



San Joaquin Valley Insurance Authority

PROGRAM DESIGN

LAUNCH DATE: Thursday, 01/01/2015


Sign Off Deadline: Friday, 11/07/2014

PROGRAM CONFIGURATION

Sample Screen Shot:




Engage Incentive Program


[Program Description](#) [Program Guidelines](#)



Rewards:  **200.0 Points:** Engage Reward Level

Progress
0
Points Earned

Required Actions

-  Member Health Assessment (MHA) (Health Assessments) [View Details](#) [Start Now](#)
-  Biometric Screening (Health Assessments) [View Details](#)
-  Preventive Care Compliance (Preventive Care) [View Details](#)

Actions: **Note:** Required Actions  must be completed before points can be applied to incentives.

-  Health Assessments 50.0 of 100.0 points
-  Preventive Care 0.0 of 50.0 points

2015 SJVIA PROGRAM

The Engage program creates risk factor reduction and engages members in behavior change.

The Engage incentive program is based on an easy-to-track 200-point structure with requirements including the MHA, Biometric Screening and preventive care compliance. The program focuses on addressing risk factors through engagement in a variety of wellness activities.

ENGAGEMENT	
Assessments	Point Value
Member Health Assessment (Required)	50
Biometric Screening (Required)	50
Preventive Care Compliance	Point Value
Preventive Care Compliance	50
Program Activities	Point Value / Max
Questionnaires	5 each / 45 max
Targeted Programs	15 each / 45 max
Online Courses	10 each / 30 max
Webinars	5 each / 30 max
Employer Challenges	15 each / 60 max
Peer Challenges	10 each / 30 max
Healthy Events: Event #1, Event #2, Event #3	5 each / 15 max
Disease Management	Point Value / Max
Care Plan Complete (first 6 months plan year)	20 each / 20 max
Care Plan Enrolled (last 6 months plan year)	
Coaching II	Point Value / 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 points

IMPORTANT NOTE: The order of the program requirements will appear as shown. Once design is confirmed, the program design will be built in the system and it is at this point that the program is final. Therefore, no modifications to the program order (including but not limited to changes and/or rearrangements) will be accommodated.

2015 SJVIA PROGRAM DETAILS – EXISTING EMPLOYEES

Program Components

Elected Services: **Engage, Biometric Screenings, Disease Management, Claims Analytics, Biometric Import, & Coaching II**

Alternative Screenings: **Labcorp and Physician Lab Form**

MHA Options: **Online, Telephonic, and Paper**

Program Plan Year: **01/01/2015- 12/31/2015**

Assessment Period: **01/01/2015- 04/30/2015**

MHA & Screening available after the Assessment Period? **Yes**

Incentive available after the Assessment Period? **Yes; Tier-2 only**

Eligibility

Program Eligibility: **All health plan covered employees (approximately 11,000 employees)**

Incentive Eligibility: **All health plan covered employees (approximately 11,000 employees)**

Employees

Eligibility: **Hired prior to 03/31/2015**

Requirements:

Tier-1: Complete your MHA and Biometric Screening by 04/30/2015 to earn a gift card

Tier-2: Reach the 200 point goal by 12/31/2015 to earn an additional incentive

Type: Tier-1: **Gift Card**; Tier-2: **TBD**

Value: Tier-1: **\$50 (TBD)**; Tier-2: **TBD**

Distribution Timeframe: Tier-1: After 05/01/2015; Tier-2: After 01/01/2016

Reporting

- Incentive Tier-1:
 - Access Report(s): **The Standard Incentive Report**
 - Timing: **10 business days after 04/30/2015**
 - Report will notate who met the 100 point goal (completion of both the MHA and Screening)
- Incentive Tier-2:
 - Access Report(s): **The Standard Incentive Report**
 - Timing: **on or after 01/01/2016**

Additional Notes/FAQs

- *Who is eligible? (Health-Plan Covered Employees)*
- *What is required for me to earn my incentive? (Existing Employees vs. New Hires)*
- *What is my incentive/are my incentives? (TBD)*
- *When will I receive it? (Tier-1: After 04/01/2015 & Tier-2: After 01/01/2016)*
- *Can I have a second or more LabCorp Requests? (TBD)*

NOTE: Changes in the products, pricing, eligible member definition, or other material modifications will only be effective upon execution by both

2015 SJVIA PROGRAM DETAILS – NEW HIRES

New Hires

Eligibility: **Hired between 03/31/2015 – 09/30/2015**

Requirements:

Any health plan covered individual, hired between 03/31/2015 and 09/30/2015 will complete the MHA & Biometric Screening by 12/31/2015 to receive the *incentive*.

This means that anyone hired prior to 03/31/2015 would still need reach the 200 point program goal and everyone hired after 09/30/2015 would fall into the program requirements in Year 2 with everyone else.

Incentives

Type: **TBD**

Value: **TBD**

Distribution Timeframe: **effective on or after 01/01/2016**

Reporting

- Incentive Tier:
 - Access Report(s): **The Standard Incentive Report**
 - Timing: **on or after 01/01/2016**

Additional Notes

New Hire Program	
Assessments	Point Value
Member Health Assessment (Required)	50
Biometric Screening (Required)	50
PROGRAM GOAL	100 points

NOTE: Changes in the products, pricing, eligible member definition, or other material modifications will only be effective upon execution by both

2015 SJVIA EMPLOYER CHALLENGES

Healthy Challenges

Challenge 1: Be Active

Sign-up Begins: 02/02/2015

Sign-up Ends: 03/02/2015

Start Date: 02/16/2015

End Date: 03/15/2015

Challenge 2: Step Ahead

Sign-up Begins: 04/06/2015

Sign-up Ends: 05/04/2015

Start Date: 04/20/2015

End Date: 05/17/2015

Challenge 3: 15 for Me

Sign-up Begins: 06/08/2015

Sign-up Ends: 07/06/2015

Start Date: 06/22/2015

End Date: 07/19/2015

Challenge 4: Weigh-2-Win

Sign-up Begins: 09/07/2015

Sign-up Ends: 10/05/2015

Start Date: 09/21/2015

End Date: 12/13/2015

Please note the following important information regarding the system set-up for Viverae Health Challenges.

- Three Challenges are included as standard; 4th at no additional cost
- Challenges run one at a time and are active for each of your wellness eligible members.
- Sign-ups are open two weeks prior to the challenge start date and close two weeks after the start date.
- Participation tracking closes 10 days after the last day of the challenge.
- Challenges should be scheduled quarterly, with the exception of the assessment periods.

NOTE: Changes in the products, pricing, eligible member definition, or other material modifications will only be effective upon execution by both parties of a formal Amendment to the Master Services Agreement.

PREVENTATIVE CARE COMPLIANCE

Preventive care guidelines vary among national health advocacy groups. Viverae’s Medical Advisory Board supports the evidence-based preventive care compliance schedules recommended below, which are provided by recognized specialty medical organizations that take a more proactive stance.

Recommended Preventive Care Compliance Schedule [‡]			
	Under Age 40 Credit for completion of At least 2 of the following:	Ages 40 – 49 Credit for completion of At least 3 of the following:	Ages 50 and Over Credit for completion of At least 4 of the following
Males	Physical Exam	Physical Exam with DRE [◇] (Prostate Exam)	Physical Exam with DRE [◇] (Prostate Exam)
	Dental Exam	Dental Exam	Dental Exam
	Flu Immunization	Flu Immunization	Flu Immunization
	Skin Cancer Screening	Skin Cancer Screening	Skin Cancer Screening
	Vision Screening	Vision Screening	Vision Screening
		PSA Test [◇]	PSA Test [◇]
		Fecal “Stool” Test [§]	Fecal “Stool” Test [§]
			Colonoscopy ⁺
Females	Under Age 40 Credit for completion of At least 2 of the following	Ages 40 – 49 Credit for completion of At least 3 of the following	Ages 50 and Over Credit for completion of At least 4 of the following
	Well Woman Exam with Pap Smear* or Physical Exam	Well Woman Exam with Pap Smear* or Physical Exam	Well Woman Exam with Pap Smear* or Physical Exam
	Dental Exam	Dental Exam	Dental Exam
	Flu Immunization	Flu Immunization	Flu Immunization
	Skin Cancer Screening	Skin Cancer Screening	Skin Cancer Screening
	Vision Screening	Vision Screening	Vision Screening
		Mammogram	Mammogram
		Fecal “Stool” Test [§]	Fecal “Stool” Test [§]
			Colonoscopy ⁺
		Osteoporosis Screening	

The Preventive Care Compliance Schedules do not take into account a member’s personal or family health and medical history. Viverae recommends that members consult with a physician regarding their specific preventive health screening schedules.

◇ Starting at age 50, men should talk to their doctor about the pros and cons of testing so they can decide if testing is the right choice for them. Men who are African American or have a father or brother who had prostate cancer before age 65 should have this talk with their doctor starting at age 45. Men with several first-degree relatives who had prostate cancer at an early age should have this talk with their doctor starting at age 40.

* A Pap Smear (“regular pap test”) is recommended every year for women starting at age 21, and every 2 to 3 years beginning at age 30 for women who have had 3 normal pap test results in a row. Women 70 years of age or older who have had 3 or more normal Pap tests in a row and no abnormal Pap test results in the last 10 years or women who have had a total hysterectomy (unless the surgery was done as a treatment for cervical cancer or pre-cancer) may choose to stop having Pap tests.

§ A Fecal “Stool” Test is recommended every year for those of average risk beginning at age 50, with those at increased or unknown risk starting at an earlier age.

+ Other tests that can be used to find polyps and cancer beginning at age 50 include Flexible Sigmoidoscopy (recommended every 5 years), Double-contrast Barium Enema (recommended every 5 years), and CT colonography or “virtual colonoscopy” (recommended every 5 years).

VIVERAE HEALTH SCORE

Health Score Definition:

The Health Score is based on a combination of answers to the questions asked in the Member Health Assessment (MHA) and Biometric Screening data. A high Health Score can indicate that a member's health decisions and current health status are on the right track. A low Health Score suggests that the member could be at a greater risk of developing certain diseases and health problems



Risk Level Key:

- 80 - 100 = Low Risk
- 70 - 79.9 = Moderate Risk
- 0 - 69.9 = High Risk

Member Health Assessment Composition



Biometric Assessment Composition



MYVIVERAE ENGAGEMENT ACTIVITIES

MyViverae Activities

Wellness programs that include an activity point system will tie point accumulations based on completion of certain program activities throughout the program year; however, these engagement activities are available to each member, regardless if their wellness program includes points earning for completed activities.

Biometric Screening

Biometric Screenings provide vital information about overall health, including cholesterol (total, LDL and HDL), triglycerides, cardiac risk, glucose, blood pressure, height, weight, Body Mass Index (BMI) and waist measurement.

Member Health Assessment

The Member Health Assessment (MHA) is a short survey that asks questions about specific lifestyle habits and takes less than 10 minutes to complete.

Targeted Programs

Targeted Programs focus on member lifestyles to help them make changes and reach their health goals through a series of videos. Each program consists of four consecutive weekly online sessions that take 20–30 minutes each to complete. Assignments are given each session to move on to the next weekly course. Members must attend all weekly sessions and they may only participate in one Health-e Steps Targeted Program at a time.

- Tackling Your Stress
- Reaching Your Healthy Weight
- Focusing on Your Heart
- Breaking Free from Tobacco:
- Taking Control of Your Diabetes
- Strengthening Your Bones and Muscles
- Supporting Your Healthy Pregnancy

Online Courses

Online Courses can help members make small changes that lead to big results. Members can take any course, but we recommend that they choose courses that are most related to their risk factors.

Webinars

Webinars are available monthly and include various topics based on the monthly health observance that are relevant to everyone. Each webinar takes less than 10 minutes to complete and is followed by a brief quiz to earn points.

Supplemental Questionnaires

These questionnaires are related to seasonal health topics, chronic conditions, or specific health risks. Supplemental Questionnaires can be triggered by responses to the MHA and by the first-of-the month national health observance.

Healthy Events

Healthy Events are defined by each client. They can consist of generic events that members can complete such as a 5k run, going to the gym, participating in a financial wellness class, or clients can specify certain events unique to their company.

Employer Challenges

Employer Challenges run from four to twelve weeks in length and focus on practicing specific health behaviors or lifestyle changes and encouraging members to meet a challenge goal.

Peer Challenges

Peer challenges allow members to create a custom challenge for themselves and up to 19 additional peers who are also part of their health management program.

ENHANCERS

Program Enhancers

Viverae offers additional services to support and ensure the success of your health management program. These services seamlessly integrate into your health management program.

Coaching II	Point Value / Max
<ul style="list-style-type: none">• \geq 80 Health Score• 70 - 79.9 Health Score• $<$ 70 Health Score	20 each / 20 max 10 each / 20 max 5 each / 20 max
Disease Management	Point Value / Max
<ul style="list-style-type: none">• Care Plan Complete (first half of plan year)• Care Plan Enrolled (second half of plan year)	20 each / 20 max

Coaching II*

Inbound access to the Viverae Health Center™ is available both telephonically and through the Viverae Health Management System (VHMS). A team of Viverae Health Professionals, including registered dietitians, registered nurses and exercise specialists, provide another supportive touch point to help foster healthy changes and awareness in members. Coaching II also adds an additional layer of support through personalized risk-based outreach to members.

Disease Management*

Disease Management targets members with high risk levels based on claims data, biometric data and self-reported Member Health Assessment data. DM focuses on chronic condition and medical compliance, targeted DM Preventive Care, chronic condition management and predictive modeling outreach. The targeted conditions addressed in Viverae's DM program are asthma, diabetes, coronary artery disease, chronic obstructive pulmonary disease and congestive heart failure.

Claims Analytics

Utilizing medical and pharmaceutical claims data, Claims Analytics demonstrates the correlations between lifestyle, biometrics and medical services utilization, giving a 360-degree view of population health issues and associated costs.

ADDITIONAL SERVICES

Viverae offers additional services to support and ensure the success of your health management program. These services seamlessly integrate into your health management program, delivering data right into the www.MyViverae.com website. The following products and services are available, at an additional cost, to help design and execute a program that is personalized for you.

Event Staffing

Viverae offers onsite staffing support for special events. These events may include educational seminars, lunch and learn sessions, health fairs, benefits, vendor summits and more. Pricing is available upon request.

Onsite Services

Various onsite services from account management, health coaching and onsite health specialists can be scoped and staffed at additional costs.

NRT

Nicotine Replacement Therapy is offered as an additional Enhancer for clients that have purchased Coaching II or Disease Management. This service provides members that have enrolled in the Tobacco Cessation Targeted Program an opportunity to receive one of four types of nicotine replacement therapy after speaking with a Viverae Health Center representative. The supplies are sent to the member at no cost, and then the client is billed. Members that participate in this program must be 18 years of age or older and can only complete the program once per program year

2015 SJVIA PROGRAM DESIGN

Acceptance Statement

By signing below, you agree and accept the terms of this Launch Plan and understand that the Launch Plan is subject to the terms and conditions of the Master Services Agreement (“MSA”). Modifications, such as but not limited to, changes in the products, pricing, or eligible member definition must be formalized by a written amendment to the signed by both parties.

Upon signing, the Launch Plan will be final and any modifications to the program design or order will be subject to additional fees.

San Joaquin Valley Insurance Authority

Signature: _____ Date: _____

Name: _____

Title: _____

IMPORTANT NOTE: Signed approval is required a minimum of 30 days prior to launch date in order to proceed with building the program in the system and begin on program communications.

THANK YOU!