

Earning Points

The LiveWELL program is run on a points system. Employees and covered spouses who participate in the program can complete certain program activities to earn points in order to earn lower health premiums. Program requirements for 2014 include: completing the MHA and Biometric Screening between 01/01/2014 - 03/31/2014, then completing required Preventive Care exams and earning an additional 150 points by 11/30/2014 for the 2015 premium discount.

2014 EXCEL™ PROGRAM	
ASSESSMENTS	POINTS
Member Health Assessment (Required)	50
Biometric Screening (Required)	50
PREVENTIVE CARE COMPLIANCE	POINTS
Preventive Care Compliance (Required)	50
TOBACCO FREE	POINTS
Self-report tobacco free Targeted Tobacco Cessation Program passed	20 each / 20 max
PROGRAM ACTIVITIES	POINTS / MAX
Health-e Challenges™	20 each / 60 max
Health-e Beginnings™ Online Courses	10 each / 30 max
Health-e Insights™ Webinars	5 each / 30 max
Health-e Focus™ Supplemental Questionnaires	5 each / 45 max
Health-e Steps™ Targeted Programs	15 each / 45 max
Health-e Events™	5 each / 15 max
1. Accumulate 120 minutes of physical activity in a week	
2. Walk for 45 minutes on a weekend	
3. Attend a Stress Management webinar hosted by the Program Manager	
4. Self-report your health and wellness success story to the Program Manager	
HEALTH SCORE BONUS	POINT VALUE
High Health Score (≥ 80)	100
Moderate Health Score (70 – 79.9)	50
Low Health Score (< 70)	0
HEALTH COACHING	POINT VALUE
(≥ 80) Health Score	20 each / 20 max
(70 – 79.9) Health Score	10 each / 20 max
(< 70) Health Score	5 each / 20 max
CHRONIC CONDITION MANAGEMENT	POINT VALUE
Care Plan completed	50 each / 50 max
Care Plan enrolled	
EXCEL GOAL	350

Rewards for participating in a wellness program are available to all eligible employees. If you think you might be unable to meet the requirements for a reward under this wellness program, you may qualify for an opportunity to earn the same reward by different means. Visit your health management website for more information on how we may be able work with you (or your health care provider).

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 phone or by secure email message.

- » To call toll-free, please dial 888-VIVERAE (848-3723)
- » Send secure email messages via www.ForwardAirLiveWell.com by clicking on the **Secure Messages** button.

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

2014





Welcome

The daily demands of life and work can make it hard to live a healthy lifestyle. Forward Air 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 LiveWELL 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 LiveWELL Program can help you.

Who can participate in the program?

Following your effective date, all health plan-covered employees and spouses are eligible to participate in the Member Health Assessment (MHA) and Biometric Screening, and may log on to the Forward Air website 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.

How to Register

Step 1

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

Step 2

- » Enter your last name and date of birth (DOB)
- » Enter your identifier: DOB + last 4 of SSN (MMDDYYYY1234)
- » Enter the registration code: forwardair

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**

Getting Started

www.ForwardAirLiveWell.com

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

Member Health Assessment

The Member Health Assessment (MHA) is an approximately 20-question survey that takes less than 10 minutes to complete. The MHA asks questions about specific lifestyle habits. Your completed Member Health Report will highlight your current risk level for each lifestyle habit and give tips for improving your overall health and well-being. You can complete the MHA online, at a Biometric Screening event, or by telephone at 888-VIVERAE (848-3723).

Biometric Screening

Biometric Screenings will be offered on site at many of the larger Forward Air locations. 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 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.

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.

Follow Your MAP

Viverae's health professionals will spend time with you creating an Action Plan. By clicking the MyActionPlan tab on your health management website, you can track and update your goals. You may customize the plan to reflect how unique you are in every aspect. From diet guidelines to exercise and chronic condition management tips, Viverae can help you figure out exactly how you can, and should, better yourself.

Additional Activities

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

- » Complete a Health-e Focus™ supplemental questionnaire about specific risk factors
- » Register for any Health-e Challenges™ Forward Air is hosting
- » Take a Health-e Beginnings™ online course or join a Health-e Steps™ Targeted Program to address specific lifestyle concerns
- » Participate in a Health-e Event™, such as weekly physical activity, attending a stress management webinar, or reporting your health success story to your Program Manager
- » Watch a Health-e Insights™ webinar and complete a quiz
- » Join VLife Network™, a virtual network of health professionals, co-workers, and supporters. Set objectives, get questions answered, and increase your health by making friends and gaining accountability

Health-e 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 and track your progress!

- » Log on to your www.ForwardAirLiveWell.com homepage and select the **My Program** tab
- » Scroll down to **Challenges**, select the challenge you would like to sign up for, and follow the prompts to join
- » Enter a screen name and select an avatar
- » Click **Done** to complete the sign-up process

