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WELL WISCONSIN PROGRAM

1. WHY SHOULD I PARTICIPATE IN THE WELL WISCONSIN PROGRAM?

The Well Wisconsin Program is a voluntary program that can help you maintain or improve your current state of health and well-being and help you lower your health risk and health care costs. There is also a monetary incentive to those enrolled in the State of Wisconsin or Wisconsin Public Employers Group Health Insurance Program, except for UHC-Medicare Advantage members.

2. WHO IS STAYWELL?

The State of Wisconsin has partnered with StayWell, an independent provider of health promotion programs and services. StayWell specializes in helping organizations improve the health and well-being of their participants. Since 1978 StayWell has designed and managed programs for employers throughout the United States.

3. WHO CAN ACCESS THE STAYWELL WELLNESS PORTAL?

The StayWell wellness portal is available to employees, retirees and their spouses enrolled in the State of Wisconsin or Wisconsin Public Employers Group Health Insurance Program. Access is based on the effective dates of your health insurance coverage. The StayWell wellness portal is not available to children or other dependents of the employee.

Some State employees who opt out of health insurance coverage are also eligible to participate in the wellness portal, however, will not have access to health screenings, health coaching or incentives.

4. WHY AREN'T MY ENROLLED CHILDREN ELIGIBLE TO PARTICIPATE IN THE PROGRAM?

Federal regulations restrict wellness programs from collecting health information from children, even if they are adult and/or adoptive children.

5. WHAT IS THE WELL WISCONSIN INCENTIVE?

Eligible participants enrolled in the State of Wisconsin or Wisconsin Public Employers Group Health Insurance Program will earn a \$150 gift card upon completing all three



activities (screening, health assessment, well-being activity). Retirees, continuants and their spouses will see a lesser amount issued on their gift card due to tax obligations.

6. WHO IS ELIGIBLE FOR THE WELL WISCONSIN INCENTIVE?

The Well Wisconsin incentive is the uniform wellness incentive available to most employees, retirees and their spouses enrolled in the State of Wisconsin or Wisconsin Public Employers Group Health Insurance Programs. If you currently have a mailing address outside of the United States, are enrolled in the UnitedHealthCare Medicare Advantage Program, or are a State employee not enrolled in health insurance benefits, you will have access to the StayWell wellness portal and resources, but you are not eligible to receive the Well Wisconsin incentive.

7. HOW DO I EARN THE WELL WISCONSIN INCENTIVE?

Before October 9, 2020 complete a health screening, the StayWell health assessment and a well-being activity. Create or log into your account for the StayWell wellness portal to complete these activities. Participants who do not have access to a computer may call the StayWell HelpLine for assistance with completing the activities outside of the web portal. All three activities must be completed while being actively enrolled in the group health insurance program to qualify for the incentive.

8. I AM ENROLLED IN THE GROUP HEALTH INSURANCE PROGRAM THROUGH CONTINUATION (COBRA) COVERAGE. AM I ELIGIBLE TO PARTICIPATE IN THE WELL WISCONSIN PROGRAM?

If you were eligible for the Well Wisconsin incentive prior to continuation coverage, you will continue to be eligible for the incentive while enrolled in the State of Wisconsin or Wisconsin Public Employers Group Health Insurance Programs as a continuant.

9. WHAT IF I AM UNABLE TO CREATE AN ACCOUNT?

Be sure you are using your first name, date of birth and last four digits of your social security number (SSN) as it appears on your health insurance enrollment information with your employer. If you do not have a SSN, but included an Individual Tax Identification Number (ITIN) on the health insurance enrollment form, you may use the last four digits of the ITIN instead. Contact your employer if a correction or update needs to be made to your enrollment information. If you do not have a SSN or ITIN, call the StayWell HelpLine for assistance with participating in the program.



10. WHAT IS A HEALTH ASSESSMENT AND HOW DO I ACCESS IT?

A health assessment is a short survey that helps identify areas that may need attention to help you maintain or improve your current state of health. Once completed, StayWell will recommend resources to support you with your health goals. If your health assessment indicates you are at moderate or high risk for health conditions or if you self-report that you have a current health condition, StayWell may reach out to you to make sure you are aware of all the resources available to you.

You can access the health assessment and other wellness resources in your StayWell wellness platform account or by calling the StayWell HelpLine.

11. WHAT IS THE WELL-BEING ACTIVITY AND HOW DO I COMPLETE IT?

The well-being activity is one of the activities needed to earn your 2020 Well Wisconsin incentive. You'll have the option of completing one of StayWell's activities to help you reach your wellness goals. Log into your StayWell wellness portal account to see all the options available.

12. WHEN WILL I RECEIVE MY WELL WISCONSIN INCENTIVE?

New this year, when all three incentive activities have been awarded in the platform, a physical gift card will be mailed directly to you. You will receive a confirmation email informing you that your gift card is on its way. Expect your card to arrive addressed from StayWell. Allow three weeks for shipping.

Incentives will be mailed to the address you have on file with your employer/State of Wisconsin ETF for health insurance enrollment. Please ensure your address is up to date prior to completing your activities to ensure delivery of your incentive.

13. DOES THE GIFT CARD EXPIRE?

Yes, refer to your gift card for the expiration date.

14. IS THE GIFT CARD CONSIDERED TAXABLE INCOME?

Yes. Gift cards paid to participants of the group health insurance program are considered taxable income to the group health plan subscriber and are reported to your employer for tax purposes. Health information, including responses to the health assessment, are protected by federal law and will never be shared with your employer, Employee Trust Funds, or the group health insurance board. Contact your employer with questions about when the incentive will be reported on your paystub or questions about the tax withholdings. *(Continued below)*



FICA tax in the amount of \$11.48 will automatically be deducted from the gift card incentive for retirees, continuants and their spouses. Gift cards will be issued in the amount of \$138.52 and you will receive a W-2 at the end of the year from the Wisconsin Retirement System.

15. WHO DO I CONTACT IF I HAVE QUESTIONS ABOUT MY INCENTIVE STATUS?

Contact the StayWell HelpLine at 1-800-821-6591 or wellwisconsin@staywell.com.

16. WHAT IS DONE WITH MY PERSONAL HEALTH INFORMATION?

StayWell will use your personal health information to recommend programs and services that address your current or future health risks. These services may be provided by StayWell or your health plan. Personal health information is protected by federal law and will not be shared with your employer, Employee Trust Funds, or the group health insurance program. For more information see the [StayWell Privacy Statement](#). You can also view this short [privacy video](#).

View ETF's Notice for Wellness Programs by selecting the following link that applies to your employer group:

- [State employees and retirees](#)
- [Local employees and retirees](#)

If you have questions or concerns regarding the StayWell privacy statement, contact StayWell at 1-800-821-6591. For questions or concerns regarding the ETF Notice for Wellness Programs, or about protections against discrimination and retaliation, please contact your human resource office.

17. WHY AM I RECEIVING OUTREACH CALLS FROM STAYWELL?

With the expanded services provided through StayWell, you may receive outreach calls inviting you to participate in the voluntary health coaching or disease management programs. These programs are offered to you at no cost and are meant to support your overall health and well-being. If you do not wish to participate in StayWell's health coaching, simply ask to be removed from StayWell's outreach call list.

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HEALTH SCREENINGS

1. WHAT IS A BIOMETRIC HEALTH SCREENING, AND DO I NEED ONE EVERY YEAR?

You must complete the screening activity each year to earn the incentive. You may participate in an on-site health screening which includes measurements for:

- Blood Pressure
- Body Mass Index (BMI)
- Cholesterol: HDL, LDL and Total
- Triglycerides
- Glucose

Otherwise, if you're up-to-date with your primary care provider's preventive care recommendations, you may submit the Health Care Provider Form in place of attending an onsite health screening event.

2. WHO IS ELIGIBLE TO PARTICIPATE IN THE ON-SITE HEALTH SCREENING?

The Well Wisconsin Program on-site screening events are typically available to employees and their respective spouses who are currently enrolled in the State of Wisconsin and Wisconsin Public Employers Group Health Insurance Programs. Check with your employer or see the event details in the StayWell wellness portal for any restrictions that may apply to your location.

Employees not enrolled in the State of Wisconsin and Wisconsin Public Employers Group Health Insurance Programs are not eligible to participate in on-site health screenings.

3. WILL I HAVE OUT OF POCKET EXPENSES FOR THE HEALTH SCREENING?

On-site health screenings are provided at no cost.

If you complete the health screening activity with a visit to your health care provider, ask your health care provider and/or health care insurer if you are due for updated blood work for cholesterol and/or glucose screenings. If you are not, you may report results from a prior screening.

Be aware that copayments, deductibles and/or coinsurance may be charged to you if the screenings are not done for preventive reasons or if other health issues are discussed with your provider during your visit.



4. WHEN WILL A HEALTH SCREENING BE HELD AT MY PLACE OF EMPLOYMENT?

Availability of on-site health screenings are based on a request to StayWell from the hosting employer. If you don't see a health screening scheduled for your location, ask your employer about future plans to host an event.

5. HOW DO I REGISTER FOR THE ON-SITE HEALTH SCREENING?

To register for the health screening, create an account at wellwisconsin.staywell.com (returning visitors log into your existing account). Then click on the **Schedule Now** button located within the biometric health screening carousel slide on the dashboard.

Note: you must access the platform from the desktop site to register for a screening appointment.

6. HOW LONG WILL THE ON-SITE HEALTH SCREENING TAKE?

The on-site health screening will take approximately 20 minutes.

7. HOW WILL MY CHOLESTEROL AND GLUCOSE BE CHECKED?

The fingerstick method is used to collect a sample for cholesterol and glucose testing. This is easy and fast. You will receive immediate results and an on-site consultation with a certified health professional. The screener will "prick" your finger and place the blood sample into the CardioChek Plus analyzer. The machine automatically reads the blood and provides results within 90 seconds.

8. DO I HAVE TO FAST BEFORE THE SCREENING?

Fasting is not required but is recommended for more accurate results.

9. HOW ACCURATE IS THE SCREENING COMPARED TO A LAB TEST WITH MY DOCTOR?

Health screeners use a CardioChek Plus analyzer to process results at the screening. Results of the CardioChek Plus analyzer were compared to a direct blood draw (venipuncture), which is considered the gold-standard of patient testing. The statistical analysis showed the accuracy of the CardioChek analyzer to be very closely aligned to the gold-standard. It is important to note that it's common in both venipuncture and point-of-care (fingerstick) testing methodologies, such as the CardioChek Plus analyzer, that a participant's values can fluctuate and vary based on several factors including, but not limited to dietary, environmental and physiological factors.

Quality control checks are run on each machine prior to its use to ensure accuracy.



10. WILL I NEED TO FOLLOW UP WITH MY PHYSICIAN IF ANY OF MY SCREENING VALUES ARE ELEVATED?

At the on-site health screening, you may be asked to sign an Immediate Referral Form and you will be advised to follow up with your physician if your glucose or blood pressure values are abnormal.

Quest's physician network, PWN may also contact you via phone or via a letter (if you are unable to be reached by phone) to encourage you to follow up with your physician if your lab or on-site triglycerides or glucose values are abnormal.

11. IF I AM ADVISED TO SEEK IMMEDIATE MEDICAL ATTENTION AS A RESULT OF ELEVATED VALUES, WILL MY MEDICAL EXPENSES BE COVERED BY THE WELL WISCONSIN PROGRAM?

No. You will be responsible for all charges not covered by your health plan. The advice of the screening staff is a recommendation only and should not be treated as medical advice.

12. WHAT IF I CAN'T ATTEND A SCREENING?

If you are unable to attend an on-site health screening you may use results obtained from your health care provider by submitting a Health Care Provider Form. The Health Care Provider Form can be found at wellwisconsin.staywell.com. Click on the **Health Care Provider Form** link within the dashboard carousel or from the incentives page to download and print your form.

13. WHAT IF I HAVE A MEDICAL REASON FOR NOT BEING ABLE TO COMPLETE A HEALTH SCREENING?

Contact the StayWell Helpline for assistance.

14. WILL I HAVE TO ENTER MY SCREENING RESULTS INTO THE HEALTH ASSESSMENT?

If you have not yet completed your 2020 health screening, you may self-report values. Once your screening has been completed, results will automatically be uploaded to your StayWell profile within 10 business days. Your screening data will be viewable in **Screening Records** section of the **Vitals** tab.

Credit from the on-site screening event will be reflected in the StayWell wellness portal within three business days.

15. WILL MY SCREENING RESULTS BE KEPT CONFIDENTIAL?

Yes, all information is treated as confidential medical information. You allow StayWell, its vendors, and vendors of the group health insurance program to process this information



by signing the Screening Consent Form. Your personal results will not be shared with anyone at your place of employment, Employee Trust Funds, or with the group health insurance board. StayWell administers the screenings to ensure confidentiality and is held to strict privacy and security laws.

16. WHAT IF I DON'T AGREE WITH LANGUAGE ON THE SCREENING CONSENT FORM?

You will need to sign a Screening Consent Form to participate in the screening. If you do not consent, you will not be allowed to participate. StayWell is required by law to receive employee consent prior to obtaining confidential medical information.

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STAYWELL PLATFORM

1. WHY DO I NEED TO CREATE AN ACCOUNT; DON'T I ALREADY HAVE ONE WITH STAYWELL?

New for 2020, StayWell has launched a mobile-first app and new website. Because the site is new, you will need to create a new account, then simply use your email address and password to login during future visits.

The new platform means access to new resources, such as fitness videos, chat sessions with a coach, improved tracking, questions-and-answers with a doctor and more.

2. CAN MY SPOUSE OR OTHER FAMILY MEMBER USE MY EMAIL AND PASSWORD TO PARTICIPATE IN THE PROGRAM?

No, your email and password only belong to you. If your other family member is eligible to participate, they will be able to create/use their own log-in information. It is important that you do not let others log in as you, because it can cause problems with personalizing the site to your personal information and receiving your program incentive.

3. WHAT IF I HAVE A HEALTH FACTOR, CONDITION, DISABILITY OR SPECIAL NEED THAT MAKES IT DIFFICULT, IMPOSSIBLE, OR MEDICALLY INADVISABLE FOR ME TO PARTICIPATE IN A WELLNESS PROGRAM OR ACTIVITY OFFERED BY STAYWELL?

StayWell desires to provide reasonable accommodations to individuals requesting assistance. Accommodations are provided on a case-by-case basis, taking into consideration the individual's specific needs and/or physical or mental impairment, existing limitations, and the essential purpose of the wellness program.



Participants who have disabilities or special needs should contact StayWell Helpline at 1-800-821-6591 for assistance. StayWell will make every effort to maintain confidentiality while addressing and accommodating the need.

Please note that while StayWell will endeavor to, and desires to, provide reasonable accommodations to individuals making requests, StayWell will review individual accommodations on a case-by-case basis and StayWell may not be able to accommodate every request.

4. HOW DOES STAYWELL INCLUDE PARTICIPANTS WHO DO NOT IDENTIFY EXCLUSIVELY AS MALE OR FEMALE IN PROGRAMS?

StayWell is responding to the need for greater recognition and acknowledgement of people who do not identify exclusively as either male or female. Our goal is to make our programs more inclusive and welcoming to all participants.

Participants who complete the health assessment will be asked to respond to a sex question which includes response options for female, male, other and prefer not to answer. Health risk scoring will not be impacted by the addition of the new response options. For those risks with sex-specific guidelines such as Cholesterol, Body Mass Index and Waist Size, you should discuss the impact of your sex on these risk factors with your doctor.

Participants who attend onsite health screening will receive a results brochure which includes reference ranges for male and female, but a future process will be implemented to include other options. For those risks with sex-specific guidelines such as Cholesterol, and Waist Size, you should discuss the impact of your sex on these risk factors with your doctor.

Our coaching focus is on health behaviors and making sustainable lifestyle changes, these are not impacted by sexual identity. The health coaches are trained to help participants identify their individual goals and barriers to change and to direct the participant to their personal doctor for clinical questions and recommendations.

5. WHAT HAPPENS TO THE PERSONAL INFORMATION I ENTER? IS IT KEPT CONFIDENTIAL?

StayWell's top priority is your privacy. All information provided to this site is kept confidential and is saved directly to the StayWell secured database. Information is only shared in accordance with [StayWell's privacy policy statement](#). Your personal health



information is protected by federal law and will never be shared with the group health insurance board, Employee Trust Funds or your employer.

The information will only be accessed by StayWell's system during processing of online reports and performing statistical analysis. These reports, requested by your group health insurance program or employer, use only group information, not individual participant information.

6. IS MY INFORMATION SECURE?

StayWell's Web server uses the SSL (Secure Socket Layer) protocol which secures the session between you and the online application. This information going over the Internet is encrypted. This is the same technology used by many e-commerce Web sites that take credit card information over the Internet. To help ensure the security of your data, remember that you should never share your username and password.

7. WHO CAN SEE MY HEALTH INFORMATION ENTERED ON THE VITALS PAGE?

All health information entered on your personal **Vitals** page is private. StayWell will use your personal health information to recommend programs and services that address your current or future health risks. Personal health information is protected by federal law and will not be shared with your employer. For additional information see the [StayWell Privacy Policy](#).

8. HOW DO I CHANGE MY PROFILE PHOTO?

You can upload your profile photo on the **Edit Profile** page. You can get there by clicking the link in the **Account Menu**.

9. HOW DO I CHANGE MY PASSWORD?

You can change your password on the **Edit Profile** page. You can get there by clicking the link in the **Account Menu**.

10. HOW DO I HIDE MY PROFILE FROM LEADERBOARDS?

Navigate to the **Edit Profile** page by clicking the link in the **Account Menu**. Select "Hide my profile information on the leaderboards," and save.

11. HOW DO I CHANGE MY AFFILIATION?

You can update your affiliation on the **Edit Profile** page. You can get there by clicking the link in the **Account Menu**.



12. HOW DO I JOIN A TEAM?

You will be prompted to join a team after you complete your Health Assessment. You can also join a team at any time by navigating to the **Levels & Teams** menu (small arrows) and clicking **New Team**. If there are no teams to join, you can create a team of one and complete the program on your own or invite others to join your team.

13. HOW DO I START A NEW TEAM?

To start a new team, go to the **Levels & Teams** menu (small arrows) and click **New Team**. From the app, select **Change Level/Team**. Note that any completed sessions will not transfer to your new team.

14. HOW DO I ACCESS MY SESSIONS?

Individual sessions can be accessed by selecting **Sessions** from the main navigation of the desktop site, or by selecting **GO** from the bottom navigation of the app. You can access all e-learning workbooks for each session from the **Resources** page.

15. HOW DO I UNSUBSCRIBE FROM SESSION EMAILS?

Navigate to the **Edit Profile** page by clicking the link in the **Account Menu**. Select **Email Preferences** and uncheck **Session Reminder**.

16. WHAT ARE CHALLENGES AND COMPETITIONS?

Challenges encourage you to aim for your wellness goals by tracking your progress both individually and as a team.

Within the Challenges area of the portal, pre-determined competitions will be released throughout the program, encouraging you to aim for a specific wellness goal within a specific timeframe.

Earn awards (badges) along the way and track your progress with others on the leaderboard. Connect device trackers to automatically sync your data into the challenges.

17. HOW DO I SYNC MY TRACKER TO THE PROGRAM?

To sync a device, simply click the transmitter icon in the upper right navigation of the desktop site and select **Sync Devices/Apps**. On the StayWell app, simply click **Sync Device** from the **More** option on the bottom navigation.

Select **Choose Source** and select the source you'd like to connect. You'll be prompted to enter the login credentials for your selected device/app. Once you've entered your credentials your device/app will automatically connect.



Apple Health users: You must be logged into the StayWell app to connect your Apple Health App. Click **Sync Device** from the **More** option on the bottom navigation, then select **Sync Healthkit**. Visit **Resources** for additional detail.

18. IF I CAN'T ATTEND A WELL WISCONSIN RADIO SESSION, CAN I ACCESS A RECORDING OF IT?

Yes, all Well Wisconsin Radio sessions will be recorded and available in the StayWell wellness portal. Please note, you must listen in on the date/time a new session is released to earn credit toward your incentive/well-being activity.

19. WHAT IS A PDF DOCUMENT?

PDF stands for portable document format. It is a universally accepted file format that can be used across different operating systems. The format was created by the Adobe® Systems Incorporated. In order to view a PDF document, you need to have the Adobe® Reader® software installed. A free copy of the software can be downloaded from here.

ADDITIONAL QUESTIONS

For more information about the Well Wisconsin Program, including the incentive, on-site screenings and the free resources available to you from StayWell, visit <https://wellwisconsin.staywell.com> or contact the StayWell HelpLine at 800-821-6591.

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