



Your **HEALTH** Counts

2010 Wellness Program Employer Toolkit

*This is a comprehensive resource that includes information and resources vital to successful completion of the AET 2010 **Your HEALTH Counts** wellness program. Please review carefully and use all the resources as much as possible.*

Thank you for participating in the **AET 2010 Your HEALTH Counts** wellness program. We appreciate your interest in wellness and are pleased that you share the same value in empowering your employees to engage their health status and address behaviors that can lead to improved health and productivity.

The purpose of this document is to provide you with tools to successfully promote and launch the **AET 2010 Your HEALTH Counts** wellness program in your workplace. Please be sure to review the instructions in this document as they are important to follow and critical to successful completion of this program.

Each resource that is provided is available on the aetbenefits.com website, in the 2010 Wellness Toolkit section. Links to the resources are also provided in this document with detailed instruction on how and when to use each document.

Realize instant health insurance monthly premium savings of 4% once you've completed the AET 2010 Your HEALTH Counts wellness program.

Again, thank you for your interest and commitment in the **AET 2010 Your HEALTH Counts** wellness program.

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2010 **Your HEALTH Counts**

Wellness Program Employer Toolkit

Workplace wellness programs have proven to reduce health risk behaviors and improve workplace attendance and productivity.

It's important for you to know that this program requires a firm commitment that will involve comprehensive management on the part of someone in your company who can be the steward of the program ("Wellness Steward") throughout the entire process. Without this commitment, the program will not have the same success or effect on your employees' overall health, productivity and reduced medical premium costs.

Minimum requirements that you need to consider before choosing to begin the program:

- All employees must have access to computers and the internet and be technologically savvy to surf the internet, locate materials and input information.
- All employees must be able to receive a BioIQ™ home test kit and self-administer the test.

Other things to consider include:

- Payroll adjustments may be required upon completion of the program. Your medical premiums will be reduced once the program is successfully completed which will mean you may need to change the medical premium payroll deductions for your employees.
- Early participation in the program is not feasible.

The earliest a group is able to go to BioIQ™ to register and request their at-home kit is the 10th of the month after their effective date – assuming the renewal or new group information is received prior to the 20th of the previous month. For example, if paperwork is received prior to the 20th of December, for a group with a January effective date, the group will be able to go to BioIQ™ on January 10th at the earliest.

Therefore, if a group's information is received after the 20th of the month prior to their effective date, they will not be able to go to the BioIQ™ website and request their free at-home kit until the second month of their plan year. For example, if a group has a January effective date, and their paperwork is received after the 20th of December, the group will not be able to go to BioIQ until February 10th at the earliest.

2010 AET Your HEALTH Counts wellness program requirements:

- **50%* of your employees must take a BioIQ™ home test** by visiting <https://aet.bioiq.com/> and registering, logging in and selecting the kit available. This kit is sent back with a self-addressed and postage paid envelope where the results will be processed.
- After receiving the results in the mail, all of your employee that completed the toolkit must complete the online personal health assessment at www.MyUHC.com. The results from the test need to be entered into the assessment where requested for the online health assessment to be considered fully completed.

* Covered employees and covered spouses are all eligible to participate. Example: A group of 10 employees can achieve the 50% requirement if any combination of 3 employees and 2 covered spouses participate. In essence, you can achieve greater than 100% participation making it easier for your company to reach the goal.

Process requirements and prerequisites:

- **Group submits renewal or new group paperwork.**
 - To have the earliest opportunity to participate in the program, please have paperwork submitted by the 15th of the month prior to the effective date.
 - If paperwork is not received by the 15th, the group will be delayed one month in their ability to begin the program.

- **Group is informed the program is ready to launch.**
Group Benefit Administrator (Wellness Steward) will receive an email (provided on Group Master Application) from AET with confirmation of group set up and instructions on informing their employees and launching the BioIQ™ portion of the program.
- **BioIQ™ Test Kits must be ordered.**
Within 3-5 days of ordering the kits, your employees will receive them at their home. Follow up with them to make sure they received the test kit and have sent them back.
- **Results are sent via e-mail.**
Your employee will receive the results of the test via the email they provide at registration within 15 days of sending them.
- **Take the online personal health assessment.**
Once your employees receive the test results they can take the online health assessment and get complete and accurate results that will lead them down the path to a healthier lifestyle.
 - It is important that they take this assessment with the BioIQ™ results in hand. These are key questions that, when answered, provide a more comprehensive assessment for the employee.
 - It is important that employees don't take the assessment until they have the results back as these will be needed to answer critical questions in the assessment.
- **AET tracks each group's progress on a monthly basis.**
Confirmation Reports are automatically run on a scheduled basis. Please see the report schedule calendar for specific cutoff and report delivery dates.
 - Once confirmation has been made, a confirmation letter will be sent to your producer with the new rates that will be reflected on the next bill. Congratulations and thank you for your support!!
 - If confirmation is not made by the cutoff date indicated on the report schedule calendar for the month in question, you will not see the change made to your billing for the upcoming month. The adjustment will be made on the following month's bill for that month and no changes will be made retroactively. (For example, if confirmation can be made on the 2nd Wednesday of January, the February bill will reflect the new wellness credit rates. If confirmation is made after the 2nd Wednesday of January, the February bill will reflect the existing rates and the March bill will reflect the new wellness credit rates). There are no exceptions to this rule.

Toolkit resources and instructions for use:

It's important for you to set objectives and to use the resources provided so you can meet the requirements necessary to receive the wellness program's savings rates. So set a realistic timeline and note the resource to use during the process to achieve those objectives. You can link to each document by clicking on the title of the particular resource:

Informative program overview materials:

This section includes materials that describe the Your HEALTH Counts wellness program to help decide if your company wants to participate.

- **Your HEALTH Counts Flyer 1**
 - A brief illustration and overview of the components and process of the program.
 - Use this flyer to decide if the program is right for your company or client.
- **Your HEALTH Counts Flyer 2**
 - A detailed illustration and overview of the components and process of the program.
 - Use this flyer to decide if the program is right for your company or client.
- **Your HEALTH Counts Toolkit**
 - A detailed document that covers all aspects of the program from the requirements of the program, to the process and timing needed to descriptions of the resources provided to communicate and instruct employees on the program.

Promotional materials and instructional communications:

This section includes turnkey materials that can be used by the participating company to inform, instruct and remind employees to participate in the program.

- **Company Owner, CEO or Human Resource Specialist Email Template**
 - Turnkey email/letter template that announces the **Your HEALTH Counts** wellness program company-wide. It contains the instructions for employees to enroll.
 - Use this template as the first communication announcing the program to employees.
- **Registration and Login Instructions Flyer**
 - An illustrative instruction sheet that walks the individual through the process of ordering the at-home health screening and taking the online personal health assessment.
 - Use this flyer to distribute to employees. Make sure this flyer goes home with each employee so that covered spouses are also informed of the process.
- **BioIQ Flyer 1**
 - A brief introduction of the BioIQ™ at-home health screening with instructions to login and order the kit.
 - Use this flyer to post around your company.
- **BioIQ Flyer 2**
 - A brief introduction of the BioIQ™ at-home health screening.
 - Use this flyer to include with open enrollment materials as general announcement of the program.
- **Reminder Email Template**
 - Customizable email/letter template that should be sent out 15 days after the program is launched to remind employees who have not yet enrolled, to order their at-home health screening kit.

Other wellness program resource:

- **Report Schedule Calendar**
 - A calendar that shows cut-off dates for renewal submissions, new group submissions timing for report verification.

Support contact information:

If you experience any problems, please first contact the support line related to the problem you're having:

- **BioIQ:**
 - For customer support: support@bioiq.com
 - For general inquiries: HUinfo@bioiq.comUH
 - Call toll-free support line: 877.862.4647 Open 24 hours a day
- **myUHC.com:**
 - Call toll-free: 877.844.4999
8:00 AM - 10:00 PM ET Monday-Friday
- **General administration questions:**
 - Linda Helwege, AET: Call 509.777.2648
 - Linda Helwege, AET: Toll-free 800.274.5309
 - Linda Helwege, AET: Email: lhelwege@aiin.com