ELIGIBILITY

Q: Who is eligible to participate in the 2017 SmartHealth Well-being Program?

A: Ascension associates who enroll in a SmartHealth medical plan are eligible to participate and earn rewards. New this year spouses on a SmartHealth medical plan are eligible to access the SmartHealth Secure Well-being Website and utilize the provided resources and tools, however they are NOT able to earn rewards. If you and your spouse are both Ascension associates, you’ll each have to enroll individually in a SmartHealth medical plan if you would both like to participate in and earn rewards through the 2017 SmartHealth Well-being Program.

New hire associates who enroll in a SmartHealth medical plan are eligible to participate when their benefits begin.

REGISTRATION AND HEALTH ASSESSMENT

Q: How do I register for the 2017 SmartHealth Well-being Program?

A: For 2017 Ascension SmartHealth has partnered with a new vendor, Preventure. Therefore, even though the web address is the same, you’ll be required to set up a new username and password to access the secure well-being website. Your new and improved secure well-being website can be accessed from any device - phone, tablet, laptop or desktop. Start by logging in at myascension-wellness.org.

You will need your SmartHealth Enrollee ID number found on your SmartHealth medical (insurance) card to register.

For Associates:
  Username is your 9-digit Enrollee ID# (found on your Medical card) removing the three letters at the beginning.
  Example: If Enrollee ID is ASY123456789
  Username will be 123456789.

For Spouses:
  Username is your 9-digit Enrollee ID# (found on your Medical card), remove the three letters at the beginning, add 2 digit birth month to front of ID# and 2 digit day of birth to the end.
  Example: ASY123456789 DOB January 21
  Username will be 0112345678921

Your temporary password is the word “Wellbeing” followed by your DOB in MMDDYYYY format. The “W” in Wellbeing must be capitalized.
  Example:
  Associate Date of Birth: March 9, 1969
  Associate Temporary Password: Wellbeing03091969
  Spouse Date of Birth: January 21, 1970
  Spouse Temporary Password: Wellbeing01211970
Once you’ve registered with your temporary password, you will be asked to create your official password for future logins.

If you need assistance, click the “Need help logging in?” link, or contact Preventure Customer Support at supportteam@preventure.com.

**Q: How do I reset my password?**

**A:** Once you are successfully logged in, follow the steps below to create a new password that you will use for future logins.

1. Click the three horizontal lines in the upper left of your dashboard page to display your Menu.
2. Select the Profile page.
3. Under the Contact Information section, click “Change Password”.
4. Enter the temporary password listed above in the Old Password field.
5. Enter a new password, confirm your new password and then click submit. Important Note: The new password must be 8 characters in length, include at least one number and one letter. Please do not use any special characters such as ! $ #. Passwords are case sensitive.

If you need further assistance, contact Preventure Customer Support at supportteam@preventure.com.

**Q: How do I complete my Health Assessment?**

**A:** Once you’ve created your account and logged into the secure well-being website select the **Click Here to Get Started** link located under the dashboard image. You will then be redirected to a 2017 program overview where a link to the Health Assessment is found under Step 1. The Health Assessment is completed when you answer all questions and receive a health score.

You must complete your registration by taking the Health Assessment or you will not be able to participate in and earn rewards through the SmartHealth Well-being program.
Q: If I registered on the SmartHealth Well-being secure website in a previous program year, do I have to start the registration process all over again?

A: Yes. While you may be familiar with the URL, the 2017 SmartHealth Well-being Program has a new online secure well-being website driven by habit-forming technology that drives better health choices in a motivational and streamlined experience. Log on at myascension-wellness.org to begin the registration process.

Q: If I took the Health Assessment last year, do I have to take it again this year?

A: Yes, in order to complete the registration for the 2017 program, you will need to take the Health Assessment. To do so, you will need to log in to the SmartHealth Well-being secure website and select the Click Here to Get Started link to be taken to the Get Started page. Under Step 1 you will see a link to the Health Assessment. Click on that link and the Health Assessment will open.

The Health Assessment is a personal experience that helps you learn about your current health and the potential impact of current lifestyle choices on your future health. You may print your report and share it with your health professionals if you like. It’s especially helpful to track your Health Assessment score over time to see if your health and healthy habits are declining, staying the same or improving.

Q: Will a poor health score affect my health care premiums?

A: No, individual or aggregated Health Assessment data or health scores are not considered when determining health care premiums at this time.

Q: Who sees the answers to my Health Assessment?

A: The Health Assessment is powered by Preventure, which stores all Health Assessment data and activity tracking for reward purposes. Your information may be shared with the SmartHealth plan, and vendors or services to the plan for plan administration purposes only. For more information about how your data may be used, please see the Privacy Practice Notice.

**PRIMARY CARE PHYSICIAN (PCP) ANNUAL WELLNESS EXAM**

Q: Is an annual exam with my Primary Care Physician (PCP) required each year?

A: The PCP annual wellness exam is an important benefit of the SmartHealth Well-being Program. While not required, you are encouraged to complete a wellness visit with your physician each year. You will earn $160 healthy rewards by completing the visit. If you choose not to complete the PCP annual wellness exam you will only earn a maximum of $240 healthy rewards.

Visits between October 1, 2016 and September 30, 2017 are accepted under the 2017 program. No forms are needed this year. The process is now automated through your insurance claims. Your $160 healthy reward should be visible on the website 90 days from the date of your visit.

**Please note:** If your employment with Ascension terminates before your annual wellness exam is billed and captured via claims data, you will not receive the $160 reward for this activity.
Q: Why is a doctor visit important?

A: It’s always a good idea to get a doctor’s approval before undertaking a program of physical activity. In addition, it is important to develop a relationship with your primary care physician who, by understanding your history and current health status, is able to assist you in finding ways to become as healthy as you can be – ways that will work for you.

Q: What does the visit cost?

A: When you visit a PCP from within either the Ascension or National Network for an annual physical or Well check, the wellness visit charge is 100% covered by your SmartHealth medical plan as a preventive service. (Other services that may be provided while you are in the office will be covered according to plan provisions.)

EARNING REWARDS THROUGH THE SMARTHEALTH WELL-BEING PROGRAM

Q: How does the 2017 SmartHealth Well-being Program work?

A: Through the 2017 SmartHealth Well-being Program, you are able to actively work toward improving and maintaining your health by choosing to complete a variety of health and well-being activities.

You may choose from a variety of well-being activities and earn a total of $400 in Healthy Rewards! Healthy Rewards are deposited to Health Accounts and can be used toward qualifying health expenses for you and your family.

Complete your Primary Care Physician (PCP) Annual Wellness Exam to earn $160 in rewards. Select from a variety of well-being activities to earn up to $240.

<table>
<thead>
<tr>
<th>$20 Healthy Rewards</th>
<th>$40 Healthy Rewards</th>
<th>$60 Healthy Rewards</th>
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<tbody>
<tr>
<td>Commitments – Build a new health habit and track your progress over the next seven days.</td>
<td>Journeys – Receive information and tools surrounding a health topic and learn ways to incorporate this knowledge into your life to make positive changes.</td>
<td>Challenges – Participate in challenges offered during the program year.</td>
</tr>
<tr>
<td>Trackers – Track your exercise minutes, steps, sleep, weight, water intake, mindful minutes, etc.</td>
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<tr>
<td>Community Activities – Participate in local races, walks, bike rides or other wellness programming offered onsite at your ministry.</td>
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</tbody>
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Q: Can I complete activities that total up to $400 within one quarter?

A: Though challenging, it is possible to earn the full $400 in one quarter, if you complete your PCP Annual Wellness Exam and complete a combination of activities totaling $240 before the quarter end date.
Q: Where can I find details about the well-being activities? And how do I know what rewards I have earned?

A: When logging into the SmartHealth Well-being secure website, the Health Hero Circle on your dashboard will show the percentage of healthy rewards earned to date. Click on the circle and it will take you to your earn page. A second Health Hero Circle on the center of the earn page will show your progress toward earning $400 healthy rewards.

On the earn page select *Click here to view 2017 program overview* to view further details on all well-being activities available for earning rewards.

Q: If I choose not to use a Fitbit, or Physical Activity Tracking device, can I still earn rewards?

A: There are activities available which allow you to earn rewards without the use of a Fitbit or physical activity tracking device. To learn more about the additional activities you may complete please visit the *Click Here to Get Started* link on the SmartHealth Well-being secure website, [myascension-wellness.org](http://myascension-wellness.org).

Q: Do I have to manually input steps from my Fitbit or Physical Activity Tracking Device into the Ascension SmartHealth Well-being secure website to earn rewards?

A: No. Once you sync your device to the SmartHealth secure well-being website, steps from your device will automatically upload and rewards will be distributed accordingly. We recommend checking to make sure your accounts are synced at least once a month to confirm your activity is being captured.

Most popular tracking devices are supported, including Apple Health, Apple Watch, Fitbit, Garmin, Google Fit, Jawbone, MapMyFitness, and MyFitnessPal.

To sync your device:

1. Select 🔄 in the upper left of your dashboard
2. Select 📡 and choose the device you wish to sync
Note: For Apple Health and Apple Watch to sync correctly you will need to download the free Human API app and create an account before syncing to the SmartHealth secure well-being website.

Q: I am unable to participate and earn rewards due to an existing health condition. What options do I have to earn rewards and participate in the 2017 SmartHealth Well-being Program?

A: You may choose to complete any activities you would like through the 2017 SmartHealth Well-being Program. If you feel that it is unreasonably difficult to complete any/all of the health activities due to a medical condition you may contact Preventure Customer Support at supportteam@preventure.com to request an alternative.

RECEIVING HEALTHY REWARDS

Q: Where will my rewards be deposited?

A: Rewards are deposited in a Health Account – an HSA or HRA – and may be used on any qualified medical expenses including copays, deductibles, vision, dental, and prescription drug.

- HSA: Associates enrolled in the High Deductible Health Plan (HDHP) have access to a Health Savings Account (HSA), and healthy rewards will be deposited to an existing HSA. We recommend that associates open a HSA and contribute a minimum of $1 per pay period if they plan to participate in the 2017 SmartHealth Well-being Program.

IRS rules govern the eligibility of associates to contribute to HSA accounts. If you are enrolled in the HDHP plan but are not eligible for an HSA, your wellness rewards will be deposited to a Health Reimbursement Arrangement (HRA).

- HRA: Associates enrolled in a Preferred Provider Organization (PPO) plan will have an HRA opened for them once they’ve earned their first wellness rewards; rewards will be deposited to the HRA and a Health Expense Payment (Visa) card will be sent to home address.

Participants who have an existing HSA or HRA before earning healthy rewards through the 2017 SmartHealth Well-being Program will not receive an additional card for their healthy rewards, but should use their existing card to access their healthy rewards.

Q: When are healthy rewards deposited to Health Accounts?

A: Healthy rewards will be deposited after the end of each quarter. Expected deposit timeframes (also listed on the secure well-being website) are:

Quarter 1: January – March 31 – Expect deposits to happen with last pay date in April
Quarter 2: April 1 – June 30 – Expect deposits to happen with first pay date in August
Quarter 3: July 1 – October 31 – Expect deposits to happen with first pay date in December
Quarter 4: Program is closed
Q: I am leaving my position with Ascension before the quarterly payout. How do I get my healthy rewards before my termination date?

A: If your employment with Ascension terminates before the quarterly payout you will not receive the rewards earned in that quarter.

Q: If I terminate my employment with Ascension, do I lose access to the healthy rewards I’ve earned?

A: Wellness rewards deposited to a HSA are yours until you spend them, even when you leave your position with Ascension. Healthy rewards deposited to a HRA can be used toward expenses incurred while you were an Ascension associate. Access to your HRA account ends 90 days after you terminate employment unless you elect COBRA continuation of your SmartHealth medical plan.

Q: If I do not spend my healthy rewards before the end of the year will I lose them?

A: No, unused healthy rewards deposited to a HSA and HRA’s will roll over from year to year if you do not use them.

Q: How can I use my healthy rewards?

A: Healthy rewards can be used on any qualified medical expenses including copays, deductibles, vision, dental, and prescription drug for anyone in the household. You will receive a Health Expense Payment (Visa) card for your Health Account to use the same way as any other debit/credit card. Be sure to keep receipts of all purchases made with the card in the event you are asked for proof that your purchase was a qualified medical expense.

**DATA PROTECTION**

Q: Who sees the data collected from my participation in the SmartHealth Well-being Program?

A: Your information may be shared with the SmartHealth plan, and vendors or services to the plan for plan administration purposes only. For more information about how your data may be used, please see the Terms of Use and Privacy Policy located under Intro Questionnaire within the Profile section of the SmartHealth secure well-being website.