



## Frequently Asked Questions

### **What is Choose Well?**

Choose Well is your caregiver well-being program. It provides you with fun, easy tools to support all aspects of your health and wellness while also incentivizing you to improve the whole you—body, mind and spirit.

### **What is the Choose Well health incentive?**

The Choose Well program provides a financial health incentive participating in activities designed to help you be well. You have the opportunity to earn this health incentive annually. The health incentive can be used to pay for your out-of-pocket health care expenses and reduce your medical costs.

### **Is the Choose Well program free? Who is eligible?**

Yes, the Choose Well program and the Virgin Pulse app are offered to all caregivers at no cost. We value every caregiver's well-being—all caregivers are invited to participate in the Choose Well program; however, only benefits-eligible individuals have the ability to earn the health incentive. This includes caregivers and their spouse/adult benefits recipient (ABR) enrolled in one of our medical plans (e.g. HRA and HSA Medical Plan or HMO plan, where available).

If you do not enroll in a medical plan (i.e., waive coverage), you are not eligible to receive a health incentive. All caregivers are invited to participate in the Choose Well program and can access the technology through the HR portal home page at [Caregiver.eHR.com](http://Caregiver.eHR.com).

### **How do I earn my Choose Well health incentive?**

The goal is to earn 40,000 points to get you through all four levels of the Choose Well game by Nov. 15, 2020. You can earn points on the Choose Well website and app, powered by Virgin Pulse.

### **Can I choose which point-earning opportunities to participate in?**

Yes. Choose Well, like your health and wellness, can be individualized. You can choose which point-earning opportunities to participate in. You can mix and match earning opportunities to suit your needs, lifestyle and interests. For a full list of point earning opportunities, go to the **How to Earn** section of your Choose Well account.

# FAQ - Continued

## How much is my 2020 Choose Well health incentive?

The health incentive amount varies by who you enroll in your medical plan.

	If you are enrolled in the HRA or HSA medical plan and hired before July 1	If you are enrolled in the HRA or HSA medical plan and hired on or after July 1	HMO (where available)
<b>Medical plan coverage level</b>	Earn up to...	Earn up to...	Earn up to...
<b>Caregiver only</b>	\$700	\$350	\$400 (\$16.67 twice-monthly)
<b>Caregiver + child(ren)</b>	\$1,400	\$700	\$400 (\$16.67 twice-monthly)
<b>Caregiver + spouse/ABR</b>	\$1,400	\$700	\$800 (\$33.34 twice-monthly)
<b>Caregiver + family</b>	\$1,400	\$700	\$800 (\$33.34 twice-monthly)

## Does my spouse/ABR need to participate this year to earn their portion of the health incentive?

No, your spouse or qualified dependent does not need to participate to earn their portion of the health incentive.

## Can my spouse/ABR that enrolled in my medical plan participate?

Yes, they can take advantage of the valuable tools and resources but do not to complete any activities in order to receive their portion of the health incentive. Your spouse/DP enrolled in your medical plan can enroll in Choose Well by visiting [www.PSJHChooseWell.org](http://www.PSJHChooseWell.org) and clicking on **Sign Up**. Once the spouse/DP enters their personal information, the program will recognize them as eligible and create their account. Their account will be matched with the caregiver's account to ensure that the health incentive earned is recorded.

## When will I receive my Choose Well health incentive?

Your health incentive will be deposited into your account in January.

# FAQ - Continued

## Do children need to participate to earn the health incentive?

No, dependent children do not need to participate in Choose Well program in order for you to earn the health incentive. You can invite family members who are 14 years or older to join and support you in the program.

## 40,000 points sounds like a lot! Is it easy to earn points?

Yes, it is easy to earn points and will be even easier the earlier you start. The number one goal of this program is to have fun while working on your well-being—you choose which opportunities you want to join. For a full list of point earning opportunities, go to the **How to Earn** section of your Choose Well account.

## How do I know how many points I've earned so far or if I'm done?

If you're curious where you are in the program, look for the **point thermometer** at the top of the Virgin Pulse website or on the **Program Details** tab of the Virgin Pulse app. The point thermometer should be at Level 4 to show full completion.

## I just visited with my health care or behavioral health provider at the end of 2019, does that count toward my provider visit points?

Visits between November 16, 2019 to November 15, 2020 will count towards your points.

## What types of providers count towards the health care or behavioral health provider visit?

- Qualifying provider visits include those with primary care physicians (MD or DO), MD specialists, nurse practitioners, or physicians assistants. Other types of healthcare providers such as dentists, optometrist, chiropractors, podiatrists do not qualify.
- Qualifying mental health practitioner visits include psychologist, psychiatrist, caregiver assistance program counseling sessions, family therapist and group counseling sessions.

## What details do I have to share?

What you talk about with your provider is confidential between you and your provider and will not be shared with your employer. The goal for this bonus point activity is to encourage caregivers to start (or continue) conversations with their providers for health management that aligns best with a caregivers individual healthcare needs. The only details that you will share is your name, provider name and date of visit.

## Can I earn points for getting my flu shot in 2019?

No, the flu shot point-earning opportunity will go live when flu shot begins around in Fall 2020.

# FAQ - Continued

## **I don't own a smartphone/computer or an activity tracker. How can I participate?**

Caregivers who don't own a smartphone or computer, will be able to access their program through the onsite computer labs on campuses (if available) or using other publicly available computers. Not having daily access or an activity tracker will not impede your ability to easily complete the game. Steps can also be manually entered on Virgin Pulse. The key to this program is personalization; you choose how you want to participate.

## **Can I invite extended family members or friends to use the Virgin Pulse site?**

Yes, as a Virgin Pulse member, you can invite up to 10 family members or friends (from outside of our organization) to join and support you in the program for free. Make sure you don't use the "Add a friend" function to invite your benefits-eligible spouse/ABR as this will create a duplicate account. Your invitees can create challenges, compare stats, track their healthy habits, and more. Your invitees will be unable to participate in our organization group challenges or any HR programs. Additionally, they are not eligible to receive the health incentive. Invitees must be 14 years or older.

## **Who is Virgin Pulse?**

Virgin Pulse is the provider of the Choose Well technology, the administrator, and record-keeper of the activities to track completion of the health incentive. Access the Virgin Pulse site via [single sign-on through the HR portal](#). If you're on the HR portal home page, select the Caregiver Well-being/Choose Well button. Virgin Pulse also offers a free app on the iTunes Apple and Android Google Play stores, giving you the option to take it with you on the go. Sign-up for Choose Well for the first time from the HR portal and then use the app after registering.

## **Is my information secure on the Choose Well platform, Virgin Pulse?**

Your privacy and data security are important and protections are in place to keep your data safe. When we partnered with Virgin Pulse, the technology was heavily vetted by our risk and integrity team. Virgin Pulse is a global company and adheres to strict international data security regulations, including complying with the EU-U.S. Privacy Shield and Swiss-U.S. Privacy Shield Framework. You may view their security standards found in their [privacy policy here](#). Your personal health information is confidential and protected by the Health Insurance Portability and Accountability Act (HIPAA) and will not be shared with your employer.

## **I have questions about the Choose Well platform, Virgin Pulse. How can I get help?**

Need help logging in or navigating the website or app, contact Virgin Pulse member services directly by:

- Telephone: 844-930-1238
- Self-guided support: Check out the member support page in your Choose Well account by clicking on the green **Support** tab on the right-hand-side of your screen. Included are how to videos and answers to all of your questions.
- Chat: Click on the green Chat tab on the right-hand side of the screen to chat with a Virgin Pulse member services representative.

# FAQ - Continued

## **What accommodations are available to those with an impairment that may prevent the use of the Choose Well technology?**

Caregivers or spouses/ABRs can request a reasonable accommodation to earn the health incentive by calling Virgin Pulse at 844-930-1238.

## **Are translation services available?**

Yes, the Choose Well technology platform hosted by Virgin Pulse offers translation services for most languages. To get help turning on this feature, call Virgin Pulse at 844-930-1238.

## **Have questions about your health incentive, eligibility, Choose Well resources, or program details?**

Call the Benefit Service Center at 888-615-6481.

## **What is Bright Horizons Back-Up Care?**

Bright Horizons Back-Up Care is a benefit that can be used anytime you need to be at work, but your family member needs assistance or support. *Δ This benefit will be available to caregivers covered under our aligned time off benefit (PTO). ● Caregivers covered under a collective bargaining agreement receive benefits in accordance with the terms of their contract.*

## **What type of back-up care is available?**

Care in high-quality centers for well children, care provided by prescreened in-home caregivers for well or mildly ill children, and in-home adult and elder care is available.

## **When can I use back-up child care?**

- You have a new baby and need care while you transition back to work.
- Your child's school or center is closed for breaks, holidays, or inclement weather.
- You have a change in your work schedule and need in-home child care for evening and weekend hours.
- Your usual child care arrangements have fallen through.

## **When can I use back-up adult and elder care?**

- Your parent's or in-law's usual in-home care provider is out sick or on vacation.
- Your teenage/adult child is mildly ill or has an injury and needs someone with them while you are at work.
- Your spouse, partner, or other adult family member is recovering from an illness or injury and needs assistance.

## **What is the age limit for care recipients?**

Center care age limits vary by location, however most centers can accommodate children from 6 weeks to 6 years of age. Some centers serve children through age 12. In-home care has no age limit

## **How are the child care centers vetted for quality assurance?**

- All of the centers in the Bright Horizons network are licensed and accredited in the state in which they are located.
- All center staff is CPR and first aid certified with current background checks.
- Centers in the network are specifically designed to provide a warm, welcoming, and engaging environment where children actively explore and participate.

# FAQ - Continued

## How are in-home caregivers vetted?

- All in-home caregivers are employed by Bright Horizons or care agencies contracted with Bright Horizons and are professionally trained, screened, and credentialed.
- Experienced in child or geriatric care, caregivers are carefully selected and meet strict credentialing requirements, pass extensive background checks and screening processes, and are trained in CPR and first aid.

## How far in advance can I register for care?

You can register up to 30 days in advance of when care is needed.

## How do I register?

Online by visiting [clients.brighthouse.com/caregiver](https://clients.brighthouse.com/caregiver) (available after launch on 1/2020), or by phone at 1-877-BH-CARES (242-2737). It is strongly recommended that you register in advance so you can use the benefit right away when you need it. . Δ *This benefit will be available to caregivers covered under our aligned time off benefit (PTO).* ● *Caregivers covered under a collective bargaining agreement receive benefits in accordance with the terms of their contract.*

## What additional well-being resources are provided through our Choose Well program?

- **Caregiver Assistance Program** – Free and confidential resource for all caregivers and their family members. Available 24 hours a day, this program provides free counseling and other resources to help manage daily stresses and develop fulfilling relationships.
- **Omada** – Reduce the risk of developing chronic conditions such as Type 2 Diabetes and heart disease. Availability subject to medical plan enrollment.
- **Choose Well Discounts**, powered by LifeBalance – Offers discounts on cell phones, travel, wellness and other recreation vendors that can save you money.
- **Quit for Life** – Quit smoking for good with coaching and free nicotine replacement therapy subject to medical plan enrollment (patch or gum).
- **Financial Well-Being**- Get tips and tools for staying on top of all life's money matters-from paying down debt and keeping up with bills, to budgeting and saving for the future. Access articles, videos and workshops to help you improve your financial well-being.
- **NEW Back-up Child and Eldercare Benefit**- Bright Horizons is our partner. Support for when school or daycare closes, a nanny cancels, a child has a mild fever, or an elderly relative has an emergency. A reliable back-up plan helps ensure that unplanned or planned disruptions on the home front don't lead to disruptions in the workplace. This benefit will be available to most benefits-eligible caregivers. Caregivers covered under a collective bargaining agreement receive benefits in accordance with the terms of their contract.

Learn more about each of these program under the Well-being tab on the HR portal – [Caregiver.eHR.com](https://Caregiver.eHR.com).