

2011

# Worksite Wellness Services

Companies are beginning to recognize that the health of the individual employee is inseparable from the health of the organization. Worksite Wellness programs are your opportunity to promote health awareness, encourage behavior change and support informed health care decisions conveniently at the workplace.

After all, the majority of working Americans spend most of their waking hours at work. Worksite Wellness offers a comprehensive suite of tools and services with multi-media delivery options that help you build a customized wellness program in your workplace.

Our experienced team of Worksite Wellness consultants will assist you in choosing screenings, health seminars and other wellness events for your organization.

## Health Screenings

Health screenings may include cholesterol screening, blood pressure, body composition/body mass index, and glucose. Participants receive a Results Scorecard with relevant health information related to their screening results.

A typical health screening such as Know Your Numbers takes on average 20 minutes to complete. Please consult your team of specialists to assist in identifying a set of health screenings appropriate for your employee population.

### Onsite Health Screenings:

- Know Your Numbers – Total Cholesterol & High Density Lipids (TC/HDL), Blood Pressure and BMI (body mass index)
- Know Your Numbers Plus – Total Cholesterol & High Density Lipids (TC/HDL), Blood Pressure, BMI & Glucose
- Blood Pressure Screening
- Total Cholesterol/Glucose
- BMI (4 hour minimum)
- Total Cholesterol & High Density Lipids (TC/HDL)
- Weight Management Screening – BMI, Body Fat and Hip to Waist Ratio
- Body Fat Screening (4 hour minimum)
- Lipid Panel (TC/HDL/LDL/Triglycerides)\*
- Lipid Panel with Blood Pressure and BMI\*
- Lipid Panel with Blood Pressure, BMI, and Glucose\*

*\*Requires Fasting. Your team of specialists will provide more information on fasting requirements.*

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**Minimum Requirements:**

- Requires 6-8 Weeks Notice; 10 weeks if using the Wellness Planner Online
- 40 person minimum per site per day
- 3 consecutive hours per site per day unless otherwise indicated

**NOTES:**

- Payment is required for the number of participants ordered plus any additional participants screened above the number ordered.
- Please reference Reports section for information on Health Screenings Aggregate Summary Reports.

**Alternative Screening Solutions:**

Alternative solutions are available to traditional onsite biometric health screenings.

- Physician Fax Form: Obtain biometric values from the physician, who is asked to fax the screening results information to the screening vendor.
- Remote Labs: Biometric values may be obtained at vendor participating laboratories and member results are faxed to the screening vendor.

The following biometric screenings may be included in alternative solutions, based on the services ordered: Total Cholesterol, HDL, Triglycerides, LDL, Height/Weight, Blood Pressure and Blood Glucose.

**Minimum Requirements:**

- Requires 8-10 Weeks Notice
- 20 person minimum
- Available for Members Only (For information regarding health screening solutions for non-members, please speak with your team of specialists. Additional lead time may be required.)

## Wellness Planner Online

Our online scheduler allows your employees to schedule an appointment for a Health Screening, Well Advisor, Therapeutic Massage, Flu Shot Clinics or enroll in a Health Seminar. The Wellness Planner Online is a value-add solution to enhance employee participation, monitor pre-event activity, and maintain a steady event day flow-through rate. An employee eligibility list must be provided by your company to initiate the Wellness Planner Online. Please consult your team of specialists to deploy your customized Wellness Planner Online.

**Minimum Requirement:**

- Eligibility list must be delivered 10 weeks in advance of the service date

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## Wellness Education

### Well Advisor

Our Well Advisors provide one-on-one health education and consulting with participants. As experienced health care professionals, Well Advisors review participants' individual health status and provide tips to support healthy behavior change through individual goal setting. Well Advisors may also support the distribution of additional materials to your employee population. Please consult your team of specialists to maximize your Well Advisor options.

#### **Minimum Requirements:**

- Requires 4-6 Weeks Notice or 6-8 Weeks Notice if utilizing the Wellness Planner Online
- 4 consecutive hours per site per day per Well Advisor

### Well Advisor Learning Center

Well Advisor Learning Center is a valuable addition to any health or benefits fair. Staffed by a health educator, clients can select one of the following topics for their event: nutrition, physical activity, or healthy heart. For added effect, participants can see sample healthy food portion sizes and touch a health model display such as one pound of fat and muscle.

An informational presentation may be played at this learning center, which is designed to increase awareness and stimulate questions based on the topic selection. The health educator will engage participants and answer questions related to the learning center's topic. Ask your team of specialists for access to Time Well Spent health education materials to complement the learning center.

Choose from three themes: Eating for a Healthier You, Move for a Healthy Life and Healthy Heart.

#### **Minimum Requirements:**

- Onsite Delivery: 4-6 Week Notice
- Minimum Order: 4 consecutive hours
- Client to supply laptop

## Health Seminars Onsite and Tele/Webcast

Our 1-hour health seminars are available on a variety of topics designed to engage individuals and group health needs and interests. For multiple sites, health seminars may be delivered using telephone conferencing with web-based technology. All health seminars can be combined or offered with other onsite Worksite Wellness events.

### **Weight Management - Available in Spanish**

Diets, pills and other "quick fixes" are always being advertised to help Americans lose weight. This session provides an overview of the facts about weight management, including what it takes to get to a healthy weight and stay there! A health model display is included with this seminar and will be shipped to the seminar location prior to the event date.

*(Continued from page 3)***Eating for a Healthier You - Available in Spanish**

With healthy eating habits, you are fueling your body with the nutrition it needs to be at its best and, you may reduce your risk of many chronic diseases such as heart disease, diabetes, osteoporosis, and certain cancers. Healthy eating is also one of the most important components for maintaining a healthy weight. Participants will learn the best way to give their body the balanced nutrition it needs to stay healthy by eating a variety of nutrient-packed foods every day while staying within daily calorie needs. A health model display is included with this seminar and will be shipped to the seminar location prior to the event date.

Source: U.S. Department of Agriculture, MyPyramid, (April 2005), <http://www.mypyramid.gov>

**Move for a Healthy Life - Available in Spanish**

Everyone knows that being active is an important key to reducing risk and living a healthy life. What's getting in the way? During this session participants will learn about the benefits of physical activity, components of physical activity, how to choose activities that are likely to promote long-term engagement, and ways to overcome personal roadblocks to moving for a healthy life! A health model display is included with this seminar and will be shipped to the seminar location prior to the event date.

**Managing Stress - Available in Spanish**

According to the American Psychological Association, 47% of Americans are concerned about the level of stress in their lives. Life has its ups and downs and learning how to manage stress has an impact on health – both physically and mentally. The demands we experience can be different for everyone—from everyday hassles to life-changing events. Seminar participants will learn how to cope and manage stress before stress manages them!

Source: American Psychological Association, Stressed Out Nation, Monitor on Psychology Volume 37, No. 4 April 2006, <http://www.apa.org/monitor/apr06/nation.html>

**Sleep Well**

Getting enough quality sleep is one of the pillars of good health. Yet many of us are not getting enough sleep, or are suffering from other sleep-related problems. Fortunately, there are many effective methods for optimizing sleep health. Seminar participants will learn the benefits of getting adequate quality sleep, common sleep disorders, and tips for getting a good night's sleep.

Source: National Sleep Foundation, [www.sleepfoundation.org](http://www.sleepfoundation.org)

**Managing High Blood Pressure - Available in Spanish**

High blood pressure increases your chance (or risk) for developing heart disease and/or kidney disease, and for having a stroke. It is often referred to as the “silent killer” because high blood pressure does not have warning signs or symptoms. High blood pressure can be prevented and controlled by understanding the risk factors and lifestyle behaviors that affect blood pressure. A health model display is included with this seminar and will be shipped to the seminar location prior to the event date.

Source: National Heart, Lung, and Blood Institute, [http://www.nhlbi.nih.gov/health/dci/Diseases/Hbp/HBP\\_Whats.html](http://www.nhlbi.nih.gov/health/dci/Diseases/Hbp/HBP_Whats.html), <http://www.nhlbi.nih.gov/hbp/index.html>

**Cholesterol Counts - Available in Spanish**

Keeping cholesterol in check is an important piece of heart health. Participants will learn about the different types of blood cholesterol and what can be done to keep levels healthy! A health model display is included with this seminar and will be shipped to the seminar location prior to the event date.

*(Continued from page 4)***Quit Smoking - Available in Spanish**

For some, being a non-smoker is the goal. For others, the possibility of quitting may be a consideration. This session provides an overview of the benefits of quitting, key factors that increase the likelihood of success in quitting and provides attendees with resources for when they are ready! A health model display is included with this seminar and will be shipped to the seminar location prior to the event date.

**Healthy Heart - Available in Spanish**

Heart disease is the leading cause of death in the United States and is a major cause of disability. In this seminar, participants will learn about heart disease. They will learn the risk factors and lifestyle behaviors that affect heart disease including how eliminating tobacco use, reducing blood pressure and cholesterol, losing weight, engaging in physical activity and following a heart healthy diet can help reduce one's risk of developing heart disease. A health model display is included with this seminar and will be shipped to the seminar location prior to the event date.

**Preventing Cancer - Available in Spanish**

As the second leading cause of death in this country, cancer is a disease that affects many people and their families. While there are several risk factors for cancer that we have no control over, such as family history and aging, most cancers are related to lifestyle factors. It has been estimated that one-third of all cancer deaths may be attributed to diet and physical activity habits, including over weight and obesity while another third is caused by tobacco products. It is very encouraging to know that behaviors such as avoiding exposure to tobacco products, maintaining a healthy weight, staying physically active throughout life, and consuming a healthy diet can substantially reduce one's lifetime risk of developing cancer. A health model display is included with this seminar and will be shipped to the seminar location prior to the event date.

Source: American Cancer Society, Cancer Facts & Figures, 2007, <http://www.cancer.org/downloads/STT/CAFF2007PWSecured.pdf>

National Cancer Institute, What You Need to Know About Cancer-An Overview, website as of October 4, 2006, <http://www.cancer.gov/cancertopics/wyntk/overview/>

National Cancer Institute, Cancer Trends Progress Report-2007 Update, last reviewed December 30, 2007, <http://progressreport.cancer.gov>

**Healthy Back - Available in Spanish**

Back pain is one of the most common medical problems in the United States. Four out of five adults will experience significant low back pain sometime during their life. The cause is often poor posture and body mechanics in the workplace. Do you know how to prevent back pain and injuries and build a stronger back? Do you know how to lift properly? What are some back-strengthening exercises you can do?

Source: American Academy of Physical Medicine and Rehabilitation (aaPM&R), Low Back Pain, (website as of February 8, 2008), <http://www.aapmr.org/condtreat/pain/lowback.htm>

**Asthma Awareness - Available in Spanish**

Asthma is a chronic (recurring) condition that occurs when the main air passages of your lungs, called the bronchial tubes, become inflamed (swollen). The muscles of the lungs tighten and extra mucus is produced, causing your airways to narrow. This can lead to everything from minor wheezing to coughing to severe breathing difficulties. In some cases your breathing may become so difficult that it becomes life threatening. Asthma cannot be cured; however, most people who live with asthma and work with their doctor can control it and lead active lives.

Source: National Heart, Lung and Blood Institute, What is Asthma, Updated May 2006, [http://www.nhlbi.nih.gov/health/dci/Diseases/Asthma/Asthma\\_WhatIs.html](http://www.nhlbi.nih.gov/health/dci/Diseases/Asthma/Asthma_WhatIs.html)

*(Continued from page 5)***Women's Health - Available in Spanish**

Taking care of one's health is very important whether you are a man or a woman, but there are certain medical conditions that are of great concern for women, such as breast cancer and heart disease. This seminar takes a look at these two key areas of health that are of particular importance to women and addresses ways women can reduce their risk for developing these health conditions by taking charge of their health. While breast cancer is a well known health risk for women, many people are surprised when they learn that heart disease is the leading cause of death of women in the United States today.

Source: American Heart Association, Facts about women and cardiovascular diseases, website as of May 30, 2007, <http://www.americanheart.org/presenter.jhtml?identifier=2876>

**Diabetes Awareness - Available in Spanish**

Having diabetes or elevated levels of glucose in the bloodstream is harmful to the body, leading to long-term damage to various organs, especially the eyes, kidneys, nerves, heart, and blood vessels. In this seminar, participants will learn about the risk factors and lifestyle behaviors that affect diabetes as well as how a combination of healthy food choices, being physically active and losing weight can help reduce one's risk of developing diabetes. A health model display is included with this seminar and will be shipped to the seminar location prior to the event date.

Source: American Diabetes Association, All About Diabetes, (website as of May 14, 2007), <http://www.diabetes.org/about-diabetes.jsp>

**Bone Health - Available in Spanish**

Bones are living tissue that are constantly being built up and then broken down. Up to about age 30, healthy individuals who get enough calcium and exercise usually have more bone production than destruction. However, as we get older, bone mass and density tend to decrease, increasing the risk of osteoporosis and bone fractures. There are many things you can do to reduce your risk of developing osteoporosis.

Source: National Osteoporosis Foundation, Osteoporosis: A debilitating disease that can be prevented and treated, Copyright 2007, <http://www.nof.org/osteoporosis/index.htm>

**Minimum Requirements:**

- Requires 6-8 Weeks Notice
- No minimum participant rate
- Maximum participants - 250

**NOTE:**

- Please reference Reports section for information on the Health Seminar – Satisfaction and Comprehension Report.

**Stress Management through Therapeutic Massage****Chair Massage**

Chair massage provides participants with a five minute massage that concentrates on the participant's back, neck, shoulders, arms, and hands. Chair massage is especially beneficial to anyone who works at a computer, spends extended time driving, lifting, or standing.

**Restorative Table Massage**

This treatment is rejuvenating for body, mind, and spirit. Using long, soothing strokes helps create overall balance and relaxation. The benefits of this five minute table massage are detoxification, increased blood flow, increased serotonin levels and new cell growth.

**Reflexology (Hand or Foot) Massage**

This dynamic, healing ancient art is based on the principle of restoring natural flow and balance to the body's energy system. Chi, which moves through the meridians or energetic highways of the body, is stimulated through pressure points in the hands and feet that correspond to each organ, gland, and system in the body. This five minute reflexology massage applies pressure to the reflex points and the application can reduce tension all over the entire body.

**Cranial Relief Scalp Massage**

A gentle five minute scalp massage increases circulation and reduces tension. The practitioner's attention is on the cranial bones, the sacrum and the interconnected membranes. The Scalp Massage is mentally stimulating and memory sharpening, and simultaneously incredibly relaxing and stress relieving.

**Tension Release Lower Back Massage**

This five minute massage therapy focuses on tension held within the lower back through deep muscle stroking and pressure point work, delivering relief from painful muscle stiffness. The treatment is intense and the results are dramatic—relief of muscle tension, increase in circulation and an overall feeling of calm. Highly effective for stress reduction.

**RSI: Repetitive Stress Relief Massage**

This five minute Repetitive Stress Relief Massage focuses on soft tissue in the arms, wrists, and shoulders to relieve carpal tunnel syndrome pain. Gentle stretching helps to ease the tense muscles constricting these nerves and promotes their healing. Gentle massage of muscle and connective tissue at key locations in the body can release underlying pain. By relieving tension and muscle tightness, massage can actually be used to prevent new injuries.

**Minimum Requirements:**

- Requires 4-6 Weeks Notice
- 3 consecutive hours per site per day per therapist

**NOTE:**

- Please reference Reports section for information on Participant Satisfaction and Engagement Reports.

**Health Assessments**

The health assessment (HA) is a questionnaire completed by participants to assess their current health status. Participants will receive an individual report on their health status along with valuable health information on various topics. Health assessments may serve as a health awareness tool, offering the education and motivation that can lead to healthier living. Our paper-based HA options are HQ2<sup>®</sup> powered by WebMD and Insight<sup>®</sup> powered by Health Fitness.

**WebMD Paper HQ2<sup>®</sup>**

The paper HA, HQ2<sup>®</sup>, is powered by WebMD and is available in English and Spanish for members. Mail-based delivery is available to the client from WebMD. Participants receive postage-paid envelopes to confidentially return their completed HA to WebMD for processing. All participants who complete the HA receive a detailed individual report by mail. Aggregate reports for the HQ2<sup>®</sup> tool are administered by the health plan's client reporting team.

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## Health Fitness Paper Insight®

This paper-based HA option is powered by Health Fitness. Delivery options include mail-based distribution and collection of questionnaires, or onsite distribution and collection utilizing a staff resource. For the mail-based option, employers receive a postage-paid envelope to confidentially return all individual, completed HAs to Health Fitness for processing. All participants who complete the HA receive an envelope to seal their HA for confidentiality purposes. Participants also receive a detailed individual report by mail. An aggregate report of all participants and a risk level report are available for the Insight® tool to use as a source for planning targeted health promotion programs (a minimum of 50 participants is required for aggregate reporting purposes). For some reporting, an employee eligibility list must be provided. Please consult your team of specialists to determine the best delivery option for the employee population.

### Minimum Requirements:

- Requires 6-8 Weeks Notice
- 40 minimum for paper HA orders
- 3 consecutive hours per site per day for the onsite delivery option with Insight®

Features	WebMD Paper HQ2®	Health Fitness Paper Insight®
Members Only	●	
Available to Members and Non-Members		●
Spanish	●	
Postage-Paid Envelope for Individual Returns	●	
Postage-Paid Batch Mail for Employer collection of Individual Returns		●
Mail-Based Distribution and Collection of Forms	●	●
Onsite Distribution and Collection of HA Forms		●
Individual Reports	●	●
Aggregate Employer Reports through Plan's Client Reporting (Members Only)	●	
Executive Summary Aggregate Report for Employers (Members and Non-Members)		●
Data Integration into eligible 360 Health Programs	●	

## Fall Season Influenza Vaccinations

Onsite flu shot clinics provide participants with convenient access to flu shots during the months of October, November, December and January. Flu shot clinics are dependent on flu serum availability and delivered in accordance with the Centers for Disease Control and Prevention recommendations.

The Flu Coupon Program is available in addition to onsite flu shot clinics. This program allows employees who are unable to attend the onsite program, as well as employees who work from home or in office locations with only a few employees, an opportunity to receive a flu shot. With this online program, employees who cannot attend a company's clinic can use a coupon to obtain a flu shot offered at many nationwide public flu shot clinics hosted in retail pharmacy and grocery stores. This program is available during the months of our fall season influenza vaccinations. Start date and locations of open clinics are dependent on availability of serum and delivery in accordance with the Centers for Disease Control and Prevention recommendations.

Please consult with our team of specialists for up-to-date details on the Fall Season Influenza Vaccinations.

**Minimum Requirements:**

- Requires 4-6 Weeks Notice
- 40 person minimum per site per day
- 2 consecutive hours per site per day
- 10 person minimum for flu coupon program if ordered as a stand alone service
- No coupon minimum if ordered with an onsite flu clinic

## Reports

### Participant Satisfaction and Engagement Survey

Our participant survey is incorporated into the delivery of our services\* to evaluate program quality, health awareness, motivation to change, and physician communication. Our satisfaction and engagement survey report can be used to assess the impact of the worksite wellness services from year to year and serve as a tool to plan future wellness programs. A minimum of 25 returned surveys is required to generate a Participant Satisfaction and Engagement Summary Report. Stress Management through Therapeutic Massage summary reports are available only upon request. Reports are delivered by your team of specialists 20 business days after the service date.

\*Flu Shot Clinics and Coupon Program not included

### Health Screenings Aggregate Summary Report

An aggregate group summary report is included with our Health Screenings services. The screening summary provides a program overview, sample size, and an aggregate summary of the screening results. The Aggregate Summary Report can serve as a valuable resource for understanding the health of your employee population and planning targeted wellness programs. A minimum of 40 participants per site per day is required to generate a Health Screenings Aggregate Summary Report. Custom reports may require eligibility files and additional fees. Reports are delivered by your team of specialists 20 business days after the service date.

### Health Seminar – Participant Satisfaction and Comprehension Report

Our health seminar report combines participation, topic comprehension and satisfaction survey elements into this summary. This report describes event participation and satisfaction with health seminar services. Additionally, it shows the comprehension level achieved on the topic presented. This can be used to assess impact of event and health knowledge realized from the health seminar activity. A minimum of 25 returned surveys is required to generate a Health Seminar Participant Satisfaction and Comprehension Report. Reports are delivered by your team of specialists within 20 business days after the service date.

## Health Fitness Paper Insight® Health Assessment Executive Summary Report

The Insight paper-based HA powered by Health Fitness provides a comprehensive Executive Summary Report. The Report includes health information such as participant demographics, health risk factors, readiness to change and overall population health status on numerous health behaviors and lifestyles. Your company can utilize this information to design targeted wellness programs that address health risks, lifestyle behavior change and overall employee health interest. A 50 participant minimum of completed Insight paper-based health assessments is required for an Executive Summary Report to be produced.

## Things to Remember

- Worksite Wellness services are designed for groups with 100+ employees.
- Minimum participant rates and minimum hourly rates apply to most services.
- Payment is required for the Health Screening number of participants ordered plus any additional participants screened above the number ordered.
- Service fees may apply to any changes or cancellations to service orders with less than 15 calendar days notice prior to the event date.
- Worksite Wellness services are provided by third party vendors contracted through WellPoint, Inc.
- Worksite Wellness services and pricing are subject to change without notice.
- Minimum requirements apply to each service.

## Worksite Wellness Service Cancellation/Change Fee Schedule

All cancellation and change fees are based on the original amount ordered. Services canceled or changed with more than 15 days notice will not incur a cancellation or change fee.

- **10–15 calendar days prior to service date:**  
Cancellation of or changes to the service date = 15% of original total service cost estimate
- **5–9 calendar days prior to service date:**  
Cancellation of or changes to the service date = 25% of original total service cost estimate
- **1–4 calendar days prior to service date:**  
Cancellation of or changes to the service date = 50% of original total service cost estimate

**Please Note:** Our vendors reserve the right to refuse changes to any service less than 9 days prior to the event date. This does not include cancellations. All service fees apply to any service cancellations and accepted changes, according to this fee schedule.