

# Your Benefits, Your Wellbeing: Designed with you in mind



## LiveWell 2024 FAQs

- **Who is eligible for the program?**
  - You can participate in the LiveWell Wellbeing & Incentive Program 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 and earn cash rewards.
- **When does the program run?**
  - January 1, 2024 through October 31, 2024.
    - \*Biometric screening and Preventive screenings results are valid from 11/1/2023-10/31/2024
- **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:
    - Earn up to \$150 for you, and up to \$150 for your enrolled spouse/partner
    - 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
- **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 Livongo 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.
- **Why do we have to do the biometrics and health assessment this year to earn the full incentive?**
  - 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
    - Unlock the opportunity to earn Rewards by starting with \$50 for completion of a health screening and health assessment
- **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, 2023 and October 31, 2024.
- 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 if you completed tier 1 activities. After these time periods, call A1A for assistance.
- **Am I able to still do the activities in Tier 2 before I complete Tier 1?**
  - Yes, you are still able to take part in all the wellness activities. You will see credit for those appear only after completing the Tier 1 requirements (biometric screening and health assessment)

