

Navigating Your Virgin Pulse Portal for the 2023 Annual Wellness Assessment (AWA) Program

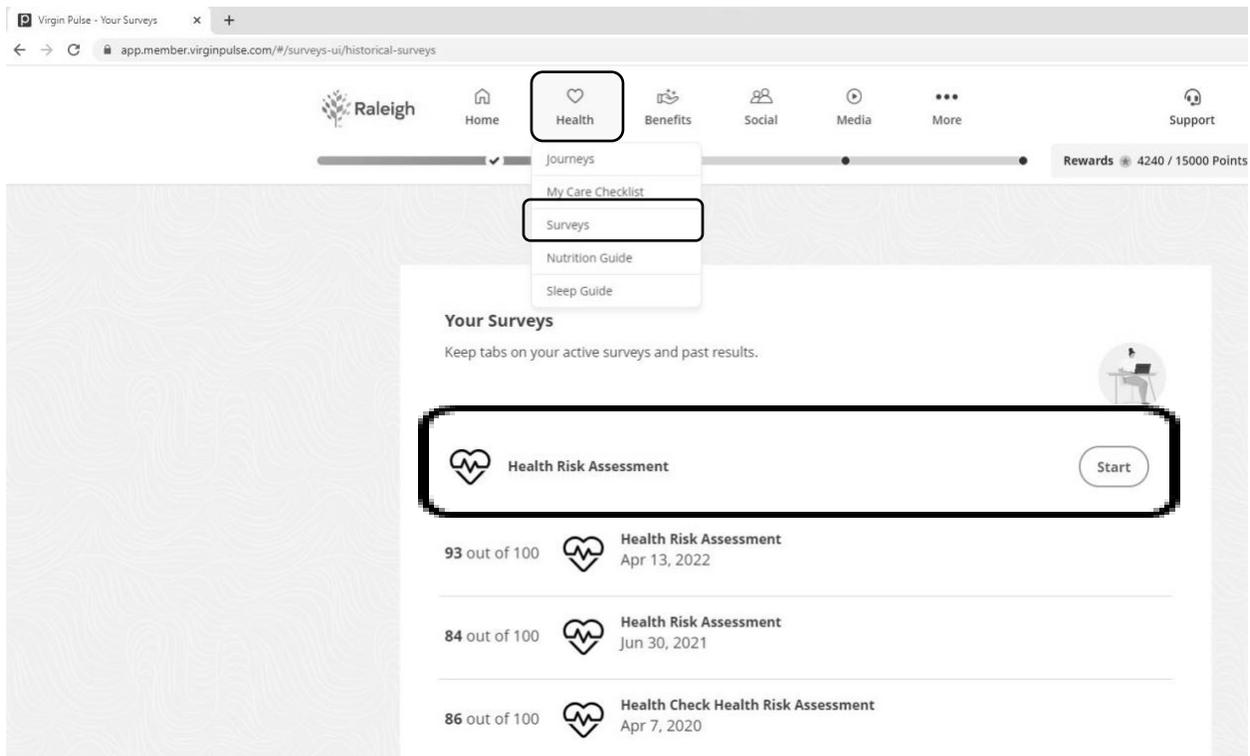
The deadline to complete all components for the 2023 AWA is July 31, 2023.

1. Log in to your Virgin Pulse portal by visiting member.virginpulse.com:

Here, you can reset your username or password if you do not remember your Virgin Pulse login information from the previous year. New to the City or haven't created your Virgin Pulse account? Create an account at: join.virginpulse.com/Wellnessforlife. If you recently retired from the City and used a City email address for your Virgin Pulse account, you will need to call Virgin Pulse support at **888-671-9395** to reset your account in order to get access.

2. Complete the online Health Risk Assessment:

The Health Risk Assessment (HRA) is located on your personal dashboard in your Virgin Pulse account. It can also be found under the "Health" tab at the top of the page under "Surveys." The HRA must be completed by July 31, 2023. You will know that the HRA is complete after receiving a "Health Score" at the end. Keep tabs on your active surveys and past results in the "Health" tab under "Surveys." There you will be able to access your past health risk assessments and view the timestamp of when each survey was successfully completed. You can also check completion status for your 2023 AWA on your "Rewards" tab shown in Step 5.

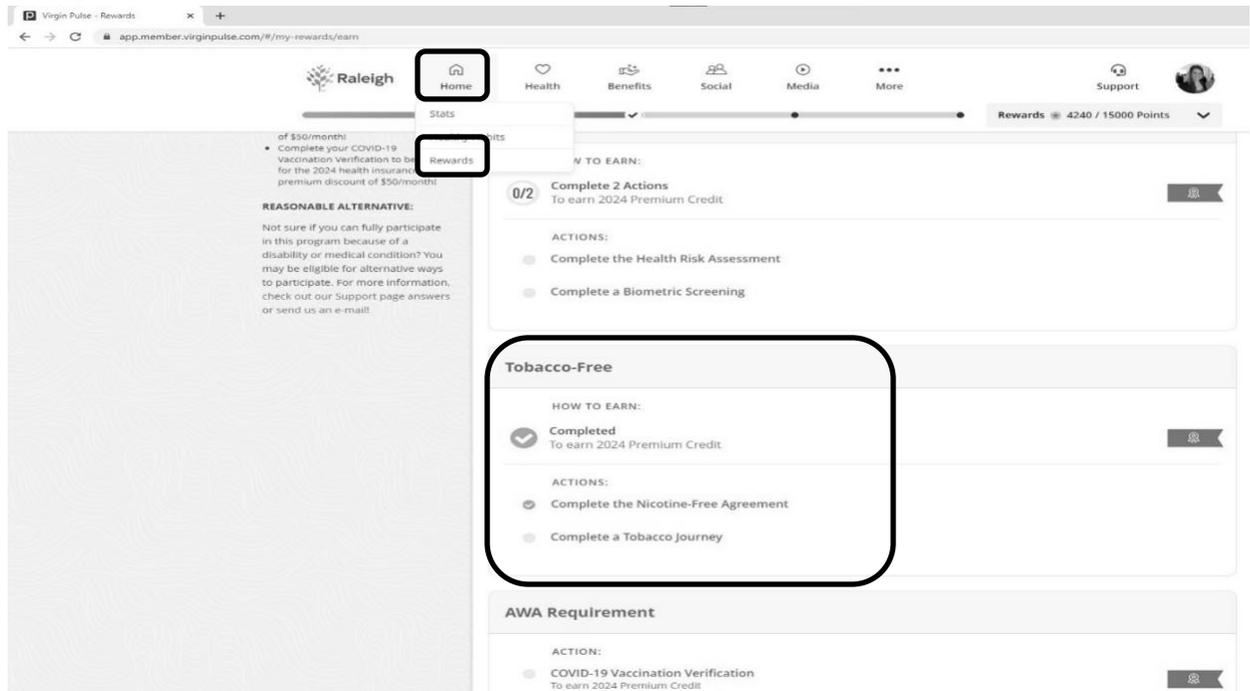


3. Complete the Nicotine-Free Agreement or a Tobacco Journey:

There are several ways to complete the Nicotine-Free Agreement in your Virgin Pulse portal:

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- a. Complete the “Nicotine-Free Agreement” via the Health Risk Assessment. Your response to the tobacco use question in the HRA will be recorded as your response for the “Nicotine-Free Agreement.” You must confirm that your response is recorded by clicking on the “Home” tab in the upper left corner then click on “Rewards.” Scroll to the “Tobacco Free” section to see a green check mark next to that action. If there is no green check mark, please follow the below steps to complete the “Nicotine-Free Agreement” or see Step 4 to complete a “Tobacco Journey.”
- b. Click on your “Home” tab and then click on “Rewards” tab. Scroll down to the Tobacco Free section to complete. If you are a non-tobacco user, click on “Complete the Nicotine-Free Agreement” then click on “Take me there.” This will take you to your profile page where you will scroll to find the “Nicotine-Free Agreement.”
- c. Click on your profile tab in the upper righthand corner of your Virgin Pulse portal and click on “Go to profile.” Scroll down your profile page to find and complete the “Nicotine-Free Agreement.”



4. Complete a Tobacco Journey:

Tobacco Journeys are an option for tobacco users who want to stop using tobacco to receive the premium discount. You only need to complete one journey by July 31, 2023. If you currently use tobacco and do not plan to quit, then no action is needed.

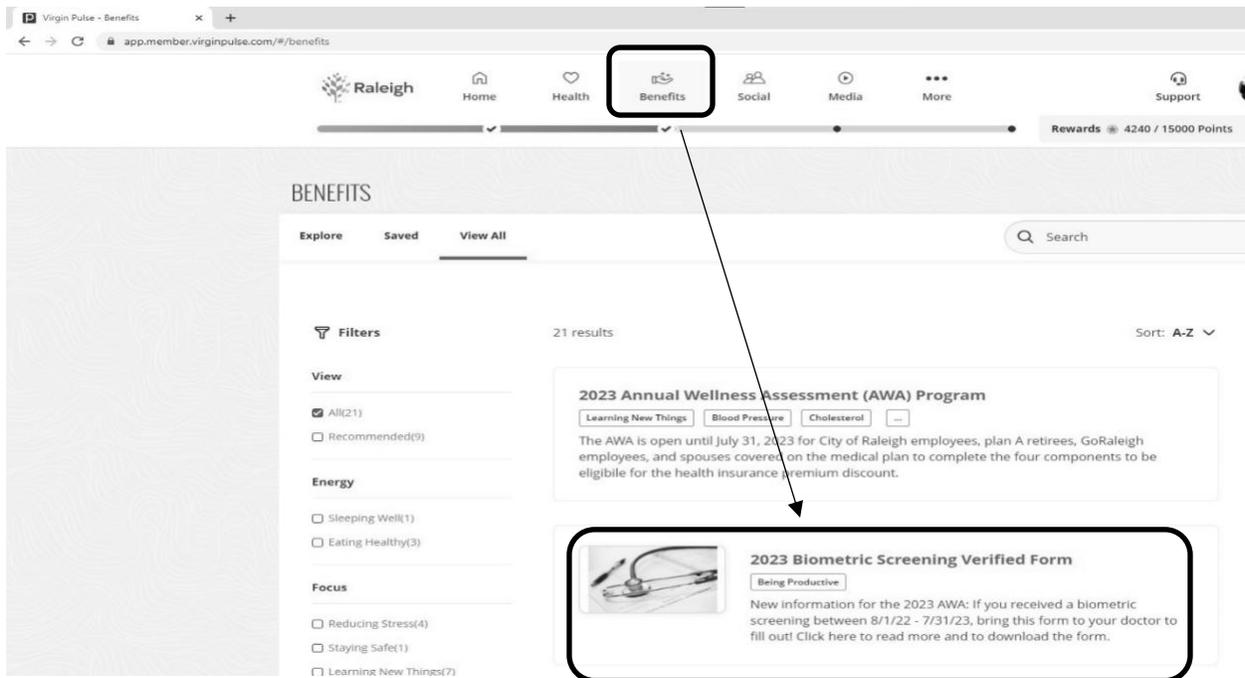
5. Complete a biometric screening through two options:

- a. Complete the Biometric Screening Verified form with your primary care provider (PCP) and submit by July 31, 2023. This form is located on the “Benefits” page. Make sure to click “View ALL” (see arrow) to view the form. All biometrics must be performed with your PCP

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between Aug. 1, 2022, and July 31, 2023, to receive credit for participation. Instructions on how to securely submit your form are located at the top of the Biometric Screening Verified form. Once you have submitted the form, please allow up to 10 business days for a confirmation to show in your Virgin Pulse account.

- b. Attend a City-organized onsite biometric screening between March 15 and June 8, 2023. Visit <https://wakemed.as.me/CORBiometricScreenings> to schedule your screening appointment as **no walk-ins will be accepted**. The onsite biometric screening schedule will also be located on the “Benefits” page and on Corecon. The onsite biometrics data will be collected and uploaded to the Virgin Pulse portal by the screening vendor.



5. Complete the COVID-19 Vaccination Verification:

All COVID-19 vaccination cards or exemptions will need to be submitted before the July 31, 2023, deadline. **If you have already successfully submitted your COVID-19 vaccination verification for the 2022 AWA, no further action is needed. However, you will need to confirm completion of this step by logging in to your individual Virgin Pulse portal, clicking on “Rewards,” and finding a green checkmark beside the “COVID-19 Vaccination Verification” action to earn 2024 premium credit.**

- a. **Employees** will submit their COVID-19 Vaccination Verification form through the ServiceNow Portal on Corecon. **If you have already successfully submitted your COVID-19 vaccination verification through ServiceNow, no further action is needed.**
- b. **Retirees and spouses covered on the City’s medical plan** will submit their COVID-19 Vaccination Verification form through the Survey 123 portal. **If you have already successfully submitted your COVID-19 vaccination verification through Survey123, no further action is needed.**

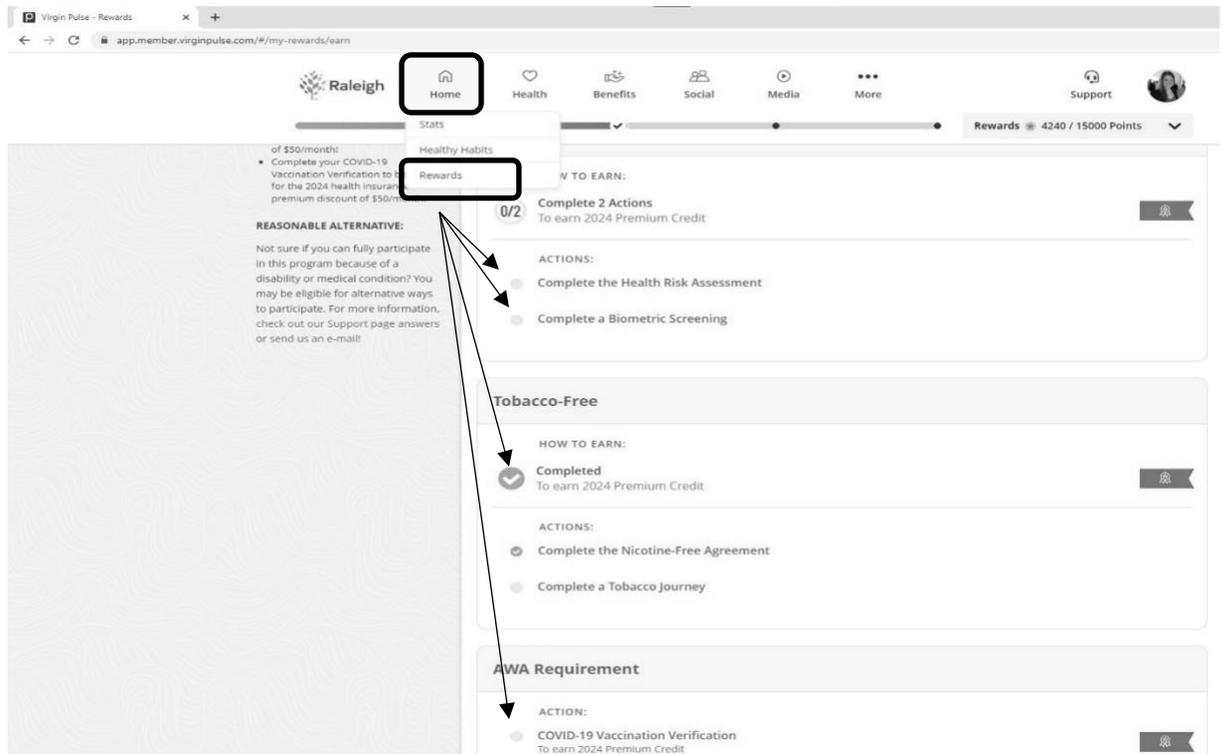
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The COVID-19 Vaccination Verification forms will need to be individually submitted, by the employee, retiree, and covered spouse by **July 31, 2023** to be eligible for the health insurance premium discount. You can confirm completion of this step by logging in to your individual Virgin Pulse portal, clicking on “Rewards” and finding a green checkmark beside the successfully completed item. Details for accessing and completing the form are enclosed. Employees may also find the form on the City’s intranet site, Corecon.

6. View the status of your AWA components:

Go to the “Rewards” tab to view the completion status of your AWA components and to complete your Nicotine-Free Agreement or Tobacco Journey before the July 31, 2023, deadline. You will also find the status of your COVID-19 vaccination verification on your Virgin Pulse “Rewards” tab. The green checkmark will appear once the item has been successfully completed.

All four AWA components (online health risk assessment, online nicotine-free agreement or tobacco-free journey, biometric screening, and COVID-19 vaccination verification form) must be successfully completed before the July, 31 2023, deadline to be eligible for the health insurance premium discount. If you have a spouse covered on your medical plan, they must individually complete all four steps as well. However, if you (or your covered spouse) only complete some and not all four AWA components before the July 31, 2023, deadline, you will not be fully compliant. This means that you will only receive a partial discount for the 2024 health plan year.



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