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**2022 Contract Details**

**OCTOBER**

**Welltok/Virgin Pulse General Information (American Water, Dollar General, GPI, Ohio Health)**

* Set your coaching boundaries:
  + Empower your clients to contact CafeWell Customer Service for help. You can screenshot the SOAP history, if desired, to support your client. But encourage them to contact CafeWell C.S. for calls that do not show on their profile.
  + Each company’s CafeWell customer service email and phone # is in the Contract Info Button area.
  + If your client communicates that they are having trouble with CW CS, you can forward the information to me. Please provide details as I would be communicating with my Welltok/Virgin Pulse Contact

**Welltok: Dollar General**

* Account Manager: Sabryna Liddle
* Reminder: Dollar General benefit cycle ends 9/15/2022 for Well-being. Tobacco clients have through 9/30/2022 to be coached.
* New Tobacco Hires are allowed to complete 4 sessions before 9/30. If they complete less than 4, they will receive a percentage of the $480 incentive. Example: If they complete 3, they will receive 75% of $480; if they complete 2, they will receive $240; etc.
* **Dollar General Tobacco**
  + If clients are connecting for their 1st coaching session now through end of benefit year, only those that are new hires are eligible for that $480 “Tobacco-free” Premium Credit.
  + Recommend scheduling coaching sessions within 4 weeks or less.
    - This will support adherence to the 6 weeks, 3 days (45-day) requirement between sessions.
  + Tobacco-free $480 premium credit is paid out 4th quarter 2022.
    - Client must be employed by DG at time of payout to receive the amount.
* **Dollar General Well-Being**
  + Clients are allowed 4 sessions. They are rewarded at 45 points each.

**Welltok: GPI**

* Account Manager: Sabryna Liddle
* GPI Non-union current benefit cycle is 9/1/21 – **7/31/22**. **Note upcoming deadline.**
  + **You may want to pull your GPI Non-union client list and see who can still qualify for the incentive.**
* We have worked to limit late GPI Non-union registrations by removing the Coaching AC from view. However, you still may have new GPI NU clients scheduling on your calendar for their 1st sessions because clients may be in the USCW system from earlier in the year.
  + If you have GPI NU clients schedule on your calendar for 1st sessions after 7/8, please communicate to them that there is not adequate time to fit 4 sessions in with the recommended 7 days between sessions. They can resume coaching with you in the next benefit year starting 9/1/22.
* Please note the different incentives and call cadence for the two groups of employees, Non-union and Union.
  + Non-union: 160 pts (80 spouse) after completing 4 coaching sessions; call cadence is flexible – at least 1 week between calls.
  + **Union**: $100 per quarterly coaching call; spouse has same incentive.
    - **A new Coaching ActionCard is populated each quarter. Client MUST join new card each quarter to generate incentive.**
    - **Must adhere to quarterly coaching sessions (e.g., 1/1-3/31; 4/1-6/30; 7/1-9/30; 10/1-12/31).**

**Welltok: Ohio Health**

* Account Manager: Sabryna Liddle
* Benefit year: January-December 31, 2022
* # of sessions: 4 maximum
* Incentive: 25 points per session
* Please review coaching slide deck if details on wellness program are needed or requested by OHH associates
* **Welltok Customer Service:** [OhioHealth@cafewell.com](mailto:OhioHealth@cafewell.com) or **(833) 833-1049**
* **Ohio Health HR help**
  + HR Resource Center  
    (614) 533.8888  
    [HRRC@ohiohealth.com](mailto:HRRC@ohiohealth.com)
* **Employee Assistance Program:**Ohio Health EAP
  + Click this link <https://www.ohiohealthrewards.com/myrewards/mylife/employee-assistance-program>
  + Or call 614-566-3348 or 800-992-8533
  + Or email [EAP@ohiohealth.com](mailto:EAP@ohiohealth.com)
* **Additional Support**: Well-being Connection Helpline
  + Associates or spouses can call this number 24/7 if they are in distress and they will be connected with a counselor or a chaplain, depending on what they need. The helpline can also be used M-F from 7am-7pm for assistance with well-being resource information and navigation. The number is 614-566-1800.

**Encore Electric**

* Account Manager: Sabryna Liddle
* Small, local Denver account – 4 USCW coaches servicing
* **# of sessions:** 4, with NO incentive
* **Deadline:** End of calendar year

**Perspectives**

* Account Manager: Sabryna Liddle
* EAP-type account based in the Chicago area
* **# of sessions:** 4, with NO incentive
* **Deadline:** End of calendar year
* **Projected launch date: 7/11/2022**
* Starting with 6 USCW coaches

**Welltok: American Water**

* Account Manager: Mary Walinchus
* **American Water Well-Being**
* Shows up in Admin as Welltok: American Water
* **Start/end date**: January 1, 2022 – December 31, 2022
* # **Sessions**: 4 sessions
* **Incentive**: 10 points per session
* **Scheduling Calls**: <http://mywellness.amwater.com/>
  + Like Dollar General, they have to log in through the Welltok Action Card .
* **Eligibility:** Employees and Spouses are eligible for general coaching but only employees are rewarded.
* **American Water Tobacco**
* **Start/end date**: January 1, 2022 – December 31, 2022
* # **Sessions**: 4 incentivized sessions and 4 optional sessions.
  + **Incentive**: 15 points per session.
  + **Scheduling Calls**: <http://mywellness.amwater.com/>
  + Like Dollar General, they have to log in through the Welltok Action Card.
  + **Eligibility:** employees and spouses who indicate that they are smokers on their HRA are eligible for Tobacco Cessation Coaching, but only Employees (self-attested as smokers on the HRA) are rewarded.

**MINES**

* Account Manager: Mary Walinchus
* **Mines & Associates** – 4 sessions (this includes City of Fort Collins) through expiration date. This is the majority of Mines clients.
* **Mines & Associates ACEP** – 3 sessions for these ER physicians through expiration date
* **Mines & Associates Team** – 5 sessions annually (Mines employees)
* Reminders
  + Client can get a new or extent their Authorization #/Expiration Date 2 way:
    1. Call 800-873-7138
    2. Log in on the portal [www.minesandassociates.com](http://www.minesandassociates.com)
  + **Expiration Date**: Varies, see expiration date in SOAP or Info button
  + Ask each NEW MINES client, “What company do you work for?”
    1. Document answer in the “S” section of the SOAP note.
    2. City of Fort Collins (FOCO): Put ‘FOCO’ in Soap and in the Position field in their profile. A verification email needs to be sent to the client.

**Plante Moran**

* Account Manager: Mary Walinchus
* Last year to coach as of 12/15/2022!
* Please Continue to reach out to your clients to schedule your 4th quarter calls.

**SCA**:

* Account Manager: Mary Walinchus
* **Incentive**: $75 wellness bonus per quarter – calls are not mandatory.
* **Deadline for Calls**: Last day of each quarter
  + Q1: March, April, May
  + Q2: June, July, Aug
  + Q3: Sept, Oct, Nov
  + Q4: Dec, Jan, Feb
* **Eligibility:** Employees only

**LifeWork Strategies:**

* Account Manager: Mary Walinchus
* **AHC**
* **# sessions:**  Min of 4 coaching sessions to receive credit.
  + Can have as many coaching sessions in a year as needed (up to about 15 sessions).
  + **Start/end date**:  9/16/21 - 9/15/2022
  + Reach out to your clients from last year to let them know health coaching is an option as one of their wellness activities and offer to schedule a call.
* **Condition Management Program  (an option of the AHC health coaching option)**
* 12-week program with 6 coaching sessions.
  + Each quarter, a new cohort of each CM will start.
  + Quarter 4: Oct 3-Dec 23
    - Diabetes Management, Weight Management, Tobacco Cessation, Hypertension
  + After the program has completed, client can still have as many coaching sessions as needed  (up to 15 about sessions).
* P*articipants must complete the program in its entirety* to receive credit.
  + If they don’t finish the program, they can still receive credit if they complete 4 calls.
* Please reach out to Mary if
  + the client registered later in the cohort or are having challenges scheduling calls with client.
  + an existing AHC client is doing a CM program.
* **CTO**
  + 12 week program geared towards Diabetes Management, NOT part of the Condition Mgmt program.
  + **# sessions**: 12-week program/Up to 12 **weekly** calls only-no additional calls are allowed for the year when a participant completes the 12-week program.
  + **Incentive**:  N*o* credit.  If they do not complete the sessions, they just miss out on the opportunity.
  + **Spacing**:  weekly calls if the client does 12 calls.  If they are less, then schedule calls every other week.
* **EAP**
* **# sessions:**6 calls per calendar year Jan-Dec
* **Incentive**: None
* There are 12 different companies that work with the EAP.
* Low activity

**Concern Health**

* Account Manager: Mary Walinchus
* **Contract Year Start Da**te: January 1, 2022
* **Benefit year Deadline**: Varies, see expiration date in the ‘i’ Info button
* **# sessions**: 4, unless otherwise noted, see the ‘i’ Info button
* **Incentive**: none
* **Call Cadence**:  at least 1 week apart
* **Eligibility:** Employee only
* **Scheduling calls:** [www.uscorporatewellness.com](http://www.uscorporatewellness.com) / They will be assigned an authorization # and expiration date.