

LiveWell 2025 FAQs

- **Who is eligible for the program?**
 - You can participate in the LiveWell Wellbeing if you're regularly scheduled to work 20 or more hours per week.
 - Mountaineers and spouses or domestic partners enrolled in any Iron Mountain medical plan are eligible to participate.
- **When does the program run?**
 - January 1, 2025 through December 31st, 2025.
- **Is participation in the LiveWell program mandatory? If not, why should I participate?**
 - Participation is entirely voluntary; you decide on resources to use, almost all at no cost to you.
 - The goal: Help you maintain and improve your overall health and quality of life. If you are enrolled in an Iron Mountain medical plan coverage, here are more reasons to take advantage of the program:
 - Provide you with the resources you need to help reward yourself with health
 - Maximize your Total Rewards from the company by using valuable resources
 - Improve your own health while helping the company reduce health care costs for all of us
- **What are some of the resources available on the LiveWell platform?**
 - **Health Assessment:**
 - Helps you build a picture of your health, goals and preferences
 - **Personalized recommendations**
 - Learn about opportunities available to you based on information you submit.
 - **Coaching support:**
 - Improve personal health in fun, meaningful ways. Connect digitally or telephonically to start your journey
 - **Lifestyle coaching:**
 - All Mountaineers enrolled in an Aetna medical plan can be supported with free and confidential personal or group lifestyle coaching for a variety of topics. Learn more.
 - **Chronic condition coaching:**
 - For enrolled Aetna members who have a chronic condition you are provided with clinical coaching support.
 - **Tobacco coaching:**
 - All mountaineers are eligible to work with a specialized wellness coach to help you quit smoking or using other tobacco products to break the habit and live the healthy life you deserve.
 - **Apps and devices:**

- Access the resources anytime, anywhere with the ActiveHealth app or with your wearable devices
- **My record:**
 - See your health information, prescriptions and more
- **Social communities:**
 - Interact with your peers who have similar challenges and goals
- **Adventure Challenges:**
 - Take part in individual or team challenges to help you achieve your health goals
- **Biometric screenings through LabCorp:**
 - Health screenings can help you identify risk factors so you can get care to prevent or better manage health conditions. Many of us know people who wished they'd detected a health risk earlier. It's important to be proactive.
 - Awareness is the first step in maintaining and monitoring your health. Health screenings offer a quick and easy snapshot of your health to help you:
 - Understand your health from the inside out and provide insights into risks and strengths
 - Focus on behaviors you can change to improve your health
 - Work with your primary care provider to take charge of your health
- **Why do some activities require Mountaineers to be enrolled in an Aetna medical plan?**
 - Condition Coaching programs, as well as targeted health programs, such as the Hello Heart, Hinge Health, Aetna Enhanced Maternity and Transform Diabetes Care require enrollment in an Aetna medical plan to participate. That's because participation is based on your health needs as confirmed by Aetna medical plan claims data and/or health screening results.
- **Are the results of my biometric screening and health assessment protected?**
 - Yes. Your individual results are confidential and will not be made available to anyone at Iron Mountain. By law under the Health Insurance Portability and Accountability Act (HIPAA), your personally identifiable results will only be available to you and the vendor partner providing the screening or assessment. Iron Mountain receives only a summary of aggregated, anonymous wellbeing data. This deidentified, population-wide data helps confirm needs and informs strategic priorities for program design and communications.
- **Is my participation in health programs and information I share confidential?**
 - Yes. Your program participation and personal information are confidential and will not be made available to anyone at Iron Mountain. By law under the Health Insurance Portability and Accountability Act (HIPAA), your personally identifiable information will only be available to you and the vendor partner providing the program. The company receives only a summary of aggregated, anonymous participation data.
- **I just went to my doctor for an annual physical. Can those results count as a biometric screening?**

- Yes. Create your account on the LabCorp site from the biometric screening card on your rewards platform. You will be able to download a Physician Results Form that your doctor will be able to complete and send back for credit.
- Ask your doctor to complete the form using lab results performed between November 1, 2024 and December 31, 2025.
- Make sure the form includes all required screening results, biometric values and signatures, and is completed within the specified timeframe.
- Fax the completed form to the fax number on the form on or before the required completion date. Or, you can use the Upload Physician Form option on the Labcorp website to submit it yourself.
- **I am a new Mountaineer. Can I still participate?**
 - Yes, you are still able to join and submit results within the program timeframe.
- **Can I connect my devices?**
 - Yes, you are able to connect your devices online or with the app.
 - Log in to your member website at Aetna.com and select “Well-being Resources.”
 - Once you’ve been redirected, go to “My Health.”
 - Select “Connected Devices.”
 - Click “Connect” next to device logo or app name.
 - Enter your user name and password, and then click “Consent.”
- **I completed an activity and I don’t see credit. How long does it take to show in the portal?**
 - After activity completion, allow up to six weeks to see on your ActiveHealth portal. After these time periods, call A1A for assistance. As a reminder, there is no incentive tied to hearts.