Frequently Asked Questions – MaineHealth WOW! Virgin Pulse
Updated 12/20/2019

**WOW! Related Program Questions:**

Q. Why is the WOW! Program partnering with Virgin Pulse?
   A. Virgin Pulse offers an exciting opportunity to enhance what MaineHealth can offer to employees, increase our connection as a community, and utilize technology to help employees easily manage their health. We will continue to monitor this approach, and seek employee feedback on wellness opportunities.

Q. What about the annual health screening and Health Risk Assessment?
   A. Employees enrolled in the MaineHealth health plan and their covered spouses/partners are no longer required to complete a health screening. An online health risk assessment is available through Virgin Pulse; however, completion of this assessment is now voluntary and only available to MaineHealth employees.

Q. What are the tobacco screening requirements?
   A. All newly enrolled employees will be required to screen within 60 days of their enrollment in the health plan.

Q. Can an employee screen to have the tobacco fee removed at any time?
   Yes, employee’s can screen up to once per quarter. Please call the HR Solution Center at 207-661-4000 to have a new order generated for the employee to re-screen.

Q. What about Healthy Paybacks?
   A. Healthy Paybacks are still offered through our Works on Wellness (WOW!) program for some health programs and activities that fall outside of Virgin Pulse.

Visit the MaineHealth WOW! Webpage for additional information: [https://mainehealth.org/employees/wellness/earn-rewards/wow-healthy-paybacks](https://mainehealth.org/employees/wellness/earn-rewards/wow-healthy-paybacks)

**Virgin Pulse Program:**

Q. What information do I need to register for Virgin Pulse?
   A. To verify your identity upon registration, you will need your full name, work email address and date of birth.

Q. What information do I need on hand to take the health risk assessment?
   A. Before starting the health risk assessment, gather the following information:
      ● HDL (good) cholesterol  ● LDL (bad) cholesterol  ● Triglycerides level  ● Total cholesterol level

      *If you don’t have some of these values handy you can answer “I don’t know”. You can also ask your health care provider or check your electronic health record.*

Q. Does a former employee still have access to Virgin Pulse?
   A. No.

Q. How do I sync a device?
   A. Please refer to the device & apps under your profile picture in your Virgin Pulse account for a list of compatible devices such as your Fitbit or Apple watch. If you experience any difficulty syncing your device, please contact the Virgin Pulse customer service team for assistance:
      ● Phone  833-483-0836
      ● Email  support@virginpulse.com
      ● Online Chat  [https://member.virginpulse.com](https://member.virginpulse.com)  M-F 2:00 a.m. through 9:00 p.m. EST
Q. What happens if I don’t have a device?
A. While using a device will allow for an automatic transfer or syncing of steps, active minutes, and/or sleep. You can also manually input your steps and convert your exercise minutes to steps to collect points.

Q. Can you manually enter information for past events, such as if you miss a day of tracking steps?
A. A member can manually enter information up to 14 days after the event. If the member is new and not yet participated for 14 days, it will allow the participant to enter back to the date they joined Virgin Pulse.

Q. Can I edit the steps entered after I save it?
A. Unfortunately, you may only edit workouts by adding more. There is no way of reducing the amount of workout minutes or deleting workouts, even if you accidently enter more minutes than intended or if you add them to the wrong day.

Q. Can I use Virgin Pulse on my mobile devices?
A. Virgin Pulse has an app available in the App Store or Google Play for easiest use on mobile devices. You can also access your Virgin Pulse account via the internet with a computer or mobile device.

Q. What is WHIL?
A. WHIL is a Virgin Pulse program geared toward stress and mental well-being. You will find programs targeted toward mindfulness, stress management, and many more.

Q. What are “Challenges”?
A. “Challenges” within Virgin Pulse are health-based competitions or group programs either created by Virgin Pulse, MaineHealth, or of your own design. Challenges are meant to encourage and inspire healthy activities. Explore the “Challenge” tab within Virgin Pulse to learn more.

Q. If someone doesn’t want their activity to be public can they make their account private, such as opting out of the leaderboard?
A. A member cannot opt out of the friend’s leaderboard. The only activity viewable by their friends is their uploaded and/or converted steps. No other tracking like sleep or calories can be viewed by other members.

Q. Who can be my “friends”?
A. You can invite any MaineHealth employee to be your friend (and get points for doing so!). You can also invite up to 10 friends outside of the MaineHealth system. This means that you can include your spouse, neighbors, children over the age of 16 with parental or guardian consent, etc. and they will then be able share in your milestones, as well as participate in challenges of your design.

However, they will not have access to other MaineHealth programs, or be able to complete a health risk assessment. If they already have an account through their employer, they will need to use a different email to enroll and will have two separate accounts.

Q. If an individual does not accept a friend request from a MaineHealth employee, what message does the employee receive?
A. The employee will not receive a notification that a friend request was not accepted. The employee can invite the friend again in the future. You can also leave the friend request open and the individual will not be able to resend the friend request.

Q. Who should I contact if I can’t login, sync my device or need help with the platform and tools?
A. Virgin Pulse: Email: support@virginpulse.com
   • Phone: 833-483-0836
   • Online Chat: https://member.virginpulse.com M-F 2:00 a.m. through 9:00 p.m. EST
Q. Is the personal data I put into Virgin Pulse private and secure?
A. Virgin Pulse takes data storage and security very seriously. Your data is kept securely in the United States, which is the best-in-class data storage practice. Virgin Pulse does use cookies, which collect information about you, to enhance your experience. Your data is only used to administer the Program though, and Virgin Pulse never sells or rents your data to any outside party. The only sharing that occurs beyond Virgin Pulse is with Virgin Pulse’s partnership services or programs, should you choose to utilize those resources. Within Virgin Pulse, you will find a few links to 3rd party websites and services. Your personal identified information is not shared with MaineHealth nor the usage on your mobile device. If you share your data with these 3rd party organizations, their Terms and Conditions and Privacy Policy will apply to you. Keep in mind, you don’t have to share your Personal Information (it’s up to you). But if you choose not to, the Virgin Pulse program might not be able to offer you as many benefits. You always have the option to manage, correct, or delete your data through your settings.

Q. How many languages are available?
A. The Virgin Pulse platform is available in 18 different languages, and the website makes it easy for members to select their preferred languages with a convenient drop-down menu on the registration and within members’ profile settings.

Q. Can I change the email preferences and notifications I receive from Virgin Pulse?
A. Yes, please go to App settings on your mobile device or profile settings on the PC until you see the preferences available.

Rewards:

Q. What are the programs and points?
A. There are two programs per calendar year, which run from January to June and July to December. Each program, employees will progress through four levels by earning points for completing challenges, tracking sleep/steps, participating in local events, etc. Employees are eligible to earn up to $150 per program for completing all four levels.

Q. How do I earn points?
A. You earn points for the completion of activities within Virgin Pulse. Please refer to the Program Page in your Virgin Pulse account and select “View All”. Earn points for participating in the MaineHealth qualifying programs, WHIL and Journey’s programs. In addition, refer to the “Earn Rewards” tab in your account for a full list of point earning opportunities. Points can be redeemed in real time; as you reach a level, your points will convert to Pulse Cash.

Q. Participation Earning Opportunities only work using a computer?
A. You will notice that some point earning opportunities can only be tracked using your computer and not a mobile device. Some examples include: taking alternative transportation, Gemba walk, Community Service, Dental Cleanings, and Registered Dietitian visits.
Q. How are point values determined?
A. The point value for each activity is determined by the impact the activity has on your personal health. For instance, reading health tips each day is worth 20 points, compared to 45 minutes of sustained exercise which is worth 100 points. Programs that require a more substantial time commitment, i.e. National Diabetes Prevention Program or Quit for Life have higher point values. Third party vendors such as Solera or Whil may have a one to six month delay before points appear on your program progress page. Refer to the Rewards tab and “How to Earn” section to review the frequency these points can be awarded.

Q. What is Pulse Cash?
A. Employees are eligible to earn up to $150 in Pulse Cash per program. Pulse Cash is what your points become when you have reached a new level. Pulse Cash can be used for a variety of gift cards or products through Virgin Pulse, or deposited into your banking account.

Note: Pulse Cash is only available to benefits-eligible employees. The option to deposit into your banking account while using the mobile app is not be available due to security reasons. Should you prefer this option, please log into a PC to utilize this option.

Q. When are my earned points redeemable for Pulse Cash?
A. You will see your points add up as you complete different activities and progress through the four Virgin Pulse Levels. Pulse Cash is redeemable in real-time, so as you reach levels, that cash value becomes available to use. Points reset to 0 at the beginning of each new program and do not rollover from earning period to earning period; any points earned beyond the completed level will not roll over to the next program year. Pulse Cash can be saved from period to period or redeemed when available. Employees must be employed to redeem Pulse Cash.

Q. What is a voucher?
A. A voucher code is given to participants for participating in certain MaineHealth sponsored programs. This code is unique to the participant and can only be used once. You can redeem points earned by entering this code in the Rewards tab, “My Rewards,” then “Redeem a Voucher.”

Q. What about taxes?
A. While you will see the reward amount reflected as earned income on your paystub, MaineHealth pays the FICA taxes on all Pulse Cash rewards paid to employees.

Q. What happens if I change from a benefits-eligible employee to per diem status? Do I retain my points that I’ve earned, and are they redeemable?
A. Any reward earned (level attainment) prior to a change in job status will remain.

Q. If I change my status from per diem to benefits-eligible, when will I be eligible to earn redeemable points?
A. You will become eligible to earn points/incentives through Virgin Pulse as soon as you are eligible for benefits.

Q. What happens if an employee leaves MaineHealth and have Pulse Cash in their Virgin Pulse account?
B. This account and these rewards will remain available for 30 days after an employee leaves MaineHealth. During this 30 day window, an individual will be able to redeem earned Pulse Cash, but will be unable to accrue any additional points or dollars. Please call Virgin Pulse if you have any issues redeeming these points/dollars following termination. Employees must be employed when points convert to rewards during the plan year.