 31, 2015. **Per IRS regulations, reimbursements must be included in the employee's paycheck as a non-taxable payment.**

# Wellness Program Requirements

## Steps to follow

### Step 1

Review documents in folder. They are also available at:

[WWW.BOTETOURTVA.GOV/INSURANCE](http://WWW.BOTETOURTVA.GOV/INSURANCE)

### Step 2

Attend Wellness Workshops (Q & A at this time)

### Step 3

Contact your In-Network Doctor and schedule your Wellness Exam. MedCost will cover one Wellness Visit per plan year. Visits do not need to be 12 months or more apart.

### Step 4

Complete the Online Health Risk Assessment ([www.medcost.com](http://www.medcost.com))

### Step 5

Complete three (3) Online Seminars ([www.medcost.com](http://www.medcost.com))

- A secure **online suite of health and wellness information** available to members via **MedCost.com**
  - Health & Productivity Assessment/Health Risk Assessment
    - Identify **specific risks** and **action plan** for health improvement
    - **Integrated with the Virtual Health Coaching Program** based on risk factors and readiness to change
  - Online Seminars - topic list included in your packet
  - Virtual Coaching Program
    - **Work with an expert coach by email or online** at own pace to complete personalized action plan based on chosen health focus area and area(s).
  - Personal Health Record
  - Participant Health Portal
  - Health Tools and Trackers

### 5 Focus Areas

- ① Reach a Healthy Weight
- ② Improve your Diet
- ③ Feel Less Stress
- ④ Be More Active
- ⑤ Live Tobacco Free

# Online Health Risk Assessment

[www.medcost.com](http://www.medcost.com)

Health & Wellness

The screenshot shows the MedCost website homepage. At the top left is the MedCost logo with the tagline "SMART SOLUTIONS. REAL RESULTS.". To the right is a "LIVE CHAT SUPPORT" button with the text "Click here to begin". Below the logo is a navigation menu with "ABOUT US", "CARE MANAGEMENT", and "BENEFITS". A vertical sidebar on the left contains five login buttons: "MEMBERS", "EMPLOYERS", "PAYERS", "PROVIDERS", and "CONSULTANTS", each with a "LOGIN" label. A blue callout box with white text says "Click on the MEMBERS Portal – or LOGIN", with a red box around the "MEMBERS" button and an arrow pointing to it. Another blue arrow points from the word "LOGIN" in the callout to the "MEMBERS" button. The main content area features a large image of a child holding a yellow paper airplane, with the text "Agility options and greater control." and a "LEARN MORE" button. At the bottom, there are two yellow boxes: "NEED HELP WITH A CLAIM? Contact Us For Assistance" and "LOCATE A PROVIDER Click Here To Begin".

# Online Health Risk Assessment Login From the Member Portal

The screenshot shows the MedCost member portal interface. At the top left is the MedCost logo with the tagline "SMART SOLUTIONS. REAL RESULTS.". To the right is a "LIVE CHAT SUPPORT" button with the text "Click here to begin". Below the logo is a navigation menu with items: ABOUT US, CARE MANAGEMENT, SOLUTIONS, NETWORKS, ELECTRONIC SERVICES, and WELLNESS RESOURCES. A search bar is located to the right of the menu. On the left side, there is a vertical menu with items: Login, Forms, Explanation of Benefits, Wellness Resources, FAQs, and Contact Us. A red box highlights the "Login" item, and a blue arrow points to it with the text "Click Login". Below the navigation menu is a banner image of a family riding bicycles. Below the banner is a "MEMBERS" section with two buttons: "NEED HELP WITH A CLAIM? Contact Us For Assistance" and "LOCATE A PROVIDER Click Here To Begin". Below this is a section titled "You're The Reason We're Here" with a paragraph of text and a "LOCATE A PROVIDER" button. At the bottom, there is a section titled "Members Using MedCost Benefit Services For Claims Administration" with a paragraph of text and a link to "Online Services - Login now".

# Login Steps

The screenshot shows the MedCost Benefit Services login page. At the top left is the MedCost logo. Below it is a login form with a red box around the 'username' and 'password' fields. The username field contains 'XXXXXXXX' and the password field contains ten dots. Below the form is a 'Login' button. To the left of the form is another red box containing the links: [Forgot Login Information?](#) and [First time users click here to register.](#) Below the registration links is a 'Live Web Chat' section with a photo of a woman and the text 'Click here to start.' with a mouse cursor. In the center of the page, there are two dark blue callout boxes with white text. The top box says 'Login to the secure portal with your username and password' and has an arrow pointing to the login form. The bottom box says 'Forgot login information or first time users option' and has an arrow pointing to the registration links. The background of the page shows a list of services and a family photo.

**Login to the secure portal with your username and password**

**Forgot login information or first time users option**

# Accessing My Personal Health Suite

Health & Wellness

Your name  
should appear  
here.

The screenshot shows the MedCost website interface. At the top left is the MedCost logo. The top right shows the user is logged in as 'Full Name' with links for 'Messages (1)', 'Profile', and 'Logout'. A green navigation bar contains the following items: 'My Benefits', 'My', 'Wellness', 'My Personal Health Suite', 'Personal Care Management', 'Contact Us', and 'Member ID Card'. A dark blue callout box on the left contains the text 'Choose My Personal Health Suite from the drop-down menu' with an arrow pointing to the 'My Personal Health Suite' link in the navigation bar, which is highlighted with a red box. Below the navigation bar, there is a large banner image of a family riding bicycles. To the right of the banner is a 'Health Care News' section with several article titles. At the bottom of the page is a green footer with the text 'MedCost Benefit Services, d/b/a MBS Third Party Administrators in California'.

Your Resources Library Tools Welcome

The whole story. Unless your brown bread contains "whole wheat flour" or other whole grain, it's white bread with caramel coloring.

**Wellness Assessment** 15

The Wellness Assessment takes approximately 20 minutes to complete. Immediately upon completion, you will receive a personalized report on your health status, with recommendations for improvement, as needed. The assessment is a great way to start on a path toward a healthier lifestyle.

**Get Started**

No thanks, just take me to my homepage.

**Click on the Get Started button**

**The Wellness Assessment takes approximately 20 minutes to complete.**

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# Health Risk Assessment

## Getting Started

Hello, FIRST NAME! Home Logout

Help ?

### Wellness Assessment

Welcome, FIRST NAME! Ready to learn more about your health?

▶ Take the Assessment Now!

#### What is the Wellness Assessment?

This survey asks questions about your lifestyle habits and medical history. We use your answers to give an overview of your current risk for health problems. We'll also show you simple steps you can take to reduce your risk.

#### Why should I take it?

We'll use your answers to give personal advice, tools and programs that you can use to improve your health.

#### How long will it take?

The Assessment takes about 20 minutes.

#### What do I need?

Try to have a copy of your most recent blood pressure and lab results. We will be asking you for your cholesterol, triglyceride and blood sugar levels.

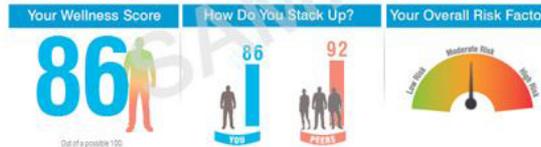
#### What if I can't finish it now?

#### Sample Results The Risk Factor Scorecard

#### Thanks for finishing

You just took a BIG step towards better health. Here's what's next:  
1. Check your wellness score below and learn about your current risk factors (including vs. your peers!).  
2. Go to your new, completely personalized homepage. You'll find fun, easy-to-follow recommendations for ways you can get healthier now. You're in the driver's seat!

Your current health habits indicate that you may be at moderate risk for health problems. Use the suggestions in this report to take steps to further reduce your health risks.



CLICK Take the Assessment Now to get STARTED.

# Health Risk Assessment

## Answering the Questions

The screenshot shows a web application interface for a 'Wellness Assessment'. At the top left, there is a user profile section with 'Hello, FIRST NAME Home' and a 'Logout' link. At the top right, there is a 'Help ?' link. Below the header, there is a banner image of people running. The main content area is titled 'Wellness Assessment'. On the left side, there is a 'Your Progress:' section with a progress bar and the text 'You're 2 % complete! You're on your way!'. In the center, there is a question: 'What is your relationship to the company off'. Below the question, there are five radio button options: 'Employee' (selected), 'Retiree', 'Spouse (if you are also an employee, select "Employee")', 'Dependent', and 'Other'. At the bottom of the question area, there are two buttons: 'Save and Enter Later' and 'Next'. On the right side, there is a language selection dropdown menu with the text 'Choose a language : Select'. Annotations include a blue arrow pointing to the progress bar with the text 'Tracks your progress in completing the assessment questions', a blue arrow pointing to the language dropdown with the text 'English or Spanish Option', and a blue arrow pointing to the 'Next' button with the text 'Select Next to advance to the next screen after answering questions'. A green box at the bottom contains the text 'Continue the assessment by answering the questions as they appear on the screen until completion. All questions on the screen must be answered in order to advance to the next screen.'

Tracks your progress in completing the assessment questions

English or Spanish Option

Select **Next** to advance to the next screen after answering questions

Continue the assessment by answering the questions as they appear on the screen until completion.  
All questions on the screen must be answered in order to advance to the next screen.

# Health Risk Assessment Completion

## What's My Score?

The screenshot shows a health risk assessment completion page. On the left is a navigation menu with categories: Wellness Assessment (Current Report), Medical Risks (Blood Pressure, Blood Sugar, Cholesterol, Triglycerides, Weight), Lifestyle Risks (Alcohol Use, Nutrition, Motor Vehicle Safety, Physical Activity, Stress & Coping, Tobacco Use), Disease Risks (Cancer, Diabetes, Heart Disease, Stroke), and Other Health Issues (Health History, Screenings & Immunizations, Mental Health, Sleep & Fatigue). The main content area has a 'Select' dropdown and a 'Print' button. A large green circle with a white exclamation mark and the text 'CHECK OUT YOUR RECOMMENDATIONS NOW' is highlighted with a red box. A blue callout box with a white arrow points to this circle, containing the text 'Check out easy-to-follow recommendations'. Another blue callout box with a white arrow points to the 'Print' button, containing the text 'Print your Wellness Scores'. The main text reads: 'Thanks for finishing, FIRST NAME. You just took a BIG step towards better health. Here's what's next: 1. Check your wellness score below and learn about your current risk factors (including vs. your peers!). 2. Go to your new, completely personalized homepage. You'll find fun, easy-to-follow recommendations for ways you can get healthier now. You're in the driver's seat! Your current health habits indicate that you may be at moderate risk for health problems. Use the suggestions in this report to take steps to further reduce your health risks.'

**Your Wellness Score**  
81  
Out of a possible 100.

**How Do You Stack Up?**  
YOU: 81  
PEERS: 87

**Your Overall Risk Factor**  
Moderate Risk

**Your Health Risks**

Health Category	Your Risk Level	Why This Is Important	What's Next
<b>Blood Pressure</b>		High blood pressure (hypertension) can lead to heart disease, stroke, heart failure and kidney disease. It is especially dangerous because it does not usually have any symptoms. Healthcare professionals recommend frequent blood pressure checks.	<a href="#">Learn More</a>
<b>BMI</b>		Body Mass Index (BMI) is a measure of your weight ( 175 pounds ) adjusted for your height( 5 ' 6 " ). BMI can be used to determine your risk for weight related illness. BMI doesn't account for factors such as muscle mass. Talk to your doctor if you're not sure whether your weight is increasing	<a href="#">Learn More</a>

### What's My Score?

#### Score Page Continued

**Glucose**



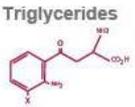
A blood glucose test measures the amount of sugar in your bloodstream. High blood sugar can mean that you have prediabetes or diabetes. Untreated high blood sugar can damage your heart, eyes, kidneys and nerves.

Low Moderate High

[Learn More](#)

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**Triglycerides**



Triglycerides are a type of fat in your bloodstream. A high level of triglycerides means you may be at a higher risk for heart disease.

Low Moderate High

[Learn More](#)

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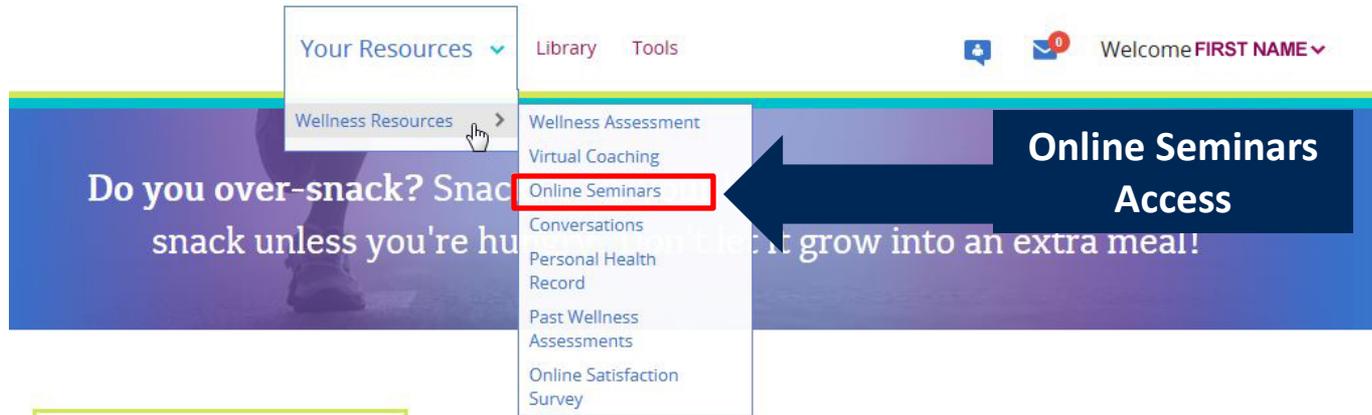
**♥ Lifestyle Risk Factors**

Health Category	Your Risk Level	Why This Is Important	What's Next
<p><b>Tobacco</b></p> 	<p>Low Moderate High</p>	<p>Tobacco use is one of the leading causes of preventable death in the US. Smoking is related to cancer deaths and is a known cause of heart disease and stroke. Stopping at any age will improve your health risks.</p>	<p><a href="#">Learn More</a></p>
<p><b>Physical Activity</b></p> 	<p>Low Moderate High</p>	<p>Being physically active reduces your risk of developing high blood pressure, heart disease, obesity and even certain cancers. It can also help you reduce your stress level.</p>	<p><a href="#">Learn More</a></p>
<p><b>Seat Belt Use</b></p> 	<p>Low Moderate High</p>	<p>Auto accidents are among the leading causes of death and injury. According to the National Safety Council, wearing a seatbelt reduces the risk of crash injuries by 50 percent. Approximately 40 percent of passengers killed in car accidents are not wearing seat belts.</p>	<p><a href="#">Learn More</a></p>
<p><b>Stress</b></p> 	<p>Low Moderate High</p>	<p>While some stress is normal, there is evidence that high levels of stress can impact your health. Stress can affect your sleep, lead to fatigue, headaches and back pain. It can also contribute to depression or</p>	<p><a href="#">Learn More</a></p>

MedCost Benefit Services, d/b/a MBS Third Party Administrators in California

# Health Risk Assessment Completion

## Track Progress and Recommendations



**Track Your Progress**

Tracking can help you stay on target and reach your goal.

**Start Tracking!**

**Progress Tracker**

- Weight
- Nutrition
- Exercise
- Stress
- Smoking
- Pain

### Your Top Priorities

#### Wellness Assessment +15

You have completed the Wellness Assessment. This is just the first step in working towards your wellness goals. Please review the information from your assessment and begin to engage in other program activities.

#### Hey, you. Ready for something cool?

Noticed anything different around here? We've got a bunch of new community features involved by creating a profile. Just takes a second and you can access free games, messages and more. You are on your way!

### Recommendations

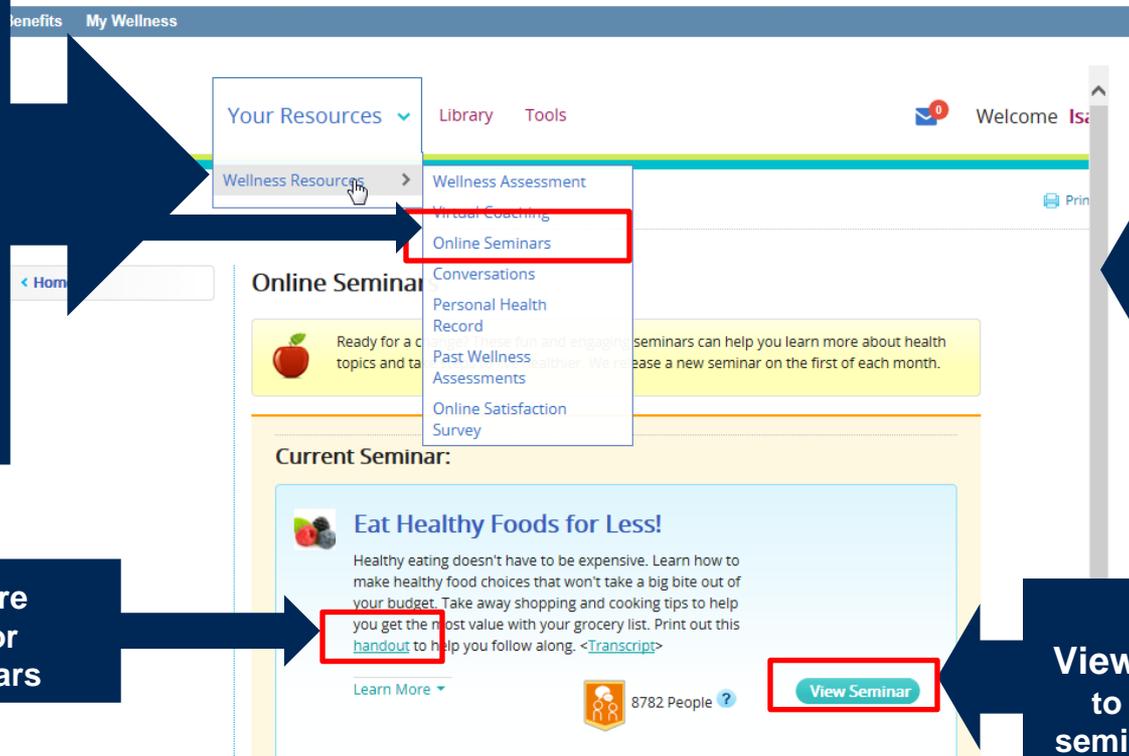
**Recommendations listed based on assessment answers and scores for each category**

# Online Seminars – Your Resources

## Online Seminar Access

### Wellness Resources Drop-down Menu

- Wellness Assessment
- Virtual Coaching
- **Online Seminars**
- Personal Health Record
- Past Wellness Assessments
- Online Satisfaction Survey



Scroll bar allows you to scroll through available seminars

Handouts are available for some webinars

Click View Seminar to view the seminar of your choice

# Online Seminars

Start the seminar

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The screenshot shows a web interface with a blue header containing 'My Benefits' and 'My Wellness'. Below the header, there are two main sections. The first section is titled 'Current Seminar:' and features a card for 'Eat Healthy Foods for Less!'. The card includes a small image of fruits, a description of healthy eating tips, a 'Learn More' link, a 'View Seminar' button (highlighted with a red box), and a badge indicating '8782 People'. The second section is titled 'Previous Seminars:' and features a card for 'Less Stress for Better Living' with a small image of a stress ball and a brief description.

Click  
View Seminar  
to view the  
seminar of your  
choice

# Online Seminars

## Instructions and Controls

The screenshot displays a seminar window titled "Less Stress for Better Living" with a "close" button in the top right corner. The main content area shows a slide titled "Instructions for Seminar" with the following text:

- This seminar takes about 15 to 20 minutes to complete.
- The seminar contains audio. Use headphones if you need to.
- Wait for each screen to finish before going forward to the next one.
- Last but not least: There are three knowledge checks in the seminar to test what you have learned. You must complete all three. At the very end, be sure to click the "Finish" button to end the seminar. Then click "Close" at the top right to exit. Good luck!

Below the text is a control bar with a red box highlighting the "Volume", "Play", "Previous Slide", and "Next Slide" buttons. A blue arrow points from a dark blue box labeled "Seminar Controls" to this red box. At the bottom of the window, a status bar shows "SLIDE 1 OF 11", "PLAYING", and "00:08 / 00:24".

The screenshot shows a web interface with a top navigation bar containing 'My Benefits' and 'My Wellness'. Below this, there are several content cards. The top card is titled 'High Blood Pressure: The Silent Killer' with a red apple icon and a sub-headline: 'What signs does your body give you when you have high blood pressure? Usually, none at all. But it's a big risk factor'. Below this is a larger, highlighted card titled 'Less Stress for Better Living' with a 'close' button in the top right corner. This card features a video player with a central image of two women in a yoga or stretching pose. Below the image is a text box with the title 'Less Stress for Better Living'. At the bottom of the video player, there is a control bar with a play button icon highlighted by a red square. A blue arrow points from a text box on the right to this play button. The text box contains the instruction: 'Click PLAY to start the seminar'. Below the video player, there is a navigation bar with 'SLIDE 2 OF 21', 'CLICK NEXT TO ADVANCE', and 'STOP / BACK' buttons. At the bottom of the page, there is a card titled 'Fat or Fit?' with a small icon.

# Online Seminars

## Questions and Answers

The screenshot displays a web-based seminar interface. At the top, there are navigation tabs for "My Benefits" and "My Wellness". Below this, a slide titled "High Blood Pressure: The Silent Killer" is visible, with a sub-heading "Less Stress for Better Living". A question is presented: "True or false: If ignored, chronic stress may lead to serious health problems." Below the question are two radio button options: "True" and "False". A "SUBMIT" button is located at the bottom right of the question area, highlighted with a red box. A video player control bar is visible at the bottom of the slide, showing "SLIDE 11 OF 21" and "PLAYING 00:00 /".

Interactive questions will periodically appear during the seminar

Choose an answer and hit **SUBMIT**

# Online Seminars

## Questions and Answers Feedback

The screenshot shows a web application interface with a blue header containing 'My Benefits' and 'My Wellness'. Below the header, there are several content cards. The top card is titled 'High Blood Pressure: The Silent Killer' and contains the text: 'What signs does your body give you when you have high blood pressure? Usually, none at all. But it's a big risk factor'. Below this is a larger window titled 'Less Stress for Better Living' with a 'close' button. Inside this window, there is a smaller frame displaying a green checkmark and the text 'Congratulations, you passed!'. Below the checkmark, it says 'Please click the "Finish" button to move to the next slide.' and 'You can click the "Review Quiz" button for a play-by-play recap of your results.' At the bottom of this frame are three buttons: 'Review Quiz', 'Retry Quiz', and 'Finish'. The 'Finish' button is highlighted with a red square. Below the frame is a blue navigation bar with 'SLIDE 11 OF 21', 'PLAYING', and a progress indicator '00:20 / 00:27'. At the bottom of the page, there is a card titled 'Fat or Fit?'.

After answering the questions, click **FINISH** to advance to the next slide

# Online Seminars

## Quiz and Instructions to Complete the Seminar

The screenshot shows a web-based seminar interface. At the top, there are navigation tabs for "My Benefits" and "My Wellness". The main content area features a slide titled "Less Stress for Better Living" with a "close" button. The slide content includes a "Summary" header, a text box with instructions: "Take the quiz and click the 'finish' button on the following slides to complete this seminar.", and an image of a woman in a meditative pose. At the bottom of the slide, there is a navigation bar with a "SLIDE 20 OF 21" indicator, a "CLICK NEXT TO ADVANCE" button, and a "08:17 / 05:17" timer. A red box highlights the "finish" button, and a blue arrow points from a text box to it.

Advance to the final quiz to complete the seminar

# 3 Steps to Completion

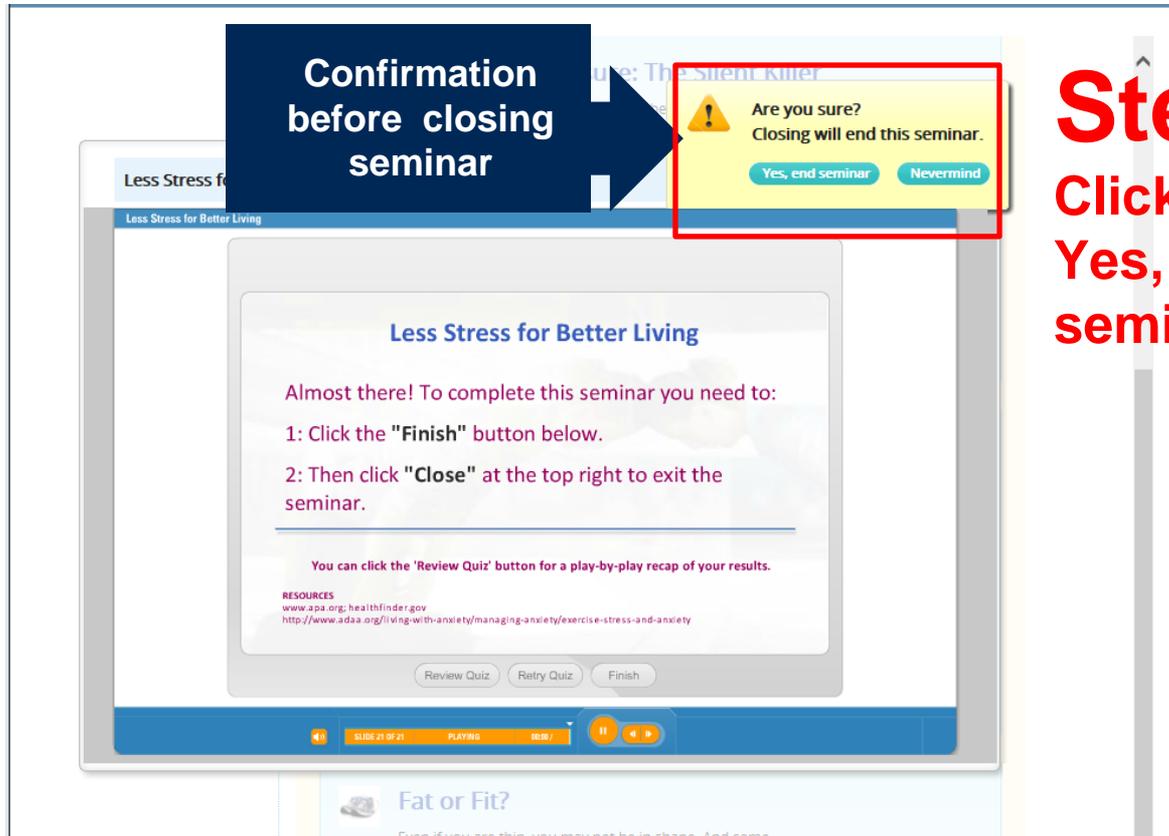
**Step 1**  
Click Finish

**Step 2**  
Click Close

All 3 Steps MUST be completed to get credit for seminar.

# Online Seminars

## Final Steps of Completing Seminar



**Step 3**  
Click  
Yes, end  
seminar

**All 3 Steps MUST be completed to get credit for seminar.**

# Online Seminars

## Seminar Completed

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### Less Stress for Better Living

Congratulations! You've completed January's seminar, Less Stress for Better Living.

**Seminar Completed.  
Print this screen for your records.**

# *What's your Bot-e-Type?*

Be the healthy type. Live well.

