

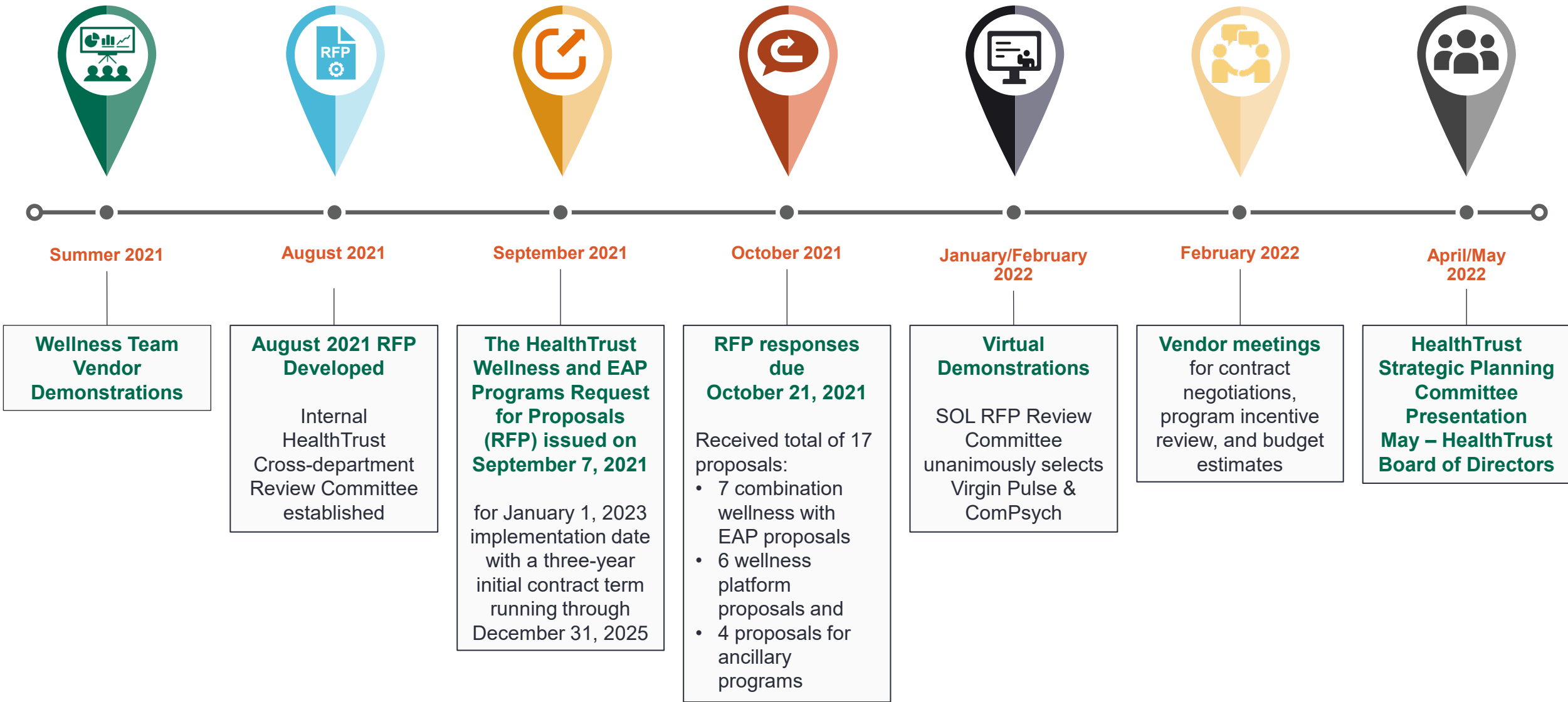


# THE FUTURE OF HEALTHTRUST WELLNESS PROGRAMS INTRODUCING VIRGIN PULSE & COMPSYCH

PRESENTED BY:

KERRY HORNE, M.ED., WELLNESS ASSISTANT MANAGER

# HEALTHTRUST IMPLEMENTATION TIMELINE



# JOINING US IN 2023

**Slice of Life**  
WELLNESS PROGRAM

**LifeResources**  
EMPLOYEE ASSISTANCE PROGRAM

Virgin  
Pulse

**COMPSYCH**<sup>®</sup>  
GuidanceResources<sup>®</sup> Worldwide

# VIRGIN PULSE

## What is the Virgin Pulse Program?

Virgin Pulse, part of Sir Richard Branson's Virgin Group, designs technology that cultivates good lifestyle habits for employees.

The Virgin Pulse program, while totally **voluntary**, provides scientifically backed tools to help participants be more active, make healthier decisions and live their best life!

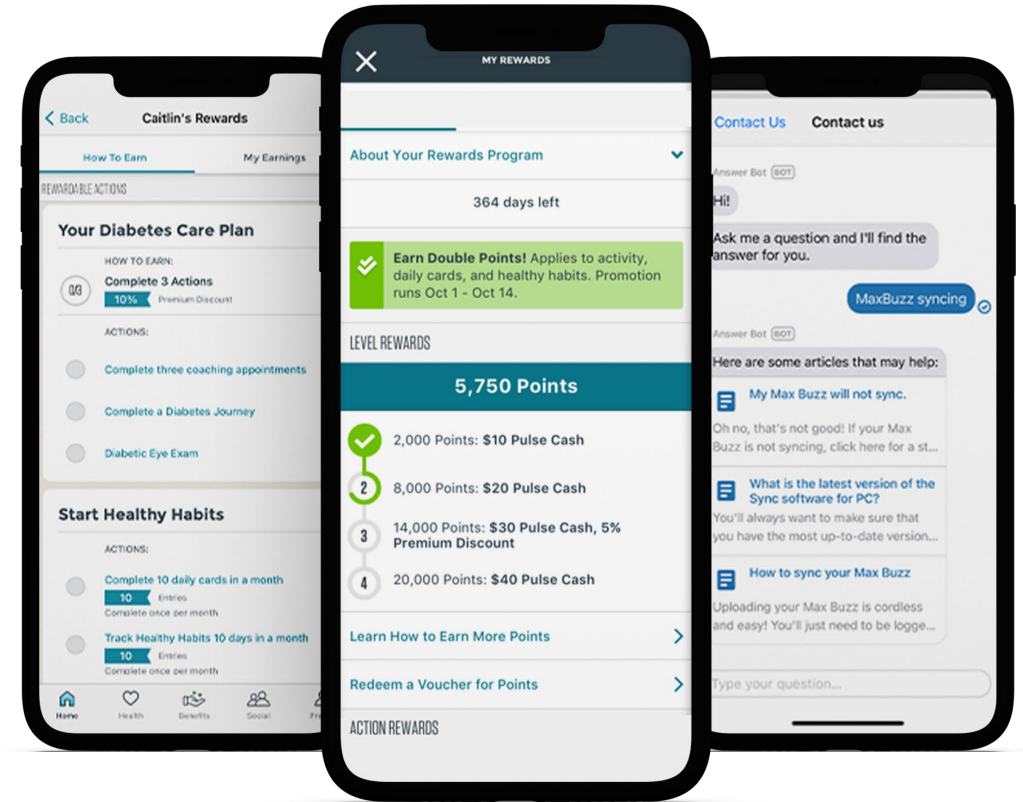
- Global Headquarters located in Providence Rhode Island



# VIRGIN PULSE

## Who is eligible & what are the rewards?

- Starting on **1.3.2023** Employee, covered spouses, and Retirees are eligible to participate and earn rewards
- Participants can earn up to \$475 in Pulse Cash each year
  - Up to \$100 per quarter
  - Up to \$75 in action steps
- Rewards don't expire but points earned each quarter reset to 0 at the end of the quarter



# VIRGIN PULSE

## Is there a Virgin Pulse App?

Yes. The Virgin Pulse app is available on both Apple and Android smartphones. It can be downloaded to participants personal smartphones through the Apple App Store or Google Play. The same username and password for your desktop, home computer and smartphone.

## How do participants access the program?

- SSO through Secure Enrollee Portal
- App



# VIRGIN PULSE

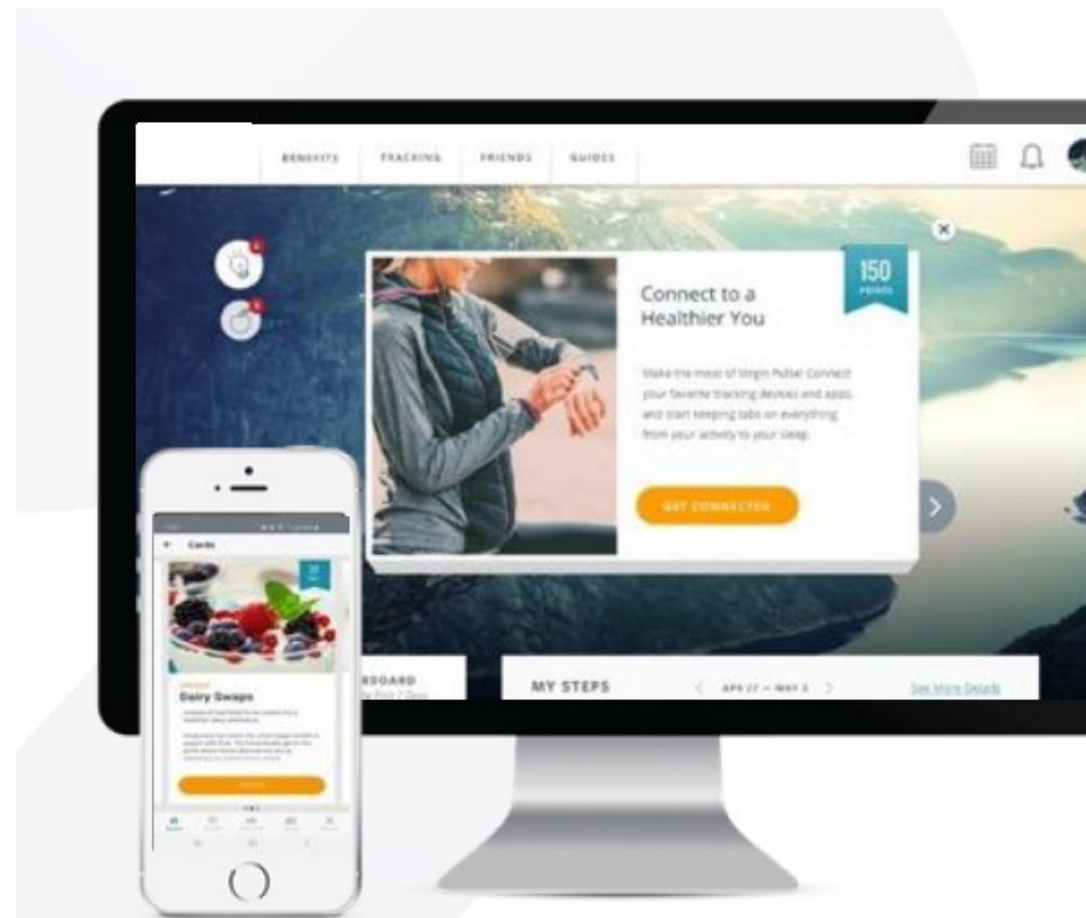
## What operating systems work best for desktop & mobile program?

### Mobile device and operating system:

- Minimum device and OS versions required to successfully interact with the Virgin Pulse platform:
- iOS 14.0 and above
- Android 7.0 and above

### Browser support:

- We recommend members use one of these browsers when accessing the platform:
- Google Chrome (latest version)
- Mozilla Firefox (latest version)



# PULSE CASH & REWARDS

- No more incentive checks - all rewards are processed through Virgin Pulse
- Participant decides when & what they redeem pulse cash for
  - Gift cards: Amazon, Target, Visa etc. (online code)
  - Purchase item the Virgin Pulse store: activity devices, health & wellness items
  - Donate to charity
- Pulse cash does not expire and can be rolled over into the next year
- 30 days to use pulse cash upon termination from HealthTrust and then additional 30 days for information to be scrubbed from system



*Disclaimer: The amount of any cash and the value of any other wellness incentive rewards received from HealthTrust are taxable to the recipient for federal income tax purposes.*



# POINTS & LEVELS GAME

How it works:

- Quarterly game with 4 levels
- Participants can accumulate as many points as possible & move through the levels
- Points turn into Pulse Cash
- At start of each new game (quarter), members' game will reset points to zero
- Pulse Cash does not reset – it builds until it is redeemed



# ACTION REWARDS

Action rewards are designed to give participants quick wins by earning rewards for taking key action steps!



**Action Rewards = up to \$75 in Pulse Cash**

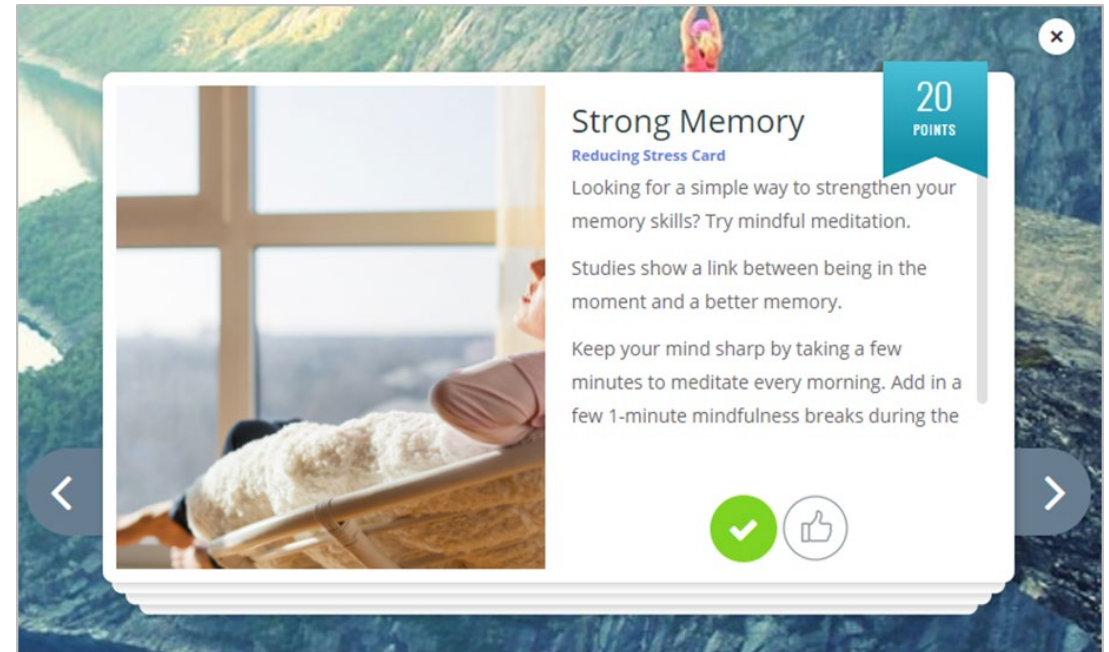
Key Actions	Reward
Complete a Next Steps Consult Once Per 2023 Program Year	\$25 Pulse Cash
Health Risk Assessment (Health Check) Once Per 2023 Program Year	\$25 Pulse Cash
Log in to your HealthTrust Secure Enrollee Portal (SEP) account and click on the LifeResources button	\$25 Pulse Cash

# DAILY ENGAGEMENT

## Participants can earn points every day for quick, easy to complete activities:

- Physical Activity: participants with a device synced to their account earn up to 140 points for steps or active minutes
- Daily Cards: 2 new tip cards are presented to members each day, earn up to 40 points for reading them
- Healthy Habits: participants can choose from hundreds of healthy habit trackers and get credit for tracking up to 3 every day
- Nutrition: sync MyFitnessPal to the platform and members get credit for tracking their calories
- Sleep: participants can sync sleep habits with the platform via a device and earn points\*

\*Options available to reward for manually entered data in addition to validated data from a device or app



# DEVICES & APPS

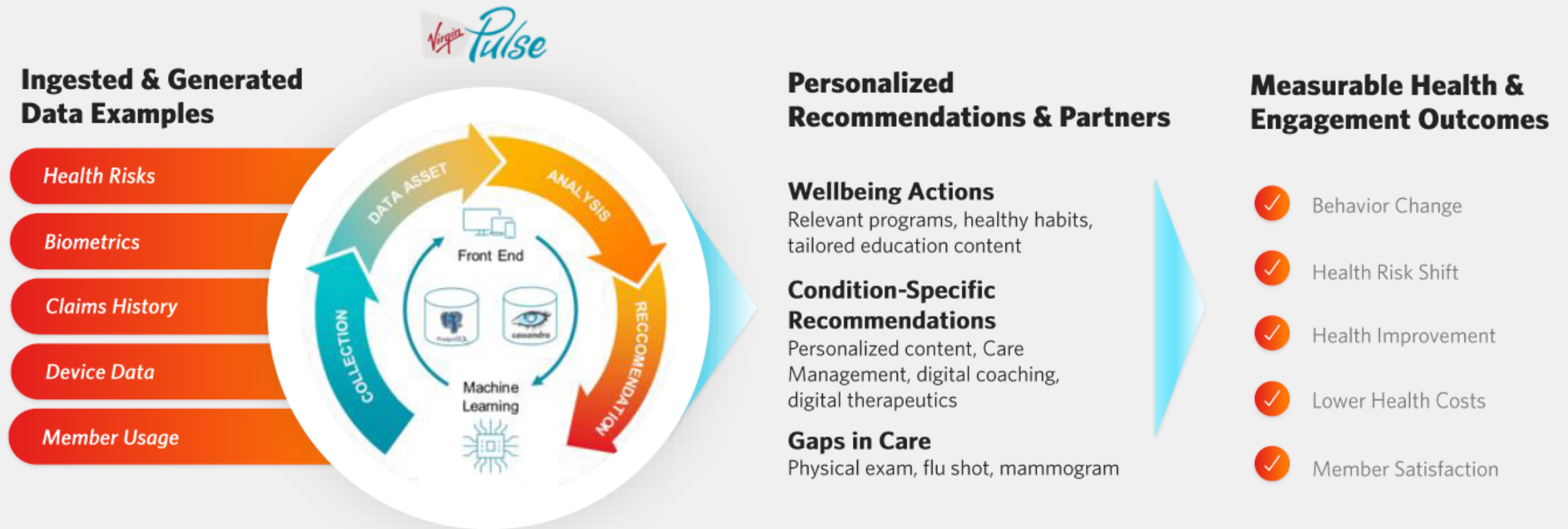
- The Max Buzz, our proprietary device
- Android phones (Android 6.0 and up)
- Apple Health App (iOS)
- Apple Watch (series 3 and above), including a Virgin Pulse mobile app
- Azumio Sleep Time
- Fitbit (Alta, Blaze, Charge, Flex, Ionic, One, Surge, Versa, Zip)
- Garmin (Approach, D2 Bravo, Edge, Epix, Fenix, Forerunner, FR, Quatix, Swim, Tactix, Vivo)
- Google Fit (Android)
- Higi
- iHealth (Blood Pressure Cuff and Monitor, Core Scale, Edge, Lite, Track, View, Vista, Wave)
- iPhone (6s and above), iPod (6th generation and above) Touch, iPad
- Mi Band
- Misfit (Flash, Ray, Shine, Speedo)
- MyFitnessPal
- NuYu
- Polar
- Samsung Gear
- Samsung Health
- Strava
- Striiv (all activity devices that sync with Striiv app)
- VP GoZone
- Withings (all activity devices that sync with Withings app)

**Over 100 Apps & Devices**

# VIRGIN PULSE PERSONALIZED EXPERIENCE

## Data Driven Personalization:

Leveraging Health Data to Deliver Evidence-Based Population Health



# VIRGIN PULSE PERSONALIZED EXPERIENCE

## Personalized and Unified Member Experience

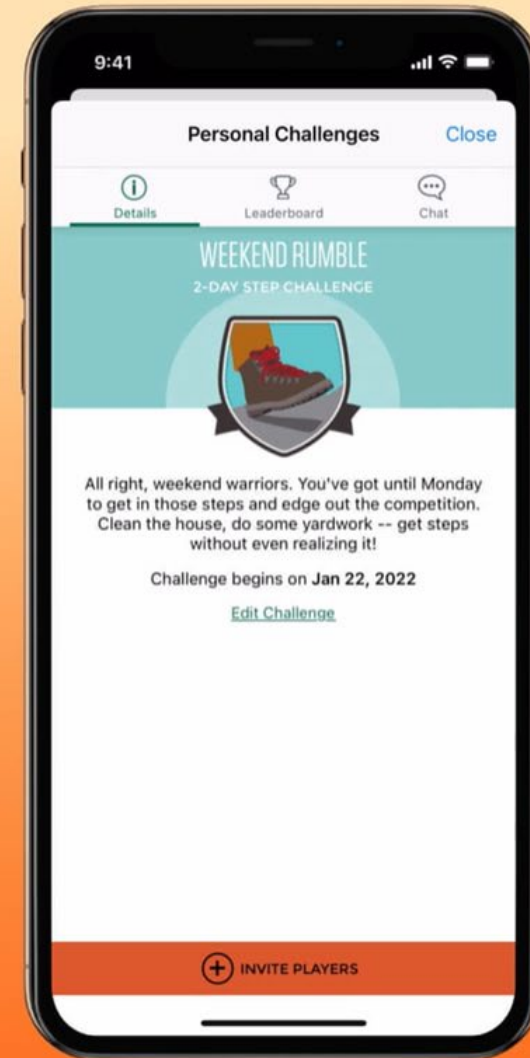
Optimized for each member



# OUTSIDE FRIENDS & FAMILY



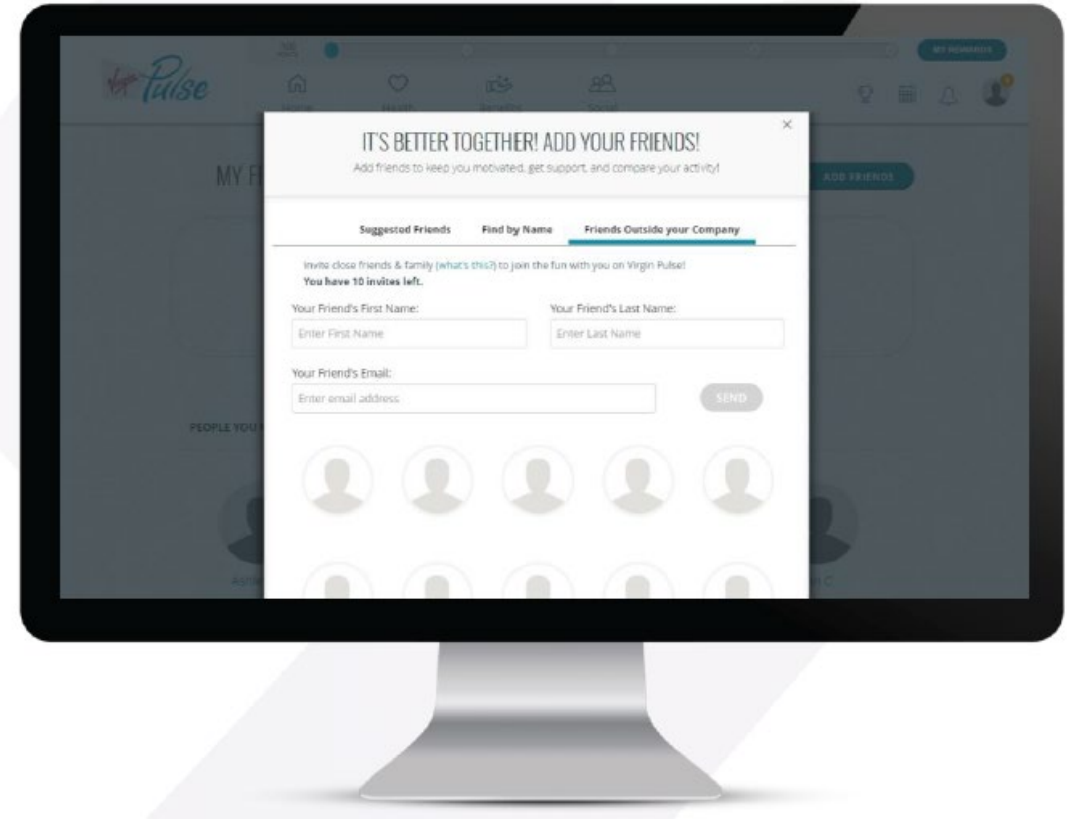
Participants can invite their friends and family to join



# OUTSIDE FRIENDS & FAMILY

Virgin Pulse supports the ability for participants to invite friends and family not included on their sponsor's eligibility file into the platform.

- Each participant can invite up to 10 people
- These participants are at no additional charge – no rewards are earned
- Invited friends and family will experience a pared-down version of the platform

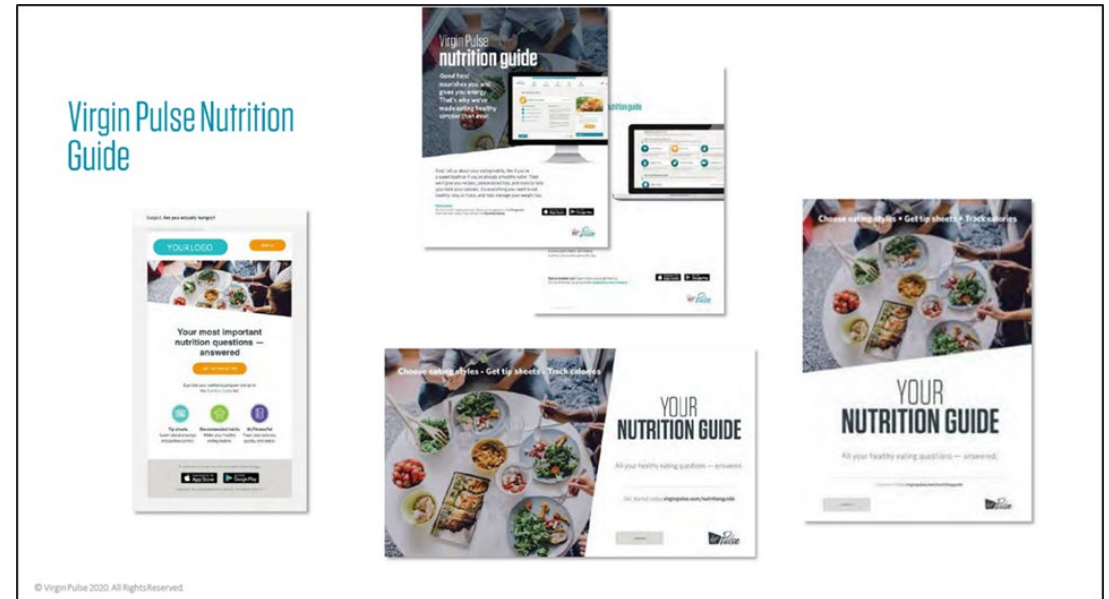




# NUTRITION GUIDE

Nutrition Guide provides tools to participants to help them reach and maintain their personal weight goals, including healthy recipes vetted by nutritionists.

- The Virgin Pulse nutrition guide provides a personalized approach to nutrition.
- Participants engage in a guided path to focus on simple, easy-to-adopt daily habits, proven effective by sound research and based on the style they choose.





# SLEEP GUIDE

The Sleep Guide provides personalized sleep plans with tips and trackers based on how a member wants to improve sleep.

- Provided in partnership with Big Health Sleepio, the Virgin Pulse sleep guide gives members the extra support they need to achieve their personalized sleep goals and build healthy habits for life.



# JOURNEYS DIGITAL COACHING

9:41   

[Back](#) Journey: Shrink Your Debt



### Shrink Your Debt

Be honest: Do you know where your money went today? The truth is, many of us don't. And skyrocketing debt is the proof. No matter how much you make (or don't), smart money habits can be the difference between living well and always feeling like you're short on funds. Learn some simple ways to find more money. Then, shrink your debts.




**Sources**

HEALTHY HABIT GOAL:


**Shrink Your Debt**  
Did you choose to put money toward your debt today? 

**START**

[Home](#) [Health](#) [Benefits](#) [Social](#) [Profile](#)

9:41   

[Back](#) Journey: Find Your Focus




### Find Your Focus

Work smarter by growing your brainpower. A great first step is to learn to improve your attention span. Think about what you can do when you're getting distracted. Build your focus over time. That will train your brain to stay on 1 task at a time, bringing you more energy and performance.




**Sources**

HEALTHY HABIT GOAL:


**Find Your Focus**  
Did you work on staying focused today? 

**START**

[Home](#) [Health](#) [Benefits](#) [Social](#) [Profile](#)

9:41   

[Back](#) Journey: Get Back to Sleep




### Get Back to Sleep

If you wake up and can't get back to sleep, you won't feel like yourself later when you have to get up. Learn tips for getting back to sleep with ease. You'll also learn what to do if you're wide-eyed for longer. It is possible to fall back asleep and feel better when it's time for work or play.




**Sources**

HEALTHY HABIT GOAL:


**Get Back to Sleep**  
Did you try techniques to get back to sleep quickly? 

**START**

[Home](#) [Health](#) [Benefits](#) [Social](#) [Profile](#)

9:41   

[Back](#) Journey: Move to Improve




### Move to Improve

Stand up for better health! Really, just stand up. It's hard to find time—or interest, perhaps—for vigorous physical activity every day. There is another way. Learn to add small bursts of movement to your day. Move a bit every hour. Your heart, muscles and mood will thank you for it. Start improving right now: Stand up while you read this!

**Sources**

HEALTHY HABIT GOAL:

**Sneak in Exercise**  
Did you add up 30 extra minutes of movement today? 

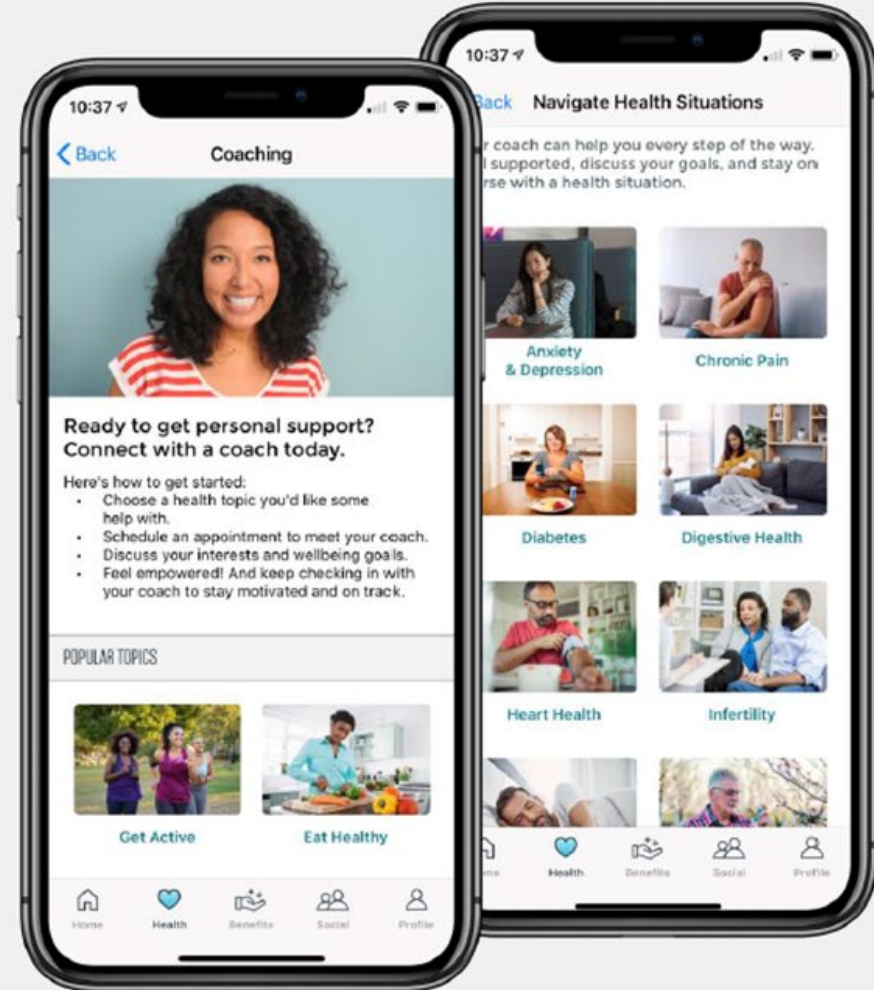
**START**

[Home](#) [Health](#) [Benefits](#) [Social](#) [Profile](#)

# HEALTH COACHING

## Total Population Health Coaching Topics

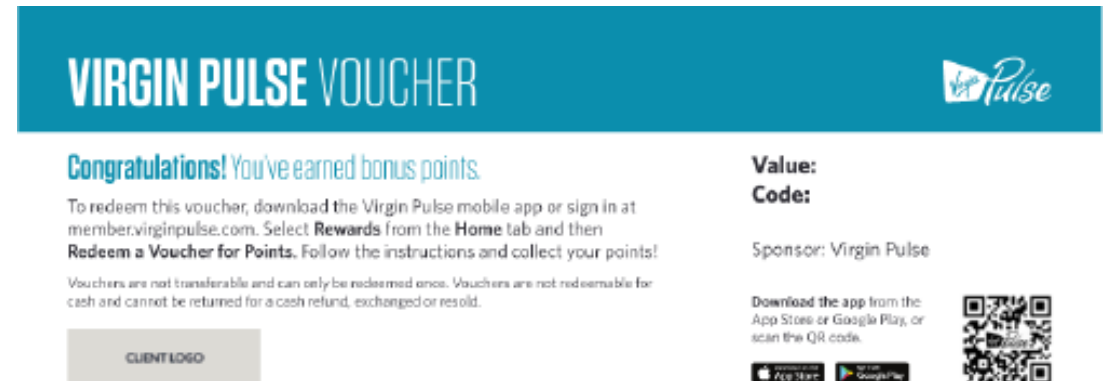
- Anxiety & Depression
- Chronic Pain
- Diabetes
- Digestive Health
- Heart Health
- Infertility
- Insomnia and Sleep Conditions
- Pregnancy
- Substance Support
- Get Active
- Eat Healthy
- Reduce Stress
- Sleep Well
- Be Tobacco-Free
- Manage Weight
- Money Mindfulness
- “Don’t See What You’re Looking For?”



# VOUCHERS

Vouchers allow HealthTrust to reward participants for offline activities such as participating in health fairs, attending educational classes, or simply eating healthy in the cafeteria.

- Events, webinars etc.
- Wellness Coordinator events





# PERSONALIZED JOURNEY

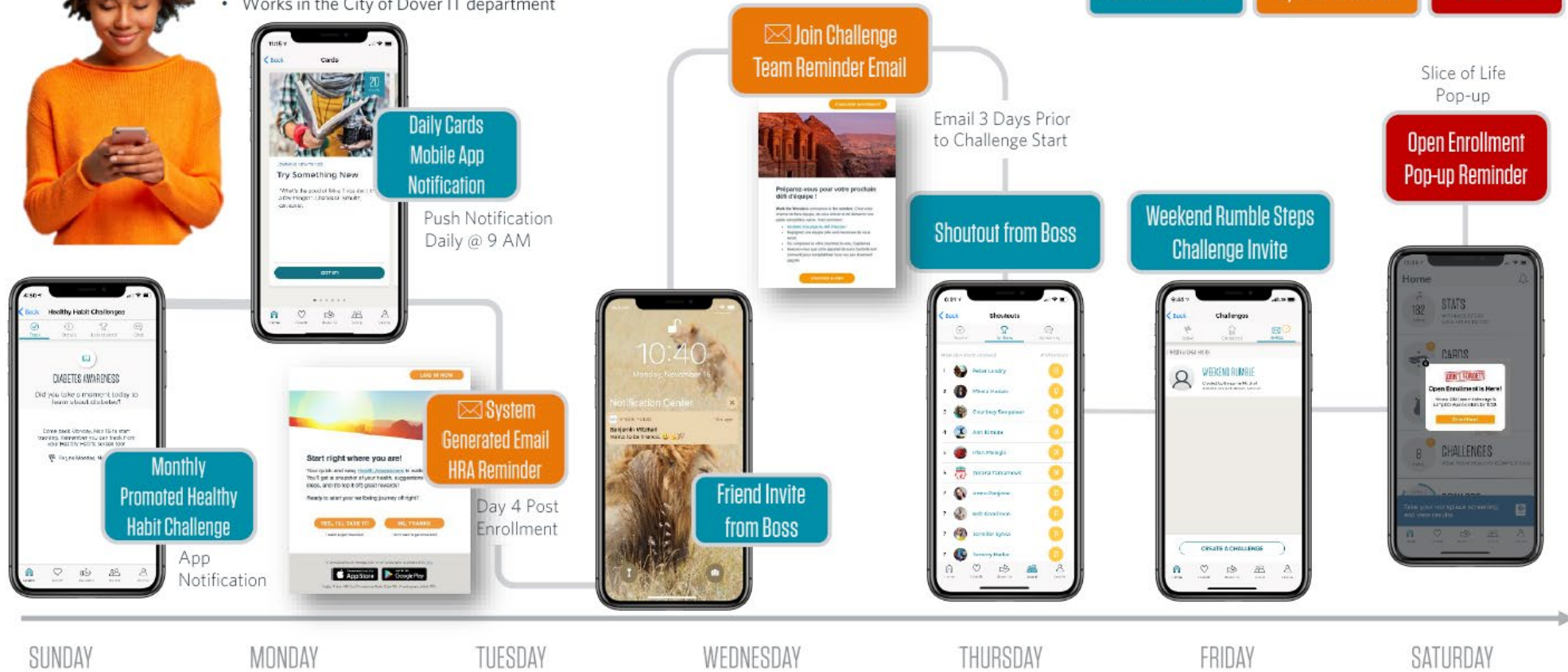
## June Journey Map



### Meet June!

- June joined HealthTrust's Slice of Life powered by Virgin Pulse last week
- Works in the City of Dover IT department

### Communications Types



# LIFE RESOURCES EAP

COMPSYCH®  
GuidanceResources® Worldwide





# PROGRAM DETAILS

- Corporate office is located in Chicago IL
- 6 session EAP model (per issue)
  - Telephone, video, in person & chat options
- Available to employees and retirees of Member Groups that offer HealthTrust medical coverage and their eligible dependents and household members.
- No requirement that the individual is enrolled in HealthTrust coverage.
- Free & confidential 24 hours / 7 days a week



# PROGRAM DETAILS

- Emotional Support & Well-being Coaching
- *Work-Life Solutions: FamilySource, LegalConnect, FinancialConnect*
- GuidanceResources Online & GuidanceResources App
- Computerized Cognitive Behavioral Therapy (CCBT)
- Critical Incident Stress Management
- WellthSource
- 125 Training hours for member groups with hundreds of topics available by onsite trainers or through virtual training

LifeResources EMPLOYEE ASSISTANCE PROGRAM Available through HealthTrust



#### Confidential Emotional Support

Our highly trained clinicians will listen to your concerns and help you or your family members with any issues, including:

- Anxiety, depression, stress
- Grief, loss and life adjustments
- Relationship/marital conflicts



#### Work-Life Solutions

Our specialists provide qualified referrals and resources for just about anything on your to-do list, such as:

- Finding child and elder care
- Hiring movers or home repair contractors
- Planning events, locating pet care



#### Legal Guidance

Talk to our attorneys for practical assistance with your most pressing legal issues, including:

- Divorce, adoption, family law, wills, trusts and more
- Need representation? Get a free 30-minute consultation and a 25% reduction in fees.



#### Financial Resources

Our financial experts can assist with a wide range of issues. Talk to us about:

- Retirement planning, taxes
- Relocation, mortgages, insurance
- Budgeting, debt, bankruptcy
- WellthSource™ digital financial education and planning tools



#### Online Support

GuidanceResources® Online is your 24/7 link to vital information, tools and support. Log on for:

- Articles, podcasts, videos, slideshows
- On-demand trainings
- "Ask the Expert" personal responses to your questions



#### Well-Being Coaching

Connect today with one of our certified personal coaches. Their one-on-one services are available over the phone or via video link and cover a variety of issues, including:

- Tackling burnout and work-life balance
- Developing self-compassion and resiliency
- Improving sleep and more



#### Interactive Digital Tools

Our digital self-care platform offers interactive Computerized Cognitive Behavioral Therapy (CCBT) tools and resources. Log on for:

- Guided programs for anxiety, depression, mindfulness, sleep, stress and more
- Personalized, guided resources and motivational support
- Secure access through GuidanceResources® Online

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COMPSYCH  
Guidance.Recovery.™ Worldwide

Contact Us...  
Anytime, Anywhere

No-cost, confidential solutions to life's challenges.

LifeResources offers someone to talk to and resources to consult whenever and wherever you need them.

The LifeResources Employee Assistance Program (EAP) is available to employees and retirees of Member Groups that offer HealthTrust medical coverage and their eligible dependents and household members.

Call: 800.759.8122 | TRS: Dial 711

The LifeResources toll-free number gives you direct, 24/7 access to a GuidanceConsultant™ who will answer your questions and, if needed, refer you to a counselor or other resources.

Online: Log in to your account on HealthTrust's Secure Enrollee Portal and click on the LifeResources button or visit [guidanceresources.com](http://guidanceresources.com)

App: GuidanceNow™ (for EAP)

App: Koa Foundations (for CCBT resources)

Web ID: LIFERESOURCES

Log on today to connect directly with a GuidanceConsultant™ about your issue or to consult articles, podcasts, videos and other helpful tools.

24/7 Support,  
Resources &  
Information



GuidanceResources®  
Online

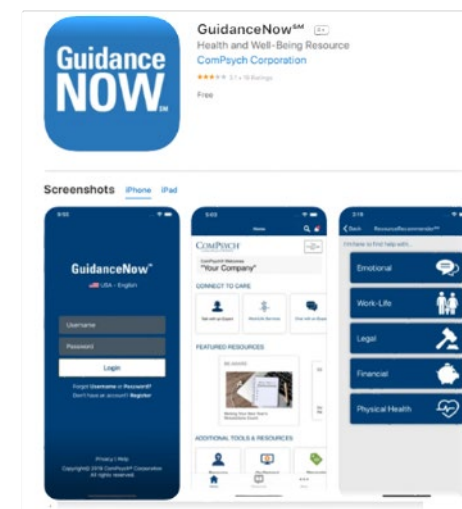
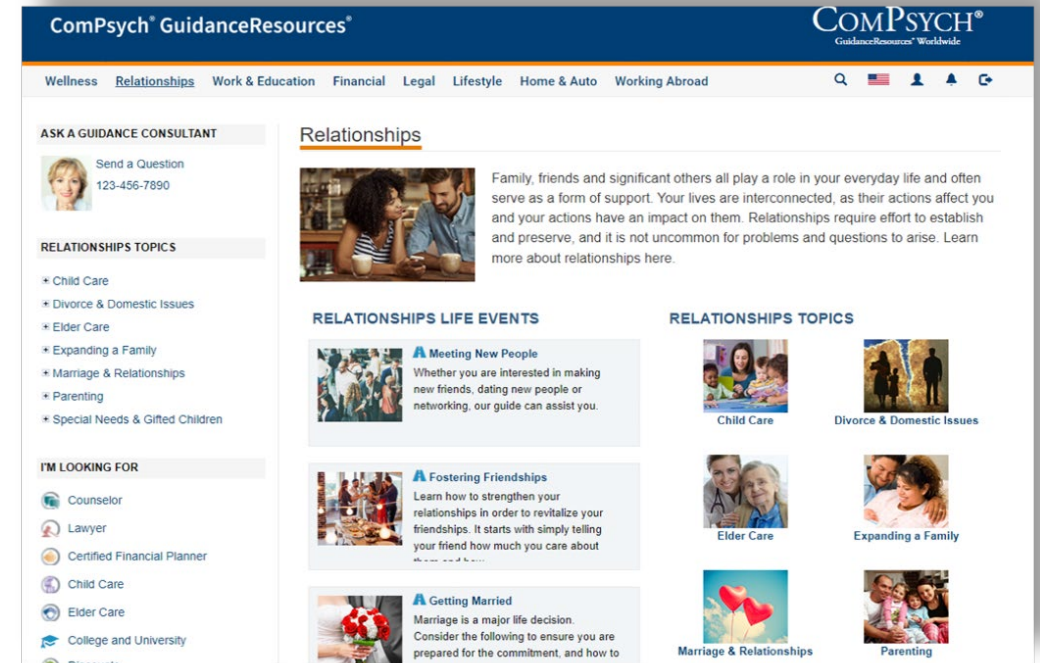


KOA Foundations  
(for CCBT resources)

# ACCESS EAP

## Three ways to access EAP

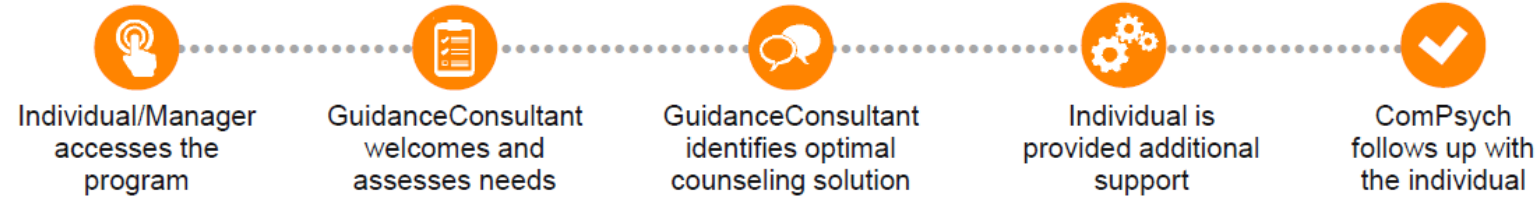
- HealthTrust Secure Enrollee Portal through SSO
- [guidanceresources.com](https://www.guidanceresources.com)
  - Click Register
  - Enter Web ID: LIFERESOURCES
  - Create a Username and Password
- Download the App
  - Search GuidanceResources



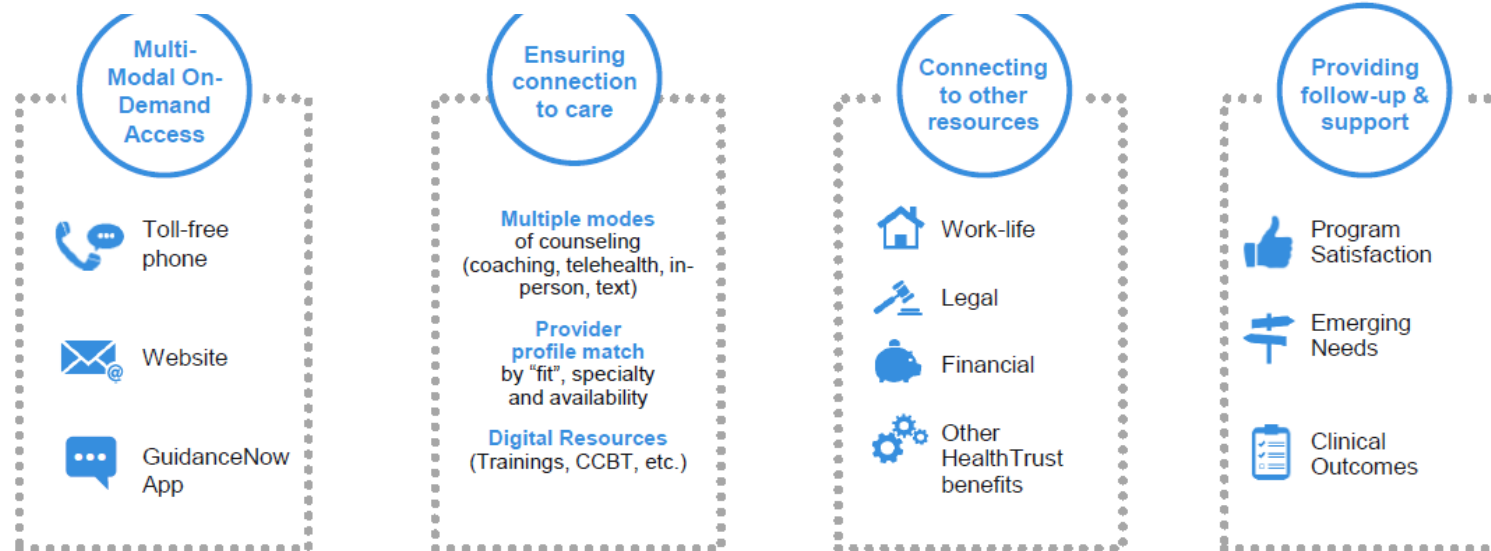
# COMPSTYCH – EMPLOYEE ASSISTANCE PROGRAM

## The GuidanceResources Experience

### Holistic, Comprehensive and Personalized Process



### ComPsych Approach to Meeting Individuals “Where They Are”



# EMOTIONAL SUPPORT

## LifeResources EAP Can Help

Personal setbacks, emotional conflicts or just the demands of daily life can affect work, health and family. The program is staffed by experienced, caring clinicians who are available by phone or online 24 hours a day, seven days a week.

**Call, video or chat any time with personal concerns, including:**

- Stress, anxiety and depression
- Marital and family conflicts
- Alcohol or drug use
- Job pressures
- Dealing with change
- Grief and loss



# WELL-BEING COACHING

## Well-Being Coaching

Connect today with one of our certified personal coaches. Their one-on-one services are available over the phone or via video link and cover a variety of issues, including:

- Tackling burnout and work-life balance
- Developing self-compassion and resiliency
- Improving sleep and more



# COMPSYCH – EMPLOYEE ASSISTANCE PROGRAM

## Fully Integrated Work-Life Services



### FamilySource

- Unlimited Support
  - Adoption
  - Child care
  - Elder care
  - Education
  - Government programs
  - Health/wellness
  - Personal convenience
  - Moving/relocation
- Customized referral packets; full research and availability checks
- Work-life kits available (baby, wellness, retirement, etc.)
- Online content and training resources



### LegalConnect

- Unlimited consultation with in-house attorneys
  - Family law
  - ID theft
  - Custody
  - Real estate
  - Contracts
  - Tax questions
- Local referrals
  - In-person consultation
  - Discounted legal fees
- Online content and training resources



### FinancialConnect

- Unlimited consultation with in-house financial experts
  - Budgeting
  - Debt
  - Credit
  - Tax issues
  - Retirement planning
  - Real estate
  - Estate planning
  - Saving for college
- Online content and training resources

# FAMILYSOURCE

## Get the Everyday Help You Need

Our Work-Life Specialists will research questions, and, in just a few business days, send a complete packet of practical information, including prescreened referrals, articles on the topic and much more. The materials can be delivered via email, fax or second-day air.

### Call any time for assistance with topics, including:

- Finding child or elder care
- Housing searches
- Seeking financial assistance
- Finding pet care
- Sending a child off to school
- Planning a major project or event





# LEGALCONNECT

## Get the Legal Help You Need

Just call LifeResources toll-free number. The individual will be connected to a GuidanceConsultantSM who will talk about the situation and schedule a phone appointment for with one of the staff attorneys. If more immediate help is needed, the individual can be connected to an attorney directly.

### Our attorneys can help with:

- Family law matters, including divorce, custody, child support and adoption
- Bankruptcy and credit issues
- Landlord/tenant issues, including eviction and lease questions
- Real estate and foreclosure questions
- Immigration concerns
- Wills and living wills



# FINANCIAL CONNECT

## Get the Expert, Objective Help

Just call LifeResources toll-free number to be connected to a GuidanceConsultantSM who will discuss the specific situation and schedule a phone appointment with one of our financial experts.

Our in-house staff includes Certified Public Accountants, Certified Financial Planners and other professionals dedicated exclusively to providing financial information by phone.

### Our financial experts can help you with:

- Credit card and debt management
- Budgeting, retirement and estate planning
- Tax and real estate questions
- Financing for college
- Investment options
- Mortgages, loans and refinancing



# CRITICAL INCIDENT STRESS MANAGEMENT

## Critical Incident Stress Management

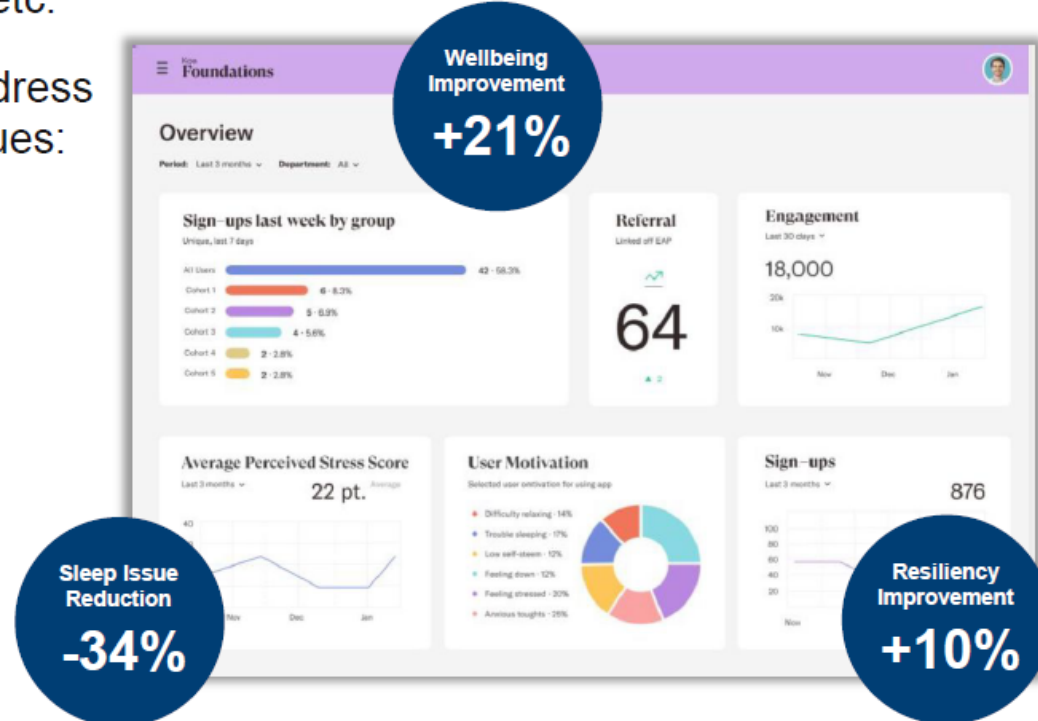
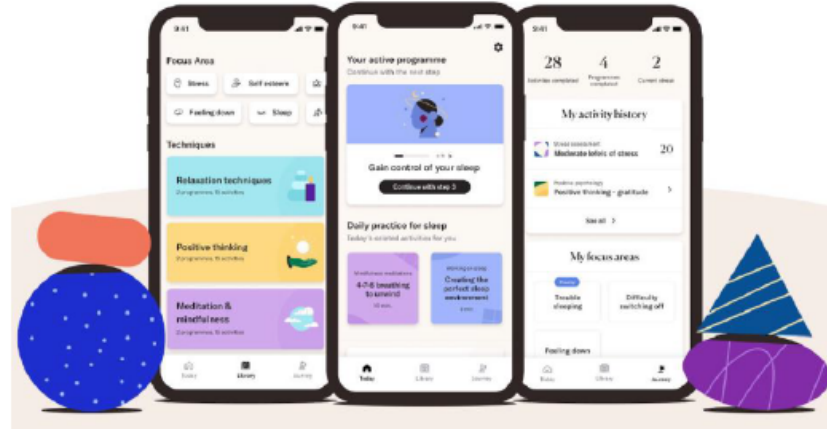
- Available 24/7 through HealthTrust-dedicated toll-free line
- On-site and virtual CISM counseling and support resources available upon request
- Online crisis portal
- World Watch alerts (e.g., extreme weather, natural disasters, emergency alerts, etc.)
- Recent post-event training webinars have included:
  - Emotional Resilience In the Aftermath of Recent Mass Shootings
  - Coping with Uncertainty About the Coronavirus
  - Difficult Conversations During A Time Of Unrest
  - Coping with Pandemic Anxiety As Kids Return To School



# Computerized Cognitive Behavioral Therapy (CCBT)

## CCBT on GuidanceResources Online

- **Evidence-based self-help resources** for mental health and overall well-being (CBT, positive psychology, mindfulness, ACT, and DBT)
- **Engagement-focused activities** such as video, audio, journaling, games, etc.
- **Interactive, guided modules** to address most common behavioral health issues:
  - Depression
  - Anxiety
  - Sleep
  - Mindfulness
  - Stress
  - Self-esteem
  - And more



# TRAINING

## Training and Development Programs

**Orientation** for employees and management

**Work-life and personal development** training sessions; over 180 topics available

### Emerging topics for 2022

- Feeling Stuck? Practical Ways to Get Yourself Going Again
- Languishing, Flourishing and Your Mental Health
- Motivating Change in Others
- Preventing Employee Burnout
- Relaxation “Micro-Moments” and Winding Down Techniques
- Self-Care Tips for Managers
- And more!

### Multiple delivery options

- Face-to-face facilitation
- Live webinar presentations
- Preplanned monthly training schedules
- On-demand digital training modules

**125 training hours included per contract year in proposed pricing** (combined with on-site CISM)

**GuidanceResources®** **COMPSYCH**  
GuidanceResources®

### 2022 Personal Development/Work-Life Topics

ComPsych® workshops provide valuable learning for employees and increase visibility and utilization of the GuidanceResources® benefit. Topics are designed and written by our internal staff of psychologists and adult learning experts. These 45-60 minute programs are informative and engaging. A minimum of 30 days is requested for scheduling sessions to ensure the training date is available and to secure the most qualified facilitator for the selected topic. A minimum of eight participants and a maximum of 35 participants are recommended.

#### GuidanceResources® Program Orientation

Employee and supervisory orientations are an integral part of the ComPsych® program. Based upon customer needs, employee locations, population concentration, along with HR policies, ComPsych® will help facilitate a smooth schedule for program roll-out or to reintroduce the services. The purpose of these orientations is to introduce the services, stress the professional and confidential nature of the benefit, and relate the methods of accessing help.

#### Personal Development/Work-Life Workshops

**Management Support**

- Addressing Employee Performance Issues in a Supportive Way
- Managing Staff Through Stressful Situations
- Managing the Emotions Surrounding Layoff Conversations
- Mental Health Awareness for Leaders
- Preventing Employee Burnout\*
- Self-Care Tips for Managers\*

**Communication Skills**

- Becoming a Better Listener
- Bringing Out the Best in Others
- Civility in the Workplace
- Deescalating Potentially Violent Situations
- Difficult Conversations During Times of Unrest
- Effective Communication
- Friendly Persuasion: How to Get the Things You Want and Need
- Giving Effective Feedback in Personal or Work Situations
- How to Deal With a Difficult Person
- Initiating Difficult Conversations
- Learning to Say “No”
- “Let’s Talk Politics”: How to Have Impassioned Disagreements Without Damaging Relationships
- Motivating Change in Others\*
- Practicing Assertiveness
- Providing Customer Service to Bereaved Callers\*

**Parenting**

- Building Strong Relationships With Your Adult Children
- Building Your Child’s Self-Esteem
- Communicating the Tough Stuff to Your Child: Drugs, Alcohol, Sex and Peer Pressure
- Discipline That Works
- The Emotionally Healthy Teen: Dealing With Issues of Substance Abuse, Depression, Suicide and Eating Disorders
- Encouraging Kids to Be Active
- Engaging in Creative Play With Children
- Establishing Bedtime Routines That Work
- Extracurricular Activities: How Much Is Too Much?
- Getting Through the Stages of Pregnancy
- Helping Children Cope With Grief
- Helping Children Develop Strong Ethics and Values
- Helping Your Child Set Goals for the Future
- Kids and the Internet: Becoming a Cyber-Savvy Parent (Webinar Only)
- Kids and Meals: It Doesn’t Have to Be a Battlefield
- No Such Thing as a Perfect Parent
- The Parent as Role Model
- Parenting a Child With Special Needs

**Older Adult Care**

- Parenting Toddlers
- Parenting Your College-Age “Kids”
- Protecting Children from Sexual Abuse
- School’s Out: Getting Everyone Through the Summer
- Sibling Rivalry
- Standing Tall: Handling Bulies at School
- Talking to Kids About Violent Events With Widespread Media Coverage
- Talking to Your Child About Tough Issues Affecting the Family
- The Successful Single Parent
- Teaching Your Kids How to Manage Money
- Teenage Rebellion
- Caring From a Distance
- Helping Your Senior Loved One Be Independent and Safe (webinar only)
- The Sandwich Generation: Balancing Your Personal Life With the Needs of Your Older Parents or Loved Ones
- Supporting Others Through End of Life
- Talking About the Tough Subjects With Your Parent or Older Loved One
- Understanding How Your Emotions Impact Interactions With Older Loved Ones
- When Someone You Love Has Alzheimer’s

**Personal Development**

- The Art of Patience
- Autonomy: Strengthening Your Ability to Work Independently

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\*New for 2022

# WELLTHSOURCE FINANCIAL WELLNESS PROGRAM

## WellthSource<sup>SM</sup> : Financial Wellness for the Digital Age<sup>SM</sup>

As the world's leading EAP provider, ComPsych<sup>®</sup> is zealous about meeting people "where they are" and breaking down barriers to accessing financial resources. That is why we have developed WellthSource<sup>SM</sup>, an interactive financial wellness product that helps employees and their family members create and manage a well-planned, flexible and sustainable lifestyle of healthy financial habits.

Available on desktop, tablet and mobile platforms, this needs-based digital program addresses all of the most common financial issues and topics in an engaging and user-friendly format. By gauging each user's comfort level across an array of financial subjects, WellthSource<sup>SM</sup> uses its proprietary resource recommendation engine to help individuals prepare and sustain a healthy financial lifestyle.

No matter an individual's goal or stage in life, WellthSource<sup>SM</sup> can provide users with the tools needed to create and maintain financial well-being.

WellthSource<sup>SM</sup> builds guided programs focused on a variety of financial topics, such as:

- Banking, budgeting and saving
- Homeownership and mortgages
- Debt, credit and loans
- Investing and retirement
- Taxes, charity and government
- Child, family, pet and health
- Identity, security, scams and fraud
- Financial and estate planning



Watch brief video:

<https://www.youtube.com/watch?v=y7Fc8VdJHX8>

# QUESTIONS?

