



Healthy Tomorrows

PEIA Go365 Frequently Asked Questions

1. What is Go365?

Go365 is the next phase of the Healthy Tomorrows program for PEIA PPB Plan policyholders (not spouses or dependent children). Go365 is a wellness program that rewards you for taking steps to improve your health and increase your wellbeing. Starting July 1, 2018, PEIA PPB Plan policyholders will have to earn 3,000 points before 5/15/19 to avoid the \$500 penalty deductible and the \$25 per month premium increase for plan year 2020. Along the way, you'll earn bucks that you can spend in the Go365 mall for fitness trackers and equipment, gift cards or other cool stuff.

2. Is the new Go365 for any PEIA member?

Go365 is for PEIA PPB Plan Active and non-Medicare Retiree policyholders only.

3. I do not wish to participate in this program by tracking my steps or doing workouts. Why can't I simply continue to get my health screenings to avoid the increase to my premium and deductible?

You CAN continue to get your health screenings and avoid the premium and deductible increase. The only difference is that you'll be reporting your results on the Go365 website instead of sending them to PEIA. For year 1, if you register on the website, do the Health Assessment and report your biometric data like you have the past two years in Healthy Tomorrows, then you'll have earned enough points to avoid the deductible and premium increase for the 2020 Plan Year.

BUT, West Virginia has one of the highest rates of obesity in the nation as well as a high prevalence of adults reporting poor mental and physical health (WV DHHR). The overall goal of the Go365 wellness platform is to get our policyholders to take an active approach to their health. This platform represents the next phase of the PEIA Healthy Tomorrows initiative and is meant to help our policyholders not only know where they stand in terms of their health, but also to actively take steps to improve their overall wellbeing in a way that is meaningful and directed by YOU!

Go365 Activities are not limited to physical exercise. You can earn points in one of four categories of activities: educational, preventative, healthy living, or fitness. Go365 offers members access to resources that promote wellness in all aspects of our policy holders' lives.

Policyholders do NOT need expensive activity trackers, gym memberships, or even the ability to log into their account on a regular basis.

Plan Year 2019 Earning Example (July 1, 2018 – May 15, 2019)

2,000 points - Biometric Health Screening (Can earn extra 400+ points for each level in range!)

400 points – Blood Pressure Test Results in range

400 points - Dental exam every six months (200 per exam)

200 points – Vision Exam

200 points – Flu Shot

500 points – Health Assessment (*Online* - Available each plan year)

25 points – Start a New Fitness Habit (Example: Park farther away) Up to 25 points per month!

POINTS EARNED: 3,725 points – That's 725 points OVER the 3,000-point requirement!

BUCKS EARNED: 3,725 bucks (plus any additional bonus bucks)

Cost of Fitbit Zip Wireless Activity Tracker in Go365 Mall? 2,500 bucks!

4. I cannot sign up for the program using the Go365 ID number.

If you are having issues signing up for the program, try using your social security number or the first 9 digits only of the Go365 ID you received in the mail. If you still are unable to sign up, you can contact the Go365 help desk at (844) 778-0698.

5. Can my spouse or other dependents participate in this program?

Only PEIA PPB Plan policyholders can participate in the Go365 program at this time.

6. I just read that our points reset in July, will all the points that I have earned since January 1 disappear?

At the beginning of each plan year on July 1, your points will reset and 10% of the points you earned in the previous plan year will carry over. *For every point you earn you also earn bucks which (excluding some bonus bucks) can be carried over for up to 3 years to purchase items in the Go365 Mall. For the 2019 plan year, you will be able to carry over 10% of the points you have earned during the platform's soft launch between January 1 and June 30, 2018.*

7. How much will this new program cost me? Do I have to sign up for a gym membership or purchase costly equipment?

You don't have to purchase anything to participate in Go365. The program can be done with a smartphone or a computer. If you have a smartphone, there are free apps available that will do the tracking for you, if that's the way you choose to earn your points. There is no charge for the Go365 app or website, and a gym membership is not required. In fact, for as little as 2,500 bucks at the Go365 Mall you can get a wireless activity tracker to help you track your activity and earn even more points and bucks!

8. Is my health information secure with this program?

The [Notice of Privacy Practices](#) included in your PEIA Summary Plan Description and in the PEIA Plan Document, both of which are filed annually with the West Virginia Secretary of State's Office, have the effect of law.

According to WV Code [§5-16-8](#) (Conditions of insurance program):

The insurance plans provided for in this article shall be designed by the public employees insurance agency:

(9) *To provide "wellness" programs and activities which will include, but not be limited to, benefit plan incentives to discourage tobacco, alcohol and chemical abuse and an educational program to encourage proper diet and exercise.*

Humana is the contract vendor assigned to manage the PEIA Wellness Program, a part of our "healthcare operations" as defined under the Health Insurance Portability and Accountability Act of 1996 (HIPAA). The Go365 Program is the same program that PEIA Medicare retirees have access to through our MAPD Plan. PEIA's provision of an eligibility file to Humana is a permissible disclosure under federal law. Go365 complies with all privacy provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), a federal law designed to ensure the privacy of personal and health information. In addition to all federal laws, Go365 also complies with all state laws and regulations. Check out the [Go365 Privacy Practices](#).

9. I'm having trouble with certain parts of the app, how can I get help?

PEIA wanted members to be able to familiarize themselves with the Go365 platform prior to the beginning of the next plan year. January 1-June 30, 2018, is essentially the soft launch of the platform and we are currently working through any issues that arise. If you are having issues with the program, please refer to the Go365 online community, contact the Go365 help desk at Go365.com or call Go365 at (844) 778-0698.