

2024 Well-being Program Details

Cone Health LiveLifeWell program values you and your health, and we believe our well-being program can help you achieve better health and empower you to make more informed decisions about your health, wellness, and care.

The Healthy Premium and Well-being Bucks program is administered and managed by our partner **ActiveHealth**, a leader in online wellness solutions. All personal health information you record in your online wellness account is kept confidential, in accordance with all HIPAA privacy rights.

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Accessing the LiveLifeWell Program

Who is eligible to earn rewards in the LiveLifeWell Program (administered by ActiveHealth)?

- 1. Healthy Premium:** Employees and spouses enrolled in a medical plan may avoid a \$520 (\$20/PP) premium increase in 2025.
- 2. Well-being Bucks:** All employees may earn a maximum of \$250 cash in 2024. *Spouses are not eligible for Well-being Bucks

I am a new employee. Can I participate?

Yes, if you were hired or had a status change (added a spouse to benefits) after 1/2/2024, you automatically start at the Healthy Premium Rate. Complete your Healthy Premium requirements begin the following year after enrolling in a Cone Health medical plan to keep your premiums low. However, new employees are encouraged to begin participating in all wellness programs available to them. New employees typically have access to create their accounts one to two weeks after first day of employment.

How do I login into my online wellness account?

Please visit <https://www.MyActiveHealth.com/ConeHealth>. If you have not already created an account, click on the **Create an Account** link. If you already have an account, enter your login information, and click **submit**. If you have difficulties logging in or creating an account, please call 1-855-294-6577.

How do I get the ActiveHealth app?

Open the App Store or Google Play on your mobile device. Search for the ActiveHealth app. Download the app and sign-in using the same user ID and password you created in the LiveLifeWell website. For further assistance, please call 1-855-294-6577.

I'm not able to check my Cone Health email or access the Cone Health network if I am not at work.

Can I still get into my account?

Yes, you can access your online wellness account anywhere, anytime. Your account is not tied to your Cone Health credentials and you set your own username and password. You do not need to be on the Cone Health network or at work to access the program.

LiveLifeWell 2024 Program Rewards

What rewards are available through the LiveLifeWell Program?

Two separate rewards are available:

- 1. Healthy Premium** - Employees and spouses on the health plan on or before January 1, 2024, must:
 - Get an [annual physical](#) between January 1, 2023, and September 1, 2024.
 - Complete your [health assessment](#) between October 1, 2023, and September 1, 2024.

Remember, you **and** your spouse need to complete the Healthy Premium requirements every year to keep your premiums low! By completing these requirements, you are avoiding a \$520 (\$20/PP) premium increase in 2025.

- 2. Well-being Bucks** - All employees (regardless of FTE or benefits enrolled) are welcome to participate and complete well-being activities to earn up to \$250 a year. Well-being Bucks program will run from January 1, 2024 - December 31, 2024.

*Spouses are not eligible for Well-being Bucks

How can I see if I have earned a reward?

The Rewards Center is located in your online wellness account. This shows all rewards you have earned and activities available for you to complete to earn a reward. If you cannot access your account, please call 1-855-294-6577.

Earning the Lower Premium Rate (Healthy Premium)

How do I earn the lower insurance premium rate in 2025?

Employees and spouses enrolled on a health plan on or before 1/1/2024, must complete these two activities listed below:

- Get an [annual physical](#) between January 1, 2023, and September 1, 2024.
- Complete your [health assessment](#) between October 1, 2023, and September 1, 2024.

Remember, you **and** your spouse need to complete the Healthy Premium requirements every year to keep your premiums low! By completing these requirements, you are avoiding a \$520 (\$20/PP) premium increase in 2025.

What should I do to confirm that my spouse and I completed both Healthy Premium activities?

You and your spouse must log into your online wellness account and click on Rewards to confirm that you see a completion date for the Physical Exam and for the Health Assessment.

I completed both Healthy Premium activities, but do not see completion on the Rewards Center?

Please call ActiveHealth support at 1-855-294-6577 for assistance.

I am adding my spouse to my medical plan in 2024. What do I need to do to ensure I qualify for the premium discount for 2025?

Adding a spouse with a qualifying event date between 1/2/2024 and 12/31/2024:

- The lower Premium rate requirements are based on your coverage level on January 1, 2024. Your spouse will receive the lower premium rate in 2024 if added to your health plan. You and your spouse will need to complete the Healthy Premium activities the following year.

What do I need to know about the annual physical?

Your physical must be performed by a primary care physician or OB/GYN. Your provider will document a well visit using specific "*preventive service codes*". These codes are then captured and used to determine your eligibility for the Healthy Premium rate. Click [here](#) for the list of codes typically used. It may be helpful to take this list with you to your "well visit" and ask your provider if your visit should be documented using these codes.

You must complete your **annual physical** between 1/1/2023 and 9/1/2024 (20-month window). The completion will automatically upload into your ActiveHealth account within 6-8 weeks.

Looking for a primary care physician? [Click here](#) or call **336-890-1000**.

What do I need to know about the Health Assessment?

A health assessment is a private and confidential questionnaire to check in on your general health and well-being. The questions are about topics around lifestyle, eating habits, physical activity, managing health conditions, and stress. It takes less than 15 minutes to complete.

You must complete your **Health Assessment** by 9/1/2024.

How do I complete the Health Assessment?

1. Go to <https://www.MyActiveHealth.com/ConeHealth>
2. Click on **My Health** on the top menu bar
3. Click on **Health Assessment**
4. Click on **Get Started**

Important Note: Once you are done, go to the "Rewards Center" to confirm that you see the Health Assessment as "Completed".

Earning the Well-being Bucks (cash rewards)

How do I earn Well-being Bucks?

All employees (regardless of FTE or benefits enrolled) are welcome to participate and complete well-being activities (see table below) to earn up to **\$250 a year**. Well-being Bucks program will run from January 1, 2024- December 31, 2024.

2024 Rewards	Activity	Eligible to Earn the Reward
\$50	Cone Health Registered Dietitian Sessions (2 sessions)	All employees
\$50	Cone Health Education Classes (3 classes)	All employees
\$50	Advance Care Planning	All employees
\$25	One Corebridge Financial visit	All employees
\$50	Track 30 days of 7,500 Steps or 20 minutes of activity each quarter	All employees
\$150	ActiveHealth Tobacco Cessation – 3 calls with a coach	Medical enrolled
\$100	3 Calls with a Lifestyle or Condition Coach	Medical enrolled
\$50	3 Group Coaching Classes	Medical enrolled

Well-being Bucks Activity Details

Cone Health Registered Dietitian Sessions

Earn \$50, one time per year, for completion of 2 sessions. Please note, you that you may complete up to 3 sessions with a Cone Health Registered Dietitian. Employees can get assistance with meal planning, managing diabetes, lowering cholesterol, or weight management by working with a registered dietitian who can individualize recommendations to fit your preferences and lifestyle.

Locations include Greensboro, Burlington, and Reidsville.

For more details [click here](#). To schedule a session, call **336-832-3236**.

Cone Health Education Classes

Earn \$50, one time per year, for completion of 3 class series. Please note, classes listed on the LiveLifeWell website will indicate if it is eligible for Well-being Bucks. If you do not see it listed in the description, the class is not eligible. [Click here](#) to register.

Advance Care Planning (Earn \$50)

Earn \$50, one time per year, for completion of documentation for advance directives.

Please keep in mind, you only receive \$50 for first time uploads. If you completed ACP in the past, it would not be eligible.

When you make your health care preferences known today, you're planning for your future. Making future plans with input from your family, loved ones, and physician as needed will mean your medical care will continue to look the way YOU want it to look--from start to finish. It will also take the pressure off your family or other health care decision makers because they'll be clear on your medical wishes. Advance care planning means you are completing specific documents to make your health care wishes clear. That way, if you become unable to communicate your care wishes, these documents will speak on your behalf.

Steps to how you can complete an advance directive (ACP) for the incentive

- 1) Attend an onsite employee clinic throughout the year. Schedules will be shared in Cone Health Today newsletter. Special events can be arranged for units/teams/one on one by contacting advancecareplanning@conehealth.com.
- 2) Already have completed documents, but haven't uploaded them? Submit completed documents to HIM (ACP_Documents@conehealth.com) for upload (include coversheet with your documents).
- 3) Print and complete the ACP packet from the Cone Health website at <https://www.conehealth.com/patients-visitors/advance-care-planning/>. **Please note: to complete a Healthcare Power of Attorney and/or Living Will you will need two witnesses and a notary. Contact advancecareplanning@conehealth.com for questions completing the form or setting up an appointment with a notary.*
- 4) Review what document(s) are available to your care team via MyChart. If you do not see your document on file but believe you submitted one previously, reach out to advancecareplanning@conehealth.com.

One Corebridge Financial Visit (Earn \$25)

Earn \$25, one time per year, for completing one meeting with your Corebridge financial advisor.

For a financial meeting to count towards your Well-being Bucks, please expect the following:

- Meeting with your financial advisor will be **20-30 minutes**
- Meetings are available by phone, Microsoft Teams, or in-person
- To be eligible, the advisor will review: :
 - Retirement plan education and investment review
 - Contribution/Saving Strategy
 - Beneficiary and Trusted Contact Submission
- Click [here](#) to set up an appointment with an advisor nearest you
- Please make your advisor aware you would like credit for Well-being Bucks.

Track 30 days of 7,500 Steps or 20 minutes of activity (Earn \$50)

Earn \$50 per quarter by completing 7,500 steps or 20 minutes of physical activity for 30 days within a quarter to receive the cash reward after the end of each quarter. Enter your quarterly activity in the [ActiveHealth Tracker](#) (online wellness account or ActiveHealth mobile app) up to the last day of each quarter (Mar. 31, Jun. 30, Sept. 30, and Dec. 31).

Remember you can **sync wearable devices** on MyActiveHealth. Syncing your device makes it easy to track your activities!

By the last week of each quarter, **you must review the online tracker** making sure that all your steps or minutes of activities are successfully entered on the trackers. Those not entered or inputted by the end of the quarter will not count.

What fitness trackers can I use?

Please visit <https://www.myactivehealth.com/ConeHealth> for a list of compatible devices and apps. Click on My Health, Connected Devices to view all devices.

I don't see Apple Health listed in the Connect Your Device section in ActiveHealth website. Can I use Apple Health (Apple Watch or iPhone)?

Yes, the Apple Health app is compatible with ActiveHealth. The Apple Health app must be synced using the ActiveHealth mobile app. See below information.

➤ **Connecting your Apple Watch/HealthKit**

You will need to connect your Apple HealthKit using the ActiveHealth mobile app.

1. Download the ActiveHealth mobile app
2. Log in using the same username and password that you use to log into the LiveLifeWell website
3. Click on "Connect Apps & Devices"
4. Click to go to Apple Health
5. In Apple Health, click "Turn all categories on"
6. Click "Allow" to finalize the connection

➤ **Sync your steps and minutes of activity from Health app to ActiveHealth tracking tool**

- To transfer your daily steps or minutes of activity from the Health app to ActiveHealth tracking tool, you **MUST** log into the ActiveHealth mobile app to activate the sync.
- To earn the \$50 Well-being Bucks reward each quarter, you must transfer your physical activity from your Health app to ActiveHealth no later than the last day of each quarter.
- Remember that you must complete 7,500 steps or 20 minutes of physical activity for 30 days within a quarter

ActiveHealth Tobacco Cessation Program (Telephonic Program) (Earn \$150)

Earn \$150, one time per year, for completing the 3 calls for the tobacco cessation. *This activity is only eligible to medical plan members.* Nicotine Replacement Therapy available for participants. The Tobacco Cessation Program form ActiveHealth uses proven methods and real-world motivation to help you quit. We know it's a hard thing to do all at once. We help you break it down so you can handle it. You will

have a Lifestyle Coach to give you the personal guidance you need to succeed. To get started, call 1-855-294-6577.

Three Calls with a Lifestyle Coach or Nurse (Earn \$100)

Earn \$100, one time per year, for completing at least 3 coaching calls covering a wide variety of chronic conditions or lifestyle topics. *This activity is only eligible to medical plan members.*

Why participate in Lifestyle Coaching or Chronic Conditions call?

You'll get specific information to help you improve your health. It will include personal health actions to help you on your way. But you set the tone and pace. You also choose how and when to interact with us. And you can contact your Lifestyle Coach or Nurse directly through calls or secure messages.

Who is my Lifestyle Coach or Nurse?

ActiveHealth's team of Lifestyle Coaches and nurses are made up of qualified professionals like Registered Nurses, Registered Dietitians, Nutritionists, Certified Health Educators, and Exercise Physiologists.

How do I schedule a call with Health Coaching or a Nurse?

1. Go to <https://www.MyActiveHealth.com/ConeHealth>
2. Click on **Coaching** on the top menu
3. Click on **Let's get started**
4. **Click on Schedule Appointment**

You can also call ActiveHealth support at 1-855-294-6577 to schedule an appointment with a Health Coach or Nurse.

How do I know that the Coach or Nurse is calling me?

If you have AT&T or T-Mobile, the Caller ID will be "Wellness Program Support." If you have Verizon or other provider, you will see a toll-free number.

Three Group Coaching Classes (Earn \$50)

Earn \$50, one time per year, for completing at least 3 online wellness series group coaching classes on a variety of topics. *This activity is only eligible to medical plan members.*

What is group coaching?

Group coaching is a 6-week series of interactive sessions over a specific health topic led by an ActiveHealth coach. Each session lasts 30 minutes. Eight different topics are available twice each quarter.

Where can I find the schedule of Group Coaching sessions for 2024?

A schedule of group coaching sessions can be found on the "Coaching" page of your online wellness account.

How do I sign up for Group Coaching?

Click “Let’s go” for the topic you are interested in. Next, select the six-week session that fits your schedule.

Can I complete three sessions from different Group Coaching topics and series?

Yes. You may complete different topics and in different quarters but must complete three individual sessions to earn the \$50 Well-being Bucks reward.