



JULY 1, 2020 – JUNE 30, 2021

# WELLNESS PROGRAM GUIDE

**LOCKTON NURSE ADVOCATE**

Welcome to your 2020 Wellness Program. All Pottawattamie County employees and spouses who are benefit enrolled will have opportunities to participate in various wellness activities to earn an incentive in 2021-2022. If you are enrolled in the sponsored health plan, the employee is eligible to receive an additional premium subsidy for the cost of your health insurance premiums from Pottawattamie County. If both members on the plan are employees covered by a family health plan, only one premium incentive will be applied. Your new program details are outlined in this guide.

## Program Overview

Complete the requirements below by their designated deadlines (outlined below and on page 3) to earn the Wellness Premium Incentive effective 7/1/2021.

- ✓ Step 1 – Complete the Know Your Number Health Risk Assessment (HRA) by October 31, 2020
  - ✓ Step 2 – Complete a Biometric Screening by October 31, 2020
- Complete Step 3 if you did not meet 4 of 6 wellness benchmarks.
- ✓ Step 3 – Complete four (4) Nurse Advocate Sessions
    - 1<sup>st</sup> Session Deadline – November 30, 2020
    - 2<sup>nd</sup> Session Deadline – January 31, 2021
    - 3<sup>rd</sup> Session Deadline – March 31, 2021
    - 4<sup>th</sup> Session Deadline – May 15, 2021

## Incentives

Complete the Know Your Number HRA, a Biometric Screening, and meet 4 of 6 wellness benchmarks or complete four (4) Nurse Advocate sessions to earn a wellness premium incentive.

### REQUIREMENTS

### INCENTIVE

Complete steps 1 – 3 by the appropriate deadlines    Employee: \$30/month wellness premium incentive 7/1/2021

## Wellness Portal Self-Registration Instructions

In order for your participation in the program to be tracked, employees must be registered under the Pottawattamie County Portal. If you do not have an account, please follow the instructions below. If you previously registered, you can continue to use the same username and password to access the Wellness Portal.

### Register on the Wellness Portal

1. Go to [LNA.locktonforhealth.com](http://LNA.locktonforhealth.com) (enter this into the URL, not Google search or any other search engine)
2. Click the link to create an account as a New Member
3. Enter your Company ID: 12338
4. Select Yes to confirm the company name listed is correct
5. Create a Username, Password, and enter the required Personal Information
6. Select Create Account
7. Accept the terms of the Consent Form.

### Spouse Self-Registration Instructions

Please make sure employee and spouse accounts are linked in the Portal for wellness incentives to be distributed. Employees will need to create their account first to link a spouse account on the Wellness Portal. See instructions below:

1. Employees should complete steps 1-4 listed in the Register on the Wellness Portal instructions
2. Spouses can then complete these steps, create a Username and Password, and set the Account Type to Spouse
3. Enter the Username of the employee in the Primary Username field \*must use the same company ID
4. Complete the remaining Personal Information
5. Select Create Account
6. Accept the terms of the Consent Form

## FORGOT YOUR USERNAME OR PASSWORD?

Go to [LNA.LocktonForHealth.com](http://LNA.LocktonForHealth.com) (enter this into the URL, not Google search or any other search engine)

1. Select the Forgot Username or Forgot Password link
2. Enter your email address to initiate the password reset process or retrieve your username

# Steps to Earn A Wellness Premium Incentive



## Step 1: Know Your Number HRA

**Deadline: October 31, 2020**

Upon logging into the Wellness Portal, you will be prompted to complete the Know Your Number HRA. Complete all questions, except for the Health Metrics section. Lockton Nurse Advocate (LNA) will upload your screening results once you complete the Annual Physical with Lab Work/Physician Results Form (see Step 2).

- If your health metrics have already been entered, complete the questionnaire and click Finish to submit your responses.
- If your health metrics have not been entered, complete the questionnaire and click Save. The assessment will be completed once your metrics are entered by LNA. This step will not show as complete until your Physician Results Form information has been added.

Once your assessment is completed in its entirety (questionnaire and health metrics), your results report will be generated and available on the Know Your Number Assessment page, as well as uploaded to the Wellness Locker under the Health Records section. Your participation in the assessment will also be updated at this time.



## Step 2: Physician Results Form

**Deadline: October 31, 2020**

Visit your Primary Care Physician (PCP) for an annual physical with lab work. Print out the Physician Letter and Physician Results Form located on pages 5-6 of this packet or within the Wellness Locker, linked on the homepage or accessed via the Portal MENU, and take it to your doctor. All metrics must be collected between November 1, 2019 and October 31, 2020 and submitted to LNA by November 9, 2020 to receive credit.

Meet 4/6 Wellness Benchmarks

- Healthy Blood Pressure - Systolic  $\leq$  130 mmHg, Diastolic  $\leq$  85 mmHg
- Healthy Glucose -  $\leq$  99 mg/dL
- Healthy HDL Cholesterol - Men  $\geq$  40 mg/dL, Women  $\geq$  50 mg/dL
- Healthy Triglycerides -  $\leq$  150 mg/dL
- Healthy Waist Circumference – Men  $\leq$  40 inches, Women  $\leq$  35 inches
- Tobacco Use – be a non-tobacco user

*Please Note: You cannot re-submit results. Also, if you submitted results for last year's program from a visit that occurred after October 31, 2019, you cannot use those same results for the 2020 program.*



## Step 3: Four (4) Nurse Advocate Sessions

Required for those who do not meet 4/6 wellness benchmarks

**Deadlines:**

- |   |  |
|---|--|
| ✓ 1 <sup>st</sup> Session – November 30, 2020 | ✓ 3 <sup>rd</sup> Session – March 31, 2021 |
| ✓ 2 <sup>nd</sup> Session – January 31, 2021  | ✓ 4 <sup>th</sup> Session – May 14, 2021   |

Once your metrics have been entered from your annual physical, your results will be used to determine Wellness benchmarks. If you do not meet four (4) out of the six (6) Wellness benchmarks listed below, you must complete four (4) Nurse Advocate Sessions.

Please Note: You cannot re-submit results if your initial measurements do not fall within wellness benchmarks.

To Schedule A Session with Your Nurse Advocate, Follow the Instructions Below:

1. Log into your Wellness Portal and click MENU>ResultsNow
2. Select Meet 4/6 Wellness Benchmarks OR 4 Nurse Advocate Sessions
3. Click the + sign next the Four (4) Nurse Advocate Sessions sub-component
4. Click the Nurse Advocate Session Sign Up link
5. Choose a time and enter the required information (be sure to enter the phone number to be called at the time of the appointment)
6. Your Nurse Advocate will reach out to you on the date and time of your appointment

# Additional Information

## View Details for Programs, Events and Activities

Events are listed on your personal Wellness Portal within ResultsNow. You can access this via the ResultsNow section on the homepage or via the MENU page. To view more details about a program component, select Click for Details. If there are sub-events associated with a component, they will display in the pop-up. Click the + and – buttons to expand or minimize the details of the sub-events.

## Smartphone

LNA is utilizing a vendor to provide mobile access to your Wellness Portal. The Wellworks For You Portal App includes all of your favorite features from the Portal including recipes and grocery lists, programs and events listings, ResultsNow incentive tracking, and more! Simply search for Wellworks For You in the Play Store or App Store to download the free mobile app.

## View Your Participation

Wondering what you have completed to date?

Log into your Wellness Portal (LNA.LocktonForHealth.com - the URL, not Google search or any other search engine)

1. View your program status right on the homepage!
2. For more details, click an icon within the ResultsNow section of the homepage or use the Portal MENU to access the ResultsNow page
3. A large green check mark will display over the icon once the component's requirements are complete
4. Click an icon or select Click For Details to view a list of available options for each program component
5. A small green check mark will be visible in the Completed column once an event is complete

Please Note: Lockton Nurse Advocate (LNA) requires at least 7-10 business days for processing and participation to be updated in the Wellness Portal.

## Submit Your Completed Documents

All forms should be submitted to the LNA. Submit your completed forms in one (1) of the following ways:

- Upload to Portal: Click Contact Us on the main menu bar of the Portal, or via the Portal MENU, and use the Attach File button to select a file from your computer. Users are limited to one (1) file per email.
- Smartphone App: Take a picture of your document with your Smartphone, open the Wellworks For You Smartphone App, select Contact Us and attach the picture of your document
- Scan (at home) and email: [membersupport@lockton.com](mailto:membersupport@lockton.com)
- Mail: Lockton Companies 13710 FNB Parkway, Suite 400 Omaha, NE 68154, Attention: Lockton Nurse Advocate
- Physician Submission: Your physician's office can submit the results directly to LNA by faxing the completed form to 1.888.251.2264 or emailing it to [membersupport@lockton.com](mailto:membersupport@lockton.com)

# Annual Physical with Lab Work

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Dear Physician:

At Pottawattamie County we value the health and well-being of our employees. As part of our Wellness Program, employees can receive a wellness incentive by completing certain requirements. An annual PREVENTIVE physical exam is one of those requirements.

Respectfully we ask that you perform the relevant testing that is allowed within preventive care guidelines. Preventive exams are covered by the employee's insurance once per calendar year.

Please discuss any additional tests outside of preventive guidelines with the patient before performing, as this may result in a bill the patient is responsible for.

Please support our efforts by communicating with your patient the results of these screenings and the importance of preventive health and of controlling risk factors.

We ask that you complete the Pottawattamie County Physician Results Form attached and then:

Please send Lockton Nurse Advocate via:

FAX: 1.888.251.2264 (secure fax)

EMAIL: [membersupport@lockton.com](mailto:membersupport@lockton.com)

If the client is pregnant she is not obligated to participate. Just fax us a note from your office stating that the client is pregnant and under your care.

Healthy Regards,

Lockton Nurse Advocate

# Pottawattamie County Physician Results Form

Deadline is October 31, 2020

## Participant Information

Participant name:			
<input type="checkbox"/> Employee	<input type="checkbox"/> Spouse	Participant date of birth:	/ /
Participant email address: (to confirm receipt of information)			
Participant phone number:	( )		

## Physician Information

Physician name:			
Physician phone number:	( )	Date of assessment:	/ /

### IMPORTANT INFORMATION FOR PHYSICIAN

- ❖ The purpose of physical and screening is to promote the importance of preventive health and controlling risk factors.
- ❖ Please perform the requested/relevant ag- related physical exam testing and biometric screening for the participant and complete the screening tests and lab result information below.

## Screening tests and lab results

Height:	inches	Participant fasting?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Weight:	pounds	Total cholesterol:		
Waist circumference:	inches	HDL cholesterol:		
(please measure directly around waist using belly button as landmark)		LDL cholesterol:		
Blood pressure:		Triglycerides:		
		Glucose or HemA1c:		
<b>Physician:</b> Please initial you completed these measurements and provided laboratory results as allowed within preventive services guidelines.		<b>Additional lab results:</b> <input type="checkbox"/> To follow <input type="checkbox"/> Attached <input type="checkbox"/> Not performed		

Physician signature:		Date:	/ /
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**Participant:** By signing below, you acknowledge you have read and accept all notices provided in this packet or on your Wellness Portal.

Participant signature:		Date:	/ /
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Please submit biometric and lab results via:

Wellness Portal Upload  
 Smartphone App  
 Fax: 1.888.251.2264 (Secure Fax)  
 Scan and Email: [membersupport@lockton.com](mailto:membersupport@lockton.com)

Health information provided to Lockton is confidential and HIPAA-compliant.  
 If you have questions or concerns regarding sending the biometric or laboratory information, please contact Lockton Nurse Advocate:  
[membersupport@lockton.com](mailto:membersupport@lockton.com) or call 1.888.251.2260.

# WELLNESS NOTICE

The Pottawattamie County wellness program is a voluntary wellness program available to all medically enrolled employees and spouses. The program is administered according to federal rules permitting employer-sponsored wellness programs that seek to improve employee health or prevent disease, including the Americans with Disabilities Act of 1990, the Genetic Information Nondiscrimination Act of 2008, and the Health Insurance Portability and Accountability Act, as applicable, among others. If you choose to participate in the wellness program, you will be asked to complete a voluntary health risk assessment, Know Your Number (KYN), that asks a series of questions about your health-related activities and behaviors and whether you have or had certain medical conditions (e.g., cancer, diabetes, or heart disease). You will also be asked to complete an Annual Physical with Lab Work, which will include a lipid panel/hemoglobinA1c and body measurements and complete an HRA. You may also be asked to complete calls with the Nurse Advocate. You are not required to complete these components. However, employees who choose to participate in the wellness program can receive a premium differential of \$30.00 per month, respectively, effective 7/1/21 for completing an annual physical, HRA, and calls with your Nurse Advocate if you do not meet 4 of 6 wellness benchmarks.

If you are unable to participate in any of the health-related activities or achieve any of the health outcomes required to earn an incentive, you may be entitled to a reasonable accommodation or an alternative standard. You may request a reasonable accommodation or an alternative standard by contacting Lockton Nurse Advocate at 888.251.2260.

The information from your HRA and the results from your biometric screening will be used to provide you with information to help you understand your current health and potential risks and may also be used to offer you services through the wellness program. You also are encouraged to share your results or concerns with your own doctor.

## PROTECTIONS FROM DISCLOSURE OF MEDICAL INFORMATION

We are required by law to maintain the privacy and security of your personally identifiable health information. Although the wellness program and Pottawattamie County may use aggregate information it collects to design a program based on identified health risks in the workplace, LNA will never disclose any of your personal information either publicly or to the employer, except as necessary to respond to a request from you for a reasonable accommodation needed to participate in the wellness program, or as expressly permitted by law. Medical information that personally identifies you that is provided in connection with the wellness program will not be provided to your supervisors or managers and may never be used to make decisions regarding your employment.

Your health information will not be sold, exchanged, transferred, or otherwise disclosed except to the extent permitted by law to carry out specific activities related to the wellness program, and you will not be asked or required to waive the confidentiality of your health information as a condition of participating in the wellness program or receiving an incentive. Anyone who receives your information for purposes of providing you services as part of the wellness program will abide by the same confidentiality requirements. The only individual(s) who will receive your personally identifiable health information are the Lockton Nurse Advocate Team and any business associates of Pottawattamie County in order to provide you with services under the wellness program.

In addition, all medical information obtained through the wellness program will be maintained separate from your personnel records, information stored electronically will be encrypted, and no information you provide as part of the wellness program will be used in making any employment decision. Appropriate precautions will be taken to avoid any data breach, and in the event a data breach occurs involving information you provide in connection with the wellness program, we will notify you immediately.

You may not be discriminated against in employment because of the medical information you provide as part of participating in the wellness program, nor may you be subjected to retaliation if you choose not to participate.

If you have questions or concerns regarding this notice, or about protections against discrimination and retaliation, please contact Lockton Nurse Advocate at 888.251.2260.





## QUESTIONS ABOUT YOUR WELLNESS PROGRAM?

Contact your Lockton Nurse Advocate Team!

All questions regarding your Wellness Program structure, status in the program, deadlines, etc. should be directed to Lockton Nurse Advocate via the Wellness Portal.

Simply select Contact Us from the Portal homepage or Wellworks For You mobile app. You can also call Lockton Nurse Advocate at 888.251.2260.

### Contact your Nurse Advocate!

Your Nurse Advocate is here to work with you to align available resources, provide education and collaborate with your healthcare team to support you in achieving positive results. The nurse will guide you in making informed healthcare decisions, along with helping you understand how to use your health insurance to keep you healthy and minimize your health costs.

Your Nurse Advocate's contact information is provided below:

Heather Holloway  
Lockton Nurse Advocate  
402.970.6165  
HHolloway@Lockton.com