

## **FAQ's – well@du Wellmetrics Portal – Incentive Program**

### **Is the Wellness Incentive Program required of all employees?**

No. Participation in the Wellness Incentive Program is strictly **voluntary**. Financial incentives are available for participants who complete all program components by the deadlines specified at [du.edu/wellness/incentive](http://du.edu/wellness/incentive).

### **Why should I participate in the Wellness Incentive Program?**

The University of Denver wants you to thrive and live your healthiest life. The program is designed to help you know your health risk and numbers—preventing and detecting disease helps save lives. Improved health starts with every person taking an active role in his or her own health. The University of Denver supports you in taking initiative to improve your health by providing a significant insurance premium incentive for completing the program.

### **How will DU know I've completed my biometrics screenings and Well-Being Assessment?**

You will be able to check your completion status through your personal account on the well@du Wellmetrics Portal.

### **Can I complete the well@du Wellmetrics Portal registration, Well-Being Assessment and biometric screenings during work time? Do I have to use sick or vacation time?**

Employees who wish to complete screenings at a KP clinic during their normal work hours will need to utilize sick time as they would for any such appointments.

Employees are encouraged to complete the Wellmetrics Portal registration and Well-Being Assessment during work time using a University computer. The assessment takes 20-30 minutes to complete. If you do not have access to a computer please visit HR located in Mary Reed Building on the 4<sup>th</sup> floor.

### **Does my spouse/partner need to complete the program?**

If you are on a DU sponsored health plan and your spouse/partner is covered on your plan, you must both complete the program to receive the premium incentive. That means he/she also needs to create an account on the portal and reach Bronze and Gold Levels by the deadlines below. Eligible Spouses/Partners (those on a DU employee's health plan) - may use any email address and should use their spouse's/partner's DU ID with the letter "S" to activate their personal account. For example: 87xxxxxxS

If you on an individual health plan or do not participate in a DU sponsored plan, your spouse/partner is not eligible to participate in the portal.

### **What if I (or my spouse/partner) cannot complete a health screening or complete an activity on the portal due to extenuating circumstances or medical conditions– can we still participate?**

Yes, the program is designed promote a healthy lifestyle and we offer alternatives. An Appeals Form is available in lieu of a health screening for physicians who believe a screening is deemed unnecessary under their professional opinion. Our program is HIPAA, GINA, and ADA compliant. Reasonable alternatives for wellness activities are provided. Please contact [well@du.edu](mailto:well@du.edu) with specific concerns.

### **I forgot to log my activities, is it too late? Will I ever catch up?**

Each activity on the portal is set for a different amount of time. Some may allow you to back log for 3 weeks. If you missed logging due to an extenuating circumstance please contact [well@du.edu](mailto:well@du.edu).

### **How will I reach the Gold level – 5,000 points seems so big?**

Multiple activities and challenges will open each month of the year offering you many opportunities to earn points. Helpful tip: set aside 5-10 minutes each week to log into the portal and track your weekly progress.

**My coworker just started this week – where and when can she get started on the portal?**

She'll get an email with an activation code for her account 30 days after her first day at DU. This gives her time to choose her benefits (health plan or not) and for us to set her up with the correct point earning structure (insurance discount or gift cards).

**I'm having trouble logging activities, syncing my tracking device, or forgot my password. Who can help me?**

Please contact [support@adurolife.com](mailto:support@adurolife.com) or call them at 855-864-0721 and you will receive a response within 48 hours.

**Where do I find the biometric screening form?**

If you would like to complete a biometric screening or submit results (from within the past 1 year) you can earn 500 points on the portal. You can find the Health Provider Screening Form by: logging into your Wellmetrics account – going to the home page – scrolling down and selecting the biometric “tile” – then clicking on the Health Provider Screening Link in Red. This will provide you with your personalized form.

**Will I have to pay for the biometric screenings that I need?**

If you choose to have the screening at a KP clinic you may be subject to a co-pay. Please call member services at 303-338-4545 if you have questions about the cost of any screenings.

**Will my employer know the results of my Well-Being Assessment and biometric screening?**

No. DU will not know the specific results of your (or your covered spouse/partner's) screenings. Kaiser Permanente will only release your name and completion status to DU in order to provide you with your premium incentive.

**Will my insurance rates increase if I receive abnormal screening results?**

No. Your specific screening results are confidential. No screening results are shared with the insurance underwriters who create the rates.

**What do I do if my doctor wants to do more tests beyond the screenings in this program?**

Your doctor may request that you complete additional screenings. Any discussion regarding additional screenings is a personal conversation between you and your doctor.

**My doctor does not recommend that I receive the screenings listed because of my current health condition. Can I still participate? Will I still be eligible for the incentive?**

Yes. If a current health condition prevents you from receiving all screenings, please have your doctor provide a signed note stating that he or she does not recommend these screenings. You will still be eligible for the incentive if you complete the steps that your doctor agrees to.

**Who can I contact with questions or concerns about the Wellness Incentive Program?**

Please contact Mandy Sigmund at 303-871-4932 or email [Mandy.Sigmund@du.edu](mailto:Mandy.Sigmund@du.edu). For technical support on the portal contact [support@adurolife.com](mailto:support@adurolife.com) or 855-864-0721.

**Your results will be confidential; DU will only receive notice of your completion status of a biometric screening, registration on the well@du Wellmetrics Portal, and Well-Being Assessment. All aspects of this program are completely confidential. No one can see your individual responses, including our Human Resources department and your manager. Our third party wellness vendor, ADURO, is bound by legal contractual obligations to ensure the confidentiality of the information you provide through the well@du Wellmetrics Portal. ADURO does not rent, share or sell participants' information.**

**well@du**  
du.edu/wellness