



# User Quick Guide

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# 1) VIVERAE SUPPORT

## 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.

CALL the Health Center for technical questions about the *Viverae website*, or to get connected with a *Viverae Health Coach* for health and wellness questions.

⇒ HOW DO I CONTACT THE VIVERAE HEALTH CENTER?

Call toll-free, please dial **888-VIVERAE (848-3723)**

THE VIVERAE HEALTH CENTER **HOURS** ARE AS FOLLOWS:

**Monday – Thursday: 6:00am – 6:30pm MST**

**Friday: 6:00am – 5:00pm MST**

**Saturday – Sunday: Closed**

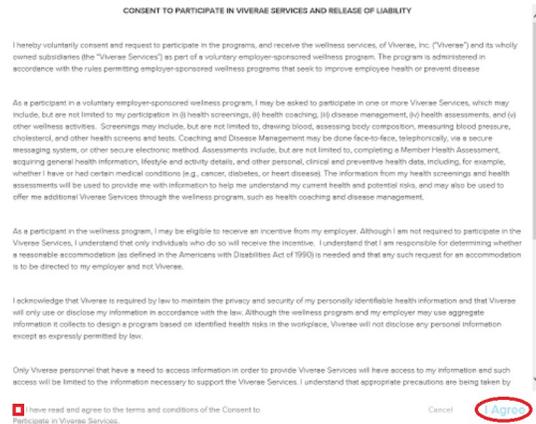
**\*Closed holidays**



## 2) Register for the 2018 BAM Program

There are 2 ways to register:

- 1) If you are logged into the county network, from the **BBoard** select **Viverae Login** from **Quick Links**. (works best in **Google Chrome**). It will recognize your information and you will be automatically logged in. You will see the “**Consent to Participate**” screen before you access the Home Page for the first time.



- 2) Or go to this website: <https://connect.Viverae.com#auth/registration>

A screenshot of the 'MyViverae Register' form. The form has a blue header with the text 'MyViverae Register' and 'Let's find you in the system first.' Below the header, there are four input fields: 'Last Name \*', 'Date of Birth \*' (with a calendar icon and a placeholder 'mm/dd/yyyy'), 'Identifier \*', and 'Registration Code \*'. At the bottom, there are 'Cancel' and 'Continue' buttons.

- ⇒ Enter your last name and date of birth (DOB)
- ⇒ Enter the identifier: your Ultipro #
  - \*If your employee number is less than 5 digits, add zeros to the beginning.
  - For instance, if your Ultipro # is 56, your identifier number would become 00056.
- ⇒ Enter the registration code: *Larimer*
- ⇒ Create a username
- ⇒ Create a password
- ⇒ Select a security question and answer, then click **Save**

### 3) Navigating the Home Page

⇒ You can access your home page from any screen on the site by clicking on the “Home” tab.



### 4) Toggle between the 2 Wellness Incentive programs

#### WELLNESS RATE PROGRAM

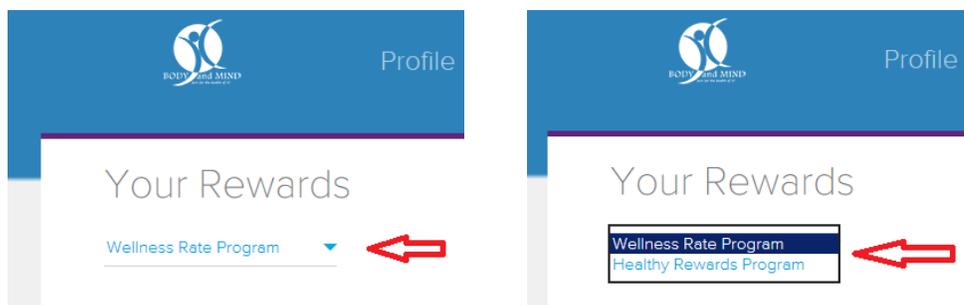
Available to employees enrolled in the County’s Medical Insurance Plan (**hired before 8/15/2018**), can earn the Wellness rate in 2019.

#### HEALTHY REWARDS PROGRAM

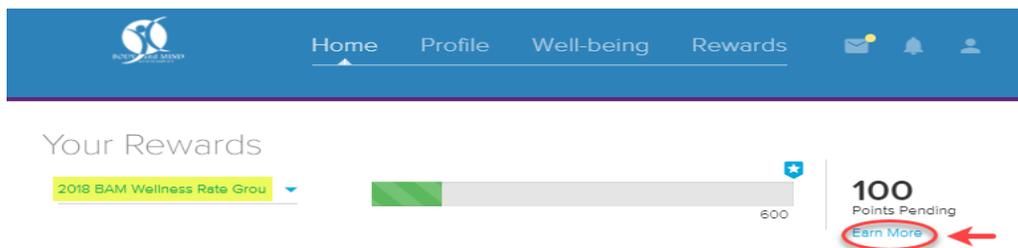
Medical Plan Members AND  
Non-Medical Plan Members (*Employees eligible for the medical plan, but not participating.*)

*\*Medical plan members are eligible for **both** Wellness Incentive programs.*

⇒ By selecting a program you will get a quick view of how many points you have accumulated toward each program.



⇒ Select “**Earn More**” to see which items are required in order to achieve your reward.

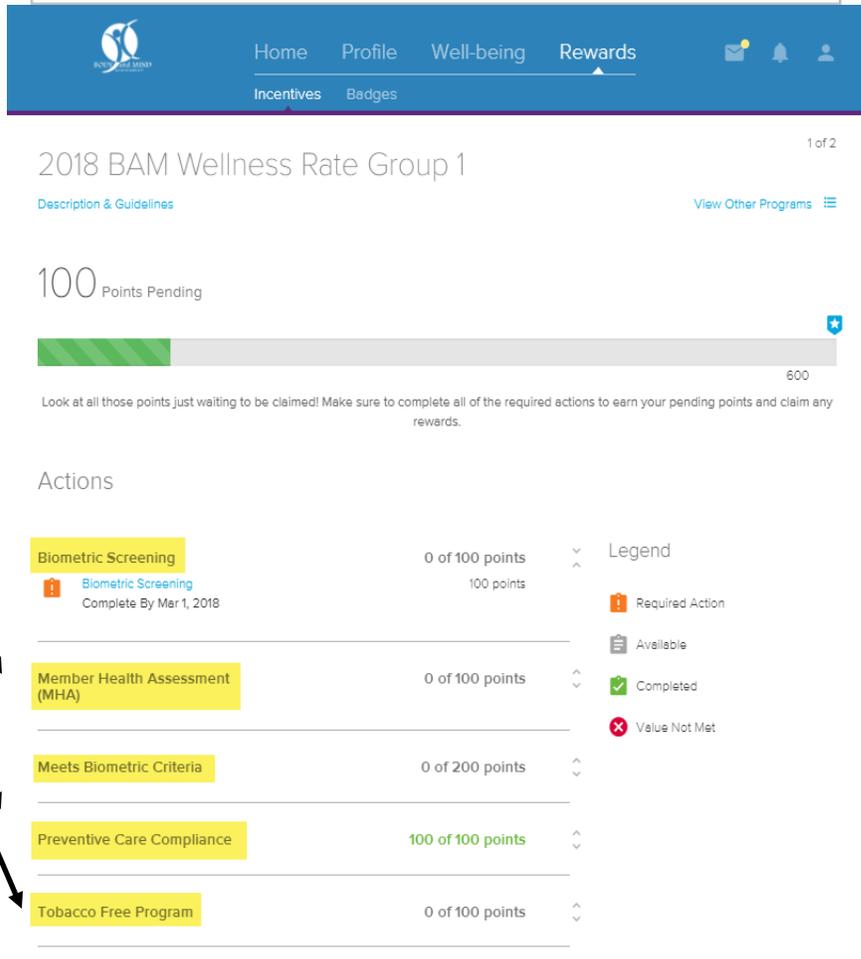
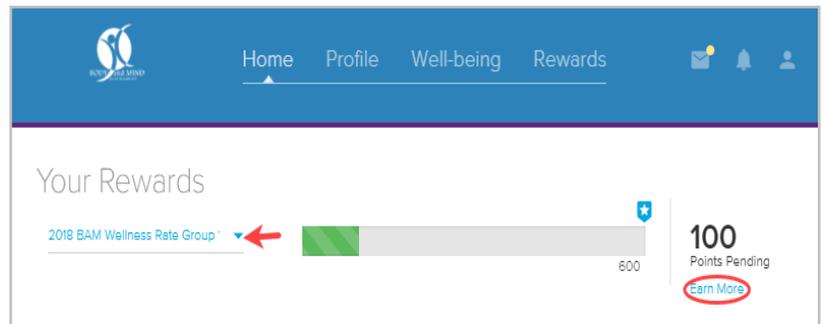


# 5) Wellness Rate Program

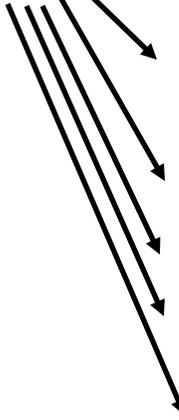
Note: All program requirements must be met by established deadlines to qualify For the Wellness Rate (reduced premium of \$40/month) in **2019**.

## Program Requirements

- ⇒ From the Home page, start by selecting the **Wellness Rate Program**.
- ⇒ Next, select **“Earn More”**



**Click on each requirement to learn more and record information**



# 5) Wellness Rate Program — Report Preventative Care Compliance

## Screenings/Exams

\*Age/Gender specific exams between 11/1/2017—9/1/2018

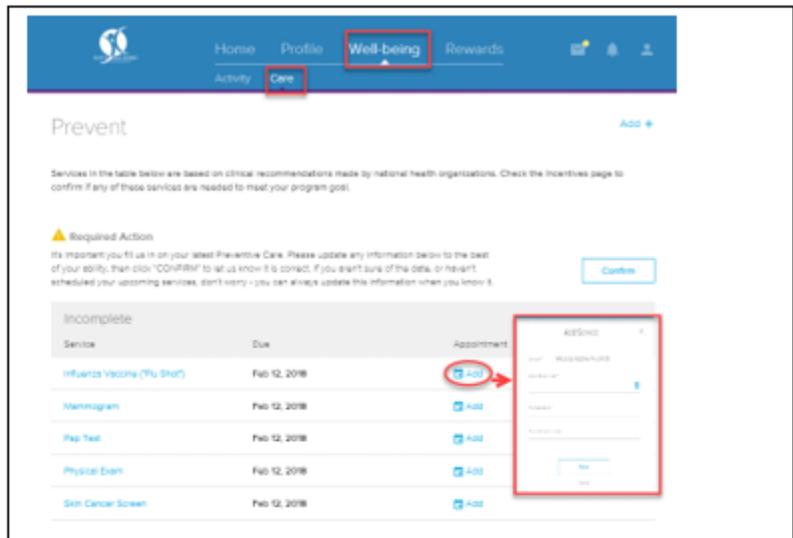
CLICK **Well-being > Care**

ADD + **Type of Exam >**

\*Date of Exam

\*Provider Name

\*Provider Phone #



## Wellness Rate Program

Description & Guidelines

View Other Programs

600 Points Earned



### Actions

Action	Points
Health Assessments	200 of 200 points
Preventive Care Compliance	100 of 100 points
Tobacco Free Program	100 of 100 points
Meets Biometric Criteria	200 of 200 points

Once you have Completed Preventive Care Compliance, you will see a green checkmark next to this item

Complete by Sep 1, 2018

# 5) Wellness Rate Program — Report Tobacco Free Program Compliance

## > Self Report Tobacco-Free:

CLICK-

Profile >

Resources >

Tobacco Affidavit

The screenshot shows a navigation bar with 'Home', 'Profile', 'Well-being', and 'Rewards'. Below it are 'Numbers', 'Goals', 'Education', and 'Resources'. The 'Resources' section is active, showing 'Forms and Documents' with a 'Tobacco Affidavit' link highlighted. A warning message states: 'Please read the following statement in its entirety. I hereby attest that I am "Tobacco-free" and do not use any form of tobacco regardless of the frequency or method of use including cigarettes, pipes, cigars, and smokeless tobacco. If you are using Nicotine Replacement Therapy products (NRT) including gum, lozenges and the patch, then you may attest that you are "Tobacco-free". You may not attest to being "Tobacco-free" if you use an Electronic Cigarette or "e-Cigarette".' There are checkboxes for 'I agree to the above statement.' and 'I am using a Nicotine Replacement Therapy product.', and a 'Save' button.

## > IF Tobacco-User, Register:

CLICK-

Profile >

Education >

Targeted Program

SELECT-

Breaking Free from Tobacco > Enroll

The screenshot shows the 'Available Programs' section. The 'Education' menu item is highlighted. Under 'Targeted Programs', there is a red arrow pointing to a program card for 'Breaking Free from Tobacco'. The card includes a photo of people on a path and an 'Enroll' button circled in red. The program description states: 'Breaking Free from Tobacco is a 4-week program designed to encourage lifestyle habits to support tobacco cessation. Individuals will develop an understanding of tobacco cessation principals, set personal goals, and learn practical skills for behavior change. You begin each Targeted Program by completing the first lesson via on-demand webinar. After a minimum of seven days, you may move on to the next lesson. You may be required to re-enroll if 30 days or more pass between the viewing of two consecutive lessons.' At the bottom, it shows 'Program Lessons' and '0 of 4 Completed'.

Once Completed, you'll see a green checkmark

Tobacco Free Program

100 of 100 points

Excellent! You've completed the Online Tobacco Affidavit and fulfilled the Tobacco Free Program.



Tobacco Affidavit

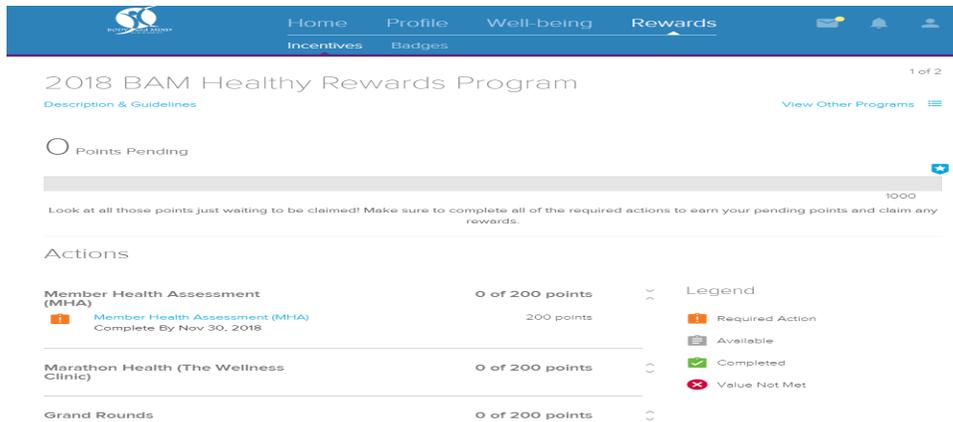
100 points

Complete by Sep 1, 2018

## 6) Healthy Rewards Program

⇒ Earn 200 points — Member Health Assessment required

⇒ Earn 800 points — Additional options

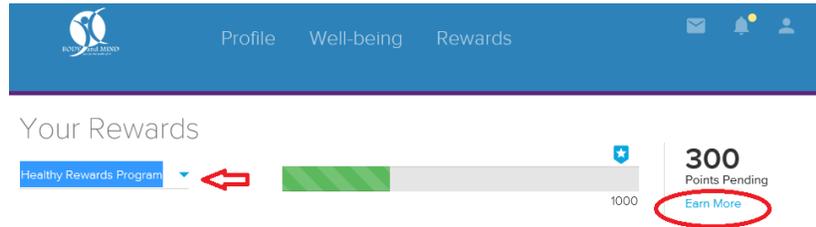


### Selected Wellness Activities Worth Points

<u>Wellness Activity</u>	<u>Point Value</u>
<b>Marathon Health—Wellness Clinic</b> Complete Comprehensive Health Review	<b>200 points</b>
<b>Grand Rounds</b> Register with Grand Rounds	<b>200 points</b>
<b>TIAA—Retirement Savings</b> Contribute to the Voluntary Retirement Savings Plan	<b>200 points</b>
<b>Teladoc</b> Register with Teladoc	<b>200 points</b>
<b>Compsych</b> Scavenger Hunt	<b>200 points</b>
<b>Magellan Rx</b> Complete a Therapy-on-the-Go Program	<b>200 points</b>
<b>Larimer County Human Resources Training</b> Complete any educational class/program offered through HR	<b>200 points</b>
<b>Program Activities</b>	
<b>Viverae Targeted Programs</b>	<b>100 each / 200 max</b>
<b>Viverae Employer Challenges</b>	<b>100 each / 200 max</b>
<b>Viverae Peer Challenges</b>	<b>100 each / 200 max</b>
<b>Extra Campaigns (Individual / Department)</b>	<b>100 each / 200 max</b>
<b>Healthy Events</b>	<b>100 each / 200 max</b>
<b>Commissioners Club (Million Steps: 50 points for every 250K Steps)</b>	<b>50 each / 200 max</b>

## 6) Healthy Rewards Program– Report Activities

- ⇒ With [Healthy Rewards Program](#) selected and by clicking “**Earn More**” will open this drop down to start reporting activities to earn points.



- ⇒ Click arrows to open field.
- ⇒ Select your **Activity** for description details, required completion date and/or to **Self Report** completion details.

### 2018 BAM Healthy Rewards Program

1 of 2

[Description & Guidelines](#)

[View Other Programs](#) ☰

0 Points Pending



Look at all those points just waiting to be claimed! Make sure to complete all of the required actions to earn your pending points and claim any rewards.

#### Actions

Member Health Assessment (MHA)

0 of 200 points

[Member Health Assessment \(MHA\)](#)  
Complete By Nov 30, 2018

200 points

#### Legend

Required Action

Available

Completed

Value Not Met

Marathon Health (The Wellness Clinic)

0 of 200 points

Grand Rounds

0 of 200 points

TIAA - Voluntary Contribution

0 of 200 points

Teladoc

0 of 200 points

ComPsych Scavenger Hunt

0 of 200 points

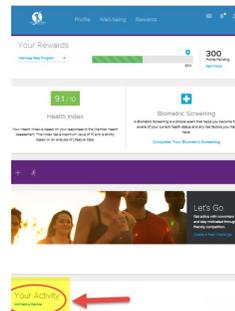
## 7) Syncing devices & apps

\*Viverae syncs with over 100 Health/Fitness apps & devices.

### There are 2 ways to add a device or app:

1)

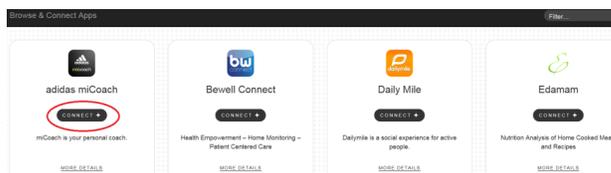
⇒ From the Home Page, scroll down to **“Your Activity”** and select **Connect a Device**.



⇒ To select an additional device or app, click the **“+”**



⇒ This will open a new window called **Browse & Connect Apps**, select from the list any devices or apps you want to sync by clicking **CONNECT +** and follow the prompts to log in, etc.



2)

⇒ From the Home Page, select the **“person”** icon at the top right corner of screen to open **Account Preferences**.



⇒ Select **Apps & Devices**, click **Manage Apps & Devices** to open drop down to **“Add or Remove...”**

Account

Preferences

Security

Apps & Devices



Today at a Glance ⓘ

Recent Activity ⓘ



### Note:

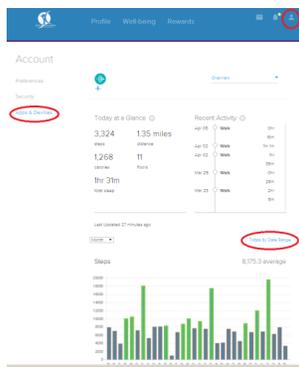
The information gathered from your synced device and/or apps will be available on the Home Page under **“Your Activity”**

# 7) Syncing devices & apps, continued...

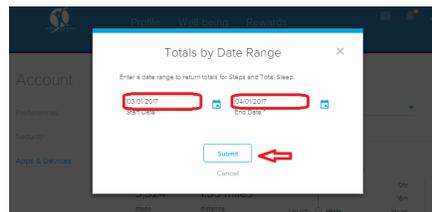
## To view Total Steps, etc.

\*This information will only be available starting from the date you synced the device/app.

- ⇒ Click “person” icon on top right of screen.
- ⇒ Select **Apps & Devices**.
- ⇒ Select **Totals by Date Range**.



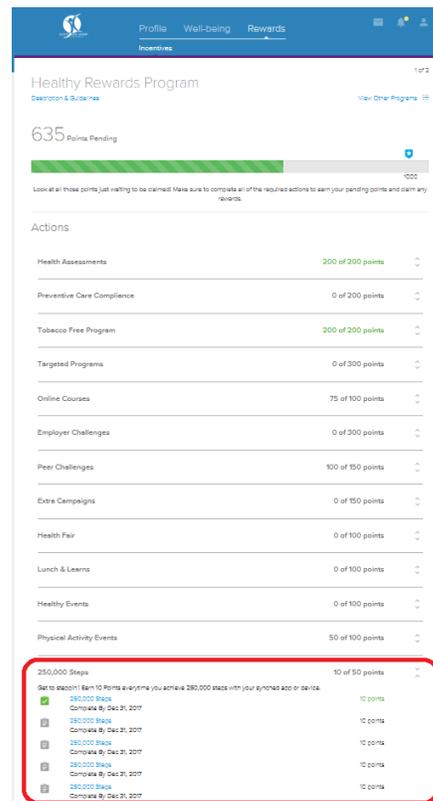
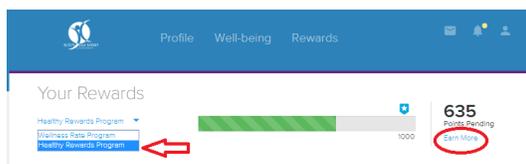
-This field will open. Fill in start and end dates for desired time period. Then **Submit**.



## Each time you reach 250K Steps-You will automatically receive **50 Points** towards the Healthy Rewards Program. (max 200 pts)

- ⇒ To view points, select **Healthy Reward Program** and click “**Earn More**”.
- ⇒ On **Actions** page scroll down to see **250,000 Steps** and click to open field.

\*Steps will only start accumulating after device/app was synced.



## 8) Connecting with a Viverae Health Coach

\*Available for ALL employees who are eligible for benefits (medical plan members and those who are eligible but not participating).

Note: \*Viverae Health Coaching is not meant to treat or diagnose any medical conditions.

You can connect with a Health Coach in two ways:



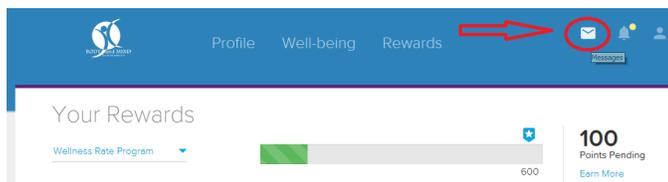
**Call the Viverae Health Center:**

**888-VIVERAE (848-3723)**

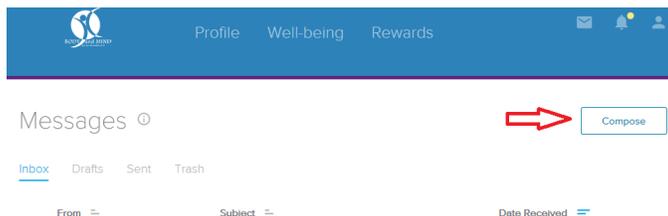
**OR**



**Send a secure message**



⇒ Click “envelope” icon at top right of home page.



⇒ Select to “**Compose**” a Message.



⇒ Drop down will allow you to select a Wellness Clinic Health Coach.

You can select a:

- Registered Dietician RD)
  - Registered Nurse (RN) or
  - General Health Coach
- \*(Bilingual option available)