

WellStyle Rewards Get Started Guide



Congratulations!

Your health plan from MVP Health Care includes WellStyle Rewards, a program that recognizes you for taking meaningful steps toward better health.

With WellStyle Rewards, you can earn up to \$300 (per contract) for completing activities such as a Personal Health Assessment (PHA), meeting recommended health guidelines, or participating in a coaching program.

WellStyle Rewards are earned as points (1 point = 1 dollar). You can visit our online redemption center to turn WellStyle Rewards into reward checks or gift cards!

Earning WellStyle Rewards

Step 1: Complete your Personal Health Assessment (PHA)

Completing the PHA is the first step toward earning WellStyle Rewards. Reward points for other activities will not accumulate until the PHA is completed/updated. You'll earn 25 WellStyle Rewards just for taking a few minutes to fill out the online PHA questionnaire. Once finished, you'll immediately receive a written report about your current health status, a health score from 1-100 and a personal health action plan that you can use to improve your health (and your score).

To take your personal health assessment, log in at www.mvphealthcare.com/member, click *WellStyle Extras* and follow the directions on the *Earn Rewards* tab.



Step 2: Earn Points for Meeting Recommended Health Guidelines

You can earn 75 WellStyle Rewards just for submitting a validated WellStyle Rewards Health Screening Form. You also can earn additional points if your screening results are within (or close to) recommended guidelines for good health. See page 5 for specific reward amounts.

Contact your doctor's office to schedule an annual physical to have a Health Practitioner complete the screening results section and sign or stamp the form.

Tip: In some instances, your cholesterol and fasting blood sugar results will not be available at the time of your office visit.

In this case it is acceptable that your health care practitioner validate your height/weight and blood pressure with a signature, and that you attach a copy of your lab results with the completed form to validate the cholesterol and fasting blood sugar measures.

If you have been screened in the past 24 months and have evidence of your screening results (i.e. a copy of your medical record), you may submit that documentation with the completed Screening Form in place of or in addition to a Health Practitioner's signature.

To be eligible for the 2011 WellStyle Rewards program, the Screening Form must be received by 12/31/2011. You may submit a Screening Form up to two times per year. Submitting the form a second time enables you to earn additional points for showing improvements to your BMI, cholesterol, blood pressure or fasting blood sugar or for becoming tobacco-free.

Health screenings include:

- **Tobacco Free:** You can earn 50 WellStyle Rewards by attesting that you have not used tobacco in the last 90 days.
- **Body Mass Index (BMI):** This is a measure of height and weight. If you are pregnant, you may submit your pre-pregnancy measure. You can earn up to 50 WellStyle Rewards for a healthy BMI (measured within last 24 months).
- **Blood Pressure:** High blood pressure can put you at risk for heart attack or heart failure, stroke, kidney failure and other health conditions. You can earn up to 50 WellStyle Rewards for a healthy systolic (top number) and diastolic (bottom number) blood pressure measurement (within the last 24 months).
- **Cholesterol:** High cholesterol can put you at risk for heart disease and stroke. You can earn 50 WellStyle Rewards for a healthy cholesterol result (measured within the last 24 months).
- **Blood Sugar:** Keeping your blood sugar at an ideal level helps reduce your risk for diabetes and its complications. You can earn up to 50 WellStyle Rewards for a healthy fasting blood sugar result (measured within the last 24 months).

To download a copy of the Health Screening Form, log in at www.mvphealthcare.com/member, click *WellStyle Extras* and follow the directions on the *Earn Rewards* tab.

Mail the completed form to: MVP WellStyle Rewards, Healthyroads Customer Service - C4-1, P.O. Box 509040, San Diego, CA 92150-9040.

- Forms must be received by 12/31/2011 to count toward 2011 WellStyle Rewards.
- Keep a copy of the form for your records.

Step 3: Improve Your Health

Online eCoaching Courses

To help you on the road to better health, WellStyle Extras includes easy-to-follow online health education courses. Choose from 17 online courses and earn up to 50 WellStyle Rewards. Each course includes a series of classes that take you step-by-step toward meeting your goals, with quizzes and tools to help you track your progress and learn more about how to reach your goal. Each time you complete all the tasks and use the required tools for a course, you will earn a course certificate and 5 WellStyle Rewards points.

Online courses include:

- Exercise and Active Living (I & II)
- Healthy Living (I & II)
- Living Tobacco Free (I & II)
- Low Stress Living (I & II)
- Nutrition and Healthy Eating (I & II)
- Pain and Productivity
- Safe Living (I & II)
- Staying Healthy (I & II)
- Weight Loss & Weight Control (I & II)

To access eCoaching courses, log in at www.mvphealthcare.com/member, click *WellStyle Extras* and follow the directions on the *Earn Rewards* tab.



Personal Lifestyle Coaching by Phone

When you're ready to reach your health improvement goals, call your coach! With WellStyle Extras, you can take advantage of personalized, one-on-one lifestyle coaching by phone and earn 50 WellStyle Rewards for every four sessions you complete, up to the maximum 300 annual WellStyle Rewards points.

Coaching programs include:

- Weight Management
- Smoking Cessation
- Healthy Living (fitness, nutrition and stress management, along with help managing high blood pressure, high cholesterol, metabolic syndrome or pre-diabetes)

You can participate in up to 52 weekly thirty-minute coaching sessions each year. To schedule a session, call **1-877-748-2746**.

Condition Health Management

If you are living with a chronic condition, you may benefit from participating in one of these condition health management programs from MVP:

- Asthma Care
- Cardiac Care (heart attack or blockages)
- Depression Care
- Diabetes Care
- Low Back Care

Working with nurses, respiratory therapists, social workers and other health care professionals by phone, you will get the support you need to manage or improve your condition, guidance when you experience a medical event, and education to help you learn how to take the best care of yourself. Setting personal goals and taking steps to meet them are important parts of these programs. You can earn up to 100 WellStyle Rewards by actively participating in a program until your goals are achieved!

For more information about these programs, call **1-866-942-7966**.

List of Rewardable Activities

	Points Per Milestone	Max Annual Points
1 point = 1 dollar		
Learn About Your Personal Health Profile		
Complete the Personal Health Assessment (required step before points will accumulate)	25	25

Earn Points for Meeting Recommended Health Guidelines			
Submit Validated Health Risk Screening Form (with physician signature and/or medical records)	75	75	
Once your form is submitted, you can earn points for:			
Tobacco Free Goal (for at least 90 days)	50	50	
BMI	Optimal: 18 - 24.9 <i>OR Request a medical exception if member has a high % muscle mass that may distort BMI measures</i>	50	50
	Borderline: 25 to 29.9	25	
Blood Pressure	Systolic:	Optimal: <120 mmHg	50
		Borderline: 121-139 mmHg	
	Diastolic:	Optimal: <80 mmHg	
		Borderline: 80-89 mmHg	
Fasting Total Cholesterol	Optimal: <200 mmHg <i>OR Request Medical Exception if Total Cholesterol 200-239 and HDL > 60</i>	50	50
	Borderline: 200-239 mmHg	25	
Fasting Blood Sugar	Optimal: < 100 mg/dL	50	50
	Borderline: 100-125 mg/dL	25	

Meet Health Improvement Goals and Manage Your Health Risks		
Complete an Online eCoaching Course	5	50
Complete Four (4) Personal Lifestyle Coaching Sessions Every member has access to 52 coaching sessions annually. Call 1-877-748-2746 to schedule a session.	50	up to 300 max
Participate in an MVP Condition Health Management Program Call 1-866-942-7966 for information and to see if you qualify for MVP's asthma, cardiac, chronic low back pain, depression or diabetes program.	100	100

Redeeming WellStyle Rewards

Visit the online redemption center to turn your WellStyle Rewards into reward checks or gift cards! Simply log in at www.mvphealthcare.com/member click the *WellStyle Extras* icon and follow the directions on the *Redeem Rewards* tab.

- Once you have completed a rewardable activity, the WellStyle Rewards points you have earned will be displayed within your online Redemption Center account.
- 1 WellStyle Reward point = 1 dollar.
- Dependents (age 18+) can help earn WellStyle Rewards points, but only the subscriber can redeem points.
- All points need to be earned within the calendar year (1/1/2011 through 12/31/2011).
- Points will not accumulate until your Personal Health Assessment (PHA) is completed/updated.
- 150 points must be earned before a redemption can occur. WellStyle Rewards redemptions can be made in denominations of 150 or 300.
- Subscribers will have an opportunity to redeem remaining 2011 WellStyle Rewards points through a one-time cash-out redemption option that will be available between 1/1/2012 and 3/31/2012.
- Remaining 2011 WellStyle Rewards points not redeemed by 11:59pm on 3/31/2012 will not roll over to the 2012 program.
- If your contract terminates, all points in your bank will expire on your termination date.

Redeeming Points for a Health Screening Form

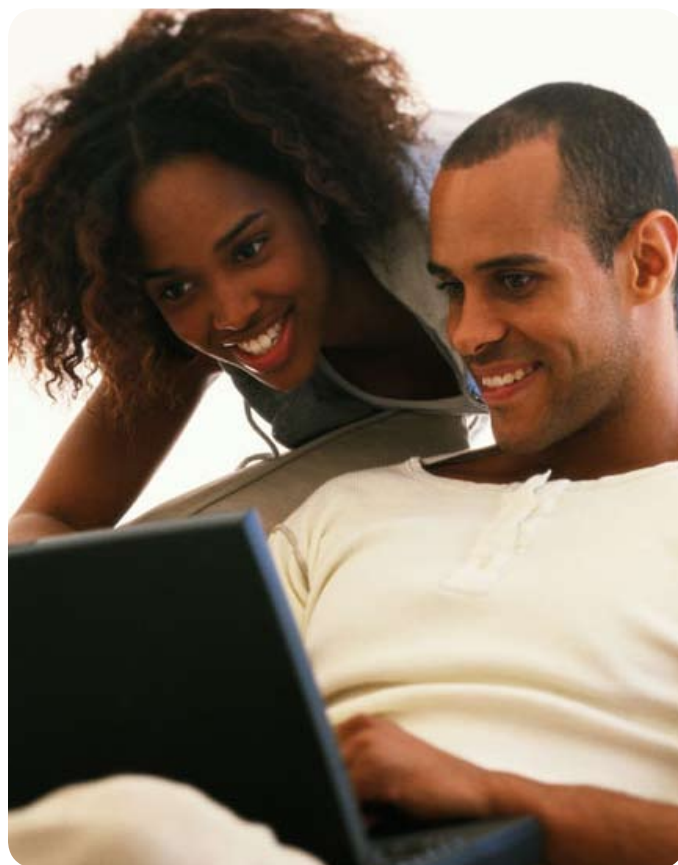
- Points awarded for submitting the health risk screening form may take up to 6 weeks to appear in your account.
- The screening form must be received prior to 12/31/2011 to earn points towards that calendar year; otherwise, points will be credited to the following calendar year.

Redeeming Points for Participating in Telephone-Based Programs

- Points for lifestyle coaching sessions or in one of MVP's condition health management programs may take up to 72 hours to appear in your redemption center account.

About Your Reward

- Up to 300 WellStyle Rewards are available per contract, not per person.
- Please allow 4 to 6 weeks for your reward selection to arrive in the mail.
- Due to processing time, if you redeem WellStyle Rewards late in the calendar year, MVP may issue your reward in the following calendar year. This may cause you to meet or exceed the \$600 non-taxed income threshold set by the IRS that would require MVP to file a Form 1099. Since WellStyle Rewards may be subject to tax, you should consult your tax advisor as to their proper treatment. If a Form 1099 is filed, MVP will send a copy to the subscriber.





Get Started with WellStyle Extras

Log in as a member on the
MVP Web site at
www.mvphealthcare.com/member
and click on *WellStyle Extras*.



Please see your schedule of benefits for a complete list of reimbursable activities/expenses.
These benefits are offered by MVP Health Insurance Company and MVP Health Insurance Company of New Hampshire, Inc.



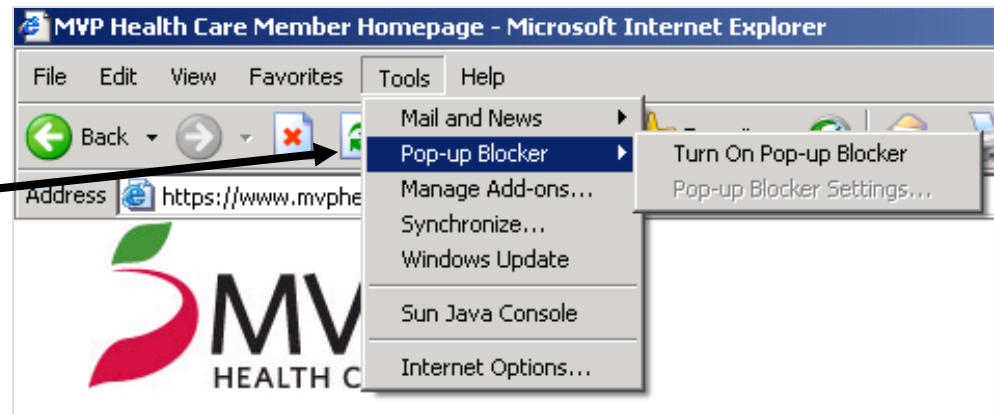
2011 WellStyle Rewards Web Site Navigation Highlights

Log in at www.mvphealthcare.com and go to *WellStyle Extras* to earn and redeem your WellStyle Rewards points!

Before You Start: Adjust Your Brower Settings

Before you get started, please complete the following steps to properly configure your browser:

- **Disable Your Pop-up Blocker**
 - In your browser window select:
Tools > Pop-up Blocker >
Turn Off Pop-up Blocker
- **Enable Cookies**
 - In your browser window select:
Tools > Internet Options >
Privacy > Accept All Cookies



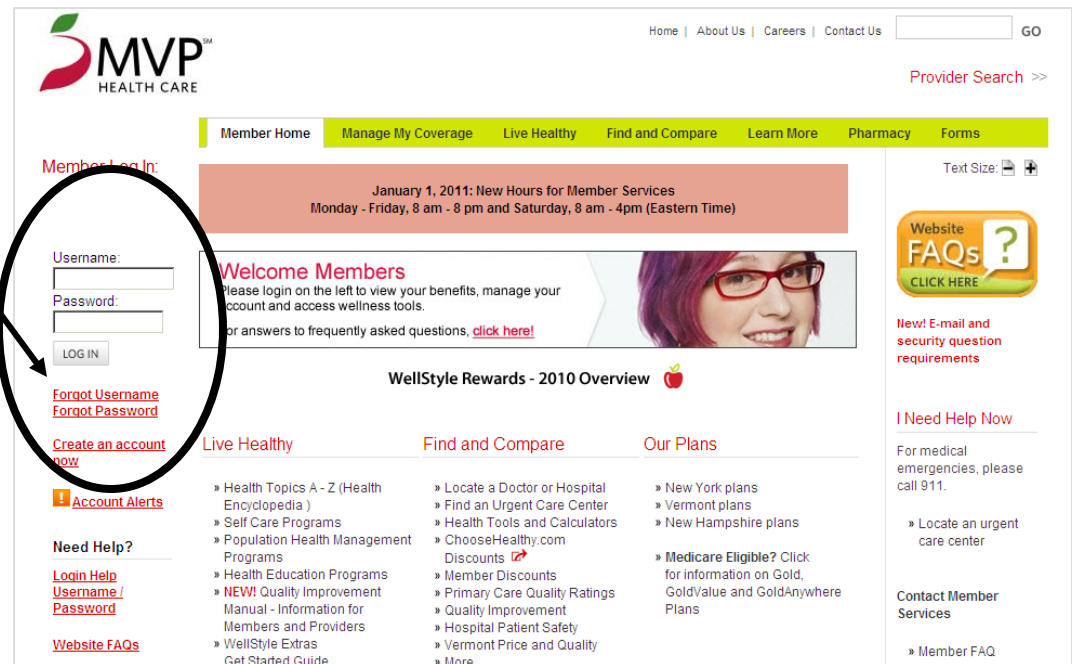
Register for a Username and Password

- If you do not have a Username and Password for the MVP Web site, visit **www.mvphealthcare.com/member** and click “Create an Account Now” to register.
- On the registration screen, you will be prompted to enter your Member ID from your MVP Member ID card. Next, fill in all of the required fields, select a Username and Password and set your security questions and answers.
- Make sure to write down your Username and Password for future use, and keep it in a secure location.



Log In as a Member on the MVP Web Site

- Once you have an account, you are ready to log in at www.mvphealthcare.com/member.
- Click “Forgot Username” or “Forgot Password” for log-in help sent to your registered e-mail address.
- If you are unable to retrieve your Username and/or Password online, please contact MVP eSupport at **1-888-656-5695**.



Home | About Us | Careers | Contact Us GO

Provider Search >>

Member Home | Manage My Coverage | Live Healthy | Find and Compare | Learn More | Pharmacy | Forms

Member Log In:

January 1, 2011: New Hours for Member Services
Monday - Friday, 8 am - 8 pm and Saturday, 8 am - 4pm (Eastern Time)

Welcome Members
Please login on the left to view your benefits, manage your account and access wellness tools.
For answers to frequently asked questions, [click here!](#)

WellStyle Rewards - 2010 Overview 🍏

Live Healthy

- » Health Topics A - Z (Health Encyclopedia)
- » Self Care Programs
- » Population Health Management Programs
- » Health Education Programs
- » **NEW!** Quality Improvement Manual - Information for Members and Providers
- » WellStyle Extras Get Started Guide

Find and Compare

- » Locate a Doctor or Hospital
- » Find an Urgent Care Center
- » Health Tools and Calculators
- » ChooseHealthy.com Discounts
- » Member Discounts
- » Primary Care Quality Ratings
- » Quality Improvement
- » Hospital Patient Safety
- » Vermont Price and Quality
- » More ...

Our Plans

- » New York plans
- » Vermont plans
- » New Hampshire plans
- » Medicare Eligible? Click for information on Gold, GoldValue and GoldAnywhere Plans

Text Size:

Website FAQs? [CLICK HERE](#)

New! E-mail and security question requirements

I Need Help Now

For medical emergencies, please call 911.

- » Locate an urgent care center

Contact Member Services

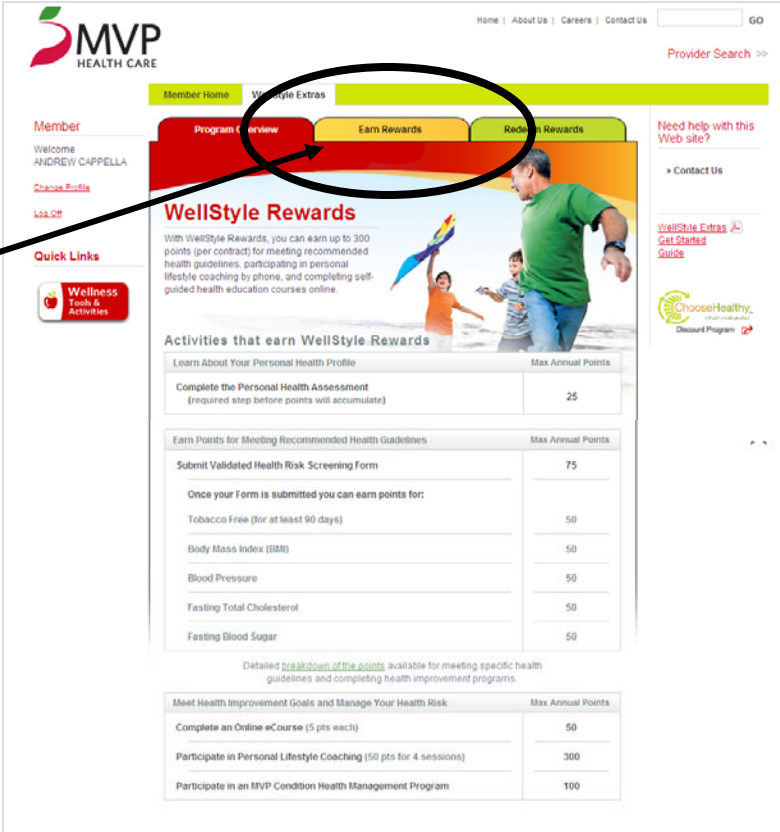
- » Member FAQ

Visit the WellStyle Extras Landing Page



- Once you log in as a member, you will see an orange WellStyle Extras icon. Click the icon to go to the WellStyle Extras home page.

- The WellStyle Extras home page offers an overview of WellStyle Rewards.
- To complete rewardable activities and earn points, click the yellow **Earn Rewards** tab.



Member Home | WellStyle Extras

Member: ANDREW CAPPELLA

Program Overview | **Earn Rewards** | Review Rewards

WellStyle Rewards

With WellStyle Rewards, you can earn up to 300 points (per contract) for meeting recommended health guidelines, participating in personal lifestyle coaching by phone, and completing self-guided health education courses online.

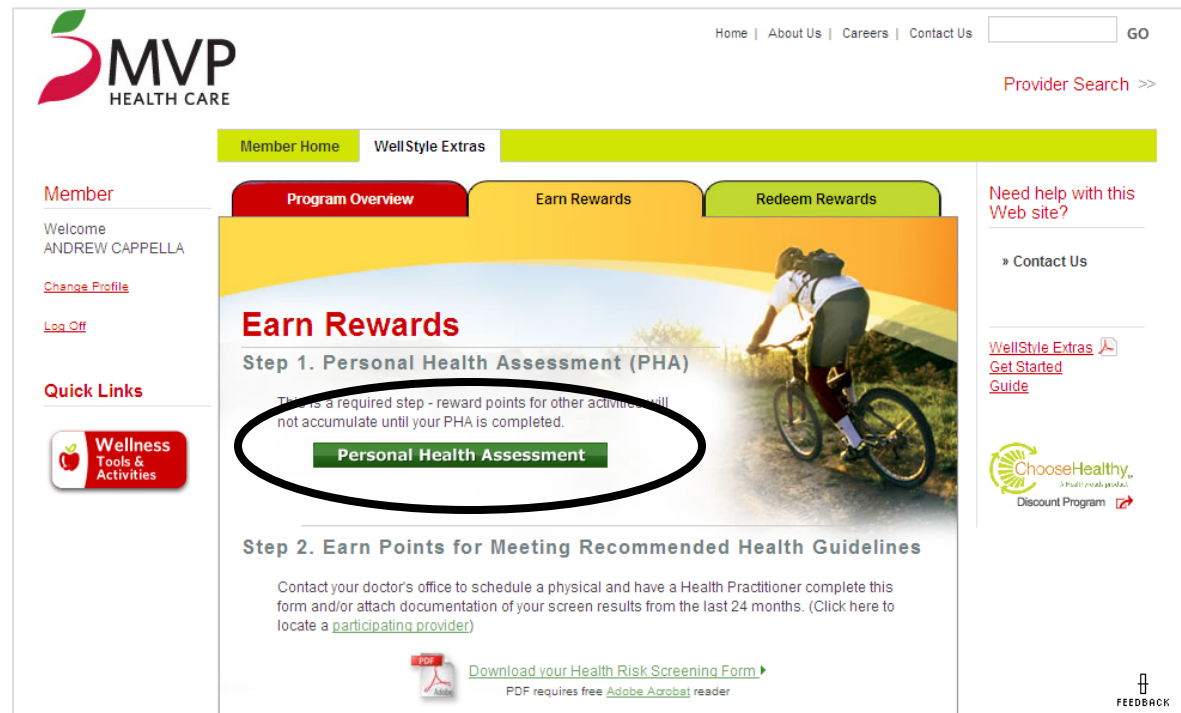
Activities that earn WellStyle Rewards

Activity	Max Annual Points
Learn About Your Personal Health Profile	
Complete the Personal Health Assessment (required step before points will accumulate)	25
Earn Points for Meeting Recommended Health Guidelines	
Submit Validated Health Risk Screening Form	75
Once your Form is submitted you can earn points for:	
Tobacco Free (for at least 90 days)	50
Body Mass Index (BMI)	50
Blood Pressure	50
Fasting Total Cholesterol	50
Fasting Blood Sugar	50
Detailed breakdown of the points available for meeting specific health guidelines and completing health improvement programs.	
Meet Health Improvement Goals and Manage Your Health Risk	
Complete an Online eCourse (5 pts each)	50
Participate in Personal Lifestyle Coaching (50 pts for 4 sessions)	300
Participate in an MVP Condition Health Management Program	100

Earn WellStyle Rewards Points

Step 1: Personal Health Assessment (PHA)

- To begin earning points, you must complete a PHA.
- On the *Earn Rewards* page, simply click the green “Personal Health Assessment” button to start the assessment.

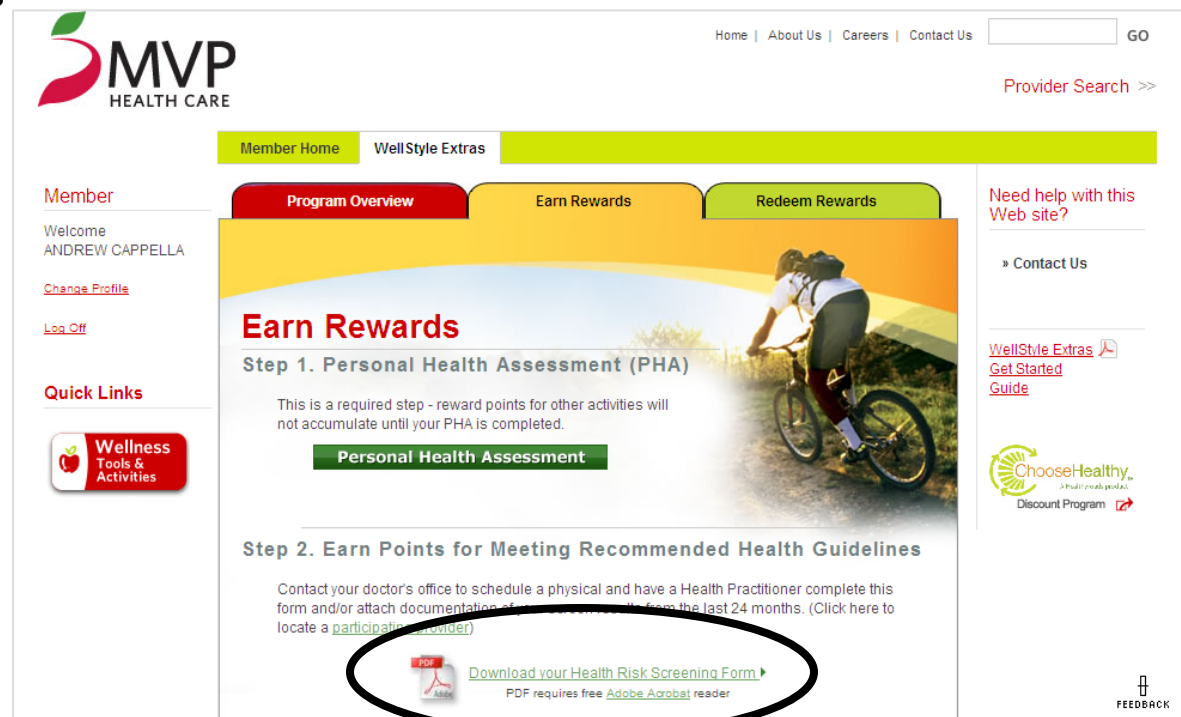


The screenshot shows the MVP Health Care member portal. At the top right, there are navigation links for Home, About Us, Careers, and Contact Us, along with a search bar and a GO button. Below this is a 'Provider Search >>' link. The main navigation bar includes 'Member Home' and 'WellStyle Extras'. The 'Member' section on the left shows a welcome message for Andrew Capella, with links for 'Change Profile' and 'Log Off'. Below that is a 'Quick Links' section with a 'Wellness Tools & Activities' button. The main content area is titled 'Earn Rewards' and has three tabs: 'Program Overview', 'Earn Rewards', and 'Redeem Rewards'. Under 'Earn Rewards', there are two steps: 'Step 1. Personal Health Assessment (PHA)' and 'Step 2. Earn Points for Meeting Recommended Health Guidelines'. Step 1 includes a note that it is a required step and a green button labeled 'Personal Health Assessment' which is circled in black. Step 2 includes instructions to contact a doctor and a link to 'Download your Health Risk Screening Form'. The right sidebar contains a 'Need help with this Web site?' section with a 'Contact Us' link, and a 'WellStyle Extras' section with 'Get Started' and 'Guide' links. At the bottom right, there is a 'ChooseHealthy' logo and a 'FEEDBACK' icon.

Earn WellStyle Rewards Points

Step 2: Earn Points for Meeting Recommended Health Guidelines

- The *Earn Rewards* page includes a link to the **WellStyle Rewards Health Risk Screening Form**.
- The document you will download includes a cover letter from MVP to your health care provider. Please present the letter along with the form.
- Follow the directions on the form to submit your screening results for points (refer to your WellStyle Rewards Get Started Guide to see how many points you can earn for your results).



Member Home WellStyle Extras

Member

Welcome ANDREW CAPPELLA

[Change Profile](#)

[Log Off](#)

Quick Links


Wellness Tools & Activities


Home | About Us | Careers | Contact Us GO

Provider Search >>

Need help with this Web site?

» Contact Us

WellStyle Extras 
[Get Started Guide](#)

ChooseHealthy.
 a health care provider.
 Discount Program 

FEEDBACK

Earn Rewards

Program Overview Earn Rewards Redeem Rewards


Step 1. Personal Health Assessment (PHA)

This is a required step - reward points for other activities will not accumulate until your PHA is completed.

Personal Health Assessment

Step 2. Earn Points for Meeting Recommended Health Guidelines

Contact your doctor's office to schedule a physical and have a Health Practitioner complete this form and/or attach documentation of your screening results from the last 24 months. (Click here to locate a [participating provider](#))

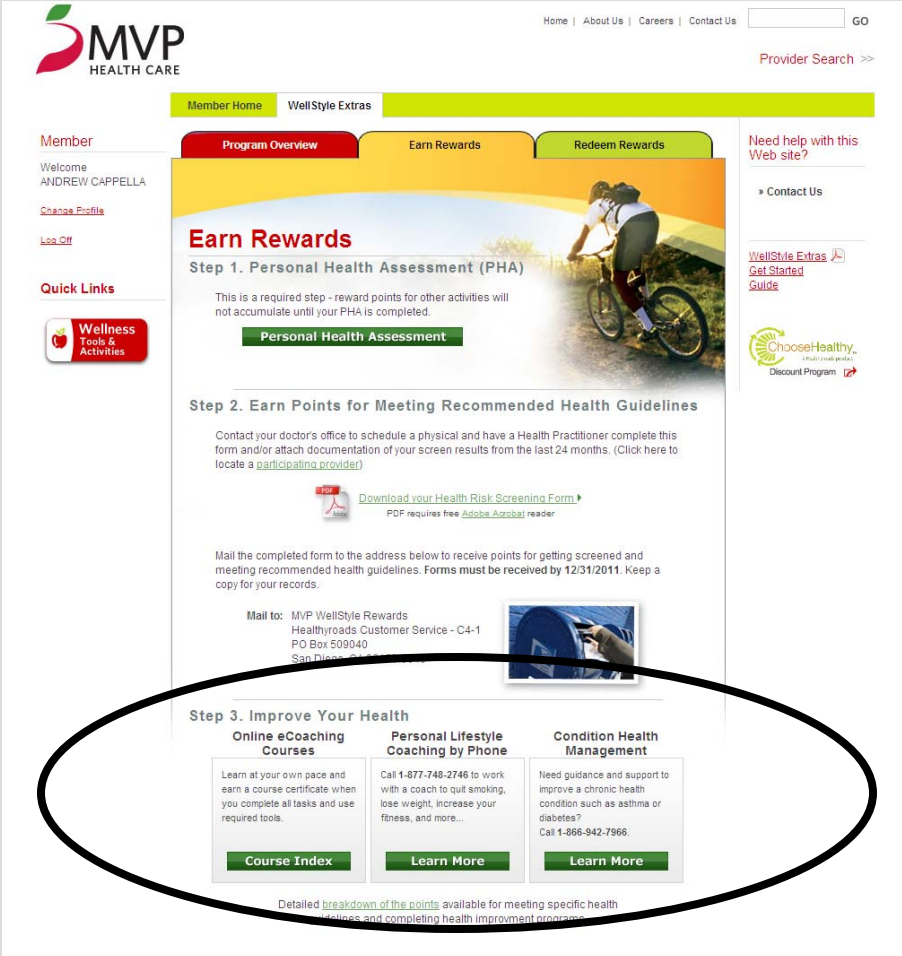
 [Download your Health Risk Screening Form](#)

PDF requires free [Adobe Acrobat](#) reader

Earn WellStyle Rewards Points

Step 3: Improve Your Health

- At the bottom of the *Earn Rewards* page you'll find information and links to additional activities that can help you reach your health improvement goals and earn points!
- **eCoaching Courses:** This link leads to a list of courses. You must complete all the tasks for a course to earn a course certificate and points.
- **Personal Lifestyle Coaching:** Click for more information about coaching and a message center where you can retrieve messages from your coach.
- **Condition Health Management Programs:** Learn about programs available to members who are living with chronic health concerns.



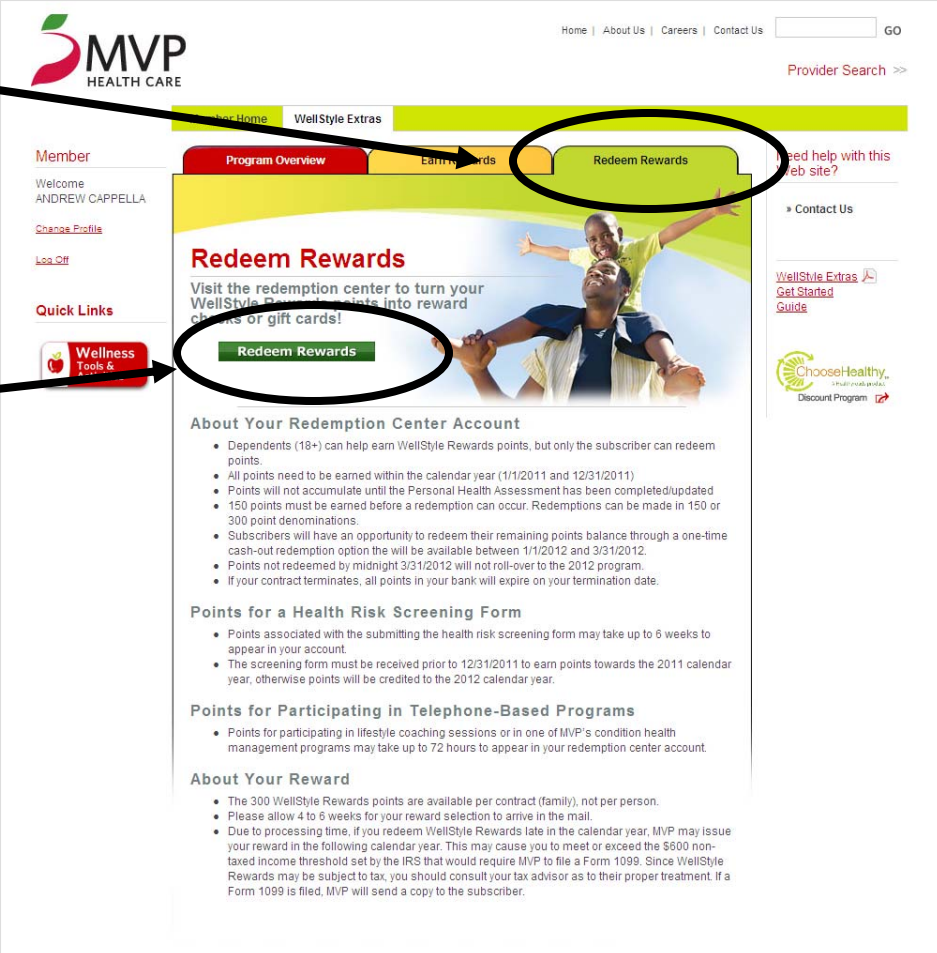
The screenshot shows the MVP Health Care website's 'Earn Rewards' page. The page is titled 'Earn Rewards' and features a navigation bar with 'Member Home', 'WellStyle Extras', 'Program Overview', 'Earn Rewards', and 'Redeem Rewards'. The main content area is divided into three steps:

- Step 1. Personal Health Assessment (PHA):** This is a required step. A 'Personal Health Assessment' button is visible.
- Step 2. Earn Points for Meeting Recommended Health Guidelines:** This step involves contacting a doctor's office to schedule a physical and have a Health Practitioner complete a form. A 'Download your Health Risk Screening Form' button is present.
- Step 3. Improve Your Health:** This step is circled in black and includes three sub-sections:
 - Online eCoaching Courses:** Learn at your own pace and earn a course certificate when you complete all tasks and use required tools. A 'Course Index' button is visible.
 - Personal Lifestyle Coaching by Phone:** Call 1-877-748-2746 to work with a coach to quit smoking, lose weight, increase your fitness, and more... A 'Learn More' button is visible.
 - Condition Health Management:** Need guidance and support to improve a chronic health condition such as asthma or diabetes? Call 1-866-942-7966. A 'Learn More' button is visible.

At the bottom of the page, there is a link to a 'Detailed breakdown of the points available for meeting specific health guidelines and completing health improvement programs'.

Redeem WellStyle Rewards Points

- Click the green **Redeem Rewards** tab when you are ready to turn your points into a reward check or gift card(s).
- Please review the important information on this page before proceeding to the online redemption center.
- Click the green **Redeem Rewards** button to select your reward(s) and redeem your points!



The screenshot shows the MVP Health Care website interface. At the top right, there is a navigation menu with links for Home, About Us, Careers, and Contact Us, along with a search bar and a 'GO' button. Below this, a 'Provider Search' field is visible. The main navigation bar includes 'Home' and 'WellStyle Extras'. A secondary navigation bar contains three tabs: 'Program Overview', 'Earning Rewards', and 'Redeem Rewards'. The 'Redeem Rewards' tab is highlighted with a green border and a black circle. Below the tabs, a large banner image shows a family (a man, a woman, and a child) smiling. Overlaid on this banner is a green button labeled 'Redeem Rewards', which is also circled in black. To the left of the banner, there is a sidebar with a 'Member' section, a 'Quick Links' section, and a 'Wellness Tools & Resources' button. The main content area below the banner has the heading 'Redeem Rewards' and a sub-heading 'About Your Redemption Center Account'. This section contains several bullet points providing information about the redemption process. Below this, there are sections for 'Points for a Health Risk Screening Form' and 'Points for Participating in Telephone-Based Programs'. At the bottom, there is a section titled 'About Your Reward' with more bullet points.

Redeem WellStyle Rewards Points

- Your current point balance is displayed in the *View Activity History* section of the **Redemption Center** Web page.
- When you have at least 150 points in your account, a green **Redeem** button will appear in the *Redeem for Rewards* section of the page. Click it to select a reward.
- Select a personal reward check or American Express gift card, then click the *Select and Order* button.
- Review/update your mailing address, then click *Continue* to submit your order.
- You will see a confirmation screen that tells you when to expect your reward to arrive.



The screenshot displays the MVP Health Care Incentives Program interface. At the top, there is a navigation bar with links for Home, Coaching, Planners, Tools, Resources, Store, Online Competitions, My Programs, and Calendar. A 'My Account | Log Out' button is also present. The main content area is titled 'Incentives Program' and features a 'WellStyle Rewards' section with a banner image of a family. Below the banner, there are three columns: 'How to Earn Rewards' with a list of activities and their point values, 'View Activity History' (highlighted with a red box) showing a 100% completion status, a current balance of 300 points, and 0 points needed, and 'Redeem for Rewards' (highlighted with a black circle) which includes an image of an American Express card and a 'Redeem' button.

Enjoy Your WellStyle Rewards!