



# HEALTH & WELLNESS

## 2022-2023 GUIDE

**SAVE MONEY** on your coverage by meeting Go365 deadlines:

- Complete Online Health Assessment\*
- Complete Biometric Screening\*
- Achieve Bronze & Silver Status

# Health Advocate - Your Own Personal Healthcare Concierge

*Health Advocate services provided at no cost you!*

Gives you and your eligible family members access to Personal Health Advocates in your corner, who can give you the answers you need when you need them in regards to a wide range of healthcare-related and insurance issues to save you time, money and worry.

**Contact Health Advocate today!**



**866-695-8622**

Email: [answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com)

Web: [HealthAdvocate.com/members](http://HealthAdvocate.com/members)

Download the Health Advocate app using the QR below or going to the Google Play or Apple App store.



## **Health Advocacy (Available to all benefit-eligible employees)**

With Health Advocate you have unlimited access to a team of experienced Personal Health Advocates, typically registered nurses supported by medical directors and benefits and claims specialists. This team can get to the bottom of a wide variety of healthcare and insurance related issues, no matter how long it takes. Services include:

- **Helping explain a diagnosis** and possible next steps from a clinical best practices standpoint
- **Providing support for you, your spouse, dependent children, parents and parents-in-law**
- **Helping with the selection of Primary Care Physician (PCP)** and setting the appointment
- **Finding the right in-network dentists and dental specialists** such as endodontists, periodontists and orthodontists so you get the most value from your dental benefits
- **Resolving billing and claims issues** including pre-authorization, pre-certification and appeals assistance
- **Helping you easily understand your insurance coverage**
- **Advising on senior care** for members who are approaching retirement (or parents that are already retired) with care or services specific to their individual needs
- **Assisting with behavioral health issues** with care and access for you and your family
- **Advocating for you with prescription drug issues**, including benefits, formulary and mail-order questions; may also help locate lower cost sources for prescription drugs not covered by the medical plan
- **Facilitating communication about complex medical conditions** between you, your family, physicians and payers; services may include facilitating the transfer of medical records, x-rays and lab results prior to an appointment with a new physician; facilitating test results with another physician to confirm a diagnosis or get a second opinion; identify and connect you with leading specialists and Centers of Excellence; coordinating and making arrangement for diagnostic tests; consolidating multiple day testing; or arranging for you to be evaluated for participation in a clinical trial

## **Health Cost Estimator+ (Available to employees enrolled in Medical)**

Health Cost Estimator pricing tool can help you make more informed decisions...and save money!

## **Medical Bill Saver (Available to employees enrolled in Medical)**

It can be overwhelming to receive a large bill for medical or dental, or received care you thought was covered by your insurance plan. Health Advocate's Medical Bill Saver™ service can help. Health Advocate's skilled negotiators can help lower your out-of-pocket costs on bills that are not covered by insurance - at no cost to you!

### **Just send Health Advocate the bill and they will do the rest**

- Send Health Advocate your medical or dental bill of \$400 or more
- Health Advocate will contact the provider on your behalf to negotiate a discount on the amount due\*
- If an agreement is made, Health Advocate will get the provider's signoff on the terms and conditions
- You'll receive a Savings Result Statement summarizing the outcome and payment terms

*\*Health Advocate will attempt to negotiate with providers on claim balances where allowed by states. Best attempts to reduce balances are made, but specific percentage results are not guaranteed.*

# Say hello to Go365.

It's your personalized wellness and rewards program offered through M.C. Dean, Inc.!

Getting healthier is easier, and lots more fun with Go365. When it comes to health and wellness, you have your own approach. One that works for you. Go365 makes it easier to get moving along your path with more ways to start, more Activities to unlock, and more ways to rack up rewards.

This guide will provide additional details on Go365 & many features available to you through this wellness program.



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# Go365 Mall - Rewards & Prizes

## SEE HOW FAST YOU CAN REDEEM REWARDS IN THE Go365 MALL



As a Go365 member, you earn Points for completing healthy activities. You get 1 Buck for each Point you earn, plus Bonus Bucks when you reach a higher Status. These Bucks add up for you to spend in the Go365 Mall on products from popular brands and retailers. Visit the Go365 Mall online or the Go365 App to see all the great products, deals and offers. **Bucks must be redeemed within three years following the year they are earned. This means that unused Bucks earned anytime in year 1 will expire on the last day of year 4.**

### Popular brands

#### E-GIFT CARDS

Rewards start at 1,000 Bucks (\$10 value)



Rewards start at 1,200 Bucks (\$12 value)



Rewards start at 4,500 Bucks (\$45 value)



Rewards start at 11,900 Bucks (\$119 value)

#### FITNESS DEVICES AND GEAR

Rewards start at 2,500 Bucks (Garmin Vivoki & Fitbit Zip)



### Deals and offers



Bucks cannot be used on discounts. Discounts must be purchased with a credit or debit card.

Merchandise subject to availability and may change without notice.

### Charities

Rewards start at 1,000 Bucks (\$10 donation)



Members must have at least Bronze Status to spend Bucks in the Go365 Mall. Only the primary Go365 member can spend Bucks in the Mall.



Visit the Mall online or the App to find all the rewards you can earn for living healthier



Get Go365 support at [community.Go365.com](https://community.Go365.com)

# Go365 Wellness - Save Money on Your Weekly Medical Payroll Deductions & Earn Rewards in the Go365 Mall

**M.C. Dean, Inc. offers 2 medical premium discounts!**

## **Tobacco Free Discount = 15% Savings on Medical Premiums**


Being tobacco free or actively participating in a tobacco cessation program

*Stop using tobacco today! Go365 can help! If you are a tobacco user, we offer a tobacco cessation program. If you enroll and participate in the program, you can earn the same discount as a non-tobacco user.*

## **Go365 Wellness Program Participation Discount = 15% Savings on Medical Premiums**

### **Step 1**


For completion dates see next page.

-  1. Get a biometric screening (required to receive a medical premium discount).  
*We encourage you to visit your personal physician to review your biometric screening results (not required to receive medical premium discount).*

-  2. Complete the online Health Assessment via the Go365 app or [go365.com](http://go365.com).



### **Step 2**

-  To keep your Go365 Wellness discount, you need to achieve Silver Status by earning Go365 Points and Rewards before June 15, 2023

### **2 wellness discounts = 30% savings on medical premiums (both)**

Premiums for employees who get their biometric screening, complete their online health assessment, move to Silver Status by June 15, 2023 and are not tobacco users.

### **1 wellness discount = 15% savings on medical premiums**

Premiums for employees who get their biometric screening, complete their online health assessment but are tobacco users.

**OR**

Premiums for employees who do not get their biometric screening, do not complete their online health assessment and are not tobacco users.

### **No wellness discount = NO savings on medical premiums**

Premiums for employees who do not get their biometric screening, do not complete their online health assessment and are tobacco users.

Your medical plan is committed to helping you achieve your best health. Rewards for participating in a wellness program are available to all employees enrolled in one of the medical plans. If you think you might be unable to meet a standard for a reward under this wellness program, you might qualify for an opportunity to earn the same reward by different means. Contact Human Resources at 888-623-4457 and we will work with you (and, if you wish, with your doctor) to find a wellness program with the same reward that is right for you in light of your health status.

# Timeline for Earning & Maintaining Your Medical Premium Discount



## Employees Hired Before September 1, 2022

**Earn Points, Save up to \$1,500\* on Your Premiums!**



For more information, visit [www.mcdean.com/go365](http://www.mcdean.com/go365)

\*Actual savings may vary by plan and coverage tier.

Spousal participation can accelerate you earning Points and achieving Silver Status to maintain your medical premium discount.

## Employees Newly Enrolling

Insurance effective on:	Complete Online Health Assessment and Biometric Screening	
	Reach Bronze By	Reach Silver By
November 1, 2022	December 1, 2022	June 15, 2023
December 1, 2022	January 1, 2023	
January 1, 2023	February 1, 2023	
February 1, 2023	March 1, 2023	
March 1, 2023	April 1, 2023	
April 1, 2023	May 1, 2023	N/A
May 1, 2023	June 1, 2023	
June 1, 2023	July 1, 2023	
July 1, 2023	August 1, 2023	
August 1, 2023	September 1, 2023	

\*Please refer to your "Dates of Importance" flyer received at orientation to verify your insurance effective date.



# Know Your Numbers (Biometric Screening Results)

Before your next trip to the doctor, make sure you understand what your BMI, blood pressure, blood glucose and cholesterol mean to your overall health.



## Blood Pressure

**What it is:** A blood pressure reading lets you know how hard your heart is working at receiving and pumping blood throughout the body.

**How it impacts your health:** If left uncontrolled, high blood pressure, or hypertension, can lead to heart attack and stroke.

**Did you know:** Nearly one in three Americans suffer from high blood pressure.

## Body Mass Index

**What it is:** BMI calculates how much you weigh based on how tall you are, which determines your healthy body weight based on national averages.

**How it impacts your health:** BMI gauges your risk for certain diseases like heart disease and diabetes that occur because of high body fat levels.

**Did you know:** BMI does not distinguish between fat mass and muscle mass. So, muscular people may have a high BMI despite not being overweight. Measuring your waist circumference is another great way to assess risk.

## Body Glucose Levels

**What it is:** Your blood glucose level is a measure of the amount of sugar, called glucose, in a sample of your blood.

**How it impacts your health:** High blood glucose levels can make you weak, thirsty, and susceptible to infection. It can also lead to illnesses like diabetes, eye disease and kidney disease.

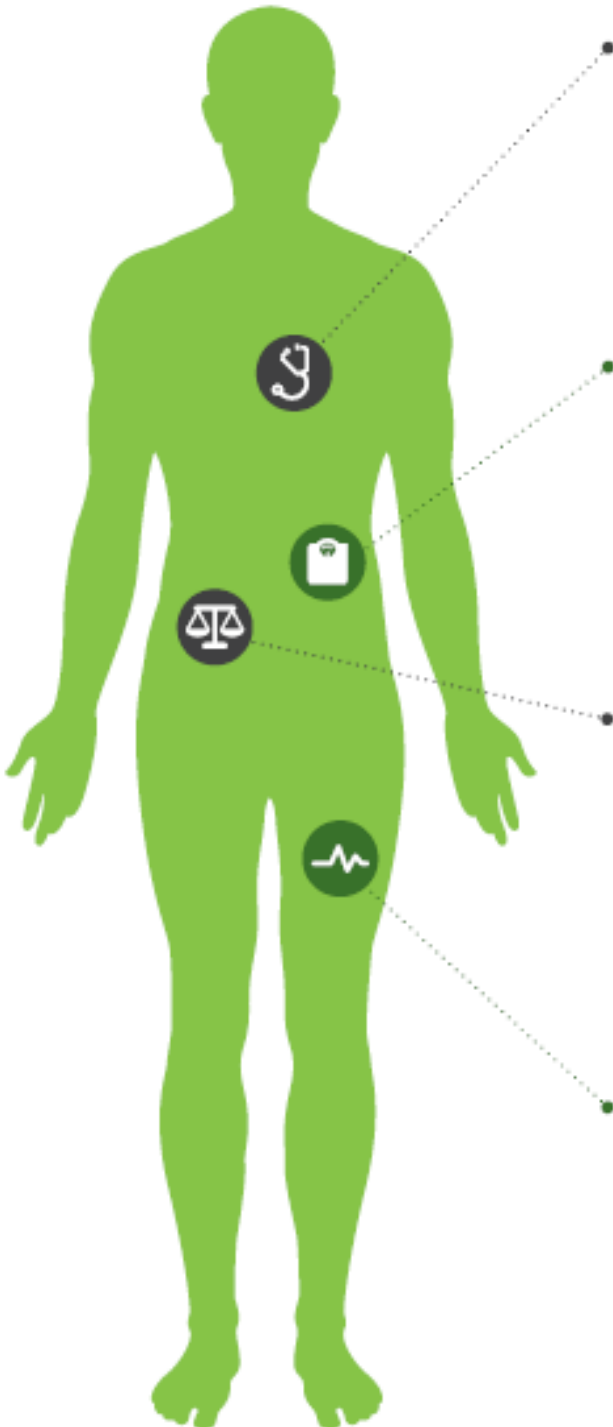
**Did you know:** Increased consumption of high fat foods is not the only cause for high blood glucose levels, illness or stress can trigger high blood sugar as well.

## Cholesterol

**What it is:** Cholesterol is a waxy, fat-like substance made in the liver and other cells and found in certain foods, such as dairy products, eggs and meat.

**How it impacts your health:** Too much cholesterol causes plaque to form in arteries. Causing atherosclerosis, or hardening of the arteries, which can lead to heart disease.

**Did you know:** There are two different types of cholesterol: low density lipoproteins (LDL), or "bad" cholesterol, and high density lipoproteins (HDL), or "good" cholesterol.



# Completing Your Biometric Screening

Available to employees and spouses enrolled in M.C. Dean, Inc.'s medical plan

Tests include:

Total Cholesterol, HDL, LDL, Triglycerides, Glucose, Blood Pressure, Height, Weight, Waist Circumference and BMI.

9-hour fast recommended. Black coffee and water permitted.

## 2 ways to complete your biometric screening

### ■ Primary Care Physician Screenings

You may use your Primary Care Physician (PCP) to complete your biometric screening, but be advised that not all insurance carriers cover biometric screenings at no cost to the member. Contact your medical insurance carrier/ doctor's office for more information. Your PCP must complete and sign the Biometric Screening Form, and you must upload the completed form to your Go365 account to receive credit for the screening.

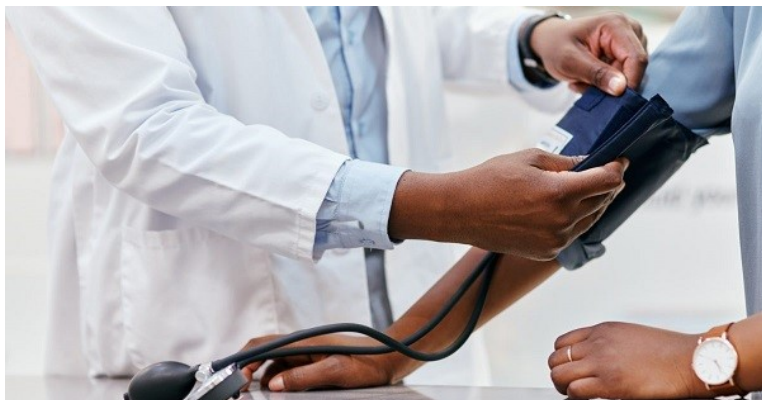
### ■ Free Offsite Screenings at Labcorp

Offsite screenings are only available to employees and spouses who have medical insurance through M.C. Dean, Inc. To schedule an offsite screening:

1. Go to [www.ehealthscreenings.com/signup](http://www.ehealthscreenings.com/signup)
2. If you have participated in a previous screening facilitated by eHealthScreenings, enter your username and password and click *Submit*. On the following screen under Step 1, enter the Screening Key: **HMV1728** and *Click to Select*. If you have not participated in a screening, under the *NOT YET REGISTERED?* box, enter the Screening Key: **HMV1728** and click *Submit*. Enter your assigned default username and password. For your assigned default username and password use the following format:  
USERNAME: First Initial + Last Initial + DOB (MMDDYYYY) (example: John Smith born 4/23/1975 is JS04231975)  
PASSWORD: Last Name + Last 4 SSN (example: John Smith with social 123456789 is Smith6789)  
*\*Username and Password are case sensitive*
3. Update account information and click *Submit*.
4. Select *Click to Select* within the Offsite Screening section.
5. Follow the instructions as prompted.
6. Acknowledge the Health Screening Consent by checking the *I agree* box located at the bottom of the consent. Enter first & last name in the Signature section. Click *Continue*.
7. Once you have completed the sign-up process, a confirmation page will be generated for you to print for your records. You will then receive confirmation of your registration and will be emailed a lab form and instructions on how to complete your screening.

**Once you get your results from your screening, please go see your personal physician as soon as you can to help interpret your results.**

**REMEMBER:** Fasting (no food) for 9 hours before your appointment is recommended, but not required. Please drink plenty of water. Black coffee is permitted. Continue to take any prescription medications. If you are diabetic, please consult your physician before fasting.



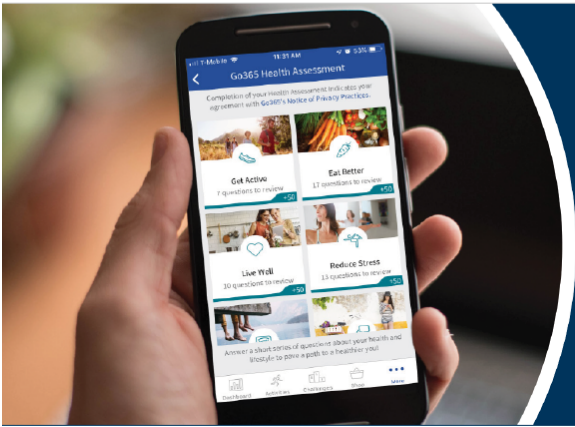
**A face mask is recommended in order to participate in the testing event.**

**A symptom questionnaire will be required prior to screening.**

**Questions? Want to register by phone?  
Please call eHealthScreenings  
Customer Service**

**Mon-Fri 7am - 6pm CT at 888-708-8807, ext. 1**





# Get the Go365 app

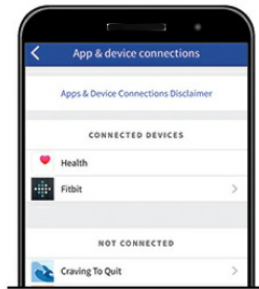
It's the easy way to see your progress



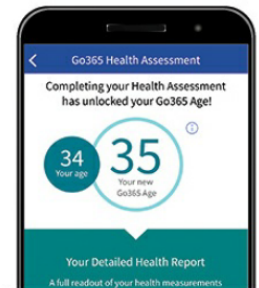
The Go365 app is your daily tool to help you keep up with your physical, mental and nutritional wellbeing goals and activities.

Download the app and start with 2 simple steps:

1. Connect your Go365 compatible fitness device(s) to automatically track your activities.



2. Take the Health Assessment to get recommended activities that help improve your health.



Then watch your small steps grow into healthy habits for life.



Check your dashboard—see your next best steps and watch your Points and Bucks grow



Join a Go365 challenge—compete with your members and other members\*



Start a new activity—log a workout, keep a sleep journal, or take a walking break\*



Snap and submit—earn Points when you submit a photo that documents the screening or vaccine, along with the date it was completed



Shop the Go365 mall—redeem your Bucks for gear, e-gift cards or donations

*\*Refer to the activities on the app or website for more information about Points and limits. Go365 Bucks have no cash value and can only be spent in the Go365 Mall.*

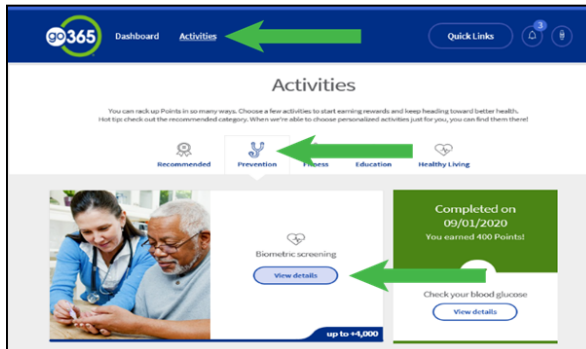
Download the Go365 app using the QR below or the Google Play or Apple App store.



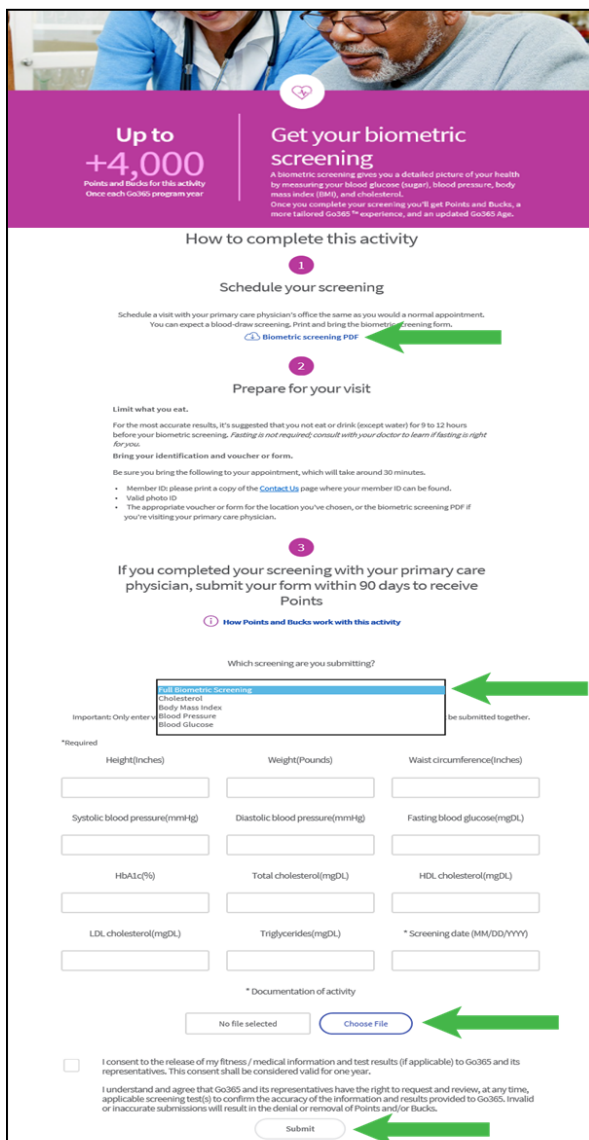
# How to Submit Your Personal Physician Biometric Screening Results on Go365.com

(Only applies if you get your biometric screening through your Personal Physician)

If you get a biometric screening with your Personal Physician, follow the steps below to submit to Go365.



1 Login to your account on Go365.com and go to the Activities tab. Then click on the Prevention category. Scroll down to find the biometric screening box, and then select 'View Details'.



Up to +4,000 Points and Bucks for this activity

Get your biometric screening

How to complete this activity

- 1** Schedule your screening  
Schedule a visit with your primary care physician's office the same as you would a normal appointment. You can expect a blood-draw screening. Print and bring the biometric screening form.  
[Biometric screening PDF](#)
- 2** Prepare for your visit  
Limit what you eat.  
For the most accurate results, it's suggested that you not eat or drink (except water) for 8 to 12 hours before your biometric screening. Fasting is not required; consult with your doctor to learn if fasting is right for you.  
Bring your identification and voucher or form.  
Be sure you bring the following to your appointment, which will take around 30 minutes:
  - Member ID: please print a copy of the [Contact Us](#) page where your member ID can be found.
  - Valid photo ID
  - The appropriate voucher or form for the location you've chosen, or the biometric screening PDF if you're visiting your primary care physician.
- 3** If you completed your screening with your primary care physician, submit your form within 90 days to receive Points

How Points and Bucks work with this activity

Which screening are you submitting?

Full Biometric Screening  
Cholesterol  
Body Mass Index  
Blood Pressure  
Blood Glucose

Important: Only enter  to be submitted together.

\*Required

Height(inches)	Weight(Pounds)	Waist circumference(inches)
<input type="text"/>	<input type="text"/>	<input type="text"/>
Systolic blood pressure(mmHg)	Diastolic blood pressure(mmHg)	Fasting blood glucose(mgDL)
<input type="text"/>	<input type="text"/>	<input type="text"/>
HbA1c(%)	Total cholesterol(mgDL)	HDL cholesterol(mgDL)
<input type="text"/>	<input type="text"/>	<input type="text"/>
LDL cholesterol(mgDL)	Triglycerides(mgDL)	* Screening date (MM/DD/YYYY)
<input type="text"/>	<input type="text"/>	<input type="text"/>

\* Documentation of activity

I consent to the release of my fitness / medical information and test results (if applicable) to Go365 and its representatives. This consent shall be considered valid for one year.

I understand and agree that Go365 and its representatives have the right to request and review, at any time, applicable screening test(s) to confirm the accuracy of the information and results provided to Go365. Invald or inaccurate submissions will result in the denial or removal of Points and/or Bucks.

2 Click on the "Biometric screening PDF" to download your form. Have your doctor fill out the form so you can proceed to step 3 to submit.

3 Once the biometric screening form is completed, refer to step 3 in the Go365.com biometric screening submission page to upload proof. From the drop down menu, select the option to upload full biometric screening, and fill in the blank fields (HbA1c is not required). Then select "Choose File" to upload your completed form, accept the terms, and click on "Submit" for your screening to be processed. You may also submit official lab results as long as your name, the date of service and all tests are included. You must submit *within 90 days* after the screening to get Points.

# Points Needed to Move to Silver Status and Beyond



<b>Earn Bonus Bucks when you reach Silver Status or higher</b>	<b>500</b> Primary Member <b>250</b> Eligible Member 18+	<b>1,500</b> Primary Member <b>750</b> Eligible Member 18+	<b>5,000</b> Primary Member <b>2,500</b> Eligible Member 18+
<b>Earn Double Bonus Bucks when you achieve your prior year highest status</b>	<b>1,000</b> Primary Member <b>500</b> Eligible Member 18+	<b>3,000</b> Primary Member <b>1,500</b> Eligible Member 18+	<b>500</b> Primary Member <b>250</b> Eligible Member 18+

## Examples of How to Reach Silver Status

### Employee Only on Medical Plan

**5,000 Points** needed to reach Silver Status.

Activity (Primary Account Holder)	Points
Go365 Health Assessment (complete all 6 sections)	500
Go365 Health Assessment completion within first 90 days of program start or renewal date	250
Calculators x3	300
Biometric Screening Completion BMI, Blood Pressure, Blood Glucose, Cholesterol	2,000
Personal Physician and Attestation Form	350
Flu Shot	200
Select a Device and Connect and complete the following:	
Daily Steps (8,000 per day/30 days)	240
First Verified Workout per Lifetime	500
First Verified Workout of Program Year	750
Bonus Points (exceed 50 weekly x4)	200
Login to Go365 once a month for 6 months	60
<b>TOTAL</b>	<b>5,350</b>

# Examples of How to Reach Silver Status

## Employee + Spouse on Medical Plan

**8,000 Points combined** needed to reach Silver Status (i.e. add 3,000 Points more Points to earn for each adult dependent on your plan).

Activity (Primary Account Holder & Spouse)	Points
Go365 Health Assessment (complete all 6 sections)	500
Go365 Health Assessment Bonus completion within first 90 days of program start or renewal date	250
Biometric Screening Completion BMI, Blood Pressure, Blood Glucose, Cholesterol	2,000
Flu shot	200
Dental exam	200
Download the mobile App for first time	50
Login to Go365 once a month for 6 months	60
<b>Total for adult dependent spouse</b>	<b>3,260</b>
<b>Total for primary account holder</b>	<b>5,350</b>
<b>TOTAL</b>	<b>8,610</b>

## Employee + Spouse + 1 Adult Dependent Child on Medical Plan

**11,000 Points combined** needed to reach Silver Status (i.e. add 3,000 more Points to earn for each adult dependent on your plan). If one dependent earns more than 3,000 Points that means the other dependent doesn't need to earn as many. For children under 18 (Go365 Kids), you can submit their activities for Points, and you don't need to add an additional 3,000 Points to earn.

Activity (One Adult Dependent Child)	Points
Online Calculators x4	300
Dental exam	200
Vision exam	200
Flu shot	200
Select a Device and Connect (Steps)	
Daily Steps (8,000 steps per day/30 days)	240
First Verified Workout per Lifetime	500
First Verified Workout of Program Year	750
Participate in two step challenges a month (100 Points per month for 3 months)	300
First time mobile App download	50
<b>Total for one adult dependent child</b>	<b>2,740</b>
<b>Total for employee and spouse</b>	<b>8,610</b>
<b>TOTAL</b>	<b>11,350</b>










# Go365 Activities & Points - Employees Only

Points listed are per program year unless stated otherwise.

Activity	Points
<p><b>Health Advocate</b>            Create and account with Health Advocate. Health Advocate can help members navigate the healthcare process, explain medical terminology, help employees find quality participating in-network doctors and achieve savings on medical bills. You get Points for this activity one time. Points are awarded quarterly.</p> <p><b>Access Health Advocate here:</b></p> <ul style="list-style-type: none"> <li>Phone: 866-695-8622</li> <li>Email: <a href="mailto:answers@HealthAdvocate.com">answers@HealthAdvocate.com</a></li> <li>Web: <a href="http://www.HealthAdvocate.com/members">www.HealthAdvocate.com/members</a></li> </ul>	105
<p><b>Personal Physician Video and Attestation Form</b>            Watch a brief video on the importance of seeing a personal care physician (any licensed physician) and the resources to help you find one. Then once you've visited with your physician revisit the link to complete the attestation form, confirming that you visited your personal care physician. Points are awarded on the 15th of the following month of attestation completion.</p> <p><b>Access the video here:</b>  <a href="https://www.brainshark.com/humanaeg/PCPVideo">https://www.brainshark.com/humanaeg/PCPVideo</a></p> <p>or            Via QR code here:</p>	350

# Go365 Activities & Points - Prevention (Adults 18+)

 WEB AND APP | 
  APP ONLY | 
  WEB ONLY

Activity	Points
Preventive health screening* 	400 per eligible screening
Dental exam 	200 per exam (up to 400/program year)
Vision exam 	200
Flu Shot 	200
Nicotine test** 	400
<b>Biometric Screening completion</b> Adult children are not eligible to earn Points for biometric screening completion.	
Body mass index (BMI) 	800
Blood pressure 	400
Blood glucose 	400
Total cholesterol 	400

Maximum Points for Health Assessment completion per program year is 500. Fast Start bonus awarded for full Health Assessment completion within the first 90 days of your program year.



**\*Subject to certain requirements and will appear as a recommended activity if they are applicable to you. Screenings eligibility is as follows: colorectal screening (males and females 45+ years), prostate check (males 40+ years), pap test (females 18+ years), mammogram (female 40+).**

\*\*Cost associated with nicotine tests are the responsibility of the Go365 member. Nicotine tests are not associated with biometric screenings.









# Go365 Activities & Points - Education (Adults 18+)

 WEB AND APP | 
  APP ONLY | 
  WEB ONLY

Points listed are per program year unless stated otherwise.

Activity	Points
<b>Go365 Health Assessment</b>  Take your full Go365 Health Assessment online or on the App and earn Points for completing it for the first time each program year. Adult children are not eligible to earn Points or Bonus Points for Health Assessment completion.	500
<b>OR Health Assessment sections</b>  >>Get Active>>Eat Better>>Reduce Stress>>Live Well>>Know Your Health>>Introduce Yourself <i>200 Bonus Points when you complete all six sections</i>	50

Adult children are not eligible to earn Points or Bonus Points for Health Assessment completion.










Bonus Points	
<b>First Step Health Assessment bonus</b> 	500 once/lifetime
<b>Fast Start Health Assessment bonus</b> 	250
<b>Calculators</b> 	75 each (up to 300/program year)
<b>CPR certification</b> 	125
<b>First-aid certification</b> 	125
<b>Update/confirm contact information</b> 	50
<b>Monthly Go365.com, Humana.com or Go365 App sign-in</b> 	10 (up to 120/program year)
<b>First time Go365 App sign-in</b>   	50 once/lifetime



# Go365 Activities & Points - Fitness (Adults 18+)

 WEB AND APP | 
  APP ONLY | 
  WEB ONLY

Points listed are per program year unless stated otherwise.

Activity	Points
<b>Daily verified workout types</b> Earn Points for activities you do every day.	Up to 50/day
<b>Steps*</b> 	1 Point/day per 1,000 steps
<b>Heart Rate (HR)*</b> 	5 Points for every 15 minutes above 60% of maximum HR
<b>Calories*</b> 	5 Points per 100 calories if burn rate exceeds 200 calories/hour
<b>Participating Fitness Facility*</b> 	10 per daily visit
<b>Photo proof of home or gym workout*</b> 	10 points per workout
<b>Fitness Bonus Points</b>	
<b>Exceeded 50 weekly workout Points</b>	50 only one bonus Point
<b>Exceeded 100 weekly workout Points</b>	100 awarded per week
<b>First verified lifetime workout</b>	500
<b>Sports league</b> 	350 per league team (up to 1,400/program year)
<b>Challenges</b> Sponsored Challenges are set up by employers or Go365. Member-created Challenges are set up by members.	Up to 200/month total for all Challenge-related activities
<b>Participate in a Member-created Challenge</b> 	100
<b>Participate in a Sponsored Challenge</b> 	100
<b>Athletic events</b>  (running, walking, cross-country, skiing, cycling, triathlon)	Up to 3,000/program year
<b>Level 1 (ex. 5K)</b>	250
<b>Level 2 (ex. 10K)</b>	350
<b>Level 3 (ex. half-marathon)</b>	500












\*Calculating daily workout Points: Each day, Go365 will look at Points earned across all workout types and award the category with the highest value for that day. Points are awarded for one workout type per day. Week is defined as Sunday - Saturday. Maximum of 50 daily workout Points can be awarded.



# Go365 Activities & Points - Healthy Living (Adults 18+)

 WEB AND APP | 
  APP ONLY | 
  WEB ONLY

Points listed are per program year unless stated otherwise.

Activity	Points
Blood donation 	50 each (up to 300/program year)
Nicotine test (in-range results) 	400
Virtual well-being coaching ongoing interactions 	10 per week (up to 520/program year)
Weekly log 	10 weekly
Sleep diary 	25 weekly (up to 150/program year)
Daily health quiz 	2 daily
Fitness habit 	up to 25 per month
<b>Biometric screening in-range results</b>	
Adult children are not eligible to earn Points for biometric screening in-range results	
<b>Body mass index (BMI)</b>  $\geq 18.5$ and $< 25$ , or BMI $\geq 25$ and $< 30$ , with a waist circumference $< 40$ " for males and $< 35$ " for females	800
<b>Blood pressure (systolic and diastolic)</b>  $< 130/85$ mm Hg	400
<b>Blood glucose</b>  $< 100$ mg/dL or A1c $< 6.5\%$	400
<b>Total cholesterol</b>  $< 200$ mg/dL or an HDL $\geq 40$ mg/dL for males and $\geq 50$ mg/dL for females	400

## About Biometric Screening Results

Go365 automatically awards in-range biometric screening results for two years (current and your next program year in the prevention and healthy living categories) for Blood Pressure, Blood Glucose and Total Cholesterol. Only your BMI needs to be rechecked every program year. M.C. Dean, Inc. employees must complete a full biometric screening each year to qualify for a premium discount.














# Go365 Activities & Points - Go365 Kids

Your dependents under 18 years old who are part of your Go365 program can earn Points that contribute to your family's Points total and Status—1,000 maximum Points per program year. Points listed are per program year unless stated otherwise.

 WEB AND APP | 
  APP ONLY | 
  WEB ONLY

Activity	Points
<b>Education</b>	
<b>Kids Health Assessment</b>  <i>Child/adult child dependents are not eligible for Points or Bonus Points.</i> The Kids Health Assessment covers a child's physical activity, nutrition, lifestyle and well-being. You get a better understanding of your child's current health and the areas that need improvement.	No Points are awarded for Kids Health Assessment completion.
<b>Prevention</b>	
<b>Kids preventive care visits</b> 	200
<b>Kids dental exam</b> 	100 (up to 200/program year)
<b>Kids vision exam</b> 	100
<b>Kids immunizations</b> 	100
<b>Kids flu shot</b> 	100
<b>Fitness</b>	
<b>Kids sports league</b> 	100 each (up to 200/program year)
<b>Kids athletic events</b> 	50 each (up to 200/program year)
<b>Employer sponsored events</b> 	10-100 (up to 200/program year)

We are committed to helping you achieve your best health. Rewards for participating in Go365 are available to all members. If you think you might be unable to meet a standard for a Go365 reward, you might qualify for an opportunity to earn the same reward by different means. We are committed to helping you achieve your best health. Rewards for participating in Go365 are available to all members. If you think you might be unable to meet a standard for a Go365 reward, you might qualify for an opportunity to earn the same reward by different means. Contact the Customer Care team and they will work with you (and, if you wish, with your healthcare practitioner) to develop another way to qualify for the reward.

**Athletic Events**

If your children participate in events like running, walking, cycling or swimming, they can earn Points that contribute to your family's overall Point total and Status.





## Recommended Activities

### Get healthier and maximize your Points with Go365 Recommended Activities

Go365 can help you take steps to better health with Recommended Activities. Recommended Activities are designed just for you, based on information you shared about your health when you completed your Health Assessment, along with your Biometric Screening results. The Recommended Activities are tailored specifically to your health needs, and they can have the greatest impact on your health.

#### Your personalized Go365 Recommended Activities may include:



Reach or stay at a healthy weight by eating a more nutritious diet



Lower your blood pressure



Exercise regularly



Make healthier lifestyle choices, such as quitting smoking

#### Make the most of your Recommended Activities

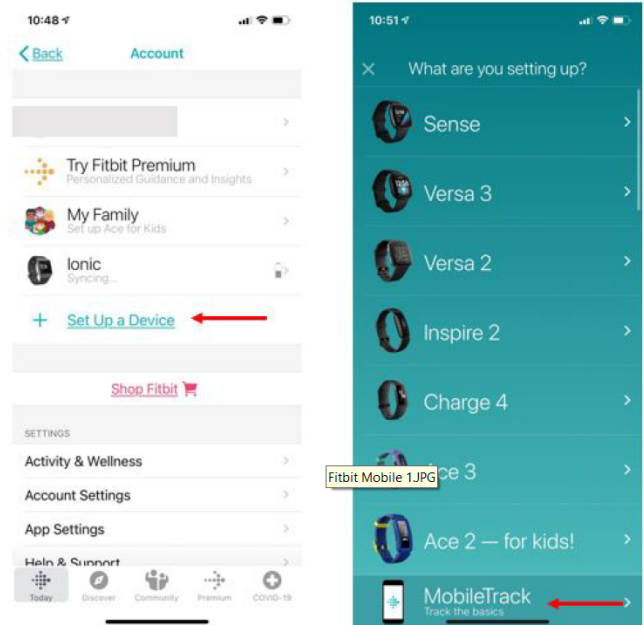
You're challenged to complete your Recommended Activities in a certain timeframe. When you do, you'll earn extra Points. You'll also earn Points for completing everyday activities along the way that help you reach your goal. It's that easy. For example, you may receive a Recommended Activity to lose 10 pounds. Completing everyday activities like tracking your daily steps, taking an online course on healthy eating or checking in at your fitness facility can help you reach your goal — and earn you more Points. As you achieve your goals and improve your health, you'll receive new Recommended Activities. Remember, completing Recommended Activities can have big impact on your overall health and award you a lot of Points and Bucks.

# Free Fitbit App Tracker for all Smartphones

It's easier to get Points for your steps with Fitbit!

## How to get set up for Points\* with fitbit

- Download the Fitbit app and create an account if you don't have one.
- In your Fitbit app follow these steps:
  - Go to Account Settings (upper left corner)
  - Set Up a Device
  - Select Just the App (MobileTrack)
  - Set Up
  - Scroll and select I Agree (you can click the "x" for any subscription pop-up ads)
  - MobileTrack will be listed under your devices on your Fitbit app
- Be sure to connect your Fitbit account to Go365 by going to Account & settings, app & device connections, and tap on Fitbit.
- Login to Go365 and the Fitbit app at least weekly to ensure Points for your steps update.



\*Note: Your phone must have the ability to track steps and use motion tracking. Fitbit MobileTrack will only be compatible with step data, not calorie or heart rate data. Manually logged activities such as runs or walks will not be shared with Go365, steps must be tracked with your phone based off of the motion and GPS tracking. Keep your phone on you to track steps!



For Go365 support contact **800-708-1105** (for escalations ask for level 2 support), or use the chat feature on [go365.com](https://go365.com). You can also ask questions via the Go365 community, which you can access in your Go365 account.



## Up to 50 Points Daily

Just 1,000 steps awards 1 Point - get set up for daily Points today!

# How to Self-Submit Workouts

Go365 is making it easier than ever to get Points for daily workouts. Just complete a fitness workout of your choice, and take a selfie to upload on Go365.com or the mobile app for 10 Go365 Points! Follow guidance below to get credit for your workouts today!

## ONLINE

Login > Activities > Fitness category > Verify your workouts > View details > Submit activity within 7 days of workout

## MOBILE APP

Login > Activities (found in menu for Android phones) > "+" icon > *Verify your workouts* > Submit activity within 7 days of workout

**Verify your workouts**  
Burn and earn while staying healthy at home. Get Points by completing workouts at home, using compatible, connected fitness devices or connecting with virtual workout services like Echelon™ and Fitness On Demand™.

**How Points work with this activity**

- +50**  
Up to 50 Points for the one workout type per day that has the greatest Point value.
- +50**  
50 extra Points when you earn more than 50 workout Points in a week.  
A week is defined as Sunday to Saturday.
- +50**  
50 more Points when you earn more than 100 workout Points in a week.  
A week is defined as Sunday to Saturday.

[Learn more about ways to earn](#)

**How to complete this activity**

1. Connect a fitness device, submit a virtual check-in or document your workout

- Connect a fitness device**  
Use the right fitness device for you.  
[Connect and manage devices](#)
- Connect to a fitness facility**  
Join a participating fitness facility or virtual workout service.  
[Find a facility near you](#)
- Submit proof of your workout**  
using the form below

**NEW Submit photo proof**  
Please submit a photo of your home workout or gym workout, such as a selfie during your workout or a screenshot of your workout video or app.

\*Required

Activity date (MM/DD/YYYY)\*

Workout proof\*  [Choose file](#)

[Submit](#)

You can submit proof for this signed-in user. If you wish to submit proof for someone else in your program, please sign out and sign in to his or her account.

Home workout

Now there's a new way to earn your daily workout points. Stay healthy at home with a home workout.

**+10**  
Points per day

Date **May 14, 2020**

**Submit photo proof**  
Please submit a photo, such as a selfie during your workout or a screenshot of your workout video or app, within seven days of completing your workout.

[Submit](#)



# LOSE THE HABIT



## Tobacco Cessation

You gain so much when you lose the tobacco habit<sup>1,2</sup>

After you quit tobacco, here's what happens within:

20 minutes		Your heart rate and blood pressure drop
12 hours		Dangerous levels of carbon dioxide in your blood drop to normal
5 days		Most nicotine is out of your body
2 weeks - 3 months		Circulation improves and lung function increases (if you were a smoker)
1 - 9 months		Circulation improves and your body's overall energy levels increase (if you were chewing tobacco)
1 month		Your skin appearance is likely to improve
1 year		Your risk of heart disease is cut in half, compared to those who use tobacco
5 years		Your risk of stroke decreases to that of a non-tobacco user

\*You may be eligible for over-the-counter (OTC) and prescription NRT through your medical plan. Contact your plan carrier to seek out additional options.

### Earn your non-tobacco user premium discount

To achieve discounted medical insurance pricing as a smoker (and help you get and stay tobacco-free) complete the following:

- Complete the quitting smoking course, and submit a copy of your completion certification to [HR.Department@mcdean.com](mailto:HR.Department@mcdean.com).

To access the quitting smoking course see steps below:

- Sign in to [go365.com](http://go365.com).
- Visit the *Activities* section and filter to the *Recommended* category. Select the *Quit smoking* recommended activity from the drop-down and scroll down to access the course.
- Ensure you've completed your Go365 Health Assessment for course information to be available.

### Did you know?

An individual's chance of quitting tobacco successfully increased by 50–70% when taking NRT\* (nicotine replacement therapy), according to a review of 150 trials of NRT.<sup>3</sup>

#### References

- <sup>1</sup> American Cancer Society [www.cancer.org/healthy/stay-away-from-tobacco/benefits-of-quit-smoking-over-time.html](http://www.cancer.org/healthy/stay-away-from-tobacco/benefits-of-quit-smoking-over-time.html)
- <sup>2</sup> Killthecan.org [www.killthecan.org/additional-resources/stop-chewing-recovery-timetable/](http://www.killthecan.org/additional-resources/stop-chewing-recovery-timetable/)
- <sup>3</sup> Cochrane [www.cochrane.org/CD000146/TOBACCO\\_can-nicotine-replacement-therapy-nrt-help-people-quit-smoking](http://www.cochrane.org/CD000146/TOBACCO_can-nicotine-replacement-therapy-nrt-help-people-quit-smoking)

# Virtual Wellbeing Coaching

## More Choice. More Options.

Everyone has unique needs and goals – and the right support can make all the difference in helping achieve your personal goal. That’s why virtual well-being coaching offers a wide array of choices through the Go365 App on various topics:



**Physical activity**



**Managing weight**



**Managing stress**



**Quitting tobacco**



**Healthy eating**



**Diabetes**

## More control. More ways to engage.

You make the decision on what well-being apps and digital resources to use and when. Need some quick one-time help or looking for long-term support? There’s an app for it! Want person-to-person coaching? You can get it! With mobile apps, you can engage in what matters to you whenever and wherever you are most comfortable.

## More freedom. More flexibility.

Many of the digital resources and apps are totally free. Or you can choose premium options – with additional features and functionality – and pay the vendor directly, at discounted Go365 rates. Best of all, you can jump in, opt out, or change your option at any time you want.

## It’s so easy to get started.

### ✓ Get the Go365 App.

Download the App to a smartphone and you are ready

### ✓ Explore the options.







Check out the wide array of options. You can choose one or two that interest you by selecting “Coaching” from the Go365 App menu.

### ✓ Get rewarded!

Go365 makes it easy for you to start, stop or change any time.

## How to earn Points with virtual well-being coaching

**Earn 10 Points per week when you complete one of the following eligible activities available in the apps below. You could earn 250 Points per program year!**

 <b>Noom</b>  <b>Activities</b> <ul style="list-style-type: none"><li>• Log 3 meals</li><li>• Log physical activity 3x (device synced or manual entry)</li><li>• Message a Coach</li><li>• Post or respond to the Group feed</li><li>• Weigh in 1 or more times</li><li>• Read an article</li></ul>	 <b>Daily Burn</b>   <b>Fitbit Coach</b>  <b>Activities</b> <ul style="list-style-type: none"><li>• Complete a workout on 3 separate days</li></ul>	 <b>Eat Right Now</b>   <b>Unwinding Anxiety</b>   <b>Craving to Quit</b>  <b>Activities</b> <ul style="list-style-type: none"><li>• Complete a Daily Lesson on 3 separate days</li><li>• Check in on 3 separate days</li><li>• Complete the Want-O-Meter, Stress Test or Stress Meter, whichever is available, on 3 separate days (no mix and match across tools for Points).</li></ul>
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To earn Points, you must complete one full Activity – no mix and match across Activities. Week is defined as Sunday - Saturday. Activities will award Points under Healthy Living and display as Virtual Well-being Coaching on your Go365 statement.

# Your Health & Your BMI

## Did you know?

Heart disease is the leading cause of death in the U.S. About 610,000 people die of heart disease in the U.S. every year—that's 1 in every 4 deaths.

Diabetes is the seventh leading cause of death in the U.S., and it is estimated that 7 million people in the U.S. are unaware they have it.

## Your health and your BMI

Being at a healthy weight provides many health benefits, like preventing heart disease and diabetes. A Body Mass Index measurement (BMI) is part of a full biometric screening, and it measures the ratio of your weight to your height. Finding out your BMI is a way to determine whether your weight puts you at a higher risk for disease. In general, the higher your BMI number, the greater your risk for high blood pressure, heart disease, stroke, arthritis, some cancers, diabetes, and other health problems.

Exercise and a healthy diet are important ways to keep your BMI in a healthy range. You can get a biometric screening at a lab facility, but it is also important to get one regularly with your doctor so they can help you plan steps to stay healthy or improve your health. As an added perk for getting your BMI measured, you will get Go365 Points and potential Bonus Points for having a screening in a healthy range. See the grid below to see how many Points you will get for your BMI, and make sure to get the full biometric screening (includes blood pressure, blood glucose and cholesterol measurement) to get more Points!

Biometric Screening Measurement	Points Earned for Completing	Potential Points for Healthy In-Range Results
Body mass index (BMI)	800 Points	800 Points ≥ 18.5 and < 25, or BMI ≥ 25 and < 30, with a waist circumference < 40" for males and < 35" for females

## Exercise

Engaging in 150 minutes per week — or 30 minutes, five times a week — of moderate activity can really make a difference in your overall well-being, and maintaining a healthy BMI. Swimming, cycling for fun and brisk walking are all moderate-intensity physical activities that don't require a huge commitment but offer a big payoff. You do not have to run a marathon to gain health benefits. Going for a walk at lunchtime, taking the stairs, getting off the train one or two stops early and walking the rest of the way, or even dancing to music — any fitness you engage in can contribute to reducing your risk of disease. The more physical activity you do each day, the greater your health benefits. You will not regret making the time to invest in your health.

Physical activity also helps to:

- Maintain weight.
- Reduce high blood pressure.
- Reduce risk for type 2 diabetes, heart attack, stroke, and several forms of cancer.
- Reduce arthritis pain and associated disability.
- Reduce risk for osteoporosis and falls.
- Reduce symptoms of depression and anxiety.

## Ways to increase your physical activity

### At home:

- Join a walking group in the neighborhood or at the local shopping mall. Recruit a partner for support and encouragement.
- Push the baby in a stroller.
- Get the whole family involved - enjoy an afternoon bike ride with your kids.
- Walk up and down the soccer or softball field sidelines while watching the kids play.
- Walk the dog — don't just watch the dog walk.
- Clean the house or wash the car.
- Walk, skate, or cycle more, and drive less.
- Do stretches, exercises, or pedal a stationary bike while watching television.
- Mow the lawn with a push mower.
- Plant and care for a vegetable or flower garden.

- Play with the kids — tumble in the leaves, build a snowman, splash in a puddle, or dance to favorite music.
- Exercise to a workout video.

### At work:

- Get off the bus or subway one stop early and walk or skate the rest of the way.
- Replace a coffee break with a brisk 10-minute walk. Ask a friend to go with you.
- Take part in an exercise program at work or a nearby gym.

# Nutrition

## Nutrition

Eating healthy can help you manage weight and protect you from disease. It can even help you control some diseases you may already have. For instance low-fat eating that includes plenty of whole grains, fruits, vegetables, and low-fat dairy products can lower your chances of heart disease, high blood pressure, stroke, and diabetes. It may also prevent certain types of cancer. Eating lots of fruits and vegetables lowers your risk of heart disease, cancer, and can help manage high blood pressure.

### According to the *Dietary Guidelines for Americans 2015-2020*, a healthy eating plan:

- Emphasizes fruits, vegetables, whole grains, and fat-free or low-fat milk and milk products.
- Includes lean meats, poultry, fish, beans, eggs, and nuts.
- Is low in saturated fats, *trans* fats, cholesterol, salt (sodium), and added sugars.
- Stays within your daily calorie needs.

### For a balanced diet, try to eat\*:

- 5 to 6 ounces (oz.) of grains, such as cereals, breads, crackers, rice, or pasta. An ounce is about 1 slice of bread, 1 cup of breakfast cereal, or ½ cup of cooked rice, cereal, or pasta. Half of the grains you eat should be whole grains.
- 2 to 3 cups of vegetables, especially dark green vegetables, orange vegetables, beans, and lentils.
- ½ to 2 cups of fresh, frozen, or canned fruit. A small apple, a large banana, or 2 large plums equal 1 cup.
- 3 cups of nonfat or low-fat milk products. One cup is equal to 8 oz. milk or yogurt, 1½ oz. hard cheese, or 2 oz. processed cheese.
- 5 to 6½ oz. of protein foods, such as skinless chicken, fish, lean meat, beans, nuts, and seeds. One egg, ¼ cup cooked beans or peas, ½ oz. nuts or seeds, or 1 tablespoon peanut butter equals 1 oz.

\*NOTE: This does not replace the advice of a doctor.

### Your habits make all the difference, let Go365 help you!

A healthy lifestyle is one of the best ways to safeguard your health. The great thing about the Go365 program is it provides health tools and recommends activities that will help you build a healthy lifestyle. And having the extra perks of getting gift cards and other rewards in the Go365 Mall every step of the way doesn't hurt!

Make sure to login to your [go365.com](http://go365.com) account and go to *Activities* to get the most from this program. Don't miss these resources which are available to you and any adult dependents (18+) that are on your medical plan.

### Go365 Recommended Activities

Recommended activities are time based activities that you can complete, which you can liken to a health goal. When you complete or achieve your time based recommended activities, you'll get more Go365 Points. In addition, you will also have the opportunity complete other health courses and modules to get more support and also more Points! To receive Recommended Activities, make sure to complete your Health Assessment and/or complete your Biometric Screening. This may help Go365 provide one or more activities depending on your results. For more information on Recommended Activities, go to page 18.

Let's make today a little bit healthier. Login to [go365.com](http://go365.com) today to get started!

#### Resources:

- <http://www.diabetes.org/diabetes-basics/statistics/>
- [https://www.cdc.gov/dhdsp/data\\_statistics/fact\\_sheets/fs\\_heart\\_disease.htm](https://www.cdc.gov/dhdsp/data_statistics/fact_sheets/fs_heart_disease.htm)
- [https://www.cdc.gov/healthyweight/healthy\\_eating/index.html](https://www.cdc.gov/healthyweight/healthy_eating/index.html)
- <https://www.choosemyplate.gov/resources/physical-activity-why>



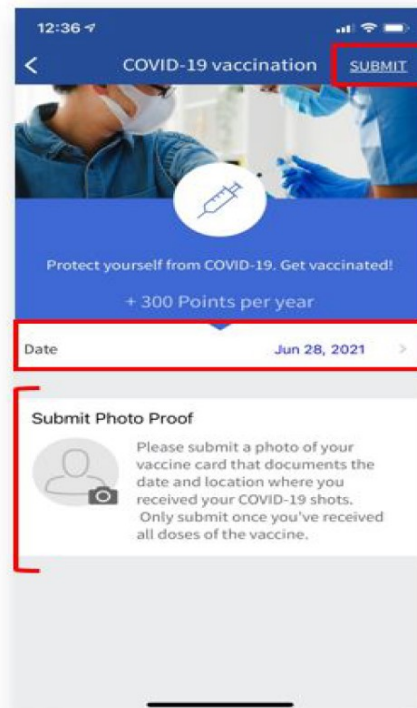
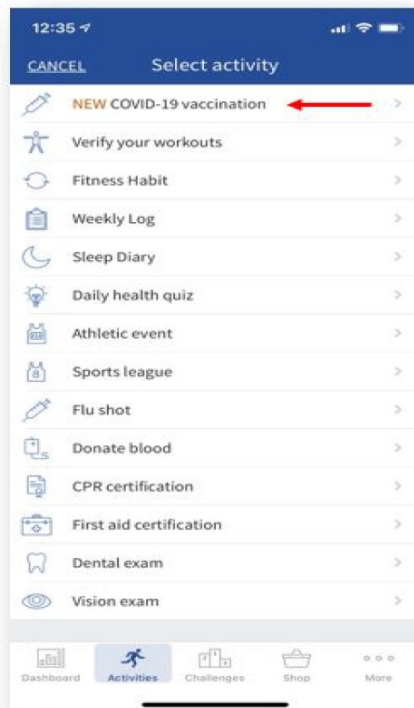


# COVID-19 Vaccination Points

Get vaccinated and receive 300 Go365 Points!

How to submit proof of vaccination for Go365 Points:

- Login to the Go365 App and navigate to the Activities section.
- Choose *COVID-19 Vaccination*.
- Upload a photo of your COVID-19 vaccination card, select the date of vaccination, then submit. Go365 members 18 or older are eligible for Points. View the date of your vaccination on your Go365 statement to see Points.



Points will only be awarded 90 days from date of completion. Currently, proof can only be submitted via the Go365 app. For Go365 support contact **800-708-1105**, use the chat feature on [go365.com](https://go365.com), or access the Go365 community via your Go365 account.



# Employee Assistance Program (EAP)

## Aetna Resources for Living

Aetna Resources for Living is an Employee Assistance Program (EAP) available at **no cost** to you and all members of your household. This includes dependent children, up to age 26, whether they live at home or not. Services are confidential\* and available 24 hours a day, 7 days a week.

### Employee Assistance Program

To access services:

1-866-486-4334

[www.mylifevalues.com](http://www.mylifevalues.com)

Username: mc dean / Password: eap

Mobile App:

Search for "Resources for Living"

### Emotional Wellbeing Support

You can access **up to 6 counseling sessions per issue each year**. You can also call Aetna Resources for Living 24 hours a day for in-the-moment emotional wellbeing support.

Counseling sessions are available face-to-face, online with televideo or by phone. Services are free and confidential. Aetna Resources for Living is always here to help with a wide range of issues including:

- Relationship support
- Stress management
- Work/life balance
- Family issues
- Grief and loss
- Depression
- Anxiety
- Substance misuse and more
- Self-esteem and personal development

Onsite assistance can be provided in a timely fashion for emergencies, including critical incident stress or management (CISM), defusing and debriefing, and other crisis response needs. Onsite assistance will be provided by qualified employee assistance clinical providers (including substance abuse expertise) and will include guaranteed confidential recordkeeping .

### Daily Life Assistance

Completing day-to-day needs can make it tough to know where to start, Call Aetna Resources for Living for personalized guidance. They will help you find resources for:

- Child care, parenting and adoption
- Summer programs for kids
- School and financial aid research
- Care for older adults
- Caregiver support
- Special need
- Pet care
- Home repair and improvement
- Household services

### Discount Center

Find deals on brand name products and services including electronics, entertainment, gifts and flowers, travel, fitness, nutrition and more.

### Fitness Discounts

Save on gym memberships at over 9,000 locations nationwide and home fitness equipment. Participating gyms and programs include 24 Hour Fitness, LA Fitness, Anytime Fitness, Zumba Fitness, Nutrisystem and more.

### Legal Services

You can get a free 30-minute consultation per issue with a participating attorney for each new legal topic related to:

- General
- Family
- Criminal law
- Elder law and estate planning
- Divorce
- Wills and other document preparation
- Real estate transactions
- Mediation services

If you opt for services beyond the initial consultation you can get a 25% discount.

\*Services must be related to the employee and eligible household members. Work-related issues are not covered, Discount does not include flat legal fees, contingency fees and plan mediator services.

### Financial Services

Simply call for a free 30-minute consultation for each new financial topic related to:

- Budgeting
- Retirement or other financial planning
- Mortgages and refinancing
- Credit and debt issues
- College funding
- Tax and IRS questions and preparation

You can also get a 25% discount on tax preparation services.

\*Services must be for financial matters related to the employee and eligible household members. Work-related issues are not covered. Discount does not include flat legal fees, contingency fees and plan mediator services.

### Identity Theft Services

Call for a free 60-minute consultation. Free "emergency response kit" provided upon identity breach (sent by email, mail or fax).

*\*Except if required by law: If a caller reports any knowledge or suspicion of child or elder abuse or neglect, if a caller threatens to harm himself or others, when the caller signs a release of information granting permission to divulge certain information*

# Employee Assistance Program (EAP)

## Aetna Resources for Living - Online Resources



### Life and Relationships

- Parenting
- Relationship
- Aging adults
- Balancing work & family
- Managing life
- Pets

### Mental Health and Addictions

- Depression
- Suicide prevention
- Addictions
- Mental health awareness and conditions
- Mental wellbeing terms

### Resource Centers

- Crisis & disaster
- Staying healthy—fitness and nutrition
- Self-improvement
- Stress
- Trauma, grief & loss

### Career and Workplace

- Dealing with tough situations
- Handling change
- Helping your coworkers
- Navigating career
- Manager resources
- Manager services

### Tools

- Monthly features
- Webinars
- Video library
- Digital resources
- Find support
- Check in on you

### Services

- About your benefits - orientation
- Emotional wellbeing
- Legal & financial
- myStrength
- Daily life assistance
- Find a counselor

## Employee Assistance Program

To access services:

1-866-486-4334

[www.mylifevalues.com](http://www.mylifevalues.com)

Username: mc dean / Password: eap

Mobile App:

Search for “Resources for Living”

# Go365 FAQs



## ■ How do I register for Go365?

- Once your medical insurance is effective, download the Go365 mobile app for free via your Apple App store or Google Play store, or register online at [go365.com](http://go365.com).
- On the app, click on *Register*. On the Go365 website, click on *Sign-In* and select *Activate online profile* located under *Don't have a profile?*
- Use either your social security number or 9-digit member ID number found on your member ID card. Answer the questions to proceed to create your username and password. If you don't know your member ID you can contact customer service at 800-708-1105 to obtain it.

## ■ I forgot my username, how do I find it?

- Go to the mobile app, or on [go365.com](http://go365.com) click on *Sign-In* and select the *forgot your username* link.
- From there answer the questions to find out your username. If you still need assistance, contact Customer service at 800-708-1105.

## ■ I forgot my password, how do I change/reset it?

- Go to the mobile app, or on [go365.com](http://go365.com) click on *Sign-In* and select the *forgot your password* link.
- From there answer verification questions and reset your password. You may contact customer service at 800-708-1105 to obtain additional assistance such as locating your member ID.

## ■ How do I complete my online health assessment?

- To take it online: Login to your [go365.com](http://go365.com) account and go to the activities link to locate the health assessment and get your Go365 Age.
- Take it on the Go365 app: Go to the menu icon on the top-left corner (Android) or by going to *More* (iOS) and selecting *Go365 Health Assessment*.

## ■ How do I complete my biometric screening?

- You and your spouse can get a biometric screening at Labcorp at no cost if you have medical insurance through M.C. Dean, Inc. You and your covered dependents can also get a biometric screening through your Primary Care Physician (PCP). Please review page 8 for detailed instructions on how complete your biometric screening.

## ■ How do I link my fitness tracking device? (Please note, devices may be added or removed without warning. For the most up-to-date list, refer to [go365.com](http://go365.com) or the Go365 App.)

### Via Mobile App:

- Sign in to the Go365 App.  
**Android users:** Tap the *Menu* icon on the dashboard > Tap *Account & Settings*.  
**iOS users:** Tap the *More Menu* icon > Tap *Account & Settings* or the *Profile* icon on the dashboard.
- Tap *App and device connections*.
- Select the activity tracker to which you want to connect and follow the prompts.

### Via Go365.com:

- Sign in to [go365.com](http://go365.com).
- Click the *Link icon* in the upper right of the main dashboard and then click *Manage Devices*.
- Click the *Connect* button under the device logo of your activity tracker you want to use and follow the prompts given.

## Compatible fitness devices and apps



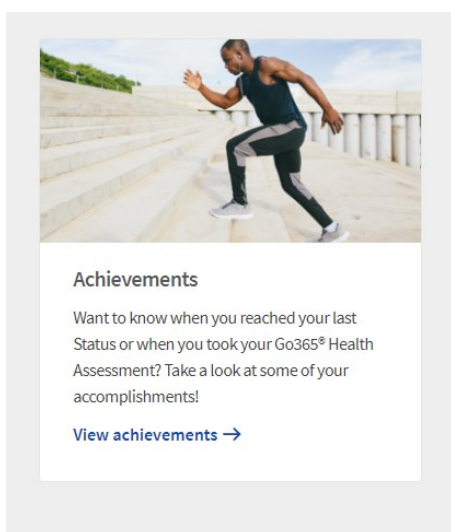
Manufacturer	Device
Amazon .....	All Halo devices
Espresso .....	All Espresso devices are compatible
Fitbit .....	All Fitbit wearable devices are compatible
Garmin .....	All Garmin wearable devices are compatible All Garmin Edge devices are compatible
iHealth .....	Edge
Misfit .....	All Misfit wearable devices are compatible
Withings .....	All Withings wearable, scale and blood pressure devices are compatible (formerly Nokia Health)
Polar .....	All Polar devices are compatible
Qardio .....	All Qardio scale and blood pressure devices are compatible

## Compatible apps

Apple Health	Life Fitness	Samsung Health
Craving to Quit	MyFitnessPal	Strava
Eat Right Now	Noom	Unwinding Anxiety
Fitbit	RunDouble C25k	
Fitbit Premium	RunKeeper	



- **How do I upload documents to Go365 for proof of participation (including Go365 Biometric Screening Form)**
  - **Online:** Sign into [go365.com](http://go365.com). In the top navigation, click on *Account*, then *Quick Links*, then *Forms* and select the appropriate activity you would like to submit proof for.
  - **Mobile App:** Sign into the Go365 mobile App. For iOS phones, go to *Activities* and for Android phones go to the menu, and then *Activities*. Click on the “+” sign to display the activities menu and tap on the activity you’d like to submit proof for.
  
- **What are calculators and how do I access them?**
  - These online tools measure aspects of your health, like *Are you at risk for a heart attack?* They can help you take steps to lead a healthier life. There are many different calculators, and adult members can earn Points for each calculator you use up to 300 Points a year. To access calculators login to [go365.com](http://go365.com), go to *Activities* and select or filter by the *Education* heading.
  
- **How do I connect to partner fitness facilities?**
  - How you get Points for your workouts will depend on the type of facility you partner with. Follow these steps to find out:
    - ✓ Login to [go365.com](http://go365.com).
    - ✓ Go to *Account*, then *Quick Links* and select *Participating fitness facilities*.
    - ✓ Type in your zip code to search for a partner facility in your area.
    - ✓ Find your gym on the list and click *Earn Points at this Facility*.
    - ✓ Follow the instructions to connect your account or membership and click *Submit*.
  
- **How do I contact the Customer Care team?**
  - **Live chat**  
Select the chat window on the bottom right of the screen on [go365.com](http://go365.com) to chat with Go365’s Customer Care team.
  - **Phone**  
Call the number on the back of your member ID card between 8:00 am and 7:00 pm, Eastern Time. The phone number is 800-708-1105. For escalations, you can always ask to speak with a level 2 customer service rep.
  - **Online community**  
Visit the “Go365 Community” (<https://humanaservice.force.com/Go365Commercial/s/>) and ask a question, or view other questions. Customer service monitors and provides answers on this site.
  
- **How do I check my Health Assessment and Biometric Screening status?**
  - Select the *View Achievements* box at the bottom of the Go365 homepage. This will show the dates your Health Assessment and Biometric Screening were completed.



Please feel free to check out more FAQs on the website by going to *Account > Quick Links* in your Go365 account, and select *Frequently Asked Questions*.

You can view all YouTube tutorial videos here: <http://bit.ly/ideos>

## **Notice of Privacy Practices**

M.C. Dean, Inc.'s wellness program is a voluntary wellness program that is available to employees participating in M.C. Dean, Inc.'s medical plan. The Go365 Notice of Privacy Practices is available here: <https://www.go365.com/privacy-practices>. The program is administered according to federal rules permitting employer-sponsored wellness programs that seek to improve employee health or prevent disease, including the Americans with Disabilities Act of 1990, the Genetic Information Nondiscrimination Act of 2008, and the Health Insurance Portability and Accountability Act, as applicable, among others. If you choose to participate in the wellness program you will be asked to complete a voluntary health assessment that asks a series of questions about your health-related activities and behaviors and whether you have or had certain medical conditions (e.g., cancer, diabetes, or heart disease). You will also be asked to complete a biometric screening, which will include a blood test for blood glucose and cholesterol. You are not required to complete the health assessment or to participate in the blood test or other medical examinations.

However, employees who choose to participate in the wellness program will receive a premium incentive of up to 15%. Although you are not required to complete the health assessment or participate in the biometric screening, only employees who do so will receive the incentive.

Additional incentives of up to 15% may be available for employees who are tobacco-free. If you are not tobacco-free, you may be entitled to a reasonable accommodation or an alternative standard, such as completing a tobacco cessation program. You may request a reasonable accommodation or an alternative standard by contacting Human Resources at [HR.Department@mcdean.com](mailto:HR.Department@mcdean.com) or 888-MCD-4HLP (888-623-4457).

The information from your health assessment and the results from your biometric screening will be used to provide you with information to help you understand your current health and potential risks. You also are encouraged to share your results or concerns with your own doctor.

## **Protections from Disclosure of Medical Information**

We are required by law to maintain the privacy and security of your personally identifiable health information. Although the wellness program and M.C. Dean, Inc. may use aggregate information it collects to design a program based on identified health risks in the workplace, the wellness program will never disclose any of your personal information either publicly or to M.C. Dean, Inc., except as necessary to respond to a request from you for a reasonable accommodation needed to participate in the wellness program, or as expressly permitted by law. Medical information that personally identifies you that is provided in connection with the wellness program will not be provided to your supervisors or managers and may never be used to make decisions regarding your employment.

Your health information will not be sold, exchanged, transferred, or otherwise disclosed except to the extent permitted by law to carry out specific activities related to the wellness program, and you will not be asked or required to waive the confidentiality of your health information as a condition of participating in the wellness program or receiving an incentive. Anyone who receives your information for purposes of providing you services as part of the wellness program will abide by the same confidentiality requirements. The only individual who will receive your personally identifiable health information is a health coach in order to provide you with services under the wellness program.

In addition, all medical information obtained through the wellness program will be maintained separate from your personnel records, information stored electronically will be encrypted, and no information you provide as part of the wellness program will be used in making any employment decision. Appropriate precautions will be taken to avoid any data breach, and in the event a data breach occurs involving information you provide in connection with the wellness program, we will notify you as soon as practicable.

You may not be discriminated against in employment because of the medical information you provide as part of participating in the wellness program, nor may you be subjected to retaliation if you choose not to participate.

If you have questions or concerns regarding this notice, or about protections against discrimination and retaliation, please contact [HR.Department@mcdean.com](mailto:HR.Department@mcdean.com) or 888-MCD-4HLP (888-623-4457).







# Go365<sup>®</sup> Biometric Screening



To receive your Points, you may enter completed activities on your web account. If you prefer to send the form, you must send valid proof of participation and the completed form within 90 days of completing the activity.

Please keep a copy of the form and proof for your records. Doctor, clinic or provider signature is required if proof is not submitted.

## Member Instructions:

1. Set up your appointment with the provider of your choice\*. When you make your appointment tell the provider what measurements you need. Those measurements could include height, weight, blood pressure, complete cholesterol or blood glucose tests. The HbA1c test is needed if it is part of your active goal to get your blood glucose in healthy range.

\* Use this form at the doctor's office, clinic, or health facility of your choice. You can get a Biometric Screening when you visit your doctor as part of your annual wellness visit check-up. You can also obtain your Biometric Screening from a Go365 participating provider near you.

**NOTE: You may incur out of pocket costs depending on your plan benefits. Ask your doctor for more information.**

2. Fill out **Section A: Member information/Attestation**
3. Take this form with you and give it to your provider
4. Send the completed form to Go365<sup>®</sup>. You can ask your provider to send it for you, but you are responsible for making sure Go365 receives the form.

## Section A: Member information – please print

First name: \_\_\_\_\_  
Last name: \_\_\_\_\_  
Member / Subscriber (Sub) ID#: \_\_\_\_\_  
Date of birth (MM/DD/YYYY): \_\_\_\_\_  
Phone number: \_\_\_\_\_

## Attestation / Consent to release and use of information

I consent to the release of my fitness / medical information and test results (if applicable) to Go365. A photocopy of this consent shall be as effective and valid as the original. This consent shall be considered valid for one year from the date signed.

Included with this form is a Notice provided to me by Go365 that explains completion of my biometric screening is voluntary. I have read and accept this Notice.

I understand and agree that Go365 has the right to confirm the accuracy of the information received and we may review your submission at any time. Invalid or inaccurate submissions will result in the denial or removal of Bucks and/or Points.

Member signature \_\_\_\_\_  
Date (MM/DD/YYYY): \_\_\_\_\_

## Provider Instructions:

1. Fill out **Sections B, C and/or D and E**. Fill out **Section C** or **D** depending on the measurements or tests the patient needs. Hand-write the measurements or test results on the form. Proof of the patient's measurements or test results does not need to be submitted.

## Section B: Provider information – please print

Doctor/practice/facility name: \_\_\_\_\_  
Address \_\_\_\_\_  
National provider ID# or CLIA#: \_\_\_\_\_  
Phone number: \_\_\_\_\_

## Section C: Body and blood pressure measurements

Date of measure (MM/DD/YYYY): \_\_\_\_\_  
Height (inches): \_\_\_\_\_ Weight (lbs): \_\_\_\_\_  
Waist circumference (inches): \_\_\_\_\_  
Systolic blood pressure (mmHg): \_\_\_\_\_  
Diastolic blood pressure (mmHg): \_\_\_\_\_

## Section D: Clinical laboratory test results\*

Blood glucose (mg/dL): \_\_\_\_\_  
Total cholesterol (mg/dL): \_\_\_\_\_  
LDL cholesterol (mg/dL): \_\_\_\_\_  
HDL cholesterol (mg/dL): \_\_\_\_\_  
Triglycerides (mg/dL): \_\_\_\_\_  
Optional\* HbA1c (%) \_\_\_\_\_

\* The HbA1c test is needed only if it is part of your active recommended activity to get your blood glucose in healthy range. There may be a cost associated with this test. Ask your provider for more information.

## Section E: Certification of results – please print

I certify I personally tested this individual and attest to the accuracy of results reported herein.

First / last name of person conducting measure / test: \_\_\_\_\_  
Title: \_\_\_\_\_  
Provider signature: \_\_\_\_\_  
Date (MM/DD/YYYY): \_\_\_\_\_

\*\*The values submitted on this document will also update the Go365 Health Assessment. If you are working on a recommended activity and only want that information updated on the Go365 Health Assessment, only enter the new information.

# Go365<sup>®</sup> Biometric Screening

## Send the completed form any of these ways:

Online: Sign in to Go365.com. In the top navigation, click on Quick Links, then Forms.

Fax: 1-877-250-7814

Mail: Go365  
P.O. Box 14613  
Lexington, KY 40512-4613

**Important Note:** Adult children are not eligible to earn Points for biometric screening completion or healthy in-range results.

### NOTICE REGARDING WELLNESS PROGRAM

Go365 is a voluntary wellness program available to all eligible Go365 members. The program is administered according to federal rules permitting wellness programs that seek to improve health or prevent disease.<sup>1</sup> If you choose to participate in the wellness program you will be asked to complete a voluntary health assessment or “HA” that asks a series of questions about your health-related activities and behaviors and whether you have or had certain medical conditions (e.g., cancer, diabetes, or heart disease). You will also be offered the opportunity to complete a biometric screening, which will include a blood test for cholesterol and glucose levels. You are not required to complete the HA or to participate in the blood test or other medical examinations.

However, individuals who choose to participate in the wellness program will receive various incentives (Points) for completing a range of activities promoting health. Although you are not required to complete the HA or participate in the biometric screening, only individuals who do so may be eligible to receive the Points associated with those activities.<sup>2</sup>

Additional Points are<sup>3</sup> awarded for individuals who participate in health-related activities or achieve certain health outcomes. If you are unable to participate in any of the health-related activities or achieve any of the health outcomes required to earn the Points, you may be entitled to a reasonable accommodation or an alternative standard. You may request a reasonable accommodation or an alternative standard by calling the number on the back of your Member ID card.

The information from your HA and the results from your biometric screening will be used to provide you with information to help you understand your current health and potential risks, and may also be used to offer you services through the wellness program, such as health coaching. You also are encouraged to share your results or concerns with your own doctor.

### Protections from Disclosure of Medical Information

We are required by law to maintain the privacy and security of your personally identifiable health information. Although Go365 [and your employer, if applicable] may use aggregate information collected to design a program based on

identified health risks in the workplace, Go365 will never disclose any of your personal health information either publicly or to the employer, except as expressly permitted by law. Medical information that personally identifies you that is provided in connection with the wellness program may not be provided to your supervisors or managers and may never be used to make decisions regarding your employment.

Your health information will not be sold, exchanged, transferred, or otherwise disclosed except to the extent permitted by law to carry out specific activities related to the wellness program, and you will not be required to waive the confidentiality of your health information as a condition of participating in the wellness program or receiving an incentive. Anyone who receives your information for purposes of providing you services as part of the wellness program will abide by similar confidentiality requirements. The only individual(s) who will receive your personally identifiable health information are those who you authorize to receive the information such as a registered nurse, a doctor, or a health coach.

Please refer to the Go365 Notice of Privacy Practices for additional information on ways Go365 uses and protects your confidential medical information. You may not be discriminated against in employment because of the medical information you provide as part of participating in the wellness program, nor may you be subjected to retaliation if you choose not to participate. If you have questions or concerns regarding this notice, or about protections against discrimination and retaliation, please contact your Human Resources professional at your place of work.

<sup>1</sup> For employees whose employers have provided Go365 as part of the employer-sponsored wellness program, these laws include the Americans with Disabilities Act of 1990, the Genetic Information Nondiscrimination Act of 2008, and the Health Insurance Portability and Accountability Act, as applicable, among others.

<sup>2</sup> Points are not rewarded for eligible adult and minor children of Go365 members who complete the HA or biometric screening, and who achieve certain outcomes on the biometric screening.

<sup>3</sup> See footnote 2.

# IMPORTANT!

## At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender identity, or religion. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:  
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618  
If you need help filing a grievance, call **1-877-320-1235** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the **U.S. Department of Health and Human Services**, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019, 800-537-7697 (TDD)**.

Complaint forms are available at **<https://www.hhs.gov/ocr/office/file/index.html>**.

## Auxiliary aids and services, free of charge, are available to you.

**1-877-320-1235 (TTY: 711)**

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

## Language assistance services, free of charge, are available to you.

**1-877-320-1235 (TTY: 711)**

**Español (Spanish):** Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

**繁體中文 (Chinese):** 撥打上面的電話號碼即可獲得免費語言援助服務。

**Tiếng Việt (Vietnamese):** Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

**한국어 (Korean):** 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오.

**Tagalog (Tagalog – Filipino):** Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

**Русский (Russian):** Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

**Kreyòl Ayisyen (French Creole):** Rele nimewo ki pi wo la a, pou resewva sèvis èd pou lang ki gratis.

**Français (French):** Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique.

**Polski (Polish):** Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

**Português (Portuguese):** Ligue para o número acima indicado para receber serviços linguísticos, grátis.

**Italiano (Italian):** Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

**Deutsch (German):** Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

**日本語 (Japanese):** 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

**فارسی (Farsi)**

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

**Diné Bizaad (Navajo):** Wóda hí béésh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé nika'adoowoł.

**العربية (Arabic)**

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك

