



# 2023 USG Well-being Program

## FREQUENTLY ASKED QUESTIONS

### General Questions

**Q** What is USG Well-being?

**A** University System of Georgia (USG) Well-being is an annual program that is no cost, voluntary, and confidential. The program year runs from October 1, 2022 – September 30, 2023. USG offers a well-being credit to encourage employees and spouses enrolled in a USG healthcare plan to participate in health and well-being.

**Q** What is the purpose of this program?

**A** The USG vision is to create a culture and environment of well-being throughout the USG community. Our mission is to create supportive working environments and increase opportunities for employees to adopt behaviors that will assist them to lead happier and healthier lives as well as aid in reducing personal healthcare costs.

With that in mind, we are promoting a well-being program that encourages and supports all aspects of well-being such as health, finance, nutrition, stress, sleep, community involvement, and more. We have developed a systemwide well-being program using evidence-based research and data to support and educate on positive behavior change. To encourage participation in the well-being program, we are offering a well-being credit for those that are eligible and choose to participate. We will continue to review and refine the well-being program each year based on the feedback we receive from employees as well as data and analytics that highlight our successes and opportunities.

**Q** How do I register/participate in USG Well-being?

**A** Before you can start earning your well-being credit, you need to have an active account with Virgin Pulse. If you haven't already enrolled, follow the steps below:

- To get started you need to create a new username and password.
  - Employees and Spouses: access directly at [ourwellbeing.usg.edu](http://ourwellbeing.usg.edu).
  - Employees: access through OneUSG Connect – Benefits at [oneusgconnect.usg.edu](http://oneusgconnect.usg.edu) > click on Manage My Benefits > click on the USG Well-being tile from the home page.
  - Download the Virgin Pulse mobile app (sponsor code: **USG**)

**Q What is the USG Well-being credit, and why is it being offered?**

**A** The USG Well-being credit is a monetary reward for completing healthy activities throughout the program year. The credit is to encourage employees and spouses enrolled in a USG healthcare plan to participate in health and well-being programs. This credit helps eligible participants learn about health and then take steps to improve or maintain it.

**Q Who is Virgin Pulse?**

**A** We have partnered with Virgin Pulse, a HIPPA-compliant, premier provider of health improvement and well-being services, to offer online programs, provide health-promotion resources, administer the credit, and assist with other well-being services.

Virgin Pulse offers expanded programs and services to assist employees and spouses covered by a USG healthcare plan on their path to well-being.

**Q Is this program mandatory?**

**A** No. The program is an additional benefit, so you are not required to participate.

## Eligibility

**Q Who can receive the USG Well-being credit?**

**A** To receive any credit earned throughout the program year, you must be a current employee or spouse enrolled in a USG healthcare plan during the pay period in which the credit is paid.

Retirees, their spouses, other qualified adults, dependents, graduate research assistants, and temporary staff are not eligible for the USG Well-being credit. To see if you are eligible, please call our partner Virgin Pulse at 833-724-4874. USG has partnered with Virgin Pulse for well-being services.

Please note: If at any time the eligible employee's benefit status changes (leave of absence, appointment change, etc.), the employee's eligibility to participate and/or receive reimbursements may also change.

**Q Do I need to be a current employee to earn the well-being credit?**

**A** Yes. You must remain employed and on a USG healthcare plan during the pay period in which the well-being credit is issued or earnings will be forfeited.

**Q Can I still participate in well-being activities if I waive the USG Healthcare plans?**

**A** Yes, if you are a benefit eligible employee that waives USG's healthcare plans, you can still access the USG Well-being platform and participate in programs and activities. You are not eligible for the well-being credit, but you are encouraged to participate to have the opportunity to adopt healthy behaviors.

Part-time, temp employees, graduate research assistants, and retirees can participate in campus programming (onsite well-being programs) and [USG live events](#). However, they do not qualify for the well-being credit and do not have access to the USG Well-being platform.

**Q When will I receive the USG Well-being credit for participation?**

**A** Any USG Well-being credit, up to \$200, will be applied to your last paycheck in November 2023. To confirm you received the well-being credit on that paycheck, log in to "OneUSG Connect" and review your paycheck. Look for "Well-being Incentive," located in the "Hours and Earnings" panel.

A biweekly paid employee's checks will look similar to below:

HOURS AND EARNINGS						
Description	Rate	Current Hours	Earnings	Hours	YTD	Earnings
Well-being Credit			120.00			120.00
Regular						
Teleworking Non-Exempt						
Sick Leave Non-Exempt						
Additional Straight Time						
Comp Time Taken						

A monthly paid employee's checks will look similar to below:

HOURS AND EARNINGS						
Description	Rate	Current Hours	Earnings	Hours	YTD	Earnings
Regular						
Well-being Credit			95.00			
Regular						
Sick Leave Exempt						
Vacation Exempt						
Voting Exempt						
Holiday Exempt						
One-time Supplement Pay						

If you don't see your credit after your last November paycheck, contact OneUSG Connect Support at [usgwellbeing@usg.edu](mailto:usgwellbeing@usg.edu) or 877-251-2644. Regular business hours are Monday through Friday, from 8 a.m. to 5 p.m., except holidays.

**Q Is the well-being credit considered taxable income?**

**A** Yes, you will notice an adjustment to accommodate for tax withholding.

**Q My spouse and I are both employees of USG and on a USG healthcare plan. Who will receive the well-being credit?**

**A** The primary policyholder will receive the well-being credit earned for both themselves and/or their spouse.

# Participation

## Q How do I participate to earn well-being credit?

A You will earn well-being credit by completing healthy activities that are worth points. Each time you earn enough points to reach a level, you will see a well-being credit reflected in your account: \$25 at Level 1, \$50 at Level 2, \$50 at Level 3 and \$75 at Level 4 for a total of \$200.

	Level 1	>	Level 2	>	Level 3	>	Level 4	Annual Total
<b>Points</b>	5,000		15,000		25,000		40,000	40,000
<b>USG Well-being Credit</b>	\$25		\$50		\$50		\$75	\$200
<b>Cumulative Earnings</b>	\$25		\$75		\$125		\$200	<b>\$200</b>

## Q What activities can I complete to earn points?

A The following chart outlines a variety of ways that you can earn points towards your well-being credit with USG Well-being. Make sure you register your USG Well-being account by September 30, 2023, to be eligible to earn well-being credit in 2023. Note: This is not a complete list of earning opportunities. Please see the **Rewards** page in your well-being account for a complete list and note that additional earning opportunities may be added throughout the program year.

	Do healthy things	Earn points
<b>Once ever</b>	Connect first activity device	200
	Add five USG friends	250
	Connect a calorie tracker	100
<b>Annually</b>	Take the Health Assessment survey	5,000
	Complete a financial coaching appointment	1,000
	Track your steps each week of a USG step challenge (2x/year)	2,000
	Complete a biometric screening (onsite or via physician form)	10,000
	Complete 3 preventive care activities in the My Care Checklist <sup>1</sup>	1,000
	Ideal or improved health measurements (up to 7)	500
	Receive a flu shot and/or COVID-19 vaccine <sup>1</sup>	1,000
<b>Quarterly</b>	Participate in well-being programming offered at your institution	Variable
	Set your interests	300
<b>Monthly</b>	Complete a Journey (3x/quarter)	500
	Complete a Virgin Pulse coaching appointment (6x/year)	1,000
<b>Weekly</b>	Monthly Milestone: 20 days in a month tracking 7,000 daily steps	200
	Participate in a Money Monday Workshop	250
<b>Daily</b>	Participate in a Well-being Wednesday Workshop	250
	Track steps (1,000 - 10,000 steps)	10 - 100
	Track sleep (via device)	20
	Track your Healthy Habits (3x/day)	10
	Do your Daily Cards (2x/day)	10
	Daily calorie tracking with MyFitnessPal	20

**Q What is the deadline to complete an activity?**

**A** All activities for healthcare enrolled employees and covered spouses must be completed during the 2023 program year, which runs October 1, 2022 to September 30, 2023. To ensure you receive your incentive, please visit the [USG Well-being Platform](#) before September 30th to make sure your completed activities are up to date. Any activities completed after the September 30, 2023 deadline will be credited towards the 2024 program year. For assistance, please contact USG Well-being at [usgwellbeing@usg.edu](mailto:usgwellbeing@usg.edu) or call 833-724-4874.

**Q What if I earn the full well-being credit before the deadline of September 30th?**

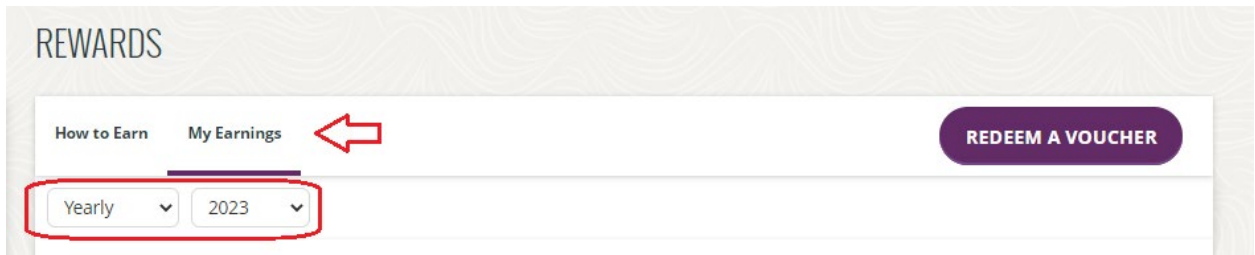
**A** You're encouraged to keep participating! USG offers well-being programs year-round. However, the well-being credit will not be paid out until the last November 2023 paycheck.

**Q Can I earn part of the well-being credit, or is it all or nothing?**

**A** You will "keep what you earn." For example, if you reach Level 1, worth a \$25 well-being credit, you will receive \$25 in your last November paycheck.

**Q I completed an activity but don't see a green checkmark. How can I tell if I received my points?**

**A** Sometimes the green checkmarks on the **How to Earn** tab of the **Rewards** page can be misleading. To see if you completed an eligible activity and received your points, log in to the [USG Well-being Platform](#), click on **Rewards** underneath the **Home** tab. Switch from the **How to Earn** tab to **My Earnings** and select the time period you wish to review from the drop-down boxes. You'll see a complete list of activities completed and points earned.



**Q Can I do more than one activity at a time?**

**A** Yes, you can participate in as many eligible activities as you would like at the same time.

**Q Can I complete the same activity more than once and still earn points?**

**A** It depends. Some activities can only be completed once per program year and some can be completed more frequently (daily, weekly, monthly, or quarterly). Please refer to the **Rewards** page to see which activities can be completed more than once. For example, once you earn points for receiving your flu shot, doing a Biometric Screening, or completing the Health Assessment Survey, you can no longer earn points for completing that activity a second time within the program year. On the other hand, tracking steps or sleep can be done daily.

**Q I attended an event and received a voucher code worth points – what do I do?**

**A** You will then need to log into your USG Well-being account and redeem the code on your Rewards page. Select Rewards from the Home tab and then Redeem a Voucher for Points. Follow the instructions and collect your points!

**Q How does USG Well-being confirm my participation in the various activities?**

**A** It varies based on the program. Some activities are completed through the Virgin Pulse platform and your points are applied instantly upon completion. Others require you to track your activity and then complete an online form. And some programs will monitor whether you completed the program and reflect that completion after the program has concluded. Each activity is different. Please review the USG Well-being Platform for all the details or contact USG Well-being if you have questions about how points for a particular program or activity are awarded.

Please note the incentive period to earn USG Well-being credit ends on September 30, 2023. To ensure you receive your incentive, please visit the [USG Well-being Platform](#), navigate to the **Rewards** page, and review your My Earnings statement to make sure your completed activities are updated and reflected as complete. If you have additional questions, please contact USG Well-being.

**Q I see there are points for participating in a condition management program. What are these programs and how do I sign up?**

**A** USG Well-being provides many options for diabetes, diabetes prevention and weight loss support at no cost to you. For Anthem members, Livongo offers programs for diabetes, prediabetes, and weight loss, designed to help you live a healthier life. As a Kaiser Permanente member, you can join Omada for diabetes management or prevention and/or Weight Watchers for weight loss.

- Livongo: To sign up or to learn more about this program, visit [Welcome.Livongo.com/USGBENEFITS#](https://www.livongo.com/USGBENEFITS#) or you can call 800-945-4355 and use registration code: USGBENEFITS.
- Omada: To see if you are eligible for this program, please take a two-minute questionnaire at [omadahealth.com/kpqa](https://omadahealth.com/kpqa). Enrollment information will be provided if you qualify.
- Weight Watchers: For more information and to register, visit [www.com/us/usg](https://www.com/us/usg). For questions about registration, contact Weight Watchers at 866-204-2885. Have your employee ID ready to register for the program. To locate your Employee ID, login to [OneUSG Connect](#). From the main login page, click on the **Personal Details** tile. Your employee ID is located in the top left corner.

**Q I'm participating in the Livongo, Omada or Weight Watchers program. What do I need to do to link my accounts with Virgin Pulse to ensure I receive points?**

**A** Nothing! USG Well-being's vendor partners send files to Virgin Pulse validating your participation (weekly, monthly, and quarterly). Simply participate in those programs and your points will appear automatically once the file has been processed. Refer to your **My Earnings** tab to view points earned for participation in these programs.

**Q Why do some rewards take longer to show as complete?**





**A** Flu shots, financial coaching appointments, CAPTRUST Blueprints, biometric screenings, Diabetes Prevention Program participation and others can take up to 6-8 weeks to show as complete on your rewards page due to time it takes to receive and apply the points via file feed.

**Q I received a flu shot and/or a COVID-19 vaccine and I don't see my points. What should I do?**

**A** Anthem, Kaiser and CVS are sending files with vaccine information for their plan members. Kaiser Permanente members who complete KP activities are required to accept the wellness agreement at <http://kp.org/engage> to receive points. These points can take up to 8 weeks to be reflected in your Virgin Pulse account.

Employees/spouses who receive their vaccine outside of the healthcare plan or have waited and don't see their points can self-attest through the [USG Well-being platform](#) to receive points. Self-attestation must be completed by September 30th to receive points this program year.

**PARTICIPATION**

INTERVAL	ACTION	PROGRESS	POINTS
PROGRAM	Receive the COVID-19 vaccine		1000
	Volunteer or participate in community events	 0 / 2	0 / 2000
	Receive a flu shot		1000
	Complete a Biometric Screening (Onsite/Physician Form)		10000

**Q I see I can earn points for physical activity – how do I get started?**

**A** A great place to start is by syncing a device. Please refer to **Devices & Apps** under the **More** tab at the top of your homepage 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:** 833-724-4874
- **Email:** [support@virginpulse.com](mailto:support@virginpulse.com)
- **Online Chat:** <http://ourwellbeing.usg.edu> || 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** You can manually enter information up to 14 days after the event. If you're newly enrolled in the platform and have not yet participated for 14 days, the system will allow you to enter back to the date you joined Virgin Pulse.

**Q Can I edit the steps entered after I hit save?**

**A** Yes, you can correct the steps by navigating to the **Home** tab > **Stats** > **Track Steps** > toggle to the desired date and re-enter the value. 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 I have an activity device synced but I don't see that my steps have updated. How can I fix that?**

**A** Easy – just open your Virgin Pulse app on your mobile device! Most wearable devices use apps to sync data, so accessing the USG Well-being platform via the web ([ourwellbeing.usg.edu](http://ourwellbeing.usg.edu)) won't initiate the sync. Just open your app once every 14 days to ensure all your steps sync and are credited for points.



**Q Will a Biometric Screening be offered through the USG Well-being program?**

**A** Yes, while USG Well-being does not require you to complete a biometric screening, you can participate and earn 10,000 points (if you are enrolled in a USG healthcare plan). Complete your biometric screening in one of two ways:

- Onsite screening at your institution with Labcorp. Typically offered in the fall. Schedule [here](#).
- Visit your Primary Care Physician. Get the form and instructions [here](#).

**Q Can you provide additional details about the Biometric Screenings?**

**A** A biometric screening is an easy way to check in on important health measures such as cholesterol, glucose, and blood pressure. Knowing your numbers is key to getting you on the path to improving your well-being. You are encouraged to fast for 8 hours before your appointment. Without fasting, some results may be inaccurate or not show at all.

**Q Who can participate in the onsite Biometric Screenings?**

**A** Employees and spouses covered on **any** USG healthcare plan are eligible to participate.

**Q How do I sign up for the onsite Biometric Screenings?**

**A** Log in to the [USG Well-being platform](#) > click on the **Programs** tab > find **Biometric Screenings** > click **Start Now**. You'll be taken via SSO to the Labcorp website where you can sign up for a timeslot. If you don't see your institution listed, then there isn't an upcoming event scheduled. Screenings are typically offered in the fall, so please check back.

**Q How do I access the online Health Assessment Survey?**

**A** To access the health assessment questionnaire, please log in to the [USG Well-being platform](#) > click on the **Health** tab > **Surveys** >, and click **Start** next to "Health Assessment Survey" at the top of the page. You can return to this page to review this survey or others you have completed in the past.

**Q Am I required to complete the Health Assessment Survey?**

**A** No, the Health Assessment Survey is optional, but you will earn 5,000 points for completion.

**Q How do I participate in health coaching with Virgin Pulse?**

**A** There are two ways to get started working with a coach.

- Call 1-888-573-3113 to get connected with the right coach for you!
- Log into <http://ourwellbeing.usg.edu>
  - Click on the **Health** tab > select **Coaching**
  - Browse the topics available and schedule a call at your convenience

**Q What counts as "volunteer or participate in community events"?**

**A** Activity where you feel you donate your time and give back to your community. Examples include volunteering, participating in events like a community 5K run/walk (whether you are participating or volunteering) or other events: donating blood, CPR certification course completion, helping out at a local homeless shelter, volunteering at a church or religious institution of your choosing, participating in a neighborhood night out, or preparing food package donations at a food bank. Note that the activity does not need to be physically demanding.



**Q** If my spouse and I participate in financial coaching together, do we both get rewarded?

**A** No, the calls or visits must be completed individually.

## Privacy and Confidentiality

**Q** How does Virgin Pulse protect the privacy of my health information?

**A** No one at the USG, nor your healthcare provider or health insurance carrier, will have access to your specific health information unless you volunteer to share it.

Virgin Pulse systems provide the highest level of protection possible for your health data. You can be confident that your personal health information is safe, secure, and private so that you can participate in USG Well-being programs without cost and without worry. You can read and acknowledge the privacy policy when you activate your account. USG has conducted reviews of Virgin Pulse's systems and processes and determined that they meet our security and privacy standards. Read the privacy policy at [virginpulse.com/privacy-notice/](http://virginpulse.com/privacy-notice/).

**Q** Does Virgin Pulse share information with other third parties?

**A** Virgin Pulse shares only the information needed to provide services. The information shared is NOT personal health information. Virgin Pulse does not share any information with health insurance carriers, workers' compensation, or healthcare providers.

The information you provide to Virgin Pulse will be considered confidential and will only be available to you and the Virgin Pulse program professionals. USG will receive participation reports for the administration of payroll and billing processes. Virgin Pulse cannot sell or otherwise divulge any participant information to any unauthorized party.

**Q** How does USG use information from the Health Assessment?

**A** The information is to provide you with a customized experience with personalized recommendations. Beyond that, Virgin Pulse provides a de-identified aggregate report of the number and percent of participants who report healthy/unhealthy eating habits, physical activity levels, etc. The information is used for the planning and development of programs to promote and support employee well-being. Your personal information is confidential and never shared.

**Q** Is my information confidential and protected?

**A** Yes, information provided within the USG Well-being program is confidential. To protect your privacy, the University System of Georgia has contracted with Virgin Pulse.

Your identifiable health data will not be shared with your manager, nor will it be added to any USG employee files. Also, your information will not affect insurance coverage or healthcare, nor will it be disclosed to your insurance company.

Your information is protected by strict privacy and security standards, and your personal information will not be shared, except for aggregate data. USG complies with HIPAA and all other state and federal regulatory agencies. USG partners with Virgin Pulse to ensure confidentiality and compliance regarding the protection of your personal health information. All information you provide is confidential. Only you and your Health Advisor/Coach have access to your personal health information.

## Technical Support

### Q What are the preferred browsers for the USG Well-being Platform?

A Preferred browsers are Google Chrome, Firefox, and Safari. The USG Well-being program will use the Microsoft Edge and the Microsoft Operating System. The USG Well-being Platform is compatible with the latest browser available on operating systems supported by Microsoft, which includes the following:

- Google Chrome (latest version)
- Microsoft Edge (latest version)
- Mozilla Firefox (latest version)

### 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 Having trouble accessing the site?

A Did you or your spouse forget your username or password? Follow the instructions on the log-in screen to retrieve your information or call our partner, Virgin Pulse, at 833-724-4874. You may also email [support@virginpulse.com](mailto:support@virginpulse.com) or chat with a Virgin Pulse representative on your [USG Well-being platform](#).

## Other Questions

### Q What other USG Well-being resources are available?

A Several additional resources are available, including Accolade – Personal Health Assistant, KEPRO (Employee Assistance Program), Financial Coaching through CAPTRUST, Corbridge Financial, Fidelity and TIAA, CVS Minute Clinic, and more. Check out [OneUSG Connect](#) for all details.

### Q Who should I contact if I have further questions?

A USG has partnered with Virgin Pulse for well-being services. Call our partner, Virgin Pulse, at 833-724-4874, email [support@virginpulse.com](mailto:support@virginpulse.com), or chat with a Virgin Pulse representative via your [USG Well-being platform](#). The hours are as follows:

- **Phone support:** Monday – Friday, 8 a.m. to 9 p.m. ET
- **Chat support:** Monday - Friday, 2 a.m. to 9 p.m. ET
- **Email support:** Response will be sent within 48 hours (2 business days)