



# SimplyWell User Guide

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## 1) SimplyWell SUPPORT

### What is the SimplyWell Health Center?

The SimplyWell Health Center is a health and wellness resource that is available for SimplyWell members. It is staffed with a variety of highly trained customer care representatives.

**CALL** the Health Center for technical questions about the SimplyWell *website*.

Call toll-free, please dial **888-848-3723**

The SimplyWell **Hours** are as follows:

**Monday – Thursday: 6:00am – 6:30pm MT**

**Friday: 6:00am – 5:00pm MT**

**Saturday – Sunday: Closed**

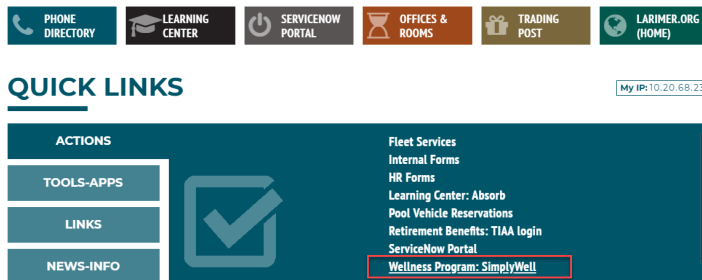
**\*Closed holidays**



## 2) Register for the 2019 BAM Program

There are 2 ways to register:

- 1) If you are logged into the county network, from the **BBoard** select **Wellness Program: SimplyWell** from **Actions**. (works best in **Google Chrome**). It will recognize your information and you will be automatically logged in. You will see the “**Consent to Participate**” screen before you access the Home Page for the first time.



- 2) Or go to: <https://connect.simplywell.com/#/auth/registration>

A screenshot of the 'Member Lookup' registration form. It has four input fields: 'Last Name \*', 'Date of Birth \*' (with a calendar icon and 'mm/dd/yyyy' format), 'Identifier \*', and 'Registration Code \*'. There are 'Cancel' and 'Continue' buttons at the bottom.

⇒ Enter your last name and date of birth (DOB)

⇒ Identifier: Your Ultipro #

\*If your employee number is less than 5 digits, add zeros to the beginning

For instance, if your Ultipro # is 56, your identifier number would become 00056

\*\* If your spouse is also covered on medical and performed the biometric screening, they have their own account. The spouse identifier is SP-Your Ultipro #

⇒ Registration code: *Larimer*

⇒ *Create a username & password*

⇒ Select a security question and answer, then click **Save**

### 3) Navigating the Home Page

⇒ You can access your home page from any screen on the site by clicking on the “Home” tab.



### 4) Toggle between the 2 Wellness Incentive programs

#### 20120 BAM WELLRATE PROGRAM

Available to employees enrolled in the County’s Medical Insurance Plan (**hired before 8/16/2020**), can earn the Wellness rate in 2021. Spouses covered on the medical plan are eligible to double the discount.

#### 2020 HEALTHY REWARDS PROGRAM

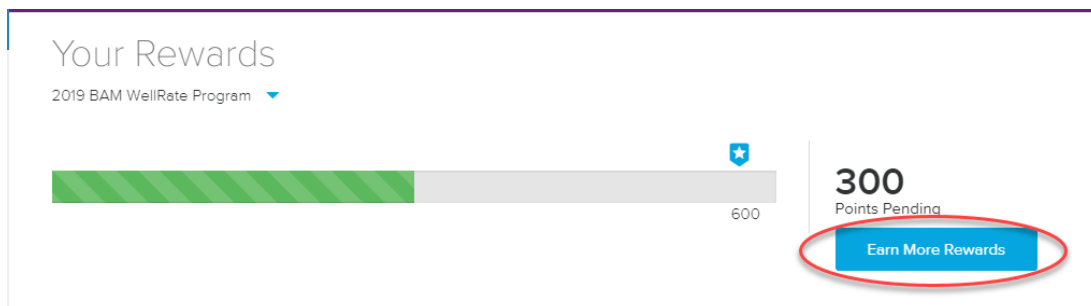
Medical Plan Members AND Non-Medical Plan Members  
(*Employees eligible for the medical plan, but not participating*)

*\*Medical plan members are eligible for **both** Wellness Incentive programs.*

⇒ By selecting a program you will get a quick view of how many points you have accumulated toward each program.



⇒ Select “**Earn More Rewards**” to see which items are required in order to achieve your reward.



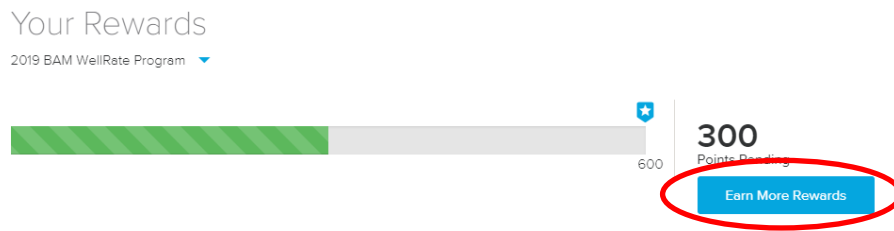
## 5) 2020 BAM WellRate Program

Earn \$480 or \$960 in Premium Reduction on 2021 Wellness Plan (\$40/month or \$80/month)

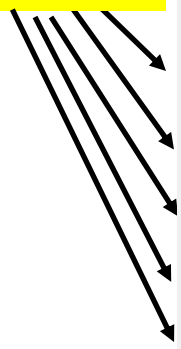
**Who is eligible?** Health Plan Covered Employees & Spouses, hired before 12/16/2020

### Program Requirements

- ⇒ From the Home page, start by selecting the **2020 BAM WellRate Program**
- ⇒ Next, select **“Earn More Rewards”**



Click on each requirement to learn more and record information



2019 BAM WellRate Program

Description & Guidelines View Other Programs

300 Points Pending

600

Look at all those points just waiting to be claimed! Make sure to complete all of the required actions to earn your pending points and claim any rewards.

Actions

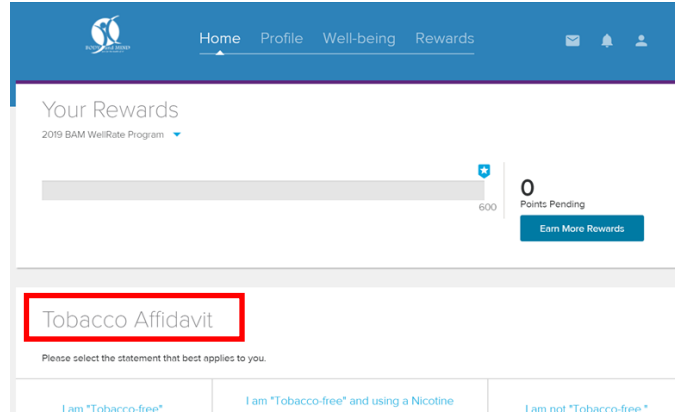
Action	Points
Biometric Screening	0 of 100 points
Member Health Assessment (MHA)	100 of 100 points
Meets 2/5 Biometric Criteria	0 of 200 points
Preventive Care Compliance	100 of 100 points
Tobacco-Free	100 of 100 points

Legend

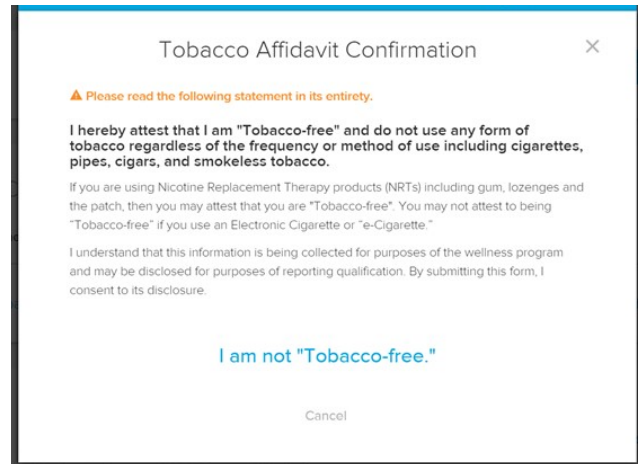
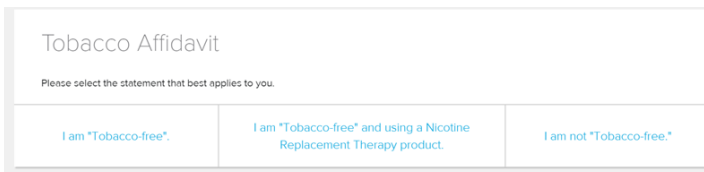
- Required Action
- Available
- Completed
- Value Not Met

# 5) Wellness Rate Program — Report Tobacco Free Program Compliance

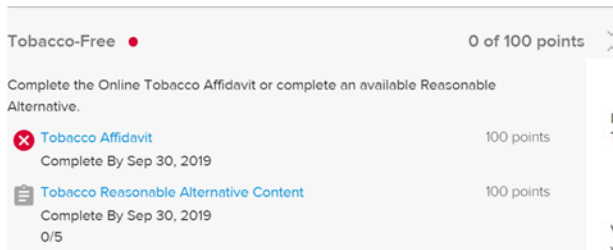
## Self Report Tobacco Affidavit:



### If Tobacco Free:



### If Tobacco User:



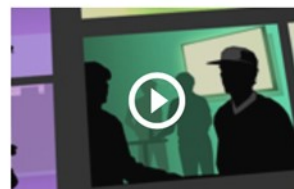
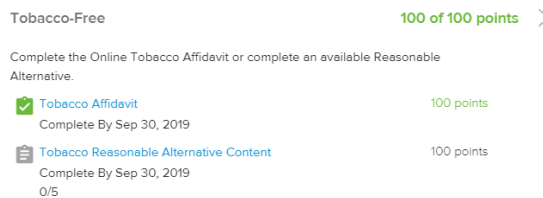
### Tobacco Reasonable Alternatives

If you are a Tobacco User, complete the Tobacco Reasonable Alternative Content to fulfill the Tobacco-Free component.

0 of 5

View the following reasonable alternatives to earn credit toward your incentive. Multiple views will not earn multiple credits. As new videos and articles become available, some content may be replaced. You will keep your credit for any Reasonable Alternative viewed that is replaced.

Once you have completed the **Tobacco-Free**, you will see a green checkmark next to this item.



Quit Smoking: Keep Your Social Life



# 5) 2020 BAM WellRate Program — Report Preventative Care Compliance

## Screenings/Exams

\*Age/Gender specific exams between 10/1/2019—9/30/2020

Click **Well-Being** —> **Care**

Click **Add** on the Exam you had performed

Enter:

- ⇒ **Appointment Date**
- ⇒ **Provider Name**
- ⇒ **Provider Phone Number**

The screenshot shows the 'Well-being' section of a user interface. At the top, there are navigation tabs: Home, Profile, Well-being (highlighted with a red box), and Rewards. Below the tabs is a 'Care' button, also highlighted with a red box. The main content area is titled 'Prevent' and includes a sub-header 'Add +'. A note states: 'All services are based on clinical recommendations made by national health organizations. Check the Incentives page to confirm if any of these services are required to meet your program goal. Select an item below to view Featured Content and learn more about specific preventive services and actions.'

Service	Due	Appointment
Well Woman Exam	Aug 21, 2018	<b>Add</b>
Pap Test	Mar 20, 2019	Add
Physical Exam	Mar 20, 2019	Add
Skin Cancer Screen	Mar 20, 2019	Add

An 'Add Service' modal is open on the right, showing fields for Service (Well Woman Exam), Appointment Date (mm/dd/yyyy), Provider Name, and Provider Phone Number. A 'Save' button is at the bottom.

Below the table is an 'Actions' section with a legend:

- Biometric Screening: 0 of 100 points
- Member Health Assessment (MHA): 100 of 100 points
- Meets 2/5 Biometric Criteria: 0 of 200 points
- Preventive Care Compliance: 100 of 100 points
- Tobacco-Free: 100 of 100 points

The 'Preventive Care Compliance' item is highlighted with a green checkmark and includes the text: 'Take steps toward a healthier lifestyle by carrying out some simple, Preventive Care actions.' Below it, a green checkmark icon is next to 'Preventive Care Compliance' with '100 points' and 'Complete By Sep 30, 2019'.

**Legend:**

- Required Action (red exclamation mark icon)
- Available (calendar icon)
- Completed (green checkmark icon)
- Value Not Met (red X icon)

Once you have completed the **Preventative Care Compliance**, you will see a green checkmark next to this item.



## 6) 2020 Healthy Rewards Program



2019 Healthy Rewards – Health Plan Covered

2 of 4

[Description & Guidelines](#)

[View Other Programs](#)

650 Points Earned



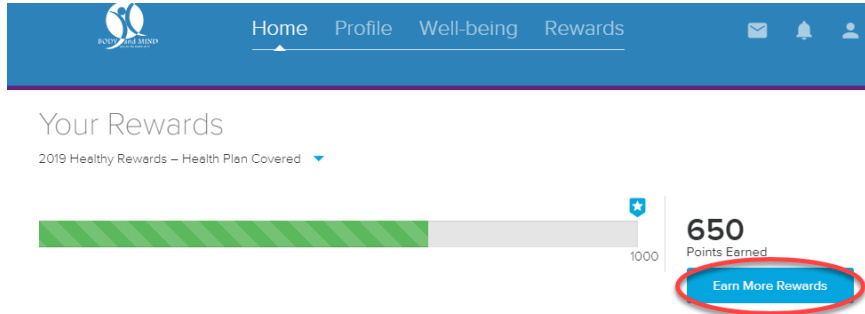
### Selected Wellness Activities Worth Points

<u>Wellness Activity</u>	<u>Point Value</u>
<b>Member Health Assessment (MHA)</b> Feeds over from WellRate Program	200 points
<b>Marathon Health—Wellness Clinic</b> Complete Comprehensive Health Review	200 points
<b>Grand Rounds</b> Enroll in Grand Rounds	200 points
<b>Teladoc</b> Register for Teladoc	200 points
<b>TIAA—Retirement Savings</b> NEW Contribution to the Voluntary Retirement Savings Plan	200 points
<b>Compsych</b> Scavenger Hunt	200 points
<b>Voya Accident Plan</b> Voya Accident Plan Wellness Benefit	200 points
<b>Larimer County Human Resources Training</b> Complete any educational class/program offered through HR	200 points
<b>Healthcare Blue Book</b> Register with Healthcare Blue Book Healthcare Blue Book Challenge	400 points
<b>Financial Wellness</b> Register with My Secure Advantage (MSA) Financial Wellness Program	200 points
<b>Commissioners Club</b> Participate in the Commissioners Club	200 points
<b>Featured Content: Articles</b> Learn how to better manage your health with educational articles	200 points
<b>Featured Content: Videos</b> Learn how to better manage your health with educational videos	200 points
<b>Employer Challenges</b>	100 each / 200 max
<b>Peer Challenges</b>	50 each / 200 max
<b>Healthy Events</b>	100 each / 500 max



## 6) Healthy Rewards Program– Report Activities

- ⇒ With [2020 Healthy Rewards Program](#) selected and by clicking “[Earn More Rewards](#)” will open this drop down to start reporting activities to earn points.



- ⇒ Click arrows to open field.
- ⇒ Select your **Activity** for description details, required completion date and/or to **Self Report** completion details.

2019 Healthy Rewards – Health Plan Covered 2 of 4

[Description & Guidelines](#) [View Other Programs](#)

650 Points Earned

Actions

Member Health Assessment (MHA)	200 of 200 points	Legend
Marathon Health (The Wellness Clinic)	0 of 200 points	Required Action
Grand Rounds	0 of 200 points	Available
Teladoc	200 of 200 points	Completed
TIAA	0 of 200 points	Value Not Met
Compsych	0 of 200 points	

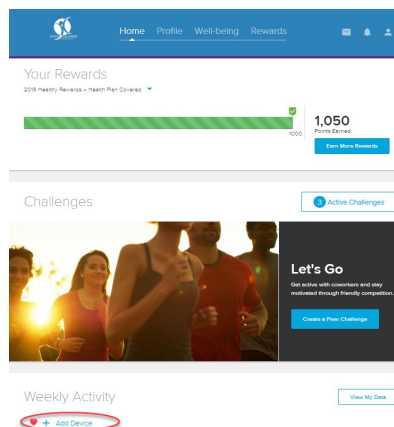
## 7) Syncing devices & apps

\*SimplyWell syncs with over 100 Health/Fitness apps & devices

### There are 2 ways to add a device or app:

1)

⇒ From the Home Page, scroll down to **“Weekly Activity”** and select **+ Add Device**.

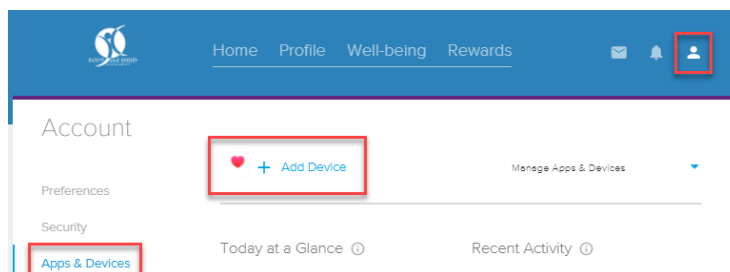


⇒ This will open a new window called **Browse & Connect Apps**, select from the list any devices or apps you want to sync by clicking **CONNECT +** and follow the prompts to log in, etc.

2)

⇒ From the Home Page, select the “person” icon at the top right corner of screen to open Preferences.

⇒ Select **Apps & Devices**, click **+ Add Device**



### Syncing Apple Health

- » Log in to the SimplyWell mobile app with your compatible iOS device
- » Select Well-being
- » Select Apps & Devices
- » Select the “+” icon
- » Select Apple Health
- » Scroll down and tap Connect

### Note:

The information gathered from your synced device and/or apps will be available on the Home Page under **“Weekly Activity”**

**TIP:** Log in to the SimplyWell app at least once every 30 days for your data to sync. If more than 30 days passes without a log in, only the previous 30 days of data will sync.

# 7) Syncing devices & apps, continued...

## To view Total Steps

\*This information will only be available starting from the date you synced the device/app.

- ⇒ Click “person” icon on top right of screen
- ⇒ Select **Apps & Devices**
- ⇒ Select **Totals by Date Range**

-This field will open. Fill in start and end dates for desired time period. Then **Submit**

The screenshot shows the MyFitnessPal app interface. At the top, there is a navigation bar with 'Home', 'Profile', 'Well-being', and 'Rewards'. A person icon is circled in red in the top right corner. Below the navigation bar, the 'Account' section is visible. Under 'Security', the 'Apps & Devices' option is circled in red. To the right, a 'Totals by Date Range' dialog box is open, showing a date range from 03/01/2017 to 04/01/2017. The 'Submit' button is circled in red with an arrow pointing to it. Below the main interface, a bar chart shows daily step counts from Feb 20 to Mar 20, with an average of 6,823.5 steps. The 'Totals by Date Range' link is circled in red above the chart.

\*Steps will only start accumulating after device/app was synced.