



Frequently Asked Questions

What is Choose Well?

Your voluntary caregiver well-being program. Choose Well provides you with fun, easy tools and resources to support all aspects of your health and well-being - mind, body, spirit and financial.

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 can earn the health incentive.

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.

Who is Virgin Pulse?

The Choose Well platform is powered by Virgin Pulse. Virgin Pulse is the administrator and record-keeper of the activities to track completion of the health incentive. Access the Virgin Pulse site through mychoosewell.org. 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 website and then use the app after registering.

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

Yes. Your privacy and data security are important, and protections are in place to keep your data safe. Virgin Pulse technology and their data security processes have been thoroughly 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.

What is the Choose Well health incentive?

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

When is the 2021 program year?

It starts on Nov. 14, 2020 and ends on Nov. 12, 2021.

FAQ - Continued

How do I earn my Choose Well health incentive?

The goal is to earn 40,000 points to reach all four levels of the Choose Well game by Nov. 12, 2021. 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 well-being, is a personal journey. 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.

How do I know if I reached Level 4?

App: Click on **Rewards**. You will see your point total and level completion in the teal bar. Click on **Learn How to Earn More Points** for details on ways to earn your incentive.

Website: Look at the teal progress bar at the top of the main page. It will show the points total and what percentage of your health incentive that you have earned. Click on **Rewards** then **Learn How to Earn Points** for details on ways to earn your incentive.

How much can I earn for the 2021 Choose Well health incentive?

The health incentive amount varies by who you enroll in your medical plan. Learn more about the health incentive at [HRforCaregivers.org](https://www.hrforcaregivers.org). Search for **Health Incentive and Rewards**.*

When will I receive my Choose Well health incentive?

Your earned health incentive will be awarded to you at the beginning of each year. Learn more about the health incentive at [HRforCaregivers.org](https://www.hrforcaregivers.org). Search for **Health Incentive and Rewards**.*

Does my spouse or qualified dependent need to participate in order to earn their portion of the health incentive?

No, they do **not** need to participate in Choose Well in order to earn their portion of the health incentive.*

Can my covered spouse or qualified dependent participate in Choose Well?

Yes, your spouse or qualified dependent covered on your medical plan can enroll in Choose Well by visiting www.mychoosewell.org and clicking on **Sign Up**. Once they enter their personal information, the program will recognize them as eligible to participate and create their account. They can take advantage of the valuable tools and resources, but they do not need to complete any activities in order to receive their portion of the health incentive.

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

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

How do I request a health incentive appeal?

You have certain rights if you believe that you were denied a benefit for which you are entitled. Caregivers who believe there was a plan administrative error, system error, technology problem or other circumstance affecting their ability to complete the health incentive activities may file an appeal by contacting Virgin Pulse at **844-930-1238**. Appeals will be accepted Nov. 14, 2020 through March 31, 2021.

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 by using other publicly available computers. Not having daily access or an activity tracker will not impede your ability to earn points and achieve the health incentive levels. Steps can also be manually entered on Virgin Pulse. The key to this program is personalization; you choose how you want to participate.

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 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.

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

Caregivers 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.

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

Choose Well powered by Virgin Pulse -Your well-being platform that supports daily engagement, social connections and well-being resources.

Caregiver Assistance Program – Lyra is our Caregiver Assistance Program partner. Your go to for mental health.

Choose Well Discounts – Powered by LifeBalance to provide valuable discounts across a variety of services.

Back-up Child and Eldercare Benefit - provided by our partner, Bright Horizons. 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.

Nicotine Free – Nicotine cessation support program supported by Quit for Life.

Weight Management – Digital programs to manage weight and the risk of developing Type 2 Diabetes and heart disease. Omada covered by medical plans administered by Providence Health Plan and Kaiser of WA 13.

Tuition Reimbursement - Powered by EdAssist. Receive financial assistance for taking classes to develop your skills and achieve your career goals.

Learn more about each of these program in the HR Service Portal at HRforCaregivers.org.

**Caregivers covered under a collective bargaining agreement receive benefits in accordance with the terms of their contract.*