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Welcome to your 2018 University of Maine System Wellness Guide.

That you are browsing the Guide in the first place suggests you are more than a little interested in pursuing a healthier and happier lifestyle and your Wellness Team is here to help you achieve that goal.

In fact, there are a number of partners in place to assist you in seeking success in this important aspect of both your personal and professional life. Recognizing that it is more likely we will persevere and look to make not only meaningful, but lasting changes in such areas as nutrition, exercise, and work/life balance with dedicated help and guidance, the Wellness Program has come to include multiple sources of support to encourage a commitment to good physical and mental health.

In the Guide, you will learn more about how those partners provide an environment that not only offers often-needed structure, but at the same time creates the freedom for individuals to create fitness opportunities that meet their needs closer to campus at the same time.

You will also have the chance to learn more about the program’s incentives that have been further streamlined and made more available than ever before to promote participation that eventually becomes an enduring element in everyday life.

Most of all, I hope that in reviewing this year’s Guide, you may come to realize as I have that our Wellness Program IS WORKING! The number of employees taking advantage of health coaching is on the rise. Those seeking to complete preventive examinations and screenings are increasing, and the number of proposed multi-session and community events has never been higher.

There is a momentum to your University of Maine System Wellness Program and we invite you, no matter where you may be in your pursuit of good health, to either stay the course or come join us.

Exciting things are happening!

Tony Richard
Director of Employee Benefits and Wellness
University of Maine System
Why wellness matters

The strength and success of an organization is contingent upon the health and well-being of its employees. Good health plays a critical role in the ability of employees to make the most of life at work and at home while making a very positive statement about helping curb the rising costs of health care at the very same time.

Experts tell us that making changes or remaining dedicated to lifestyles that promote good health works best as a partnership and that is exactly what UMS Wellness provides employees.

UMS Wellness is a dynamic network of support that not only includes health insurance cornerstone Cigna, but others such as our Health Coaching colleagues at TrestleTree, and our partners at Provant. In addition, there is a core group of dedicated volunteer Wellness Champions on campuses committed to encouraging your taking the plunge or taking it to the next level.

At the same time, your Wellness Program is designed to provide an environment in which it’s possible for every employee and their spouse/domestic partner to take an active step toward a healthier and happier lifestyle…to take ownership on a variety of different levels.

While RiseUp’s premium incentives certainly offer an inducement to begin or renew, we also recognize that they are not, in and of themselves, a wellness program. Instead, they are a way to ignite or reward resolve with a certain force of momentum designed to fuel transformational or permanent change for the better. That’s a difference worth keeping in mind.

By opening your 2018 Year of Fitness with completion of Level One through Health Coaching or preventive visits or screenings, we hope that you may come to see these shorter term goals and their deadlines as only a launch or important first step, but not a “one and done.”

As you read on in this guide, you will discover how easy it is to commit or remain dedicated to pursuing a healthier and happier lifestyle for you and your family while having fun and seeing positive progress at the very same time.
When it comes to delivering affordable and quality education to the people of Maine, nobody joins together more effectively to overcome challenges and deliver on the promise better than we do.

We pull together every day to serve the interests and needs of our community.

It only stands to reason supporting an environment that values the health and well-being of each and every member of our team benefits from that same commitment to working together to achieve shared success.

By now, you may have already met our Health Coaching partner, TrestleTree. Their fresh and innovative approach to providing wellness programming is only one of the many resources available to each and every employee truly desiring to pursue a happier and healthier lifestyle.

Whether your interest is in nutrition, exercise or even emotional or financial well-being, there are a variety of resources available within the University of Maine System Wellness Program to answer concerns and support your efforts to achieve positive change for you and your family.
Every successful network has a cornerstone or foundation upon which the structure is built and Cigna provides more than just outstanding service in support of your health benefits. Together with its Employee Assistance Program, (EAP), Cigna works closely with the University of Maine System Wellness Team to develop and maintain an overall approach designed to meet the expectations of employees and carry them toward a healthier and happier lifestyle.

To learn more about the tools and resources Cigna offers in support of the Wellness initiative at the University of Maine System, visit: mycigna.com

At mycigna.com, select the “My Health” tab at the top of the page to learn how to improve your wellness score, speak to a nurse, participate in APP-based activities, and to find helpful information on a variety of health topics such as sleep, stress, and healthy eating.

Visit EAP at cignabehavioral.com. Click “Login to access your benefits,” enter employer ID: UMS, and select the options:

- “Learn about personal well-being,” (Interactive Assessments)
- “Managing Stress Kit”
- “Education and Resource Center,” (Includes national EAP Webcast Replays)
- “EAP Live Chat” to access more EAP information and to visit with an EAP representative

You may also contact EAP at 1-800-926-2273

Each and every University of Maine System employee brings a special talent or set of skills to our collective effort in support of higher education and the same is true for our Wellness Program Network. Opportunity for success comes from the combined strength of all our partners including you!

Those who have already made a commitment to bringing changes to their lifestyle know that wellness is not merely something you do a few times a week. It’s a commitment – a choice and a decision every day. And every day, the University of Maine System Wellness Program Network can play a pivotal role in supporting your pursuit of physical and emotional well-being!
Why a TrestleTree health coach may be just your ticket...

As we all contemplate our health and wellness goals for our 2018 Year of Fitness, now is the perfect time to learn more about our Health Coaching partner, TrestleTree and their fresh and innovative approach to supporting our individual efforts to pursue a healthier and happier lifestyle.

For more than 15 years, TrestleTree has been providing Health Coaching support for wellness within both higher education and the private sector. One of the defining features of their nationally recognized programming is understanding not everyone is in the same place; some may already be dedicated to a mutually developed approach with a Health Coach while others may be trying to decide whether to engage in a wellness improvement plan.

That’s why you’ll find no cookie-cutter interactions. Your confidential, one-on-one partnership with your TrestleTree Health Coach is results-oriented with the emphasis upon results that are realistic and specific to you.

“Try it. It’s not an assembly line. You’re not a number. It truly changed the way I think about making healthier choices and has helped me build the confidence to know I can succeed.”

What exactly does that mean?

Quite simply, it means first and foremost, your specially trained Health Coach is there to listen. They’ll want to learn not only what you would like to accomplish, but the obstacles that you believe stand in your way. Together, you and your TrestleTree Health Coach will develop actions to overcome those obstacles and, in turn, plans and activities to drive positive changes.

Listening also means seeking to develop a personalized approach that produces a plan in conjunction with any doctor’s recommendations you have shared with your Health Coach.

So, whether you have already made an appointment for time with your new TrestleTree Health Coach, which you can begin as early as December 1, 2017, or want to discover just how easy it is to begin making changes in your lifestyle by trying Health Coaching the TrestleTree way, there is an online address you should visit, trestletree.com/index.html and a number you should write down:

trestletree.com/index.html  •  1-855-580-2797

Contact TrestleTree Customer Service today and discover just how easy, convenient, and impactful Health Coaching can be in supporting your fitness goals and objectives!
So, how does health coaching work?

It isn’t always easy to stay committed to your health and wellness goals and staying on track sometimes requires a little extra guidance and support. Your Health Coach will help you develop an individualized program to achieve your goals for healthy living regardless of whether you are ready to change or just thinking about it. One-on-one Health Coaching provides an interpersonal connectedness that empowers you to identify your motivations and work through your barriers.

Working with your TrestleTree Health Coach, you will tailor a plan that focuses on what matters to you in ways that work for you. Connecting with your Health Coach on a regular basis allows you to build your knowledge, skills, and confidence to transform your goals into actions to achieve the results you desire. Meeting with your Coach also enhances your personal accountability. Your Coach will work with you to develop actions and goals to drive positive behavior change.

Who are the health coaches?
Your highly-trained Health Coaching professionals are available to you to provide support, expertise, and guidance along your way to physical and emotional well-being. Available both in person on campus and by telephonic connection, they are a powerful partner for your health improvement. To learn more about them, see their individual biographies in the Wellness Guide.

What aspects of my life can I address with my health coach?
The wide variety of wellness topics Health Coaches discuss include, but are not limited to, weight management, nutrition, exercise, stress reduction, and tobacco cessation.

How long are health coaching sessions?
Health Coaching sessions will be anywhere from fifteen minutes to an hour. If you have a question about how long your appointment will be, you can call TrestleTree’s office staff to inquire at 855-580-2797.
If my campus is closed due to inclement weather, should I still go to my scheduled health coaching appointment?

If your campus is closed due to inclement weather, your appointment will be canceled and a TrestleTree representative will contact you to reschedule.

I want to participate in health coaching to earn the Level 1 incentive. When should I schedule my appointments?

We ask that you enroll in the TrestleTree Health Coaching program or schedule your appointment beginning as early as December 1, 2017 and no later than March 30, 2018 to ensure meeting the April 30, 2018 deadline for applying coaching toward earning your Level 1 incentive.

If you wish to apply coaching toward meeting your Level 2 incentive, please make your appointment no later than September 15 in order to ensure meeting the November 30, 2018 deadline.

Just a note in tracking your progress...TrestleTree provides Provant daily updates and you should see your appropriate credit on your Provant Portal within forty-eight to seventy-two hours of your completed Health Coaching appointment.

“I have lost 22 pounds and 4.5 inches from my waist while working with my Health Coach. I believe I’m finally on the right road to a lifestyle change.”
Meet Your Health Coaches

“My Health Coach listens to what is relevant in my world and together we work out ways to keep moving forward and overcome obstacles in ways that are realistic and practical.”

**Lynn Bauer, RN, BSN, CDE**

Lynn Bauer is a registered nurse who received her bachelor’s degree in nursing from Duke University. Lynn is also a certified diabetes educator and has specialized training and interest in diabetes education, as well as pre-diabetes prevention programs. Lynn has developed and coordinated several inpatient and outpatient diabetes education programs as well as earned national recognition for her work in the field. Lynn loves to spend her free time with her husband, kids, and grandkids on the lake. She loves to go boating, kayaking, hiking, and play pickle ball. Lynn has a strong focus on health and wellness and is grateful for the opportunity to impact the health and lives of UMS employees and family members.

**Hilary Freeman, MS, RD, LD**

Hilary Freeman is a registered and licensed dietitian and graduate of the University of Maine with a bachelor’s degree in food science and human nutrition. She earned her master’s degree in nutrition science from East Carolina University. Prior to joining TrestleTree, Hilary has worked as an education coordinator delivering nutrition education services, has worked with people one-on-one as a health coach, and has experience working in various clinical settings to educate and support individuals in achieving a healthy lifestyle. Hilary enjoyed fishing, hiking, running, and spending time with her family. Hilary is committed to walking alongside others while making lifelong changes.

**Kyle St. Peter, CSCS**

Kyle St. Peter received his bachelor’s degree in kinesiology from the University of Maine. While at the University of Maine, Kyle was a scholar athlete for four years in track and field. Kyle is a certified strength and conditioning specialist. Prior to joining TrestleTree, Kyle has worked as a personal trainer, strength and conditioning coach as well as worked in the physical, occupational, respiratory, and cardiac rehabilitation fields assisting in education programs and rehabilitation protocols. In his spare time, he enjoys snowboarding, meditating, and spending time with friends and family. Kyle is committed to helping others make lifestyle changes that will lead to long lasting health and happiness.
Where does Provant fit into my 2018 Year of Fitness?

You may already be familiar with Provant as the easy-to-access provider of your scorecard on which to track your progress as well as opportunities to engage in informative educational and motivational programming. And, the Provant Portal remains an essential element of any successful University of Maine System Wellness experience.

If you have previously registered for the Provant Portal, use the same credentials i.e. username and password, to access your account.

New to the Provant Portal? Here’s how to register:

- Visit your riseup.provantone.com and select “Sign up”

- Enter your initial registration ID number, birth date, and the displayed captcha code. Your initial registration ID number is your first name, Employee ID (EID) number, and month and day (MMDD) of your birth. For example, if your first name is John, EID is 0012345, and birthday is July 10, your registration ID number is JOHN00123450710. If you are a spouse/domestic partner of a UMS employee, use the same EID number as your spouse/domestic partner employee, but your own first name and birth date.

- Select “Terms of Use” to review the terms. Select “I accept,” then click “Next”

- Create a new username and password. Your password must have at least eight characters and consist of at least one lowercase letter, one uppercase letter, and one number.

- Complete the form with information such as your name, height, and activity level.

- Choose and answer three security questions. These questions will be used if you forget your username or password in the future

- Click “Register” You will automatically be logged in and your registration is now complete


Once you’ve registered, take some time to browse all of the Provant Portal’s features including QuickStart, a new express lane to set up your 2018 Year of Fitness on the go!
Wow, Provant has never looked better!

Beginning January 1, 2018, when you visit your Provant Portal you will see a fresh new mobile friendly look designed to provide you access to a variety of tools to help you improve, maintain, or learn more about your health – at your convenience!

Log in soon to explore these great new features and if you’ve previously registered for access to the Provant Portal, no need to re-register. Your account is all set, just use the same credentials!

You can take advantage of these great features to:

• Review your incentive opportunities and see what you have completed and what you still need to complete for your current campaign.

• Complete Wellness workshops to learn more about topics like stress management, nutrition, or weight management, or specific conditions (like diabetes or heart disease).

• Ask a registered dietitian or exercise trainer your questions about nutrition and physical activity and get a personalized answer.

• Plan a healthy menu or exercise routine, no matter what your dietary needs or fitness level are.

• Log and track your food, physical activity, mood, water, biometric measures, and more, so you can see how you change and improve over time.

• Get the app for Apple or Android and take your portal on the go! Search for Humology in your app store.

• Connect your wearable fitness device for seamless integration. Our portal can connect with approximately 170 devices.
It’s all about easy access.

And that’s the goal for Provant’s new mobile Humology portal launching January 1, 2018.

Mark your calendar and be sure to download the mobile app that will make tracking your food intake, physical activity, water consumption and biometric measurements so much faster and easier.

Ring in the new year with an on-the-go approach to a healthier you.
Up for a challenge?

Back by popular demand this year are Provant’s featured Health Challenges designed to promote healthy habits, allow satisfaction of Level 2 incentives and provide plenty of fun not to mention feelings of accomplishment at the same time. This year’s schedule includes three brand new activities:

Get Fit on Route 66: January 15–February 25
Registration: January 8–January 22

Get Fit on Route 66 inspires participants to take a fun-filled ride down the Mother Road as they increase physical activity. Engaging graphics, a classic car that travels to virtual stops along the legendary highway, and easy-to-use logging tools make this all-time favorite health improvement program a hit.

Get your population moving — whether it’s 100 or 100,000:
- Chicago to Santa Monica — 2,448 miles
- 1 minute of exercise equals 1 mile on the route
- Program length determined by pace — 12-17 weeks average
- Motivating team competition (optional)
- Daily tips, healthy roadside recipes, and informative articles
- Mobile compatibility available for convenient logging.

Participant Results
- 89% feel they’re in better physical condition after completing the program
- 90% believe tracking activity online helped them to be more consistent with exercise
- 99% would participate in a similar program in the future.

The online program that gets everyone on the road to better health.

Get Fit on Route 66 inspires participants to take a fun-filled ride down the Mother Road as they increase physical activity. Engaging graphics, a classic car that travels to virtual stops along the legendary highway, and easy-to-use logging tools make this all-time favorite health improvement program a hit.
Your wellness program will score big with this team-based physical activity and healthy eating campaign. Slam Dunk Wellness takes advantage of tournament basketball excitement, inspiring participants to step to the line and dramatically improve health habits. Here’s how it works…

- 5 players to a team
- Teams score points (1, 2, 3) by players making daily and weekly healthy fitness and nutrition choices plus Free Throws
- Teams compete against each other 1 to 1 in a game, then move on to compete against another team and so on
- The tournament can last 6, 8, or 12 weeks, depending on your organization’s needs.

Sample Shots…

<table>
<thead>
<tr>
<th>Activity</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>30+ minutes of exercise</td>
<td>3</td>
</tr>
<tr>
<td>3+ vegetable and 2+ fruit servings</td>
<td>3</td>
</tr>
<tr>
<td>Strength training (1/week)</td>
<td>2</td>
</tr>
<tr>
<td>Breakfast within 2 hours of rising</td>
<td>2</td>
</tr>
<tr>
<td>2-minute time-outs (3+/day)</td>
<td>2</td>
</tr>
<tr>
<td>Team workout or meal (1/day)</td>
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</tr>
</tbody>
</table>

Shoot for Wellness Program Success

Wellness managers have long struggled to engage men in health programs. Now Slam Dunk Wellness does it for you (so you attract both women and men) with fun scoring, friendly competition, and team camaraderie. This may be your most popular — and effective — wellness program ever.

Slam Dunk:
March 19–April 29
Registration: March 5–March 18

Your wellness program will score big with this team-based physical activity and healthy eating campaign. Slam Dunk Wellness takes advantage of tournament basketball excitement, inspiring participants to step to the line and dramatically improve health habits.
Participants in Ola Ala (Hawaiian for well-being path) take an inspiring journey to better health by tracking physical activity progress along a virtual trail through Hawai‘i’s most majestic natural wonders. From the southern tip of the Big Island’s Hawaii Volcanoes National Park, to the lush rainforest of Haleakala on Maui, to the towering cliffs along Molokai’s rugged north coast, to world-famous Waikiki Beach, Oahu, your wellness program participants will be pulled along by the thrill of discovery at each stop on their path to better well-being.

Features include:
- More than 50 stunning Hawaiian destinations, with captivating images and vivid descriptions
- Team participation for friendly competition
- Interactive message board to share and get support
- Fun buddy feature to help stay on track
- Dozens of physical activities to choose from
- 260 delicious, healthy recipes
- MapWalk™, a handy tool to create and share walking/running/biking routes
- Daily health tips, articles, and web resources for a shot of inspiration
- Mobile compatibility for logging anytime, anywhere.
Walktober: September 24–November 4
Registration: September 17–September 30

Take advantage of October’s crisp temperatures and spectacular colors to get moving outside. This popular program’s engaging interactive features inspire physical activity each day for maximum health and wellness benefits. From Alaska through Europe to South Korea, journey on a virtual tour of autumn’s most vibrant landscapes – by memorable monuments, over rolling hills, and past clear lakes – as you log daily exercise.
Success stories from past challenges

Health Trails:

“Health Trails kept me engaged and wanting to succeed. I like to exercise, and having a challenge helps me keep that as a priority all week. I finished three shorter trails and started a fourth. I wish I could actually hike the trails I did virtually in the challenge, especially the French Way and in Italy. Seeing the pictures and reading about the areas kept my interest”

“I enjoyed seeing the pictures and reading about the trail. It makes the challenge much more interesting. I also enjoyed the recipes and have printed many of them to use. Having a daily reminder helps keep the momentum”

“It was fun and a great way to track progress. It reminded me to get up and walk periodically throughout the day, which was hugely beneficial. An additional motivator was the interesting geographical and historical tidbits shared along the trails!”

Feel like a Million:

“I have frequently used meal tracking programs because they really help me think twice before I eat empty calories. What is different and most inspiring about this program is the additional tracking of personal habits such as meaningful connections, sleeping, and reminding yourself to take time out and do things that make you, and only you more happy and healthy.

“I like the focus on the whole person. It wasn't just focused on nutrition, but also on relaxation, focusing on yourself and exercise. And I LOVED the recipes!”

Colorful Choices:

“My family tried at least a dozen new foods over the challenge and have incorporated new favorite recipes into our weekly menus.”

“It made me think about eating more, and more varied fruit each day. Useful source of good recipe ideas as well.”

“It was kind of fun, with the colorful blender, and fairly easy to log food. It changed my shopping habits a bit, loading up on colorful food, so I think I did make some improvements.”
Did you know that each of the seven University of Maine System campuses has a dedicated group of volunteers working to create even more opportunity to pursue your individual health and wellness plan close to home? These Wellness Champions will be collaborating with TrestleTree, Provant, Cigna, and other network partners to help deliver support for achieving your goals and objectives.

<table>
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<tr>
<th>Campus</th>
<th>Champion(s)</th>
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Whether you have a question about your wellness options or want to suggest a fun and exciting activity, reach out to your campus Champion and share your feedback and ideas. Help them deliver the best wellness program possible!
Incentives —

How to get started on level 1

Participation in the RiseUp Wellness Program begins with Level 1. Once the employee and spouse/domestic partner (if covered under the health plan) meet the Level 1 requirements, they graduate to Level 2. In order to receive the Level 2 taxable cash incentive, both the employee and spouse/domestic partner (if covered under the health plan) enrolled in the UMS Cigna medical plan must complete Level 1.

To satisfy Level One, complete one of the choices below:

- **Participate in the TrestleTree Health Coaching program (in person or telephonically).** Coaching appointments may be scheduled for as early as December 1, 2017 to count toward satisfying the incentive for the upcoming year, calendar 2018.

- **Complete a Preventive Care Appointment**
  Complete one of the following preventive care appointments anytime from April 1, 2017 through April 30, 2018:
  - Annual physical
  - Routine OB/GYN visit
  - Mammogram
  - Cervical cancer screening
  - Colonoscopy

  *Complete your preventive care appointment through Cigna or submit a Preventive Care Form found on the Provant Portal only if your appointment falls too close to the April 30, 2017 deadline.*

**Important dates and criteria:**

For optimum reward, Level 1 coaching should be completed between December 1, 2017 and April 30, 2018. However Level 1 may be completed anytime through November 30, 2018 and the incentive will be awarded at the earliest possible date thereafter.

- If you have not completed Level 1 requirements by April 30, you will pay the non-incentive health premium.

- Newly enrolled employees have 90 days from the effective date of coverage (i.e. hire date) to complete Level 1 requirements to avoid an increase in premium.

- Employees on an approved UMS leave of absence have 90 days upon return from the leave to satisfy Level 1.

Questions? Contact your University of Maine System Wellness team at wellness@maine.edu or call the Employee Benefits Center at 866-269-9635

**Note:** If you’ve had your annual preventive care or wellness visit noted above, you do not need to complete and submit the Wellness Visit Form on the Provant Portal. CIGNA will submit a monthly file to Provant and your portal page will be updated automatically. You might consider completing the form only if your annual prevent care or wellness visit occurs close to the April 30, 2018 date.
Incentives —

I’ve completed Level 1, what about Level 2

Level 1 must be completed before Level 2 credit can be earned. Level 2 credit is contingent upon the employee and his or her spouse/domestic partner (if covered under the health plan) enrolled in the Cigna medical plan completing Level 1.

When you are ready to move forward, complete one of the choices below:

- **Complete the TrestleTree Health Coaching program (in person or telephonically)**
  You can make that appointment by calling TrestleTree at 1-855-580-2797

- **Complete a multi-session program**
  See page 20 for a more detailed look at multi-session program

- **Complete one of the four Provant Portal Challenges**
  See pages 12–16 for a more detailed look at the Provant Portal Challenge offerings.

- **Complete any one Provant Portal workshop with two or more sessions**
  Visit riseup.provantone.com to view the available workshops from which to choose

- **Participate in an approved single-session campus community event**
  Campus community events require submission of a participation form to document completion and qualification for satisfying Level 2.

- **Complete a Provant portal scavenger hunt.**
  An accessible way for participants to understand the features and benefits of the Provant portal. Typically 10 to 20 questions will be asked related to UMS Wellness Programs and/or educational pieces related to various health and wellness topics.

**Important dates and criteria:**

You must complete Level 2 sometime between January 1, 2018 and November 30, 2018 to receive credit.

**Award**

Participants completing one of the options listed above will receive a $100 incentive payment in their December paycheck. This payment is considered taxable income by the IRS. Employees and their spouse/domestic partner can earn their incentives separately for Level 2.
Incentives Level 2: Multiple-session programs and Campus/Community events

What is a Multiple-Session program?

As a result of your feedback and suggestions, we are offering enhanced Level 2 selections.

We understand that you want Level 2 activities to truly reflect your level of engagement and offer meaningful opportunities designed to improve your health and sense of well-being. Your Wellness Champions will be submitting multi-session ideas for approval and these are considered on a case-by-case basis. For those forwarding ideas to Champions, please keep in mind that these are most likely to be accepted if they feature six weeks or more in duration and can be verified by a sponsoring organization.

If you have a program that you would like to submit, email wellness@maine.edu with the following information:

- Program name and sponsoring organization
- Program duration and frequency (i.e. weekly)
- Program description
- How participation in the program is recorded

Although we encourage you to follow any recommendations made by your physician, in the interest of privacy, Level 2 completion will not be awarded for ongoing medical care. Multi-session programs should be affiliated with campus or community-based organizations. Keep in mind that Level 2 completion is awarded based upon engagement and, therefore, program attendance requirements must be satisfied.

How do I submit a multi-session program participation form?

Multi-session programs require submission of a participation form to document completion and qualification for satisfying Level 2.

I have completed an approved multi-session program. When will I be awarded Level 2 completion on the Provant portal?

Multi-session program completions will be uploaded and available for review on the portal on a quarterly basis.

Although we encourage you to follow any recommendations made by your physician, in the interest of privacy, Level 2 completion will not be awarded for ongoing medical care. Multi-session programs should be affiliated with campus or community-based organizations. Keep in mind that Level 2 completion is awarded based upon engagement and, therefore, program attendance requirements must be satisfied.
What is a Campus/Community Event?

One of the most exciting aspects of the University of Maine System Wellness Program, along with Multi-Session events, is a Campus/Community Event.

Often, a group of individuals on a particular campus collaborates to develop an idea for a group of employees to participate in together. This calls for a submission of a Campus/Community activity as a single campus/community event (webinar, activity, etc.). Forwarding the concept for approval to wellness@maine.edu to satisfy Level 2 is what qualifies it for meeting that incentive.

Once approved, event coordinators may promote the event as a pre-approved campus/community event. Upon completion of the event/activity, individual participants may navigate to the Provant Portal where they can complete and submit the Campus Community Event Form.

Credit for participation will be reflected on your portal within 48 to 72 hours of submission.

**Note:** In order to receive the Level 2 taxable incentive in November, 2018, you (and your spouse/domestic partner if covered under the health plan) must have completed Level 1.
Frequently Asked Questions

Level 1

What are the requirements for Level 1 this year?
See page 18 for how to complete Level 1.

What should I say to my provider to ensure that my appointment qualifies as a Level 1 preventive care?
Ask your primary care provider to bill your annual visit as a preventive care appointment with Cigna so you will not incur a copay and to ensure that you will receive credit for a Level 1 preventive care appointment. There is no need to complete the preventive care form on the Provant website if you’ve had your annual preventive care or wellness visit in a timely manner. CIGNA will send a monthly file to Provant and your portal page will be updated automatically.

What if I have an annual preventive care appointment in April? Should I bring the preventive care appointment form from the Provant website to my doctor’s appointment?
If your annual preventive care or wellness visit occurs close to the April 2018 date, only then it is recommended that you have your physician fill out, sign and return a preventive care appointment form to Provant for any preventive care appointment scheduled in April. The preventive care appointment form can be found on the homepage of your Provant portal under MyResources.

A number of factors determine when Provant will receive notification that you have had a designated preventive care appointment. It depends on 1) when your provider(s) submitted the claim(s) to Cigna, 2) when Cigna processed the claim(s), 3) when Cigna provided the information to Provant and 4) when Provant updated your portal. Unfortunately, any delay in any of these steps would potentially delay the information from being updated in your Provant portal.

How does the information from my annual preventive care appointment get from Cigna to Provant?
The University of Maine System has strict privacy and security agreements in place with both Cigna and Provant. To assist employees in achieving Level 1, we have directed Cigna to send an indicator of completion to Provant. Note that Cigna is only sending the minimal amount of information necessary over secure protocols in order for employees to receive credit for completion.

If I have a preventive care appointment or coaching appointment at the end of April, is it too late to complete Level 1?
We encourage you to schedule your health coaching or preventive care appointment at your earliest possible convenience. However, even if you have a preventive care appointment or coaching appointment at the end of April, you will receive credit for the preventive care appointment and for the coaching appointment.

Can I self-report a preventive care appointment for Level 1?
Unfortunately, Level 1 preventive care appointments cannot be self-reported.
What if I met my Level 1 requirements later in April, but it doesn’t appear in time and I experience an increased premium?
If you meet all requirements by the April 30 deadline, Provant will update your portal and provide the information to the UMS Employee Benefits Center (EBC) in mid-May. The mid-May file sent to the UMS Employee Benefits Center will be used to determine if employees have/have not met the deadline or criteria. The UMS Employee Benefits Center will notify you when/if your premium will change due to you and your spouse/domestic partner’s (if covered under the health plan) RiseUp status. If you disagree with the information received by the UMS Employee Benefits Center, contact Provant, 855.274.7387, to determine your status according to its records. Provant will inform the UMS Employee Benefits Center with updated information and the UMS Employee Benefits Center will update your MaineStreet record accordingly.

If you had an annual wellness or preventive care visit with your physician before April 30, but your Provant portal does not show credit after mid-May, you should have your physician’s office complete the preventive care appointment form and fax it to Provant as soon as possible if you have not already done so, as well as contact the UMS Employee Benefits Center to request an extension.

I am currently paying the incentive rate and want to avoid an increase in my premium. Will my premium increase if I meet the 2018 Level 1 program as of April 30?
No, the 2018 program deadline is April 30. Your incentive premium will continue unchanged if you meet the April 30 deadline.

Can I qualify for the Level 1 health premium incentive after the April 30 date?
Yes. Once you complete the Level 1 requirement, you will receive the health premium incentive according to the RiseUp incentive schedule.

What is my deadline if I am a new employee recently enrolled in the health plan?
Newly enrolled employees have 90 days from the effective date of coverage (i.e. hire date) to complete Level 1 requirements to avoid an increase in premium.

What is my deadline if I am on an approved leave of absence?
Employees on an approved UMS leave of absence have 90 days upon return from the leave to satisfy Level 1.

What is the earliest deadline for Level 1 completion?
The earliest deadline for completing the Level 1 requirement is April 30, 2018. If you are an employee with a spouse/domestic partner enrolled in the Cigna medical plan he or she must also complete the Level 1 requirements by April 30, 2018 in order to receive the incentive premium at the earliest possible date. You may complete the Level 1 deadline through November 30. Once you complete the Level 1 requirement, you will receive the health premium incentive according to the RiseUp incentive schedule.

**Note:** In order to arrange a coaching appointment by the April 30, 2018 date, you must arrange for the appointment by no later than March 30, 2018.

What is the date range for annual preventive care appointments?
Preventive care appointments that occur between April 1, 2017 and November 30, 2018 will be counted toward the Level 1 incentive requirement.
**Level 1 and Level 2**

**Completion communication and appeal process**

**How will I know if my spouse/domestic partner has completed Level 1?**
Level 1 completion will be shown on your portal when both you and your spouse/domestic partner (if enrolled in the Cigna medical plan and eligible to participate in the RiseUp program) have successfully met the Level 1 requirements.

**Will I receive communication from the UMS Employee Benefit Center (EBC) and Provant support regarding my Level 1 status?**
You will receive notification from Provant once you have completed the Level 1 requirements. If you are an employee with a spouse/domestic partner enrolled in the Cigna medical plan, you will receive a completion email once both you and your spouse/domestic partner have met the Level 1 requirements. Provant updates completions on a monthly basis.

**I am currently paying the higher non-incentive rates because I did not previously meet the Level 1 requirements. When is the earliest I can decrease my premium amount?**
Generally, the incentive premium will begin in payrolls processed after the 15th of the month following completion. See the RiseUp incentive schedule for details.
Level 2

How do I complete Level 2?
See page 19 for how to complete Level 2.

When will the Level 2 option be visible on my portal?
The Level 2 option will not be visible on the portal until you and your spouse/domestic partner (if covered under the health plan) have completed Level 1. However, any activities you complete for Level 2 in the interim will still count and you will see them on the portal once you and your spouse/domestic partner (if covered under the health plan) have earned Level 1.

If I have completed the Level 1 incentive, but my spouse/domestic partner who is enrolled in the Cigna medical plan has not, can I complete Level 2 and receive the incentive?
You must first complete Level 1 in order to earn and qualify for the Level 2 incentive. If you have a spouse/domestic partner on the Cigna medical plan BOTH you and your spouse/domestic partner must complete Level 1 in order to earn and qualify for the Level 2 incentive.

What is the deadline for Level 2 completion?
In order to earn the Level 2 incentive, Level 2 requirements must be completed by November 30, 2018. You may earn the Level 2 incentive even if your spouse/domestic partner enrolled in the Cigna medical plan does not complete the Level 2 requirement.
Provant portal questions

**Do I have to participate in the RiseUp wellness program?**
Participation in the wellness program is voluntary. However, participating in the RiseUp wellness program affords you and your family members the opportunity to learn more about your health.

**Do I need to set-up a new account on the Provant portal in 2018?**
If you created a user name and login for the Provant portal in 2017, you can use the same credentials to login to the portal in 2018. If you did not create an account on the Provant portal in 2017, follow the directions found on page 9.

**I forgot my user name and/or password. What should I do?**
You can recover your password, username or both by visiting riseup.provantone.com. You should receive the password recovery email within a few minutes of your request. Be sure that you use the same email address that you initially signed up with and check your spam folder. If you are still having trouble, follow the link to email Provant’s website support team and provide the following information: your full name that you work for UMS and a phone number as an alternate means of communication.

**What if I’m having trouble setting up an account?**
Be sure you are using your full name as it appears on your paycheck. Using a nickname or middle name can prevent you from creating an account. If you are using the correct information and continue to have problems, click the link to email Provant’s website support team. Be sure to include your full name and that you work for the University of Maine System (UMS) in the email. You may also call the customer service team, 855.2RISEUP (855.274.7387).

**Are the tools and resources on the portal private?**
Yes. Your use of the Provant portal is completely confidential. Anything you input or participate in (such as workshops) is private. Provant only receives a report on how many people are using the tools each month.
**How does Provant and TrestleTree protect my privacy?**
All portal data is kept completely confidential and protected under HIPPA, GINA, and HITECH privacy regulations. Sensitive data is transmitted using secure and certified file transfer protocols.

**When will I be able to see that I have completed Level 1 in my Provant portal and that I have completed preventive care appointments, coaching appointments and portal workshop(s)?**
Completions are uploaded in your Provant portal on a monthly basis. Level 1 coaching appointments, preventive care appointments and completion of campus/community events will generally not show up in your Provant portal until the third week of the following month.

**I submitted a campus/community event form. When will it show up in my Provant portal?**
Campus/community event forms are credited for Level 2. Credit will be updated on a monthly basis at which time you will see the activity as complete.

**What if I add a spouse/domestic partner after January 1, 2018?**
If you add a spouse/domestic partner to your health plan after January 1, 2018, you are still eligible to receive the lower incentive premium. Only the employee will be required to participate in order to earn the health premium incentive. However, your spouse/domestic partner can still participate in the RiseUp wellness program and may also earn the Level 2 incentive.

**Can my spouse/domestic partner access the portal if he or she is added to my plan mid-campaign?**
Yes. He or she will have access to the Provant wellness portal and health coaching. However, they will not have access to the self-reported activities or the incentive page, but can partake in all other activities the program offers.

**Will my spouse/domestic partner’s portal look different if he or she is added to my plan after January 1, 2018?**
Your spouse/domestic partner will not have visibility to the portal incentive page. However, if he or she participates in the program, he or she can still earn the Level 2 cash incentive at the end of the campaign. He or she will not see this on the portal, but will be awarded the incentive for meeting the Level 2 requirements.

**What if I remove a spouse/domestic partner after January 1, 2018?**
You may contact Provant, 855.2RISEUP (855.274.7387), to file an appeal for this status change and continue participating in the program as an employee only.

**How will I know if I have earned Level 1?**
You will see that you have earned Level 1 once the Level 1 requirements have been met. If you are an employee only, you will see this once you have met the requirements. If you are an employee with a spouse/domestic partner on the Cigna medical plan, you will see you have earned Level 1 once both you and your dependent have met the requirements of the program.

**When will the Level 2 option be visible on my portal?**
The Level 2 option will not be visible on the portal until you and your spouse/domestic partner (if covered under the health plan) have completed Level 1. However, any activities you complete for Level 2 in the interim will still count and you will see them on the portal once you and your spouse/domestic partner (if covered under the health plan) have earned Level 1.
How do I schedule or change a health coaching appointment?
To schedule or change a health coaching appointment, contact TrestleTree customer service, 855.580.2797.

Can I set-up my TrestleTree health coaching appointment for January 2018 now?
Yes and there are a limited number of Health Coaching appointments available in December 2017 that will count toward meeting 2018 incentives. Reach out early to avoid the post-holiday rush by contacting TrestleTree customer service, 855.580.2797.

Where do I go for my appointments?
Health coaching may be conducted over the telephone or on-site. Your coach can call you at home, on your cell phone, during your lunch break at work, or you can call your coach at his/her direct phone number. You may also meet with your health coach by scheduled appointment in person on-campus.

How long will my appointment be?
Appointments range from 15-30 minutes. If you have a question about how long your appointment will be, contact TrestleTree customer service, 855.580.2797.

How often do I schedule appointments?
You and your coach will determine how often you will have appointments based on your individual needs.

How do I cancel or reschedule an appointment?
Contact TrestleTree customer service, 855.580.2797, at your earliest convenience if you need to reschedule your appointment.
Making goals the S.M.A.R.T. way

S.M.A.R.T. goals have become a popular tool for setting goals. People can find that their goals are big, unclear, overwhelming, and unreachable. As a result, they experience failure more than success, and get caught in a type of goal-setting cycle that goes nowhere. Over time they can begin to question their ability to change. Using S.M.A.R.T goals can help break this cycle and bring successful change.

We will look here at each part of this tool, spelled out by the acronym S.M.A.R.T.

S = Specific
Move the goal from being big and unclear to small, focused and detailed. Say “I want to lose 3-5 pounds each month for the next 6 months” instead of “I want to lose weight.”

M = Measurable
Incorporate details into the goal that provide you with a way to measure or track the goal. This step allows you to know if you are reaching this goal or not. Change “I will exercise 150 minutes a week” to “I will walk on the treadmill at a 3.5 mph pace for 30 minutes at 7:00pm Tuesday through Saturday.”

A = Achievable
Ask these two questions:
• Can I do this? This addresses your ability and resources.
• Is this a reasonable goal?

This involves being realistic about various aspects of your life, such as schedule demands, family, work, health, etc. It is better to start with a small realistic step that can build confidence and motivation than a huge leap that can end in failure and disappointment.

R = Relevant
Evaluate the significance of your goal. How will this goal impact your life? Is it important to you? What difference will it make if you meet this goal? When a goal is relevant to you, there is personal buy-in to the goal resulting in motivation to reach the goal.

T = Time-Bound
Set a time to start the goal and a time to complete the goal. List measurements to track at specific times to show progress toward the goal. Identify specific times for rewards to be given. Having these specific time-based elements incorporated into the goal helps you stay focused and motivated.

Start making goals for life the S.M.A.R.T. way! The information contained herein is provided for educational and informational purposes only and should not be construed as medical advice. You should consult your physician or health care provider before taking any new medication or supplement, undertaking any exercise program or diet regimen, or adhering to any of the health and wellness information or recommendations.
Important dates and deadlines for your year of fitness

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>December 1, 2017</td>
<td>First day TrestleTree Health Coaching appointments count for satisfying 2018 Level One incentive.</td>
</tr>
<tr>
<td>January 1, 2018</td>
<td>Date new Provant Portal becomes available. No re-registration required.</td>
</tr>
<tr>
<td>March 30, 2018</td>
<td>Last day to schedule a Health Coaching appointment in order to meet or beat the April 30 deadline for satisfying Level 1 incentive and receiving the optimum premium reduction. (Note: Level 1 may be satisfied up until November 30 with premium reduction applied at next available date)</td>
</tr>
<tr>
<td>April 30, 2018</td>
<td>Last day to satisfy Level 1 incentive and receive the optimum premium reduction.</td>
</tr>
<tr>
<td>November 30, 2018</td>
<td>Last day to satisfy Level 2 incentive and receive cash bonus. (Note: Last day to receive Level 1 as well and receive any premium reduction in 2018)</td>
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How do I stay current with my wellness program?

There are a variety of ways in which employees can remain engaged in their Wellness Program in terms of outreach and communications.

**Healthy & Maine Newsletter**

Launched in 2017, the Healthy & Maine quarterly newsletter is a great way to receive wellness and benefit updates, relevant coverage information and much more. Look for Healthy & Maine in your inbox. There are also special editions of the newsletter such as an Open Enrollment version designed to assist employees with particularly important process and protocol.

**wellness.maine.edu**

In browsing your Healthy & Maine newsletter, you will notice that much of the information presented in that electronic publication is hosted on the wellness.maine.edu web site. There you will also find additional information such as webinar and seminar schedules not to mention archived copies of the newsletter for your convenient reference.

**Email Reminders**

You may receive brief messages via your Google email account from the University of Maine System All Employees list-serv.

Taken in combination with some information that you will receive directly from our Wellness Program partners, there are a variety of outreach channels in place to ensure that you are always up to date.

Should you ever have any questions about your Wellness Program, you may mail wellness@maine.edu or get in touch with the Employee Benefits Center at benefits@maine.edu or 1-866-269-9635.
When in doubt, reach out!

<table>
<thead>
<tr>
<th>Contact</th>
<th>Customer Service</th>
<th>Topic</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TrestleTree</strong></td>
<td>855-580-2797</td>
<td>Coaching Questions</td>
<td>M – Th., 8 a.m. to 8 p.m., EST Friday, 8 a.m. – 6 p.m., EST</td>
</tr>
<tr>
<td><strong>Provant</strong></td>
<td>855-274-7387</td>
<td>Portal Questions riseup.provantone.com</td>
<td>M – F 7 a.m. to 6 p.m., EST Voicemail after hours</td>
</tr>
<tr>
<td><strong>UMS Employee Benefits Center</strong></td>
<td>866-269-9635 207-973-3373</td>
<td>Premium Questions maine.edu/benefits</td>
<td>M-F, 8 a.m. to 5 p.m., EST</td>
</tr>
<tr>
<td><strong>Cigna</strong></td>
<td>800-244-6224</td>
<td>Healthcare Benefits and Claims mycigna.com</td>
<td>24/7</td>
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