



# Simply Wellness & Virgin Pulse User Guide

Get  
Ready to  
Thrive!

Powered by Virgin Pulse, Simply Wellness support you to strengthen the mind, body and soul and encourage a healthy lifestyle.

We'll help you make small, everyday changes to your wellbeing that are focused on the areas you want to improve the most.

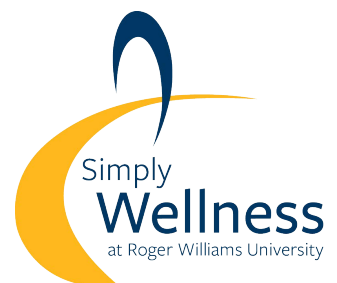


**Get helpful tips.    Reach your goals.    Get Rewarded.**

**Sign up** now at [join.virginpulse.com/bcbsri](https://join.virginpulse.com/bcbsri)  
**Already a member?** Sign in at [member.virginpulse.com](https://member.virginpulse.com)



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# RWU Simply Wellness Incentive Program



## Faculty & Staff on RWU's medical plans:

Earn back 4% of the annual individual insurance premium OR 3% of the annual family premium in wellness incentive payouts\*.

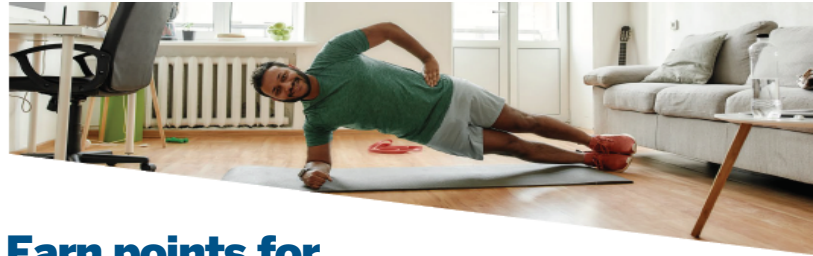
*\*Must be an active employee at the time of the payout*

## Incentive Requirements

Complete the following between:

**July 1, 2024 - June 30, 2025**

Requirement	Point Value
Annual Well-Visit or Preventive Screening	5,000
Dental Cleaning	2,500
Health Check Survey	1,500
Additional Virgin Pulse Activities	11,000
<b>Total Points</b>	<b>20,000</b>



## Earn points for activities that fit your interests

### Daily Cards

Each day Virgin Pulse sends you two new tips to help you live well, focused on the areas personalized to you.

### Journeys® Courses

Want to exercise more? Better manage a health issue? Self-guided courses help you make simple changes to your health, one small step at a time.

### Challenges

Rally your coworkers for the latest company step challenge! Or gather a small group and challenge each other to start a new healthy habit.

### Health Coaching

Talk to a professional coach over the phone to get one-on-one support

### Nutrition & Sleep Guides

Choose what you'd like to work on, then get custom tips to help you achieve your goals.

### More Ways to Earn

Earn bonus points each quarter for a healthy in-range biometric result OR a 5% improvement.

*Visit the Virgin Pulse Health Station at the Fitness Center to easily check your blood pressure and BMI.*

## FREQUENTLY ASKED QUESTIONS

### What is a well-visit or preventive screening?

A PCP or OBGYN visit that is coded as a no-cost "annual preventive visit" or "well-woman" visit, OR a colonoscopy, mammogram, PAP test, PSA test, or diabetes screening.

The delta dental and BCBSRI system will automatically upload your credit for the visits in Virgin Pulse once the claim has processed.

### How do I track my points?

Tap "Rewards" on Virgin Pulse. Then tap "My Earnings" and go to "View Full Points Summary." See points for each month at the top of the page.

**\*Note** -the Virgin Pulse system displays points on a calendar year basis per quarter. Simply Wellness runs on the 7/1-6/30 Fiscal Year

**Plus** BCBSRI members can also earn the chance to earn **PRIZE DRAWINGS** by earning points on Virgin Pulse. **The higher level you achieve, the more prizes you could win!**



## THRIVE @ Work Annual Well-being Fair

Save the Date! Join us for our signature employee wellness & benefit fair on **October 16th.**

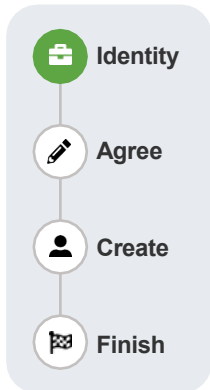
# Sign up and get started



## STEP 1

Visit [join.virginpulse.com/bcbsri](https://join.virginpulse.com/bcbsri) or scan the QR code below to download the app.

Follow the progress bar as you complete these easy steps:



### Complete the sign up info.

**Legal and privacy.** Review and agree to the rules, data collection and privacy policy.

**Create your account.** Add your email and make a password.

**You're all set.** Your account is ready. Head to your app store to download the Virgin Pulse Mobile App.

Scan the QR code to register and follow instructions to download the app



## STEP 2

**Connect a device or app** to get credit for your wellbeing activities like steps, nutrition and sleep. We sync with many trackers, such as Max Buzz, Apple Watch, Fitbit and MyFitnessPal, just to name a few.

## STEP 3

**Upload a profile picture** and add some friends.

## STEP 4

**Set your interests** to get personalized daily tips to help you eat healthy, get active, reduce stress, sleep well and more!

## STEP 5

**Download the Virgin Pulse mobile app** for iOS or Android. Access your account and track your activity anywhere, anytime. Turn on your notifications to stay motivated and get friendly reminders.



Syncing is the simple process of uploading information from your fitness tracker to the mobile app, so it's all in one place.

**Be sure to sign in to your Virgin Pulse app at least once every 14 days**

so your data syncs and counts toward your activity goals. Activity tracking varies by device. Please consult your device instructions to learn more about available tracking features.

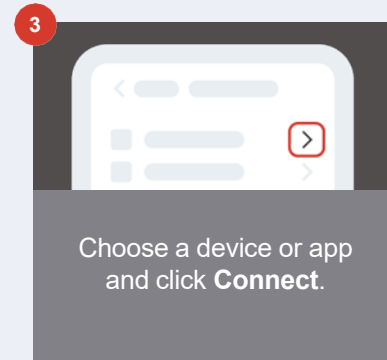
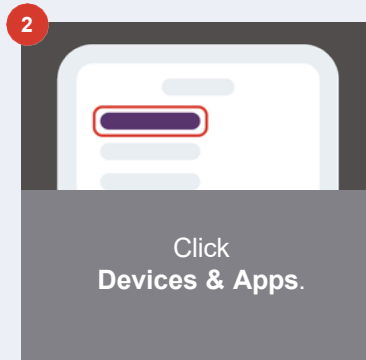
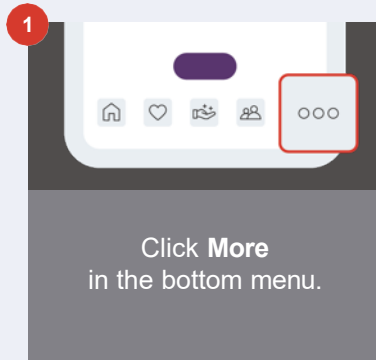
**\*If Virgin Pulse asks for your employee ID number:**

BCBSRI members: Your employee ID number is your 9 digit BCBSRI member ID (i.e. 123456789)

Spouses who have BCBSRI coverage should **add an "s"** to the end of your 9 digit BCBSRI member ID (i.e. 123456789s)

# Connect a device or app

Download the Virgin Pulse app, then follow these easy steps:



## Compatible devices and apps

Virgin Pulse supports a variety of tracking devices and apps that will help you get credit for validated steps, active minutes, sleep, meditation sessions and more. Be sure to sign in to your Virgin Pulse app **at least once every 14 days** so your data syncs and counts toward your activity goals.

So, pick your favorites, connect them to your account and start tracking your activity. Sign in to your account to see all of the options available to you. Here are just a few:



# Ways to Engage

## Engage in activities that fit your interests

Learn easy ways to get more active, eat well, and manage life's ups and downs—every day!

### Challenges – 100 pts

Rally your coworkers for the latest company step challenge! Or gather a small group of coworkers or friends, and challenge one another to start a new healthy habit.

### Daily Cards – 40 pts/daily

Every day we'll send you two new tips to help you live well. Plus, we'll make sure they're about the areas that interest you the most.

### Friends and Family – 250 pts

Add your work friends so you can encourage and motivate one another. You can also invite up to 10 friends and family members outside of work!

### Health Check – 1500 pts / 1x year

This short, confidential survey assesses your health across seven factors, from mental health to fitness. You'll receive a personalized report and recommended actions you can take to start improving your wellbeing

### Healthy Habits – 30 pts/daily

Healthy Habits offer you bite-size ways to build a healthy routine and improve your wellbeing. Your Healthy Habits will be customized based on your Health Check results and the interests you set in your profile.

### Journeys® -- 250 pts/quarter

Want to exercise more? Better manage a health issue? Now you can use our digital coaching tool to make simple changes to your health, one small step at a time.

### Nutrition Guide -- 250 pts/quarter

Choose what you'd like to work on, like cutting out sweets or portion control. Then get tips and recipes to help you achieve your goals.

### Pillars

Get straight to the information that matters to you the most. Pillars make it easy to find content that is important to you and provide quick access to many helpful tools and resources.

### Recipes by FoodSmart – 10 pts/daily

Get ideas for healthy meals, build a shopping list, and make a weekly meal plan. Healthy eating is easier when you have the help of an app!

**Sleep Guide – 250 pts/quarter** What's your sleep like? Decide what you need to work on, like getting to bed earlier or quieting down. Then get information to help you rest.

### Social Groups

Getting healthier and learning something new is easier with friends. Join a group to stay motivated, chat with others and achieve goals together.

### Media Library

The Media Library offers interactive videos led by our team of trainers and coaches on a variety of topics. There's something for everyone.



Get a clear  
picture of your  
health

# Complete your Health Check

**July 1, 2024 - June 30, 2025**

The Health Check is a confidential 15-minute survey that provides valuable information about yourself and your health habits. You'll learn your strengths as well as areas for improvement, and get personalized recommendations to help you tackle your wellbeing goals. Plus, you'll earn a whopping 1500 points!

## Step 1

Click the Health Tab and choose Health Check

## Step 2

Take the Health Check and get a clear snapshot of your health. View your results year over year.



# Healthy Competition: Challenges

## About challenges:

### Personal Challenges

Create a personal step challenge to increase your activity for one, two or five days in a week. Make sure your fitness tracking device or app is connected to your account and start stepping. Invite your [coworkers and friends] for some friendly competition and see who comes out on top.

### Healthy Habit Challenges

You can create a challenge for a Healthy Habit you're currently tracking, or try out one of the many other habits from topics like Sleeping Well, Being Productive, Managing My Finances and more. Simply track it every day in order to reach your goal, and earn up to 200 points/month for winning!

## How to start a challenge:

### Step 1

From the home page, go to the **Social** tab, select **Challenges** and then select **Create a Challenge**. Once you're in this section, choose **Personal Challenge** or **Healthy Habit Challenge**.

For Personal Challenges, you'll choose the duration of the challenge and start it up.

For Healthy Habit Challenges, you'll select the habit you want to work on, write a personal message and get it started.

### Step 2

Now that your challenge is set up, invite others to join! Select **Invite Players**, and you'll have the option to invite from your friends list, search for friends, or invite a Group. You can also add an email list of up to 250 people.

## Things to explore:

### Chat

If you invited others to join your challenge, connect and share images or tips on how to build habits and stay active via the challenge Chat feature.



### Leaderboard

If you're in a group challenge and are competitively motivated, take a look at the Leaderboard in the app to see who's in the lead. If you're falling behind, put the pedal to the metal and aim for that #1 spot.

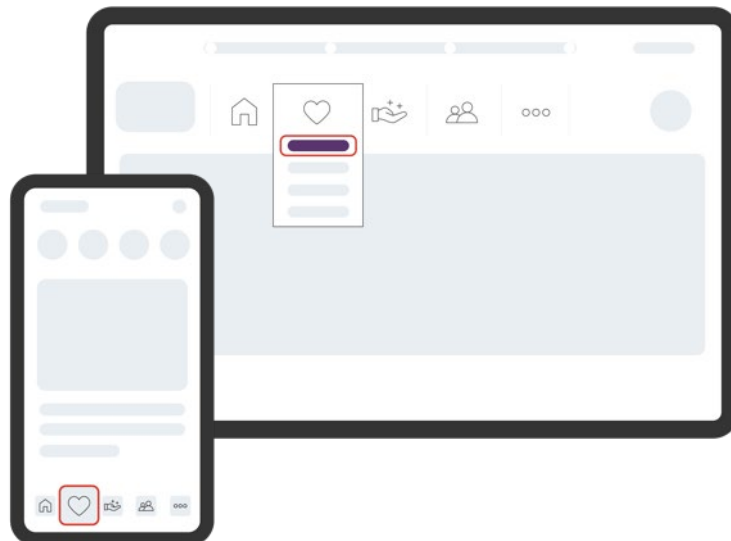


# Try Journeys<sup>®</sup> Digital Courses

## How to get started:

### Step 1

Open the Virgin Pulse mobile app or go to the website and find **Journeys** in the **Health** menu.



### Step 2

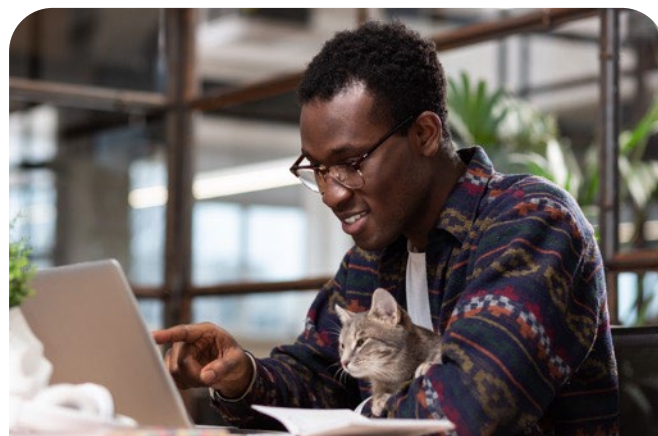
Find the Journey that's right for you. If you would like to view all the available Journeys in a topic, click **View All**.

### Step 3

Click on the Journey you would like to learn more about. Click **Start** to begin your Journey.

## Journeys can help you:

- Quit smoking
- Reduce stress
- Strengthen your financial fitness
- Embrace diversity, equity and inclusion
- Cope with grief and loss
- Reduce your alcohol and/or tobacco consumption



**Do you have a new health concern that impacts your daily wellbeing? Journeys can help you manage:**

- Heart Health
- Lung Health
- Mental Health
- Women's Health
- Back, Muscle & Joint Health





Earn  
250 points  
when you select  
your nutrition  
profile.

# Nutrition Guide & Recipe Center

## Your Recipe for Success

### There's more than one way to eat healthier.

When it comes to your eating style, would you like to be more of a meal planner? Or a balanced eater?

Tell us what changes you want to make to how you eat and you'll receive tools, personalized tips and great recipes from our partner site Foodsmart—just for you.

It's everything you need to stay on track with your nutrition goals. Plus, conveniently sync your MyFitnessPal account for even more ways to earn!

**Step 1** Sign in to your Virgin Pulse account.

**Step 2** Go to the **Health** tab, then choose **Nutrition Guide**.

**Step 3** Select **Virgin Pulse Nutrition Guide** and click on **Start Now** to begin.



# Sleep Guide:

## Build better sleep habits

Sleeping better means feeling better. The Sleep Guide will help you build healthy sleep habits that improve both the length and quality of your sleep. If you're well rested, you'll be more focused, productive and equipped to take on the day ahead. Plus, you'll earn 250 points each quarter!

### What you can do:



Set a sleep goal



Get ideas for your nightly routine



Get insights about your sleep



Earn points

## How to get started

### Step 1

Visit [member.virginpulse.com](https://member.virginpulse.com), go to the **Health** tab and select **Sleep Guide**.

### Step 2

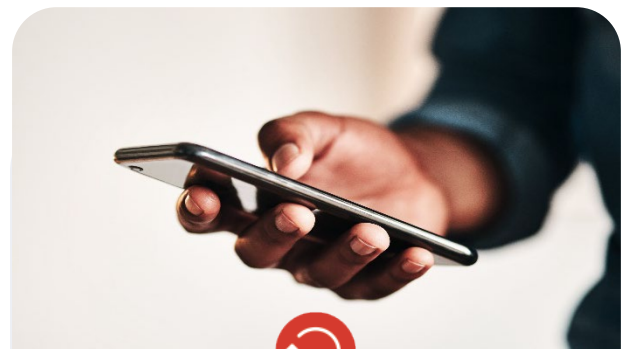
Answer some sleep-related questions, and tell us what you want to achieve with your sleeping habits.

### Step 3

Save any changes, and click **Start My Guide** to learn how to make better sleep choices.

### Step 4

Set up your sleep tracker. You can track your sleep using Max Buzz™, Fitbit, Garmin or Apple Health. Decide which one you'll use to help you snooze.



Syncing is the simple process of uploading information from your fitness tracker to the mobile app, so it's all in one place. Be sure to sign in to your Virgin Pulse app at least once every 14 days so your data syncs and counts toward your activity goals.

# FAQ's

## Frequently Asked Questions

### **Q: Why don't I see Virgin Pulse points for my dental visit or annual well-visits?**

Virgin Pulse awards points for dental and well-visits only once per calendar year, however BCBSRI is tracking your visits and will ensure a visit that falls between 7/1 to 6/31 counts towards the program requirements, even if you do not see it in Virgin Pulse.

### **Q: How do I track my points?**

Tap "Rewards" on Virgin Pulse. Then tap "My Earnings" and go to "View Full Points Summary." See points for each month at the top of the page.

\*Note -the Virgin Pulse system displays points on a calendar year basis per quarter. Simply Wellness runs on the 7/1-6/30 Fiscal Year.

### **Q: I forgot my password. How do I reset it?**

You can go to the Virgin Pulse member login screen and tap "Forgot Password." You will be asked to type in your username in order to receive an email from Virgin Pulse to reset your password.

### **Q: How do I log in to my Virgin Pulse account after registering?**

Your username will always be your email address. Simply enter your email and password into the fields provided at the sign in page.

### **Q: I registered but am unable to sign into my account**

For troubleshooting common issues, go to [support.virginpulse.com](https://support.virginpulse.com) and search "Unable to log into my Virgin Pulse account." Alternatively, call support at the phone number below.

### **Q: How do I sync a device?**

Please refer to page 4 of this guide, or go to Devices & Apps under the More Menu in your Virgin Pulse account. You must open Virgin Pulse 1x every 2 weeks for your steps to sync.

### **Q: Can I change the email preferences and notifications I receive?**

Yes, please go to app settings on your mobile device or your Virgin Pulse Profile settings on desktop until you see the preferences available.

### **Q: How do I redeem a points voucher?**

Go to the Rewards section and click "Redeem a Voucher."

### **Q: Who can help me with technical issues?**

If you're having technical issues, call the Virgin Pulse customer service line at 1-855-914-2478 or go to [support@virginpulse.com](mailto:support@virginpulse.com). Phone support representatives are available 8:00 a.m. – 9:00 p.m., EST, Monday through Friday. On-platform chat representatives are available 2:00 a.m. – 9:00 p.m., EST, Monday through Friday.

### **Q: My Question isn't here. Where can I go for more answers?**

Reach out to Human Resources or visit the Virgin Pulse support website [support.virginpulse.com](https://support.virginpulse.com)