MUS Wellness Incentive Program
Information & Employee Guidebook
New Resources and Incentives
Welcome to the new MUS Wellness Incentive Program! The MUS Wellness Incentive Program rewards you for making healthy choices. MUS Wellness envisions our employees engaged in the ownership and betterment of their health and well-being in order to maximize quality of life. To this end, MUS has partnered with a wellness vendor called Limeade to enhance the MUS Wellness program and provide resources and tools so you can achieve your individual health goals.

The new MUS Wellness Incentive Program website, muswell.limeade.com, provides a range of new services and programs, all designed to help you live a healthier life and get rewarded for your participation and maintenance of a healthier lifestyle. muswell.limeade.com is your go-to resource—your gateway to taking a Well-Being Assessment, connecting to a wide range of resources, and participating in challenges to help you live healthy and maximize your quality of life.

This document contains key information and FAQ’s about the program and using the website.

Requirements & Confidentiality
Is participation in the new MUS Wellness Incentive program required? Participating in our wellness incentive program is completely optional and voluntary. However, in order to earn the incentives offered through this program, you must complete your MUS Wellness Well-Being Assessment and attend a WellCheck Health Screening.

Why is MUS basing eligibility for benefit incentives on completion of the Well-Being Assessment and having a WellCheck Health Screening? Many companies like MUS have successfully controlled health care costs while improving the health of their people by taking a more proactive approach to health and wellness. One of the first steps of a successful program is to get as many people as possible to know basic information about their own health, especially when there are low rates of participation in preventive care. It also helps employees identify risks that may lead to serious health issues later if not addressed today.

Is my information confidential and secure on the MUS Wellness Incentive Program website? Your participation in the wellness incentive program is completely confidential and secure. We are committed to protecting your personal health information. Our third party wellness incentive vendor, Limeade, is bound by legal and contractual obligations to ensure the confidentiality of the information you provide through the program, and does not rent, share, or sell participants’ information. MUS will only receive summarized, aggregate reports that show the overall health of all participants in the program. We will also receive reports on Well-Being Assessment and Health Screening completion to track participation only.

Can my Spouse or Domestic Partner participate? Spouses can participate in WellCheck but are not eligible for the muswell.limeade.com site at this time. Spouses, or dependents over the age of 18, can also earn a $250 Incentive Account Contribution for participation in WellCheck upon Employee’s completion of Level 2 Explorer (See “Incentive Levels on page 4 for more information). The max Incentive Account Contribution is $500 per household.
If I am a new hire at MUS, am I still required to complete the Well-Being Assessment and WellCheck? To earn the 2015 $250/$500* Incentive Account Contribution you need to complete Level 2 Explorer by December 31, 2014. **To earn the $500 Incentive Account Contribution your spouse or adult plan member over the age of 18 needs to have completed WellCheck in the spring or fall of 2014. But spouses and adult dependents over the age of 18 do not have access to muswell.limeade.com at this time.

Online Account Activation & Logging In

How do I activate my account? Go to muswell.limeade.com. Click on the “Activate Account” button in the middle of the page.

- Activating your account is easy. Participants will receive an email that takes you directly to the MUS Wellness site. Simply follow the directions to activate your account.
- Participants need an email address and last 4 digits of their SSN to activate their account.
- The email address you use to register must match the email address you received the activation link in.
- Choose your own username and password. Usernames must be at least 6 characters. Password must be at least 7 characters in length.
- Keep in mind that your username will be visible to other participants on challenge leaderboards or when posting to a community forum. Participants that do not want to be identified should choose a username accordingly.
- The terms of service and privacy must be accepted in order to activate your account. Please review the Limeade privacy policy concerning participation and keeping your information confidential.
- The privacy policy link is provided at the base of each webpage on the site.

If I am having an issue logging in or with the website, how can I get support?

Limeade support: 866-885-6940 M-F 7am-7 pm local time

Email: support@Limeade.com

Are there any tips for choosing a username? When choosing a username, you should keep in mind that it will appear on the Leaderboard when you join a challenge, post a comment or ask a question on a community forum. If you would like to remain anonymous to other users, choose a username that doesn’t include your first or last name or any other identifiable information.

How do I change my username? To change your username at any time, please navigate to the “Settings” section on the top-right corner of your MUS Wellness account>Profile>Sign In Information>Change Sign In Name button.

How do I change my password? To change your password at any time, please navigate to the Settings section on the top-right corner MUS Wellness account>Password tab>Change Password.
Is an email address required to register? Yes, an email address is required. If you don’t have an email address you can sign up for a free email account through various providers such as Google or Hotmail.

How do I upload a profile image? You can upload a profile image by clicking on the image next to your username on the Home page. You will be prompted to select from the library of icon images, or you may upload your own image. You can also do this from the Settings tab on the top right corner of the site. A profile image is not required.

Home Page

What are the 3 boxes at the top of the Home Page? These boxes are called ‘Promo Boxes’ and are used to highlight various resources, events, or aspects to your wellness incentive program. They rotate frequently, so be sure to check back to see what is new, exciting, and useful on the site!

Where can I learn more about the MUS Wellness incentive program? Go to the muswell.limeade.com Home Page and click on “Learn more”. Here you will find details about point levels, incentives and much more.

Incentive Levels

What are the incentive levels? For 2014 there are 3 incentive levels to the MUS Wellness program:

- **Scout – 200 points** – earn a Fitbit One!
- **Explorer – 406 points** – earn a $250/$500 Incentive Account Contribution!

  *To earn the $500 HRA contribution your adult plan members over the age of 18 need to have completed WellCheck in the spring or fall of 2014. But adult plan members over the age of 18 do not have access to muswell.limeade.com at this time.*

- **Trailblazer – 600 points** – earn a $50 Amazon Gift Card!

  *Complete all three and be entered into a raffle for one of four $500 REI gift cards!*

What are the deadlines to reach each level?

- **Level 1:** 12/31/14
- **Level 2:** 12/31/14
- **Level 3:** 12/31/14

How do I know my current level? You can find your current level at the top of your Home Page in the rectangle box with the image of a running person. You know that you’ve reached a level when your icon crosses the finish line. Click “Show Levels” above this rectangular box on the Home Page to see your level history as well as future levels that you can strive towards. You can also view your current level on the My Points tab.

Do I have to pay taxes on my cash incentives? Incentives are considered taxable compensation and are subject to regular withholdings.
MUS Wellness Well-Being Assessment

What is the purpose of the MUS Wellness Well-Being Assessment? The Well-Being Assessment is an online questionnaire that helps establish a baseline view of your overall health status. The questionnaire takes about 20 minutes to complete and asks basic health habit and lifestyle questions.

Will MUS see my responses? Your responses are completely confidential—MUS will never see your answers. The Well-Being Assessment is used for three primary purposes.

1. The assessment provides you with a health score and with actionable suggestions to improve your score. This process improves your overall health awareness.
2. The Well-Being Assessment is the primary gateway for the medical management and coaching programs MUS provides through MUS Wellness and are delivered by our vendor, Limeade. Should your Well-Being Assessment show certain areas of risk, you are encouraged to explore relevant resources so that you can engage in to better manage your condition before it becomes worse.
3. The consolidated (de-identified) data received from the Well-Being Assessments is used to generate aggregate reports on the overall health of our people and then helps us make recommendations on future wellness campaigns and programs that MUS might offer.

Do I need to complete the whole MUS Wellness Well-Being Assessment at once? No, you do not need to complete the MUS Wellness Well-Being Assessment at once. You may skip entire Life Areas and come back to them at a later date. In order for your assessment responses to be saved, however, you must complete every question within a life area, and you must complete the entire MUS Wellness Well-Being Assessment to qualify for incentives. Just be sure to complete the entire Assessment by December 31st, 2014.

How long are my MUS Wellness Well-Being Assessment results available after I complete it? Your detailed assessment results are available for you to view for the rest of the program year, or until you take the Assessment again. You can see comparisons of Assessment scores year-over-year, to understand your progress.

How often do I need to take the MUS Wellness Well-Being Assessment? You need to take the MUS Wellness Well-Being Assessment once per program year in order to qualify for incentives in the following fiscal year. You are able to re-take the Assessment as many times as you would like throughout the program year, but you must re-take the entire Assessment (you cannot change individual questions). Retaking the Assessment will clear ALL your previous responses for this incentive period. Any points earned and the completion of this will be removed from your points history.

If I complete my MUS Wellness Well-Being Assessment multiple times will I get additional incentives? No. MUS is only offering incentives to employees for completing the Well-Being Assessment once per program year.

What if I skip a question on the MUS Wellness Well-Being Assessment? You must complete all questions within a Life Area in order for your results to be saved. You may skip entire Life Areas and come back to them at a later date.
Assessment questions that pertain to Health Screening information (Blood glucose, cholesterol, blood pressure, heart rate, body composition) will be automatically filled on your Well-Being Assessment in after your Health Screening results are received by Limeade.

**Can I edit my MUS Wellness Well-Being Assessment answers?**  You cannot edit individual answers to the MUS Wellness Well-Being Assessment. If you would like to change any answer to your assessment after it has been submitted, you must re-take the entire Well-Being Assessment.

**What happens when I re-take my MUS Wellness Well-Being Assessment?**  This will clear ALL your previous responses for this incentive period. Any points earned and the completion of this will be removed from your points history.

**Where can I view the results of my MUS Wellness Well-Being Assessment?**  You can view the results of your Well-Being Assessment on the “My Results” tab.

- The “Summary” tab provides a high-level overview of your strengths as well as areas to improve.
- The other tabs represent Life Areas which house your scores for each Dimension as well as personalized resources and Action Steps.
- The Health Risk tab (to the far right) houses your Health Screening results.

**How do I print my MUS Wellness Well-Being Assessment?**  The best way to print your Assessment results is to use the standard "Print" function on your computer. Go to My Results and choose the dimension tab that you would like to print. The Summary tab is typically 3 pages and individual dimensions are 2 pages.

Make sure to select "Print Preview" before printing and to set the print range to eliminate any blank pages.

**How long will it take to complete the Well-Being Assessment?**

It varies, but for most people 20 minutes is needed. Though we suggest answering all the questions at once, the Assessment is divided into several different Life Areas that you can complete individually. You may save the assessment and complete at a later time, however you must complete the entire life area in order to save your progress. Once your Assessment is complete, you’ll be able to connect with a variety of resources.

**If my assessment and/or screening uncover a chronic condition, can I be denied coverage later because of a preexisting condition?**  Absolutely not. In fact, we would encourage you to seek treatment as soon as possible. MUS Wellness provides many free resources and programs for plan members to receive support and health coaching. Please visit other areas of this website www.wellness.mus.edu to learn about all of these opportunities and programs.

**My Plan and Challenges**

**What is My Plan?**  On the MUS Wellness Incentive site, the ‘My Plan’ section is where you can find challenges that you are currently participating in and goals that have been recommended to you or that you have set for yourself. If you click the ‘History’ tab under ‘My Plan’ you can see challenges that you have completed.
Do I get points for tracking goals and challenges that I created? You will get 1 point each day that you track towards a goal or challenge on ‘My Plan’.

What are the tracking rules for an activity challenge?

- Participants have up to 3 days after the end of the challenge to record their results
- Weekly challenges can be tracked back to the second Monday before the current day.
- All other challenges can be tracked back 7 days

How long can I track a challenge after a challenge has expired? Participants have up to 3 days after the end of the challenge to record their results.

How do I join a challenge? You can join a challenge by going to the Home Page and scrolling down to Other Things to Do.

How often do challenges change? We update the MUS Wellness Incentive site with new challenges each month.

How do I know when a challenge ends? When you click into a challenge tile, the end date will be included clearly within the challenge text.

What support is available to help me successfully meet my challenges? You can find supportive information within each specific challenge, including smartphone applications, books, articles and websites. Click into the challenge tile to see everything that is available.

What are leaderboards? Leaderboards are a fun way to build a bit of healthy competition among employees and spouses. You can see where you are in your challenge progress as compared to others. Individual challenges will have individual usernames on the board. Team challenges will rank the teams. On select challenges, you can also view the rankings of divisions and other demographics within MUS as a company.

What does “Challenge Others” mean? When you create your own goal/challenge, you can challenge a friend to do it with you. From this goal tile, simply click on ‘Challenge Others’, specify the details, add a description, and send it to your friend via email address or online username.

Communications

How do I change my email preferences? In the top-right corner of your MUS Wellness site, click Setting, Email and Privacy. You can specify email preferences here.

Mobile Experience

Can I access the MUS Wellness Incentive site from my smart phone? Yes! Simply go to the MUS Wellness Incentive URL: muswell.limeade.com on your smartphone browser. The website is setup to configure to your smartphone screen so that the experience is smooth, seamless, and easy. Check it out!

Which smart phones are supported? Currently the best user experience is on an iPhone running iOS and Android smartphones.

Is there an iPhone/Android app? No.
Supported Activity Devices

What devices are supported by the MUS Wellness site?

- FitBit, Fitlinxx, Nike+ products (activity trackers)
- Runkeeper(free), Nike+, (smartphone application, GPS activity tracker)

How can I get a device? FitBit and Nike+ can be purchased at many store and online retail locations. A FitBit can be earned by reaching Level 1 (scout) see pg 4. RunKeeper is a free application that can be downloaded from both Apple and Android Play app stores.

What do these devices track? The standard is: Steps, Minutes, Miles and Calories-burned. Some products also track sleep.

How do I sync my Activity Device to the MUS Wellness Incentive site? The following information will guide you in setting up your device within your platform. It is simple to sync up your device(s):

1. Start by clicking on ‘Settings’ (upper right corner of your dashboard)
2. Find the ‘Apps & Devices’ tab to connect your specific device
3. Find your specific device and click on ‘Connect’
4. Follow the onscreen instructions to finish syncing your device. Generally, you will need your user name and password for the device manufacturer’s website.

Support

If I am having an issue with the website, how can I get support?

Contact Limeade support M-F 7 am-7 pm local time at:

- Limeade support toll-free: 866-885-6940
- Email: support@Limeade.com

What is the response timeline for support issues? Our support team aims to respond to all support issues within 24-hours.