



**Pottawattamie  
County**

Find Your Fire

# Wellness Program Guide

*Pottawattamie County*



Lockton Nurse Advocate



June 1, 2023 – May 31, 2024



**Pottawattamie  
County**

**Find Your Fire**

## *Welcome*

Welcome to your 2023-2024 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 2024-2025. 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, the employee carrying the insurance plan must participate to earn the premium incentive. Spouses, and employees considered spouses on another employee’s insurance plan, can voluntarily participate, but there is no incentive for participation.** Your new program details are outlined in this guide.

## *Program overview*

Complete the requirements below by their designated deadlines (outlined below and on page 4) to **earn the incentive** that will be effective **July 1, 2024**.

- **STEP 1:** Complete the Know Your Number HRA by **October 31, 2023**.
- **STEP 2:** Complete a Biometric Screening by **October 31, 2023**.
  - **Please note:** Your health plan covers a preventive visit each calendar year. If your doctor’s office indicates you have to wait until your visits are a year apart, you can let them know your insurance covers preventive visits once per calendar year.
- **STEP 3:** Complete four (4) Nurse Advocate sessions (**Only required if you do not meet 4 of 6!**)
 

✓ <b>1<sup>st</sup> Session Deadline</b> – November 30, 2023	✓ <b>3<sup>rd</sup> Session Deadline</b> – March 15, 2024
✓ <b>2<sup>nd</sup> Session Deadline</b> – January 31, 2024	✓ <b>4<sup>th</sup> Session Deadline</b> – April 30, 2024
- **STEP 4:** Optional Additional Resources (**These are voluntary and do not affect your incentive!**)
 

✓ Voluntary Health Coaching	✓ E-Learning Series
✓ Activity Tracker	

## *Incentives*

Complete the Know Your Number HRA, a Biometric Screening and meet 4 out of 6 wellness benchmarks OR complete four Nurse Advocate sessions to earn a health incentive.

REQUIREMENTS	INCENTIVE
Complete steps 1 – 4 by the appropriate deadlines	<b>Employee: \$30/month</b> wellness incentive 7/1/2024.

## *Wellness portal self-registration instructions*

In order for your participation in the program to be tracked, employees must be registered under the **Pottawattamie County** wellness portal. If you do not have an account already, follow the steps below to access your account. If you have previously registered on the portal, you can use the same username and password, and you do not need to follow the steps below.

### LOG IN OR REGISTER ON THE WELLNESS PORTAL

1. Go to [www.wellworksforyoulogin.com](http://www.wellworksforyoulogin.com)
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?**

1. Go to [www.wellworksforyoulogin.com](http://www.wellworksforyoulogin.com)
2. Select the **Forgot Username** or **Forgot Password** link
3. Enter your email address to initiate the password reset process or retrieve your username

### **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.

## Steps to earn an incentive

### STEP 1: Know Your Number HRA

**Deadline: October 31, 2023**

#### **DO NOT COMPLETE BEFORE PROGRAM LAUNCHES ON JUNE 1!**

Complete the Know Your Number Assessment located on the Wellness Portal by selecting Know Your Number Assessment on the Homepage under the Wellbeing Desktop. Complete all questions, except for the Health Metrics section. LNA will upload your screening results once you complete the Physician Results Form (see **Step 2**).

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.

**The HRA will not show as complete until LNA processes your Physician Results Form.**

### STEP 2: Physician Results Form

**Deadline: October 31, 2023**

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 8-9 of this guide 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, 2022 and October 31, 2023** and submitted to Lockton Nurse Advocate (LNA) by **November 9, 2023** to receive credit.

Members who are pregnant will need to submit a form from their doctor stating they are pregnant and under a doctor's care.

**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, 2022, you cannot use those same results for the 2023 program.**



### 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 LNA Smartphone App, select **Contact Us** and attach the picture of your document
- [Scan \(at home\) and email:](mailto:membersupport@lockton.com) membersupport@lockton.com
- Mail:  
Lockton Companies  
13710 FNB Parkway, Suite 400 Omaha, NE 68154  
Attn: Lockton Nurse Advocate
- [Physician Submission:](mailto:membersupport@lockton.com) 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



**Please note:** Your health plan covers a preventive visit each calendar year. If your doctor's office indicates you have to wait until your visits are a year apart, you can let them know your insurance covers preventive visits once per calendar year.

## Steps to earn an incentive (continued)

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

#### Only required if you did not meet 4 of 6 wellness benchmarks

##### Deadlines:

- ✓ **1<sup>st</sup> Session Deadline** – November 30, 2023
- ✓ **2<sup>nd</sup> Session Deadline** – January 31, 2024
- ✓ **3<sup>rd</sup> Session Deadline** – March 15, 2024
- ✓ **4<sup>th</sup> Session Deadline** – April 30, 2024

#### Meet 4/6 Wellness Benchmarks

- Healthy Blood Pressure: Systolic  $\leq$  130 mmHg, Diastolic  $\leq$  85 mmHg
- Healthy Fasting Glucose: Fasting glucose  $\leq$  100 mg
- 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 Free – Be a non-tobacco user

#### Health Review with Your Nurse Advocate

Once your metrics have been entered from your annual physical, your results will be used to determine how many benchmarks you met. If you did not meet 4 of 6 wellness benchmarks, you must complete health coaching with your Nurse Advocate.

**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 **Meet 4/6 Wellness Benchmarks OR Four (4) Nurse Advocate Sessions** on the Homepage
2. Click **Four (4) Nurse Advocate Sessions** sub-component
3. Click the **Nurse Advocate Session Sign Up** link
4. Choose **Employee or Spouse Health Coaching** from the drop down
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

## Optional Additional Resources

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### Voluntary Health Coaching

The nurse can help you better understand your health, assist you in choosing health goals and support you in achieving them. You can sign up by following the steps below.

1. Log into your Wellness Portal and click **Optional Additional Resources** on the Homepage
2. Click **Voluntary Health Coaching** sub-component
3. Click the **Nurse Advocate Session Sign Up** link
4. Choose **Voluntary Inbound Appointment** from the drop down
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

### Activity & Nutrition Tracker

#### Device/App Connect and FitBit

The Wellness Portal is compatible with pedometers and tracking systems including Fitbit, Garmin, Samsung Health, Apple Health, and more! Simply sync your device on the Wellness Portal by selecting **MENU>Device/App Connect**.

#### Fitness & Nutrition Dashboard

Keep track of your activity levels, nutrition habits, heart rate, sleep, and more right on the Wellness Portal! You can choose to connect your own tracking app, or input data manually to keep all of your wellness information in one place, by selecting **MENU>Fitness and Nutrition Dashboard**.

### E-Learning Series

Complete one or more e-Learning Series (e-LS) in the portal. Upon logging into the portal, click e-Learning under the Wellbeing Desktop. Choose an e-LS to complete.

Below is a list of the e-LS available.

- Diabetes
- Heart Health
- Nutrition
- Personal Training @ Home
  - Physical Activity
  - Preventive Healthcare
  - Stress Management
  - Tobacco Cessation
  - Weight Management





## *Additional information*

### **VIEW YOUR PARTICIPATION**

Wondering what you have completed to date?

1. Log into your wellness portal ([www.wellworksforyoulogin.com](http://www.wellworksforyoulogin.com))
2. View your program status right on the homepage!
3. For more details, click any requirement listed on the homepage under **My Next Steps**.
4. A completed status will show when the requirement has been completed.

**PLEASE NOTE:** Lockton Nurse Advocate (LNA) requires at least 7-10 business days for processing and participation to be updated in the wellness portal.

## *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 employer's insurance program 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 to Lockton Nurse Advocate via:

FAX: 1.888.251.2264 (secure fax)

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

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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: October 31, 2023**

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 age-related physical exam testing and biometric screening for the patient and complete the screening tests and lab result information below.

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

Physician signature:	Date:	/ /
<b>Participant:</b> By signing below, you acknowledge you have read and accept all notices provided in this packet or on your wellness portal.		
Participant signature:	Date:	/ /

Please submit biometric and lab results via:	Health information provided to Lockton is confidential and HIPAA-compliant.
Wellness Portal Upload Smartphone App Fax: 1.888.251.2264 (secure fax) Scan and email: <a href="mailto:membersupport@lockton.com">membersupport@lockton.com</a>	If you have questions or concerns regarding sending the biometric or laboratory information, please contact Lockton Nurse Advocate: <a href="mailto:membersupport@lockton.com">membersupport@lockton.com</a>   1.888.251.2260

Your health plan covers a preventive visit each calendar year. If your doctor's office indicates you have to wait until your visits are a year apart, you can let them know your insurance covers preventive visits once per calendar year.

## Wellness notice

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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 a Physician Results Form, which will include a lipid panel/glucose blood test and body measurements and complete an HRA. You will also be asked to complete health coaching with a nurse if you do not meet 4 of 6 healthy ranges. You are not required to complete these components. However, employees who choose to participate in the wellness program can receive a premium discount effective 7/1/2024 for completing an HRA, biometric screening or physician results form, and health coaching 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 or [membersupport@lockton.com](mailto:membersupport@lockton.com).

The information from your physician results form 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 program or avoiding a surcharge/receiving an incentive. Anyone who receives your information for purposes of providing you services as part of the 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 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 health incentive program, nor may you be subjected to retaliation if you choose not to participate.

# 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.

You can call Lockton Nurse Advocate Member Support at **1.888.251.2260**, or you can email **membersupport@lockton.com**.

## 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**



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