

1. Who is the vendor for the Wellness Program?

ActiveHealth Management is the wellness and weight management vendor.

The MyActiveHealth™ programs and services offered through ActiveHealth Management are confidential and secure. The MyActiveHealth™ program works with BlueCross BlueShield of TN, Cigna, CVS and Optum as part of your benefits. The MyActiveHealth™ Member Engagement Platform is accessible only by the health plan participant unless that individual grants access to their doctor, spouse or other health care provider.

2. Who is eligible to participate?

State and higher education employees, spouses and adult dependents have access to the weight management program, lifestyle counseling, disease management, online resources and biometric screenings. Cash incentives are available for active state and higher education employees and spouses. Local education and local government employees, spouses and adult dependents have access to the disease management program and the online resources. All eligible members have [access to the Diabetes Prevention Program](#), which is separate from ActiveHealth's programs, and is intended for those who are at-risk for diabetes. State and higher education, local education and local government employees, spouses and adult dependents who already have diabetes may enroll in ActiveHealth's Disease Management Program for support in managing their diabetes.

3. Who is eligible to receive the cash incentive?

Active state and higher education employees and spouses in any health plan can earn cash incentives. The incentive will be deposited into the head of contract's end of month paycheck by your employer. The incentive will be combined with your regular pay. The incentive is taxable and subject to withholding, garnishment and reporting and will impact the actual amount in your paycheck.

4. Will I be charged extra at any time for participating in this program?

No. This voluntary program is offered as part of your health benefits and comes at no extra cost to you.

5. Can I opt out of participating in this program?

Yes. Participation is completely voluntary. If you would like to decline participation in Lifestyle Coaching, Disease Management or the Weight Management Program or would like to opt out of all programs offered by ActiveHealth Management, please call 888.741.3390 and indicate that you would like to decline program participation or opt out. Please be aware that declining to participate in Lifestyle Coaching, Disease Management or the Weight Management Program still allows you to access MyActiveHealth.com/wellnesstn and the incentive center. If you opt out of all programs, you will no longer have access to your online tools or be eligible to earn incentives. If you change your mind about participating, you must call and let ActiveHealth know. ActiveHealth will not load your eligibility information, so you will look as if you are not eligible on their side until you call and opt back in.

Health Actions (Gaps in Care Notifications) - You would need to opt out of all programs for you or your physician to stop receiving Health Actions.

Lifestyle Coaching and/or Disease Management- You can decline participation and will stop receiving outreach and calls but can still access MyActiveHealth™ and earn incentives.

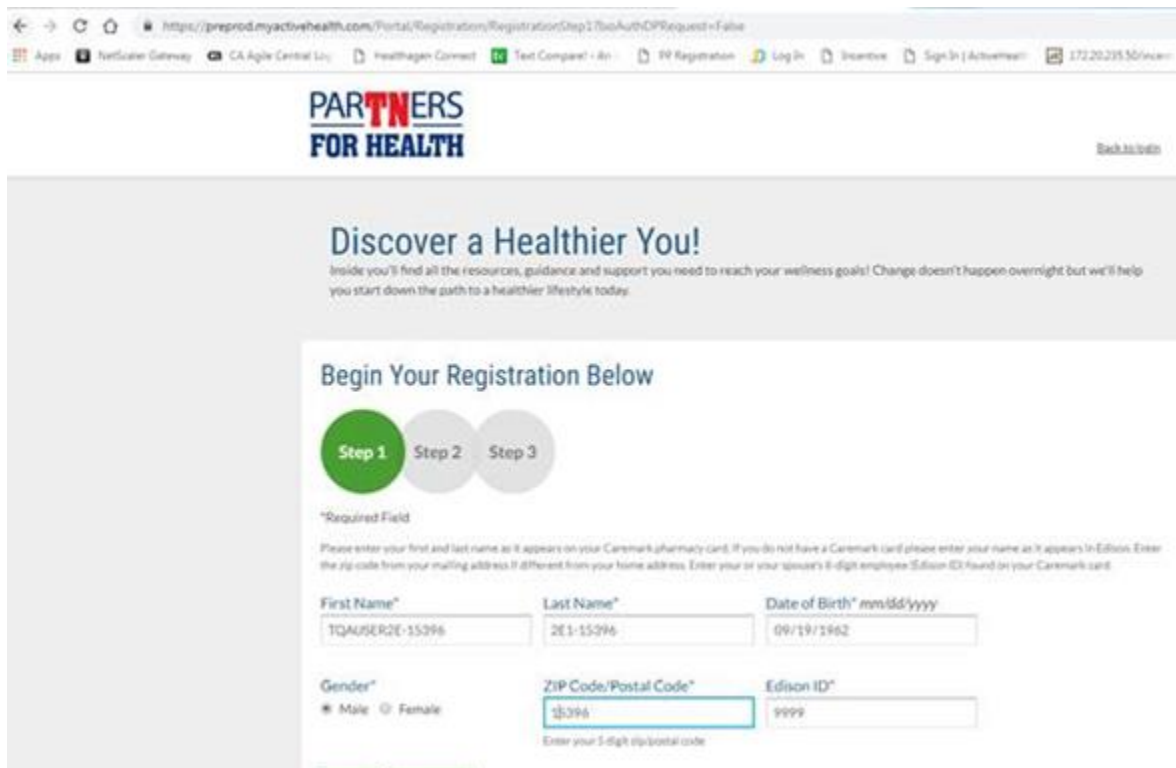
Weight Management Program- You can decline participation and will stop receiving outreach and calls but can still access the MyActiveHealth™ platform and earn incentives

6. How do I set up my online account to access the ActiveHealth member website?

Go to myactivehealth.com/wellnesstn to register for the member portal and begin online activities. The first time you log in you will need to register by completing the following steps:

Step 1: Verify your eligibility

You'll need to enter your name, date of birth, select your gender, enter your zip code and enter your Edison ID number on the screen.



The screenshot shows a web browser window with the URL <https://preprod.myactivehealth.com/Portal/Registration/RegistrationStep1?BioAuthOPRequest=False>. The page features the "PARTNERS FOR HEALTH" logo and a "Back to main" link. The main heading is "Discover a Healthier You!" with a subtext: "Inside you'll find all the resources, guidance and support you need to reach your wellness goals! Change doesn't happen overnight but we'll help you start down the path to a healthier lifestyle today." Below this is a section titled "Begin Your Registration Below" with three steps: Step 1 (highlighted in green), Step 2, and Step 3. A "Required Field" section follows, with instructions: "Please enter your first and last name as it appears on your Caremark pharmacy card. If you do not have a Caremark card please enter your name as it appears in Edison. Enter the zip code from your mailing address if different from your home address. Enter your or your spouse's 8-digit employee Edison ID found on your Caremark card." The form fields are: First Name* (TQA/SER2E-15096), Last Name* (2E1-15096), Date of Birth* mm/dd/yyyy (09/19/1962), Gender* (Male selected, Female unselected), ZIP Code/Postal Code* (15096, with a note "Enter your 5-digit zip/postal code"), and Edison ID* (9999).

Step 2: Select your user name and password

Next, you'll need to select your user name and password. You can also enter an email address, and you'll have to select a secret question and answer for security purposes.

Discover a Healthier You!

Inside you'll find all the resources, guidance and support you need to reach your wellness goals! Change doesn't happen overnight but we'll help you start down the path to a healthier lifestyle today.

Begin Your Registration Below



*Required Field

Password must be between 6-20 characters, contain 1 upper case, 1 lower case and 1 number.

Password is case sensitive, cannot contain spaces and must be different from user name and your secret answer.

| | | |
|----------------------|----------------------|----------------------|
| User Name* | Password* | Confirm Password* |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

| | | |
|----------------------|--|----------------------|
| Email Address* | Secret Question* | Secret Answer* |
| <input type="text"/> | Please select <input type="button" value="v"/> | <input type="text"/> |

[Cancel](#)

Verify your user name and contact information, review and accept the terms and conditions.

For Step 3 you will verify your user name and contact information and agree to the terms and conditions.

Discover a Healthier You!

Inside you'll find all the resources, guidance and support you need to reach your wellness goals! Change doesn't happen overnight but we'll help you start down the path to a healthier lifestyle today.

Registration: Contact Information



*Required Field

Address

Select Preferred

Primary

Primary

13860 BALLANTYNE CORP PLACE

CHARLOTTE
NC 15398

Phone Number

Select Preferred

Primary

Primary

We do not have a phone number on file for you. Please use the Secondary field to enter your phone number.

7. How do I complete the Digital Coaching (online) activities and earn hearts to receive a cash incentive?

You earn hearts by completing a single Health Goal or completing a health education topic.

8. How many hearts can members earn per week?

You can earn a maximum of 1,640 hearts* per week. Members are eligible to earn the following hearts per week:

Health Education activities: members can earn a maximum of 800 hearts per week (a total of eight topics)

Health Goals: members may complete a maximum of six activities per day x 20 hearts/activity x seven days = 840 hearts per week*.

*Note: If a member is enrolled in the intensive weight management program and is completing Your Health Goals focused on Weight Management, he or she may complete a maximum of five activities per day x 20 hearts/activity x seven days = 700 points per week.

This means a member has the potential to earn 1,640 or 1,500 hearts / week depending on whether they are in the IWMP program or not.

After that, you can still complete the activities, but these actions don't count for any accumulation of hearts.

Please review and accept the terms and conditions

What is this website?
This site is a confidential and secure, internet-based service that allows eligible members of The State of Tennessee Health Plans to obtain access to and organize their own health information. The website provides you with useful information about opportunities for improving the quality of your medical care that you can share with your doctor. The website is offered in connection with your health benefit plan through ActiveHealth Management and there is no separate charge to you for this service.

What Type of Information is Contained in this Website?
The website contains information about your health that your health plan collects and maintains in connection with providing your health benefits. This information primarily consists of claims for reimbursement submitted by your health care providers. You can also add information to the website about your own health conditions and medical treatment. We encourage you to add your own information as this makes this website a more valuable tool for you.
This website does not contain all of the information about your health. Among other things, it does not include information relating to

I accept the Terms and Conditions *

[Back](#) [Manage your Communication Preferences](#) [Begin My Health Action Plan](#)

[Cancel](#)

9. How many hearts do I need to accumulate to earn a cash incentive?

Complete Health Goals and Your Health Education topics to earn 750 hearts and a \$50 cash incentive. Earn 6,000 hearts and earn an additional \$150 cash incentive. It will take you at least 3 ½ weeks to earn 6,000 hearts if you complete 1,640 hearts/week.

10. I no longer see “Your Health Goals” under the Digital Coaching program on the website. What happened?

Members who enroll in the Weight Management Program will set new health goals with their coach and will continue earning hearts under the Weight Management program. Once you graduate from the Weight Management Program, Your Health Goals will be available again under Digital Coaching.

11. What is the maximum cash incentive a person can earn in a year?

Eligible members can earn up to \$250/year. However, the cash incentive is taxable income so tax withholding and reporting will apply.

12. What is the maximum cash incentive a member and dependent spouse can earn in a year?

An eligible member and spouse can earn up to \$500/year (\$250/year for the eligible member and \$250/year for eligible spouses). However, the cash incentive is taxable income so tax withholding and reporting will apply.

13. How do I earn cash incentives?

To see a complete list of incentive activities, go to the ParTNers for Health website:

<https://www.tn.gov/partnersforhealth/other-benefits/wellness-program.html>

ActiveHealth Management is responsible for tracking and reporting your activities. All activities will be tracked through the ActiveHealth website. You must first set up your account and complete the online health assessment on the ActiveHealth website to earn the incentives.

To set up your account, go to: myactivehealth.com/wellnesstn

14. Do I earn cash incentives for completing the Health Assessment?

No, but you must first complete your Health Assessment to receive cash incentives for the other available activities. If you do not complete the health assessment, you will not be eligible to receive the incentives. You must complete the health assessment every year to be eligible.

15. What happens if I become eligible during the year? Can I still earn the incentives?

Yes. However, new hires and new plan members may be limited in the dollar amount you can earn depending on your hire date and the activity deadlines.

16. Where can I track my activities and incentives?

You can track your activities and cash incentives earned here: myactivehealth.com/wellnesstn

Once you set up your account on the website, you will see Rewards in the middle of the home page. Click on the “Rewards” icon to go to the Incentives Center.

Welcome!

members (including enrolled spouses and dependents over age 18) in the state health plans. Our programs help you identify specific ways to live a healthier life and get rewarded for taking action! This year, we encourage you to take a bigger interest in your own health by making the most of your health benefits. So get started today by taking your online [Health Assessment](#). Members who complete their Health Assessment are eligible to earn up to \$250 by completing additional activities. Click [here](#) to see what you can do to earn cash incentives.

Note – The incentive is taxable and subject to withholding and reporting and will impact the actual amount you receive.



Important for You

We have activities to help you on your path to better health.

| | | | |
|--|--|--|--|
| <p>REWARDS</p> <p>Rewards Earn rewards.</p> | <p>CHALLENGES</p> <p>Challenge yourself or friends Participate in group challenges or start a challenge yourself.</p> | <p>COACHING</p> <p>Explore our coaching options Enroll in one of our coaching programs today.</p> | <p>HEALTH ACTION</p> <p>Help fight COVID-19 by getting vaccinated</p> |
|--|--|--|--|

When you go to the Incentive Center, you will see a progress bar showing your maximum incentive amount and how much you have earned to date. Note that ActiveHealth does not pay the incentives directly so the earned amount may not reflect what has been paid in your paycheck.



Incentive Activities

Welcome to Your Incentives Center

Welcome! Looking to get closer to your health goals? No matter where you are on your path, learn how to complete your goals and track your progress. Click Read more for program details.

[Read more >](#)

Your progress: \$0 / \$250

Great start! Keep it going.

\$0 earned



Complete these activities to earn your maximum!

You will see a list of activity cards and the incentive amount available for each activity.

Complete these activities to earn your maximum!

| | |
|--|---|
| <p>Earn \$200</p> <p>Speak to a Lifestyle Coach or Disease Management Nurse</p> <p>Learn More</p> | <p>Earn \$200</p> <p>Participate in Digital Coaching</p> <p>Learn More</p> |
| <p>Earn \$200</p> <p>Join an Online Group!</p> <p>Learn More</p> | <p>Earn \$150</p> <p>Healthy You Group Coaching</p> <p>Learn More</p> |
| <p>Earn \$25</p> <p>Activity 4 - Better Blood Pressure</p> <p>Learn More</p> | <p>Earn \$150</p> <p>Complete Case Management</p> <p>Learn More</p> |

You can expand the activity cards (learn more) and the status of how many incentive dollars you have earned will show in the activity card.

[View All Rewards](#)



Participate in Digital Coaching

Access these online tools to help you maximize your well-being by learning more in the [Health Education library](#) or focusing on your [Health Goals](#). When you reach 750 hearts, you will earn \$50 and when you reach 6,000 hearts, you will earn \$150.

New hires/new plan members, your earnings may be limited depending on your hire date. The incentive is taxable and subject to withholding and reporting and will impact the actual amount you receive.

Why it's important

It is important to set and reach personal health goals. There is a wealth of information about sleep, migraines, eating healthier, reducing stress, GERD, weight loss, chronic conditions and much, much more!

What to do next

Complete your online [Health Assessment](#) if you haven't already done so. Completion of your Health Assessment is required to earn the cash incentives. You can earn a maximum of 750 hearts per week, so get started today! After completing your Health Assessment, you can begin earning hearts by reading about health topics that interest you in the [Health Education library](#), or start working on your [Health Goals!](#)

Note: For members enrolled in the Weight Management Program, on the day of your first session, you will begin working on Health Goals as part of your Weight Management program. Your current Health Goals will be locked until you have completed all classes and you will earn hearts working on your Weight Management Program Health Goals. You can always access Your Health Education resources to earn hearts for topics that are not related to Weight Management.

Earn 750 Hearts Not Completed

Earn \$50

Results

[Work On It](#)

17. What is an activity card?

State and higher education employees and spouses who are eligible to earn cash incentives will see activity cards in the Incentives Center. Click on the Rewards button located on the upper right side of the home page. Activity cards provide details about each incentive activity and track your progress toward earning your cash incentive.

18. When will my activity card in the Incentives Center show the completion of my activity?

| Incentive Activity | Timeline from Activity Completion to Display in Incentives Center |
|-------------------------------------|--|
| Health Assessment | Same day |
| Biometric Screening | 3-5 business days after Quest Diagnostics receives the screening results |
| Attend 8 Weight Management Sessions | 2 business days |
| Attend 1 Weight Management Class | Same day |
| Telephonic Coaching | Same day |
| Digital Coaching | Same day |
| Online Group Coaching | 2 business days |
| Healthy You Group Coaching | 2 business days |
| Wellness Challenge | 3-5 business days after the 20 th of each month |
| Preventative Exam | 3-5 business days after ActiveHealth receives the claims data |
| Case Management Participation | 3-5 business days after the 20th of each month |
| Take Charge at Work Participation | 3-5 business days after the 20th of each month |

19. How long after the Incentives Center activity card changes to show I completed the activity will I see the money in my paycheck?

ActiveHealth sends completion information to the state, UT, TBR and state offline agencies on the 15th of every month and the incentive payments appear in the end of month paycheck. It could take up to three months for the money to appear in the head of contract's paycheck, depending on the activity completed.

20. When do my activities need to be complete to earn the cash incentive?

Activities need to be complete by Nov. 30 or Dec. 31, 2023, depending on the activity. Go to https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/wellness_incentive_table.pdf for a complete list of eligible activities for the 2022 cash incentives.

21. What if I can't participate due to a medical issue? Will I still be able to earn cash incentives?

Yes. The cash incentives are available to all eligible members. If you think you are unable to meet a standard for the cash incentive, you might qualify for an opportunity to earn the incentive through different means. Call ActiveHealth at 888.741.3390 and they will work with you.

22. When will I receive my cash incentive payment?

The cash payment for both the employee **and** the spouse will be paid in the head of contract's paycheck. Once each of you complete the ActiveHealth online health assessment, payments will be made monthly and always in the end of month paycheck. For some activities it could take up to three months depending on the activity and when it is completed and reported to ActiveHealth. All payments should generally be made within a month or two of the activity being completed and reported to ActiveHealth. Payments for completing preventive exams usually take the longest to process.

23. How will I receive my cash incentives and where can I find the payments?

The money will be provided to your employer to include in your end of the month paycheck. Your spouse's money will be included in the employee's paycheck.

You can track the payments on your digital paystub:

State employees: Your incentive will show in the Hours and Earnings section on the ESS paycheck with the description "Well Ince"

UT employees: Your incentive will show in the gross pay section with the description "Wellness Incentives"

TBR employees: Your incentive will show in earnings with the description "TBR Hlth"

24. What if both the head of contract and spouse work for state/higher education. Will each receive the cash incentive because we each receive a paycheck?

Even if your spouse is an employee, if he/she is a dependent on your health insurance, the head of contract will receive the incentive payment in his/her paycheck. If you have separate coverage, then you will each receive the cash payment.

25. Will I receive my cash incentives if I am out on an approved leave of absence such as Short Term/Long Term Disability?

State Employees: The answer is yes. The type of leave you are on will determine how the payment is made. You will receive your incentive payment via a paper paycheck mailed to your current home address in Edison when on these types of approved leave: STD/LTD, Parental Leave, Special Leave, Military Leave, Seasonal Closure and Education Leave.

You will receive your incentive pay on your regular paycheck when you are on these types of approved leave: Paid Leave of Absence for Division of Claims, FMLA with Pay, FMLA without Pay, Termination with Pay and Sick Leave Bank.

26. Will I receive my cash incentives if I retire or terminate employment?

State employees: It depends on when the state receives notice of the incentive payment. Incentive payments must be processed in the current calendar year in which the incentive is earned. You will either receive the payment included with your other earnings on a regular paycheck or receive a paper paycheck in the mail, for only the incentive payment amount. The method of payment is based on the length of time since your termination date and receipt of the incentive payment from the vendor.

TBR schools: Yes, you will receive payment via direct deposit either on a regular paycheck or as in incentive only paycheck if no other pay is due.

27. What if I believe that I or my spouse completed activities, but I do not see the money in my paycheck?

First log into your My ActiveHealth™ account to confirm you have completed the health assessment. Some activities could take up to three months to appear in your paycheck. If it has been longer than three months since the activity was completed, please call ActiveHealth at 888-741-3390.

28. How will the cash incentives impact my taxes?

The tax withholding will be subject to your tax bracket. The payment is also subject to garnishment.

29. If I am at lower risk and don't have a chronic condition qualifying me to engage with a Disease Management coach or a condition that would qualify me for Case Management, what activities can I complete to earn a cash incentive?

You will have a lot of options to earn your cash incentive. For example: Biometric Screening for \$50, have biometric screening values in range for \$150, engage with a Lifestyle Coach for \$50-\$150, participate in Digital Coaching for \$50-\$150, online Group Coaching for \$50-150 or possibly complete a preventative screening for \$50 depending on age/gender.

30. Who has access to the online health assessment?

All members, regardless of the health plan you choose, have access to the online health assessment and the online tools. ActiveHealth will customize your health goals based on your responses to the health assessment questions. Note: for state and higher education employees and dependent spouses, the health assessment is the first step and required to earn the cash incentives. You can complete the health assessment online or through the mobile app.

31. How do I complete the online health assessment?

To complete the health assessment, go to www.myactivehealth.com/wellnesstn. Once you create your account or log in, click on the health assessment in the Welcome Message to get started. For instructions on how to set up your online account, see question seven.

32. Who can participate in a biometric screening?

State and higher education members and spouses have access to free onsite screenings (18 years and older). All plan members are eligible to receive an annual physical through the health plan at no cost.

Only state and higher education members and spouses wishing to earn the cash incentive will need to download and submit the physician screening form when they go for their annual physical.

33. What are my options for completing a biometric screening to earn the cash incentive?

You will have two options; submit the physician screening form or attend an onsite screening that will be held in the spring and fall of each year. Quest Diagnostic will be our biometric screening vendor. To learn more about your options, set up or log into your ActiveHealth account at www.myactivehealth.com/wellnesstn.

34. Am I required to have a biometric screening?

No. A biometric screening is not required. However, eligible state and higher education members and spouses can earn a cash incentive for completing a biometric screening.

35. What tests are performed as part of the biometric screening?

Total cholesterol, high –density lipoprotein or HDL, low-density lipoprotein, or LDL, triglycerides, fasting glucose, height, weight, blood pressure and Body Mass Index, or BMI.

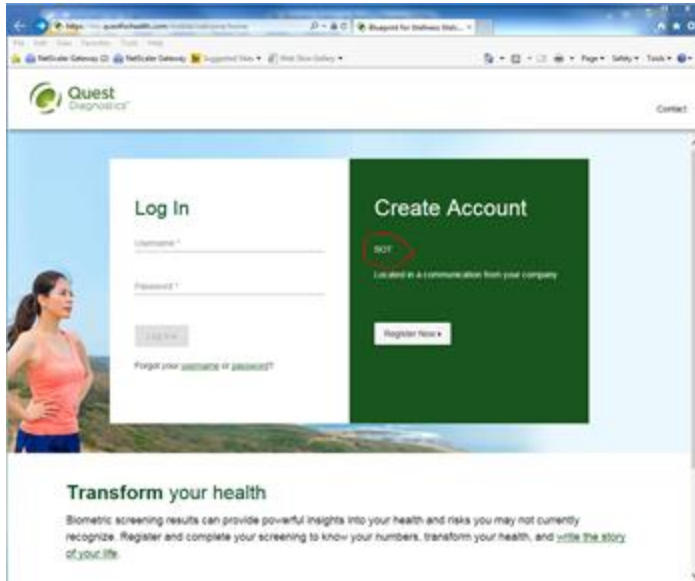
36. Do I need to fast prior to my onsite screening?

Yes, you will need to fast 9-12 hours prior to your appointment time. If you are fasting, please continue to take all medication(s), follow other guidance as provided by your physician and drink plenty of water.

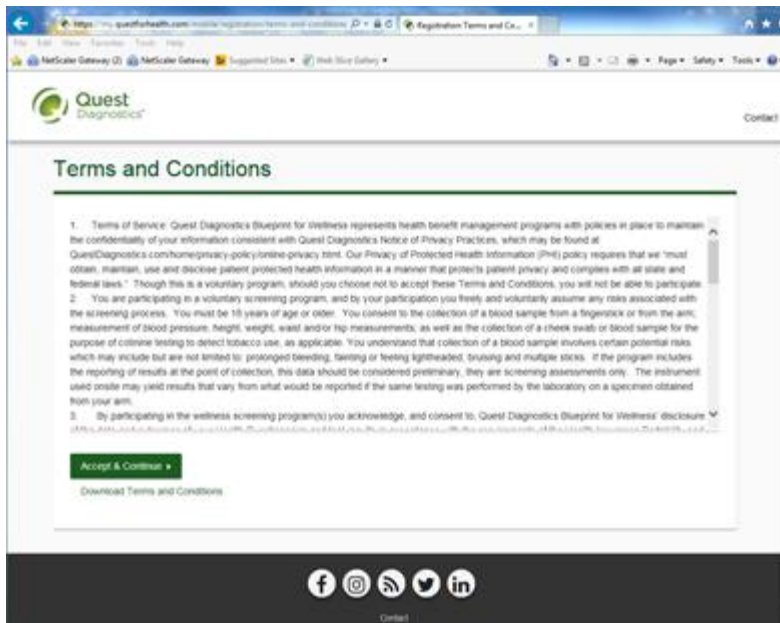
37. How do I download the physician screening form to earn a cash incentive?

Quest Diagnostics will be our biometric screening vendor. Go to My.Questforhealth.com to download the physician screening form or to schedule an onsite screening.

Step 1: You will need to create an account if you do not already have one using SOT as the Registration Key.



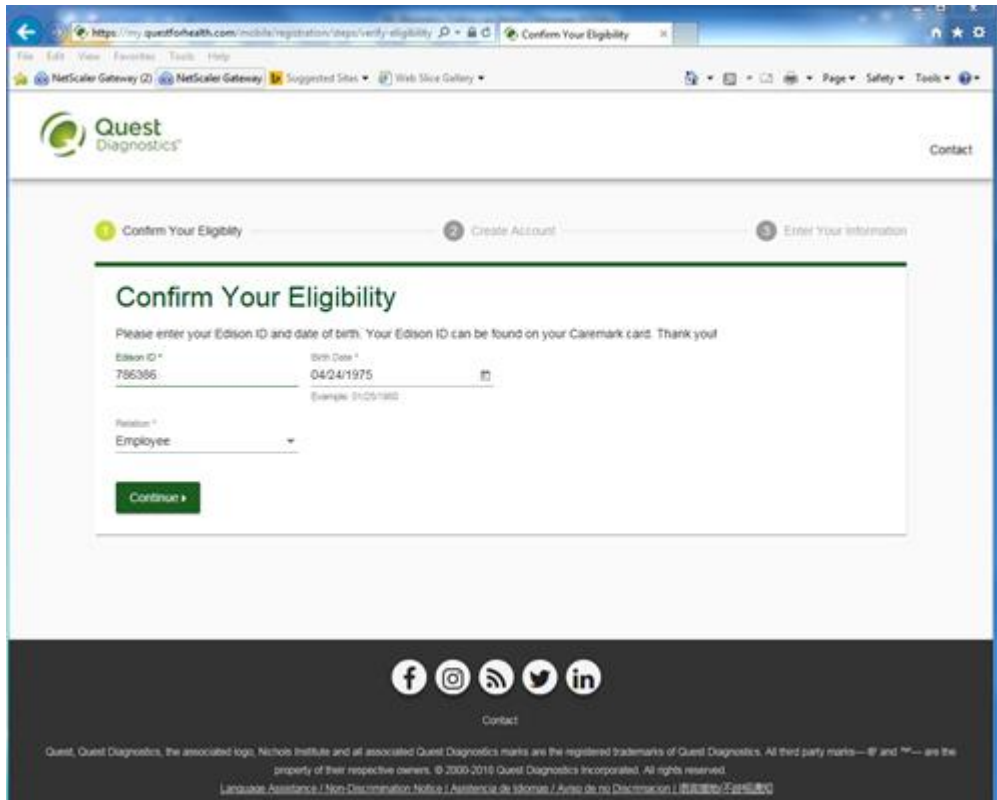
Step 2: You will then review and accept the terms and conditions two times. (The Quest terms and conditions and State of TN disclaimer.)



Step 3: Next, you will confirm your eligibility by entering your eight digit Edison ID*, birth date and whether you are the employee or the eligible spouse.

*Employee example: 00123456

*Spouse example: S00123456 (spouses and dependents must add an S in front of the Edison ID)



Step 4: Then you will create your account by entering a username and password.

Step 5: Lastly, you will select to download your physician screening form by clicking the link “download your form here.”

38. How do I submit my biometric screening results?

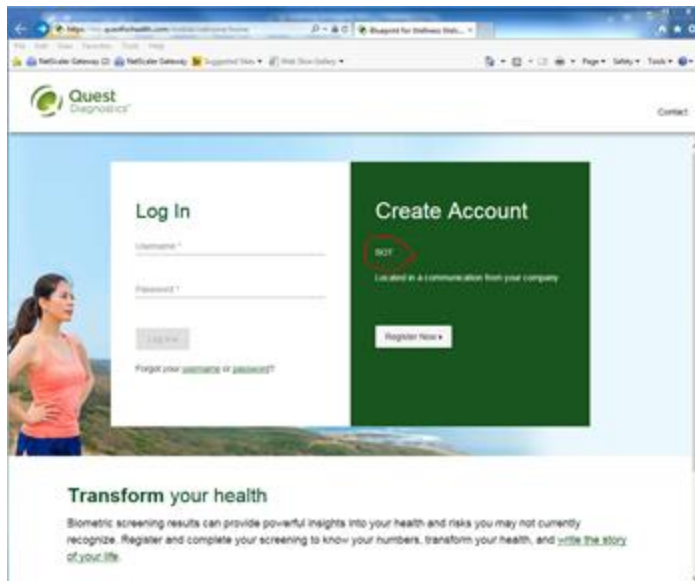
You or your physician can fax your physician screening form or you can upload the form in Quest Diagnostic’s web portal. You must use Quest Diagnostic’s form to receive credit for the screening. Go to My.Questforhealth.com to download the physician screening form or to schedule an onsite screening. Follow steps 1-5 above and select upload physician form.

39. How do I schedule an onsite screening appointment?

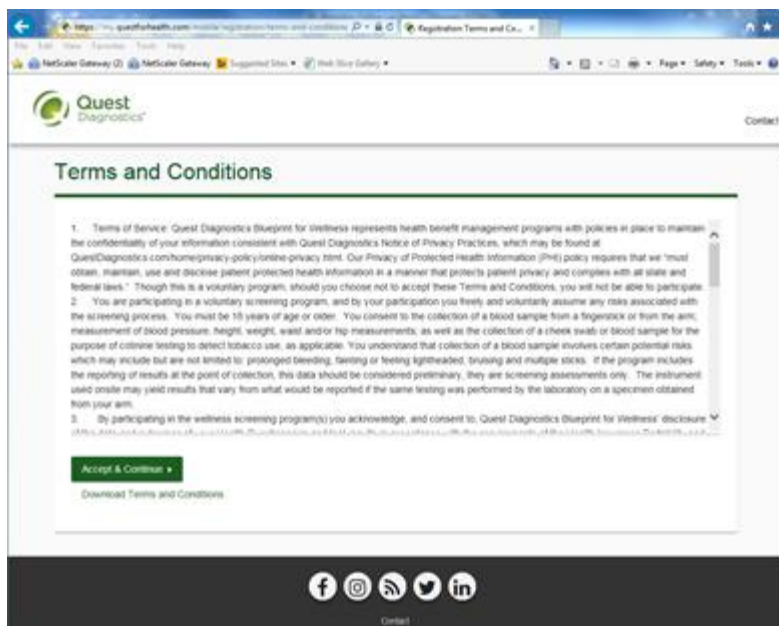
Follow steps 1-5 below and starting spring 2022 you will see the option to select an onsite screening event that is scheduled near you or your workplace.

Quest Diagnostics will be our biometric screening vendor. Go to My.Questforhealth.com to download the physician screening form or to schedule an onsite screening.

Step 1: You will need to create an account if you do not already have one using SOT as the Registration Key.



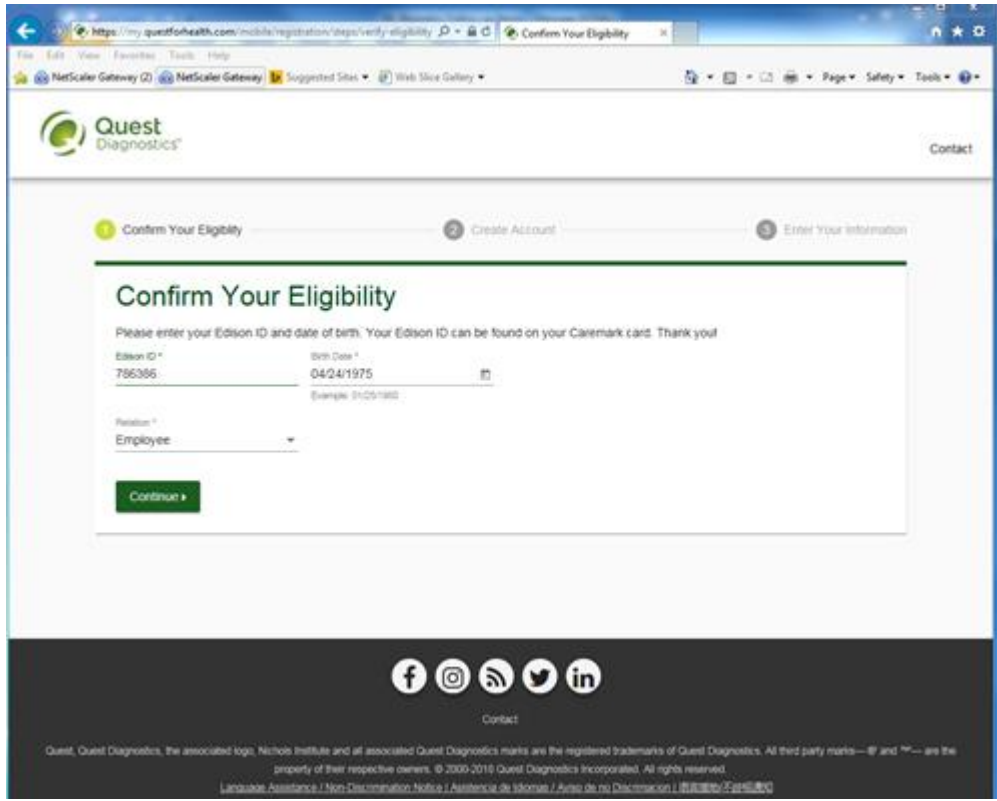
Step 2: You will then review and accept the terms and conditions two times. (The Quest terms and conditions and State of TN disclaimer.)



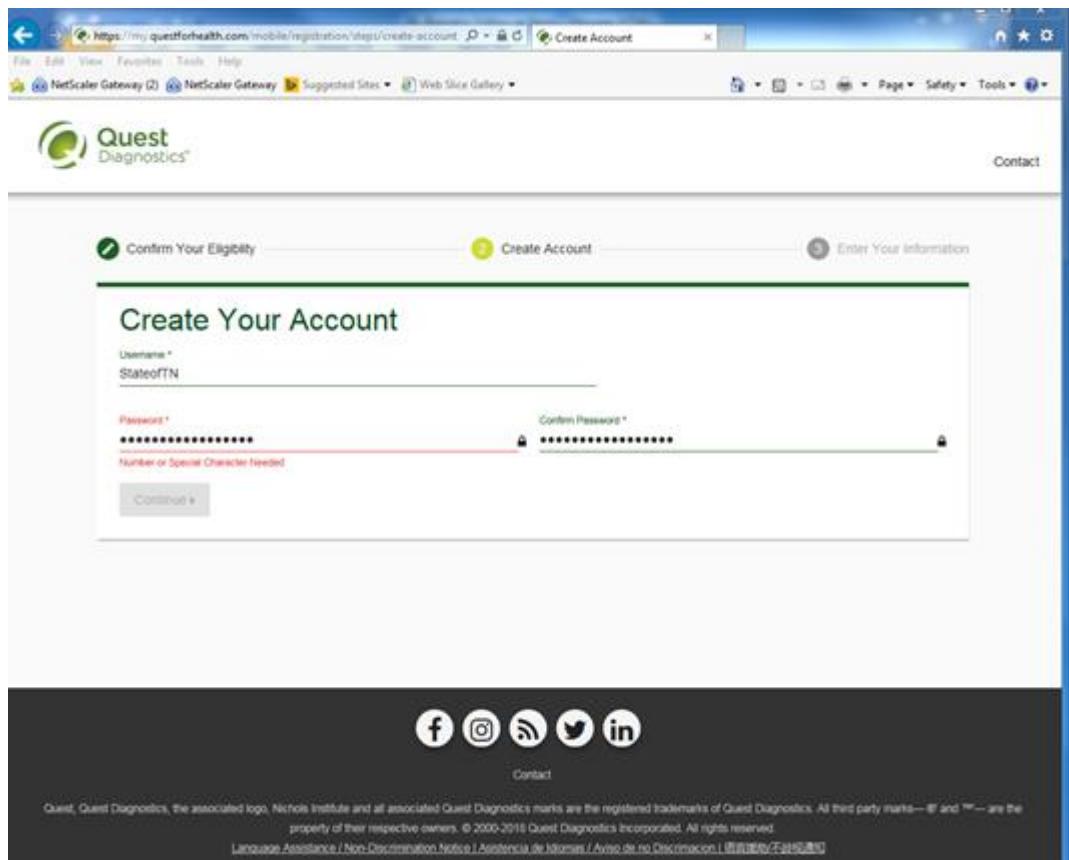
Step 3: Next, you will confirm your eligibility by entering your Eight Digit Edison ID*, birth date and whether you are the employee or the eligible spouse.

*Employee example: 00123456

*Spouse example: S00123456 (spouses and dependents must add an S in front of the Edison ID)



Step 4: Then you will create your account by entering a username and password.



Step 5: Lastly, you will select to download your physician screening form by clicking the link “download your form here.”

Scheduled

Physician Screening Form

You have downloaded your form. You can fix it in or upload it to the right. You can also [download your form here](#).

[Upload Form](#) [Cancel](#)

[Need More Information?](#)

Why You Should Participate

Knowing your numbers helps you identify your health risks. Schedule your onsite screening or send in your completed physician screening form to earn \$50!



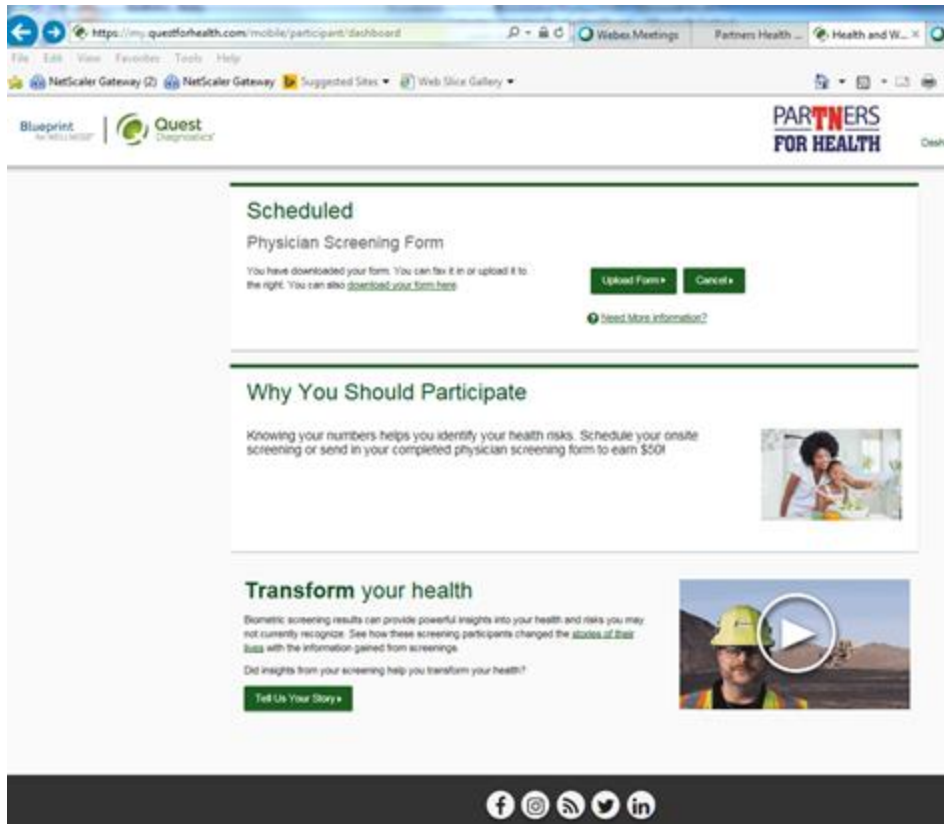
Transform your health

Biometric screening results can provide powerful insights into your health and risks you may not currently recognize. See how these screening participants changed the *status of their* lives with the information gained from screenings.

Did insights from your screening help you transform your health?

[Tell Us Your Story](#)





40. What if I complete my annual physical in December? Can I still earn a cash incentive?

To earn the cash incentive for the current year, your form must be submitted to Quest Diagnostics by Nov. 30. You have many options of activities to complete instead of the biometric screening. However, if you complete an annual physical or biometric screening in December, it will count toward the upcoming year’s incentive earnings.

41. Am I able to earn additional dollars for other preventative screenings?

Yes. You can earn cash incentives for completing one of the following between Dec. 1 and Nov. 30: annual physical (well visit), well woman exam, breast cancer screening, colon cancer screening, lung cancer screening or cervical cancer screening.

42. Can I earn incentives for having target range biometric values?

Yes! If you have three out of five values in the lower risk range for metabolic syndrome (see below) you will automatically earn a \$150 cash incentive. You must first complete the ActiveHealth online Health Assessment and submit your biometric values to qualify. If three or more values are in the higher risk range for metabolic syndrome, you may be at higher risk for heart disease, diabetes or stroke. Some target ranges for healthiest or lowest risk may be different.

| Value | Target Range: Lower Risk for Metabolic Syndrome | Higher Risk for Metabolic Syndrome |
|-------|---|------------------------------------|
|-------|---|------------------------------------|

| | | |
|------------------------|--|--|
| Triglycerides | < 150 mg/dL | ≥150 mg/dL |
| HDL (Good) cholesterol | Women > = 50 mg/dL Men > = 40 mg/dL | Women < 50 mg/dL Men < 40 mg/dL |
| Blood glucose | < 100 mg/dL | > 100 mg/dL |
| Blood pressure | < 130/85 mmHg | ≥ 130/85 mmHg |
| BMI | < 30 kg/m ² or Waist Circumference women < 35 inches men < 40 inches | ≥ 30 kg/m ² or Waist Circumference women ≥ 35 inches men ≥ 40 inches |

The criteria for metabolic syndrome are set by the National Heart, Lung and Blood Institute. If you have any of the factors that are at higher risk for metabolic syndrome, be sure to follow up with your doctor.

43. If I am pregnant, can I earn my full incentive amount?

Yes. Once you complete the Health Assessment, you have the option to participate in many activities to help you earn the full incentive amount. Activities include online digital coaching for \$50-\$150, online lifestyle group coaching and mini group coaching for \$50-\$150 and wellness challenges for \$25-\$100.

44. Who has access to my personal information?

Neither the State Health Plan nor your employer will have access to your personally identifiable information. Only ActiveHealth, our wellness vendor and Quest, an ActiveHealth subcontractor, will receive your personally identifiable information in order to provide services to you under the wellness program. ActiveHealth is a business associate of the State Health Plan and Quest is a subcontractor of ActiveHealth and bound by the same regulations as a business associate. Neither of these entities are considered “third parties”. Member information is provided to contracted vendors for treatment, payment and operations of the health plan. Your information will never be sold, exchanged, transferred or otherwise disclosed except to the extent permitted by law to carry out activities related to the wellness program. You will never be asked or required to waive the confidentiality of your health information as a condition of participating in the wellness program or receiving an incentive.

45. What information is shared with my employer or the State Health Plan?

No individual information is shared with your employer. For purposes of paying the cash incentives, state payroll and your employer, if you work for UT, TBR or a state offline agency, known as STOLA, they will have access to the dollar amount you earned in order to pay the incentive in your paycheck.

46. Will you share my personal health information with anyone?

ActiveHealth Management maintains the confidentiality of your personal health information in compliance with the Health Insurance Portability and Accountability Act privacy regulations. Your information is shared only as permitted or required by law.

47. Why do I have to share my personal information when I sign up for the program?

Your information will be used to help you understand your current health and potential risks. It may also be used to offer you services through the wellness program such as the Weight Management Program, Diabetes Prevention Program and other wellness programs.

48. If I participate in Group Coaching, will the other participants see my name and information on the screen or know who I am?

You will have to sign in and provide your name to receive credit for participating in a Group Coaching class. None of the other participants will see your name upon signing in.

49. Will I receive calls asking me to enroll in Lifestyle Coaching, Disease Management or Weight Management?

Yes, ActiveHealth will reach out to you if you are eligible to enroll in Lifestyle Coaching and Disease Management. The majority of member outreach will happen via email, but you could also receive phone calls. Members with no email address on file will receive phone calls. If you are identified for the Weight Management Program, you will only receive emails about enrollment.

50. What if I want to enroll in Disease Management, Lifestyle Coaching or the Weight Management Program, but I don't want to talk on the phone to a coach?

You will have flexibility in how you participate in these programs. You can talk to a coach or you will be able to participate in online group or mini group coaching sessions. You can also send a secure message to your coach and complete online activities which are visible to your nurse or coach. The Weight Management Program is conducted completely online, so speaking with a coach is not required to participate.

51. What lifestyle counseling programs will be available?

Programs for exercise, metabolic syndrome, nutrition, pre-hypertension, sleep, stress, tobacco cessation and weight management for members with a body mass index, or BMI over 30. The programs will be available either by phone or through group coaching. Call 888-741-3390 for more information on the available programs.

52. What are my options for participating in lifestyle counseling?

You will have several options. You can talk to a coach on the phone or participate in online group coaching or mini group coaching sessions. To find out more, go to www.myactivehealth.com/wellnesstn or call 888-741-3390. State employees enrolled in the health plan who work in downtown Nashville will also have the option of meeting face to face with a coach in the Partners Health & Wellness Center. Call 615-770-1729 to schedule an appointment.

53. What is the Weight Management Program? How do I qualify?

The Weight Management Program is a great program for members who are ready to lose weight and learn more about healthy lifestyle changes. It's a 12-month program that begins on the date of your first

online session. You'll attend online group sessions where you will interact with coaches and your peers with similar goals. Your coach will help you set goals and develop an action plan to achieve your goals. Sessions are held weekly for 16 weeks, followed by monthly maintenance sessions for eight-months with 45 minutes of activities in each session. **To be eligible, you must have a body mass index, or BMI of 30 or higher.**

54. How do I enroll in the Weight Management Program?

If you are eligible for the Weight Management Program, you will have an activity card for the program on the ActiveHealth website and can enroll online. You can also call ActiveHealth at 888.741.3390 to learn more or to self-enroll.

55. If I have Type II diabetes or another chronic condition, am I still eligible?

Yes, as long as you have a body mass index, or BMI of 30 or higher.

56. How does ActiveHealth track my weight loss during the program?

After you attend two sessions, you will receive a Bluetooth scale and a wearable device which will sync with the MyActiveHealth website and update your coach with your progress.

57. How would I change weight management meeting group times?

Contact ActiveHealth Management at 888.741.3390 or work with your coach if you need to change session days or times.

58. Can I continue to enroll in the Weight Management Program until I reach my goal weight?

Members can re-enroll every 12-month cycle once they have graduated. Graduating from a program includes attending all sessions (24) within a 12-month period.

59. What happens if I miss my session?

Make-up videos will be available one week after the scheduled session for one week. To get credit for your missed week, you must view the make-up video. Please note that if you switch your session, your make-up session may not align with your current week's class. Call ActiveHealth at 888.741.3390 for assistance with make-up sessions after switching your schedule.

60. What Disease Management programs will be available?

Telephonic programs for diabetes, COPD, congestive heart failure, asthma and coronary artery disease as well as group coaching for diabetes.

61. If I am pregnant, can I still participate in a Disease Management program?

No. Pregnant women are not eligible for one-on-one telephonic coaching and are encouraged to work with their health care providers for personalized care. Just as a specialized doctor cares for pregnant

women with chronic conditions, a specially trained team of nurses such as in a maternity program would need to care for such a member. ActiveHealth's disease management nurses are not trained on maternity care and the Diabetes Management content does not include any content on pregnancy management. Any member with a chronic condition who becomes pregnant is either referred to a maternity management program and/or back to their health care provider(s) until after the post-partum period. You still have access to lifestyle group coaching, digital coaching and mini group coaching during your pregnancy.

62. What are my options for participating in Disease Management coaching?

You will have several options. You can talk to a coach on the phone or participate in online group coaching for diabetes. To find out more, go to myactivehealth.com/wellnesstn or call 888-741-3390. ActiveHealth will also email and/or call members who are eligible to participate. State employees enrolled in the health plan who work in downtown Nashville also have the option of meeting face to face with a coach in the Partners Health & Wellness Center. Call 615-770-1729 to schedule an appointment.