

2024 SmartHealth Preview

The Team



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Washington State
Health Care Authority



Agenda

- ▶ Welcome and introductions
- ▶ What's new with SmartHealth in 2024?
- ▶ Diabetes prevention and management
- ▶ Q & A and Networking (optional)

Learning Objectives for this training

By the end of this webinar, you will be able to:

- ▶ Understand some of the exciting new SmartHealth features coming in 2024
- ▶ Describe the diabetes prevention and management offerings available to you and your coworkers.

Housekeeping

- This training will be recorded, then put on our [Meetings and materials](#) page in about a week.
- Please hold questions until the end of the presentations.
- When chat is available, please put questions in the chat or come off mute.
- We will answer as many of your questions as possible.





What's new with SmartHealth in 2024?

2024 SmartHealth Program Overview

WebMD Account Team

Agenda

1. 2024 SmartHealth Program Overview
2. Portal Demonstration
3. Q&A

2024 SmartHealth Program Overview



The 2024 SmartHealth Program

Qualify for a \$125 wellness incentive in 2025!

By participating in SmartHealth, you can qualify for a \$125 reduction off your health insurance deductible (or a \$125 deposit to your health savings account, if enrolled) next year. Complete the well-being assessment and enough healthy activities of your choice to earn a total of 2,000 points by November 30, 2024.

- **800 points** – Complete the well-being assessment.
- **25 points** – Join a conversation on Community.
- **150 points** – Complete a Daily Habits Plan.
- **50 points** – Download Wellness At Your Side.

Visit SmartHealth to view all the healthy activities that can earn you points.

The screenshot shows the SmartHealth website interface. At the top, there is a navigation bar with the SmartHealth logo and a menu icon. Below the navigation bar, there is a welcome message: "Welcome to SmartHealth". The main content area is divided into two sections: "CORE ACTIVITIES" and "BENEFIT ACTIVITIES".

CORE ACTIVITIES

- Well-being assessment**: Complete the well-being assessment to unlock your incentive program. 800 POINTS. GO NOW
- Daily Habits**: Start and track to completion, one of several Daily Habit Plans. 150 POINTS. START A PLAN
- Sync Your Device**: Keep track of activity! Sync your device with WebMD and earn 50 Points. 50 POINTS. LET'S GO!
- Join a Community Group**: Join a Community Group and interact with your peers by posting comments. 25 POINTS. GO NOW
- Join the Million Steps Challenge**: Track 1 Million Steps in 2024. 200 POINTS. SEE YOUR PROGRESS
- Wellness at Your Side**: Download the WAYS app to access your SmartHealth account on your mobile device! 50 POINTS. DOWNLOAD NOW

BENEFIT ACTIVITIES

- How do I find my \$125?**: Find your Kaiser NW \$125 wellness incentive. 125 POINTS. LEARN HOW
- Learn about MetLife Advantages**: Review the MetLife Advantages overview. 100 POINTS. LEARN MORE
- Digital Access to Care**: Check out the resources available. 50 POINTS. LEARN MORE
- Discover the Diabetes Prevention Program**: Check if you're eligible. 100 POINTS. LEARN MORE
- Mental & emotional well-being support**: Learn about Kaiser Permanente NW resources. 50 POINTS. LEARN MORE
- Cancer screenings-Kaiser Permanente NW**: Learn about cancer screenings. 50 POINTS. LEARN MORE
- Register on kp.org**: Register for a member account on kp.org. 100 POINTS. REGISTER NOW
- KP Mobile app**: Download the Kaiser Permanente mobile app. 100. LEARN HOW
- Get a Flu Shot-Kaiser Permanente NW**: Get a flu shot. 50 POINTS. LEARN MORE

SmartHealth Engagement Activities

Earn up to \$125 by engaging in well-being activities

- Participate in some of the following activities to earn points towards your incentive!
 - Well-being assessment
 - Activities
 - Device and app connection
 - Daily Habits
 - Challenges
 - Community

WebMD Portal Registration



Create your WebMD Account

1

Create a SAW Account

- If you haven't already, visit SecureAccess Washington at secureaccess.wa.gov and click sign up.
- If you already have an account, visit SmartHealth at smarthealth.hca.wa.gov and select "Continue with Secure Access Washington"

2

Create your SmartHealth Account

- Provide your first and last name, date of birth, last 4 digits of your social security number and email address.

3

Accept Terms

- Read and accept the WebMD Terms of Service and Privacy Policy.
- Click Submit.

4

Answer a Few Questions

- Complete answering a few questions to tailor SmartHealth to meet your needs.
- You will then be presented with a Notice Page. In order to access SmartHealth, you will need to accept all noticed.

WebMD Portal Overview Demonstration

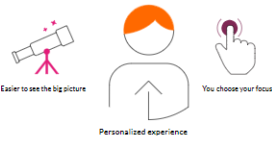


Onboarding



WELCOME TO
WebMD ONE

Here's what's new...



Just finish on-boarding to get started with your personalized experience.



What are your Interests?

Pick your top three now. You can add others later.

* Indicates a required field.

Select your interests *

- | | |
|--|--|
| <input type="checkbox"/> Get more exercise | <input type="checkbox"/> Get to a healthy weight |
| <input type="checkbox"/> Eat better | <input type="checkbox"/> Reduce stress |
| <input type="checkbox"/> Sleep better | <input type="checkbox"/> Quit tobacco |

[BACK](#)

[NEXT](#)

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WebMD does not provide medical advice, diagnosis or treatment.
See additional information.



2024 ADA Notice for SmartHealth Wellness Program PEBB

SmartHealth is a voluntary wellness program administered by WebMD on behalf of the Public Employees Benefits Board (PEBB) Program. It is available to eligible employees, spouses or state-registered domestic partners, retirees, and Continuation Coverage subscribers enrolled in the PEBB Program but not enrolled in Medicare Part A and Part B.

SmartHealth is run based on federal rules which allow employers to sponsor wellness programs that seek to improve employees' health or prevent disease, including the Americans with Disabilities Act of 1990, the Genetic Information Nondiscrimination Act of 2008, and the Health Insurance Portability and Accountability Act, as applicable, among others. If you choose to participate in SmartHealth, you will be asked to complete a voluntary, confidential, online Well-being Assessment that asks questions about your health-related activities, behaviors, health status, and family history.

Eligible PEBB subscribers who choose to participate in SmartHealth may qualify to receive a \$125 reduction in the subscriber's medical plan deductible or \$125 deposited into their health savings account (if enrolled in a consumer-directed health plan) the following year. Although you are not required to complete the Well-being Assessment, you won't qualify to receive the \$125 incentive if you don't complete it.

If your medical provider advises against, or it's unreasonably difficult for you (due to a medical condition) to satisfy the requirements for the SmartHealth wellness incentive, you may be entitled to a reasonable accommodation or an alternative standard. You may request this by contacting WebMD toll-free at 1-800-447-9544 (Monday through Friday, 7 a.m. to 7 p.m., Pacific Time).

WebMD will use the information from your Well-being Assessment to recommend SmartHealth activities to improve your well-being.

Other health-related financial incentive: An additional tobacco-related incentive is permitted under HIPAA (the federal Health Insurance Portability and Accountability Act). Eligible PEBB subscribers and their dependents ages 18 and older can enroll in a free tobacco cessation program through their PEBB medical plan. Enrolled dependents ages 13 to 17 who use tobacco products can access resources at SmokefreeTeen.com. Enrolling in the tobacco cessation program and accessing SmokefreeTeen.com allows subscribers to avoid the PEBB Program's tobacco use premium surcharge.

Protections from disclosure of health information: The law requires us to maintain the privacy and security of your health information. WebMD will never disclose any of your health information either publicly or to your employer, except as permitted by law. For example, for the purpose of awarding incentives, WebMD may provide your name to your employer. But it will never disclose your health information to your employer, such as your specific SmartHealth activities or Well-being Assessment responses. Medical information that you provide to SmartHealth that identifies you will not be provided to your supervisors, managers, or the PEBB Program, and may never be used to make decisions regarding your employment.

WebMD and the PEBB Program will also use aggregate information to design SmartHealth activities and benefits based on identified overall health risks. Aggregate information combines all participants' information so that it does not identify you personally. Your health information will not be sold, exchanged, transferred, or otherwise disclosed except to the extent permitted by law. You will not be asked or required to waive the confidentiality of your health information to participate in SmartHealth or receive an incentive. The only entity that will receive your health information is WebMD, to provide you with customized activity recommendations on the SmartHealth website. Anyone who receives your information from WebMD for purposes of providing you services as part of the wellness program will follow the same confidentiality requirements.

In addition, all health information obtained through SmartHealth will be kept separate from your personnel records. Information stored electronically will be encrypted, and no information you provide as part of SmartHealth will be used to make any employment decision. WebMD will take appropriate precautions to avoid any data breach, and if a data breach occurs involving information you provide to SmartHealth, we will notify you promptly.

You may not be discriminated against in employment because of the health information you provide by participating in SmartHealth. Your employer and the PEBB Program may not retaliate against you if you choose not to participate.

SmartHealth activities and privacy: You have the option to set SmartHealth activities you join to private or public. The [SmartHealth FAQ](#) describe how to allow or keep other SmartHealth users from viewing your activity participation.

Contact information for questions or concerns: If you have questions about the privacy of your protected health information, please call the HCA Privacy Officer at 1-844-284-2149 (toll-free) (TRS: 711) or email PrivacyOfficer@hca.wa.gov.

If you have questions about protections against discrimination and retaliation, or are unable to obtain a reasonable accommodation, please contact the HCA ADA Compliance Officer at 1-855-682-0787 (toll-free) (TRS: 711); email 1-360-507-9234.

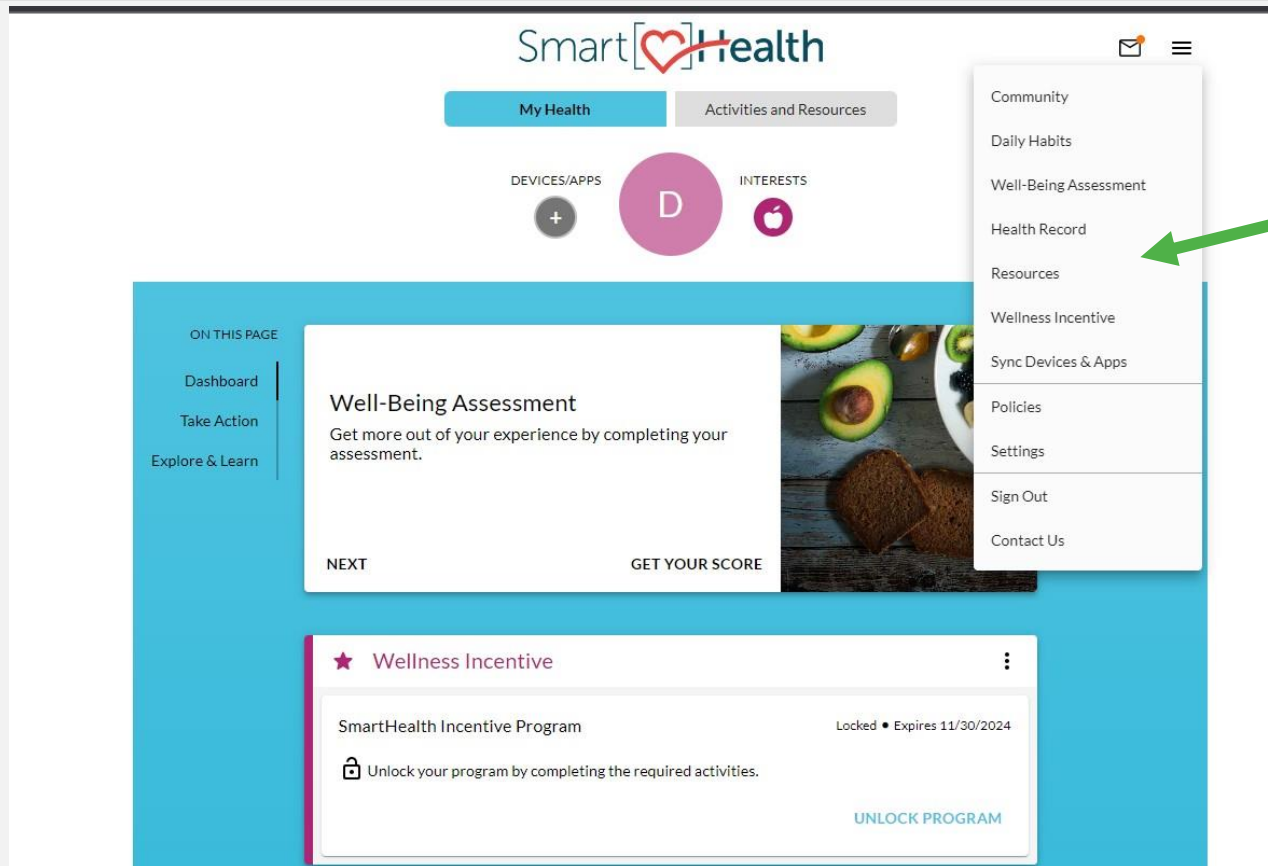
Agree

Decline

[SUBMIT RESPONSE](#)

- Before entering the portal, answer a few questions on your interests and conditions.
- Your answers will customize the content you see on your home page
- Accept notices and Submit Response

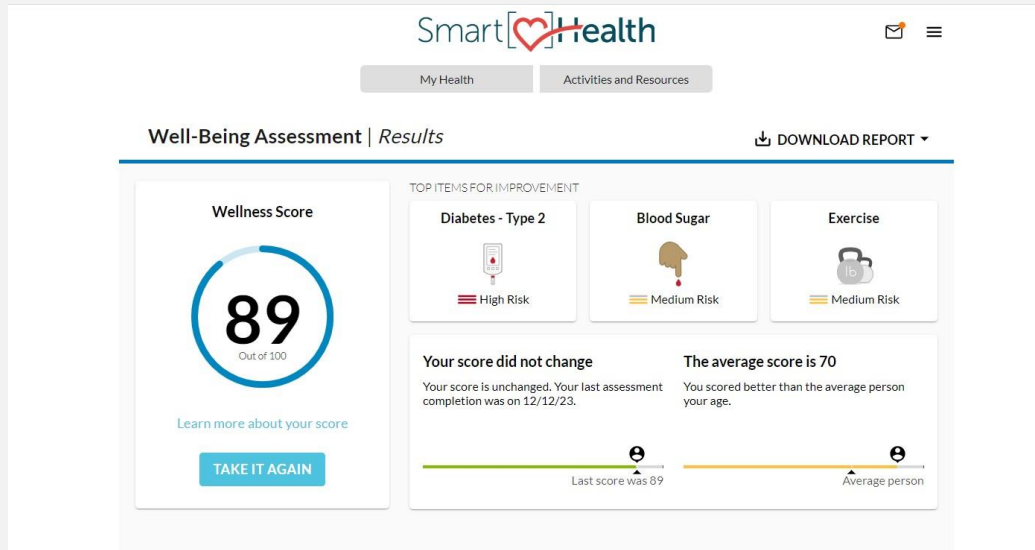
Navigating The WebMD Portal



Menu Bar:

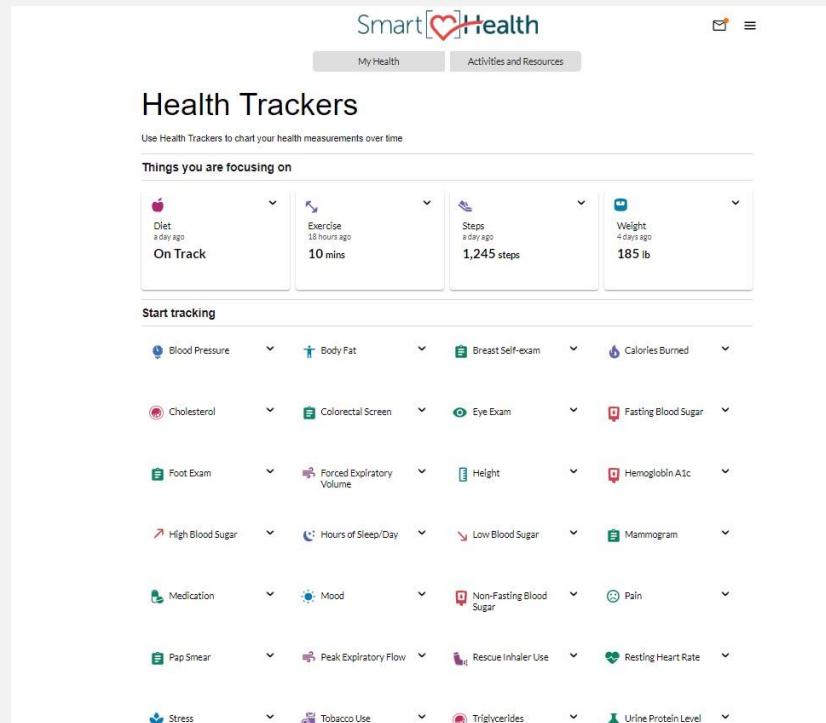
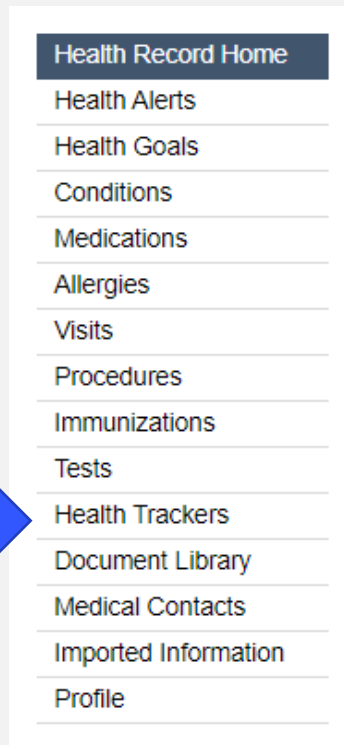
- Community
- Well-Being Assessment
- Health Record
- Wellness Incentive
- Resources
- Sync Devices & Apps

Well-Being Assessment



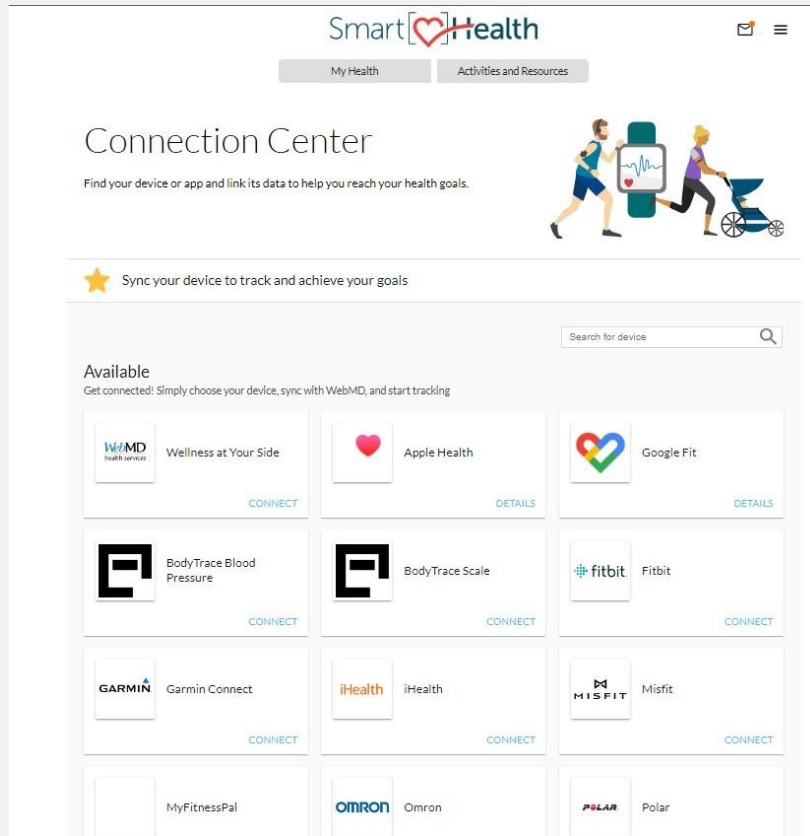
- Get a comprehensive picture of your current health and lifestyle habits
- Learn your individual health score
- See recommendations that will help you take positive steps toward improved well-being
- Retake the Well-Being Assessment at any time
- Your information is always confidential and secure

Health Record Trackers



- Convenient location to track your personal health
- Click on “Health Trackers” to easily update steps and more
- Earn rewards for tracking your steps

Device Connection Page

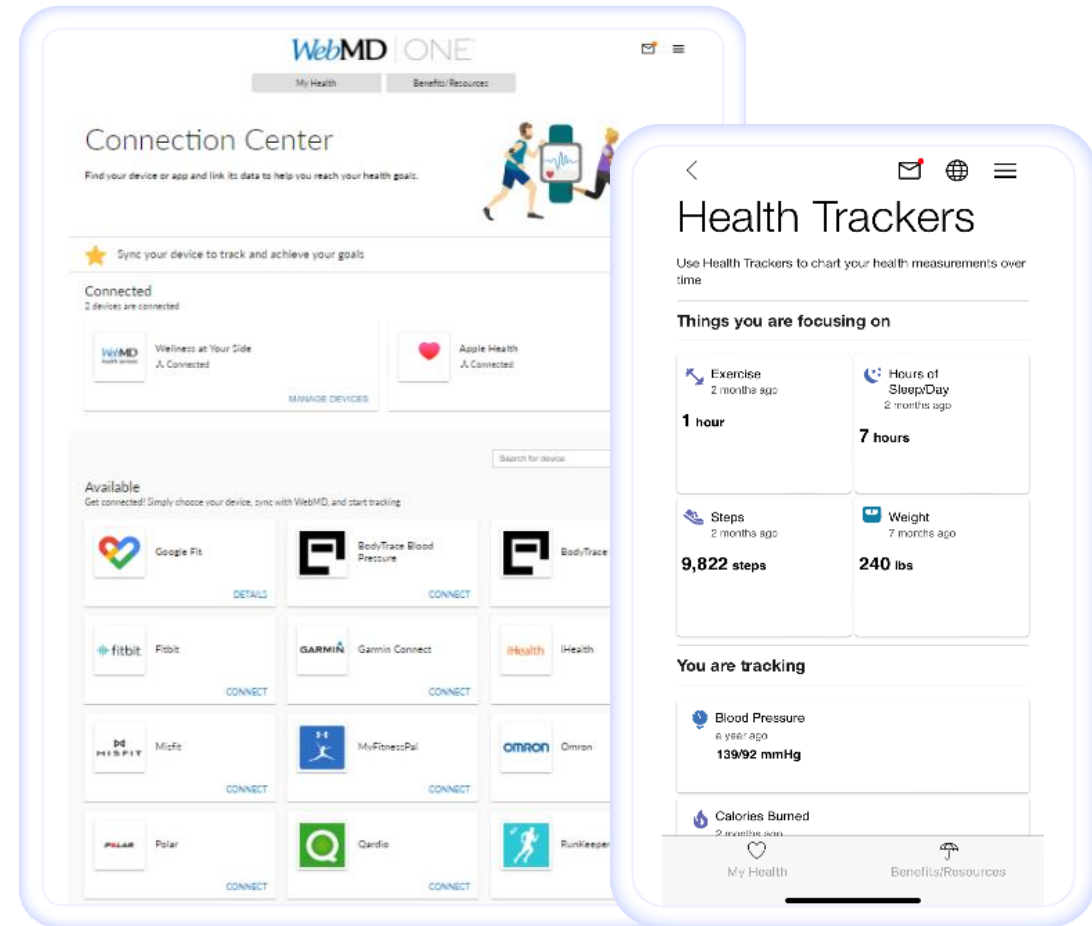


- Connect a variety of different apps and devices to your WebMD account
- Download the Wellness at Your Side Mobile App and sign in with your WebMD account username and password
- Apple Health and Google Fit can be connected through the mobile app


WebMD Device & App Connection Center

Offering an easy-to-use, more personalized experience that drives participation.

- Seamless integration with over 400 different devices and apps.
- Automatically imports data into the overall WebMD ONE experience.
- Health Trackers allow individuals to set goals & track important activity measurements.




Wellness at Your Side Mobile App



My Health Activities and Resources

Connection Center


Find your device or app and link its data to help you reach your health goals.





← BACK TO ALL APPLICATIONS

Wellness at Your Side



Let's get your phone connected

- 

Install the FREE Wellness app from one of these stores:



- Open the app and enter this Connection Code:

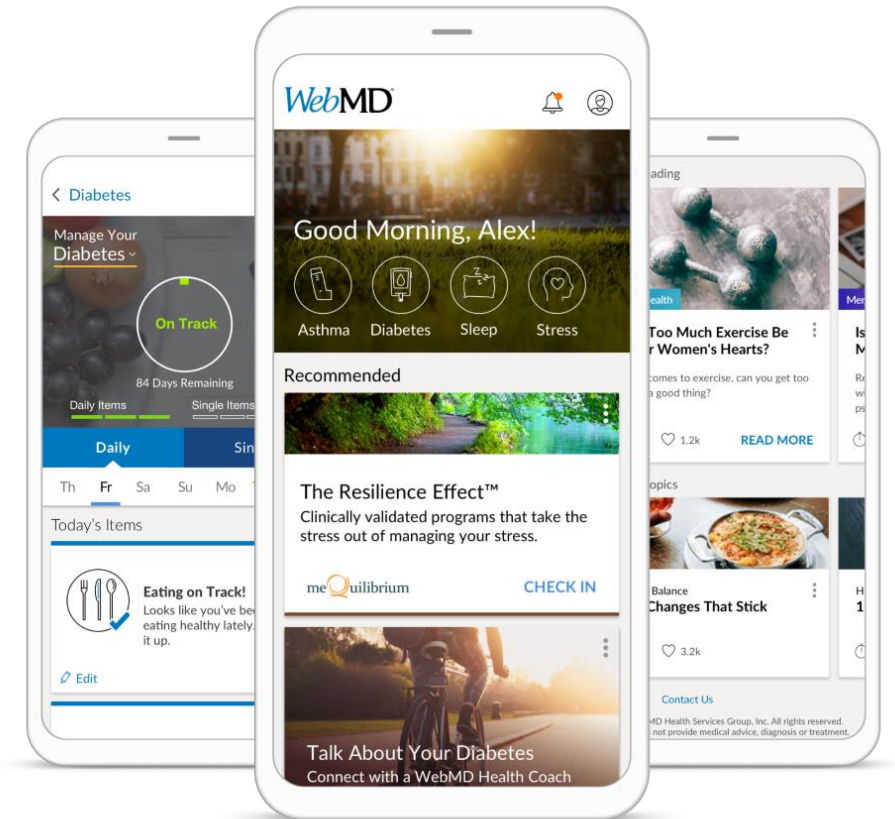
smarthealth

Connect

Important Legal Information

By selecting a device or app from our library of supported devices and apps to connect to your WebMD Health Services account, you will be directed to authenticate your app or device with the third party manufacturer and are agreeing to authorize the data collected by that app or device to be transmitted to WebMD Health Services for integration into your Personal Health Record. After connection, all data collected by your device or app will flow into, and be stored in, your Personal Health Record until such time as you elect to delete any or all of the data from your account. The data will be transmitted to WHS either directly from the device or app manufacturer or through our third party partner, Validic, which may result in a delay in getting the data uploaded into your Personal Health Record. You may elect to disconnect your device or app at any time but all data previously collected by your device or app and shared with WebMD Health Services will continue to be stored in your Personal Health Record until you elect to delete it. In the event data is not sync'd with WebMD for a period of 90-days, the devices will be un-registered. To reconnecting the user will be required to re-registration the device. All data collected and shared with WebMD Health Services is covered by our privacy policy and can





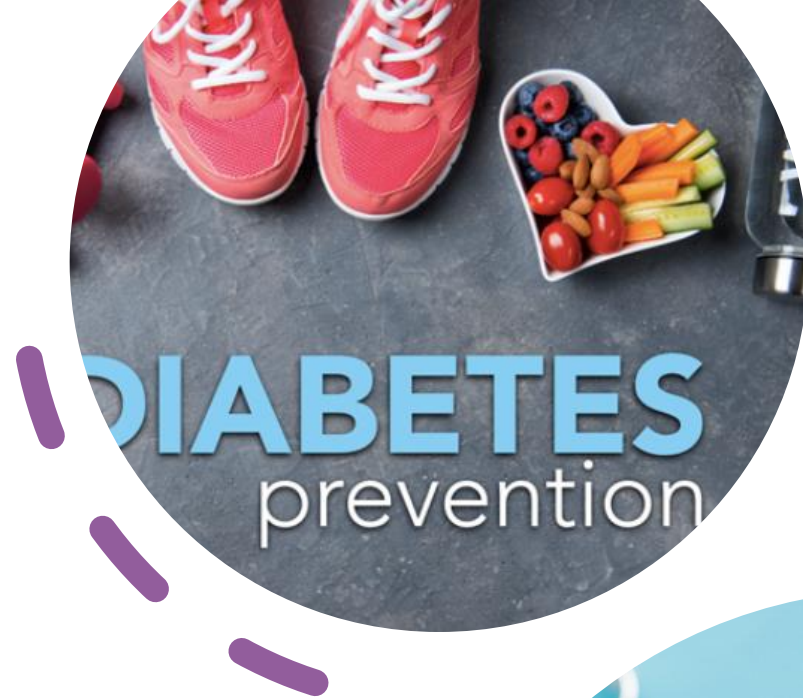
Empowering Well-Being In Everyone



Diabetes Prevention and Management

WA Wellness Diabetes Program:

Diabetes Prevention and Management offerings in 2024



PEBB and SEBB Diabetes Prevention



Available for members who are enrolled in a Premera health plan

Covered 100% by your health plan

Complete a brief application to see if you're eligible

[Get started with Livongo](#)



Available for members who are enrolled in a UMP or Kaiser health plan

Covered 100% by your health plan

Complete a brief application to see if you're eligible

[Get Started with Omada](#)

Good Things Coming in 2024

Diabetes Management

Diabetes Management for SEBB UMP Plan



- Uniform Medical Plan
Online: Omada
Phone: 1-866-543-5765



Diabetes Management for PEBB UMP Plan Members



- Uniform Medical Plan
Online: [Diabetes Control](#)
Phone: 1-888-849-3681 (TRS: 711)

Diabetes Management for PEBB and SEBB Kaiser Members



- Kaiser Permanente NW
Online: [Living well with diabetes](#)
Phone: 1-866-301-3866
- Kaiser Permanente WA
Online: [Diabetes | Kaiser Permanente](#)
Phone: 1-888-901-4636

Diabetes Management for SEBB Premera Members



Premera Blue Cross
Online: [Diabetes management](#)
Phone: 1-800-807-7310

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Evaluation

Questions and Networking:

Contact us:



hca.wa.gov/washington-wellness



wawellness@hca.wa.gov



360-725-1700

Appendix

Onboarding



WELCOME TO
WebMD ONE

Here's what's new...



Just finish on-boarding to get started with your personalized experience.



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Agree

Decline

SUBMIT RESPONSE

What are your Interests?

Pick your top three now. You can add others later.

* Indicates a required field.

Select your interests *

- | | |
|---|--|
| <input checked="" type="checkbox"/> Get more exercise | <input type="checkbox"/> Get to a healthy weight |
| <input checked="" type="checkbox"/> Eat better | <input type="checkbox"/> Reduce stress |
| <input checked="" type="checkbox"/> Sleep better | <input type="checkbox"/> Quit tobacco |

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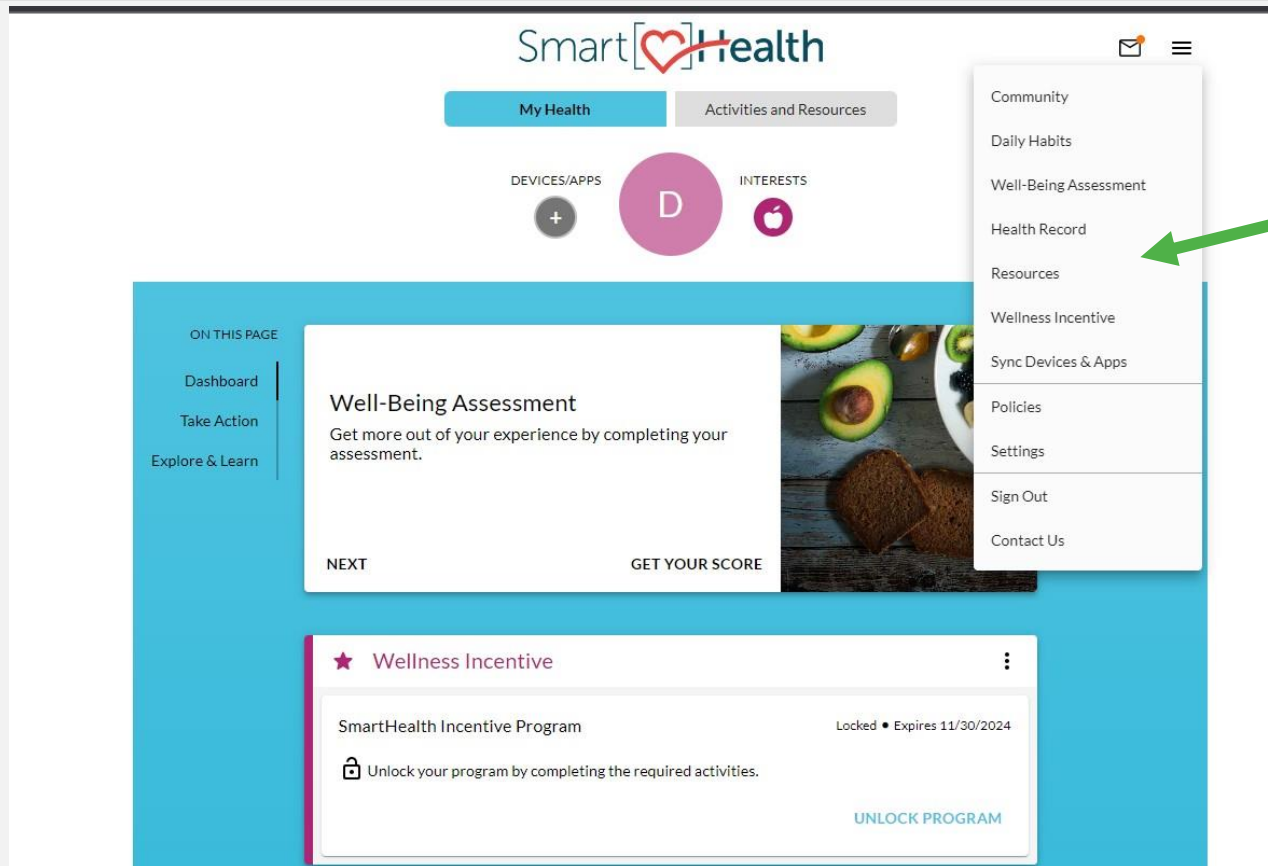
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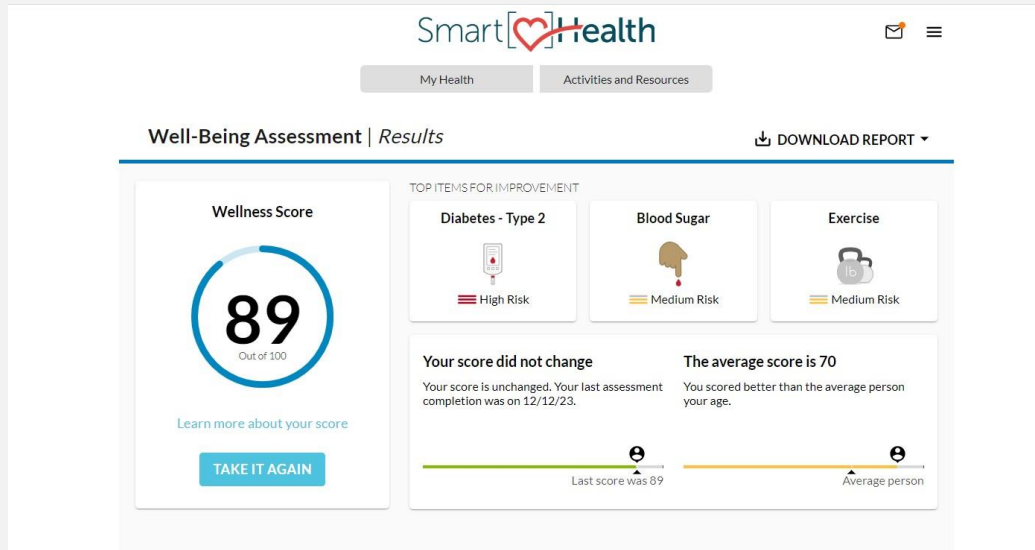
Navigating The WebMD Portal



Menu Bar:

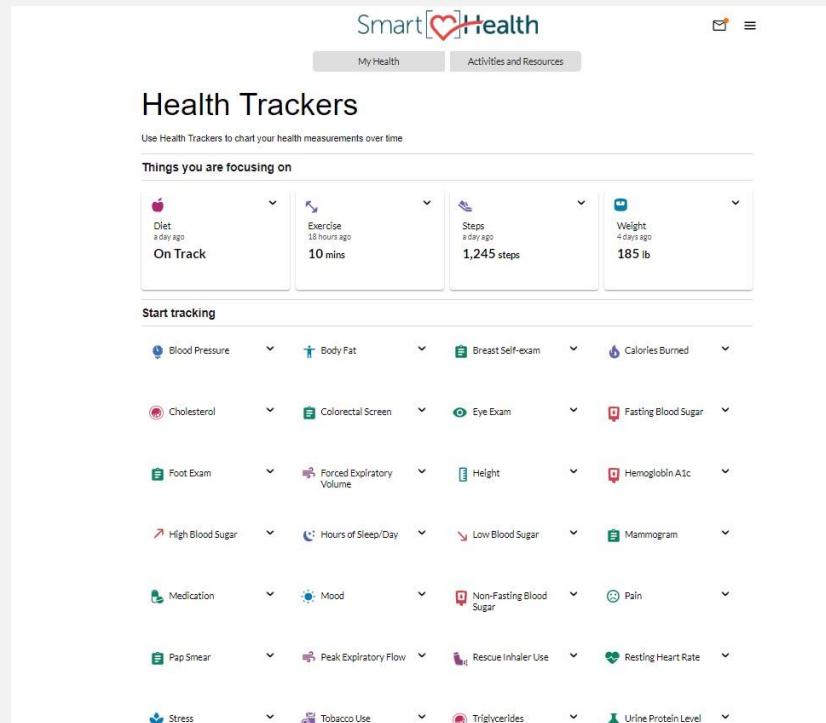
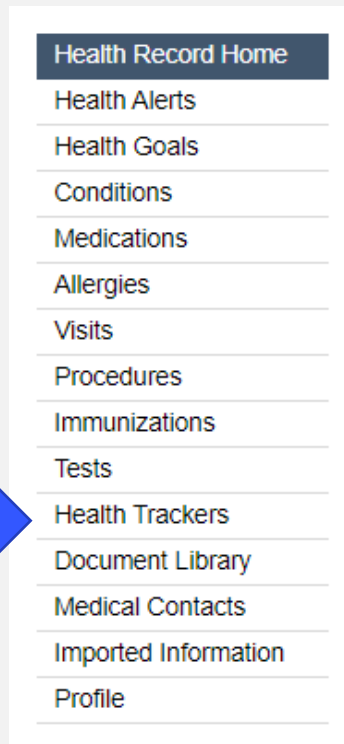
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Well-Being Assessment



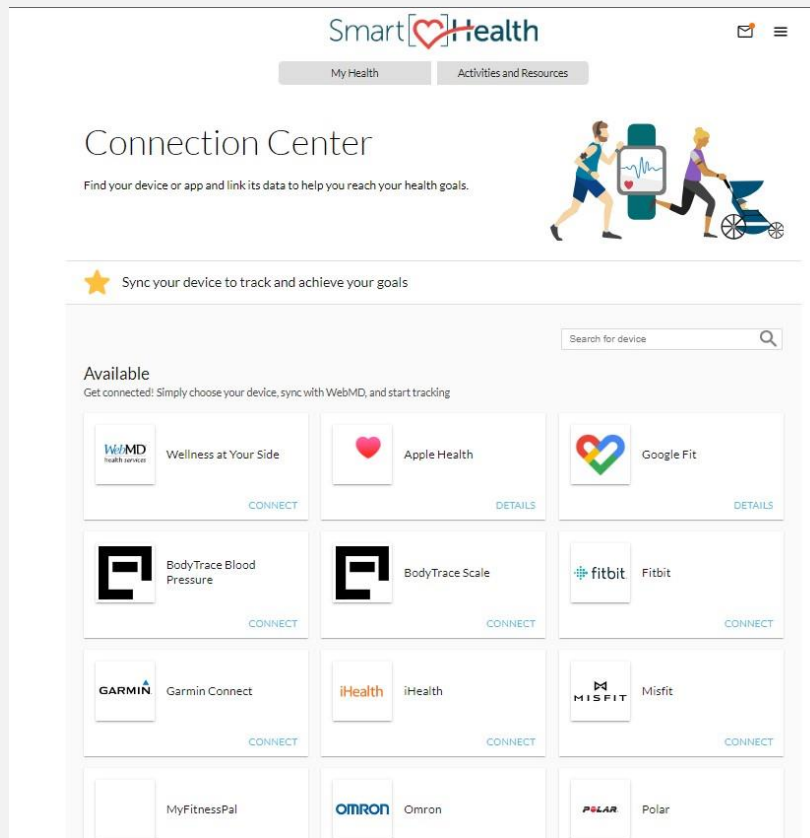
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Device Connection Page

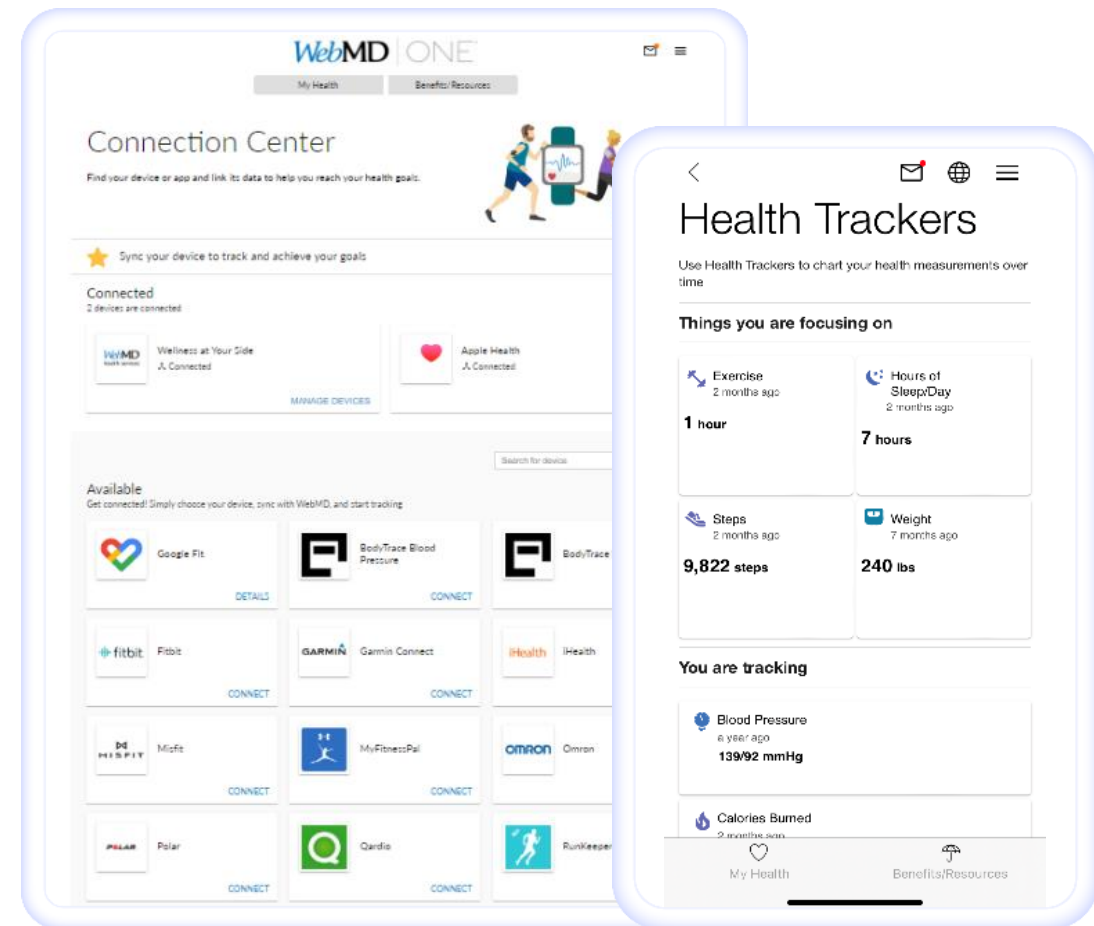


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Wellness at Your Side Mobile App

SmartHealth

My Health Activities and Resources

Connection Center

Find your device or app and link its data to help you reach your health goals.

← BACK TO ALL APPLICATIONS

Wellness at Your Side

Let's get your phone connected

- 1 Install the FREE Wellness app from one of these stores:
 - WebMD health services
 - Get it on the App Store
 - Get it on Google play
- 2 Open the app and enter this Connection Code: **smarthealth**

WebMD health services smarthealth Connect

Important Legal Information

By selecting a device or app from our library of supported devices and apps to connect to your WebMD Health Services account, you will be directed to authenticate your app or device with the third party manufacturer and are agreeing to authorize the data collected by that app or device to be transmitted to WebMD Health Services for integration into your Personal Health Record. After connection, all data collected by your device or app will flow into, and be stored in, your Personal Health Record until such time as you elect to delete any or all of the data from your account. The data will be transmitted to WHS either directly from the device or app manufacturer or through our third party partner, Validic, which may result in a delay in getting the data uploaded into your Personal Health Record. You may elect to disconnect your device or app at any time but all data previously collected by your device or app and shared with WebMD Health Services will continue to be stored in your Personal Health Record until you elect to delete it. In the event data is not sync'd with WebMD for a period of 90-days, the devices will be un-registered. To reconnecting the user will be required to re-registration the device. All data collected and shared with WebMD Health Services is covered by our privacy policy and can

WebMD

Good Morning, Alex!

Asthma Diabetes Sleep Stress

Recommended

The Resilience Effect™
Clinically validated programs that take the stress out of managing your stress.

meQuilibrium CHECK IN

Talk About Your Diabetes
Connect with a WebMD Health Coach

Diabetes

Manage Your Diabetes

On Track

84 Days Remaining

Daily Items Single Items

Daily

Th Fr Sa Su Mo

Today's Items

Eating on Track!
Looks like you've been eating healthy lately. It's up.

Edit

Too Much Exercise Be... Women's Hearts?

1.2k READ MORE

Balance Changes That Stick

3.2k

Contact Us

WebMD Health Services Group, Inc. All rights reserved. Not provide medical advice, diagnosis or treatment.