



#### HEALTH AND WELL-BEING

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## FREQUENTLY ASKED QUESTIONS

### BIOMETRIC SCREENING

**Q: How come we changed from finger stick to a blood draw?**

**A:** After surveying team members there were over 40% of the respondents who utilize the blood draw for their annual health care with their provider. It's a win-win for everyone and we're pleased to offer the full blood draw again in 2018.

**Q. As a spouse, can I schedule my screening at the onsite Primary Care Clinic?**

**A.** Spouses, who are not team members of Vermeer, can schedule a biometric screening for anyone of the onsite screenings at Vermeer where team members are screening. Also, there will be three Saturdays available at Pella Regional Health Center in February and March. To schedule call 641-621-8047. Another options is to schedule an annual physical you're your own healthcare provider and utilize the biometric screening fax form sent in your Live Well program overview packet.

**Q. What if I want to have an annual physical with my primary care physician?**

**A.** Go for it! Complete your annual physical by Wednesday, May 31. Be sure to take the 2018 Vermeer Biometric Screening Fax Form with you to be completed by your physician and return it to the Health and Well-Being department. You should have received this form in the mail. You can also print one from Workday or EquipMe > Team Member Services > Health and Wellness > Health and Well-being Program.

**Q. Do I need to schedule an appointment for the onsite biometric screening or can I just walk-in and get screened?**

**A.** All onsite team members will have an appointment scheduled for them and you will be notified of the appointment by email. Production team members will also receive a hard copy invite. It's not recommended to walk-in since the process requires fasting. Call 641-621-8047 to reschedule your appointment. Additionally, the online appointment reminder allows you to reschedule your appointment.

**Q. Do I need to fast?**

**A.** Yes. This year we are doing a full blood draw and it require a nine to 12 hour fast. Drink plenty of water!

**Q. What if I'm in Ames or Freeman or another location?**

**A.** The health and well-being team will work directly with the Ames and Freeman locations. Remember, you always have the option to have an annual physical with your primary care provider and utilize a biometric screening fax form.

**Q. Does Vermeer compensate the time it takes a team member to do their biometric screening onsite? What about if the team members has to go to PRHC for their biometric screening?**

**A.** If the team member participates in the onsite biometric screening scheduled by the health and well-being team, it may be done on work time. If you choose to participate in your biometric screening at any other location – including the onsite Clinic – per policy, it must be done on personal time.



**Q. Does Vermeer compensate for the time it takes for someone to review the online questionnaire or biometric screening results?**

**A.** This is at your manager's discretion.

### **ONLINE HEALTH AND WELL-BEING QUESTIONNAIRE REGISTRATION**

**Q. I'm a new hire. How do I complete the online health and well-being questionnaire?**

**A.** As a new user, you will first need to register for an online account. See the next question.

**Q. How do I register for an account so I may take the online health and well-being questionnaire?**

**A.** Follow the instructions below:

1. Go to **www.healthpartners.com/vermeer**.
2. Click on My Health and Well-Being box on the right-hand side.
3. Click Register for an account.
4. Enter Vermeer in the company name and click Continue.
5. Click No when asked if you have HealthPartners medical coverage through Vermeer.
6. Start the registration process:
  - a. For registration purposes, your Employee Unique ID # is a combination of your Vermeer employee ID # or that of your spouse (without the leading zeros) plus your date of birth in YYYYMMDD format. For example, if your Vermeer employee ID is #0100 and your date of birth is January 1, 1964, your Employee Unique ID # would be 10019640101. If the person has a spouse and the spouse's birthday is February 1, 1965, the spouse will use 10019650201.
  - b. Complete all required fields and click Continue.
7. Complete the registration process:
  - a. Create your username and password.
  - b. Enter your email address and select security questions.
8. Read and agree to the terms and conditions; click Continue to proceed to the online health and well-being questionnaire.

If you don't know or need help with your unique ID, call the Health and Well-Being team at 641-621-8047 or email [healthandwellbeing@vermeer.com](mailto:healthandwellbeing@vermeer.com). Staff is available Monday – Friday from 7 a.m. to 4 p.m. CT.

**Q. How do I take the online health and well-being questionnaire?**

**A.** Follow the instructions below:

1. Go to **www.healthpartners.com/vermeer**
2. Click on My Health and Well-Being box on the right-hand side.
3. Read the welcome message and click Continue.
4. Answer all of the questions as honestly as possible. When you have answered the last question, click the Finish button and you will see an overview of your results. **Note: You are not done!**
5. Click the "Next" button to set health goals for yourself in the coming year. You may choose to skip this step, but be sure to click Next one more time.
6. The last screen you will see is called your dashboard. You can view your action plan and results as well as choose your two activities.
7. **Be sure you see your dashboard before logging out or your questionnaire will not be recorded.**

**Q. I'm having trouble logging on. What do I do?**

**A.** If you need help, call the health and well-being team at 641-621-8047. Staff is available



Monday – Friday from 7 a.m. to 4 p.m. CT. You can also send us an email at [healthandwellbeing@vermeer.com](mailto:healthandwellbeing@vermeer.com). If you have forgotten your username or password, you can click on the options *Forgot username?* or *Forgot password?* to obtain your username and/or reset your password.

## COMPLETING YOUR ONLINE HEALTH AND WELL-BEING QUESTIONNAIRE

### **Q. What is the online health and well-being questionnaire?**

**A.** The online health and well-being questionnaire is a confidential online survey that asks questions about your personal health and lifestyle. The online health and well-being questionnaire will identify your healthy habits and where there's room for improvement. Being honest with yourself when answering the questions will provide you with a personalized action plan best suited to your specific lifestyle. It's the goal of the program to provide what matters to you.

### **Q. Why is Vermeer asking me to take the online health and well-being questionnaire?**

**A.** Vermeer cares about you and your family – your health and well-being is, and always has been, important. The online health and well-being questionnaire will help us to provide programs and services to meet the personal needs of our team members and their spouses. Vermeer hopes you'll take advantage of and enjoy the Health and Well-Being program by making well-being a priority throughout the year.

### **Q. Who will see my online health and well-being questionnaire results?**

**A.** Your online health and well-being questionnaire responses are protected by the same laws that protect your medical records. Your individual results are never shared with Vermeer. Vermeer only receives a summary report that outlines the health status of all participants together as a group and indicates whether you completed the online health and well-being questionnaire. Your results will be entered into HealthPartners secure health and well-being system so your coaches can view your results.

### **Q. What kind of information will I get when I complete my online health and well-being questionnaire?**

**A.** The online health and well-being questionnaire is a great way to find how healthy you are and how healthy you could be. Plus, you get:

- A dashboard with easy-to-read results
- An opportunity to create health and well-being goals and a personalized action plan to help you achieve them
- Access to activities to get you on your path toward better health
- The support of health and well-being coaches to help you reach your goals.

### **Q: Can I change my answers during the online health and well-being questionnaire?**

**A:** Yes. You can change your answers any time before you click the *Finish* button.

### **Q: What if I begin the online health and well-being questionnaire, but don't finish it?**

**A:** Your answers are automatically saved for two weeks every time you click the *Next* button.

- If you click the *Log Off* link before you complete your online questionnaire, your questionnaire will close. Any information since the last time you hit *Next* will not be saved.
- If you leave your computer, but do not click the *Log Off* link, your online health and well-being questionnaire will automatically close and log you off after 15 minutes to protect your privacy. Any information since the last time you hit *Next* will not be saved.
- When you log on again, click *Continue from where you stopped* or click *Restart from the beginning*.



- If you do not complete your online health and well-being questionnaire within two weeks, previous answers will be lost and you'll need to start over.

**Q: How can I review my results?**

**A:** You can review your results from your personal landing page under the Action Plan toolbar. To view your results again in the future, follow these steps:

1. Login to [www.healthpartners.com/vermeer](http://www.healthpartners.com/vermeer).
2. Click on the *Action Plan* toolbar.
3. The action plan will show your results overview, areas to focus on and a link to your detailed individual report.

**Q: Will my online health and well-being questionnaire results be sent to my doctor or clinic?**

**A:** No. However, you're encouraged to share your results from your personalized, individual report with your primary care physician.

**Q: What if my results show some health risks?**

**A:** If your results show that you're at a higher risk for developing a diagnosis of heart disease or diabetes, you will be contacted by a HealthPartners Engagement Specialist to offer support and guidance in making positive health changes. You can also schedule an appointment with a coach by calling 641-621-8047.

**Q: Can I complete the online health and well-being questionnaire on company time?**

**A:** No. We're asking all team members to complete this on personal time. You can utilize company computers if you do not have access at home. Contact the health and well-being team at 641-621-8047 or [healthandwellbeing@vermeer.com](mailto:healthandwellbeing@vermeer.com) if you need assistance with completing the online questionnaire.

**Q. Does Vermeer compensate for the time it takes for someone to review the online questionnaire or biometric screening results?**

**A.** This is at your manager's discretion.



## WELLNESS PREMIUM/CREDIT

### Q. How do I earn my incentive?

**A:** To earn an incentive of \$200 per person, you and your covered spouse must both complete the online health and well-being questionnaire and biometric screening by May 31, 2018. For additional rewards, you and your spouse can complete two Live Well activities by Aug. 31, 2018.

	Team Member	Covered Spouse	Reward
Part 1	Both must complete the online questionnaire and biometric screening by May 31, 2018		\$200 per person
You and your covered spouse must complete Part 1 to be eligible for any reward			
Part 2	Complete two activities from DIFFERENT Live Well categories any time before August 31, 2018	Complete two activities from DIFFERENT Live Well categories any time before August 31, 2018	\$200 per person
	Total reward available:		Single: \$400 Family: \$800

### Q. Will I have enough time to earn my incentive by the Aug. 31, deadline?

**A:** Yes, we built in enough time to complete the Live Well activities. The health and well-being team will notify you if there are any issues with the information you provided that may prevent you from earning your wellness/premium credit. Be sure to give yourself enough time to complete the activities and submit the required information. If you wait until the last minute, there will be no opportunity for the health and well-being team to contact you and correct any errors prior to the deadlines.

### Q: How much of a time commitment is required of me?

**A:** The biometric screening offered onsite at Vermeer should take about 15 minutes. The online health and well-being questionnaire will take approximately 10-15 minutes. Depending on the Live Well program you select, the length of time will vary between hours and eight weeks or more. Make sure you give yourself enough time to complete the Live Well programs before Aug. 31.



## LIVE WELL PROGRAM

### Q: What is considered a Live Well program?

A: There are a variety of opportunities to complete two DIFFERENT Live Well programs. Below is a list of a few qualifying events:

CARING CULTURE		COACHING	
<ul style="list-style-type: none"> <li><b>Community volunteer</b> – Participate in a local community volunteer opportunity for <b>EIGHT</b> hours that is NOT covered by VTO.</li> </ul>		<ul style="list-style-type: none"> <li><b>Chaplain coaching</b> – Team up with a chaplain for three one-on-one coaching sessions to help reach your emotional health goals.</li> <li><b>Group coaching</b> – Increase healthy lifestyle behaviors and reduce unwanted habits with two sessions of group coaching.</li> <li><b>Health and well-being coaching</b> – Team up with a health and well-being coach for three one-on-one sessions to help you reach your goals.</li> <li><b>Virtual coaching</b> – Complete three different virtual topics online to receive one Live Well credit. <a href="http://www.healthpartners.com/public/health/lets-talk-health/">www.healthpartners.com/public/health/lets-talk-health/</a></li> </ul>	
LIVE WELL WORKSHOPS	ONLINE TRACKERS	PAPER-BASED CHALLENGES	
<ul style="list-style-type: none"> <li>Attend <b>TWO</b> different health and well-being workshops or attend two workshops within a series to receive <b>ONE</b> Live Well program credit.</li> <li>Unable to attend a live workshop in person? View <b>TWO</b> different workshops or two workshops within a series online and complete a questionnaire to reflect your learning to receive <b>ONE</b> Live Well program credit.</li> </ul>	<ul style="list-style-type: none"> <li><b>10,000 Steps® Program</b> – Step activity tracker with 10,000 steps. Get a free pedometer, set a goal, track your steps and feel great.</li> <li><b>Sleep</b> – Manage your sleep with the program. Keep track of hours and quality of sleep daily.</li> <li><b>Stress</b> – Stress less, relax more and find balance. Sound good? To get started, simply log on and start tracking.</li> <li><b>Quit Tobacco</b> – Get help quitting tobacco with a tobacco program. Keep track of triggers and tobacco use daily.</li> </ul>	<ul style="list-style-type: none"> <li><b>Choose H<sub>2</sub>O</b> - Make sure you are staying hydrated with this four-week challenge. Focus on one of your basic needs and learn how staying hydrated can benefit both your mind and body.</li> <li><b>Hunting for Health</b> - Strategic planning, mindful preparation and persistent effort are the keys to achieving success each hunting season. Your health and well-being is no different. Like with every hunt, just because it's simple, doesn't mean it's easy. <b>Path to Positivity</b> - This campaign is designed to help you live a happier, healthier life. Over five weeks, these materials and suggested action items will help you put the science of positive psychology into practice.</li> </ul>	
PHYSICAL ACTIVITY	PREVENTIVE CARE	RESILIENCY TOOLS	
<ul style="list-style-type: none"> <li><b>Biking event</b> – Complete one or more biking races/events, such as RAGBRAI, that add up to at least 100 miles.</li> <li><b>Fitness center</b> – If you belong to a fitness center, show proof of 12 visits in one month. If you work out at home, use an activity tracking form to track your participation for eight weeks.</li> <li><b>Other examples</b> - Live Healthy Iowa, sports leagues, eight-week yoga or meditation, triathlon, etc.</li> <li><b>Walk/Run event</b> – Complete <b>TWO</b> 5Ks, <b>ONE</b> 10K or greater distance to receive one Live Well program credit.</li> </ul>	<ul style="list-style-type: none"> <li>To earn <b>ONE</b> Live Well credit, complete an annual physical <b>PLUS</b> one of the following: <ul style="list-style-type: none"> <li>colonoscopy</li> <li>dental exam</li> <li>mammogram</li> <li>vision exam</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li><b>Beating the Blues</b> – An online challenge with eight modules that teaches you helpful ways to manage your mood, stress and anxiety in the privacy and comfort of your own home. <a href="https://www.healthpartners.com/btb">https://www.healthpartners.com/btb</a></li> <li><b>Emotional Resilience</b> – Complete the three online modules on healthy communication, healthy thinking and social connectedness. <a href="https://www.healthpartners.com/hp/healthy-living/healthy-thinking/index.html">https://www.healthpartners.com/hp/healthy-living/healthy-thinking/index.html</a></li> <li><b>Make it OK</b> - This online learning is designed to help people understand more about mental illnesses and those living with them. <a href="https://makeitok.org/interactive/">https://makeitok.org/interactive/</a></li> </ul>	



**Q: How do I know when these Live Well programs will be available?**

**A:** You can login to your health and well-being dashboard at [www.healthpartners.com/vermeer](http://www.healthpartners.com/vermeer) to select a program. You can also view this information on EquipMe > Team Member Resources > Health and Wellness Services > Health and Well-Being Program > Activities Calendar.

**Q: What if I want to participate in a program that is not listed under the 2018 Live Well Programs?**

**A:** We encourage participation in a variety of Live Well programs. If there is a program not listed contact the health and well-being team at 641-621-8047 or email [healthandwellbeing@vermeer.com](mailto:healthandwellbeing@vermeer.com) and ask if it will qualify.