

Kentucky Employees' Health Plan
Plan Year 2014 – Fulfilling the LivingWell Promise
HumanaVitality Health Assessment



Spotlight Training – Fulfilling the LivingWell Promise

The purpose of this Spotlight Training is to share with ICs and HRGs:

- Why offer LivingWell plans
- What the LivingWell Promise includes
- How and when members can fulfill the LivingWell Promise
- Who must complete the Humana*Vitality* Health Assessment
- How members can take the Humana*Vitality* Health Assessment and what questions are asked in the assessment
- How to help members with a Health Assessment Day
- What accommodations are available for people who can't take the online Health Assessment
- What the consequences are if members do not complete the Promise
- LivingWell FAQs

Fulfilling the LivingWell Promise

Why offer LivingWell Promise Plans?

- The KEHP LivingWell Promise plans are a part of KEHP's overall wellness program
- By completing the steps of the LivingWell Promise, members can:
 - Have access to the most competitive benefit plan options
 - The LivingWell plans offer better benefits in the form of lower member coinsurance, lower deductibles, lower out-of-pocket maximums
 - Improve their health awareness
 - Learn about their health status and history
 - Learn about and understand their health risks
 - Take action to get and stay healthy



Fulfilling the LivingWell Promise

What is the LivingWell Promise?

- Members who elected one of the two LivingWell plans for Plan Year 2014 agreed to fulfill a LivingWell Promise
- To fulfill the LivingWell Promise members are required to do only two things:
 1. Take the Humana*Vitality* Health Assessment between Jan. 1 and May 1, 2014; and
 2. Keep their contact information current

Fulfilling the LivingWell Promise

How and when can members fulfill the LivingWell Promise?

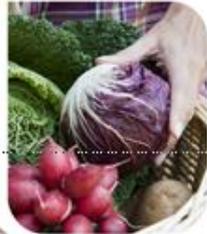
- Complete the Humana*Vitality* Health Assessment
 - Members must take the online assessment between January 1 and May 1, 2014
- Keep personal contact information current
 - Active employees must keep their information current with their employer and in KHRIS
 - Retirees must keep their information current with their retirement system

Fulfilling the LivingWell Promise

Who must complete the Health Assessment?

- All planholders who have a LivingWell plan
- Both members (primary and secondary planholders) in a cross-reference payment option
- Dependents CAN but are **not required** to take the Health Assessment

Completing the Health Assessment



HumanaVitality

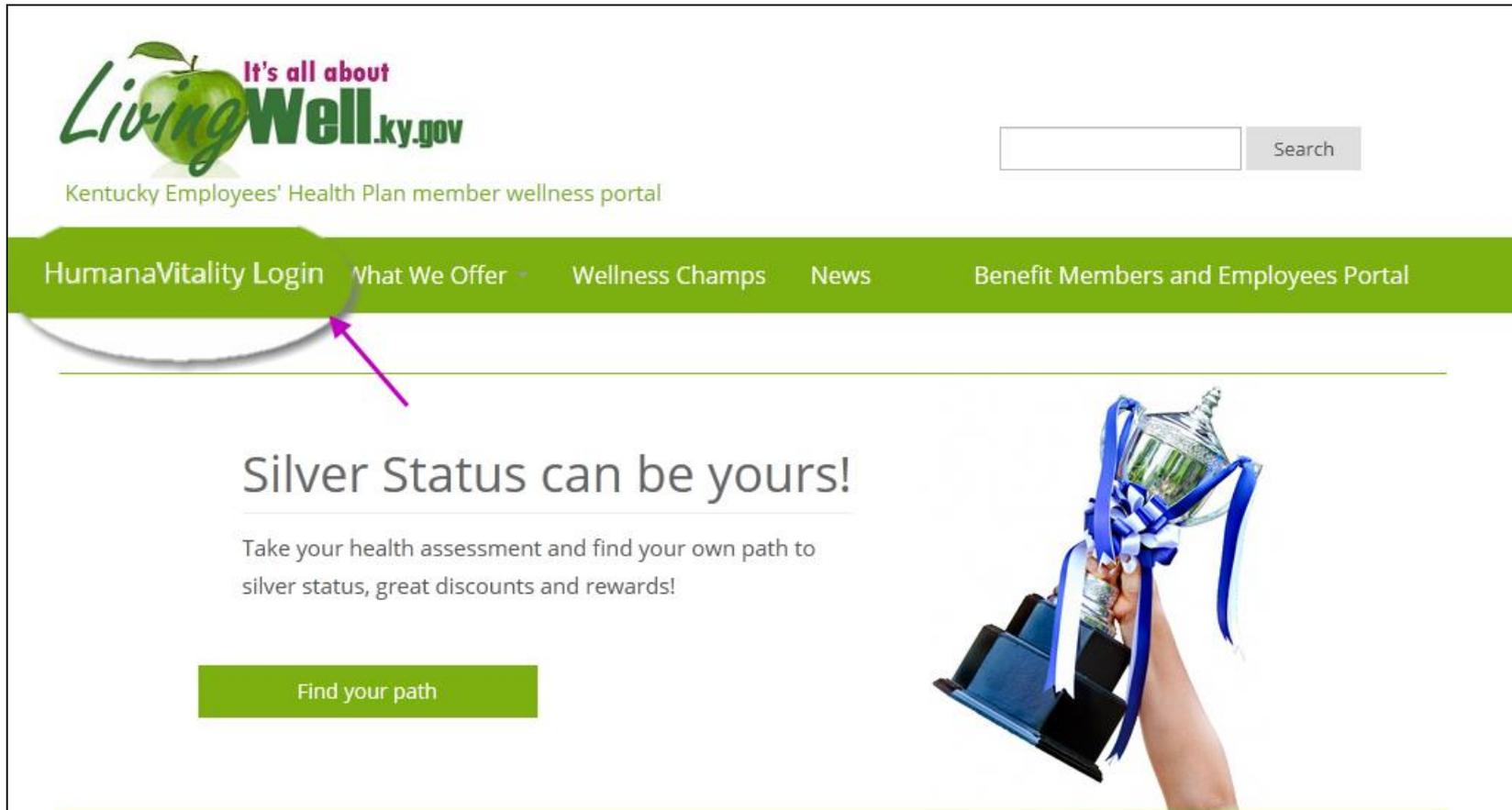
Instruction Guide:
Registering for Humana Vitality and
Completing your Health Assessment



Humana *Vitality*



- Go to Livingwell.ky.gov
- Click on “HumanaVitality Login”



The screenshot shows the LivingWell.ky.gov website. The logo features a green apple with the text "It's all about LivingWell.ky.gov" and "Kentucky Employees' Health Plan member wellness portal" below it. A search bar is located in the top right. A green navigation bar contains the following links: "HumanaVitality Login", "What We Offer", "Wellness Champs", "News", and "Benefit Members and Employees Portal". A purple arrow points to the "HumanaVitality Login" link. Below the navigation bar, a promotional banner reads "Silver Status can be yours!" with the subtext "Take your health assessment and find your own path to silver status, great discounts and rewards!" and a green button labeled "Find your path". To the right of the text is an image of a hand holding a silver trophy with blue ribbons.

Register Your Humana Vitality Account

Humana *Vitality*



1. Already Registered: Sign in with User Name and Password
2. Need to Register? Click on “Register Now”

Humana Vitality

HumanaVitality* sign in

User ID: Password:

[Forgot user name or password?](#) **1**

Sign in

New to HumanaVitality? **2**

[Register now](#)

Don't have Humana? [Learn more](#)

Set goals, achieve, and earn

Your Personal Pathway™ will help you achieve goals on your way to greater well-being. Find out your Vitality Age® and begin earning Vitality Points™ by doing things like getting active, learning about nutrition, and quitting smoking.

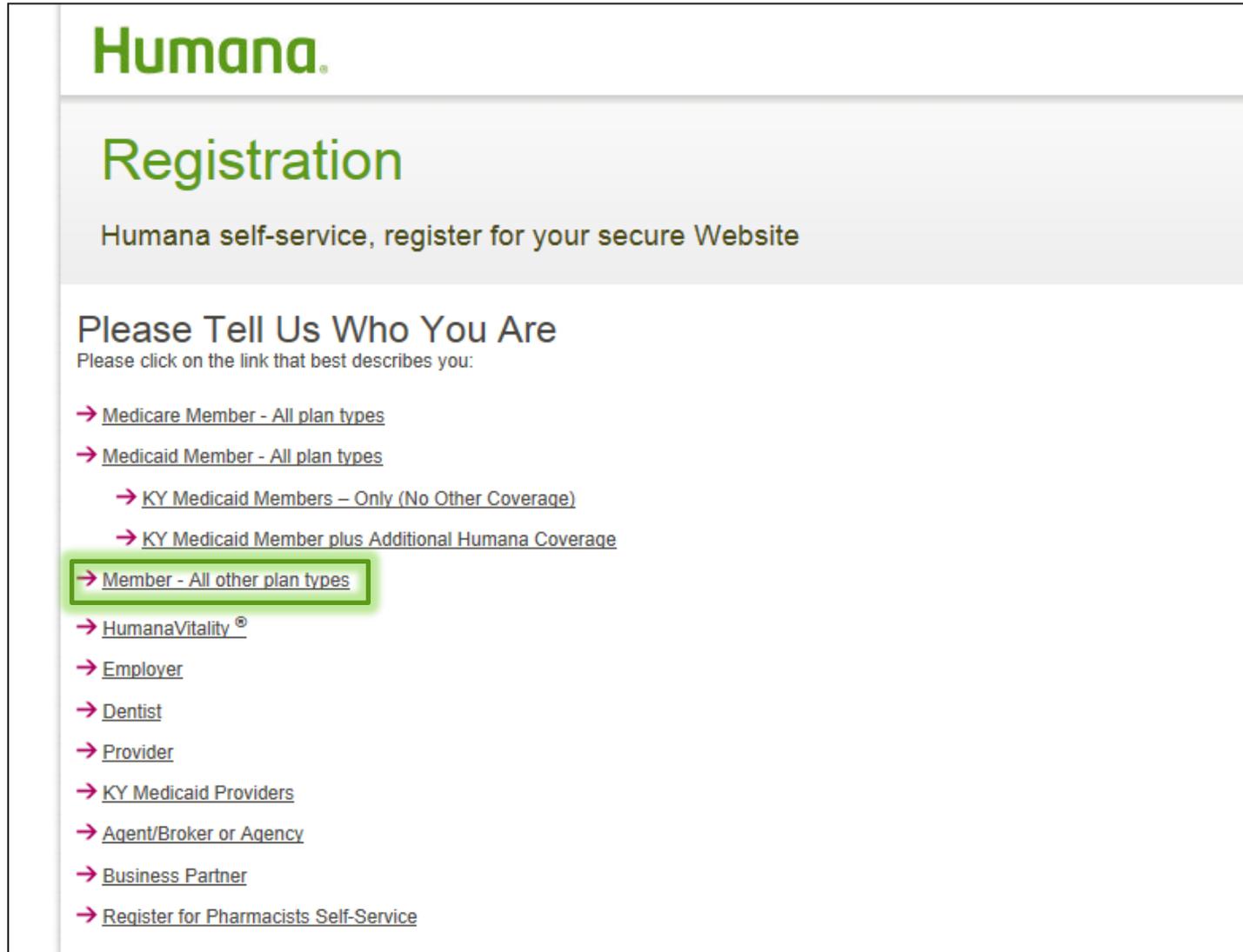
Next:

[Set your goals to start earning](#)

1 2 3 4 ▶

Register: Select Member Type

- If this screen comes up, select the “Member – All other plan types” option



Humana.

Registration

Humana self-service, register for your secure Website

Please Tell Us Who You Are

Please click on the link that best describes you:

- [Medicare Member - All plan types](#)
- [Medicaid Member - All plan types](#)
 - [KY Medicaid Members – Only \(No Other Coverage\)](#)
 - [KY Medicaid Member plus Additional Humana Coverage](#)
- [Member - All other plan types](#)
- [HumanaVitality[®]](#)
- [Employer](#)
- [Dentist](#)
- [Provider](#)
- [KY Medicaid Providers](#)
- [Agent/Broker or Agency](#)
- [Business Partner](#)
- [Register for Pharmacists Self-Service](#)

Register: Complete personal information fields

- You will need your Social Security number or 9-digit member ID number found on your Humana member ID card
- Your member ID will look like this H12345678
- Be certain that you are entering your name exactly as it appears on your member ID card; Zip Code and Birthdate must match exactly what is on file with Humana as well

The image shows a registration form on the left and a sample member ID card on the right. The registration form is titled "Humana Vitality Registration" and includes a progress indicator "Step 1 of 2". A red arrow points to the "All fields are required" message. The form fields include:

- First Name
- Last Name
- How would you like to identify yourself?
 - Use Member ID
 - Use Social Security Number
- Date of Birth (MM / DD / YYYY)
- ZIP Code

The sample member ID card on the right features the Humana logo and the following information:

- Commonwealth Standard PPO
- MEMBER, SAMPLE R
- Coverage: DEPENDENT
- Group: SAMPLE GROUP LLC
- Benefit Information:
- RX BIN 003858
- RXPCN A4
- RX GRP CKYA

On the right side of the card, the Kentucky Employees Health Plan logo is present, along with the member ID: **H00009764-00**, which is highlighted with a green box. A red arrow points to this ID number. The Group# is A1234.



Register: Check the box agreeing to the terms and click “Continue”

Online Services Agreement and Humana Web Confidentiality Agreement

Important Terms and Condition Information

Welcome to www.humana.com, the Web site for Humana Inc. Please take a moment to read through this Online Services Agreement (the "Agreement") before proceeding. This Agreement contains the terms and conditions you agree to when you use our Web site. If your plan includes HumanaVitality®, additional Terms and Conditions also apply.

Medicare Advantage and Medicare Prescription Drug Plan members with HumanaVitality: *Scroll down to the HumanaVitality portion of this document, SECTION B), Part 1*

Commercial members and Medicare Supplement members with HumanaVitality: *Scroll down to the HumanaVitality portion of this document, SECTION B), Part 2*

I have read and accept these agreements

[Print Agreement](#)

Cancel **Continue**

The screenshot shows a registration agreement form. A red arrow points to the checkbox labeled "I have read and accept these agreements". Another red arrow points to the "Continue" button. The "Cancel" button is also visible. The agreement text is displayed in a scrollable area.

Create a Username and Password

- Username requirements: a minimum 7 characters; at least 1 number and 1 letter
- Password requirements are 8 characters, at least 1 number and 1 letter
- Be sure to write down your username and password for future use!

Humana.

MyHumana Registration

Your secure Website for managing your health benefits

Account Setup: Step 2 of 2

All fields are required

Create User ID

Create a Password

Confirm Password

E-mail Address

Confirm E-mail Address

Security Question
- Select a Question -

Security Response

Use only letters, numbers, or these characters (, . - ')

Registration Complete!

Click "Continue"

Humana.

MyHumana Registration

Your secure Website for managing your health benefits

Thank you for registering for MyHumana 

Dependents

All dependents 18 or older must register for their own MyHumana Website.

Access

Members can give others on their policy the right to look at their MyHumana pages. Visit My Profile and click "Manage Access to My Health Info."

Canceling Your Account

You can cancel your MyHumana account anytime. Just call the Customer Service number on your ID card.

Communication Preferences

Complete your Communication Preferences on the next page. You can change them anytime in My Profile.

KEEPING YOU HEALTHY

with **Humana Vitality**

Find out more within MyHumana.

Continue

 The information you enter here is secure

[Supported Browsers](#) | [Frequently Asked Questions](#) | [Internet Privacy Statement](#) | © 2013 Humana



Edit Communication Preferences

- You might be asked to confirm your communication preferences
- You may edit now or scroll to the end of the screen and select “cancel” to return to these preferences at a later date
- **You will receive 50 Vitality Points for Accepting Online Statements**

Health & Wellness Communications

Communication	E-mail	Paper	None
<input type="checkbox"/> Receive all by e-mail			
ePlanProfessor Newsletter ?	<input type="radio"/>		<input type="radio"/>
Health Information and Resources ?	<input type="radio"/>		<input type="radio"/>
Information about Humana's Health Programs ?	<input type="radio"/>		<input type="radio"/>
Maximize Your Pharmacy Benefits ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PCA COMMUNICATIONS ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

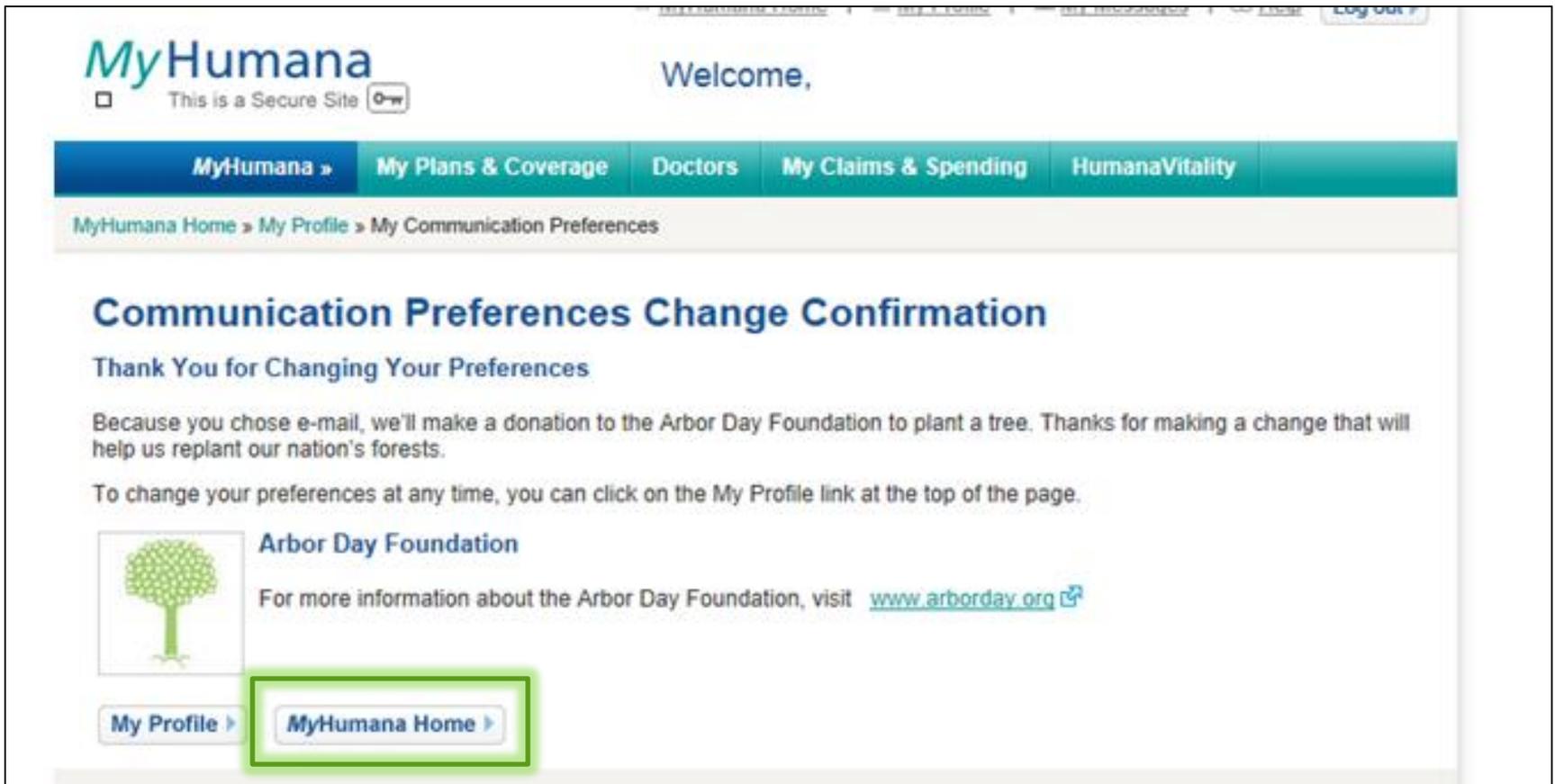
For Our Information

Do you authorize Humana to share your medical history with your medical providers? Yes No

Mark yes if you do not want Humana to share your personal information with non-Humana companies. Yes No



Click on “MyHumana Home”



The screenshot shows the MyHumana website interface. At the top left is the MyHumana logo and a "This is a Secure Site" indicator. A navigation bar contains links for "MyHumana", "My Plans & Coverage", "Doctors", "My Claims & Spending", and "HumanaVitality". Below this is a breadcrumb trail: "MyHumana Home > My Profile > My Communication Preferences". The main heading is "Communication Preferences Change Confirmation". The text below reads: "Thank You for Changing Your Preferences. Because you chose e-mail, we'll make a donation to the Arbor Day Foundation to plant a tree. Thanks for making a change that will help us replant our nation's forests. To change your preferences at any time, you can click on the My Profile link at the top of the page." There is a section for the Arbor Day Foundation with a tree icon and a link to "www.arborday.org". At the bottom, there are two buttons: "My Profile" and "MyHumana Home", with the latter highlighted by a green box.

MyHumana Welcome, Log out

This is a Secure Site

[MyHumana >](#) [My Plans & Coverage](#) [Doctors](#) [My Claims & Spending](#) [HumanaVitality](#)

[MyHumana Home >](#) [My Profile >](#) [My Communication Preferences](#)

Communication Preferences Change Confirmation

Thank You for Changing Your Preferences

Because you chose e-mail, we'll make a donation to the Arbor Day Foundation to plant a tree. Thanks for making a change that will help us replant our nation's forests.

To change your preferences at any time, you can click on the My Profile link at the top of the page.

 **Arbor Day Foundation**

For more information about the Arbor Day Foundation, visit www.arborday.org

[My Profile >](#) [MyHumana Home >](#)

Take Your Health Assessment

Humana *Vitality*

Sign in

After completing the registration process, return to **HumanaVitality.com** to sign in using the username and password you just created.



The image shows a screenshot of the Humana Vitality sign-in page. At the top left is the Humana Vitality logo. Below it is the heading "HumanaVitality* sign in". There are two input fields: "User ID:" and "Password:". To the right of the password field is a green "Sign in" button. Further right are two links: "New to HumanaVitality? Register now" and "Don't have Humana? Learn more". Below the input fields is a link "Forgot user name or password?". The bottom half of the page features a large image of a man and a woman in a park, with the text "Get rewarded for making healthy choices" overlaid. Below this text is a paragraph about earning Vitality Points and a "Next:" section with a link "Get started with HumanaVitality".

Humana Vitality

HumanaVitality* sign in

User ID: Password:

[Forgot user name or password?](#)

[→ Sign in](#)

New to HumanaVitality? [Register now](#)

Don't have Humana? [Learn more](#)

Get rewarded for making healthy choices

Start earning Vitality Points™ for all the healthy things you do. With the HumanaVitality® program, the more points you earn, the bigger rewards you'll get.

Next:

[→ Get started with HumanaVitality](#)

Signed In: Dashboard

NOTE: Once you're signed in, click on the alert to "Take the Health Assessment" or look for the "Health Assessment" link under the "Get Healthy" tab.

Member Support

MyHumana.

Coverage, Claims & Spending > Get Healthy > Earn Vitality Points >

Welcome, Matthew

Get healthy and earn rewards
Take the HumanaVitality Health Assessment

Account & Settings
Sign out

Alerts (1):
Take the Health Assessment and start earning!
Get started

Coverage & claims

Humana Vitality



[View on YouTube](#)

Living healthy has its rewards

You've already taken the first step by starting your Health Assessment. Finish it today and out your Vitality Age™, which tells you if your body is living younger or older than your actual age. Then we'll help you set goals and recommend activities that can lead to both a healthier lifestyle and great rewards like gift cards, movie tickets, fitness gear, and more!

[→ Complete your Health Assessment](#)



Click on “Get Started”

The Health Assessment takes about 10-15 minutes to complete. It’s a series of questions about your current mental and physical well-being, your day-to-day lifestyle, and how you feel about your current health levels.



Your Health Assessment

Get started on your path to living well

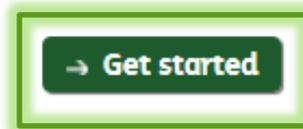
Your Vitality Age™ is the measure of how your body has aged based on your lifestyle. Take a few minutes to answer a series of questions about your physical health, eating habits, exercise patterns, general lifestyle, and mental health in order to help us determine your current Vitality Age. Your answers will not affect your coverage, benefits, or premiums.

Completion of your Health Assessment indicates that you agree with HumanaVitality's [Notice of Privacy Practices](#).



27
Your current age

41
Your Vitality Age



Complete the Health Assessment Questions

If you know your medical history and key measurements, have them ready to help you to complete your Health Assessment. Don't worry if you do not have your key measurements you'll still be able to complete the Health Assessment. Key measurement data is not required to complete the Health Assessment - you can indicate "Don't Know" on those screens.

Note: If you had a Vitality Check, a blood screening and biometric assessment, which measures your Body Mass Index (BMI), blood pressure, blood glucose and total cholesterol, within the last 18 months, you will see that those results have pre-populated into your Health Assessment. These cannot be updated until a new Vitality Check is submitted.

The screenshot displays the MyHumana Health Assessment interface. At the top, the MyHumana logo is on the left, and the user's name 'Jala's Health Assessment' is on the right, along with links for 'Save my progress & exit', 'Member Support', and 'Logout'. Below the header is a navigation bar with icons for 'Fitness & Exercise', a home icon, a help icon, a settings icon, a lock icon, and a menu icon. The 'Humana Vitality' logo is also present on the right side of the navigation bar.

The main content area is titled 'Fitness & exercise' and contains three questions:

- On average, how many days a week do you exercise?**
The answer is 5, shown in a text input field with up and down arrow buttons.
- On days when you do exercise, on average how many minutes do you spend doing so?**
The answer is 60, shown in a text input field with up and down arrow buttons.
- How Intense are these exercise sessions?**
A horizontal slider is shown with four options: 'None Selected', 'Low intensity', 'Medium intensity', and 'High intensity'. The slider is currently positioned over 'Low intensity'.

At the bottom of the form, there are navigation buttons: a back arrow, a 'Next' button, and a 'Save my progress & exit' link.

Fitness & exercise ●●●●

MyHumana.

Craig's Health Assessment

[Member Support](#)

[Save my progress & exit](#)

[Logout](#)

 Fitness & Exercise



Humana Vitality

Fitness & exercise ●●●●

On average, how often do you do strength-training exercises such as pushups, pull-ups, or weight training? [?](#)



On average, how often do you do flexibility exercises such as stretching, yoga, or Tai Chi? [?](#)



[←](#) [→ Next](#) [Save my progress & exit](#)



Eating habits ●●●

MyHumana.

Craig's Health Assessment

[Save my progress & exit](#)

[Member Support](#)

[Logout](#)



Eating Habits



Humana Vitality

Eating habits ●●●

How often do you add butter, stick margarine, cream, and/or gravy to your food after cooking? [?](#)



Between cooking and adding to meals for taste, how much salt would you say you consume in an average day?

A pinch or less

How often do you eat salty foods such as snacks, packet soups, soy sauce, etc.? [?](#)



→ Next

[Save my progress & exit](#)

Mental health ●●●●●

MyHumana.

Craig's Health Assessment

[Save my progress & exit](#)

[Member Support](#)

[Logout](#)



Mental Health



Humana Vitality

Mental health ●●●●●

Productivity

About how many hours all together did you work in the past 7 days?

38



How many hours does your employer expect you to work in a typical 7-day week?

40



→ Next

[Save my progress & exit](#)

Lifestyle habits ● ● ●

MyHumana.

Craig's Health Assessment

[Save my progress & exit](#)

[Member Support](#)

[Logout](#)



Lifestyle Habits



Humana *Vitality*

Alcohol

Do you drink alcohol?

Yes

No



→ Next

[Save my progress & exit](#)

Physical health ●●●●●

MyHumana.

Craig's Health Assessment
[Save my progress & exit](#)

[Member Support](#)
[Logout](#)



Physical Health



Humana Vitality

Physical health ●●●●●

Have you ever had any of the following tests?

Colorectal cancer screening (colonoscopy, sigmoidoscopy, fecal occult blood test)



Have you had a flu shot in the past year?

Yes
 No

Have you ever had a pneumonia shot?

Yes
 No



→ Next

[Save my progress & exit](#)



Congratulations, you have completed your Health Assessment! Click on “View my health results”.

MyHumana.

Jala's Health Assessment

[Save my progress & exit](#)

[Member Support](#)

[Logout](#)



Humana Vitality

Congratulations!

Your Vitality Age is waiting.

Today you've taken the first steps toward a healthier you! And completing the Health Assessment has its advantages – not only will you learn your Vitality Age™, but you'll also be able to start setting goals and completing activities immediately. You may retake the Health Assessment anytime, but you can only earn Vitality Points™ for completing it once a year.

[→ View my health results](#)



Receive your **Vitality Age™** and health results based on your Health Assessment responses.

My results

My Vitality Age
33

This number tells you if your body is living younger or older than your actual age. You can begin improving your Vitality Age at any time by setting goals, participating in activities, and tracking your activities each week!

[Share](#)

My personal report

Your health has been enabled and we've scored you in a several key health categories. By knowing how your scores compare with healthy ranges, you can see which steps you may need to take toward improving your lifestyle and well-being.

● Indicates high priority

Physical activity	95
Alcohol consumption	90
Weight	100
Blood pressure	100
Nutrition	56
Cholesterol	68
Smoking habits	75
Stress	77
Blood glucose	100
Diabetes	100

Physical activity

Are you getting enough exercise?

Your score: **95**

Healthy range: 77-100

What does this mean?

95 **Your score** (out of 100)
If you're looking to push yourself even further, see if you can increase the intensity or duration of your exercise sessions a little bit each week!
Examples of moderate intensity activities include brisk walking, mowing the lawn, washing the windows or floors, dancing, recreational swimming and cycling.

Healthy range
Around 150 minutes a week of exercise is ideal.

Recommended goal
We don't have any goals to recommend to you right now.

Related links

- [Set goals](#)
- [Retake the Health Assessment](#)

Start Setting Goals

Based on your personal health results, HumanaVitality will recommend goals. Select the goals you want to work on and discover activities that will allow you to commit to a healthier lifestyle, improve your Vitality Age, and earn Vitality Points™.

The screenshot displays the MyHumana website interface. At the top right, there is a "Member Support" link. The main navigation bar includes "MyHumana" logo and three menu items: "Coverage, Claims & Spending >", "Get Healthy >", and "Get Rewarded >". Below the navigation, a welcome message "Welcome, Jala" is shown. To the right of the welcome message, there is a "Platinum status" badge with a person icon, indicating "4019 Vitality Points™ to maintain overall Platinum Status". Further right are icons for an envelope and a calendar, and links for "Account & Settings" and "Sign out". A breadcrumb trail shows "Home" > "Get Healthy" > "Personal Health Report". The main heading is "Personal health report" in green, with the "Humana Vitality" logo to its right. Below the heading, a paragraph explains that Vitality Age and health results are based on Health Assessment responses, and that users will be set onto their own Personal Pathway™ to set goals and discover activities. A prominent green button with a white arrow and the text "Start setting goals" is highlighted with a green border.

Member Support

MyHumana®

Coverage, Claims & Spending > Get Healthy > Get Rewarded >

Welcome, Jala

 **Platinum status**
4019 Vitality Points™ to maintain overall Platinum Status

  [Account & Settings](#)
[Sign out](#)

 Get Healthy Personal Health Report

Personal health report

Humana Vitality

Your Vitality Age™ and health results below are based on your Health Assessment responses. From these results you'll be set onto your own Personal Pathway™, where you'll be able to set goals and discover activities that will allow you to commit to a healthier lifestyle, improve your Vitality Age, and earn Vitality Points™.

[→ Start setting goals](#)

Goals are separated into “recommended” and “active” goals.
Set the goals you are ready to attempt.

Home Get Healthy My Goals

My goals



My set goals

	Days left to complete this goal	Date goal expires
Continue being more active Recommended activity: Partner Health Club Workout	93	03/06/2014

Recommended goals

[Maintain your systolic blood pressure](#)

[Learn more about this goal](#)

400 Vitality Points

[→ Set this goal](#)

Once a goal is set you can return to the goal for activities to help you achieve the goal and see how many days you have to complete the goal.

Home > Get Healthy > My Goals > Goal Detail

Goal: Continue being more active

Humana Vitality

You have already shown a **commitment to physical activity** by exercising 150 minutes or more per week, so keep up the good work and **continue** to reap the immediate and long-term benefits. [Print](#)

Goal summary

Activity type
Athletic events

Keep up the good work! You've completed 1 Level 1 event and only need 2 more to complete this goal!

Level 1 [?](#)
1 of 3 events complete

or

Level 2 or 3 [?](#)
You can also complete this goal by completing level 2 or level 3 athletic events

400 Vitality Points™ awarded for completion

93 Days left to complete this goal
End date: 03/06/2014

Note: Goals are optional and are not required to complete the LivingWell Promise, but are beneficial tool for members

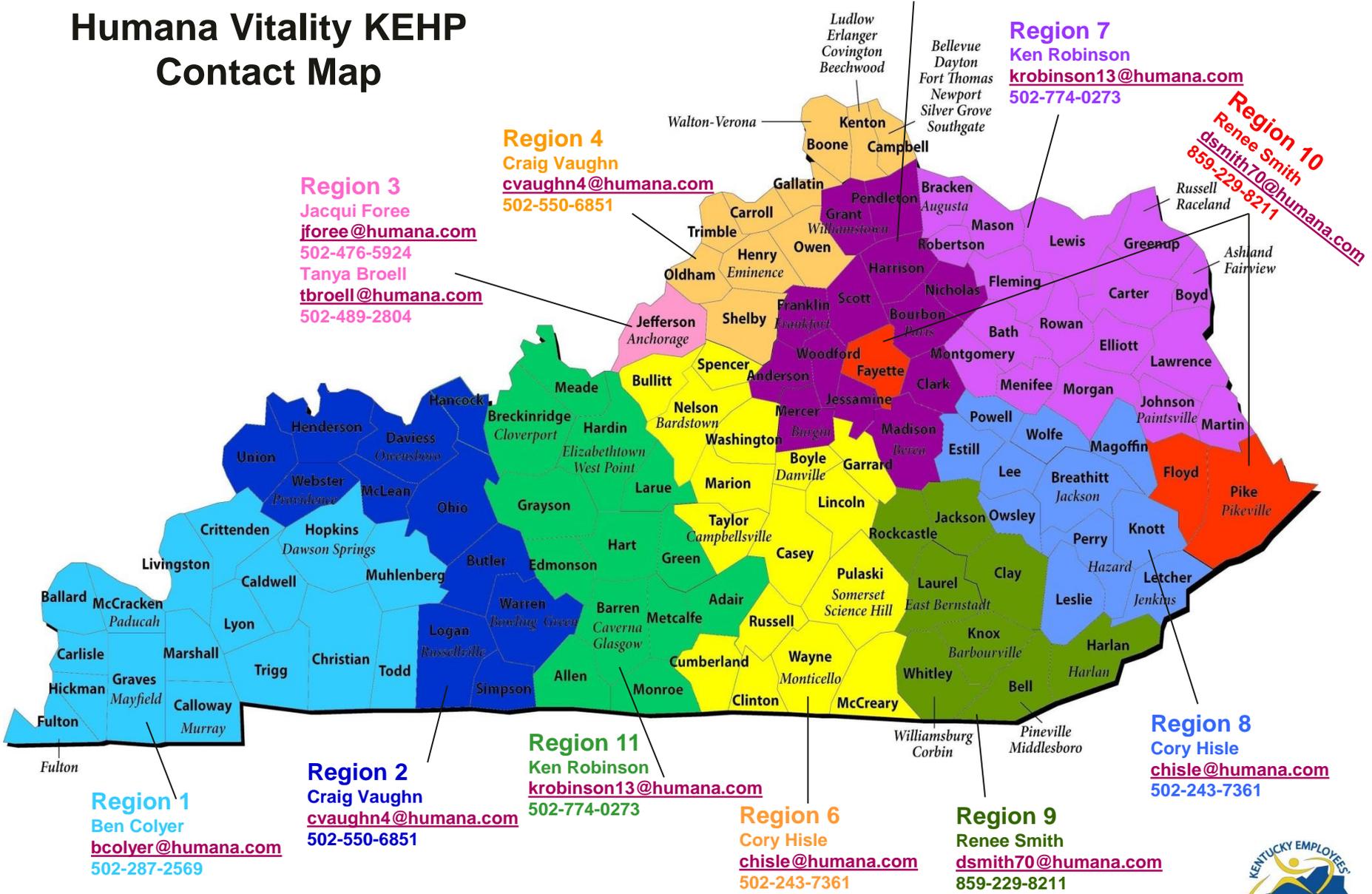


Helping Members Fulfill the LivingWell Promise

Want To Help Your Employees Fulfill Their LivingWell Promise?

- Schedule a Health Assessment Day At Your Agency
- What is a Health Assessment Day?
 - HumanaVitality representatives come to your site to assist members with taking their Health Assessment
- How to Schedule a Health Assessment Day
 - Contact your HumanaVitality Engagement Consultant – see next slide
 - Schedule a date/time/location
 - Staff meeting
 - Computer lab
 - Promote with email invitation and flyers

Humana Vitality KEHP Contact Map



Health Assessment Accommodations

What if a member cannot complete the online Health Assessment?

- If it is unreasonably difficult due to a medical condition or impairment for a member to fulfill their LivingWell Promise by completing the online Health Assessment, a member can call 877-597-7474 for accommodations
- Accommodations include:
 - **Paper Process:** Customer service representative will mail a paper copy to the member; total turnaround time, from start to finish, is up to four weeks
 - **Phone Process:** Customer service representative will ask the questions and complete the assessment for the member over the phone
- **Online is always the preferred and most efficient method**

Consequences for Not Fulfilling the LivingWell Promise

What happens if a member doesn't complete the LivingWell Promise?

- If the LivingWell promise is not fulfilled between Jan. 1 and May 1, 2014 members **will not** be allowed to enroll in a LivingWell plan option in 2015
- Stated another way – if the LivingWell Promise is not fulfilled, the member will only be eligible for standard plan options in 2015

LivingWell Promise FAQs

- **If I am a new employee and choose a LivingWell plan, how long do I have to complete the LivingWell Promise?**
 - New employees who elect a LivingWell plan must complete the Health Assessment within 90 days of the effective date of their coverage.
- **What happens with the information collected through the Health Assessment?**
 - KEHP takes your personal health information seriously and has measures in place to protect this information. KEHP will not collect personal health information from the Health Assessment, and any information disclosed during the assessment will be kept confidential. KEHP may receive combined data from HumanaVitality® based on the Health Assessments completed by all KEHP HumanaVitality® members. KEHP will not access or share any personal health information with your employer.
- **Is the information collected through the Health Assessment protected?**
 - Yes. KEHP takes member personal health information seriously and has measures in place to protect this information. All responses to the Health Assessment are **strictly confidential** and protected under HIPAA. KEHP will not collect or access member personal health information, nor will KEHP share personal health information. Only Humana and HumanaVitality® will have access to and be able to view member Health Assessment responses. The responses will have no impact on rates or benefits under the health insurance plan.
- **Can I take the Health Assessment if I don't choose a LivingWell Plan?**
 - Yes, if you participate in one of the four health plans, you are automatically enrolled in HumanaVitality®. Once you log in and activate your account you begin earning Vitality Points toward movie tickets, hotel stays, and other rewards. You can also take the Health Assessment which gives you your Vitality Age and helps you set goals for a healthy lifestyle.

LivingWell Promise FAQs

- **If I do not fulfill the LivingWell Promise, will my claims still be paid?**
 - Yes. The plan will continue to pay eligible claims for the plan year, even if you do not fulfill the LivingWell Promise. However, you will not be able to elect a LivingWell plan for 2015 if you do not fulfill your 2014 LivingWell Promise. The standard plans will still be available to you.
- **If I choose a Living Well plan and take the Health Assessment may I change my plan mid-year**
 - Mid-year plan changes can only be made if you experience a life event referred to as a qualifying event. If you experience a qualifying event that allows you to change your plan, you can elect another LivingWell plan or a standard plan. If you take the Health Assessment between January 1 and May 1, 2014, and complete your original LivingWell Promise, you can enroll in a LivingWell plan for 2015.
 - If you experience a qualifying event during the 2014 plan year and elect a LivingWell plan for the first time as a result of the qualifying event, you have 90 days from the effective date of the LivingWell plan to complete the LivingWell Promise. The primary rule for completion of the LivingWell Promise is that the first, or original, election of the LivingWell plan is the controlling factor for whether you are eligible for a LivingWell plan the following plan year. If you change plans during the 2014 plan year, whether that change is because of retirement, a qualifying event or a break in service, the first, or original, election of the LivingWell plan follows you throughout the plan year. The same rule would apply to newly eligible members.
 - For example, at open enrollment you elect a LivingWell plan. You experience a qualifying event in June and change to a standard plan option. Your election of the LivingWell plan, and whether you completed your LivingWell Promise, will be tracked regardless of the mid-year change to a standard plan. If you did not complete the LivingWell Promise between Jan. 1 and May 1, 2014, you will not be eligible for a LivingWell plan for 2015.

Spotlight Training – Fulfilling the LivingWell Promise

This training covered:

- Why offer LivingWell plans
- What the LivingWell Promise includes
- How and when members can fulfill the LivingWell Promise
- Who must complete the Humana*Vitality* Health Assessment
- How members can take the Humana*Vitality* Health Assessment and what questions are asked in the assessment
- How to help members with a Health Assessment Day
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