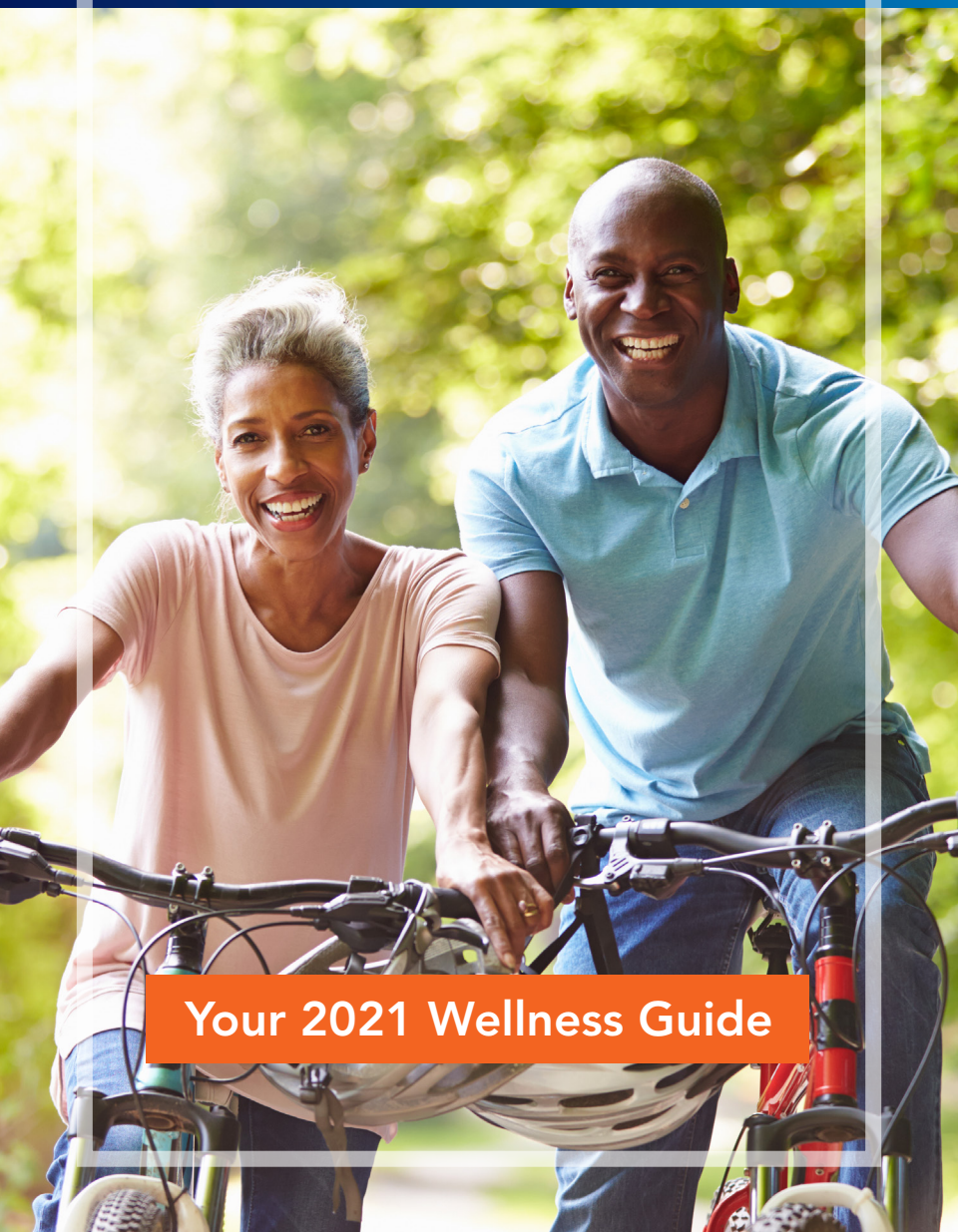




# A HEALTHIER YOU.



Your 2021 Wellness Guide

# WELCOME!

## DESTINATION: WELLNESS

Welcome to your 2021 Health Advocate Wellness program. This program provides you with the tools and resources to be an active participant in your health and well-being. You have the opportunity to earn rewards by participating in healthy activities and taking control of your health. This guide will explain what you need to do to earn your rewards.

### A message from Stephane Bouvier, CEO:



**Inframark's greatest asset is you**, our hard-working and dedicated employees. And most of you would probably agree that your own greatest asset is your own well-being. This is why we are dedicated to supporting you with programs and policies that enhance your opportunities to achieve and sustain well-being.

Well-being comes in many forms. While physical health and wellness may seem the most obvious, and has been the traditional focus of programs in the past, we have expanded our view and understanding of what it takes to truly thrive in all aspects of well-being, as individuals, families, work teams and communities. You will find some of these concepts introduced here, as well as information on how to manage your Inframark Benefits.

With your help, we look to find ways to grow and define these areas, and actively live by these concepts each day. Not all of it can (or should) come from the corporate office. Wherever it is that you live, work and play each day is the starting point for taking action on promoting and pursuing well-being, for yourself and for others who depend on you. We are all in it together, and we are in it for the long run.

I sincerely hope you will take advantage of all the opportunities we are offering to become healthier: physically, mentally and financially. I am also confident that these opportunities will keep you more informed, more resilient, and more aware of the value of investing in your own well-being.



# KNOW YOUR DIRECTION

## Program Dates:

February 1, 2021 to August 31, 2021



## The Finish Line:

Reach **225 points** to complete the program and qualify for your **Healthy Rewards**.



## The Prize:

Choose how you want to receive your rewards — redeem credits for a variety of rewards via the Health Advocate website by 10/1/2021 or roll your reward into a discount for your 2022 health care premiums. Gift cards can be redeemed for Amazon®, Visa, or popular retail outlets like Old Navy®, T.J. Maxx® and more. **The reward is worth \$450 dollars\***. Employees and eligible spouses can each separately earn their own reward, or double the reward if both participate.



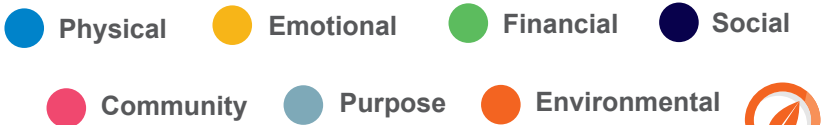
***\*All gift cards are required to be taxed as income if chosen as a reward and must be redeemed by 10/1/2021. Tax will be applied to your pay as soon as administratively feasible.***

**Reasonable Alternatives:** If you think you might be unable to meet a standard for a reward under the Wellness Program, you may qualify for an opportunity to earn the same reward by different means. Contact the Inframark Benefits Infoline at 866-545-3756 to discuss reasonable alternatives that may be appropriate for you in light of your health status in order to earn the wellness points. Reasonable alternatives must be completed by the same deadline as any other program activities.

**Non Health Plan Participants:** All benefits-eligible Inframark employees, their spouses and dependent children over age 18 can take advantage of the valuable services available through this wellness program and Health Advocate. Employees who are not health plan members may still participate to earn wellness rewards. However, payment of the incentive will be made as a taxable cash payment, through payroll, rather than a discount on health premiums, if you do not redeem your reward in gift cards through the Health Advocate website. You must still be employed by Inframark at the time of payout to qualify. This applies to employees only — spouses of non-covered employees are not eligible for wellness rewards.

# YOUR JOURNEY TO WELLNESS

Inframark recognizes that many parts of your life can affect your well-being. To this end, we've developed a more holistic approach to our wellness program. When you follow all of these important paths you increase your chances of arriving at good health and well-being.



At Inframark, health, safety, and well-being are everyone's business. We all take personal accountability and we all have each other's backs. We protect and serve each other just as we protect the communities we serve. Simply put, when we all support a positive culture that enables everyone to be their best, ***together we thrive.***

# READY. SET. GO.

## START EARNING POINTS

Path	Description	Page
<b>Physical</b> ★	Optimal physical health means having enough energy to get things done on a daily basis and being at your best to live, work, and play safely and productively.	<b>5-8</b>
<b>Emotional</b>	Having good mental health, balance, and resilience is key to coping effectively with life's changes and challenges. Inframark offers you some important resources to help you manage in these areas.	<b>9</b>
<b>Financial</b> ★	Reduce stress and increase security by effectively managing your financial resources and understanding how to make the most of your benefits.	<b>10</b>
<b>Social</b> ★	Having strong relationships and love in your life.	<b>11</b>
<b>Community</b> ★	The sense of engagement you have with the area where you live. Taking pride in helping your community thrive.	<b>11</b>
<b>Purpose</b> ★	Enjoying what you do each day to occupy your time, and being motivated to achieve your goals. Having meaningful pastimes, pursuits and career fulfillment. A sense of higher purpose.	<b>11</b>
<b>Environmental</b> ★	What's good for the environment is good for you.	<b>11</b>

### ★ **You can earn points on these paths!**

The chart above describes each wellness path. The actions necessary to earn points for each path are outlined on the pages referenced.

**Don't know where to start?** Take a shortcut and use the handy checklist on the back cover to help you plan your wellness journey.

# PHYSICAL



Optimal physical health means having enough energy to get things done on a daily basis and being at your best to live, work, and play safely and productively.



## Start Your Engines

Get started here. Know your numbers and assess your health risks. Knowing your starting point and the potential obstacles you might meet along the way is the first step in a successful journey.

1

### Get A Health Screening

Participating in a health screening is a great way to gain insight into your health needs and potential risks for chronic diseases. Use the results to make a plan to get and stay healthy! **You have two options for completing a health screening:**

- 1) Download a physician exam form or print a voucher from your Health Advocate To-Do list. *(Exams completed from 9/1/2020 through 8/31/2021 will be accepted.)*
- 2) Attend a biometric screening event onsite at certain larger Inframark locations. *(Due to COVID-19 onsite biometric screens are TBD.)*

2

### Complete A Personal Health Profile

The Personal Health Profile is a simple, 8-10 minute online survey to learn more about your current health status and how you can improve your overall health. Log on to the Health Advocate website and click on “Health Profile” to get started.

3

### Call A Health Coach

Call Health Advocate at **855.424.6400** to speak to your own personal health coach to discuss your biometric screening results or your health profile and set goals for how you can

Action	Points
Get a Health Screening	40 points
Complete a Personal Health Profile	40 points
Call Health Advocate	15 points

# PHYSICAL



## Check Your Gauges

How did you do? Give yourself credit if you have maintained healthy ranges, or have taken steps to improve your results over time. If you need to make a pit stop and address some issues, move onto the next section.

### Receive points for maintaining or improving your health in key areas.

We want to reward you for your work and dedication toward reaching your best possible health.

Research has shown that specific measurable progress in a few key areas can reduce risk factors directly linked to several major conditions, including heart disease and diabetes.

If you completed a biometric screening for the program last year, you can refer to your 2020 health numbers to help guide you towards your health goals for 2021. Your 2020 health numbers have been loaded to the Health Advocate website and can be viewed in the Health Profile tab.

Based on the results of your biometric screening in 2021, you can earn wellness points as follows:

Action	Points
<b>Waist Circumference (WC)/BMI</b> Waist Circumference: Men <41 inches; Women <36 inches If WC not measured, BMI < 30; OR Decrease of 2020 BMI Results by 5 points	10 points
<b>HDL Cholesterol</b> Men ≥ 40 mg/dl; Women ≥ 50 mg/dl; OR Increase of 2020 HDL screening results by 10%	10 points
<b>Cholesterol Ratio</b> < 5.0	10 points
<b>Blood Glucose</b> Fasting: <100; Non-Fasting: <141 mg/dl HbA1c: <5.7; OR Decrease of 2020 HbA1c screening results by 1.45%	10 points
<b>Blood Pressure</b> <130/80 mm HG	10 points
<b>Tobacco Free</b> Complete online Tobacco Free Affidavit	10 points



# PHYSICAL



## Stay The Course

We all need some repairs and maintenance from time to time. These activities can help you set goals, overcome challenges and build a lifetime of healthy habits that will keep your motor running. **Choose from a wide variety of wellness**

**activities to earn points.** Wellness activities can be completed on your Health Advocate website, by calling Health Advocate, visiting your doctor, or participating in company events.

### **Complete a Personalized Coaching Program - 25 points maximum**

Your Wellness Coach can work with you via telephone or email to help you eat right, get fit, lose weight, stop smoking or meet other health goals! Completing the program consists of completing 6 sessions over 12 or more weeks with no more than 45 days between sessions. Programs begun since 9/1/2020 will count if completed by 8/31/2021. **25 points**

### **Chronic Care & Hypertension Support - 25 points maximum**

Members who are eligible for Chronic Care and Hypertension solutions can enroll and work with a dedicated Nurse Coach to manage their medical conditions. Program length may vary based upon specific coaching needs and severity of the condition. Programs begun since 9/1/2020 will count if completed by 8/31/2021. **5 points for initial call • 20 points for completion**

### **Online Health Trackers - 15 points maximum**

Use the health trackers to keep tabs on your weight, activity, diet, sleep, stretching and more. Earn points when you meet recommended goals. If you have a compatible device such as a Fitbit or a smartwatch, you can sync it to the trackers on your Wellness website. **Up to 15 points per tracker**

### **Complete a Health Challenge - 60 points maximum**

Stay on track by participating in a challenge that helps you build and sustain healthy habits! Join an Inframark-sponsored challenge (details to come to your @inframark.com email address) or an individual challenge of your choice. Earn points by joining and tracking your activity for each week of the challenge. **20 points each**

### **Dental Health - 10 points maximum**

Register at [www.ucci.com](http://www.ucci.com) (or download the mobile app) and complete the 2-minute My Dental Assessment to learn how dental history and medical conditions can impact your dental health. **5 points each**

### **Interact with Health Advocate - 10 points maximum**

Utilize the Health Advocate services for assistance with a wide variety of health care or benefit-related matters; call **855.424.6400**. **5 points each**



# PHYSICAL

## **Preventative Exams - 60 points maximum**

Complete recommended preventative exams. These include: annual physical, well-woman exam, colonoscopy, mammogram, dental check-up (up to 2) and vision screening. Exams completed from 9/1/2020 are eligible for credit. Inframark medical plan participant points are awarded automatically based on claims data processed, which can take up to 3 months. Non-medical plan participants can submit a Preventative Screening Verification Form (*available on the Health Advocate wellness portal*). **10 points each**

## **Complete Online Wellness Workshops - 45 points maximum**

Choose from a variety of workshops to help you lose weight, get moving, reduce stress and eat healthier. Click on "Workshops" to begin. Each workshop takes 6 days to complete. Only one workshop can be completed at a time. **15 points each**

## **Flu Vaccination - 10 points maximum**

Did you receive a flu vaccination last year? Flu vaccinations received onsite at Inframark events or billed through the Inframark medical plan will be automatically loaded to your point totals. Non-medical plan participants can submit a Preventative Screening Verification Form (*available on the Health Advocate wellness portal*). **10 points**

## **Weight Watchers and/or Gym Membership - 20 points maximum**

Submit proof of paid membership covering the incentive period to Inframark by 8/31/2021. Email to [benefits@inframark.com](mailto:benefits@inframark.com) or fax to **215.392.3336**. (Don't send to Health Advocate.) **10 points each**

## **Walk with Ease - 30 points maximum**

The WWE walking program helps people get more physically active which leads to better overall health. Email [benefits@inframark.com](mailto:benefits@inframark.com) to receive a WWE book and complete 3 surveys to earn points. **10 points each**

## **Tobacco Cessation - 25 points maximum**

If you are a tobacco user, complete the Health Advocate 12-week tobacco cessation program online or with a wellness coach. During the program you will create your own Quit Plan for personalized support, learn new tips and strategies to become – and stay – tobacco free, and more! Programs begun since 9/1/2020 will count if completed by 8/31/2021. **5 points for enrollment • 20 points for completion**

## **Livongo- 20 points maximum**

Livongo is a diabetes and hypertension management program that provides you with a free cellular-enabled meter and free unlimited testing supplies or free blood-pressure monitor, digital access to track and share your health progress, and immediate telephonic support throughout your day. This benefit is 100% company paid. Register at [healthy.livongo.com/inframark](https://healthy.livongo.com/inframark). **20 points**

# EMOTIONAL



Having good mental health, balance, and resilience is key to coping effectively with life's changes and challenges. Below are some important resources to help you manage in these areas.

## Health Advocate Employee Assistance Program (EAP)

Health Advocate gives you access to your own personal advocate who will compassionately, and confidentially, guide you to providers who specialize in illnesses such as depression, anxiety, neurological disorders, substance abuse and more. The EAP can also help with day care, elder care, legal and financial concerns, family and relationships, self-esteem, and occupational performance. This is a company-paid benefit available to you and other household members. Connect with these services by contacting Health Advocate at **855.424.6400** or at **[www.HealthAdvocate.com/Inframark](http://www.HealthAdvocate.com/Inframark)**.

## Teladoc Behavioral Health

Teladoc offers mental health services that allow you to speak with a licensed counselor, therapist, psychologist or psychiatrist by phone, web or mobile app. Teladoc visits are **FREE!** (\$47 copay for HDHP members).

Teladoc services are available seven days a week from 7 a.m. to 9 p.m. local time. To learn more and get started, call **1.855.Teladoc (835.2362)** or visit **[www.teladoc.com/aetna](http://www.teladoc.com/aetna)**.

## Solutions for Caregivers

Access your caregiver service for support that can make it easier to care for a family member, friend or neighbor. This service provides onsite assessments, caregiver case managers, care plans, and coordination at no cost to employees for the service. For more information, call **866.463.5337**.

## Start your journey to brighter days.

Feeling down doesn't have to define you forever.

Are you experiencing low energy, lack of focus, fatigue and other stress-related symptoms in the workplace? If this sounds familiar – and you haven't been feeling like yourself – then you may be depressed.

At [RightDirectionForMe.com](http://RightDirectionForMe.com), you can learn how to manage depression one step at a time – on your terms. Educate yourself with tools and resources that explain the symptoms and treatment options.

**It doesn't have to be unbearable. There's help.**

Visit [RightDirectionForMe.com](http://RightDirectionForMe.com) and let your journey begin.



Right Direction is an effort from the Partnership for Workplace Mental Health, a program of the American Psychiatric Association Foundation and Employers Health Coalition, Inc., and is supported by Takeda Pharmaceuticals U.S.A., Inc. (TPUSA) and Lundbeck U.S. © 2015 Right Direction.

**[RightDirectionForMe.com](http://RightDirectionForMe.com)**



# FINANCIAL

## Hightower Webinars - 20 points maximum

Hightower Fiduciary Plan Advisors is available to provide 1:1 advice for your retirement and overall financial planning needs. They regularly host webinars which cover financial wellness topics such as debt elimination, budgeting advice, retirement planning and much more. Earn points by attending a webinar, either live or pre-recorded (on their library: <https://bit.ly/2NyyqMF>); register using your @inframark.com e-mail address. **10 points each**

## Wellcents Registration - 30 points maximum

Register at [mywellcentsapp.com/login](http://mywellcentsapp.com/login), complete a financial wellness survey and schedule a free 1:1 session with a HighTower Financial Plan Advisor to discuss your personal retirement and financial wellness. To earn points, schedule your free 1:1 session by calling **443-578-3211** or email [401kadvisor@htfpa.com](mailto:401kadvisor@htfpa.com). **10 points for survey completion, 10 points up to 2 financial meetings**

## SmartDollar - 15 points maximum

Dave Ramsey's motivational financial wellness program outlines proven steps for saving, budgeting, debt reduction and retirement planning that will strengthen your financial foundation. Enroll in SmartDollar and accumulate points by watching educational videos and completing activities. **5 points for enrolling • 10 points for accumulating 2,000+ points within the portal**

## Empower Retirement - 25 points maximum

Contribute to a tax-deferred savings account to increase your retirement income. The value of your account balance is based on your contributions, Inframark's matching contributions (50% up to the first 6% of your contributions; subject to a vesting schedule) and investment performance.

- Register online account at [www.empowermyretirement.com](http://www.empowermyretirement.com). **5 points**
- Change/update your beneficiaries on Empower's website. **5 points**
- Increase your payroll deferral by at least 1%. **15 points**

## Teladoc Services - 10 points maximum

Save time and money by utilizing Teladoc services whenever possible! **Copays are now FREE!** (\$47 copay for HDHP members). To earn points, register and create a Teladoc profile. Sign up at [www.teladoc.com/aetna](http://www.teladoc.com/aetna). **10 points**

## Express Scripts Prescription Plan - 4 points maximum

Register at [express-scripts.com](http://express-scripts.com) and download the app. **2 points each**

## Health Cost Estimator - 20 points maximum

Use the Health Advocate Health Cost Estimator tool to shop for a medical procedure or service. Log on to [www.HealthAdvocate.com/Inframark](http://www.HealthAdvocate.com/Inframark) or call **1-855-424-6400**. **10 points each**

## MedPut Plus - 10 points maximum

MedPut provides zero interest funding and favorable pay-back terms for large or unexpected healthcare, petcare, home repair, and auto repair expenses that you or your covered dependents may incur. To earn points, register at [app.medput.com/employee/register](http://app.medput.com/employee/register) and submit your Inframark email address to receive a registration link and set up your profile. **10 points**

# CREATE YOUR OWN PATH



**SOCIAL** Having strong relationships and love in your life.



**COMMUNITY** The sense of engagement you have with the area where you live. Taking pride in helping your community thrive.



**PURPOSE** Enjoying what you do each day to occupy your time, and being motivated to achieve your goals. Having meaningful pastimes, pursuits and career fulfillment. A sense of higher purpose.



**ENVIRONMENTAL** What's good for the environment is good for you.

*These paths represent the very fabric of our day to day lives*, what keeps us together, and drives us to keep moving forward. We want to know what you think! What activities bring you a sense of fulfillment and well-being, and how can you and Inframark engage together to bring them to life? Below are only a few examples of activities that overlap in these areas and reinforce well-being for yourself and for others around you, whether at home, at work, or in your community.

- Volunteer to clean up a city park
- Sign up for a charity 5k race
- Challenge your co-workers to a health or fitness competition
- Plant a tree for Earth Day
- Take a pledge to serve healthy foods at company meetings
- Share a testimonial about a positive outcome you have had participating in an Inframark benefit program in order to encourage others

Many of you probably already do these things on a regular basis, or perhaps you will be inspired now to start. Take the lead to organize an activity locally, get a co-worker involved, make a suggestion to your manager, be a wellness champion and make it happen! If you do, we want to hear your story. **We'll award you 10 points for up to 2 separate activities (20 points maximum)** that demonstrate initiative or leadership in these areas. And, we may feature you in The Source to share your accomplishments with your Inframark colleagues far and wide.

Send an e-mail with your story to [benefits@inframark.com](mailto:benefits@inframark.com) and let's hear more about what you're doing to make well-being come alive!

# GETTING STARTED

Getting started is easy. Simply register on the Health Advocate website by following the steps below. If you have previously registered, there is no need to follow this step, just log back in!

## How to register on the Health Advocate website:

- Go to **[www.HealthAdvocate.com/Inframark](http://www.HealthAdvocate.com/Inframark)**
- Click on Register
- Enter your legal name, date of birth and zip code
- An email with a verification link will be sent
- To register a spouse, enter a different email address than your own
- Once registered, log in and get started!

## Questions? Just call!

We hope that you take advantage of your wellness incentive program for both the rewards and improved health! If you have any questions, just call!



Call toll-free: 855.424.6400



Visit: **[HealthAdvocate.com/Inframark](http://HealthAdvocate.com/Inframark)**

Email: **[answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com)**

# STAY THE COURSE

## Track Your Wellness Online And On Your Phone

Your Health Advocate portal allows you to track your activity and see how many points you have earned to date. When you log on, “My Points” will appear on your wellness home page. Click on it to see details of your progress. You will see activities you have completed, activities in progress and the points assigned to each.



*Note: Any activities completed outside of the Health Advocate portal/program will be coordinated by Inframark. You will be credited any applicable points for those activities, however there will be a lag in seeing them count against your points total in your Health Advocate portal.*

### Syncing Your Fitness Device

- Log in to **HealthAdvocate.com/Inframark**
- Hover your cursor over the gear symbol in the upper right hand corner
- From the drop-down menu, select “Manage Fitness Devices”
- In the “Fitness Devices & Apps” section, choose your fitness device and click the “+Device” button
- Follow the steps to grant access to share the device’s data
- You’ll be directed to a confirmation page on your member website when your device has been successfully added.

On that same page, just click the “Sync Device” button to import data. Once the above steps are completed, your data will automatically sync each night!

# NEXT STEPS & HELPFUL TIPS

- ☐ Be sure to **register for the Health Advocate website** to get started.
- ☐ **Complete your Health Screening early** on so that you can know your numbers. Use this information to earn points for setting and meeting health goals as well as know what you need to work towards.
- ☐ Check with your site coordinator or manager to see if an **onsite health screening event** is available at your location.
- ☐ **Follow up on preventative care that is recommended for you**, and schedule your appointments sooner rather than later. Once Health Advocate receives the data, you will automatically be awarded points on the wellness portal. Claims data can take up to 3 or more months for Health Advocate to receive. If you wait until too late in the campaign, you may not be able to count on the points for this activity.
- ☐ Did you get a **flu shot** last year? The vaccine supply is usually available in peak season, October through December. **Plan ahead to protect yourself this fall** and your shot will count for next year's program.
- ☐ **Make a plan for completing other activities** that take some time, such as online workshops or the coaching program.
- ☐ Look out for details on **Inframark sponsored health challenges** to take part in some friendly (and healthy) rivalry with your colleagues.
- ☐ If you are using a personal tracking device such as a **Fitbit, smartwatch or an exercise app** like Map My Run, be sure to **sync the device/app to the Health Advocate website** for super easy point tracking.
- ☐ **Submit receipts for gym or Weight Watchers memberships** to [benefits@inframark.com](mailto:benefits@inframark.com).
- ☐ **Check the Health Advocate portal regularly** to see your points total accumulating.
- ☐ **Don't wait until the last minute to get started!**
- ☐ For assistance with any of the above, **reach out to Health Advocate at 855.424.6400**.
- ☐ **Complete all activities before August 31, 2021!**
- ☐ **Claim your gift card rewards by October 1, 2021!** (If you don't choose to payout by the gift card option, your rewards will automatically roll over to a 2022 healthcare discount.)










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## NEED HELP? CALL YOUR COACH

Your Health Advocate Wellness Coach can help you lose weight, eat better, reduce stress, stop smoking, and reach other health goals. You have unlimited access to a personal Wellness Coach for ongoing motivation, as well as online health tools, available through the web or mobile device, 24/7. ***Start Wellness Coaching today:***

-  Determine your health risks; stay motivated to reach your health goals
-  Arrange unlimited, one-on-one Wellness Coaching sessions
-  Make a wellness plan; set clear, attainable goals and get support along the way
-  Access health trackers, competitions, workshops, the Personal Health Profile and more on your member website
-  Weigh your medical care options with the MedChoice Support™ tool

**Just Call! 855.424.6400**