

# FIND YOUR HEALTHY PLACE

Better health is a journey, not a destination. Before we can reach our personal goals, we need to know where we're starting from, and where we want to go.

With UMR's Live Well Reward\$, you and your spouse have an opportunity to receive financial rewards for taking a few simple steps toward living a healthier life. Your participation is completely voluntary, and all resources are available at no cost to you. Keep reading to learn how you can start earning today.

This year, you can receive up to **200 points** (1 point= \$1) in Online Rewards. **Here's how:**

YOUR GOALS:	REFERENCE PAGES	EARN:
Take your CHRA	Pages 2-3	25 points
Complete your biometric screening	Pages 4	75 points
Be tobacco free	Page 5	100 points
Real Appeal	Page 6	100 points
UMR's Wellness CARE Coaching	Page 7	100 points
Teladoc Utilization	Page 8	50 points
UMR's Action Plans	Pages 9-10	50 points

**Review your rewards and track your progress in the Live Well Reward\$ Wellness activity center.**

You can check your progress in the Live Well Reward\$ program anytime at [umr.com](http://umr.com). Simply log into [umr.com](http://umr.com) and click on the Wellness activity center tile to review your activities and rewards. If you have any questions regarding LWR\$, please call 1-800-826-9781.



A UnitedHealthcare Company



# GOAL

---

## COMPLETE YOUR CHRA

### WHAT'S A CHRA?

UMR's clinical health risk assessment (CHRA) is a series of questions to help you see your current health status. It takes about 20 minutes to complete the questionnaire online.

### STEP 1 - CREATE AN ACCOUNT ON UMR.COM

To get started, visit **umr.com** and select **Login/Register**. Choose **Member** from the dropdown menu to register or log in as a member. Enter your username and password, or if it's your first time visiting us, click **Register now** to open an account.

#### Helpful hints:

- When you register to use your online services for the first time, make sure you have your UMR member ID card handy. You will need your **member ID number** and **group number (76416309)** to enroll, and you can find this information on the front of your ID card.
- Spouses eligible for the program must create their own online member account on **umr.com** and complete their own CHRA.
- You will need to provide a valid email address when you register. We may use email to send you important information or reminders about your benefits.

Make sure you select a username and password you can remember. You will need these when you log in again in the future. If you can't remember your login information, you can use the "Forgot username or password?" links to recover your username or reset your password.

*continued on back »*

## STEP 2 - COMPLETE YOUR CHRA

After you've successfully logged in to your online services on **umr.com**, you can complete your CHRA at any time that is convenient to you. But remember, you must submit your completed CHRA between **10/1/2023** and **8/31/2024** to be eligible for your **25 points** (1 point= \$1) in Online Rewards.

### To begin your CHRA:

1. Select **Take a CHRA** from your member home page.
2. Select the **Get started!** button from the wellness activity center landing page; if you are not redirected, please check to see if a new tab or page has opened.
3. Under **Clinical health risk assessment**, press the **Start** button.
4. After answering all the questions in the CHRA, make sure to press **Submit**. Your CHRA is considered incomplete until it is submitted, and we will be unable to process your results.

**Note:** You can also complete your CHRA on your mobile device. Simply log in to **umr.com**, select the **Wellness activity center** button.

When you are done, it's time to view your report. Your results will tell you your personal wellness score, health status and risk for developing a disease in the future.

**If you experience technical issues, such as difficulties with your browser or pop-up blocker settings, please call our technical support team at 866-922-8266.**

**If you need help registering for umr.com or completing your CHRA, you can reach us in the following ways:**

1. Log in to **umr.com** and select **Contact us** to send a message to the **Wellness CARE** program. A specialist will contact you within two business days.
2. Call us at **800-207-7680**.





# GOAL

## RECEIVE YOUR BIOMETRIC SCREENING

The School Board of Hardee County and UMR are providing physician lab forms to give employees and spouses a way to complete your annual biometric health screenings through your doctor's office. You must complete your screenings and work with your health care provider to make sure your form is submitted to UMR by **8/31/2024** to be eligible for your **75 points** (1 point= \$1) in Online Rewards.

We use a basic set of screenings to check for conditions such as high blood pressure, high cholesterol or diabetes. These important numbers will be added to your online clinical health risk assessment (CHRA) to give you a more detailed picture of your overall health.

### TO DOWNLOAD YOUR PERSONALIZED FORM:

1. Log in to your online services on **umr.com**.
2. Choose the "**Wellness activity center**" shortcut tile and then click the "**Get started**" button.
3. Look for "**Physician Lab Forms**" in the resources area and click the "Download" button.

### IMPORTANT FASTING INFORMATION:

For the most accurate results, fast 10-12 hours prior to your appointment time and drink an adequate amount of water. Take nothing by mouth except water and medications. If you are diabetic, hypoglycemic, or have any other medical conditions that affect your ability to fast, please follow your doctor's instructions regarding fasting.



# You lived for years without tobacco

And you'll be able to live without tobacco again



If you're ready to quit or reduce your use of tobacco and nicotine products, UMR's Tobacco and Nicotine Cessation Program is available at no cost to **The School Board of Hardee County** and **their spouses**. People who work with a UMR CARE coach are more successful than those who try to quit or reduce their use on their own.

## How it works

Our team of certified tobacco cessation specialists will work with you to develop a plan to quit or reduce your use and offer strategies and support to help you reach your goal.

After you set your personal goal, your assigned CARE coach will be available for a series of one-on-one phone sessions at times that are convenient to you.

In addition, your coach will send you helpful educational materials with facts and tips on overcoming unhealthy habits. With **umr.com**, you also have access to an online action plan for quitting tobacco use. The interactive online lesson plan is personalized for you to help you overcome your barriers and achieve your goals.

## ENROLL today

Call us at  
**800-207-7680**

or scan the QR code below to enroll in the Tobacco and Nicotine Cessation Program



All conversations between you and your coach are completely confidential.

**100 points (1 point= \$1) for UMR Tobacco/Nicotine Cessation Coaching Completion**





## Helping You Build Healthier Habits

Imagine having all the support you need to create a healthy lifestyle and boost your well-being. Real Appeal® makes it possible, by helping you take small steps for lasting change.

### More Support for More Confidence

Real Appeal is a practical online weight management program. It's available to you and eligible family members at no additional cost as part of your health insurance.



#### Supportive Coaching and Sessions

Get personalized guidance from a coach, who leads collaborative weekly group sessions.

#### Making Behavior Change Possible

Together, we'll address topics like emotional eating, mindset and motivation, and more.

#### Resources to Stay Motivated

Your Success Kit gives you access to online fitness classes, scales, a portion plate, and more.

### Boosting your well-being starts with:

#### Your mindset

We'll dive into awareness, motivation, confidence, accountability, and more.

#### Holistic health

Creating a healthy mindset starts with focusing on actions, not just weight loss.

#### Peer support

Your online group supports you by sharing challenges and successes.



Get started now at [enroll.realappeal.com](https://enroll.realappeal.com) or scan the QR code.

Please have your health insurance ID card handy when enrolling.

# What can a CARE health coach do for you?



If you are ready to improve your health, you may have a good idea of what you need to work on. We all know smoking is bad for us, and that healthy eating habits and regular exercise can help us lose weight and reduce our risks for developing health problems in the future.

The hard part for many of us is committing to change and then finding and sticking with a plan that works.

## UMR's CARE coaches are in your corner

Expert support is a phone call away if your current health status or lifestyle choices place you at high risk for developing an ongoing condition such as diabetes or heart disease. Our CARE coaches know change isn't easy, but they have experience helping others overcome their personal challenges.

When you enroll in health coaching, your coach will be there for you, one-on-one, to help you focus on your areas of risk and offer motivation and support in reaching your personal health goals.

Your CARE coach can answer your questions and will:

- Help you pick a completion date for meeting your goals and strategies for reaching them
- Suggest possible steps that will lead to success
- Help you identify obstacles that could keep you from succeeding and suggest ways to avoid them
- Help you find other sources of support in your family, friends or co-workers



To sign up, call  
UMR Wellness CARE  
toll-free at  
**1-800-207-7680**

There is no cost to participate, and all conversations between you and your coach are completely confidential.

**Must complete three coaching calls to be considered engaged**





# 24/7 doctor visits via phone or mobile app



Teladoc gives you round-the-clock access to U.S. board-certified doctors, from home or on the go. Call or connect online or using the Teladoc mobile app for affordable medical care, when you need it.



Talk to a doctor anytime, anywhere you happen to be



Receive quality care via phone, video or mobile app



Prompt treatment, median call back, in 10 minutes



A network of doctors that can treat every member of the family



Prescriptions sent to pharmacy of choice if medically necessary



Teladoc is less expensive than the ER or urgent care



## Get the care you need

Teladoc doctors can treat many medical conditions, including:

- Cold & flu symptoms
- Allergies
- Pink eye
- Respiratory infections
- Sinus problems
- Skin problems
- And more

With your consent, Teladoc is happy to provide information about your Teladoc visit to your primary care physician.



A UnitedHealthcare Company



# Complete an action plan



When you're ready to make a healthy change, it helps to have a plan for success.

Your online services on **umr.com** include personalized action plans to support you in making behavior changes and lifestyle choices to get and stay healthy. The interactive sessions offer plans for a variety of healthy goals, so you choose the one that best fits your health needs and interests:

- Healthy eating
- Weight management
- Quit smoking
- Physical activity
- Stress management
- Diabetes prevention
- Heart disease management
- Financial wellness
- Diabetes management
- Heart disease prevention
- Depression
- Risky drinking
- Back care

Work through a personalized lesson that helps you overcome your barriers and achieve your goals.

**\$50 per action plan up to two completed per program year**

## How to get started

- ▶ Log in to your account on **umr.com**. (If you are using Safari as your browser, make sure your pop-up blockers are turned off.)
- ▶ If it's your first time using the site, select **Login/Register** and follow the steps to register an online account. Make sure you have your ID card handy.
- ▶ Once you've signed in, select **Health center** from the myMenu and click the **Start a health action plan** icon.
- ▶ Click the **Get started!** button from the wellness activity center landing page; If you're not redirected, please check to see if a new tab or page has opened.

*continued >>*



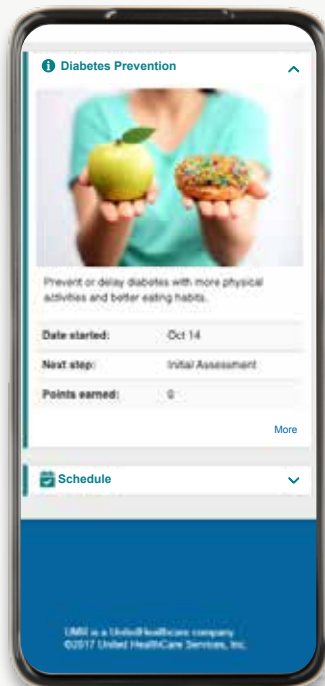
## How to complete an action plan

Under the **Action plans** section, you can click **Enroll** to begin one of the plans displayed.

A red alert notification will appear when your next step is available to complete.

Click < or > to see all of the available plans.

You can click **Enroll** to begin one of the plans displayed.



## Complete the steps in the action plan

- 1 Set up your profile**  
Start by profiling your current behaviors and readiness to make changes.
- 2 Make a plan**  
Select the goals you want to work on and the barriers that might block your progress.
- 3 Take action**  
Work through a personalized lesson that helps you overcome your barriers and achieve your goals.
- 4 Measure your progress**  
See how far you have come and what more you might do.
- 5 Stay on track**  
You will receive a reminder in your list of **Things to Do** when it is time to complete the next step in your action plan. You may complete one step per week.



# REWARDING WELL-BEING

Online Rewards makes it easy to turn the points you've earned for completing incentive program activities into your choice of gift cards or merchandise from popular brands, stores and restaurants.

When you're ready to choose your reward, log in to **umr.com** using your registered username and password.

## Then follow these simple steps:

1. Select **Wellness activities** from **Things to do** on your homepage.
2. Or select **Wellness activity center** tile, located toward the bottom of the page.
3. Under **Rewards**, click on the **Redeem** button.

You'll then be directed to the rewards center, where you can browse for popular items, or search for your favorite brands, stores or restaurants.

Your reward catalogue includes items from the following categories:

- Health & personal care
- Wellness products
- Fitness devices
- Sports & outdoors
- Gift cards
- Books
- Electronics
- Fashion & accessories
- Home & garden
- Toys & games
- Music & movies

**NOTE:** *points earned under the Live Well Reward\$ program expire on 9/30/2024, please redeem all your points prior to this date: otherwise, you will forfeit your unused points. Incentives earned from completion of wellness activities and redeemed through Online Rewards may be considered taxable income.*

