

How to Register

Step 1

- » Visit www.SJVIAWellnessWorks.com
- » Click **New User Registration**

Step 2

- » Enter your last name and date of birth (DOB)
- » Enter your identifier: Date of Birth + Last 4 digits of your SSN (mmddyyyy1234)
- » Enter the registration code: SJVIA

Step 3

- » Create a user name (5 – 25 characters)
- » Create a password (8 – 12 characters) using letters (upper and/or lowercase), numerals and/or special characters (such as @\$%&#)
- » Select a security question and answer, then click **Save**

ENGAGE™ PROGRAM	
ASSESSMENTS	POINTS
Biometric Screening (Required)	50
Member Health Assessment (Required)	50
PREVENTIVE CARE COMPLIANCE	POINTS
Preventive Care Compliance	50
PROGRAM ACTIVITIES	POINTS / MAX
Employer Challenges	15 each / 60 max
Online Courses	10 each / 30 max
Webinars	5 each / 30 max
Questionnaires	5 each / 45 max
Targeted Programs	15 each / 45 max
Peer Challenges	10 each / 30 max
Healthy Events	
1. Weight Management/Weight Loss Program	5 each / 15 max
2. Fitness/Endurance Event	
3. Employer-Specific Event such as a health fair/training	
DISEASE MANAGEMENT	POINTS / MAX
Care Plan Complete (first 6 months of plan year)	20 each / 20 max
Care Plan Enrolled (last 6 months of plan year)	
COACHING II	POINTS / MAX
High Health Score (> 80)	20 each / 20 max
Moderate Health Score (70 – 79.9)	10 each / 20 max
Low Health Score (<70)	5 each / 20 max
PROGRAM GOAL	200

Frequently Asked Questions

What is the Viverae Health Center?

The Viverae Health Center is a health and wellness resource that is available for Viverae members. It is staffed with a variety of highly trained customer care representatives, health professionals and clinicians, including health and exercise specialists and registered nurses and dietitians.

How do I get help from the Viverae Health Center?

There are two ways to contact the Health Center – via secure email message or by phone.

- » Select **Inbox** from the pull-down menu containing your name in the upper right corner of the home page
- » To call toll-free, please dial 888-VIVERAE (848-3723)

The Viverae Health Center hours are as follows:

- » Monday – Thursday: 7 a.m. – 7:30 p.m. CT
- » Friday: 7 a.m. – 6 p.m. CT
- » Saturday – Sunday: Closed



HEALTH MANAGEMENT PROGRAM

2015



Welcome

The daily demands of life and work can make it hard to live a healthy lifestyle. San Joaquin Valley Insurance Authority appreciates you and wants to provide the tools and support you need to be healthy and well. We have partnered with Viverae, a leading provider of health management services, to bring you the latest health and wellness content, educational programs, and an online community to keep you motivated.

The SJVIA Wellness Works program is a vital part of our overall benefits program. Whether your goal is to have more energy, to lose weight, to manage stress, or to improve your diet, the SJVIA Wellness Works program can help you.

Who can participate in the program?

Beginning January 1, 2015, all SJVIA health plan covered employees are eligible to participate in the Member Health Assessment (MHA) and Biometric Screening, and may log on to www.SJVIAWellnessWorks.com to take part in all the available wellness activities.

Is my health information confidential?

All programs are confidential and in compliance with the Health Insurance Portability and Accountability Act (HIPAA). Any information shared with the Viverae team will not be disclosed, except in accordance with HIPAA laws. Your Protected Health Information (PHI) will not be shared with your employer.

Earning Points

The health management program is run on a point system. You will earn points throughout the year for completing certain program activities. Begin by completing your MHA and Biometric Screening by 04/30/2015 to earn a \$50 gift card. Then, reach your 200 point program goal by 12/31/2015 to earn an additional \$50 gift card!



Getting Started

www.SJVIAWellnessWorks.com

You will use the site as your personal hub to manage all your program activities and view your points.

Member Health Assessment

The MHA asks questions about specific lifestyle habits. Upon completion, your Member Health Report will highlight your current risk level for each lifestyle habit and give you tips for improving your overall health and well-being. You can complete your MHA online at www.SJVIAWellnessWorks.com.

Biometric Screening

Biometric Screenings will be offered at various sites this year. These screenings provide vital information about your overall health, including cholesterol (total, LDL, and HDL), triglycerides, cardiac risk, glucose, blood pressure, height, weight, Body Mass Index (BMI), and waist measurement. If you are unable to attend a Biometric Screening event, you may fulfill the screening requirement by visiting your physician or visiting a LabCorp facility.

Contact the Viverae Health Center at 888-VIVERAE (848-3723) with any questions or concerns about the Viverae online screening sign-up process.

Please note: LDL and Triglyceride measurements are excluded from on-site screenings in Massachusetts. Those values will not be required to create a Health Score in these instances.

Your Health Score

Your health score is based on your answers from the MHA and your Biometric Screening results. A high Health Score can indicate that your current health status is on the right track. A low Health Score suggests that you could be at a greater risk of developing certain diseases and health problems.



Additional Activities

For more points or support in your health management program, you have plenty of available resources. Participating in the SJVIA Wellness Works allows you to do the following:

- » Complete a Questionnaire about specific risk factors
- » Register for any Employer Challenges SJVIA is hosting
- » Take an Online Course or join a Targeted Program to address specific lifestyle concerns
- » Watch a Webinar and complete a quiz

Challenges

Employer Challenges

In addition to core point-earning activities, you will have opportunities throughout the year to take on more focused challenges and earn points. These challenges run anywhere between four and 12 weeks and focus on specific risk factors or lifestyle changes.

Sign up for your challenges:

- » Log on to your www.SJVIAWellnessWorks.com homepage
- » Scroll down to the **Challenges** section
- » Click **Go to Challenges** to display details around dates, challenge goals, disclaimers, and sign up for current challenges
- » Click **Sign Me Up** to progress to the sign-up screen
- » Create a screen name and select an avatar

Peer Challenges

- » Log on to your www.SJVIAWellnessWorks.com homepage
- » Scroll down to the **Challenges** section
- » Click **Create New Challenge**
- » Enter a screen name, pick an avatar, and click **Next**
- » Name your challenge and select a challenge category
- » Decide if your challenge will be Goal-based or Duration-based, then choose a Challenge Start Date and Challenge Goal or Challenge Duration
- » Invite your peers, click **Next**, review challenge details, and click **Create Challenge**

Track your Progress:

- » Log on to www.SJVIAWellnessWorks.com
- » Track your progress from the **Challenges** section of the homepage