

**2022 Contract Details**

**OCTOBER**

**Welltok: Dollar General**

* Account Manager: Sabryna Liddle
* Dollar General is not moving forward with Virgin Pulse and the CafeWell platform for their new benefit year.
* **Ensure that any appointment set with a Dollar General client has been removed from your calendar.**
* Dollar General has not approved any communication from USCW at this time. If you feel you need to communicate to a client that reaches out to you regarding any appointment you had to cancel, keep it brief:
	+ *Hello. Our upcoming wellness coaching appointment has been cancelled, as the wellness program for the new benefit year is still being finalized. I apologize for the inconvenience!*
	+ If any client presses you for details, simply reply that USCW does not have any details currently.

**Welltok: GPI**

* Account Manager: Sabryna Liddle
* Remind your returning GPI clients to activate the Coaching ActionCard for the new benefit year.
	+ Some coaches have mentioned that there seems to be confusion from GPI Non-union clients regarding whether they are allowed to begin participating in coaching because some of their other benefits start later than 9/1/2022. **We have been allowed to coach since 9/1/2022.**
	+ We do not have details on the benefits available to employees for the new benefit year.
* Please note the different incentives and call cadence for the two groups of employees, Non-union and Union.
	+ Non-union: 140 pts (70 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
* **December 31, 2022 will be the final day to coach Ohio Health clients**
	+ Ohio Health employees have been given the information for the 2023 benefit year on their new wellness program, so it is okay to communicate to your clients that they get to have 4 sessions with you by the deadline
	+ Encourage them to access their new program benefits starting in January 2023 with their new providers
* # of sessions: 4 maximum
	+ Newly registered clients are allowed to complete their 4 sessions prior to the 12/31/2022 deadline.
* 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 or **(833) 833-1049**
* **Ohio Health HR help**
	+ HR Resource Center
	(614) 533.8888
	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
* **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
	+ Currently 20 sub-companies
* Contract Start Date: August 1, 2022
* **# of sessions:** 4 per calendar year, with NO incentive
* **Deadline:** December 31

**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 extension to their Authorization #/Expiration Date 2 ways:
		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.
	+ Utilize GoogleVoice for any calls with clients from Canada

**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 for a completed call
* **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
* Update for benefit year beginning Sept. 16th, 2022:
	+ AHC: Cap of 4 coaching sessions
	+ Condition Management Program: Cap of 6 coaching sessions
	+ Please cancel any appointments already on the calendar once this cap is met
	+ USCW is meeting soon with LWS to discuss the change and get more clarification
	+ If a client requests more sessions, beyond this cap, please reach out to Mary with the circumstances and we will seek approval for additional sessions
* **AHC**
* **# sessions:**  Cap of 4 coaching sessions to receive credit.
	+ - If client wants more calls, they need to be approved, let Mary know.
	+ **Start/end date**:  9/16/22 - 9/15/2023
* **Condition Management Program  (an option of the AHC health coaching option)**
* 12-week program with a cap of 6 coaching sessions.
	+ - If client wants more calls, they need to be approved, let Mary know.
	+ Each quarter, a new cohort of each CM will start.
	+ Quarter 4: Oct 3-Dec 23
		- Diabetes Management, Weight Management, Tobacco Cessation, Hypertension
* 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 scheduling is a challenge
	+ an existing AHC client is doing a CM program.
	+ they are requesting more calls over their capped # of sessions.
* **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.

**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.