Frequently Asked Questions

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

Why did my employer change the health incentive program?
Our Human Resources and Caregiver Well-being team is always searching for new technologies to help our caregivers live their best lives. We believe that a well-being program is like a toothbrush: it works best when used daily. This best-in-class platform powered by Virgin Pulse combines the best practices and wisdom from wellness experts around the world to form a tool that lets each individual choose his/her own path to wellness.

Although this platform is a path to earn your health incentive, it is so much more than that. It is a fully-functional resource to help you focus on your mental, physical and spiritual well-being in one convenient space.

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 2019 health incentive. This includes caregivers and their spouses/adult benefits recipients (ABRs) enrolled in one of our medical plans (e.g. HRA and HSA Medical Plans or HMO plans, where available).

If you do not enroll in a medical plan for 2019 (i.e., waive coverage), you are not eligible to receive a health incentive. All caregivers (regardless of whether they’re benefits-eligible or not) are invited to participate in the Choose Well program and can access the technology through the HR portal home page at www.Caregiver.eHR.com.

How do I earn my 2019 health incentive?
The goal is to earn 40,000 points to get you through all four levels of the Choose Well game by Nov. 16, 2018. You can earn points on the Choose Well website and app, powered by Virgin Pulse.
FAQ - Continued

Can I choose which point-earning opportunities to participate in?
Absolutely! Choose Well, like your health and wellness, can be individualized and you can choose which point-earning opportunities to participate in. You can mix and match earning opportunities to suit your needs, lifestyle and interests. You will accumulate points for tracking your daily activity and steps, tracking healthy habits, talking with your physician, participating in challenges or reading daily cards.

The more daily activity in your routine and the more you participate in the program, the more points you will earn. These points will continue to add up and push you through the four levels so you can earn 100 percent of your incentive. See a list of all the earning opportunities under the Rewards tab of the Choose Well portal and click the “How to earn”.

How much is my 2019 health incentive?
The health incentive you could earn last year was provided to those enrolled on our medical plan in January 2018. The 2019 health incentive that can be earned now will be provided starting in January 2019. Details of our 2019 benefits program will be provided later this summer. Since the health incentive varies depending on which plan you elect, specific details will be shared then. If you enroll in caregiver plus child(ren) coverage in the HRA or HSA medical plans, only you (not your child dependents under 26) need to complete the activities to receive the incentive. We will work to ensure that we comply with our contracts and obligation to bargain in good faith.

How can my spouse enroll in Choose Well and start earning their health incentive?
The same way you do, but they only need to reach 20,000 points to earn the full 2019 health incentive. Your spouse/ABR enrolled in your medical plan can enroll in Choose Well by visiting www.PSJHChooseWell.org and clicking on Sign Up. An eligibility file of these individuals has been shared with Virgin Pulse and once the spouse or ABR 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 on the back end of the platform to ensure that the health incentive earned is recorded.

Please Note: Do not use the “Add a Friend” function on the Choose Well platform, Virgin Pulse, to add your spouse or adult benefits recipient that is enrolled in your medical plan. This will create a duplicate account that will not connect your partner to your health incentive.

What if my spouse/ABR is not enrolled on my medical plan in 2018?
If your spouse/ABR is not enrolled on your medical plan in 2018, they do not need to complete an activity to earn the 2019 health incentive. If you newly enroll your spouse/ABR in a Providence medical plan for 2019, they will automatically receive the 2019 health incentive.

Do children need to participate to earn the 2019 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.
FAQ - Continued

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. We'll have several high-point-earning opportunities coming your way, including quarterly challenges.

Visiting your primary care provider and engaging them in a conversation about your well-being earns you 15,000 points! Plus, getting registered, setting up your Virgin Pulse profile and taking your health assessment gets you nearly 25 percent through the game.

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity</td>
<td>7,000 steps in a day</td>
<td>70 points each day</td>
</tr>
<tr>
<td></td>
<td>7,000 steps 20 days in a month</td>
<td>400 points each month</td>
</tr>
<tr>
<td>Daily Cards</td>
<td>Read each daily card</td>
<td>20 points per card (40 points per day possible)</td>
</tr>
<tr>
<td>Healthy Habits</td>
<td>Personalized daily lifestyle habit trackers</td>
<td>10 points per habit (up to 30 points daily)</td>
</tr>
<tr>
<td>Quarterly Challenges</td>
<td>Four fun journeys covering valuable well-being topics: Sleep, Spiritual Well-being, Mental Health, and Financial Fitness</td>
<td>5,000 points each (20,000 total)</td>
</tr>
<tr>
<td>Other</td>
<td>Online health assessment</td>
<td>5,000 points</td>
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<td></td>
<td>Get your flu shot (2018)</td>
<td>1,000 points</td>
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<tr>
<td></td>
<td>Provider visit (2018)</td>
<td>15,000 points</td>
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What are the topics for the challenges? When will these happen?
The four challenges are quarterly with the first one starting in March. Topics are Sleep, Spiritual Well-being, Financial Fitness and Mental Health. These challenges take topics that are of particular importance to our caregivers and unpack them in a way that is fun and engaging. Each topic will be broken down into stages and caregivers can unlock content by logging their physical steps. If you sync an activity tracker, this happens automatically, otherwise you can estimate your steps and enter them in manually. You can join a team to move faster through the challenge or step it up on your own. Each challenge lasts about 2 weeks and the content (and the points-earning opportunity) will be available throughout the year.

I just visited with my primary care provider at the end of 2017, does that count toward my Provider Visit points?
Visits must have taken place between November 1, 2017 and November 16, 2018. To find the online Provider Visit attestation in your program, login to the Choose Well platform and go to the Programs page and click on Provider Visit. Once the online form is completed, you should see 15,000 points added to your total earned in the game.

What if I don’t see a primary care doctor because I go to a specialist for my care? Can I still use the provider visit attestation for that visit?
The provider visit online attestation can used for your visit with a specialist if that is who you see more frequently for ongoing health care management.
FAQ - Continued

Do I have to talk about my well-being plan with my provider in order to complete the online provider visit form? Will these conversations be shared with my employer?

Your relationship and what you talk about with your provider is confidential and between you and your provider and will not be shared with your employer. The goal for this bonus point activity is to primarily encourage caregivers to start (or continue) conversations with their providers in order to make sure that a good partnership is formed for personal health management that aligns best with a caregivers individual healthcare needs.

Can I earn points for getting my flu shot in 2017?
No, the flu shot point-earning opportunity will go live when flu shot season rolls around in Fall 2018.

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 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. In fact, adding up the following high point-earning opportunities alone gets you through the entire game. The key to this program is personalization, you choose how you want to participate.

- Take your confidential health assessment (5,000 points)
- Visit with your provider and submit the visit form (15,000 points)
- Participate in each quarterly challenge (5,000 points each, 20,000 points total)

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 close 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 rewards/incentives. 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 2019 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. It will be easier to 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 extremely 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.
FAQ - Continued

I have questions about the Choose Well platform, Virgin Pulse. How can I get help?
If you have issues with logging in or with navigating the website or app, contact Virgin Pulse member services directly by:
• Telephone: 888-671-9395
• 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 talk to someone from Virgin Pulse member services.

What accommodations are available to those with an impairment that may prevent the use of the Choose Well technology?
Visually impaired caregivers or spouses/ABRs or those with other needs will have a reasonable accommodation to earn the health incentive by calling Virgin Pulse at 888-671-9395.

Are translation services available if English is not my first language?
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 888-671-9395.

Still have questions?
If you have general questions about your benefits, submit an AskHR ticket through the HR portal or call the Benefits Service Center at 888-615-6481.

What additional well-being resources are provided through our Choose Well program?
There is a broad array of programs to meet your needs, these include the following:
• 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. Call 866-419-4664.
• 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).

Learn more about each of these program under the Well-being tab on the HR portal – www.Caregiver.eHR.com