WHY WELLNESS MATTERS

Dear colleagues,

As the manager of health improvement, I am excited to introduce the 2017 Wellness Guide. The strength and success of an organization is contingent upon the health and well-being of its employees and we recognize that good health plays a critical role in your ability to make the most of your life at work and at home. Recently, we have forged a new partnership with TrestleTree to bring you a revitalized health coaching program. Health coaching will be tailored to each individual in the context of their health and life story. TrestleTree’s unique approach embraces a multi-behavioral, whole-person coaching philosophy.

We are offering a variety of resources to support your efforts to enhance healthy lifestyles that enrich your mind, body and spirit. I encourage you to read on and learn more about just how easy it is to commit to a transformational wellness experience, how convenient it can be, and how you can take an active step toward exploring a happier and healthier lifestyle. I encourage you to review this information carefully so you can take full advantage of the opportunities it offers. You will see additional information on our wellness initiatives as new activities are introduced and/or become available. I hope you enjoy reading this wellness guide and find the content inspiring for your efforts in achieving your health and wellness goals.

Joanna Fichthorn Rosebush, Ph.D., RD, LD
Manager of Health Improvement

Getting healthier is important, and it starts with you.
Welcome to the team

When it comes to delivering affordable and quality education to the people of Maine, nobody teams up 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 team member benefits from that same commitment to working together to achieve shared success.

By now, you are well on your way to meeting our new health coaching provider, TrestleTree, but their fresh, new programming is only one of many resources available to each and every employee desiring to pursue a healthier and happier lifestyle.

As you might imagine, no team succeeds on the strength of a single member alone and as talented as TrestleTree truly is, it takes more than just a proven coach to address the many and varied needs of our community.

Whether the question is about nutrition, exercise, disease management or even emotional or financial wellbeing, there are a variety of resources available within the University of Maine System wellness program to answer concerns and support important behavioral change.
WELLNESS NETWORK HUB (CONTINUED)

TrestleTree

Our new health coaching teammate is a proven winner. TrestleTree has consistently delivered positive outcomes on behalf of its clients and across a wide variety of different employment environments. Their tested game plan blends tried and true change practices that integrate core healthcare concepts with a scientific approach to encouraging new and supportive behaviors.

Customizing programs for individuals all along the motivational spectrum is in TrestleTree’s wheelhouse and it’s something their health coaches take pride in delivering on behalf of their clients. Built on relationships of trust, health coaching the TrestleTree way is more than merely dispensing health information and recipes. It’s about advice, accountability and highly targeted coaching for each and every team member.

Provant

You already know Provant as a dependable teammate that provides us with a super scoreboard on which to track our progress as well as opportunities to engage in exciting educational and motivational programming. The Provant Portal remains an essential element of the UMS wellness plan and if you are not already registered, now is the perfect time. Enjoy the new site and resources it has to offer and contact Provant customer service, 855.2RISEUP (855.274.7387) with questions.

How do I register for the Provant Portal?
1. Visit riseup.provantone.com and select “Sign up.”
2. 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 of a UMS employee, use the same EID number as your spouse employee, but your own first name and birth date.
3. Select “Terms of use” to review the terms. Select “I accept,” then click “Next.”
4. 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.
5. Complete the form with information such as your name, height, and activity level.
6. Choose and answer three security questions. These questions will be used if you forget your username or password in the future.
7. Click “Register.” You’ll automatically be logged and your registration is now complete.
Wellness champions and councils

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 and councils will be collaborating with TrestleTree, Provant, Cigna and other teammates to help deliver support for achieving your goals and objectives.

<table>
<thead>
<tr>
<th>Campus</th>
<th>Champion(s)</th>
<th>Email</th>
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<tbody>
<tr>
<td>UM</td>
<td>Colleen Gagnon</td>
<td><a href="mailto:cgagnon@maine.edu">cgagnon@maine.edu</a></td>
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<td></td>
<td>Bridget Gaug</td>
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<tr>
<td></td>
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<td><a href="mailto:brian.drisko@maine.edu">brian.drisko@maine.edu</a></td>
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<tr>
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<td>Jeanne Mathews</td>
<td><a href="mailto:jeanne.mathews@maine.edu">jeanne.mathews@maine.edu</a></td>
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<tr>
<td>UMS Bangor</td>
<td>Lori Googins</td>
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<tr>
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<td><a href="mailto:michael.colella@maine.edu">michael.colella@maine.edu</a></td>
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<tr>
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<tr>
<td>UMPI</td>
<td>Keli Marston</td>
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<td></td>
<td>Katie Mahoney</td>
<td><a href="mailto:katherine.mahoney@maine.edu">katherine.mahoney@maine.edu</a></td>
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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 them and share your feedback and ideas. Help them deliver the best wellness program possible.
Cigna

Every successful team needs a captain and Cigna provides more than just outstanding service in support of your health benefits. Together with its Employee Assistance Program (EAP), Cigna works in close cooperation with the University of Maine System wellness team to help lead the development and maintenance of a program designed to meet the expectations of employees and carry them along the way to healthier and happier lifestyles.

To learn more about the tools and resources Cigna offers with the important 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, healthy eating and more. Every team looks to a player that can fill a variety of roles depending upon the need. Look no further than Cigna EAP offering a number of services and opportunities.

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

• “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 that with an EAP representative

Getting in the game hub

As a University of Maine System employee, you are most assuredly one of its most valuable players and each of us brings a special talent or commitment in support of our shared success. It’s no different with our deep support team line-up. Opportunity for success comes from the combined strength of all our partners.

Those who have already made a commitment to bringing changes to their lifestyle know 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 teammates can play a pivotal role in supporting your pursuit of physical and emotional wellbeing.
As we all contemplate our health and wellness goals for the upcoming year, now is the perfect time to learn more about our brand new health coaching partner, TrestleTree, and their fresh 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.

**What exactly does that mean?**
Quite simply, it means that 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 after the turn of the year or want to discover just how easy it is to begin making changes in your lifestyle by trying health coaching the TrestleTree way, here is some information that will be helpful for you moving forward.

You can contact TrestleTree customer service at 855.580.2797.
INCENTIVES

Get started with Level 1

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

Complete one of the choices below:

1. **Participate in the TrestleTree health coaching program** (in person or telephonically)
   Coaching appointments may be scheduled in December 2016 for the upcoming calendar year.

2. **Complete one of the following preventive care appointments:**
   - Annual physical
   - Routine OB/GYN visit
   - Mammogram
   - Cervical cancer screening
   - Colonoscopy

**Important dates and criteria**

For optimum award, Level 1 should be completed between January 1 and April 30, 2017. However, Level 1 may be completed anytime through November 30, 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.
INCENTIVES (CONTINUED)

Start working on Level 2
Level 2 credit is contingent on the employee and his or her spouse/domestic partner enrolled in the Cigna medical plan completing Level 1.

Complete one of the choices below:

1. Complete the TrestleTree health coaching program (in person or telephonically)
2. Complete a multi-session program
   See page 11 for a more detailed look at multi-session programs.
3. Complete one of four Provant Portal challenges
   See page 12 for a more detailed look at Provant Portal challenges.
4. Complete any one Provant Portal workshop with two or more sessions
   Visit riseup.provantone.com to view the available workshops.
5. Participate in an approved campus community event
   Campus community events will now need to be approved prior to participation to receive Level 2 credit.
   Fill out the google form 30 days prior to the event.
6. Complete a 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
Once you have completed Level 1, you can pick an option for Level 2. You must complete Level 2 sometime between January 3, 2017 and November 30, 2017 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.
Multi-session programs

As a result of your feedback and suggestions, we are offering enhanced Level 2 program selections. We understand that you want Level 2 activities to truly reflect your level of engagement. Examples of multi-session programs that qualify for Level 2 completion are listed below. However, this is not a comprehensive list and some of the multi-session programs are campus-specific. We want you to engage in programming that is meaningful to you, and improves your health and sense of well-being. Other multi-session programs will be considered on a case-by-case basis and will need to be pre-approved. Multi-session programs that have a strong likelihood of being accepted will be six weeks or longer in duration and can be verified by the 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 on engagement and, therefore, program attendance requirements must be satisfied.

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

Click here to complete the multi-session program form.

**I submitted a multi-session program for pre-approval. How will I know if it has been approved?**

The form includes contact information. We will contact you to advise you whether your program has been approved.

**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 appear on your portal on a quarterly basis.
### Provant Portal challenges

<table>
<thead>
<tr>
<th>Program name</th>
<th>Recommended timing</th>
<th>Program description</th>
</tr>
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<tbody>
<tr>
<td>Feel like a million</td>
<td>January 9–February 19, 2017 (6 weeks)</td>
<td>Focus is on 5 core areas — Moving Matters, Food to Fuel, Better Balance, On Purpose, and Potpourri (unrelated, yet important activities like getting enough sleep, expressing gratitude, volunteering). Participants will work to collect a virtual $1 million in this fun retro game show themed challenge.</td>
</tr>
<tr>
<td></td>
<td>Register from January 3- January 16, 2017</td>
<td></td>
</tr>
<tr>
<td>HealthTrails</td>
<td>April 3–May 14, 2017 (6 weeks)</td>
<td>Each time you record a HealthTrails activity you move along the trail. As you progress you’ll see great images and vivid descriptions of that location as if you’re right there. It’s a fun, effective way to track health habits because you actually see your progress each time you record an activity. The goal is to travel more than 300 virtual miles along one or more trails — there are six to choose from with distances ranging from 165–1,102 miles.</td>
</tr>
<tr>
<td></td>
<td>Register from March 20- April 10, 2017</td>
<td></td>
</tr>
<tr>
<td>Colorful choices</td>
<td>July 10–August 20, 2017 (6 weeks)</td>
<td>The goal is for participants to put produce first — with a colorful variety of at least five produce servings a day, including a minimum of three vegetables.</td>
</tr>
<tr>
<td></td>
<td>Register from June 26- July 7, 2017</td>
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<tr>
<td>Walktober</td>
<td>October 2–November 12, 2017 (6 weeks)</td>
<td>A fun, interactive trail to track steps. Participants will collect red, orange and gold leaves along the way.</td>
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<tr>
<td></td>
<td>Register from September 18-October 9, 2017</td>
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</table>
It isn’t always easy to stay committed to your health and wellness goals and staying on track sometimes requires a little extra guidance. Your health coach will help you develop an individualized program to achieve 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 motivators and barriers.

Working with your TestleTree 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?
To the left are the health coaches. You can read about each coach on the homepage of your Provant portal by selecting “Meet the coaches” or read their brief bios on the following page.

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 TestleTree’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 TestleTree representative will contact you to reschedule.

I want to participate in health coaching to earn the Level 2 incentive. When should I schedule my appointments?
We ask that you enroll in the TestleTree health coaching program by September 15, 2017 in order to allow adequate time to work with your health coach to receive the Level 2 incentive.
Meet the coaches

**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 pickleball. Lynn is looking forward to focusing on health and wellness and welcomes this 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 enjoys fishing, hiking, running and spending time with her husband. Hilary is committed to walking along side others while making life long 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.
**LEVEL 1 QUESTIONS**

**What are the requirements for Level 1 this year?**
Review the table on page 9 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.

**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?**
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 important forms.

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 due to the fact that there is a time delay of approximately 4–6 weeks between your preventive screening and Provant receiving a file feed from Cigna.

**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 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 applicable) 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.

I am currently paying the incentive rate and want to avoid an increase in my premium. Will my premium increase if I meet the 2017 Level 1 program as of April 30?
No, the 2017 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 at a later 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 the earliest deadline for Level 1 completion?
The earliest deadline for completing the Level 1 requirement is April 30, 2017. 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 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.

What is the date range for annual preventive care appointments?
Preventive care appointments that occur between April 1, 2016 and November 30, 2017 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 dependent have met the Level 1 requirements. Provant updates completions on a monthly basis.

I am currently paying the higher nonincentive 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 QUESTIONS

How do I complete Level 2?
Review the table on page 10.

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 applicable) 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 applicable) have earned Level 1.

Can I complete and receive the Level 2 incentive if I have not competed 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 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, 2017. 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 2017?
If you created a user name and login for the Provant portal in 2016 you can use the same credentials to login to the portal in 2017. If you did not create an account on the Provant portal in 2016, follow the directions found on page 5.

I forgot my user name and/or password. What should I do?
You can recover your password, username or both by visiting riseup.provantine.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. UMS 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 or coaching appointments?
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, 2017?
If you add a spouse/domestic partner to your health plan after January 1, 2017, 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, 2017?
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, 2017?
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 applicable) 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 applicable) have earned Level 1.

**TRESTLETREE COACHING QUESTIONS**

How do I schedule or change a health coaching appointment?
To schedule or change a health coaching appointment, contact TestleTree customer service, 855.580.2797.
Can I set-up my TrestleTree health coaching appointment for January 2017 now?
Yes. While there will be no health coaching offered during the month of December, there are appointments available beginning after the turn of the year. 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.

HAVE MORE QUESTIONS?

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<tr>
<td>TrestleTree</td>
<td>855.580.2797</td>
<td>Coaching questions</td>
<td>Monday–Thursday, 8 a.m.–8 p.m. EST, Friday, 8 a.m.–6 p.m. EST</td>
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<td>Provant</td>
<td>855.274.7387</td>
<td>Portal questions</td>
<td>Monday–Friday, 7 a.m.–6 p.m. EST, Voicemail system for after hours</td>
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<td>riseup.provantone.com</td>
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<tr>
<td>UMS Employee Benefits Center</td>
<td>866.269.9635</td>
<td>Premium questions</td>
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<td>207.973.3373</td>
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<td>maine.edu/benefits</td>
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<td>Cigna</td>
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Campus Equal Opportunity Director or the Director of Equity & Diversity University of Maine System 16 Central Street Bangor, Maine 04401 Voice 207.973.3372 TTY 207.973.3262.