

# 2020 and 2021 Inova Well Program Overview & FAQ

## October 2020

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### General Questions

#### 1. What is Inova Well?

Inova Well is a wellness program that supports team members and spouses/domestic partners at all health and fitness levels. Whether you're a marathon runner or more of a marathon show binger, we have tools, support, and programs to help you maintain, improve, or establish healthy habits. Our offerings and events are focused around our seven dimensions of health: Be Aware, Get Active, Healthy Mind, Eat Well, Live Green, Health Coaching and Be Connected.

#### 2. What's new for the rest of 2020?

Inova Well is focusing on creating a sustainable culture of health and wellness across our system. Inova Well's mission around wellness is much more than completing a list of healthy actions, it is about a commitment to our team members and their family's health and wellbeing. We are excited to announce our partnership with the High Fives platform to celebrate team members who make being well a priority. To make for a more enjoyable experience, Inova Well has made the following changes:

- **Team members and spouses/partners who completed the previously announced Inova Well program by the original October 31, 2020 deadline** will receive the full value of their earned discount paid through payroll in January 2021. This payment will be in lieu of receiving benefit premium discounts for 2021 benefit elections. Team members must be actively employed to receive the Inova Well payment. Team members are encouraged to complete three qualifier activities to be eligible for a health insurance premium discount in 2021. Inova insured spouses and partners will only need to complete their Personal Health Assessment and Primary Care Physician Visit to be eligible for the additional \$10 premium discount. Please note that the primary insurance holder must have all three activities completed to be eligible for the additional \$10 premium discount.

- **For team members who were unable to complete their healthy actions by the October 31, 2020 deadline**, there is an extended opportunity to be rewarded for 2020 healthy activities. Team members should continue to submit their healthy action documentation through December 31, 2020 and earn High Five points. Going forward, Inova Well will award points monthly to team members who submit documentation of their healthy actions in the prior month.
- Beginning in November 2020, team members who are not enrolled in Inova’s health insurance plan and those team members who were not able to complete their healthy actions prior to the October 31 deadline, will be eligible to receive points on the High Fives platform.
- If you are an Inova team member receiving your onetime payment in January, you will not be eligible for High Fives points until January 1, 2021.

### 3. What’s new for 2021?

- There is no longer a deadline of October 31. **The new deadline to complete your various wellness activities, will be December 31, 2021.**
- Moving forward, Inova team members will be eligible to receive High Fives points for completing various wellness activities. Inova will be discontinuing health insurance premium discounts, effective January 1, 2021. Team members who were able to complete the 2020 Inova Well program by the deadline of October 31, 2020 will be receiving the full value of their earned discount in January 2021. This payment will be in lieu of the receiving premium discounts throughout 2021.
- The 2021 Inova Well health screening will continue to be completed with your primary care physician. The primary care physician does not have to be with Inova Medical Group, but be sure to talk with your doctor on which tests need to be drawn. These tests can be found on the Primary Care Physician Visit form, located on [inovawell.org](http://inovawell.org).
- Each of the three wellness activities will count as 2,500 points on the High Fives platform. Team members will receive an additional 2,500 point bonus for completing all three activities by the December 31, 2021 deadline for a total of 10,000 High Fives Points.

Inova Well Activity	High Fives Points
Personal Health Assessment	2,500
Health Maintenance Visit	2,500
Primary Care Physician Visit	2,500
Additional Points for completing all three activities in the same calendar year	2,500
<b>Total High Fives Points available</b>	<b>10,000</b>

- **Please continue to submit all documentation to [inovawell.org](https://inovawell.org).** Inova Well will award points monthly to team members who submit documentation of their healthy actions in the prior month. Additionally, we will periodically offer special opportunities to earn even more!
- All forms and documentation upload instructions can be found on the homepage of [inovawell.org](https://inovawell.org). Special note: E-mailed documentation will not be accepted.
- Beginning January 1, 2021, team members will again be eligible to earn points for completing wellness activities.

#### 4. **Why should I participate?**

The rewards for focusing time on your wellbeing are numerous! By investing in yourself, you will find that you feel more energetic and resilient. You will learn how to reduce stress, lose weight, lower cholesterol or blood pressure. Participating in Inova Well activities together as a team has the added benefit of strengthening the relationships among our fellow team members. Taking care of you is an important part of taking care of each other, our patients, and our community.

#### 5. **Will my manager have access to the activities I complete?**

No. The Inova Well team of coaches adheres to strict confidentiality standards. Your privacy is our top priority, so all activities and results are confidential. Core Health, the partner that runs the Inova Well website, also protects your privacy.

#### 6. **How do I get rewarded for my completed activities?**

Inova wants to encourage our team members to make taking care of their own health as a top priority. Inova Well has identified important activities that are foundational to our team member's putting their own health first. As such, we are pleased to reward our team members that take healthy actions by celebrating your dedication with High Five points. Below is a breakdown of how to earn credit for each activity. All completed components must be submitted no later than December 31, 2021 to earn High Fives points for the 2021 year. Team members will be eligible again to receive points for the 2022 calendar year beginning January 1, 2022.

- **[Personal Health Assessment \(PHA\)](#).** Complete your personal health assessment on [inovawell.org](https://inovawell.org). This assessment will be available on the home page of [inovawell.org](https://inovawell.org). This assessment will help you determine which areas of your health you need improvement on.

- **Primary Care Physician Visit.** Schedule a visit with your primary care physician. Download the Primary Care Physician Visit form from [inovawell.org](http://inovawell.org), complete both pages with your doctor, and then upload these forms to [inovawell.org](http://inovawell.org). The first page of this document is basic information regarding your appointment. The second page is your health screening worksheet, which requires a blood draw. **Please make sure your physician sees both pages of this document at the beginning of your appointment.** Once both pages are complete, scan and upload them to [inovawell.org](http://inovawell.org). You will be required to manually enter your health screening numbers during this process. Please be sure to complete both pages in their entirety before uploading.
- **Health Maintenance Visit.** Submit proof of **one visit from a health specialist such as:**
  - Dental Visit (may include teeth checkup and/or cleaning)
  - Optometrist (routine eye exam)
  - Dermatologist (routine skin exam)
  - OB/GYN (routine gynecology visit)
  - Mental Health Therapist
  - Cancer Screenings
  - Physical Therapy
  - Chiropractic Visit

Download, complete, and upload this form to [inovawell.org](http://inovawell.org). Please be sure to complete this form in its entirety before uploading.

## **7. Will there be additional opportunities to participate in Inova Well programs and be rewarded?**

Yes! Inova Well and High Fives are partnering together for a year-round focus on wellness. This new approach allows us to be more flexible in rewarding team members for a variety of healthy actions throughout the calendar year. Previously, we were limited to one set of activities announced prior to the start of the calendar year in order to align with open enrollment.

## **8. Do I need to register for Inova Well?**

Yes, all team members need to register at [inovawell.org](http://inovawell.org) to participate, track and submit wellness activities. If your spouse or domestic partner also plans to participate in activities, they should register separately. This also preserves the privacy and confidentiality of their results.

## **9. How do I know when I've completed everything to earn High Fives points?**

Your account on [www.inovawell.org](http://www.inovawell.org) will reflect everything that you have completed and submitted for. Each month Inova Well will award High Fives points to completed submissions from the prior month. Generally, the points will be awarded by the second week of each month.

## 10. What if I have a medical condition that will make it unreasonably difficult to participate in the program?

The Inova Well program offers a variety of options to meet your health and wellness goals. However, if it is medically inadvisable or unreasonably difficult for you to achieve any of the standards for the rewards due to a medical condition, please email us at [inovawell@inova.org](mailto:inovawell@inova.org) and we will work with you to develop safe and healthy alternatives. Always check with your doctor before you engage in a new health related activity.

## 11. How do I sign-up for one-on-one Health Coaching with Inova Well?

To sign-up for one-on-one health coaching, please contact [inovawell@inova.org](mailto:inovawell@inova.org) or the health coach assigned to your hospital. For more information on what health coaching entails, please click [Learn more about what health coaching entails HERE](#).

To sign-up for one-on-one health coaching, please visit [www.inovawell.org](http://www.inovawell.org), select the coach tab, and select “In Person One-on-One”. From there, please select the health coach you’d like to meet with. Here are the names and e-mail addresses of the Inova Well Health Coaches:

- **Shannon Delborrello, Health Coach**  
Email [Shannon.delborrello@inova.org](mailto:Shannon.delborrello@inova.org)
- **Caroline Sprinkel, Health Coach**  
Email: [caroline.sprinkel@inova.org](mailto:caroline.sprinkel@inova.org)
- **Deborah Kim, Health Coach**  
Email [Deborah.Kim@inova.org](mailto:Deborah.Kim@inova.org)

To sign-up for one-on-one health coaching, please visit [www.inovawell.org](http://www.inovawell.org), select the coach tab, and select “In Person One-on-One”. From there, please select the health coach you’d like to meet with.

## 12. I work remotely. How can I participate?

Most activities may be completed remotely. Other wellness resources are available by visiting [inovawell.org](http://inovawell.org). For questions or concerns, please contact [inovawell@inova.org](mailto:inovawell@inova.org).

## 13. Is my personal health information kept confidential?

Yes. All information is kept confidential with Inova Well. Your privacy is our number one priority and we take every measure to ensure that your information is kept confidential.

#### 14. I have additional questions. Who should I contact?

Please contact [inovawell@inova.org](mailto:inovawell@inova.org) with any Inova Well related questions.

#### 15. Which browsers are compatible with the site?

The site works best with the most up-to-date versions of Internet Explorer (at least Internet Explorer 9), Chrome and Firefox. If you are having issues viewing a page or the site is not working properly, please clear your browsing history and cache in your internet browser.

#### 16. What resources are available to help me learn the website?

Please email [inovawell@inova.org](mailto:inovawell@inova.org) with any questions you may have.

#### 17. Which devices and applications sync with inovawell.org?

Adidas	Fitbit	ess	Precor
miCoach	Garmin	Microsoft	Runkeeper
Apple	Connect	Misfit	Strava
Watch	iHealth	Wearables	Suunto
Bewell	Jawbone	Movable	TomTom
Connect	UP	Moves App	MySports
Daily Mile	Life Fitness	Nokia	VitaDock
Emfit QS	LifeTrak	Omron	YOO
FatSecret	Lumo	Wellness	
	MapMyFitn	Polar	

### Submitting Documentation

#### 18. Which activities require documentation?

Both the Primary Care Physician visit and Health Maintenance visit must be completed and submitted on inovawell.org. **Please note submissions of any kind sent to [inovawell@inova.org](mailto:inovawell@inova.org) will not be accepted and are discouraged for your own privacy protection.** Please use the approved forms on inovawell.org located on the home page. Other documents outside of the approved forms will not be accepted.

#### 19. How do I find the required forms on inovawell.org?

- Log in to [www.inovawell.org](http://www.inovawell.org)
- On the home page, view the section that says “Download Forms” and select the correct document

- Once you have completed each document, please submit the document on the homepage of [inovawell.org](http://inovawell.org).

## **20. Where do I submit documentation?**

Please submit your completed documentation to [www.inovawell.org](http://www.inovawell.org) on the home page. If you have questions on how to upload, please contact [inovawell@inova.org](mailto:inovawell@inova.org)

## **21. I forgot to bring my forms with me to my visit; can I submit another form in its place?**

While we understand that mistakes happen, please be sure to print these approved forms and bring them with you to your appointments. If you have misplaced your forms, please contact [inovawell@inova.org](mailto:inovawell@inova.org).

## **New Hired Team Members**

### **22. How can newly hired team members participate in Inova Well?**

Newly hired Team Members are encouraged to register with Inova Well and become familiar with all aspects of the programs and opportunities available. New hires are immediately eligible to receive High Fives points for any qualifying healthy actions completed after their date of hire. We recognize that some team members may have recently completed their annual health screening visits and it would not make sense to unnecessarily repeat these activities upon hire. In this case, new team members can still participate in taking the personal health risk assessment or review the list of other healthy maintenance visits that may be appropriate.

## **Spouse/Domestic Partner Participation**

### **23. Can my spouse/domestic partner participate?**

Inova Well encourages all team members to make wellness a priority in your home. We encourage team members to review information and programs that are appropriate for your spouse or domestic partner to participate. However, High Fives points will only be awarded to team members for their own activities and participation.

### **24. How does my spouse/domestic partner register at [www.inovawell.org](http://www.inovawell.org) ?**

Your spouse/domestic partner will follow the same registration process that team members use. In the Employee ID field, they will enter your employee ID followed by an “s”. For example, your Employee ID: 12345. Your spouse/domestic partner will put: 12345s. Please make sure the “s” is lower case.

\*\* If you have a question that is not listed on this document, please contact us at [inovawell@inova.org](mailto:inovawell@inova.org) \*\*