



HealthFlex Summit—October 2021



**Wespath**

BENEFITS | INVESTMENTS

# Well-Being Programs Updates

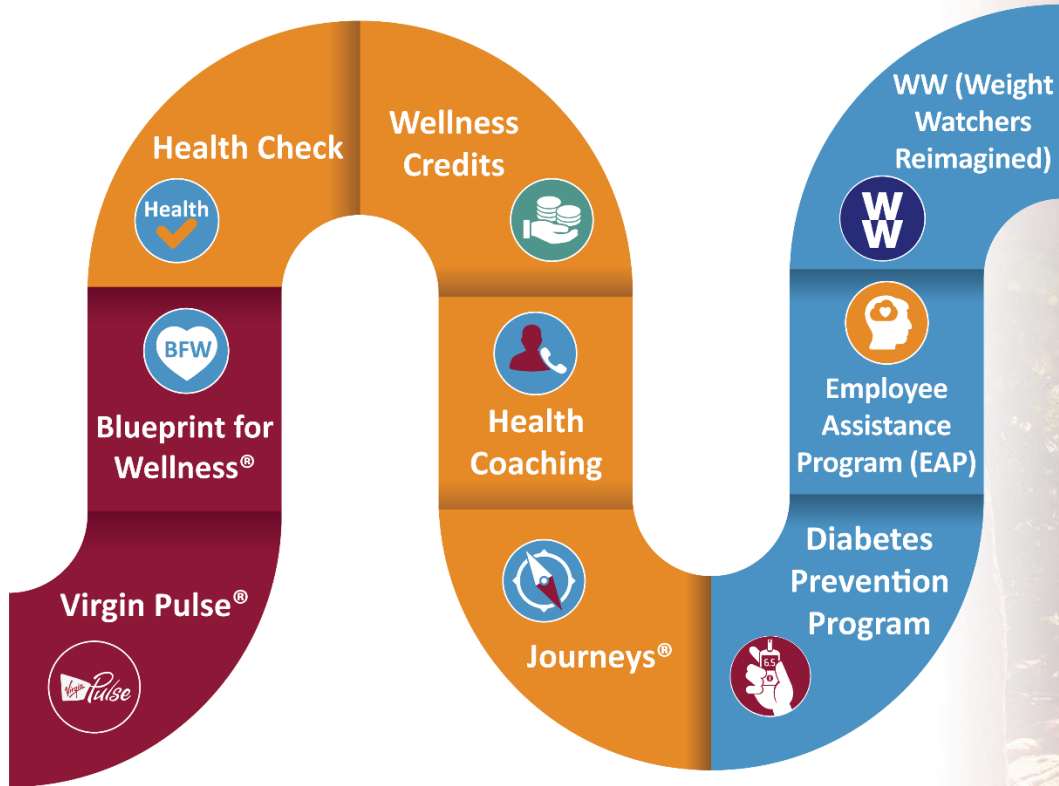
We Appreciate Your Efforts!

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*Thank  
you*



# Recap of Changes in 2021



# New Names, Same Great Program



HealthQuotient → Health Check



Wellness Points → Wellness Credits



WebMD Health Coaching → Health Coaching



Digital Health Assistants → Journeys®



# Why We Value the Blueprint for Wellness

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ASSESSES HEALTH  
STATUS AND RISK



IDENTIFIES WAYS  
TO IMPROVE  
WELL-BEING

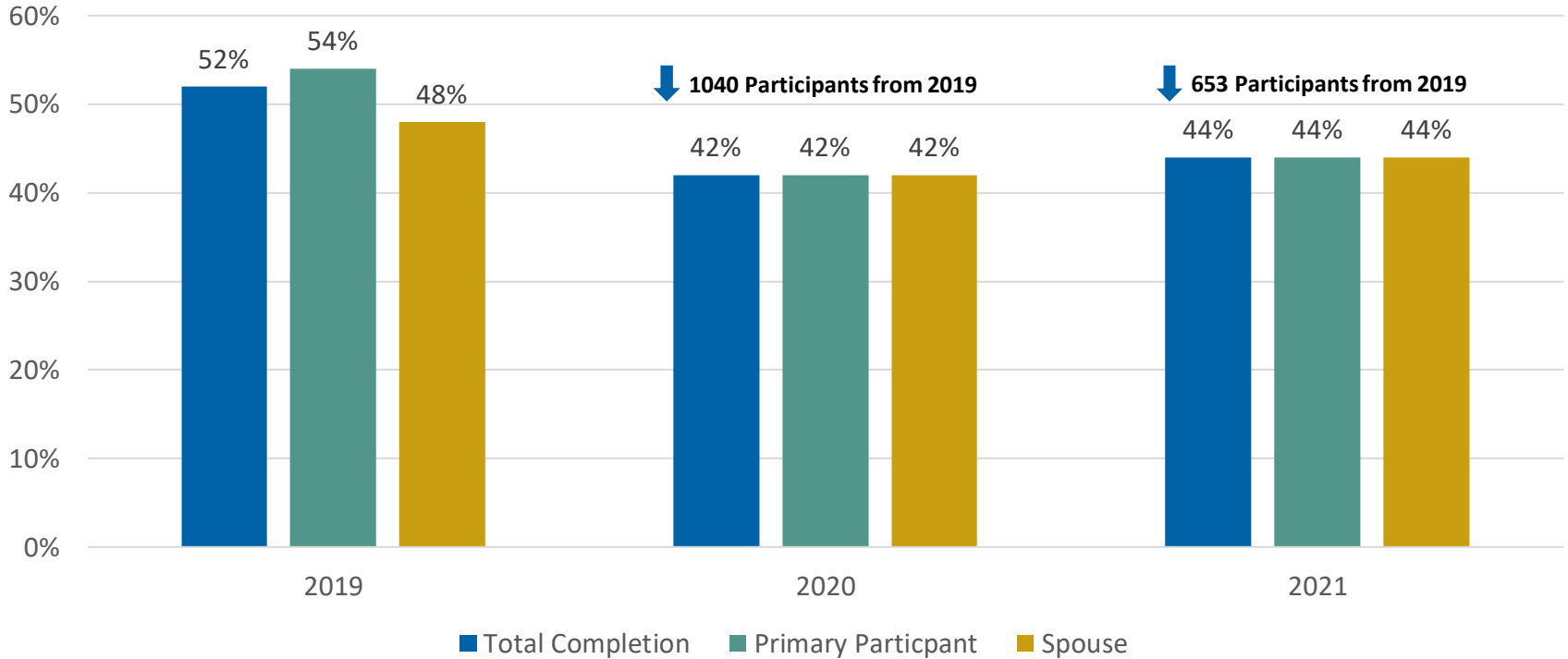


MEASURES  
YEAR-OVER-YEAR  
IMPROVEMENT OR  
REGRESSION

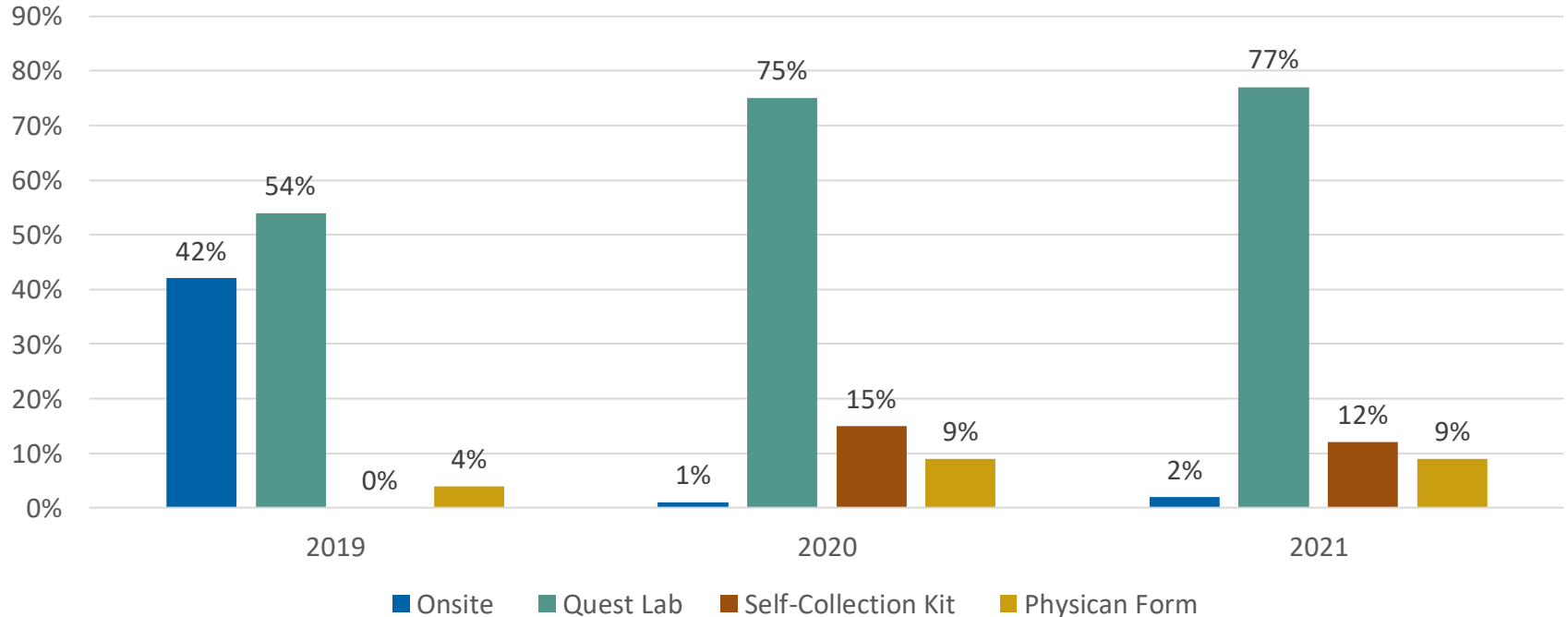


PROVIDES  
VALUABLE  
POPULATION  
HEALTH DATA

# 2021 Blueprint for Wellness Participation



# Blueprint for Wellness Screening Methods



# Why We Value the Health Check

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ASSESSES HEALTH  
STATUS AND RISK



IDENTIFIES  
COMMON  
LIFESTYLE RISKS



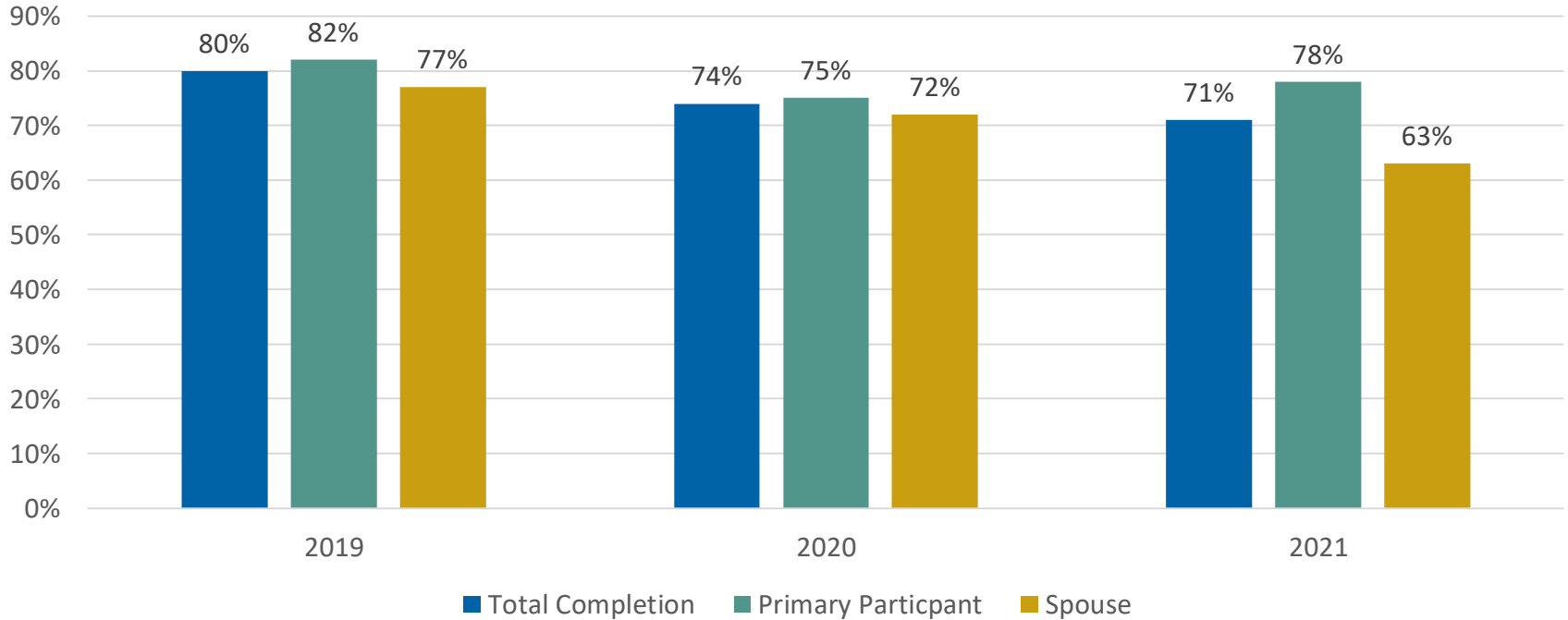
DRIVES  
VIRGIN PULSE  
PERSONALIZATION



PROVIDES  
VALUABLE  
POPULATION  
HEALTH DATA



# 2021 Health Check Completions



# Our Approach to Engaging Members

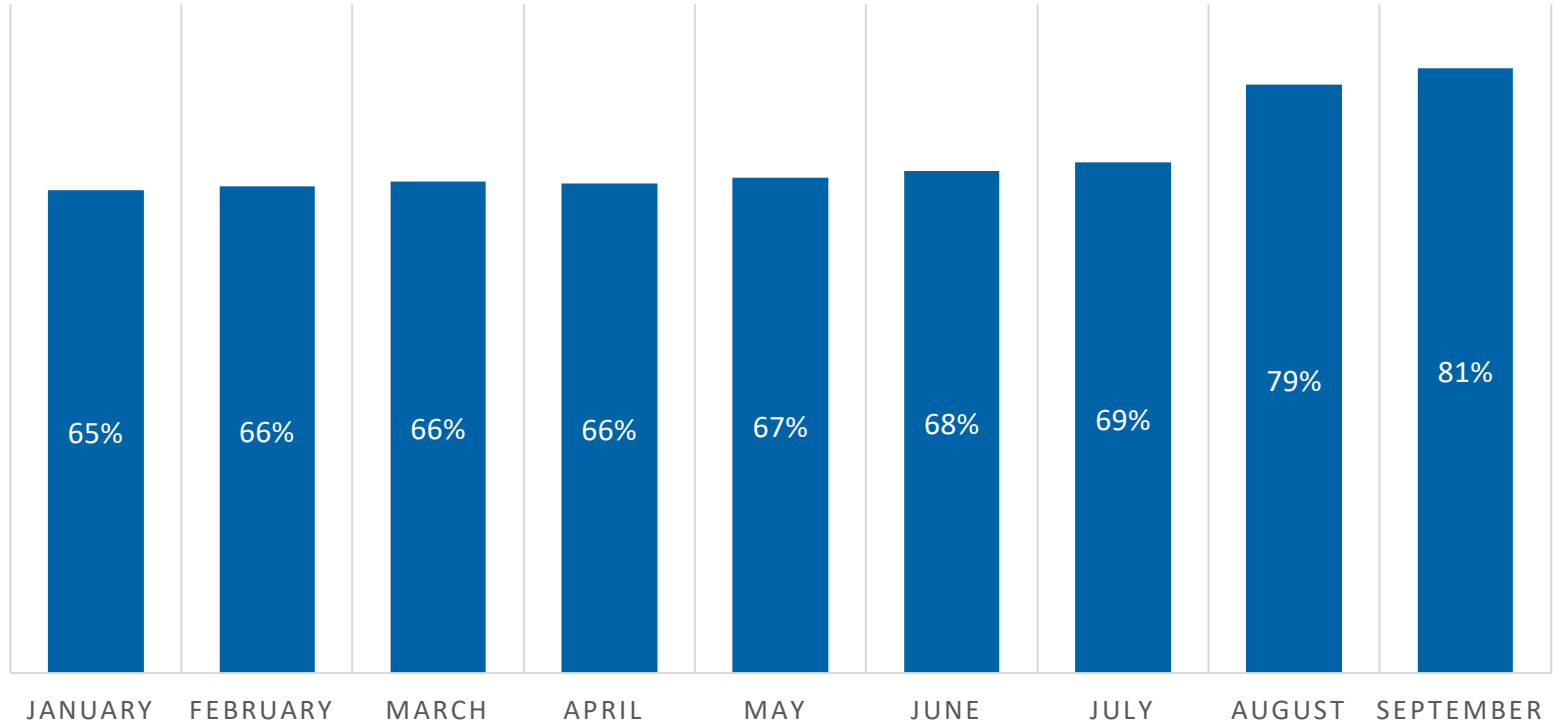
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- Two-pronged outreach approach:
  - Participants not enrolled in Virgin Pulse
  - Health Check non-completers
- Targeted in-app messaging in Virgin Pulse
- Social media posts
- Plan Sponsor efforts – THANK YOU!



# HealthFlex Virgin Pulse Enrollment

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# We Would Love Your Feedback!

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- What resources do you find most helpful when promoting the well-being programs?
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# Why We Value Virgin Pulse Health Coaching

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SUPPORT TO  
IMPROVE OR MAINTAIN  
WELL-BEING



RECEIVE GUIDANCE FROM  
QUALIFIED, CERTIFIED  
PROFESSIONALS TO MEET  
WELL-BEING GOALS



TOPICS: LIFESTYLE  
MANAGEMENT AND  
NAVIGATING HEALTH  
SITUATIONS



EASY TO SCHEDULE OR  
CANCEL APPOINTMENTS  
ONLINE OR THROUGH  
THE VIRGIN PULSE APP

# What VP Coaching Creates

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In Wespath participants' words:

“I appreciated today’s call and to be reminded of ways to get better organized with my time.”

“Virgin Pulse gives a lot of help managing stress.”

“I love the coaching and look forward to the phone calls. I wish it was more than once a month.”

# Coaching Victories: Reducing Stress & Achieving Goals



“Helen” recently had her adult children move back in with her. It has been hard for her to establish a routine of any kind, let alone find peaceful time for herself. Eating healthy and grocery shopping has become increasingly complex, expensive and stressful.

With the help of her coach, Helen agreed regular exercise and stress reduction would be fundamental in her success.

First, Helen joined a 6 a.m. exercise group that meets every morning. The early start has helped her to form a morning routine. Helen also added smoothies for breakfast, knowing they are quick and healthy.

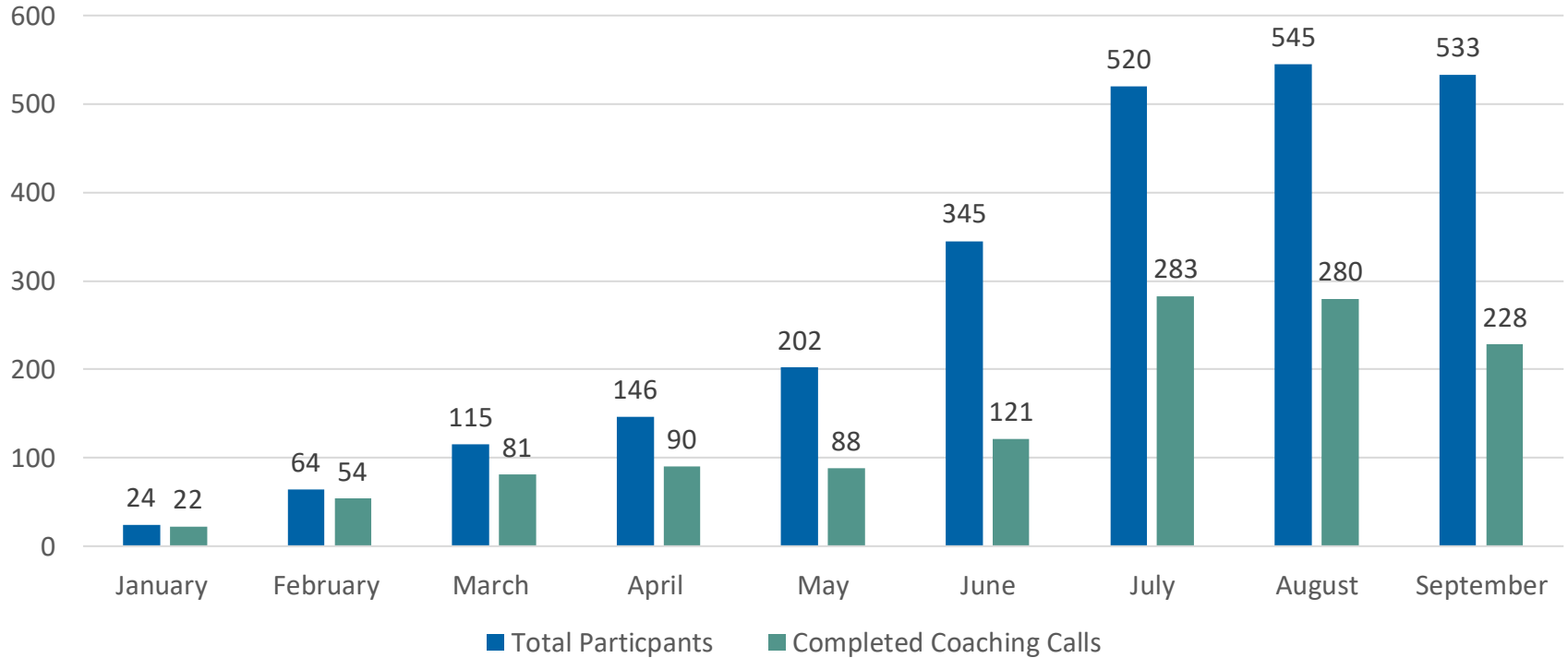
Her next challenge was finding time and a space to meditate. With her children living at home again, space is tight. Together with her coach, they identified potential solutions such as using the empty massage area at the gym or taking deep breaths while in the shower.

Since her first coaching call, Helen has lost over 6 pounds in 5 months. Helen has expressed that she appreciates that she has this space to just “be a mess,” even though that is not what she expected to get out of coaching.

Member name has been removed to protect privacy.

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# Virgin Pulse Health Coaching Engagement





# Virgin Pulse Health Coaching

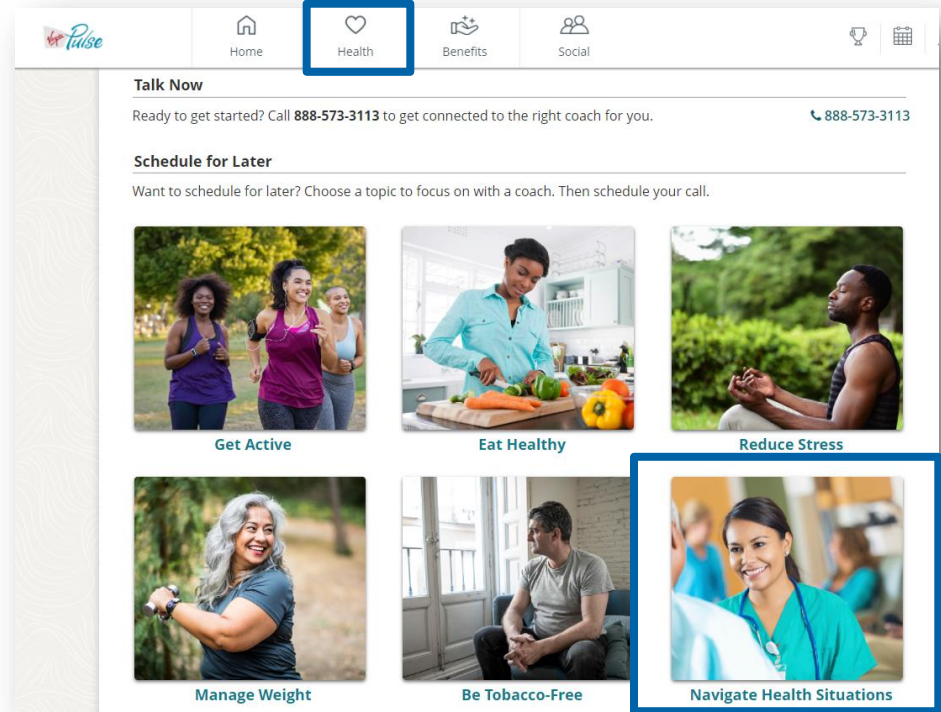
## Top 7 Focus Areas



# Navigating Health Situations Tile

## Accessing Health Coaching

- Log in to Virgin Pulse Account
- > click on the **Health** tab
- > select **Coaching**



# Why We Value Wellness Credit Activities

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SUPPORT TO  
IMPROVE OR MAINTAIN  
WELL-BEING



VARIETY OF EARNING  
OPPORTUNITIES THAT  
IMPACT WELL-BEING  
ACROSS ALL  
5 DIMENSIONS

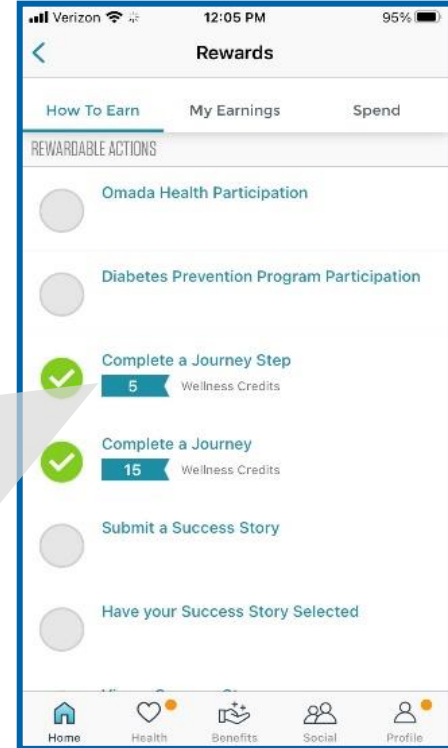


EASY ACCESS THROUGH  
THE VIRGIN PULSE APP  
OR WEBSITE

# Accessing Wellness Credits

## Earn January 1 – December 31

- Log in to Virgin Pulse Account
  - > click on the **Home** tab
  - > select **Rewards**



# Participant Well-Being Research

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- Understanding the barriers to engagement
- Facilitating participant-centric programming
- Y-LAB Feedback
- Participant Survey through Virgin Pulse
  - Focus groups
  - On-on-one discussions



# Focus on Emotional Well-Being Support

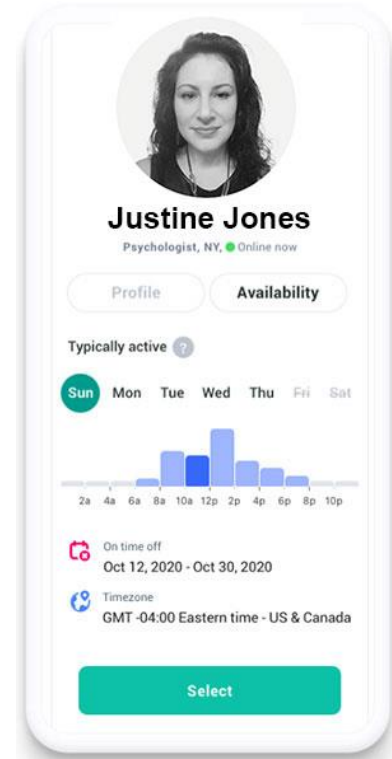
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- 2021 Needs assessment identified gaps in behavioral health support
- Sixth biennial Clergy Well-Being Survey results
- Expansion of one-on-one counseling opportunities and mental health support



# Talkspace: New Offered Through EAP

- Members connect with a licensed therapist via text or schedule live video sessions
- No member cost using eight free Employee Assistance Program (EAP) sessions (1 week of texting = 1 session)
- Message 24/7 via secure Talkspace website or app
- Process to match therapist with individual needs
- Schedule live video sessions with a psychiatrist who can prescribe medication and provide prescription management



# Accessing Talkspace

Three-step registration process:

1. Contact the Optum EAP at **1-866-881-6800** and request a Talkspace authorization code.
2. Visit [talkspace.com/connect](https://talkspace.com/connect). Under “Use my Employee Assistance Program (EAP),” click “Get Started.”
3. Fill out basic information. Type **Wespath** in the “Organization name” field and enter the Authorization Code from Step 1

## WELCOME TO TALKSPACE

24/7 Access; No office visit needed

Start feeling better today from the comfort of your home.

Talkspace helps you engage with a licensed, dedicated therapist; anytime, anywhere.  
Send private messages (text, voice, video) or schedule live video sessions.

Engagement can begin immediately.

### Use my Employee Assistance Program (EAP)<sup>1</sup>

A valid EAP Auth Code<sup>2</sup> and Org Name<sup>2</sup> are required to access your EAP<sup>1</sup> at no cost to you

[GET STARTED](#)

Have questions? [See our FAQs](#)

### Use my Insurance Benefits

Your Member ID is required to confirm eligibility and cost share<sup>3</sup>

[GET STARTED](#)

Have questions? [See our FAQs](#)

<sup>1</sup> If your employer does not offer Talkspace through their EAP, access Talkspace via the Insurance Benefits link listed above  
<sup>2</sup> To obtain your EAP Authorization Code and Organization Name, please contact your employer's EAP  
<sup>3</sup> Subject to the same member financial responsibility applicable as an in-person visit



# MDLIVE: Behavioral Health Therapy & Psychiatry

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- Another option for quick access to 1-on-1 support
- 24/7 online scheduling and telephonic support
- Virtual access via phone/video (no text)
- Therapist appointments within ~7 business days; psychiatrist appointments within ~14 business days
- After-hours and weekend appointment availability
- Ongoing care and support available after personalized treatment plan is provided.





Questions?



**Wespath**

BENEFITS | INVESTMENTS