

Frequently Asked Questions

What is Choose Well?

Choose Well, your voluntary caregiver well-being program, is here to help create a positive culture at work and support you in your daily well-being. Choose Well provides you with programs, tools and resources to become the best version of yourself—mind, body, spirit and financial. You get to decide how you want to engage in the Choose Well program.

Is the Choose Well program free? Who is eligible?

Yes, the Choose Well program is offered to all caregivers at no cost.

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.

Who is eligible for the Choose Well Health Incentive?

Caregivers enrolled in the medical plan.

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.* Learn more at hrforcaregivers.org. Search for **Health Incentive and Rewards**.*

When is the 2022 program year?

It starts on Nov. 13, 2021 and ends on Nov. 11, 2022.

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 by Nov. 11, 2022. 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. 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 2022 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. 13, 2021 through March 31, 2022.

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

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 tools and 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.
- **Back-up Child and Eldercare Benefit** powered by 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.
- **Choose Well Discounts** powered by LifeBalance- Valuable discounts across a variety of services.
- **Choose Well Fit** powered by Active Wellness-Access video on demand group classes, expert workouts from certified personal trainers, yoga and mindfulness practices and more, any time, any where! Set up your free account today.
- **Diabetes Prevention and Management**-Take control of your health for improved long-term outcomes and healthy behavior change. Get the support and tools you need, including a health coach, connected devices, interactive lessons, and more. Availability subject to medical plan enrollment.
- **Financial Fitness**-Get tips and tools for staying on top of financial matters - from paying down debt and keeping up with bills, to budgeting and saving for the future.
- **Mental Wellness Resources**-Support across the mental and emotional health spectrum for challenges like stress, sleep, anxiety, depression, and relationship issues. Easy access to resources for you and your family.
- **Nicotine Free** powered by Quit for Life- Quit smoking through our free nicotine support program (including nicotine replacement therapy, if recommended). Availability subject to medical plan enrollment.
- **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 by going to mychoosewell.org.

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