



# Wespath

BENEFITS | INVESTMENTS



HEALTHFLEX PROGRAMS

## For Your Well-Being

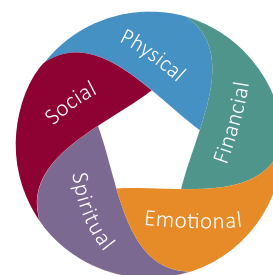
Learn more at [wespath.org](https://wespath.org)  
(log in to **HealthFlex/WebMD**)

a general agency of The United Methodist Church

# Welcome to HealthFlex

Far more than health coverage—HealthFlex includes a comprehensive focus on well-being, with programs that encourage healthier living along physical, emotional, spiritual, social and financial dimensions.

You won't pay extra for most of these opportunities—in fact, you can actually earn incentive dollars for many of the activities!



5 Dimensions of Well-Being

## HealthFlex Programs to Enhance Well-Being



**HealthFlex/WebMD website**—Your reference point to vendor partner websites, benefits information, health tools, wellness success stories, videos and more. Start at [wespath.org](http://wespath.org); select “**HealthFlex/WebMD**” and log in.



**Health Coaching (WebMD)**—Confidential, phone-based coaching helps you stay on track toward achieving well-being goals.



**MDLIVE**—Consult with physicians by phone, secure video or mobile app when your regular provider is unavailable.



**Virgin Pulse**—Monitor daily physical activity and healthy habits and learn new well-being tips and hints every day. You'll earn “PulseCash” too.



**Employee Assistance Program (EAP)**—Contact the EAP for confidential counseling related to work, relationships, family life and more. (Eight EAP sessions at no cost.)



**Work/Life Services**—Phone-based representatives help you find local resources for child care, elder care, legal needs and more; especially helpful during appointment changes/relocation.



**WeightWatchers®**—HealthFlex offers a 50% subsidy on WeightWatchers membership fees for local meetings and WeightWatchers OnlinePlus.



**Diabetes Prevention Program**—Online program for those at risk for diabetes, heart disease or with non-insulin dependent diabetes.

## Other Features to Enhance Well-Being



Take advantage of additional resources offered by Wespath.

- **Dimensions newsletters and bulletins** offer quick tips on topics like prediabetes, walking and improved connectedness, as well as success stories for inspiration.



- **EY Financial Planning Services<sup>1</sup>** supports financial well-being with confidential consultation about budgeting, saving for retirement, managing debt and more.



- **Health Team** is Wespath's dedicated customer service group for HealthFlex participants. Call **1-800-851-2201**.

<sup>1</sup> EY services are available at no cost to active participants and surviving spouses with an account balance in Wespath-administered plans, and to terminated and retired participants with an account balance of at least \$10,000. Costs for these services are included in Wespath's operating expenses that are paid for by the funds it administers.

# HealthFlex Incentives At-a-Glance

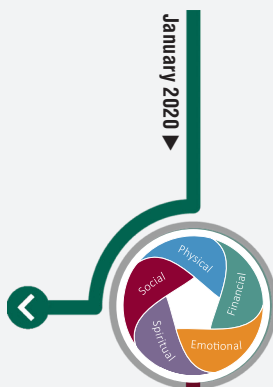
Follow this path for health, vitality, well-being—and rewards!

Earn up to \$410 in PulseCash

## Wellness Points on HealthFlex/WebMD Website

January 1 – December 31, 2020

**150 Wellness Points = \$150 PulseCash<sup>2</sup>**—earn Wellness Points through activities that support your well-being across all five dimensions.



January 2020



## Virgin Pulse Rewards

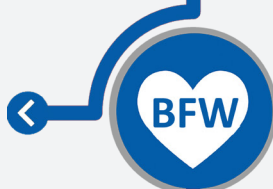
January 1 – December 31, 2020

**Get moving with Virgin Pulse**—a streamlined way to earn up to \$160 for walking and other ways to integrate well-being into your busy life—See the *Virgin Pulse Highlights* page for details.

## Blueprint for Wellness Screening

January 1 – July 31, 2020

**Complete this biometric screening and earn \$100 PulseCash**—you can also earn Wellness Points on WebMD toward your 150 Points/\$150 reward.



## HealthQuotient (HQ) Online Health Assessment

January 1 – July 31, 2020

**Avoid a higher 2021 deductible**—(avoid extra \$250 individual or \$500 family deductible).

December 2020

<sup>2</sup>PulseCash is the “rewards currency” for HealthFlex—you must be enrolled in Virgin Pulse to earn and redeem PulseCash. The IRS considers cash wellness incentives as taxable income. Contact your tax adviser for more information.



# Learn More!

This brochure presents a snapshot of HealthFlex programs to enhance your well-being. For details, visit the **HealthFlex/WebMD** website (*Incentives FAQs* and much more)—and read the *Guide to Accessing Your HealthFlex Benefits* and program-specific information (in the welcome packet you received previously).

## Phone Support

**1-800-851-2201**

### Wespath Health Team

Monday–Friday

8:00 a.m.–6:00 p.m., Central time

Register Now or Log On

Everything in one place!

[wespath.org](http://wespath.org) > HealthFlex/WebMD

### Your HealthFlex and Well-Being Program Hub

The **HealthFlex/WebMD website** is a convenient, secured portal to all HealthFlex information:

- Health topics and tools, including My Health Assistant and HQ
- Benefits info: brochures, FAQs, fact sheets and summaries
- Direct links to partner websites—many with no additional login needed
- Reimbursement accounts [flexible savings account (FSA), health savings account (HSA) and health reimbursement account (HRA)]

### Set up your personalized HealthFlex/WebMD account today.

1. Start at [wespath.org](http://wespath.org); select **HealthFlex/WebMD**
2. Select **First Time Here? Register**

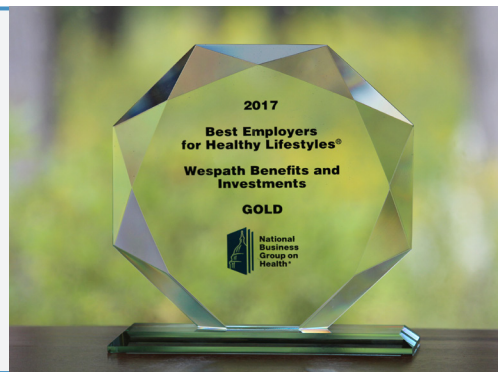
### Once in the website:

3. Join **Virgin Pulse**—earn rewards (PulseCash). If you joined Virgin Pulse before the transition to HealthFlex, you don't need to sign up again. Your details and prior PulseCash will transfer automatically.
4. Register for **MDLIVE**
5. Check out **Live and Work Well Services**

**Note:** If you have a spouse in HealthFlex, your spouse should set up his/her own WebMD and Virgin Pulse accounts, too.

## Award-Winning Well-Being Programs

Wespath's comprehensive commitment to improving well-being has been recognized by the National Business Group on Health with its *Best Employers for Healthy Lifestyles®* award (2012, 2013, 2015, 2016 and 2017). These programs are aligned with John Wesley's forward-thinking commitment to healthy living.

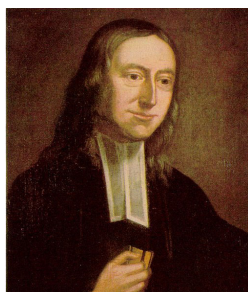


**Wespath**

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*Caring For Those Who Serve*

1901 Chestnut Ave.  
Glenview, IL 60025-1604  
1-800-851-2201  
[wespath.org](http://wespath.org)



“Those who read or write much should learn to do it standing; otherwise it will impair their health.”

—John Wesley

John Wesley painting—source: the Methodist Collection, Drew University, Madison, N.J.

*Participation in well-being programs is voluntary.*





# Wespath

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Wholistic Resources for the UMC

## Healthy You... Healthy UMC

a general agency of The United Methodist Church

# Healthy You...Healthy UMC

Wespath is committed to maintaining your well-being and the strength, vitality and reach of the Church's mission and ministry.

## Your Well-Being Lasts a Lifetime

Health is important. It affects the whole connection: family, congregation, community and the Church itself. Improving the well-being of clergy, laity and congregations is our priority. It is essential to maintaining the strength, vitality and reach of the Church's mission and ministry.

## Wespath Well-Being Programs Belong to You

To promote well-being across the denomination, Wespath focuses on improving five dimensions of well-being—physical, emotional, spiritual, social and financial—for clergy and laity of The United Methodist Church (UMC) and their families.

Our multi-dimensional focus is specific to the UMC population and its needs, structure and processes.

Among our offerings are: well-being programs, resources, educational opportunities, trends and research, and well-being partnerships within the UMC.

## Strategic Collaboration

We work directly with annual conferences to bring health and well-being plans and programs to all participants.

We also collaborate with other UMC agencies to provide webinars and synchronize well-being efforts to further the mission of church vitality. We are available to help conferences define available resources and learn how to maximize strengths.

## 5 Dimensions of Well-Being—A Healthy Equation



PHYSICAL



FINANCIAL



EMOTIONAL



SPIRITUAL



SOCIAL

**PROGRAMS**



**RESEARCH**



**HEALTHY UMC**

All UMC



HealthFlex



Biannual  
Well-Being Survey—  
Key Findings



# Well-Being Programs

Best-in-class well-being programs help promote both individual and denominational health and well-being, and include:

## HealthFlex/WebMD website\*

Your reference point to vendor partner websites, benefits information, health tools, wellness videos and more. Start at [wespath.org](https://wespath.org); select “HealthFlex/WebMD” and log in.



## HealthQuotient Online Health Assessment\*

Online health assessment tool provides information about how your choices support good health or may increase your likelihood of developing certain chronic conditions.



## Blueprint for Wellness health screenings (through Quest Diagnostics)

Onsite and local biometric screenings provide a baseline for current health indicators for individuals. Aggregate information for conferences and organizations is also available.



## Virgin Pulse well-being program

Interactive program with an uploadable steptracker, designed to increase physical activity, improve sleep and eating habits, and enhance overall well-being. Earn PulseCash to spend or make a direct donation to UMCOR.



## Diabetes Prevention Program\*

CDC-recommended Diabetes Prevention Programs are offered through Omada Health® and provide reimbursement for your local/community-based program.



## OptumHealth work/life services and counseling\*

Programs and resources to help individuals manage issues that arise in their personal or professional lives that may impact their ability to perform their work or ministry.

- Employee Assistance Program
- elder care
- relocation
- child care



## WeightWatchers®

HealthFlex offers a 50% subsidy on WeightWatchers membership fees.

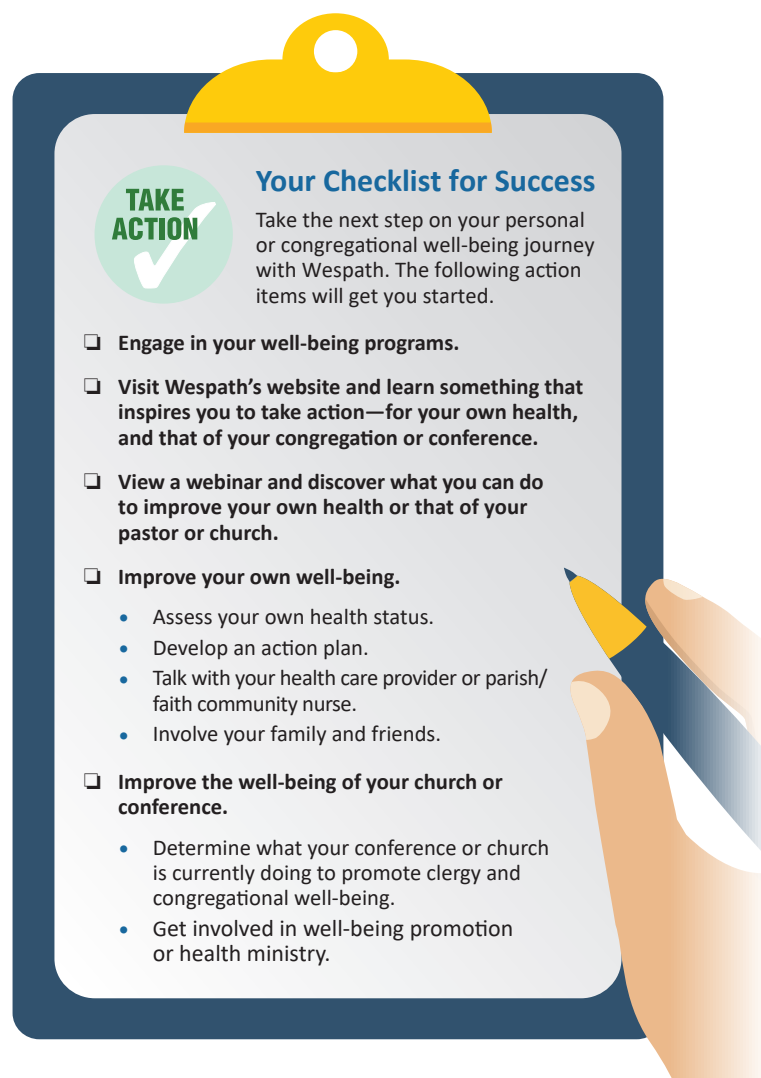


## MDLIVE\*

Consult with a physician by phone, video or MDLIVE app anytime, 24/7.



All of these wellness programs **must** be sponsored by annual conferences or other United Methodist-affiliated organizations.



\*These programs are for HealthFlex participants.

HealthFlex well-being programs are voluntary.

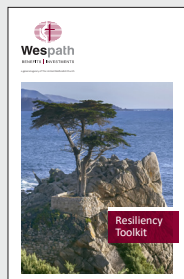


# Well-Being Resources

To order copies, schedule an event or request information, e-mail us at: [wellnessteam@wespath.org](mailto:wellnessteam@wespath.org)

## Toolkits

*Comprehensive evidence-based information on well-being topics.*



*Resiliency Toolkit*

### More Toolkits:

- Reduced Screen Time Toolkit
- Tobacco Cessation Toolkit
- Prediabetes Toolkit
- Physical Activity Toolkit

## Resources

*Brochures, health statistic reports and additional resources that help you understand and improve well-being.*



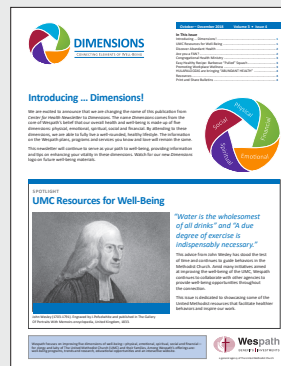
*50 Ways to Support Your Pastor's Well-Being*

### Printable Resources:

- Social Well-Being
- Financial Well-Being
- Stress Management

## Newsletters

*Great well-being information in easy to read and share format.*



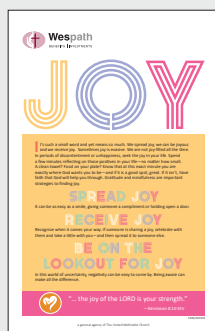
*Five Dimensions of Well-Being—October 2018*

### More Newsletters:

- Social Well-Being—July 2016
- Financial Well-Being—October 2016
- Physical Well-Being—April 2017
- Welcome 2019: 100 Tips to Reach Your Goals—January 2019
- Hark!—quarterly

## Church Bulletins

*Church bulletins on all 5 dimensions—easy to understand information to improve the well-being of your congregation.*

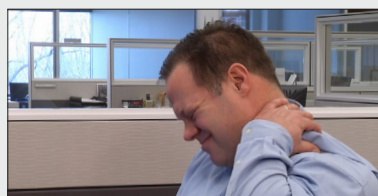


### Emotional Well-Being:

- Joy
- Stress Management
- Laughter

## Videos

*Interactive videos to inform and inspire activity.*



### Video Series: Deskercise

- Be Humble
- Ear to Earth
- Extended Prayer
- Greet Your Neighbors
- Open Your Heart
- Reach for the Heavens

## Webinars

*Webinars to improve the well-being of your family, congregation and self.*



### Series: What's Your 2020 Vision?



### Series: Sifting Through the Facts

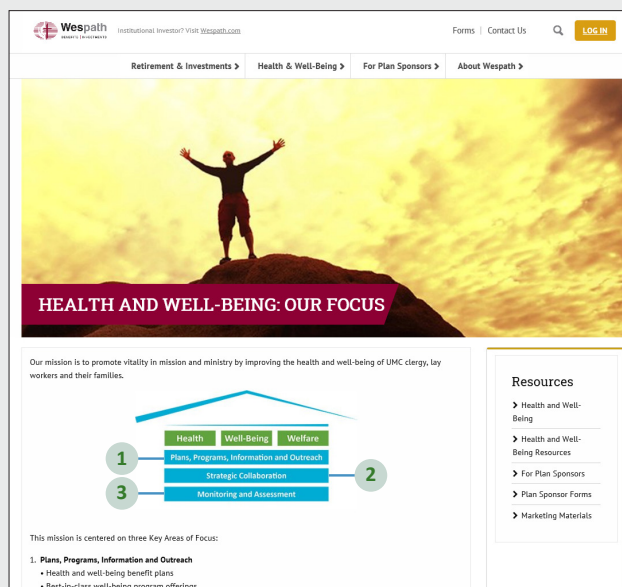
# Interactive Websites

## Wespath Website

### wespath.org/benefits/resources

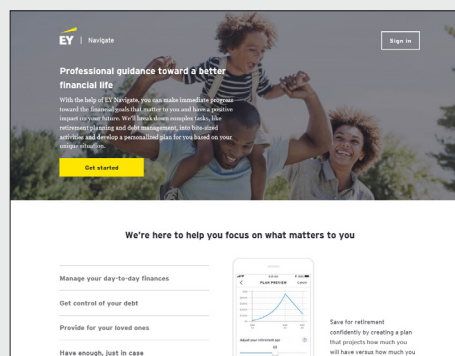
Log on 24/7 for tips, tools and other resources for improving health and well-being. The website's content is practical and educational, and organized for easy navigation and quick click-through. Find information about:

- 1 Health and welfare benefit plans, wellness information and well-being programs
- 2 Info about partnerships with annual conferences, and other UMC groups to maximize efforts and reach of well-being efforts
- 3 Long-term clergy well-being status, periodic health assessments



## Financial Planning, Benefits, Health and Well-Being Websites

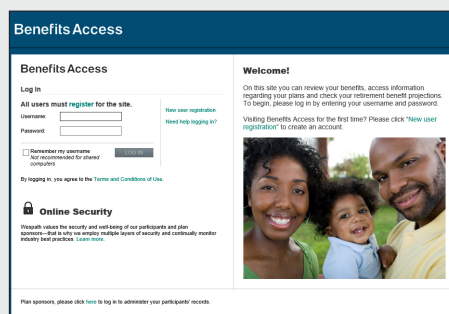
### EY Financial Planning Services\*



### wespath.eynavigate.com

Info designed to help you evaluate your financial situation and make changes to improve your financial future. Take the Financial Wellness Assessment for a 5-minute check on your financial well-being and behaviors.

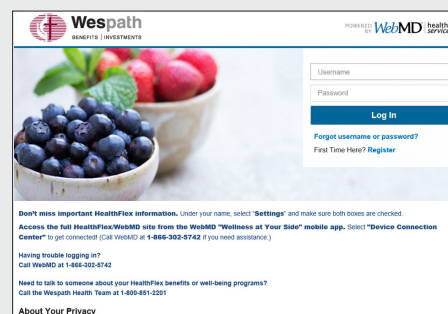
### Benefits Access



### benefitsaccess.org

Account support for your retirement benefits.

### HealthFlex/WebMD



### webmdhealth.com/gbophb/

Your source for all HealthFlex health plan information.

\* Financial planning services are available to active participants and surviving spouses with an account balance in Wespath-administered plans, and to terminated and retired participants with an account balance of at least \$10,000.

Costs for these services are included in Wespath's operating expenses that are paid for by the funds.

# Educational Opportunities

A variety of educational opportunities are available from Wespath, in print, webinar or even live format. Topics such as stress management, self-care, financial well-being, and what makes church leaders healthy are just some of the topics. Find toolkits and webinars online at [Wespath.org/benefits/resources](http://Wespath.org/benefits/resources).

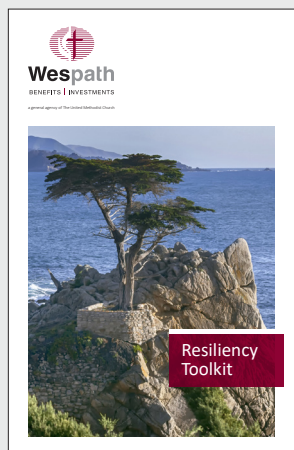


Find more resources at [Wespath.org/benefits/resources](http://Wespath.org/benefits/resources)



PRINT

## Toolkits



ONLINE

## Account Support

Benefits Access  
HealthFlex/WebMD  
EY Financial Planning

## Webinars



## Videos



Stay active with deskercising!

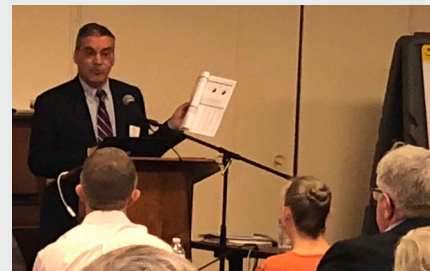


LIVE

## In-Person Well-Being Support



## Retirement Seminars



## EY Financial Visits





# Trends and Research

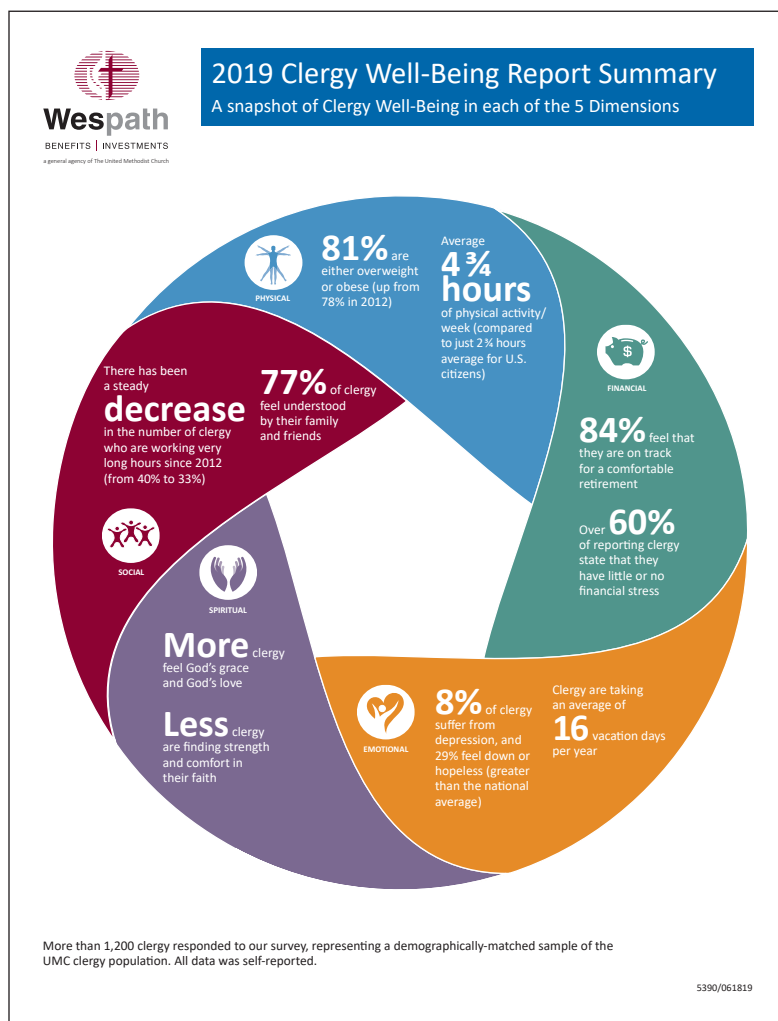
Wespath uses a systematic research approach to designing and implementing programs

- Biennial Clergy Well-Being Report
- Periodic health assessments, follow-up and reporting
- Program efficacy
- Plan sponsor and clergy/participant surveys

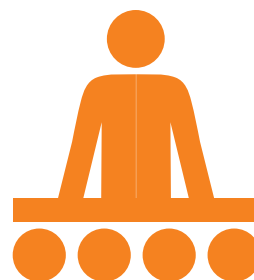


Use the valuable findings at ([wespath.org/r/well-being-research](https://wespath.org/r/well-being-research)) to inform clergy, church leaders, congregations and agencies of critical aspects of clergy well-being to work toward improved vitality for mission and ministry.

## 2019 Clergy Well-Being Survey—Key Findings



\*Questions did not cover actual assets held in our plans or elsewhere.



*Clergy health has a significant effect on congregations, on communities and on the overall mission of the Church. Healthy clergy are inextricably linked to vitality in mission and ministry.*



*Exercise helps fight obesity and depression. Wespath has a Physical Activity Toolkit that provides a variety of thoughtful ways you can work activity into any setting.*



**Wespath**

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*Caring For Those Who Serve*

1901 Chestnut Ave.  
Glenview, IL 60025-1604  
1-800-851-2201  
wespath.org

*The information in these resources is provided by Wespath Benefits and Investments as an educational service. The sharing of this general information should not be construed as, does not constitute, and should not be relied upon as medical advice or other professional advice or services on any specific matter.*

Follow us:





# Wespath

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## 2020 HealthFlex Well-Being Programs Frequently Asked Questions

### Get Started—Feel Better—Earn Rewards!

HealthFlex well-being programs support participants and spouses in a variety of ways. Whatever your goal—if you want to have more energy, lose weight, lower your risk for diabetes or just feel better, there is a program for you.

*Participation in HealthFlex well-being programs is voluntary.*



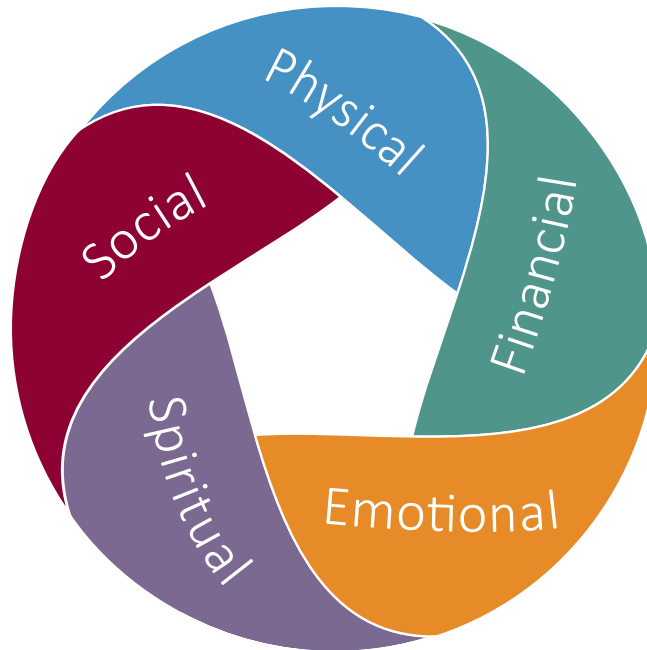
**wespath.org**—select “Log In” then  
“HealthFlex/WebMD”

The following sections answer FAQs about the programs and reward structures.

- [Well-Being Programs for All 5 Dimensions](#)
- [2020 Incentives At-a-Glance](#)
- [General Well-Being Program Questions](#)
- [HealthFlex Wellness Points](#)
- [Blueprint for Wellness® Screening](#)
- [HealthQuotient \(HQ\)](#)
- [Virgin Pulse®](#)
- [Diabetes Prevention Program](#)
- [Weight Watchers \(WW\)](#)
- [Employee Assistance Program \(EAP\)](#)
- [MDLIVE® Telemedicine](#)
- [More Information!](#)
  - Contact Information
  - Privacy Statement



## Well-Being Programs for all 5 Dimensions



**PHYSICAL**



**FINANCIAL**



**EMOTIONAL**



**SPIRITUAL**



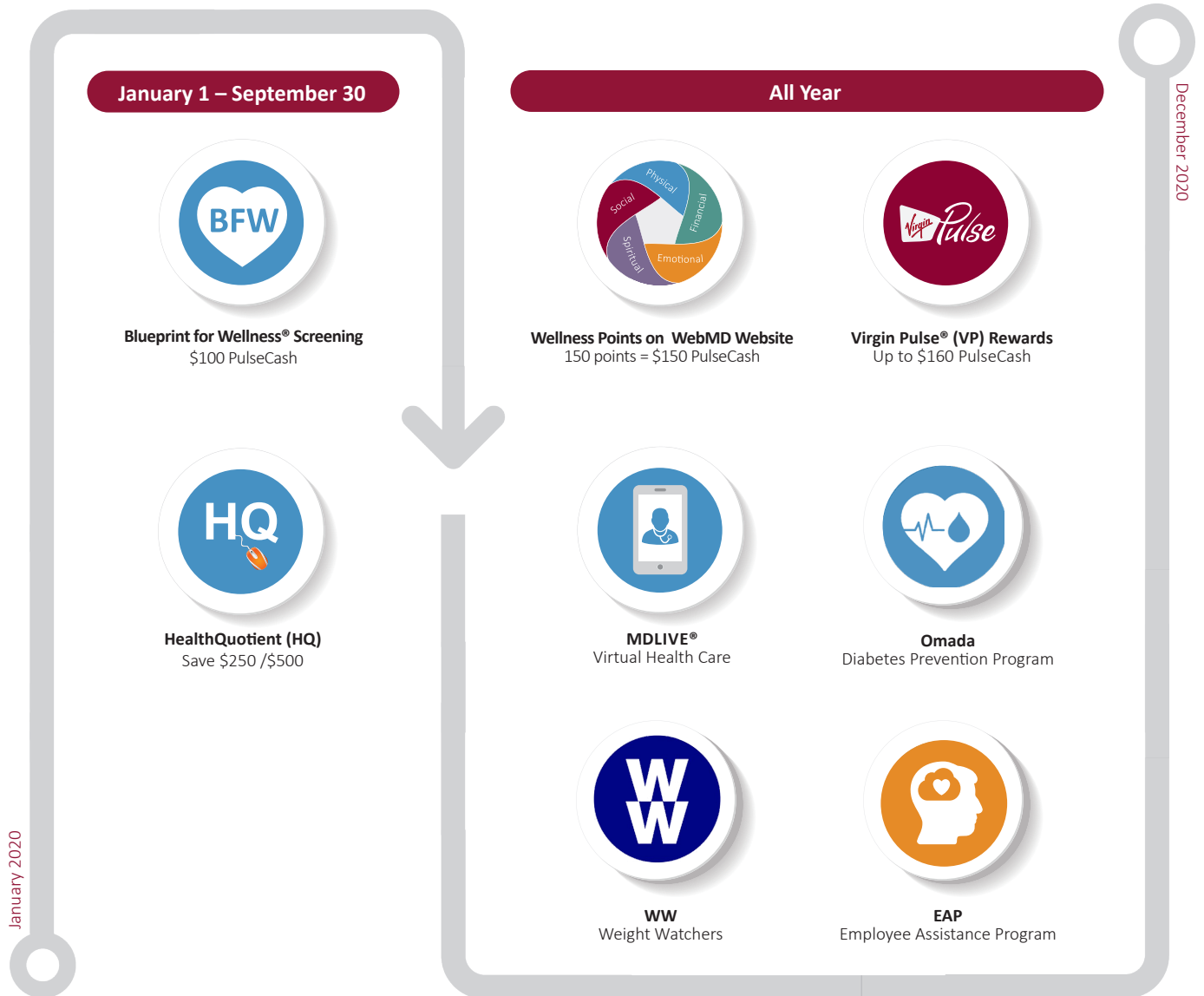
**SOCIAL**

Your overall well-being is important. If you feel your well-being is lower than you like in any area, use the tools provided by Wespeth Benefits and Investments (Wespeth) to bounce back.

## 2020 Incentives At-a-Glance

To make the most of the full suite of well-being offerings from Wespath, engage daily with Virgin Pulse, take your Blueprint for Wellness and HQ each year and earn your Wellness Points.

### Dates extended due to COVID-19



HealthFlex participants and spouses can participate in programs and earn incentive rewards in 2020. Participants and spouses can each earn **up to \$410 PulseCash** in 2020, as well as utilize a full suite of well-being programs from emotional assistance to physical activity.

*The IRS considers cash wellness incentives as taxable income. Please contact your tax adviser. Participation in HealthFlex Wellness programs is voluntary.*

## General Well-Being Program Questions

**Q: What if I am strong in some dimensions but weak in others?**

**A:** Each dimension of well-being supports the others, and the overall you. Seek balance across the dimensions and use these well-being programs to help. We hope you make the most of the programs Wespith has to offer to have a happy and healthy 2020!

**Q: If I am new, where should I begin?**

- A:**
1. Log into HealthFlex WebMD, take the **HealthQuotient (HQ)** and register for your **Blueprint for Wellness** screening
  2. Join the **Virgin Pulse** well-being program
  3. Look at the **Wellness Point** activities

These actions start you on the right path for the remainder of the year to improve overall well-being. These services come at no cost to you. In fact, some reward your participation with PulseCash.

**Q: Do I have to be enrolled in the Virgin Pulse program to earn PulseCash?**

**A:** Yes. To earn PulseCash, you must be enrolled in the Virgin Pulse program at the time the PulseCash is awarded. PulseCash is administered through the Virgin Pulse website.

**Q: How do I enroll in the Virgin Pulse program?**

- A:**
- From [wespith.org](https://wespith.org) log in to "HealthFlex/WebMD"
  - Select "Join Virgin Pulse" in the grey bar

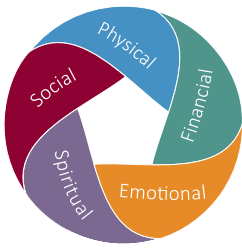
**Q: How do I redeem PulseCash?**

- A:** PulseCash can be redeemed in several ways on the Virgin Pulse website or mobile app:
- Buy gift cards to major national retailers
  - Purchase Virgin Pulse merchandise, including new activity trackers
  - Have the cash deposited directly into your bank account (only available on website)
  - Donate it to UMCOR





## HealthFlex Wellness Points



**January 1 – December 31**  
**\$150 Cash Incentive**

	Action	HealthFlex Wellness Points Per Action	Frequency Allowed	Maximum Points
Do Anytime	Complete WebMD™ coaching call	25	6 times	150
	Select any goal in My Health Assistant on the HealthFlex/WebMD website	5	3 times	15
	Achieve any goal in My Health Assistant	15	3 times	45
	Activate your account with MDLIVE telemedicine provider	15	Once	15
	Submit a Success Story through the HealthFlex/WebMD website	20	Once	20
	Have your Success Story selected	20	Once	20
	View a Success Story	5	4 times	20
	Adopt a new spiritual practice for 1 month	15	Once	15
	Increase contribution to UMPIP by 1%	15	Once	15
	Complete the EY Financial Confidence Check-up	50	Once	50
	Register or log into Benefits Access	35	Once	35
	Update, change beneficiary or contact information in Benefits Access	25	Once	25
	Meet with an EY Financial Planner for at least 5 minutes	25	Once	25
	Register on EY Navigate	30	Once	30
Get Rewarded for Being Well	Health Measures Rewards Meet American Heart Association (AHA) guidelines on seven 2020 Blueprint for Wellness measures or improve on 2019 Blueprint for Wellness results	7 possible rewards for 20 points each	Once	140
	Omada Health participation	150	Once	150
	Diabetes Prevention Program participation	150	Once	150
	Completion of HealthQuotient (HQ) by September 30, 2020	35	Once	35
	Access the Employee Assistance Program (EAP) for emotional counseling	15	Once	15
	Access the EAP for Work/Life Services	15	Once	15
	Total needed to earn \$150 PulseCash: <b>150 Wellness Points</b>			

## HealthFlex Wellness Points

**Q: What health measures and/or lab values will earn Wellness Points?**

**A:** Participants and spouses earn 20 Wellness Points for Blueprint for Wellness health measures within the American Heart Association's (AHA's) recommended range or that show improvement over 2019 results\* for a total of 140 potential Wellness Points.

**Healthy Rewards Table**

Measure	Recommended Range**	Wellness Points for Recommended Range or Improvement
Blood pressure	Systolic: Less than 120 mm/Hg Diastolic: Less than 80 mm/Hg	20
Fasting glucose (blood sugar)**	65 – 99 mg/dL	20
Triglycerides**	Less than 150 mg/dL	20
HDL cholesterol (high-density "good" cholesterol)**	Greater than 60 mg/dL	20
Hemoglobin A1c (HbA1c)	Less than 5.7	20
Waist circumference**	Men: 40 inches or less Women: 35 inches or less	20
Body mass index (BMI)	18.5 – 24.9 kg/m <sup>2</sup>	20
<b>Total Possible Points</b>		<b>140</b>
<p>* Based on recommendations from the AHA. Health measures in recommended ranges must be demonstrated on the 2019 Quest Diagnostics Blueprint for Wellness (BFW). Improvement is demonstrated by a change in the healthy direction between the 2019 and 2020 BFW. Only BFW results will be accepted to earn Wellness Points for health measures. BFW can be done at an onsite event, a local Quest Diagnostics laboratory or by submitting the Physician Results Form.</p> <p>** These measures (with the exception of BMI and Hemoglobin A1c) are widely used by the AHA and other medical experts to diagnose metabolic syndrome—a condition with significantly higher health risks. BMI is included to recognize different body types for which waist circumference might not be the best measure. Hemoglobin A1c is a valuable measure for prediabetes.</p>		

**Q: How are my measurements and lab values determined?**

**A:** Health measures are determined through the Quest Diagnostics Blueprint for Wellness (BFW) screening, done at an onsite event or a local Quest Diagnostics laboratory. BFW can also be completed by having your primary care provider (PCP) complete and send in the Physician Results Form. Self-reported values or tests completed by your primary care provider (PCP) but not submitted through the form will not be accepted for Wellness Points. (You may still self-enter your values into the HealthQuotient if you do not take BFW, but you will not be eligible for Wellness Points for the health measures.)

**Q: What if my Blueprint for Wellness results do not fall within the recommended ranges in 2020?**

**A:** Even if 2020 results do not fall within recommend ranges, you will still receive 20 Wellness Points for any 2020 Blueprint for Wellness measures that are improved over your 2019 results.

**Q: What if I didn't complete Blueprint for Wellness in 2019?**

**A:** If this is your first year in the plan or you missed Blueprint for Wellness in 2019, you will still be rewarded for qualifying health measures that fall within the recommended range. For results that are not within the recommended range, your 2020 Blueprint for Wellness results will then serve as your "baseline" for improvement in 2021.

## HealthFlex Wellness Points

**Q: Why were these measurements and lab values chosen?**

**A:** These factors are used by the AHA and other recognized medical experts to diagnose metabolic syndrome. Body mass index is included in addition to waist circumference to provide more than one measure for weight status and to respect different body types for which waist circumference may not be the best measure. Hemoglobin A1c is a valuable screening for prediabetes.

**Q: What is metabolic syndrome?**

**A:** Metabolic syndrome is a group of risk factors that raises your risk for heart disease and other health problems, such as diabetes and stroke. The AHA identifies this syndrome by the presence of three or more of the following risk factors, or taking medication for any of these factors. Learn more at [heart.org](http://heart.org), or talk with your primary care provider (PCP). For more information about prediabetes and Wespath's diabetes prevention program see p. 15.

Blood pressure	130/85 mm Hg or higher	
Glucose	100 mg/dL or more	
Triglycerides	150 mg/dL or more	
HDL cholesterol	Men: Less than 40 mg/dL	Women: Less than 50 mg/dL
Waist circumference	Men: More than 40 inches	Women: More than 35 inches

**Q: What if my PCP says that I am unable to achieve recommended or improved measures?  
Is there a reasonable alternative?**

**A:** Reasonable alternatives or waivers are available for those who cannot achieve healthy or improved measures due to an underlying medical condition. If you need a reasonable alternative, you may make your request by:

- E-mail: [incentiverequest@wespath.org](mailto:incentiverequest@wespath.org)
- U.S. mail: Wespath Benefits and Investments  
Attention: Incentive Request  
1901 Chestnut Avenue  
Glenview, Illinois 60025

**Q: How do I receive \$150 PulseCash for HealthFlex Wellness Points earned?**

**A:** Achieve **150 Wellness Points** for actions that improve your well-being. HealthFlex Wellness Points earned are automatically "converted" to PulseCash (in your Virgin Pulse account) when you reach **150 Points**. However, please allow up to 45 days for PulseCash to be credited to your Virgin Pulse account. Wellness Points must be earned **by December 31, 2020**.

**Q: If my spouse or I are enrolled in a Medicare supplement plan through Via Benefits, are we eligible to earn HealthFlex Wellness Points?**

**A:** No, Wellness Points are for participants and spouses in HealthFlex active plans only (HSA plans, HRA plans or B1000). If one individual is in HealthFlex and one is in a Medicare supplement plan, only the individual covered by HealthFlex is eligible for the **\$150 PulseCash** for Wellness Points.

## Blueprint for Wellness Screening



**January 1 – September 30**

**\$100 PulseCash Incentive**

**Q: What is the Blueprint for Wellness screening?**

**A:** The Blueprint for Wellness biometric screening by Quest Diagnostics involves a blood draw followed by lab analysis. When done through Quest Diagnostics, this is FREE for primary participants and spouses—and even earns you \$100 for taking care of you.

The screening includes tests for common health risks, including:

- Cholesterol and lipid screening
- Blood sugar and diabetes screening
- Screening tests for liver, kidney, thyroid, and other organs and body systems
- Measurement of blood pressure, height, weight and waist circumference (if taken at a plan sponsor event or at most local Quest Diagnostics laboratories)

A complete list of tests included in the Blueprint for Wellness screening can be found [here](#).

The screening provides a snapshot of your current health measurements to share with your primary care provider (PCP) and to help shape your personal health and well-being goals.

**Q: Why does HealthFlex offer this screening to participants?**

**A:** Screenings are an important way to identify areas for improvement, so health concerns can be addressed before they become more serious. By enabling early detection when conditions are most treatable, screenings help keep our participants healthier and promote well-being throughout the denomination.

**Q: Why offer the Blueprint for Wellness (BFW) screening through Quest Diagnostics?**

**A:** The Quest Diagnostics screening program was chosen because it:

- Allows flexible access for all eligible participants and spouses, including those unable to attend on-site events such as Annual Conference or an employee event;
- Offers administration, including assistance with registration and scheduling, and full support for on-site events;
- Facilitates an economy of scale for screening, which promotes stewardship of HealthFlex plan resources while providing excellent services to participants.

**Q: How do I earn \$100 for completing the Blueprint for Wellness screening?**

**A:** HealthFlex will deposit **\$100 PulseCash** in your Virgin Pulse account when you complete the Blueprint for Wellness screening. The screening must be completed between **January 1 and September 30**. The \$100 PulseCash incentive is only for *participants and spouses in HealthFlex plans*. Please allow up to 30 days for PulseCash to be credited to your Virgin Pulse account. You can also earn Wellness Points for recommended range or improved health measures, as detailed in the Wellness Points section of this FAQ.



## Blueprint for Wellness Screening

**Q: How can I complete the Blueprint for Wellness screening?**

**A:** There are two main ways to complete the Blueprint for Wellness screening.

- **At an annual conference or employee health event.** Contact your conference office/human resources office about whether Blueprint for Wellness screenings are being hosted for your group. Registration for a screening at these events is *highly recommended*.
- **At a Quest Diagnostics lab.** There are many locations across the country. Find a lab that screens biometrics (preferred but not required) including height, weight, blood pressure and waist circumference. If you choose a lab without biometrics, you will be asked to self-report your height, weight, blood pressure and waist circumference. *Registration is required before going to a Quest Diagnostics lab.*

If you are unable to complete the screening on-site or at a local lab, please submit a *Physician Results Form*. To watch a video that walks you through steps on how to access the form, click [here](#).

**Q: How do I register for my screening?**

**A:** To register, call **1-855-623-9355 (1-855-6BE-WELL)** or log in to HealthFlex/WebMD on [wespath.org](https://wespath.org). Select Quest Diagnostics Blueprint for Wellness, and follow the prompts.

Registering will assure that you are not billed for your screening tests. You should not have to present your medical ID card when you arrive for the screening but you may be asked for a picture ID. If you are a walk-in to an on-site event, you will need your medical ID card for your HealthFlex participant number. At on-site events, there is limited space for walk-ins.

**Q: What if my annual conference/employer does not offer Blueprint for Wellness on-site or I'm unable to do the on-site event—and there is no Quest Diagnostics laboratory near my home or work?**

**A:** A small portion of HealthFlex participants may not have a Quest Diagnostics lab within a reasonable driving distance. If this is the case, you or your primary care provider may complete a *Physician Results Form*. Login to **HealthFlex/WebMD** and click on “**Quest Diagnostics**.” Follow the directions for submitting your *Physician Results Form*.

**Q: Do I have to pay for a Blueprint for Wellness screening?**

**A:** No, you will pay nothing for the screening if scheduled through HealthFlex and you take it at either an on-site event or at a Quest Diagnostics facility. However, if you get these tests done through your PCP and submit the *Physician Results Form*—we encourage you to get them done at the same time as your annual wellness exam to avoid paying out-of-pocket costs.

**Note:** Any additional lab tests you may have completed at a Quest Diagnostics facility that are not part of the Blueprint for Wellness tests are subject to regular plan benefits (co-payments or co-insurance).

**Q: Is the Blueprint for Wellness screening available for participants and spouses in a Medicare supplement or Medicare Advantage plan through Via Benefits?**

**A:** It varies. Please check with your plan sponsor/benefits office.

## Blueprint for Wellness Screening

**Q: Now that Blueprint for Wellness and HQ have the same dates for completion, which one should a participant take first?**

**A:** Either is the correct answer.

If a participant takes BFW first, results will populate in the HQ about 3 days after a participant completes the screening. This means there is no need to enter results.

If the HQ is taken first, simply bypass the section where you enter your biometric screening results. BFW results will be sent to WebMD, and the HQ score will recalculate.

Both steps are great places to start, and work together to provide a comprehensive picture of your health. The important thing is that you complete **both**.

**Q: What if a participant's PCP says he or she is unable to achieve healthy or improved health measures? Is there a reasonable alternative to qualify for the incentive?**

**A:** Yes. Reasonable alternatives or waivers will be made available for those who cannot achieve healthy or improved measures due to an underlying medical condition. If you have a participant who believes he or she needs a reasonable alternative, please direct the participant to make a request by e-mail or U.S. mail:

- E-mail: [incentiverequest@wespath.org](mailto:incentiverequest@wespath.org)
- U.S. mail: Wespath Benefits and Investments  
Attention: Incentive Request  
1901 Chestnut Avenue  
Glenview, Illinois 60025

We will work with the participant (and his/her PCP, if the participant wishes) to find a reasonable alternative so the participant can achieve the same reward.

**Q: I usually see my PCP around the same time every year, which is different than HealthFlex's January – September timing for Blueprint for Wellness. How can this timing work for me?**

**A:** We recommend telling your PCP that your employer offers a comprehensive wellness screening—including complete lipid and cholesterol testing, glucose and hemoglobin A1c testing, and multiple organ function tests (including liver, kidney and thyroid)—at no out-of-pocket cost to you. If you usually see your PCP later in the year, bring your Blueprint for Wellness screening results to your appointment.

Many participants have commented that their PCPs are very impressed with the comprehensive data in the Blueprint for Wellness screening and report.

**Q: I can get a blood screening at my PCP's office—why should I do the Blueprint for Wellness screening?**

**A:** The Blueprint for Wellness screening may be different (or even more comprehensive) than what your PCP offers. Talk to your PCP about how this screening may work with your annual checkup to meet your health and financial needs. Additionally, the Blueprint for Wellness screenings are typically more cost-effective for the HealthFlex plan than the same tests given in a PCP's office—which is good stewardship for your conference or employer and The United Methodist Church.

**Q: Is my information kept confidential if I get my lab results through Quest Diagnostics?**

**A:** Yes, your personal health information is kept confidential. Click [here](#) to read our privacy information.



### January 1 – September 30 Deductible Incentive

**Q: What is the HQ, and why is it important?**

**A:** The HealthQuotient (HQ) is an online health assessment questionnaire. It helps to evaluate your risk for common health concerns, such as heart disease, diabetes, depression and high cholesterol. Identifying risk levels helps you prioritize your health goals and puts you in a better position to take steps that may lower your risk. Completing the HQ takes 20 minutes or less, but its benefits—improved well-being, enhanced vitality and prudent stewardship of resources—can be long-lasting.

**Q: Why is HealthFlex continuing to add a higher medical plan deductible for participants and spouses who don't take the HQ?**

**A:** HealthFlex, along with plan sponsors, individuals and families, have a shared responsibility to be good stewards of health and health care resources. The HQ offers information that participants and spouses can use to take greater responsibility for their own health. Individuals who complete the HQ year after year have a better chance to identify and address health risks early. These individuals also have easier access to important well-being resources offered by HealthFlex and WebMD—such as health coaching and customized information on the WebMD™ portal. Four out of five eligible HealthFlex participants and spouses have taken the HQ every year since 2010 and avoided a higher deductible.

**Q: How can I avoid a higher deductible in 2021?**

**A:** It's easy! Just complete the HQ between January 1 and September 30.

If both you and your spouse are covered by HealthFlex—you both must complete the HQ during this timeframe to avoid the higher medical plan deductible in 2021 (**\$250 extra** for “single” coverage or **\$500 extra** for “family” coverage).

**Q: I did the Blueprint for Wellness screening; does it matter if I do the HQ too?**

**A:** You are not required to do either or both. However, Blueprint for Wellness and HQ provide different information about your health that complement each other. Blueprint for Wellness results will be automatically and securely uploaded to your HQ on WebMD™—making the HQ easier to complete and more accurate.

**Q: What if I am covered by HealthFlex but my spouse is not?**

**A:** If your spouse is not in HealthFlex [including spouses covered by Medicare supplement plans (including Via Benefits)], he or she is not eligible to take the HQ. As long as you complete the HQ **between January 1 and September 30, 2020**, you will avoid the higher medical plan deductible.

**Q: Is my information kept confidential if I enter it through the HQ?**

**A:** Absolutely—click [here](#) to read our privacy statement.

## HealthQuotient (HQ)

**Q: Who sees the information I enter into the HQ?**

**A:** Depending on your risk factors, your responses to the HQ may be shared with your WebMD™ health coach, if you choose to work with one. WebMD™ and its health coaches are subject to the federal government's strict HIPAA privacy regulations. Although your conference or employer will know whether you completed the HQ, the personal information you enter in your HQ is not shared with your annual conference, employer, Wespath or your insurance carrier.

**Q: How do I take the HQ?**

- A:**
1. Login to **HealthFlex/WebMD** from [wspath.org](https://wspath.org)
  2. Click on **"Take HealthQuotient"** under your **Action Plan**, or go to **"Health Tools"** at the top of the webpage
  3. Or download the **WebMD "Wellness at Your Side™"** mobile app (connection code: **HEALTHFLEX**) for easy completion of the HealthQuotient

**Q: What if I am unable to complete the HQ?**

**A:** If you are unable to complete the HQ, your written request for accommodation should be addressed to:

- E-mail: [incentiverequest@wspath.org](mailto:incentiverequest@wspath.org)
- U.S. mail: Wespath Benefits and Investments  
Attention: Incentive Request  
1901 Chestnut Avenue  
Glenview, Illinois 60025

Please have your request to Wespath by the **end of August** to allow enough time for review before the end of the HQ incentive time period. Plan accordingly; if your request is not approved, you will be responsible for completing the HQ by **September 30, 2020**—or the higher deductible will apply in **2021**.







## January 1 – December 31 Earn Up to \$160 PulseCash

**Q: Why should I participate in Virgin Pulse?**

**A:** Results have shown—conferences and employer groups that participate in Virgin Pulse have lower health care claims and have more energy and feel better!

**Q: Can I earn PulseCash for getting or staying active through the Virgin Pulse program?**

**A:** Yes! Participants and spouses can earn **up to \$40 PulseCash** each quarter for earning Virgin Pulse Points and reaching new levels—**up to \$160** for the year. (Virgin Pulse incentives do not apply to Medicare supplement plans through Via Benefits, unless your plan sponsor offers the program separately to its Medicare participants.)

**Q: How do I earn Virgin Pulse Points?**

**A:** You can earn Virgin Pulse Points for measuring your physical activity through the Virgin Pulse program. The program includes an uploadable activity tracker (Max or Max Buzz) to wear every day to count your steps. (It also works with other trackers such as AppleWatch, Fitbit, Polar heart rate monitor and Garmin.) Plug the step tracker into a computer with the Virgin Pulse software and Internet access, and your step count is automatically uploaded to your personal account. Activity trackers can also upload steps wirelessly using the free Virgin Pulse app.

	Description	Points	Frequency
<b>Activity</b>	Per 1,000 steps (up to 140 Points/day for 14,000 steps)	10	Daily
	15 or more active minutes	70	
	30 or more active minutes	120	
	45 or more active minutes	140	
	Take 7,000 steps 20 days in a month	400	Monthly
	Take 10,000 steps 20 days in a month	500	
<b>Measurement</b>	Enter your measurements (weight)	100	Monthly
<b>Self-Tracking</b>	1 entry (up to 30 Points/day)	10	Daily
	Achieve the promoted Healthy Habit for 5 of 7 days	200	Monthly
<b>Cards</b>	Complete card (2/day—20 Points each)	40	Daily
<b>Challenges</b>	Join challenges set up by your conference or employer	100	Quarterly
	Join a personal challenge	100	Monthly

**Q: What are the Levels and PulseCash rewards?**

**A:** Each quarter, you earn PulseCash as you reach new Levels, based on Points earned. PulseCash is awarded as follows:

Level	Points	PulseCash Earned	Cumulative PulseCash Earned
1	1,000	\$5	\$5
2	5,000	\$15	\$20
3	10,000	\$10	\$30
4	15,000	\$10	\$40

**Q: How were the Levels decided?**

**A:** Studies by the American College of Sports Medicine (ACSM) and the Centers for Disease Control and Prevention (CDC) found that taking *7,000 steps/day* most days of the week showed health improvements in people with chronic conditions like diabetes and hypertension. They also found this level of regular physical activity to lower the risk for developing health concerns. The Levels match those recommendations, and the PulseCash incentives support this healthy behavior. By reaching Level 3 every quarter, research indicates most people are doing enough physical activity to improve overall well-being.

**Q: When is the PulseCash rewarded?**

**A:** PulseCash earned is deposited into your Virgin Pulse account immediately when you reach each Level. It can then be direct-deposited into your checking or savings account, or used to purchase a gift card, new activity tracker or merchandise online at [virginpulse.com](http://virginpulse.com) or even donated to UMCOR. It rolls over to the next year if not redeemed. If you have questions about redeeming PulseCash, contact the Virgin Pulse customer service team at **1-800-830-4312**.

**Q: Is my information kept confidential if I enter it through Virgin Pulse?**

**A:** Absolutely—click [here](#) to read our privacy statement.



# Diabetes Prevention Program



## One-Time Opportunity Earn 150 Wellness Points

### Q: What is the Diabetes Prevention Program (DPP)?

**A:** The Diabetes Prevention Program is an evidence-based lifestyle change program to reduce or delay the development of type 2 diabetes in at-risk individuals. The DPP is endorsed by the Centers for Disease Control and Prevention who certifies DPP providers.

HealthFlex is providing two ways to participate:



	Online	In-Person Community-Based
<b>Who is eligible?</b>	HealthFlex participants and enrolled spouses: <ul style="list-style-type: none"> <li>at risk to develop type 2 diabetes</li> </ul>	HealthFlex participants and enrolled spouses: <ul style="list-style-type: none"> <li>at risk to develop type 2 diabetes</li> </ul>
<b>Who provides the program?</b>	Omada Health (in partnership with Wespath and Quest Diagnostics)	Local YMCA, hospital system, other community organizations
<b>What is the cost to me?</b>	HealthFlex covers the cost of participation	HealthFlex will reimburse participation costs up to \$500 per individual
<b>How long is the program?</b>	<ul style="list-style-type: none"> <li>Year 1: 16 weekly foundational sessions, then ongoing education and support</li> <li>Year 2: maintenance program</li> </ul>	One year with 16 weekly foundational sessions, then meetings once/twice a month
<b>How can I know if I'm "at-risk" and may qualify?</b>	Go to <a href="https://omadahealth.com/wespath">omadahealth.com/wespath</a> to take a 1-minute risk test and apply if found to be at-risk	Go to <a href="https://DoIHavePrediabetes.org">DoIHavePrediabetes.org</a> to take a risk test
<b>Is there an incentive for participation?</b>	Yes! Achieve 9 weeks of high engagement (completing lessons, weigh-ins, food tracking) to earn <b>150 Wellness Points</b> toward your <b>\$150 PulseCash*</b>	Yes! Complete at least 9 foundational sessions, (verified through the reimbursement claim process) to earn <b>150 Wellness Points</b> toward your <b>\$150 PulseCash*</b>
<b>Where can I learn more about this option?</b>	Check out the <a href="#">Omada Health FAQ</a>	Enter your zip code at <a href="https://DoIHavePrediabetes.org">DoIHavePrediabetes.org</a> to find a class near you  Follow steps on the next page to begin reimbursement process

*\*Please allow up to 45 days for Wellness Points to be credited to your account. Must be enrolled in Virgin Pulse to earn PulseCash.*



# Diabetes Prevention Program

## Community-Based DPP Reimbursement Process:

1. Call the HealthFlex Health Team at **1-800-851-2201**.
2. The Health and Wellness Team will send your information to WageWorks® (a HealthFlex vendor partner). The DPP reimbursement information will display in the WageWorks account of the primary HealthFlex participant. This may take up to 1 week.
3. For existing WageWorks account holders, access your account by logging in to **HealthFlex/WebMD**, clicking on **My HealthFlex Benefits**, then **Health Accounts-WageWorks**.  
  
New account holders can also access the WageWorks site in the same way. Then under the “**Log In/Register**” tab, select “**Employee Registration**” from the drop down menu. You will be asked to validate 5 pieces of information: First Name, Last Name, Date of Birth (MM/DD), Home Zip Code, and your ID Code. The ID Code is the last 4 digits of your Social Security Number.
4. In your WageWorks dashboard, click on “**Diabetes Prevention Program**” where you will find more details. Go to the “**Help**” area to download the Claim Form with the required Attendance Verification Form. Follow the instructions on the forms.  
  
**NOTE:** You will need the receipt(s) showing the Total amount paid for the year-long DPP program. A reimbursement will only be processed one time.
5. If you need assistance with filing your reimbursement claim, contact WageWorks at **1-877-924-3967**.





## WW (Weight Watchers)



**January 1 – December 31**

**50% discount on membership fees for HealthFlex participants**

**Q: What is WW?**

**A:** WW is the new name for Weight Watchers. The program's purpose is to inspire healthy habits for real life. It supports goals to lose weight, eat healthier, move more, develop a more positive mindset—or all of the above—with science-based solutions that adapt to unique lifestyles. WW welcomes everyone who seeks to be healthier, not just manage their weight.

**Q: Why does HealthFlex Partner with WW?**

**A:** HealthFlex has teamed up with WW to bring you a program that gives you real-life solutions to get healthier, at a special price.

**Q: Who can take advantage of the WW offerings?**

**A:** All participants, their spouses and dependents who meet the criteria can participate. Workshops (which used to be called meetings) are not available in some areas in the U.S. To find out if the county you reside in is a non-participating area, please visit: <http://wwfranchisecountylist.com>.

To become a WW member, you must be at least 18 years old, not be pregnant, and not have an active medical diagnosis of bulimia nervosa or anorexia nervosa.

**Q: How do I join?**

**A:** Visit [ww.com/us/HealthFlex](http://ww.com/us/HealthFlex), click "I'm Ready" or "Join Now". Enter Employer ID: 15481112 and select your membership type. Then enter your first and last name (as printed on your HealthFlex ID card) and date of birth in month/day/year (00/00/0000) format - no spaces between names and date of birth.

**Q: Is WW membership and personal weight information confidential?**

**A:** Yes. Although HealthFlex will receive information about the total membership's weight loss, it will not receive any individual or personally identifiable information. Read more about our confidentiality policy [here](#).

**Q: If I was a WW member before I joined HealthFlex can I receive special pricing?**

**A:** Of course! There's an option to link your current account through Wespith's registration process. If you have any issues, call WW at 1-866-237-6032 for assistance with getting your membership switched.

**Q: What are the WW offerings and monthly cost through HealthFlex?**

**A:** You can choose the plan that fits your lifestyle.

**Offering 1: Digital**

\$8.48 per month

**Offering 2: Digital + Workshops**

\$19.11 per month

**You will be charged each month until you cancel your membership or if you are no longer eligible for the HealthFlex subsidy. State taxes will be added where applicable.**

**Q: How do I cancel my WW membership?**

**A:** You can easily cancel your membership on the WW website. Simply log in to your account, go to "Settings," > "Account" to view cancellation options. If you would like assistance with canceling your account, you can call 1-866-204-2885.

## Employee Assistance Program (EAP)



**January 1 – December 31**

**Earn 15 Wellness Points**

**Q: What is the EAP?**

**A:** The HealthFlex Plans offered by Wespeth include an Employee Assistance Programs (EAP) provided by Optum Health. The EAP provides a variety of support services around emotional well-being, including confidential counseling and support to help manage issues in your personal or professional life that may impact your work, family and ministry.

**Q: How much does it cost?**

**A:** HealthFlex provides 8 FREE sessions per issue per family member per year, so there is no cost within that time frame. If you continue with counseling, after the 8 free sessions, for the same issue, they are covered as noted in your health plan benefits booklet located on Wespeth.org

**Q: What are some common reasons participants use the EAP?**

**A:** Participants use the EAP for help with things like:

- Conflict resolution at work
- Maintaining boundaries between professional life and personal life
- Emotional impact of living with chronic or serious illness, or caring for an ailing family member
- Stress, anxiety or depression
- Substance abuse
- Marital and family satisfaction

In addition, there is a “live and work well” component that provides resources that can help with:

- Legal matters, such as wills and adoption
- Finding child care or elder care in your community

**Q: How do I sign up for services?**

**A:** There is a dedicated team at Optum Health who has been trained specifically for the HealthFlex EAP to assist UMC members and their families. The dedicated team can be reached at **1-866-881-6800**.

The EAP can be accessed online, by phone and in-person. Log in to the [HealthFlex/WebMD website](#), click on “**My HealthFlex Benefits**” and choose “**Counseling - Support Resources - EAP**”.

You can also download the **myliveandworkwell** mobile app to learn about EAP services and locate providers.

**Q: Is the EAP confidential?**

**A:** Services are confidential. Annual conferences and employers will not know if you choose to use the EAP. Click [here](#) to read our privacy policy.



**January 1 – December 31**

**Earn 150 Wellness Points**

**Q: What is MDLIVE?**

**A:** MDLIVE is a telemedicine service available for HealthFlex participants. It provides 24/7 access to state-licensed, board-certified doctors (including pediatricians) via phone, secure video or an easy-to-use MDLIVE mobile app to treat non-emergency medical conditions. MDLIVE doctors can diagnose your symptoms, prescribe non-narcotic medication, and send prescriptions to your pharmacy of choice.\*

*\* Some state laws require that a doctor can only prescribe medication in certain situations and subject to certain limitations.*

**Q: Is MDLIVE appropriate for every medical condition?**

**A:** No. MDLIVE is designed to handle non-emergency medical issues. Telemedicine can make sense for a wide range of common non-emergency conditions such as cold/flu, sore throat, rash and more—after normal office hours, when you are traveling, or any time you cannot get in to see your regular provider.

MDLIVE is not intended to replace your primary care doctor—a virtual doctor’s appointment through MDLIVE can sometimes substitute and provide a cost-effective alternative to urgent care or an emergency room visit, for non-emergency conditions.

**Q: What are the most common conditions MDLIVE treats?**

**A:** MDLIVE can be appropriate for these common conditions:

- Acne
- Fever
- Rash
- Allergies
- Flu
- Respiratory problems
- Constipation
- Headache
- Sore throats
- Cough
- Insect bites
- Urinary problems/urinary tract infection
- Diarrhea
- Nausea/vomiting
- Ear Problem
- Pink eye

**Q: How much does it cost to use MDLIVE?**

**A:** The consultation fee is **\$40 per visit** (deductible/co-insurance applies for HSA and HRA plans, and **\$20 co-payment** for PPO—see chart below for details). You will only be charged after you choose to consult with a doctor and your appointment time and payment information are confirmed. You can cancel your appointment and receive a full refund, provided that you cancel at least 24 hours before your appointment time.

There is no cost to activate your MDLIVE account—you are charged only when MDLIVE services are used.

HealthFlex Plan	Deductible Not Yet Met	Deductible Met
B1000	\$20	\$20
C2000-HRA	\$40	\$8
H1500-HSA	\$40	\$8
C3000-HRA	\$40	\$20
H2000-HSA	\$40	\$12
H3000-HSA	\$40	\$24

## More Information!

### Important Contacts

- Virgin Pulse 1-800-830-4312
- Quest Diagnostics 1-855-623-9355 (1-855-6BE-WELL)
- WebMD™ 1-866-302-5742
- EAP 1-866-881-6800
- MDLIVE 1-888-750-4991
- Omada Health 1-888-409-8687
- Weight Watchers 1-866-204-2885
- Wespath Health Team 1-800-851-2201  
wellnessteam@wespath.org

You can access the websites for HealthFlex vendors by going to [wespath.org](https://www.wespath.org) and “Log In” to **HealthFlex/WebMD**. The vendor websites are under **HealthFlex partners**.

### Privacy Statement

Your annual conference, employer, HealthFlex or Wespath Benefits and Investments (Wespath) cannot see any information in your personal HealthQuotient, Blueprint for Wellness, Virgin Pulse account or WebMD™ web pages. HealthFlex requires its vendor partners to adhere to the strictest privacy standards. These vendors protect personal health information in accordance with federal Health Insurance Portability and Accountability Act (HIPAA) regulations. Additionally, vendors do not share individual information with your conference, employer, HealthFlex, Wespath or your insurance provider.

**Take Action—Feel Better—Earn Rewards!**  
**wespath.org**—select “Log In” then “**HealthFlex/WebMD**”







# Wespath

BENEFITS | INVESTMENTS

a general agency of The United Methodist Church

Center for Health



## Enrolling in Virgin Pulse

Sign up for Virgin Pulse and step up your commitment to feeling better. Join others across the denomination. The earlier you enroll and become active, the sooner you'll start earning PulseCash rewards. Better yet, the faster you'll have more energy, lower health risks, and greater vitality to focus on your mission, job and family.

### It's easy to enroll online.

1. Visit [join.virginpulse.com/wespath](https://join.virginpulse.com/wespath) and select **"Sign me up!"**
2. Enter the required personal information. Then choose a password (at least eight characters).
3. Review and confirm your details. Then read and accept the *Membership Agreement, Privacy Policy* and *Data Consent*; and tap **"Let's Get Started."** (Order an activity tracker from Virgin Pulse or use your own—see **"Track Your Progress."**)
4. Write down your Member ID (or use your e-mail address) and remember your password—you'll use them whenever you log in to your Virgin Pulse account at [member.virginpulse.com](https://member.virginpulse.com).
5. Download the Sync software at [virginpulse.com/software](https://virginpulse.com/software).
6. When your activity tracker arrives, activate it by following the package instructions. If you need assistance, visit the support page at [virginpulse.com](https://virginpulse.com) or call Virgin Pulse customer service at **1-800-830-4312**.
7. Start walking, riding, running, dancing, playing and moving—when worn properly, the activity tracker records every step on the road to well-being.

### Earn Rewards!

### Track Your Progress

Virgin Pulse also is compatible with Virgin Pulse Max or Max Buzz, Fitbit® and Jawbone® trackers, Apple® mobile devices, and devices on the Android™ platform. Use the Virgin Pulse website and mobile app\* for easy tracking.

\*Virgin Pulse mobile app is free to download; however, data charges from your wireless carrier may apply.

### Learn more About Virgin Pulse



[wespath.org/center-for-health](https://wespath.org/center-for-health)



Read the FAQs at [virginpulse.com](https://virginpulse.com)



Call Virgin Pulse at **1-800-830-4312**



# Wespath

BENEFITS | INVESTMENTS

## Let the EAP Lighten Your Load

“There was a time in my life when I thought  
seeking help was a sign of weakness.  
I don’t think that anymore.  
Anyone can use a little help sometimes.”

—United Methodist clergyperson

Blurred boundaries between work and personal time ... personal or family issues ... financial worries ... feeling stressed and stretched to the limit. Let the Employee Assistance Program (EAP)\* lighten your load—with confidential resources available online, on the phone or in person.

### Support for a Variety of Needs

As a participant or spouse covered by HealthFlex\*\*, you can use the EAP to address a variety of issues related to work, relationships, family life, finances, time management and personal challenges.

Turn to this program for help with:

- maintaining boundaries between professional life and personal life;
- marital and family satisfaction;
- financial pressures, including household budgeting and paying off educational loans or other debts;
- settling into a new community and finding child care and other local resources;
- living with a chronic or serious illness or caring for an ailing family member;
- stress, anxiety or depression; and
- legal matters, such as wills and adoption (one attorney consultation at no cost).

### Confidential, with Eight Free Visits

Services are completely confidential—your conference or employer will not be informed if you use these resources. Some services are available over the phone or online at no charge. For needs that require an in-person appointment, your first eight visits are *provided at no cost to you* if you follow steps 1, 2 and 3 for authorization (see *EAP...1, 2, 3*). You’ll pay a standard low co-payment for any additional visits.

\* The HealthFlex EAP is administered by United Behavioral Health and applies to B1000, HSA and HRA plans.

\*\* HealthFlex Exchange is part of HealthFlex.



## EAP...1, 2, 3

If you’re in HealthFlex, it’s easy to use the EAP.

- 1** Find a network provider. Call the dedicated HealthFlex EAP team toll-free at **1-866-881-6800**.
- 2** Set up an appointment with the provider of your choice. Tell the provider that *your first eight visits are covered 100% by your health plan*.
- 3** Call the EAP at **1-866-881-6800** for an authorization number before going to your appointment. *You must give the authorization number to your provider so your visits are billed properly.*

### Learn More About the EAP

Go to [www.wespath.org](http://www.wespath.org), click on “HealthFlex/WebMD,” log in and then choose “Counseling, Support resources (EAP)” under the My HealthFlex Benefits link.



# Wespath

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## Got Questions? Work/Life Services Has Your Answers.

When life's questions add to your already busy days, turn to Work/Life Services for easy answers. You'll receive information you need—typically within two business days and at no cost to you. Save yourself time and aggravation by using this convenient service.

Call **1-866-881-6800** with your questions—any day, any time. A Work/Life counselor can research a broad range of customized topics, so you don't have to. Requests are as varied as the people who call. Examples include:

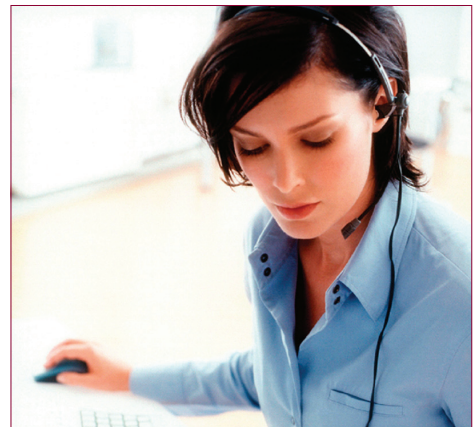
- **Child care**—Compare settings, costs, hours, ages accepted and features offered.
- **Elder care**—Compare facilities, costs, special services and accreditations.
- **Pet services**—Find a kennel, dog walker or 24-hour animal hospital.
- **Home health services**—Discover transportation, meals, visiting nurses and other resources for home-bound individuals.
- **Financial\* or legal\*\* consultation**—Obtain basic direction for common issues like household budgeting, car loans, wills, medical power of attorney and standard contracts.
- **Educational resources**—Identify tutors, special schools and adult educational options.
- **Shipping services**—Find low-cost ways to ship items overseas.

The Work/Life Services program is offered to HealthFlex\*\*\* participants **at no cost**, as part of the HealthFlex Employee Assistance Program (EAP) administered by United Behavioral Health (UBH).

\* One 60-minute phone consultation at no cost.

\*\* One 30-minute phone or in-person consultation at no cost; 25% discount for additional consults with the same attorney.

\*\*\*HealthFlex Exchange is part of HealthFlex.



### Answers Are a Phone Call Away

- Call **1-866-881-6800** for Work/Life Services and other EAP services.
- Calls are answered **24/7**.

### Consultations Are Confidential

United Behavioral Health is a trusted vendor partner for HealthFlex. Your church, annual conference, employer or Wespath Benefits and Investments will not know if you contact Work/Life Services.

You do a lot of good for others; let Work/Life Services do something good for you!

It's easy, helpful and saves you time.

(over)

Work/Life Services and HealthFlex are offered through Wespath.

# Work/Life Services Has Your Answers (continued)

## Find More Online

Browse through articles on United Behavioral Health's **Live and Work Well** website.

- **wespath.org**—Click on “HealthFlex/WebMD.”
- Enter your WebMD username and password.
- Select “EAP—Live and Work Well” under the **HealthFlex Vendor Links** column. Then choose topics of interest to you.
  - Under **Live Well**: relationships, parenting, caregiving for adults or children, legal and financial issues, retirement and safety.
  - Under **Be Well**: healthy living, coping and resiliency, living with chronic disease and more.
  - Under **Work Well**: balancing work and home life, relocation, self-improvement, travel and education.
  - Click on “Resources” for frequently requested topics.

The screenshot shows the Live and Work Well website. At the top, there's a navigation bar with the logo 'liveandworkwell' and a tagline 'liveandworkwell.com'. To the right of the logo are links for 'New? Register here.', 'Login: Username' and 'Password' fields, and a 'GO' button. Below the login fields are links for 'forgot username?' and 'forgot password?'. A search bar is located below the login fields. The main navigation menu includes 'Home', 'LiveWell' (Life, Family & Relationships), 'BeWell' (Health & Well-Being), 'WorkWell' (Education, Work & Career), and 'My Benefits & Programs'. The 'WorkWell' section is currently selected. Below the navigation menu, there's a large section titled 'WorkWell Education, Work & Career' with a background image of a construction worker. This section contains text about workplace changes and work-life balance. To the right of this section are three columns of links: 'School and Education' (Preschool, Elementary School, Middle / Jr. High School, High School, College & Continuing Education, Students with Special Needs), 'Self-Improvement' (Communicating Effectively, Organization, Procrastination, Stress Management, Time Management), and 'Workplace Issues' (Balancing Work & Life, Coworkers, Diversity, Health & the Workplace, Sexual Harassment, Telecommuting, Workplace Violence, MANAGER RESOURCES). Below these columns are 'Travel' (Travel Safety, Traveling for Business, Working & Living Abroad) and 'Career Changes' (Career Planning, Job Loss, Promotion, Relocation). At the bottom right, there's a 'Resources' section with a dropdown menu labeled 'Experiencing a life change?'.

## Got Questions? Find Answers.

Your EAP offers so much more than counseling services.  
Call Work/Life Services at **1-866-881-6800** for answers to life's questions.





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a general agency of The United Methodist Church

## MDLIVE®

Virtual Care, Anywhere.

AVAILABLE 24/7

# Welcome to MDLIVE!

## Available when your regular doctor is not.

Your life is 24/7. Now seeing a doctor is, too!



Consult with a board-certified physician by phone, secure video or MDLIVE app anytime, from anywhere—24/7 access to doctors including pediatricians



Average wait time is less than 10 minutes to consult with a state-licensed, board-certified physician averaging 15 years of experience



Family members covered in HealthFlex are also eligible

### Non-emergency conditions MDLIVE can diagnose and treat:

- Acne
- Allergies
- Cold/flu
- Constipation
- Cough
- Diarrhea
- Ear Problems
- Fever
- Headache
- Insect bites
- Nausea/vomiting
- Pink eye
- Rash
- Respiratory problems
- Sore throat
- Urinary problems/UTI
- And more

*Note: E-prescriptions can be sent to your local pharmacy (if needed). Some state laws require that telemedicine doctors only prescribe medication in certain situations and subject to certain limitations.*



## Activate your MDLIVE account—Earn rewards

Activate your MDLIVE account now so it's ready when you need it, and earn 15 Wellness Points (WebMD) toward your 2019 incentives rewards. Three ways to activate:

- **Online:** [mdlive.com/healthflex](https://mdlive.com/healthflex)
- **Phone:** 1-888-750-4991
- **Mobile app:** MDLIVE (Google or iTunes stores)

## Your Costs for MDLIVE

HealthFlex covers your MDLIVE visit—your out-of-pocket costs for MDLIVE services vary by HealthFlex plan:

<b>H1500 w/HSA</b>	\$40 until deductible is met; then \$8 (20% of \$40)
<b>H2000 w/HSA</b>	\$40 until deductible is met; then \$12 (30% of \$40)
<b>H3000 w/HSA</b>	\$40 until deductible is met; then \$24 (60% of \$40)
<b>C2000 w/HRA</b>	\$40 until deductible is met; then \$8 (20% of \$40)
<b>C3000 w/HRA</b>	\$40 until deductible is met; then \$20 (50% of \$40)
<b>B1000</b>	\$20 co-payment

*Co-payments/co-insurance costs apply to your in-network out-of-pocket maximum for all plans. MDLIVE costs are eligible for reimbursement through a health care flexible spending account (FSA), health savings account (HSA) or health reimbursement account (HRA). Out-of-pocket costs contribute to your out-of-pocket maximum for all HealthFlex medical plans.*

[mdlive.com/healthflex](https://mdlive.com/healthflex)

1-888-750-4991

*MDLIVE does not replace the primary care physician. MDLIVE is not an insurance product nor a prescription fulfillment warehouse. MDLIVE operates subject to state regulation and may not be available in certain states. MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services. MDLIVE interactive audio consultations with store and forward technology are available 24/7/365, while video consultations are available during the hours of 7 a.m. to 9 p.m. (local time) seven days a week or by scheduled availability. MDLIVE and MDLIVE logo are registered trademarks of MDLIVE, Inc. and may not be used without written permission. For complete terms of use visit [www.mdlive.com/pages/terms.html](https://www.mdlive.com/pages/terms.html)*

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