

# 2012

**Wellness Program Guide** 





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# Welcome

At Forward Air, we realize that the daily demands of life and work can make it hard to live a healthy lifestyle. We appreciate you as an employee, and to show our dedication we want to provide you with the tools and support you need to be healthy and well.

We are partnering with Viverae to offer you and your spouse the Forward Air Live WELL Program. Whether your goal is to have more energy, lose weight, manage stress or improve your diet, the Forward Air Live WELL Program can help you.

We consider the Forward Air Live WELL Program a vital part of our overall employee benefits program. As health care costs continue to rise, we strive to offer competitive health benefits for you and your family. A successful wellness program is a win-win—it means our employees are improving their lives and we are one step closer to managing rising health insurance costs for both you and Forward Air. By making the Forward Air Live WELL Program available, Forward Air is asking each of us to do our part to help keep the costs of our health and medical benefits reasonable. If we improve the health of our health plan participants, we should reduce our health plan costs, which will allow Forward Air to continue providing industry leading benefits. Read on to find out about all the program features and incentives you can look forward to this year.







# Forward Air Live WELL Q & A

## Who can participate in the Forward Air Live WELL Program?

Employees in the Forward Air Health Plan and their spouses who are covered in the health plan are eligible to participate in the wellness program.

#### Why should I participate?

The most important reason to participate is to improve the health of yourself and your family. Also, by participating in the Forward Air Live **WELL** Program, you will pay less for health insurance.

# How will my participation and my spouse's participation in the Forward Air Live WELL Program affect how much I pay for health insurance premiums?

The Forward Air Live **WELL** Program is run on a point system—you earn points through the year for completing program activities (see page 5 for more information). You must obtain a target number of points each year to qualify for a significant discount on your health insurance premiums.

By completing a Member Health Assessment (MHA) and Biometric Screening by November 16, 2012, you earn 100 points and become eligible to receive the **2013** premium discount. Then, earn an additional 200 points through the program activities by November 30, 2013, to be eligible for the 2014 premium discount.

Participation in the Forward Air Live **WELL** Program is voluntary. However, employees who choose to participate in the wellness program will significantly lower their health plan premiums.

Here's an EXAMPLE of how your premiums will be affected by participation in the wellness program:

EXAMPLE* Type of Coverage:	Annual Health Care Premium* for Wellness Program Participants	Annual Health Care Premium* for Wellness Program Non-participants
Employee Only	\$ 780 (\$15 weekly)	\$1,980 (\$38 weekly)
Employee + Child(ren)	\$2,184 (\$42 weekly)	\$3,384 (\$65 weekly)
Employee + Spouse	\$2,392 (\$46 weekly)	\$4,312 (\$83 weekly)
Family	\$2,600 (\$50 weekly)	\$4,520 (\$87 weekly)

<sup>\*</sup>This Example is based on 2012 premiums. Actual premium amounts for 2013 will be provided with Open Enrollment materials in October, 2012.



# **How the Wellness Program Works**

The Forward Air Live **WELL** Program focuses first on awareness and prevention and second on education and behavior change to help you achieve your health goals.

## The Forward Air Live WELL Program promotes:

#### **Awareness**

You will learn your key health statistics by completing a Member Health Assessment (MHA) and obtaining a Biometric Screening.

#### **Prevention**

The program encourages you to get the recommended preventive care exams for your age and gender.

#### Education

Based on results from the MHA, Biometric Screening and any recommendations from physicians following your preventive care exams, you have access to online resources and health coaching to empower yourself to make lifestyle improvements and/or manage ongoing conditions.

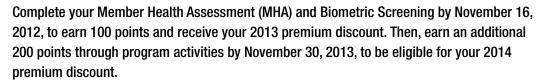
## **Behavior Change**

Changing day-to-day lifestyle habits is often the best way to improve health and increase your quality of life. Eating well, increasing physical activity and quitting smoking are all positive steps, and Forward Air Live WELL has tools to help you do it.



# **Activities to Earn Points**

The entire wellness program is run on a point system—you'll earn points throughout the year for completing certain program activities. These points are required to maintain the lowest health plan premiums available only to Forward Air Live WELL participants. You'll manage all your program activities and log points at www.ForwardAirLiveWell.com (see page 6 for more information).



Excel <sup>™</sup> Program	Point Value / Max
Member Health Assessment (MHA) (Required)	50
Biometric Screening (Required)	50
Preventive Care Compliance (Self-Reported)	50
Health-e Challenges <sup>™</sup>	15 each / 45 max
Health-e Beginnings™ Online Courses	10 each / 30 max
Health- <i>e</i> Insights <sup>™</sup> Webinars	5 each / 30 max
Health- <i>e</i> Focus <sup>™</sup> Supplemental Questionnaires	5 each / 30 max
Health- <i>e</i> Steps™ Targeted Programs	15 each / 45 max
Community Event (Self-Reported)	5 each / 5 max
Health Score Bonus	Point Value
High Health Score (≥ 80) Moderate Health Score (70–79.9) Low Health Score (< 70)	100 50 0
Risk-Based Coaching Compliance	Point Value / Max
≥ 80 Health Score 70–79.9 Health Score < 70 Health Score	20 each / 20 max 10 each / 20 max 5 each / 20 max
Disease Management	Point Value / Max
Care Plan Complete (Identified between September 17, 2012, and April 30, 2013)  Care Plan Enrolled (Identified May 1, 2013–November 30, 2013)	20 each / 20 max
Excel <sup>™</sup> Goal	300



# First Step—On or After 9/17/12, Register at www.ForwardAirLiveWell.com

Consider this website your personal hub for all wellness program tracking tools and resources. You'll use the site to do the following:

- » Take your Member Health Assessment (MHA)
- » Schedule your onsite Biometric Screening, if available, or download forms to take to your physician to complete a screening on your own
- » Register for any Health-e Challenges™ your company is hosting
- » Track daily or weekly activities for Health-e Challenges™
- » Join a Health-*e* Steps™ Targeted Program to address specific lifestyle areas of concern
- » Take a Health-e Beginnings™ Online Course related to specific risk factors
- » Watch a Health-e Insights™ Webinar
- » Complete a Health-e Focus™ Supplemental Questionnaire about specific risk factors that may have been uncovered during the MHA process



Join VLife<sup>™</sup>, a virtual network of health professionals, co-workers and supporters. Research has shown that greater social engagement helps people live longer, healthier lives. VLife<sup>™</sup> has everything you need to manage your health.

- » Get wellness insight and support tools from Viverae Health Professionals that educate, motivate and inspire individuals to make positive health decisions.
- » Connect 24/7 with people who share your goals. Set objectives, get questions answered, and above all increase your health by making friends and gaining accountability.
- » VLife™ provides online support groups and virtual caregivers for members touched by chronic conditions.



# How to Register (registration opens 9/17/12)



#### STEP 1

- » Visit www.ForwardAirLiveWell.com
- » Click New User Registration Full registration requires an email address (obtain an email address if lacking)
- » This will take you to a self-registration screen



#### STEP 2

- » Enter your Last Name and Date of Birth (DOB)
- » Enter your Identifier: DOB + Last 4 of SSN (MMDDYYYY1234)
- » Enter the Registration Code: forwardair

**Note:** The error message (shown at left) indicates some or all of the information entered in Step 2 is incorrect. If further assistance is needed, please contact the Viverae Health Center at 888-VIVERAE (848-3723).



Cell Phone Alternate i E-Mail

#### STEP 3

- » Ensure that all information is complete and current, including personal and contact information.
- » Create a User Name (5–25 characters)
- » Create a Password (8–12 characters) using letters (upper and/or lowercase), numerals, and/or special characters (such as @?#\$~!&^%)
- » Select a Security Question and Answer and then click Save. Registration is complete!

**Note:** Always click **Log Out** at end of session to protect your personal health information.

#### **Awareness**

#### **Biometric Screening**

Biometric Screenings will be offered onsite this year at certain Forward Air locations. These screenings provide vital information about your overall health, including cholesterol (total, LDL and HDL), triglycerides, cardiac risk, glucose, blood pressure, height, weight, Body Mass Index (BMI) and waist measurement. If you work at a Forward Air location where an onsite Biometric Screening will not be held or if you are unable to attend a Biometric Screening event, you may fulfill the screening requirement by visiting your physician or visiting a LabCorp facility—no copay is required for this visit, so long as the visit is filed only as preventative care.

To view the next scheduled Biometric Screening for your company:

- » Log onto www.ForwardAirLiveWell.com
- » Under My Program, scroll down to Upcoming Events
- » Select the event you would like to attend or choose View All (an alert symbol indicates there are upcoming events available)
- » Click **OK** to complete the sign-up for your screening

Contact the Viverae Health Center at 888-VIVERAE (848-3723) with any questions or concerns about the Viverae online screening sign-up process.



#### **Member Health Assessment**

The Member Health Assessment (MHA) is a 20-question survey that takes less than 10 minutes to complete. The MHA asks questions about specific lifestyle habits. Upon completion, your Member Health Report will highlight your current risk level for each of the lifestyle habits and give you tips for improving your overall health and well-being. You will complete the MHA in one of three ways:

- Online at www.ForwardAirLiveWell.com
  - » Click Health Assessments
  - » Select MHA
  - » Click **Begin**
  - » Answer all the questions and click **Send**
  - » A confirmation screen will appear
- 2. Onsite at a Biometric Screening event
- 3. By telephone at 888-VIVERAE (848-3723)





# Calculating Your Health Score and Health Age

Learn your Health Score by completing both the Member Health Assessment (MHA) and your Biometric Screening. Your Health Score is derived from lifestyle answers to the MHA and the results of your Biometric Screening. View your Health Score under the *My Health* tab on www.ForwardAirLiveWell.com.

#### **Health Score Definitions**

- » 90 and above = Excellent, Very Low Risk
- = 80-89.9 = Good, Low Risk
- » 70–79.9 = Average, Moderate Risk
- 69.9 and below = Poor, High Risk

In addition to your Health Score, the MHA and Biometric Screening calculate your Health Age, which is a reflection of how well you care for your health and well-being. Healthy habits matter—stress, diet, physical activity, tobacco use, sleep patterns and more can all have dramatic effects on your health status. For many individuals, lifestyle choices and behaviors have a much greater impact on longevity and overall health than even genetics. By considering this information, an estimate of your current Health Age can be made. The new Health Age tool can be found under the *My Health* tab on www. ForwardAirLiveWell.com.

The content provided by the Health Age feature is purely for informational purposes and is not intended to be a substitute for professional medical advice, diagnosis or treatment. No guarantees are made regarding its accuracy, and no action or inaction should be taken based solely on the contents of this information. Consult a qualified health professional on any matter relating to your health and well-being.







#### Prevention

#### **Preventive Care Compliance**

Age- and gender-specific preventive exams are important for staying healthy. The exams recommended for your age and gender are listed in the Preventive Care Compliance Schedule below. Report completion of your exams at www.ForwardAirLiveWell.com to earn your points.

Viverae Preventive Care Compliance Schedule*						
	UNDER AGE 40	AGE 40-49	AGE 50 AND OVER			
	May receive credit for completion of up to 2 of the following:	May receive credit for completion of up to 3 of the following:	May receive credit for completion of up to 4 of the following:			
	Annual Physical	Annual Physical with Prostate Exam (DRE)	Annual Physical with Prostate Exam (DRE)			
MALES	Dental Exam	Dental Exam	Dental Exam			
IVIALES	Flu Immunization	Flu Immunization	Flu Immunization			
	Skin Cancer Screening	Skin Cancer Screening	Skin Cancer Screening			
	Vision Screening	Vision Screening	Vision Screening			
		PSA Test	PSA Test			
		Fecal "Stool" Test	Fecal "Stool" Test			
			Colonoscopy			
	UNDER AGE 40	AGE 40–49	AGE 50 AND OVER			
	UNDER AGE 40  May receive credit for completion of up to 2 of the following:	AGE 40–49  May receive credit for completion of up to 3 of the following:	AGE 50 AND OVER  May receive credit for completion of up to 4 of the following:			
	May receive credit for completion of up to 2 of	May receive credit for completion of up to 3 of	May receive credit for completion of up to 4 of			
	May receive credit for completion of up to 2 of the following:  Well-woman Exam with	May receive credit for completion of up to 3 of the following:  Well-woman Exam with	May receive credit for completion of up to 4 of the following:  Well-woman Exam with			
FEMALES	May receive credit for completion of up to 2 of the following:  Well-woman Exam with Pap Smear	May receive credit for completion of up to 3 of the following:  Well-woman Exam with Pap Smear	May receive credit for completion of up to 4 of the following:  Well-woman Exam with Pap Smear			
FEMALES	May receive credit for completion of up to 2 of the following:  Well-woman Exam with Pap Smear  Dental Exam	May receive credit for completion of up to 3 of the following:  Well-woman Exam with Pap Smear  Dental Exam	May receive credit for completion of up to 4 of the following:  Well-woman Exam with Pap Smear  Dental Exam			
FEMALES	May receive credit for completion of up to 2 of the following:  Well-woman Exam with Pap Smear  Dental Exam  Flu Immunization	May receive credit for completion of up to 3 of the following:  Well-woman Exam with Pap Smear  Dental Exam  Flu Immunization	May receive credit for completion of up to 4 of the following:  Well-woman Exam with Pap Smear  Dental Exam  Flu Immunization			
FEMALES	May receive credit for completion of up to 2 of the following:  Well-woman Exam with Pap Smear  Dental Exam  Flu Immunization  Skin Cancer Screening	May receive credit for completion of up to 3 of the following:  Well-woman Exam with Pap Smear  Dental Exam  Flu Immunization  Skin Cancer Screening	May receive credit for completion of up to 4 of the following:  Well-woman Exam with Pap Smear  Dental Exam  Flu Immunization  Skin Cancer Screening			
FEMALES	May receive credit for completion of up to 2 of the following:  Well-woman Exam with Pap Smear  Dental Exam  Flu Immunization  Skin Cancer Screening	May receive credit for completion of up to 3 of the following:  Well-woman Exam with Pap Smear  Dental Exam  Flu Immunization  Skin Cancer Screening  Vision Screening	May receive credit for completion of up to 4 of the following:  Well-woman Exam with Pap Smear  Dental Exam  Flu Immunization  Skin Cancer Screening  Vision Screening			
FEMALES	May receive credit for completion of up to 2 of the following:  Well-woman Exam with Pap Smear  Dental Exam  Flu Immunization  Skin Cancer Screening	May receive credit for completion of up to 3 of the following:  Well-woman Exam with Pap Smear  Dental Exam  Flu Immunization  Skin Cancer Screening  Vision Screening  Mammogram	May receive credit for completion of up to 4 of the following:  Well-woman Exam with Pap Smear  Dental Exam  Flu Immunization  Skin Cancer Screening  Vision Screening  Mammogram			

<sup>\*</sup>Please consult a physician regarding your specific Preventive Care Compliance Schedule.

# Health-e Challenges™

In addition to the core point-earning activities, you'll have opportunities throughout the year to take on more focused challenges to earn extra points. These challenges run anywhere from four to twelve weeks and focus on specific risk factors or lifestyle changes. Look for additional details on these challenges throughout the year. Here's a preview of what you can expect to see:



#### **Holiday Weigh-in Challenge**

The Forward Air Live WELL Program Holiday Weigh-in Challenge is a seven-week individual challenge designed to encourage safe, long-term weight management throughout the holiday season. Learning to manage your weight is a much better strategy than participating in fad diets. Many of these diets cause you to lose weight quickly but you can put the weight back on just as fast once you stop the diet. By managing portion sizes, making good nutrition choices and doing regular physical activity, you are much more likely to reach a healthy weight and maintain it long term.

Sign-up runs: 11/19/12–12/17/12 Challenge runs: 12/3/12–1/20/13 (Note: 10 business days prior and after challenge start date)

Here's how the challenge works: Award yourself one point for reporting a weekly weigh-in. Award yourself an additional point if you maintain or lose weight during the week.

• If possible, the same scale should be used for weekly weigh-ins throughout the challenge. Your goal is to reach 10 points by the end of the challenge.



#### On the Move Challenge

The Forward Air Live WELL Program On the Move Challenge is a four-week individual challenge designed to increase participation in regular physical activity. The recommended amount of physical activity is 150 minutes per week, which equals 30 minutes per day, five days per week. Brisk walking or jogging outside is a great option for people who don't belong to a gym. If you find a workout partner to keep you accountable and think of physical activity as a daily appointment, you'll be less likely to skip it.

**Sign-up runs:** 3/25/13–4/22/13 **Challenge runs:** 4/8/13–5/5/13

Here's how the challenge works: Track the total number of minutes you get physical activity, up to 90 minutes in a single day. Your goal is to log at least 500 minutes of physical activity by the end of the challenge.



#### 5 a Day Challenge

The Forward Air Live WELL Program 5 a Day Challenge is a four-week individual challenge designed to increase daily consumption of fruits and vegetables. When looking at your plate during any meal, at least half of it should be filled with these antioxidant-rich, low-calorie foods. Fruits and vegetables are a great way to add color, flavor and texture plus vitamins, minerals and fiber to any meal. Aim for 2 cups of fruit and 2 ½ cups of vegetables each day.

**Sign-up runs:** 7/22/13–8/19/13 **Challenge runs:** 8/5/13–9/8/13

Here's how the challenge works: Award yourself one point for each serving of fruit or vegetables you consume, up to five points per day.

- A serving of fruit equals:
  - a) 1 cup of fruit (Example: 1 small apple or 1 large banana)
  - b) 1 cup of 100% fruit juice (Example: 8-ounce glass of orange juice)
  - c) ½ cup of dried fruit (Example: 1 small box of raisins)
- A serving of vegetables equals:
  - a) 1 cup of raw or cooked vegetables (Example: 1 large ear of corn or 1 medium potato)
  - b) 1 cup of 100% vegetable juice (Example: 8-ounce glass of tomato juice)
  - c) 2 cups of raw leafy vegetables (Example: 1 side salad)

Your goal is to reach 100 points by the end of the challenge.



#### Sign up for your challenges and track your progress!

- » Log onto your www.ForwardAirLiveWell.com homepage and select the My Program tab
- » Scroll down to *Challenges* and select the challenge you would like to sign up for and follow the prompts to join the challenge
- » Enter a screen name and select an avatar
- » Click **Done** to complete the sign-up process
- » To track your progress throughout the challenge, select the *View* link next to the challenge and log data

#### Education

#### **Health-***e* **Beginnings**<sup>™</sup> **Online Courses**

Health-*e* Beginnings<sup>™</sup> Online Courses can help you make small changes that lead to big results. You can take any course, but we recommend that you choose courses that are most related to your risk factors. To get started, visit www.ForwardAirLiveWell.com and select the *Information & Learning* tab and click *Health-e Beginnings*<sup>™</sup>: *Online Courses*.

#### **Health-e Insights™ Webinars**

Health-e Insights<sup>™</sup> Webinars are available monthly under the *Information & Learning* tab on your www.ForwardAirLiveWell.com homepage. Topics vary and are relevant to everyone. Each webinar takes less than 10 minutes to complete. View the webinar and complete the quiz to earn your points.

#### Health-e Focus<sup>™</sup> Supplemental Questionnaires

As a part of the wellness program, Viverae provides monthly questionnaires related to seasonal health topics, Disease Management (DM) questionnaires for those with chronic conditions, and preventive care questionnaires to stress the importance of preventive care.

#### **Health Coaching**

After completing your Member Health Assessment and Biometric Screening, you can participate in health coaching (via secure message or telephone) with a Viverae Health Professional. Your Health Coach can help you with personal health goals and provide education and motivation to lead a healthier lifestyle! Coaching sessions take between 10 minutes and one hour depending on the focus and instruction needed during the call.

Coaches can also help set up a Disease Management (DM) program for you if you need help managing a long-term condition such as diabetes. See the following page for more details on the DM program.

Contact your Health Coach by clicking on *Secure Messages* at www.ForwardAirLiveWell.com or call 888-VIVERAE (848-3723) to get started.



## **Disease Management**

#### Why should I participate in the Disease Management (DM) program?

The goal of the DM program is to assist you in improving your health and well-being by supporting treatment adherence, daily self-management and healthy behavior choices. This in turn will help reduce any disease-related complications. The ability to understand your condition, track your outcomes and complete your care plan are all integral parts to the program.

#### What is a care plan?

A care plan is an action plan that can be individualized to your specific needs. The action items are things you can do to manage your condition on a daily basis. For example, if you are a diabetic, your action plan may be to make sure you are actively participating in your care. This could include checking your blood sugar levels regularly or getting a foot exam when you see a doctor. Once you have completed the action, you can check it off and follow up as needed with your Health Coach.

#### What are the benefits of the DM program?

There are many components to the DM program that are also incorporated into your regular wellness program. You can fill out Health-*e* Focus<sup>™</sup> Supplemental Questionnaires specific to your condition, view your care plan that you create with your Health Coach, and check off the items you accomplish throughout the year. You can participate in the Health-*e* Steps<sup>™</sup> Targeted Programs that are specific to the areas you want to work on. You can even set health-related goals that your coach can help you achieve. You will also receive points toward your wellness incentive for the year.







## **Behavior Change**

#### **Health-***e* **Steps**<sup>™</sup> **Targeted Programs**

Health-*e* Steps<sup>™</sup> Targeted Programs focus on your lifestyle to help you make changes and reach your health goals through a series of videos. Each program consists of four consecutive weekly online sessions that take 20–30 minutes each to complete. Assignments are given each session to move on to the next weekly course. You must attend all weekly sessions and you may only participate in one Health-*e* Steps<sup>™</sup> Targeted Program at a time. Access your www.ForwardAirLiveWell.com homepage or call the Viverae Health Center at 888-VIVERAE (848-3723) to get started!

#### » Tobacco Cessation

Break Free from Tobacco: Breaking Your Tobacco Habit is a four-week program designed to encourage lifestyle habits to support tobacco cessation. You will develop an understanding of tobacco cessation principles, set personal goals and learn practical skills for behavior change.

#### » Weight Management

Weigh to Live: Reaching Your Healthy Weight is a four-week program designed to encourage lifestyle habits to support weight management. You will develop an understanding of weight management principles, set personal goals and learn practical skills for behavior change.

#### » Stress Management

Stress Less: Tackling Your Stress is a four-week program designed to encourage lifestyle habits to support stress management. You will develop an understanding of stress management principles, set personal goals and learn practical skills for behavior change.

#### » Heart Health Awareness

Smart Heart: Focusing on Your Heart is a four-week program designed to encourage lifestyle habits to support heart health. You will develop an understanding of heart health principles, set personal goals and learn practical skills for behavior change.

#### » <u>Diabetes Management</u>

Succeed with Diabetes: Taking Control of Your Diabetes is a four-week program designed to encourage lifestyle habits to support diabetes management. You will develop an understanding of diabetes management principles, set personal goals and learn practical skills for behavior change.

#### » Additional Health-e Steps<sup>™</sup> Targeted Programs

To explore additional Health-*e* Steps<sup>™</sup> Targeted Programs, go to www.ForwardAirLiveWell.com or call the Viverae Health Center at 888-VIVERAE (848-3723).

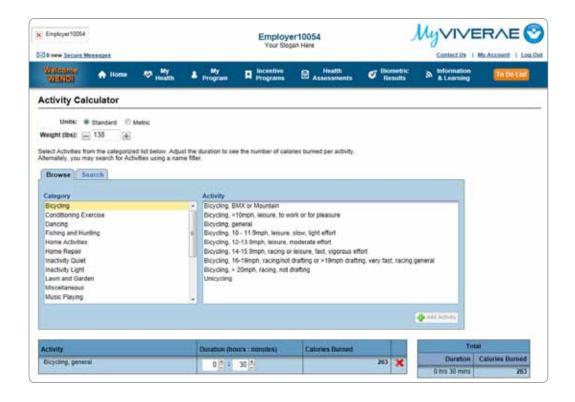


# **Tools and Calculators**

Log onto www.ForwardAirLiveWell.com to use helpful tools and calculators designed to assist you in reaching your wellness goals.

#### **Activity Calculator**

The *Activity Calculator* determines your total activity time and provides the number of calories burned based on the activities performed each day. This calculator is designed to encourage physical activity and educate you on the number of calories burned through engaging in physical activity.









#### **Alcohol Calorie Calculator**

The *Alcohol Calorie Calculator* provides the number of calories consumed based on an average weekly drink intake. This calculator is designed to encourage moderation and educate you on the effects of alcoholic beverages on weight management.



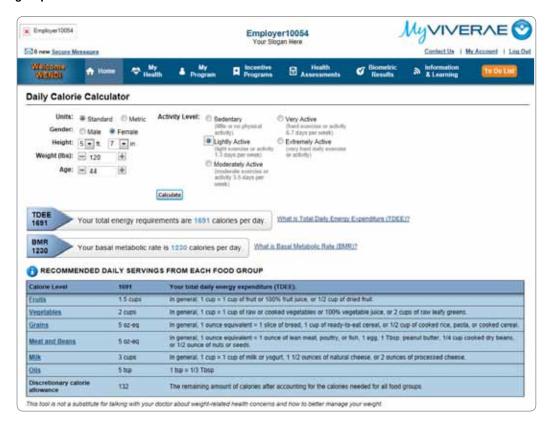
#### **BMI Calculator**

The *Body Mass Index (BMI) Calculator* provides you with your BMI and the corresponding weight status category. This calculator is designed to help you determine a healthy body weight.



#### **Daily Calorie Calculator**

The *Daily Calorie Calculator* provides the number of calories recommended each day for weight maintenance. This calculator displays the recommended daily servings from each food group for the calculated calorie level.



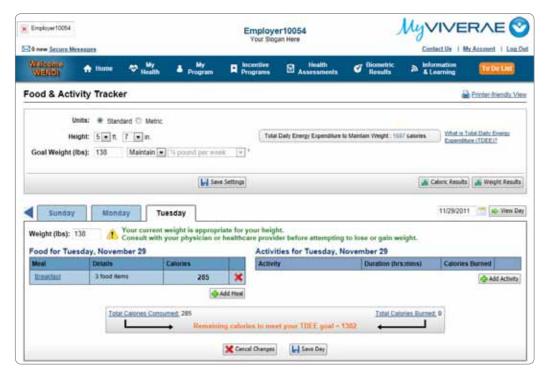






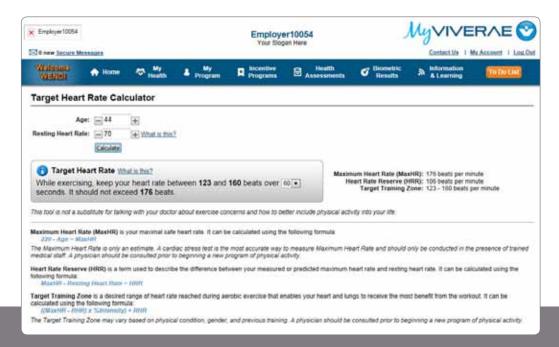
#### **Food & Activity Tracker**

The *Food & Activity Tracker* records food consumed and activities performed while calculating the total calories consumed and total calories burned each day. This calculator provides guidance and gives you an opportunity to track your weight management goals.



#### **Target Heart Rate Calculator**

The *Target Heart Rate Calculator* provides important exercise information, such as maximum heart rate, heart rate reserve and target heart rate training zone. This calculator is designed to help you achieve the most benefit from your time spent exercising and find a target heart rate that ensures a safe and effective workout.



# **Health Center FAQs**

#### What is the Viverae Health Center?

In addition to the online tools available, all members have access to personal, one-on-one, confidential assistance from the Viverae Health Center. The Viverae Health Center is a health and wellness resource that is available for Viverae members. It is staffed with a variety of highly trained customer care representatives, health professionals and clinicians, including health and exercise specialists, registered nurses and registered dietitians.

#### How do I contact the Viverae Health Center?

There are two ways to contact the Health Center—via phone or by secure email message.

- » To call toll-free, please dial 888-VIVERAE (848-3723).
- » Send secure email messages via www.ForwardAirLiveWell.com. Click on the Secure Messages button.

The Viverae Health Center hours are as follows:

- » Monday-Thursday: 7:00 am-7:30 pm CT
- » Friday: 7:00 am-6:00 pm CT
- » Saturday-Sunday: Closed

# What is the general response time for voicemail and secure messaging?

All voicemails and secure messages are returned within one business day.

# Will my employer ever see my Protected Health Information?

All programs are confidential and in compliance with the Health Insurance Portability and Accountability Act (HIPAA). Any information shared with the Viverae team will not be disclosed except in accordance with HIPAA laws. Your Protected Health Information (PHI) will not be shared with your employer.

# **Notes**







