



MaineHealth **WOW** and Virgin Pulse

Frequently Asked Questions

Information included about:

Works on Wellness (WOW) | Healthy Payback Program | Virgin Pulse | Rewards

Works on Wellness (WOW)

Q Are the annual health screening and health risk assessment required activities?

A Employees enrolled in the MaineHealth health plan and their covered spouses/partners are no longer required to complete a health screening. An online health risk assessment is available through Virgin Pulse; however, completion of this assessment is now voluntary and only available to MaineHealth employees.

Q What are the tobacco requirements for employees enrolled in the MaineHealth medical plan?

A Employees will attest to their current tobacco use status within the benefits portal.

Q What is the Healthy Payback Program?

A Healthy Payback is a reimbursement program aimed at helping employees explore new and different ways to get excited about their health and wellness. This is offered by Works on Wellness (WOW) and administered through Virgin Pulse. Visit the [MaineHealth WOW website](#) for additional information or sign in to Virgin Pulse today.

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MaineHealth



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Healthy Payback Program

Q Why is the Healthy Payback Program being moved to Virgin Pulse?

A This change is being made to streamline our well-being incentive programs in an effort to help provide our employees with the best user experience. All well-being incentives will be tracked and located in one place on the Virgin Pulse platform.

Q Is the reimbursement the same as in 2022?

A Yes, the reimbursement for the Healthy Payback Program (both the amount and eligible programs) remains the same.

Q What if I don't participate in Virgin Pulse?

A You are not required to participate in the Virgin Pulse program; however, you will have to enroll on the Virgin Pulse platform in order to process your Healthy Payback reimbursement.

Q What are the Healthy Payback eligible programs?

A [Click here](#) to access a comprehensive list of eligible programs and information on the Healthy Payback program.

Q What are the reimbursement payback periods?

- A**
- Payback Period 1: January 1 – June 30
 - Payback Period 2: July 1 – December 31

Q Will I receive reimbursement if I miss the submission deadline?

A No, reimbursements must be received by the period submission deadline.

Q How do I spend the reimbursement in Virgin Pulse?

A All reimbursement Pulse Cash rewards can be redeemed by selecting the **Spend** category on the **Rewards** page. You have the option to select a gift card, make a charitable donation, transfer the funds to your bank account or redeem for an item in the Virgin Pulse store. [Click here](#) for more information.

Q Will I be able to submit Healthy Payback reimbursements via the Virgin Pulse app?

A Yes, you can submit your Healthy Payback reimbursement forms via the Virgin Pulse app or web platform.

Q Where do I find the reimbursement form on the Virgin Pulse app?

A On the **Rewards** page, you will find a section for Action Rewards titled "Healthy Payback Program." The forms will be listed here.

Healthy Payback Program questions continue on the next page >

Healthy Payback Program (continued)

Q What steps do I take to submit for reimbursement?

A **Step 1:** Register for a Virgin Pulse account by visiting join.virginpulse.com/mainehealth. Already a member? Sign in at member.virginpulse.com.

Step 2: Click on the **Home** button and select **Rewards**.

Step 3: On the **Rewards** page you will find a section for Action Rewards titled “Healthy Payback Program.” Select the appropriate segment that matches the closest value of your reimbursement receipt.

Step 4: Complete the required fields and upload your receipt.

Step 5: Reimbursements will be rewarded via Pulse Cash dollars and available to all employees including Per Diems within one business day upon completion of the form.

Q When will my reimbursement funds be available and how do I access them?

A Your funds will be available within one business day upon completion of the form. You can access them by navigating to **Spend** on the **Rewards** page.

Note: Virgin Pulse rewards do not expire as long as your account remains active. [Click here](#) to learn more about Virgin Pulse Rewards and Pulse Cash.

Virgin Pulse

Q What is the Virgin Pulse program?

A Virgin Pulse is a wellness platform that provides you with opportunities to focus on your health and wellbeing. Explore the many exciting tools and resources provided to help you improve your physical, mental, financial and social wellbeing. Build healthy habits, have fun with coworkers and experience the lifelong rewards of better health! [Click here](#) to learn more.

Q What information do I need to register for Virgin Pulse?

A To verify your identity upon registration, you will need your full name, work email address and date of birth.

Q What information do I need on hand to take the health risk assessment?

A Before starting the health risk assessment, gather the following information:

• HDL (good) cholesterol • LDL (bad) cholesterol • Triglycerides level • Total cholesterol level

If you don't have some of these values handy, you can answer “I don't know.” You can also ask your health care provider or check your electronic health record.

Q Does a former employee still have access to Virgin Pulse?

A Employees who have left the MaineHealth system have 30 days to **redeem** any incentives earned. They will not be able to **earn** any additional incentives in their last 30 days.

Virgin Pulse questions continue on the next page >

Virgin Pulse (continued)

Q How do I sync a device?

A Please refer to **Devices & Apps** under your profile picture in your Virgin Pulse account for a list of compatible devices such as your Fitbit or Apple Watch. If you experience any difficulty syncing your device, please contact the Virgin Pulse customer service team for assistance:

- Phone: **833-483-0836**.
- Email: support@virginpulse.com.
- Online Chat: member.virginpulse.com Monday–Friday, 2 am–9 pm ET.

Q What happens if I don't have a device?

A While using a device will allow for an automatic syncing of steps, active minutes and/or sleep, you can also manually input your steps and convert your exercise minutes to steps to collect points.

Q Can I manually enter information for past events, such as if I miss a day of tracking steps?

A A member can manually enter information up to 14 days after the event. If the member is new and has not yet participated for 14 days, it will allow the participant to enter back to the date they joined Virgin Pulse.

Q Can I edit the steps entered after I save it?

A Unfortunately, you may only edit workouts by adding more. There is no way of reducing the amount of workout minutes or deleting workouts, even if you accidentally enter more minutes than intended or if you add them to the wrong day.

Q Can I use Virgin Pulse on my mobile devices?

A Virgin Pulse has an app available in the App Store or Google Play for easiest use on mobile devices. You can also access your Virgin Pulse account via the internet with a computer.

Q What are Challenges?

A Challenges are health-based competitions or group programs created by Virgin Pulse, MaineHealth, or of your own design. Challenges are meant to encourage and inspire healthy activities. Explore the **Challenges** tab to learn more.

Q If someone doesn't want their activity to be public, can they make their account private, such as opting out of the Leaderboard?

A A member cannot opt out of being on a Challenge Leaderboard. The only activity viewable by their friends is their uploaded and/or converted steps. No other tracking like sleep or calories can be viewed by other members.

Q Who can be my "friends"?

A You can invite any MaineHealth employee to be your friend (and get points for doing so!). You can also invite up to 10 friends outside of the MaineHealth system. This means that you can include your spouse, neighbors, children over the age of 16 with parental or guardian consent, etc., and they will then be able share in your milestones, as well as participate in challenges of your design. However, they will not have access to other MaineHealth programs, or be able to complete a health risk assessment. If they already have an account through their employer, they will need to use a different email to enroll and will have two separate accounts.

Virgin Pulse (continued)

Q If an individual does not accept a friend request from a MaineHealth employee, what message does the employee receive?

A The employee will not receive a notification that a friend request was not accepted. The employee can invite the friend again in the future. You can also leave the friend request open and the individual will not be able to resend the friend request.

Q Is the personal data I put into Virgin Pulse private and secure?

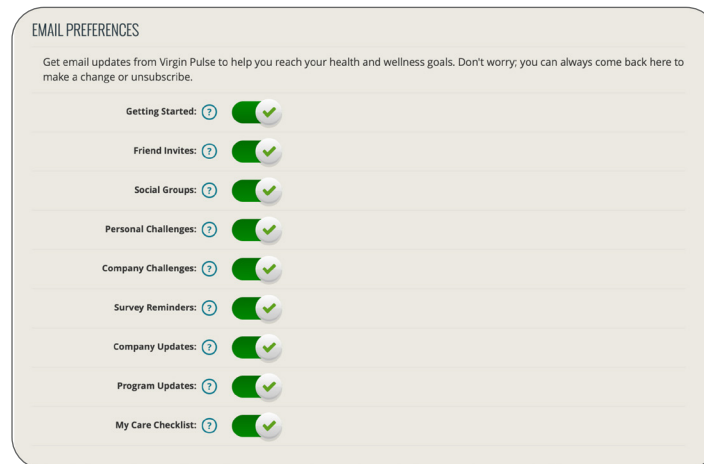
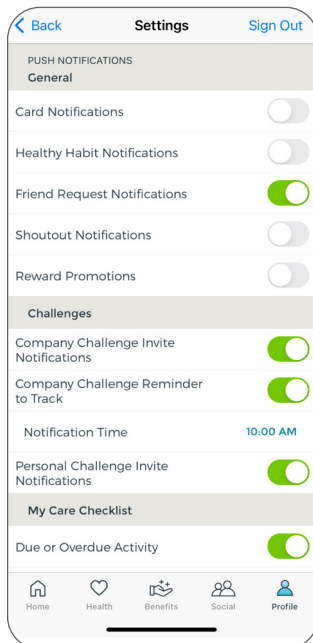
A Virgin Pulse takes data storage and security very seriously. Your data is kept securely in the United States, which is the best-in-class data storage practice. Virgin Pulse does use cookies, which collect information about you, to enhance your experience. Your data is only used to administer the Program though, and Virgin Pulse never sells or rents your data to any outside party. The only sharing that occurs beyond Virgin Pulse is with Virgin Pulse's partnership services or programs, should you choose to utilize those resources. Within Virgin Pulse, you will find a few links to third party websites and services. Your personal identified information is not shared with MaineHealth nor the usage on your mobile device. If you share your data with these third party organizations, their Terms and Conditions and Privacy Policy will apply to you. Keep in mind, you don't have to share your Personal Information (it's up to you). But if you choose not to, the Virgin Pulse program might not be able to offer you as many benefits. You always have the option to manage, correct, or delete your data through your settings.

Q How many languages are available?

A The Virgin Pulse platform is available in 22 different languages, and the website makes it easy for members to select their preferred languages with a convenient drop-down menu on the registration and within members' profile settings.

Q Can I change the email preferences and notifications I receive from Virgin Pulse?

A Yes, please go to app settings on your mobile device or profile settings on the PC until you see the preferences available.



Rewards

Q What are Virgin Pulse programs and points?

A There are two programs per calendar year, which run from January to June and July to December. During each program, employees will progress through four levels by earning points for completing challenges, tracking sleep/steps, participating in local events, etc. Employees are eligible to earn up to \$75 per program for completing all three levels.

Q How do I earn points?

A You earn points for the completion of activities within Virgin Pulse. Please refer to the **Programs** page in your Virgin Pulse account and select **View All**. You can earn points for participating in the MaineHealth qualifying programs, and in Journeys®. In addition, refer to the **Earn Rewards** tab in your account for a full list of point-earning opportunities. Points can be redeemed in real time; as you reach a level, your points will convert to Pulse Cash.

Q Do some point-earning opportunities only work using a computer?

A You will notice that some point-earning opportunities can only be tracked using your computer and not a mobile device. Some examples include taking alternative transportation, Gemba walk, Community Service, and Registered Dietitian visits.

Q How are point values determined?

A The point value for each activity is determined by the impact the activity has on your personal health. For instance, reading health tips each day is worth 20 points, compared to 45 minutes of sustained exercise, which is worth 100 points. Programs that require a more substantial time commitment, such as National Diabetes Prevention Program or Quit for Life have higher point values. Third-party vendors may have a one- to six-month delay before points appear on your program progress page. Refer to the **Rewards** tab and **How to Earn** section to review the frequency these points can be awarded.

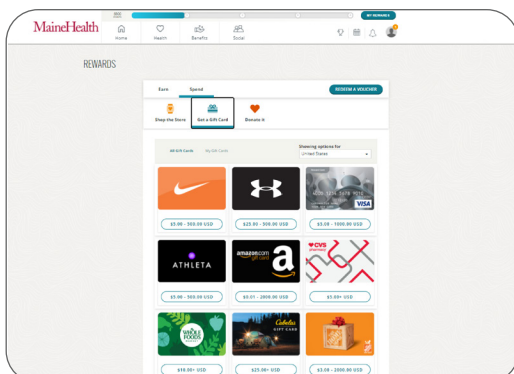
Q What is Pulse Cash?

A Employees are eligible to earn up to \$75 in Pulse Cash per program.* Pulse Cash is what your points become when you have reached a new level. Pulse Cash can be used for a variety of gift cards, redeemed for products through the Virgin Pulse store, or donated to various organizations.

*Pulse Cash is only available to benefits-eligible employees.

Q When are earned points redeemable for Pulse Cash?

A You will see your points add up as you complete different activities and progress through the four Virgin Pulse Levels. Pulse Cash is redeemable in real time, so as you reach levels, that cash value becomes available to use. Points reset to zero at the beginning of each new program and do not roll over from earning period to earning period; any points earned beyond the completed level will not roll over to the next program year. Pulse Cash can be saved from period to period or redeemed when available.



| What you can earn each program: | | | | | |
|---------------------------------|---------|-----------|-----------|---|---------------------------|
| | Level 1 | > Level 2 | > Level 3 | > Level 4 | Total rewards/ program |
| Points | 6,000 | 12,000 | 24,000 | 36,000 | |
| Rewards | \$15 | \$25 | \$35 | \$75 Local Health System Pulse Cash Drawing | \$75 |

Rewards questions continue on the next page >

Rewards (continued)

Q What is a voucher?

A A voucher code is given to participants for certain MaineHealth sponsored programs. This code is unique to the participant and can only be used once. You can redeem points earned by entering the code under **Rewards > My Rewards > Redeem a Voucher**.

Q What about taxes?

A While you will see the reward amount reflected as earned income on your paystub, MaineHealth pays the FICA taxes on all Pulse Cash rewards paid to employees. Taxation is based on points/cash earned (not cashed out). For example, if you earned a \$50 cash incentive, the paycheck would say \$54.14. \$4.14 is taxed in the paycheck (8.28%).

Q What happens if I change from a benefits-eligible employee to per diem status? Do I retain my points that I've earned, and are they redeemable?

A Any reward earned (level attainment) prior to a change in job status will remain.

Q If I change my status from per diem to benefits-eligible, when will I be eligible to earn redeemable points?

A You will become eligible to earn points/incentives through Virgin Pulse as soon as you are eligible for benefits.

Q What happens if an employee leaves MaineHealth and has Pulse Cash in their Virgin Pulse account?

A This account and these rewards will remain available for 30 days after an employee leaves MaineHealth. During this 30-day window, an individual will be able to redeem earned Pulse Cash, but will be unable to accrue any additional points or dollars. Please call Virgin Pulse if you have any issues redeeming these points/dollars following termination. Employees must be employed when points convert to rewards during the plan year.

If you have **Virgin Pulse Platform** questions, please contact Virgin Pulse at: support@virginpulse.com.

Live chat: Monday–Friday, 2 am–9 pm ET.

MaineHealth Virgin Pulse Support Hotline: **833-483-0836**, Monday–Friday, 8 am–9 pm ET.

If you have **Healthy Payback Program** questions, please contact the MaineHealth HR Solutions Center using the icon on your desktop or call **207-661-4000**.