Please be aware of ongoing COVID-19 Updates to your UMS Wellness Program and check out the latest news and information at wellness.maine.edu/home

2021 Guide for University of Maine System Employees

Wellness

Your Health and Wellness Have Never Been More Important

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Welcome to the updated 2021 Wellness Guide.

What a challenging year for all of us in 2020 with so many changes, adjustments, and new professional and personal demands upon our time.

Competition for our focus upon wellness was fierce. Yet, hundreds of you stayed the course maintained your commitment to achieving a healthier and happier lifestyle, and consistently participated in such programs as TrestleTree Health Coaching, the exciting new Omada offering, and innovative campus activities too. You exercised, lost weight, improved your nutrition, completed preventive visits and screenings, and took advantage of Level 1 and Level 2 incentives to lower your health care premiums.

Bravo!

As you may recall, the circumstances surrounding the COVID-19 pandemic prompted some temporary adjustments to our MotivateMe Wellness Program. Effective in March, employees who met their Level 1 requirement in 2019 realized extended reduction of their premiums through December 31, 2020. New employees likewise found accommodation within the program and all enjoyed the stability of the November 30 deadline for earning the Level 2 incentive of a $100 taxable cash reward.

And so, what about UMS Wellness in 2021?

This year, the University of Maine System Wellness Program will again offer incentives to participate. Beginning as early as December 1, 2020, employees are invited to begin scheduling Health Coaching appointments to meet next year’s requirements, and this Guide contains important information on deadlines designed to enable more to join in the pursuit of health and wellness than ever before. Please make a note of those as you review this updated edition and also pause to learn more about support rendered by our health network partners, Cigna, TrestleTree, Omada, TIAA and don’t forget your campus Wellness Champions too.

As always, should you have any questions, please don’t hesitate to contact your Employee Benefits Center at benefits@maine.edu or 207-973-3373.

Best Wishes,

Frederick Meserve

Frederick Meserve
Employee Benefits and Wellness Manager
University of Maine System
Our Shared Investment in Wellness!

In the health care world, you have fully insured and self-insured plans. On a fully insured plan, the carrier (Aetna, Cigna, Anthem, etc.) is responsible for claim costs that exceed projections. On a self-insured plan, the employer pays all claims and is responsible for claim costs that exceed projections.

UMS is a self-insured employer, so all claims incurred by employees and their dependents are paid from University resources. UMS pays a small administrative fee to Cigna to administer the plan and adjudicate claims. Current annual health plan costs are approximately $98 million and UMS employees enthusiastically embracing Wellness initiatives have assisted in effectively managing the cost of these benefits.
How to make a difference: One area in which we are attempting to improve communications is by helping employees become more aware that as a self-insured employer, UMS, and we (as employees) are paying the claim expenses incurred by employees and dependents. If we can slow the rate of increase in those costs, dollars that otherwise might have been spent on health plan costs could be made available for other priorities.

Toward that end, assisting employees and their dependents to become as healthy as they can be given their particular health circumstances through the UMS Wellness Program is one important way to help slow the rate of increase in health costs.

Viewed in a very specific way, just as an employee’s decision to access Telehealth or Urgent Care versus an emergency room visit has a positive impact upon our self-insured bottom line, so too an active participation in wellness stands to have a potential effect upon collective health care expenditures as well.

How the Employee Health Plan Task Force (EHPTF) Contributes: EHPTF is a joint labor-management group with representation from all of the bargaining units as well as non-represented employees. EHPTF meets monthly and their charge from the Chancellor is to review the UMS health plans and make recommendations to assist UMS (and all of us since our health plans are self-insured) in slowing the rate of increase in health care costs.

One focus, one purpose: That is why the primary objective of the Wellness Program is to assist employees and their dependents in becoming as healthy as they can be. That does not mean that everyone should be able to run a marathon, but rather it is to help employees and their dependents become as healthy as they can be based on their own individual circumstances.

Employees and their dependents are encouraged to have an annual wellness visit with their Primary Care Physician (PCP) as well as applicable preventive screenings. Healthier employees will (hopefully) be happier employees — and, if they are healthier, it should translate to improved productivity, less absenteeism, as well as early identification and treatment of conditions. The ultimate by-product of healthier employees and their dependents is to slow the rate of increase in UMS’ health costs.
It’s Working!

Over the last two and a half years, UMS has seen a dramatic increase in engagement of employees utilizing the coaching component of wellness. Outcomes include weight reduction, improved nutrition, expanded exercise, lower levels in blood pressure, cholesterol, and HbA1c and tobacco cessation.

TrestleTree, our Health Coaching partner, estimates lower costs to the University of Maine System through December 2019 of $1,738,825 based on the following:

- Cost savings from weight reduction was determined by looking at the population beginning with a BMI greater than or equal to 30 that had a clinically significant weight loss of 5% or greater. Cost savings were determined using a weighting based upon beginning BMI and extent weight loss and annualized from the date that the target weight loss reduction was achieved.1

- Cost savings from reduction of Hemoglobin A1c was determined by looking at the Health Coaching population presenting with an HbA1c greater than or equal to 7% who reduced Hemoglobin A1c levels. Cost savings were estimated using a weighting based upon beginning HbA1c and extent of HbA1c reduction, then annualized from the date that the target reduction level was achieved.2

- Cost savings from tobacco cessation were determined based upon assigning a cost savings of $1,623 on medical expenditures and $1,760 cost savings on productivity for individuals who successfully quit using tobacco and annualized from the quit date.3

- Cost savings from exercise was determined based upon a cost savings of $2,200 for individuals aged 40–70 who went from inactive to engaging in some form of regular exercise.4

Admittedly, it is very difficult to draw a linear connection to the health plans from examples of improved health since it is nearly impossible to say how many heart attacks, strokes, cancers, etc. were prevented by someone improving their health status or how many conditions were identified and treated early. However, as we hope you will agree, a strong case may be made that having a healthier employee population can contribute to lower health plan costs and savings for all with a shared investment in wellness.

References

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

UMS Wellness is actually a dynamic network of support that not only includes health insurance cornerstone Cigna, but Health Coaching colleagues at TrestleTree as well. In addition, there is a core group of dedicated volunteer Wellness Champions on campuses committed to encouraging their colleagues to take the plunge or take it to the next level.

By now, you may have already met our partners at TrestleTree. Their fresh and innovative approach to providing wellness programming is only one of the many resources available to each benefit-eligible employee and adult dependents covered under the plan who truly desire to pursue a happier and healthier lifestyle.

Whether your interest is in nutrition, exercise or even emotional or financial well-being, there is a variety of resources available within the University of Maine System Wellness Program to answer concerns and support your efforts to achieve positive change.

Learn more about how you and your family fit into this powerful partnership and how to take the greatest advantage of its multiple resources to achieve your work/life balance.
Every successful network has a cornerstone or foundation upon which the structure is built and the relationship between the University of Maine System MotivateMe Wellness Program and its health care partner Cigna supports your efforts to achieve a healthier and happier lifestyle.

Familiar steps pave the way forward to good health and fitness. Your own commitment earns incentive rewards at the same time with optimum premium reductions available to those who meet or beat the November 30, 2021 deadline.

Preventive Goals:

**Level 1 — Complete annual physical (preventive care)**
Available: 04/01/2020–04/30/2021
A preventive exam is used to reinforce good health and address potential and chronic problems. Get your physical. You will be credited when your claim is processed.

**Level 1 — Get a colon cancer screening (preventive care)**
Available: 04/01/2020–04/30/2021
Colon cancer is treatable when detected early. Get tested. You will be credited when your claim is processed.

**Level 1 — Get a prostate cancer screening (preventive care)**
Available: 04/01/2020–04/30/2021
A prostate screening can detect changes that lead to prostate cancer. Get tested. You will be credited when your claim is processed.

**Level 1 — Have an annual OB/GYN exam (preventive care)**
Available: 04/01/2020–04/30/2021
An OB/GYN exam can detect early ovarian and cervical cancers, HPV (human papillomavirus), breast cancer and more. Have an exam. You will be credited when your claim is processed.

**Level 1 — Have a mammogram (preventive care)**
Available: 04/01/2020–04/30/2021
Up to 88% of breast cancers are found using mammogram tests. Get tested. You will be credited when your claim is processed.

Remember, to complete Level 1 you may also elect to complete a TrestleTree Health Coaching session as well. Keep in mind, optimum premium reduction can be earned by meeting the April 30, 2021 deadline, but Level 1 credit is available to November 30, 2021.
Level 2 and You

Just as Level 1 promises a familiar path to meeting incentive requirements and reducing your health care premiums, Level 2 should feel very familiar as well. There are a variety of activities and programs available to match your fitness goals and objectives and keep you moving toward good health and fitness while earning the $100 taxable cash reward.

Level 2 — $100 Employer's Award — Complete TrestleTree Coaching program
Available: 01/01/2021–11/30/2021

Level 2 — $100 Employer's Award — Complete a single-session or a multi-session program or a campus/community event
Available: 01/01/2021–11/30/2021
Offered through your University of Maine Wellness Program. For more information on how to submit a program for approval or how to participate, please refer to your Wellness Guide.

Level 2 — $100 Employer’s Award — Complete Phase One of the new Omada program
Available 01/01/2021 – 11/30/2021
Omada is a breakthrough digital program that surrounds you with everything you need to build health habits that actually stick. This offering for 2021 is available for UMS health plan members who qualify.*

Level 2 — $100 Employer’s Award — Cigna MotivateMe Online Program
Available 01/01/2021 – 11/30/2021
Available on myCigna.com’s Wellness pages, you will find a full menu of additional Level 2 options that include self-guided nutrition, exercise, positivity, and weight and stress management.

*Omada eligibility and participation limited to those who complete a voluntary one-minute health test at omadahealth.com/UMS beginning December 1, 2020. Health data is for the purposes of eligibility only and is not shared or otherwise distributed beyond Omada’s automated eligibility tool and is for enrollment purposes exclusively.
Tracking Your Progress at myCigna.com

Whether you have just visited your primary care physician for your annual exam, completed a coaching appointment or participated in a campus/community or multi-session program, it’s fun to see how far you’ve come, but it’s also a key component of the MotivateMe experience.

Thanks to technological advances and enhanced data compatibility available from Cigna via MotivateMe, UMS Wellness offers those covered under the health plan a more responsive one-stop process for tracking and credit than ever before.

University of Maine System employees now experience quicker credit for meeting their Level 1 and Level 2 incentives not to mention more convenient processing of preventive care and health screenings and easier documentation of participation in Level 2 campus and community events.

It begins at myCigna.com! Not registered? Complete these easy steps to set yourself up for success in the MotivateMe Wellness Program:

• First, grab your Cigna I.D. card and locate your I.D. number.
• Go to myCigna.com and click on “Register Now”
• Follow the steps provided that include creating an individual User Name and Password.

While you are creating your own individual access to myCigna.com, keep in mind that your spouse/partner is also in the Cigna system as covered on your plan and they are capable of creating their own account that will enable them to track their individual progress towards meeting wellness goals and incentives for 2021 as well. They just complete the steps outlined to register.

If you have forgotten your Username and/or Password, please click on “Forgot User ID or Forgot Password.” For additional help, please contact Cigna customer service at 1-800-Cigna24 (244.6224)

WHERE DO I GO TO REGISTER FOR myCigna.com?
Head straight to myCigna.com via your browser, and click on “Register”.

WHAT KIND OF INFORMATION MUST I PROVIDE TO REGISTER?
Why? Your myCigna is specific to you, your healthcare coverage and needs.
Navigating Your Wellness Platform has Never Been Easier….or Faster!

Now that you are registered at myCigna.com, you will want to go directly to your MotivateMe Wellness platform and here is how.

Once you have arrived, your path to the MotivateMe Wellness Program continues by hovering your cursor over either “Coverage” or “Wellness” where you will find important information on programming, tracking incentive progress, Cigna’s Health Coaching options, and the Employee Assistance Program, (EAP).

That one simple click on “Coverage” brings you to a terrific resource for you and your family featuring everything from Emotional Health and Family Support to Home Life Referrals to Financial and Legal Assistance and Job and Career Support. In addition, don’t forget, anyone in your household can use EAP services!
Moving from the “Coverage” link to the “Wellness” tab, you’ll find a wealth of material to assist you in achieving your health and fitness goals. Whether it’s “Health Topics” or the ability to track your progress, the “Wellness” tab is well worth your attention.

Also available on the “Wellness” tab are listings of Cigna-sponsored Level 2 activities to advance your health and fitness plan for 2021. Topics include Food, Exercise, Weight Management, Stress, Sleep and Prevention.
MotivateMe Platform Questions

Do I have to participate in the UMS Wellness Program?
Participation in the Wellness Program is completely voluntary. However, participating in the UMS Wellness Program affords you and your family members the opportunity to learn more about your health and realize some helpful incentive goals.

Do I need to set-up a new account on the Cigna MotivateMe site in 2021?
If you are already signed on to the myCigna.com site, nothing further is required. If you have not already signed on, you will need to create your myCigna.com User Name and Login for 2021.

I forgot my User Name and/or Password. What should I do?
If you have registered at one time, but forgotten your Username and/or Password, please click on “Forgot User ID or Forgot Password.” For additional help, please contact Cigna Customer Service at 1-800-Cigna24 (244.6224)

What if I am having trouble accessing the myCigna.com site?
If you are experiencing problems in accessing your myCigna.com site, please contact Cigna directly for assistance.

Are the tools and resources on the Cigna MotivateMe and myCigna.com sites private?
Yes. Your use of the Cigna sites is completely confidential. Anything you input or participate in (such as Level 2 activities) is private.

How do Cigna and TrestleTree protect my privacy?
All 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 MotivateMe site and that I have completed preventive care appointments, Coaching appointments and/or Level 2 activities?
Completions are continually uploaded in your Cigna/MotivateMe (or incentive) site. Preventive incentives may take up to three weeks to show up on the incentives page after processing by Cigna. Campus activity achievements are uploaded quarterly.

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

What if I add a spouse/domestic partner after January 1, 2021?
If you add a spouse/domestic partner to your health plan after January 1, 2021, you are still eligible to receive the lower incentive premium. Your spouse/domestic partner can still participate in the UMS Wellness Program and may earn the Level 2 incentive.
MotivateMe Platform Questions continued

Can my spouse/domestic partner access the site if the spouse/domestic partner is added to my plan mid-campaign?
Yes. the spouse/domestic partner will have access to the Cigna MotivateMe wellness site and Health Coaching by activating their myCigna.com account. This includes being able to see their achieved incentives as well.

What if I remove a spouse/domestic partner after January 1, 2021?
You may contact the Employee Benefits Center at benefits@maine.edu 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 are 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?
You will be able to see all Level 2 opportunities on the web site immediately; however, you and your spouse/partner (if applicable) will only earn the incentive reward once you both have completed Level 1.
Why a TrestleTree Health Coach may be just your ticket...

Whether you have considered engaging in Health Coaching with TrestleTree or not, there is no better time than right now to find out more as you look ahead to an active and healthy 2021. Their fresh, innovative, and responsive approach to supporting individual efforts to achieve a healthier and happier lifestyle is always worthy of consideration.

Since 2001, 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 is why you will find no cookie-cutter interactions. Your confidential, one-on-one partnership with your TrestleTree Health Coach is results-oriented with the emphasis upon results realistic and specific to you.

What exactly does that mean?

Quite simply, it means your specially trained Health Coach is there to listen. They will want to learn not only what you would like to accomplish, but also 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 developing 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 TrestleTree Health Coach as early as December 1, 2020, or want to learn more, there is an online address you should visit and a telephone number you should write down:

[website] 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!

“I get a sense that my Health Coach is genuinely invested in his clients. He is positive and adapts well to emergency circumstances so that even when I don’t stay on track I still feel encouraged.”
Can Health Coaching Really Work for Me?

It is not 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. No matter what is going on in your life, your Coach will work with you to develop actions and goals to drive positive behavior change.

Who are the Health Coaches?
Your Health Coaching professionals are available to you to provide support, expertise, and guidance along your way to physical and emotional well-being. Available by telephonic connection during challenging times, 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 thirty minutes. 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.

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, 2020 and no later than March 30, 2021 for applying coaching toward earning your Level 1 incentive. Appointments completed before April 30, 2021 will count 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, 2021 in order to ensure meeting the November 30, 2021 deadline.

“My issue has been dealing with stress and my Coach has helped me to slow down and to get my life back under control. I am thankful I have participated in Health Coaching over the past 3 years. I believe this is what has kept me in a holding pattern with weight during this difficult time. If it was not for the Health Coaching program, I know I’d be looking at significant weight gain.”
Meet Your Health Coaches

Joe DiSalvo

DiSalvo received his Master of Science in Human Performance from Ithaca College in New York. Joe earned his Bachelor of Science in Exercise Science from Saint Joseph’s College of Maine. Joe comes to UMS with five years of collegiate coaching experience in cross country and track and field. He worked as both a head coach as well as an assistant coach at the collegiate level. Utilizing his education and previous coaching experience, Joe focuses on the relationship of psychology and physiology and how success can be achieved utilizing a holistic approach.

“I am excited to be a part of this great community. Striving toward healthier living is always an exciting journey, and I enjoy utilizing a holistic approach to continue to make our University of Maine campuses as healthy as can be!”

Kyle St. Peter

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 worked as a personal trainer, strength and conditioning coach as well as in the physical, occupational, respiratory, and cardiac rehabilitation fields assisting in education programs and rehabilitation protocols. In his spare time, he enjoys snow-boarding, meditating, and spending time with friends and family. Kyle is committed to helping others make lifestyle changes that will lead to lasting health and happiness.

“Some of my favorite moments from Health Coaching are when I’m working with a participant on a specific health goal – such as limiting snacking before bed. With this simple adjustment, they were able to lose weight and improve their sleep habits as well. It led them to feeling better and less stressed throughout the day. They improved their overall health and happiness without even trying. Those moments are the best.”
The Health Coaching professionals at TrestleTree not only provide support for pursuing healthier and happier lifestyles in individual sessions, they offer their expertise in a popular series of webinars. Based upon the areas of greatest interest to our employees, these webinars are approved to meet Level 2 incentives for 2021 with your participation automatically documented in MotivateMe at myCigna.com.

**The schedule for 2021 webinars:**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Date</th>
<th>Time</th>
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<tr>
<td>Setting Goals and Sticking to Them</td>
<td>Thursday, March 18, 2021</td>
<td>2–3 p.m.</td>
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<tr>
<td>Intentional Exercise</td>
<td>Tuesday, June 15, 2021</td>
<td>6–7 p.m.</td>
</tr>
<tr>
<td>Maintaining Good Nutrition During Times of Stress</td>
<td>Wednesday, September 15, 2021</td>
<td>2–3 p.m.</td>
</tr>
<tr>
<td>The Impact of Stress and Sleep on Health</td>
<td>Monday, November 15, 2021</td>
<td>6–7 p.m.</td>
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Look for your invitation in email as the date of each webinar approaches or check the University of Maine Wellness program website at:

[wellness.maine.edu/home](https://wellness.maine.edu/home)
How do I schedule or change a Health Coaching appointment?
To schedule or change a Health Coaching appointment, contact TrestleTree customer service, 1-855-580-2797.

Can I set-up my TrestleTree Health Coaching appointment for January 2021 before the turn of the year?
Yes and there are a limited number of Health Coaching appointments available in December 2020 that will count toward meeting 2021 incentives. Reach out early to avoid the post-holiday rush by contacting TrestleTree customer service, 1-855-580-2797.

How are my appointments conducted?
Health Coaching appointments are conducted over the telephone. 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.

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, 1-855-580-2797.

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, 1-855-580-2797 if you need to reschedule your appointment.
Participation in the UMS 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 taxable cash incentive, both the employee and spouse/domestic partner (if applicable) enrolled in the UMS Cigna medical plan must complete Level 1.

To satisfy Level 1, complete one of the choices below:

Participate in the TrestleTree Health Coaching Program
Coaching appointments may be scheduled as early as December 1, 2020 to count toward satisfying the incentive for the upcoming year.

Complete a Preventive Care Appointment
Complete one of the following preventive care appointments anytime from April 1, 2020 through April 30, 2021:

- Annual physical
- Routine OB/GYN visit
- Mammogram
- Prostate cancer screening
- Colonoscopy

Your preventive care appointment will automatically be credited to the MotivateMe Cigna platform once submitted by your Primary Care Physician (PCP’s) office and processed by Cigna.

Important dates and criteria:
For optimum reward and reduction of medical plan premiums, Level 1 Coaching should be completed between December 1, 2020 and April 30, 2021. However, Level 1 may be completed anytime through November 30, 2021 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, call the Employee Benefits Center at 1-866-269-9635, reach out to Cigna at 1-800-244-6224 or click to chat on myCigna.com.

Note: If you have already had your annual preventive care or wellness visit, it will be automatically credited to the MotivateMe platform once submitted by your PCP and processed by Cigna.
Frequently Asked Questions about Level 1

What are the requirements for Level 1 this year?
Review the table on page 6 for Level 1 incentive information.

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. Cigna will credit MotivateMe automatically once they receive the claim submission and process the claim. There is no need to complete the preventive care form if you have had your annual preventive care or wellness visit in a timely manner. Please note that it may take up to three weeks for your preventive or wellness visit to be credited to the site once Cigna has processed your claim.

What if I have an annual preventive care appointment in April? Should I bring the preventive care appointment form to my doctor’s appointment?
If your annual preventive care or wellness visit occurs close to the April 30, 2021 date, only then is it recommended that you have your physician fill out, sign and return a preventive care appointment form to Cigna for any preventive care appointment scheduled in April. The preventive care appointment form can be found on the UMS Wellness site.

A number of factors determine when Cigna 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) and when Cigna processed the claim(s). Unfortunately, any delay in either of these steps would potentially delay the information from being updated in Cigna’s MotivateMe tracking.

How does the information from my annual preventive care appointment get to Cigna?
Your preventive care appointment will be sent to Cigna by your Primary Care Physician, (PCP), and Cigna will automatically upload that to MotivateMe once the claim has been processed by Cigna. Again, credit for your preventive or wellness visit may take up to three weeks to appear as completed after Cigna has processed your claim.

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 a suitable time. 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. In order to ensure that your Coaching appointment occurs by the April deadline, you must arrange for your appointment no later than the end of March 2021.

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 does not appear in time and I experience an increased premium?

If you meet all requirements by the April 30 deadline, Cigna will update MotivateMe 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 your status and that of your spouse/domestic partner (if applicable). UMS Wellness Program status. If you disagree with the information received by the UMS Employee Benefits Center, contact Cigna using the toll-free customer service number on your Cigna health care card to determine your status according to its records. Cigna 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 Cigna MotivateMe does not show credit after mid-May, you should have your physician's office complete the preventive care appointment form and fax it to the Employee Benefits Center as soon as possible (207-561-3454). Contact the UMS Employee Benefits Center to request an extension as well.

I am currently paying the incentive rate and want to avoid an increase in my premium. Will my premium increase if I meet the 2021 Level 1 program as of April 30?

The 2021 program deadline for receiving optimum medical plan premium reduction 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 UMS Wellness Program 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, 2021. 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, 2021 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 UMS Wellness Program incentive schedule.

What is the date range for annual preventive care appointments?

Preventive care appointments that occur between April 1, 2020 and November 30, 2021 count toward the Level 1 incentive requirement.

Note: In order to arrange a Coaching appointment by the April 30, 2021 date, you must arrange for the appointment no later than March 31, 2021.
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 Cigna MotivateMe when both you and your spouse/domestic partner (if enrolled in the Cigna medical plan and eligible to participate in the UMS Wellness Program) have successfully met the Level 1 requirements.

Will I receive communication from the UMS Employee Benefit Center (EBC) regarding my Level 1 status?
You will receive notification from the EBC 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. You may also go to Cigna MotivateMe to check on your Level 1 status.

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.
Incentives — I Have Completed Level 1, What About Level 2?

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

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

**Complete the TrestleTree Health Coaching program**
You can make that appointment by calling TrestleTree at 1-855-580-2797.

**Complete any one of the quarterly TrestleTree webinars. (See schedule on Page 17)**

**Complete a Multi-Session program**
Campus Multi-Session programs must be pre-approved for Level 2 credit. Work through your campus Wellness Champion to submit proposals for review by the MotivateMe Wellness team at wellness@maine.edu. See Page 24 for a more detailed look at Multi-Session programs and how to ensure credit toward Level 2.

**Participate in an approved Campus/Community event.**
Just like Multi-Session programs, Campus/Community events must gain pre-approval from the MotivateMe Wellness Team prior to the date of the activity. Work through your campus Wellness Champion to submit proposals via wellness@maine.edu and see FAQs for tips on how to ensure proper credit toward your Level 2 incentive.

**Complete Phase 1 of the Omada program.**
The Omada program features a digital program in support of your building healthy habits that stick for UMS health plan members who qualify.* Look for information how to participate in your email. Your participation will be automatically tracked into MotivateMe for appropriate Level 2 credit.

**Complete a Cigna Level 2 activity**
Visit myCigna.com and hover over “Wellness.” Select from a wide variety of possibilities such as programs for nutrition, exercise, positive outlook, weight control and stress management.

**Important dates and criteria**
Once you have completed Level 1, pick an option for Level 2. You must complete Level 2 sometime between December 1, 2020 and November 30, 2021 to receive credit.

**Award**
Participants completing one of the options listed above will receive a $100 incentive payment in their December paycheck. The IRS considers this payment taxable income. Employees and their spouse/domestic partner can earn their incentives separately for Level 2 for a total of $200 (taxable).

*Omada eligibility and participation limited to those who complete a voluntary one-minute health test at omadahealth.com/UMS. Health data is for the purposes of eligibility only and is not shared or otherwise distributed beyond Omada’s automated eligibility tool and is for enrollment purposes exclusively.
What is a Multi-Session Program?

One of the outstanding features of MotivateMe is a growing dynamic of feedback and interaction that has resulted in the development of campus-specific events and activities. Understanding that you are interested in engaging in enhanced Level 2 selections, multi-session series of events take place on a regular basis.

An example of a multi-session event might be UMFK’s Zumba or Ongoing Yoga at UMA-Bangor. The idea is to feature events and activities that are meaningful to you and improve your health and sense of well-being at the same time.

Do you have an idea for a multi-session activity? Multi-session programs will be considered on a case-by-case basis and require pre-approval. Program proposals that have a strong likelihood of being accepted should be six weeks or longer in duration and verifiable by the sponsoring organization.

If you have a program that you would like to submit, contact your Wellness Champion providing the following information:

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

While MotivateMe Wellness encourages 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. Keep in mind Level 2 completion is awarded based upon engagement and, therefore, program attendance requirements must be satisfied.

I submitted a multi-session program for pre-approval. How will I know if it is approved?
The form will be reviewed and its status will be shared with you by your Wellness Champion.

How do I verify my completion of a multi-session series or program?
The organizer of your program will instruct you on how to complete the Level 2 Campus/Community Event participation form for submission to UMS Wellness for appropriate credit.

I have completed an approved multi-session program. When will my Level 2 completion appear in the MotivateMe portal?
Multi-session program completions will be uploaded and available for review on the myCigna.com Wellness portal on a quarterly basis.
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 an activity to complete together. Examples of this might be Introduction to Pickleball at UMM or the annual Bradbury Mountain Hike at USM.

Like a multi-session event, a campus community event proposal must be forwarded to your Wellness Champion to begin the review process and approval in advance to ensure it will satisfy the Level 2 standard for participation and credit toward receiving the incentive reward.

Once approved, event coordinators may promote the event as a pre-approved campus/community event. Upon completion of the event/activity, individual participants complete the applicable form using the same procedure as noted above for multi-session activities where they can verify participation and complete and submit the Level 2 Campus/Community participation form.

Single session campus/community event completions will be uploaded and available for review on the MotivateMe portal on a quarterly basis.

Note: In order to receive the Level 2 taxable incentive in December, 2021, you (and your spouse/domestic partner if covered under the health plan) must have completed Level 1.
Wellness Habits That Last

Once again in 2021, benefits-eligible employees and their adult dependents who qualify will be eligible for an exciting addition to the MotivateMe Wellness program.

Welcome to Omada!
It’s an approach to wellness based upon behavioral medicine and scientific testing and it builds healthy habits that you can learn for a lifetime.

For UMS community members enrolled in the University of Maine System health plan and their covered adult dependents, Omada is an invaluable option for those at risk for diabetes and heart disease and at no additional cost.

Not certain if those health factors should concern you?
There is a fast and convenient way to discover if Omada can help you and your spouse/domestic partner change the way you think about eating, activity, sleep, or stress and assist you to establish healthier habits you can sustain over time.

A one-minute health test can determine if you are a candidate for the benefits of Omada.
Want to learn more?
Visit omadahealth.com/UMS for more information.

“There is a lot of support. I know I can always reach out to my coach or the group for understanding, support and ideas. Hearing other people’s struggles lets me know I am not alone. I am not expected to post my calories, but am given ideas to make slow changes over time, which in the long run will stick better.”
— UMS Employee

Omada is a personalized lifestyle change program designed to help you make gradual changes to the way you eat, move, sleep, and manage stress—4 lifestyle behaviors that can have a direct impact on your weight and health. Over 450 University of Maine System employees have already joined Omada. Together, they’ve lost more than 2,062 pounds—but that’s just the beginning. See what two participants have to say.

“...There is a lot of support. I know I can always reach out to my coach or the group for understanding, support and ideas. Hearing other people’s struggles lets me know I am not alone. I am not expected to post my calories, but am given ideas to make slow changes over time, which in the long run will stick better.”
— Rebecca | Old Town, ME

“My wife and I were out to eat one night and instead of ordering a burger like I normally would I ordered a grilled chicken sandwich because it sounded delicious! The next day it dawned on me that the Omada program is working! I didn’t choose the grilled chicken sandwich because I “was on a diet”, I chose it because my body and I wanted a healthier choice.”
— Matt | University of Maine System

See for yourself how Omada’s personalized program can help you lose weight and gain healthy habits that last—all at no cost, if you’re eligible.

Apply today:
omadahealth.com/UMS
Frequently Asked Questions About Level 2

When will the Level 2 option be visible on my Cigna MotivateMe site?
You will be able to see all Level 2 opportunities on the web site immediately; however, you and your spouse/partner (if applicable) will only earn the incentive reward once you both have completed 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 both 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. The Level 2 taxable incentive is optional for you and/or your spouse/partner.

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, 2021. 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.
Champions in Your Corner

Whether you have participated in a single-session or community event specific to your campus to earn Level 2 credit or just have an idea about how you might like to, your Campus Wellness Champion is your most important contact. A dedicated volunteer devoted to helping generate interest and support ongoing participation in the UMS Wellness Program, your Wellness Champion forwards all proposals to UMS Wellness for consideration and potential approval. Your Wellness Champion collaborates with TrestleTree, Cigna, and other network partners to help ensure that individual campus opportunities are available options to achieve your goals and objectives.

<table>
<thead>
<tr>
<th>Campus</th>
<th>Champion</th>
<th>Email</th>
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<tbody>
<tr>
<td>UMaine</td>
<td>Brian Drisko</td>
<td><a href="mailto:brian.drisko@maine.edu">brian.drisko@maine.edu</a></td>
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<tr>
<td></td>
<td>Dara Raymond</td>
<td><a href="mailto:dara.raymond@maine.edu">dara.raymond@maine.edu</a></td>
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<tr>
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<tr>
<td>UMFK</td>
<td>Javier Gonzalez</td>
<td><a href="mailto:javier.gonzalez@maine.edu">javier.gonzalez@maine.edu</a></td>
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<tr>
<td>UMM</td>
<td>David Invergo</td>
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<tr>
<td>UMPI</td>
<td>Keli Marston</td>
<td><a href="mailto:keli.marston@maine.edu">keli.marston@maine.edu</a></td>
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<td>USM</td>
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<td><a href="mailto:lisa.brissette@maine.edu">lisa.brissette@maine.edu</a></td>
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<td>Kevin Normand</td>
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<td></td>
<td>Katrina St Jeor</td>
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Whether you have a question about your wellness options or want to suggest a fun and exciting activity for you and others to enjoy, reach out to your campus Wellness Champion and share your feedback and ideas. Help them deliver the best wellness program possible!
Recreation Centers Are For You Too!

Did you know that eligible employees are entitled to visit any UMS campus recreation center? That’s right, subject to eligibility and facility availability, campus recreation is a super option in planning personal wellness. Taking advantage of campus recreation centers is always a great approach to keep in mind. Please remember that when thinking about making a recreation center a component of your wellness program, there are slight differences in the process that may vary from campus to campus.

Here is a handy list of contacts and directions to make your decision to check out a recreation center that much easier and always call ahead or consult your recreation center’s website to check its hours of operation and ensure availability of access!

UMaine – UMaine employees and family members are invited to visit the New Balance Recreation and Fitness Center in Orono and can get more information at either the online information site or from the Office of Human Resources. Please contact: Angela Emerson 207-581-2362 angela.emerson@maine.edu

UMA – Employees are invited to visit the UMA or UMA-Bangor Fitness Center and for details may contact the Office of Human Resources. Please contact: Pam Goding 207-621-3043 godingp@maine.edu

UMF – The Office of Human Resources at UMF will issue paper vouchers that can be taken to the UMF Fitness Center. The Fitness Center will then issue a scan card to the employee and eligible family members. Please contact: Andrew Gilbert 207-778-7875 andrew.m.gilbert@maine.edu

UMFK – Employees may present a valid Bengals ID card to gain access to the Sports Center. Family members will be issued paper vouchers by the UMFK HR Office. Please contact: Debra Pelletier 207-834-7554 debra.pelletier1@maine.edu

UMM – All staff/faculty members must complete a membership form and a risk/release form in order to access the Murdock Fitness and Aquatics Center. Visit: machias.edu/fitness-center/membership-information/

UMPI – The Office of Human Resources will issue paper vouchers, one each for all eligible employees and family members. Gentile Hall will then create membership I.D. cards upon receipt of the voucher. Employees will retain paper vouchers in case they visit other recreation facilities across the University of Maine System. Please contact: Kelly Zuras 207-768-9551 kelly.zuras@maine.edu

USM – Employees may present a valid I.D. and gain admission to Sullivan Gym or Costello Gym. Employees who have completed a waiver can use their ID for admission to either facility.
Q. I am an employee with a family member covered by the medical plan however, they are also an enrolled student who is being charged a fee for the fitness center each semester. Can that fee be waived?
A. No, the student fees cannot be waived.

Q. What happens if the employee loses their voucher and wants a replacement?
A. It is possible to issue another voucher if the employee is eligible (since there is an unlimited number).

Q. Can vouchers be used in conjunction with wellness hours (paid time off for wellness activities per union contract)?
A. No, vouchers can only be used outside normal work schedule.

Q. Will laid off employees be eligible for vouchers?
A. No, vouchers are only issued to employees whose payroll status is Active or Leave. Vouchers issued while the employee was Active are valid and can be used at the fitness facility.

Note: Fitness center visits are subject to individual facility rules such as age limits and hours of operation.
Few topics generate more stress than planning for retirement and other financial goals, but with TIAA as a key partner in our Wellness Network, it is easier than ever to keep feelings of anxiety over what comes next in check. Call TIAA at 1-800-842-2252 or visit TIAA.org/ums for support managing your retirement savings, understanding market volatility, and more!

Learn More...

**Financial knowledge** Learn from experts during TIAA’s monthly live webinars at TIAA.org/webinars. On-demand webinars are also available.

**Debt** Get insights on managing debt at TIAA.org/managedebt

**Spending** Use the interactive budgeting tools at TIAA.org/tools

**Saving** Meet with a TIAA financial consultant for personalized advice at no additional cost. Schedule your meeting at TIAA.org/schedulenow

**Investing** Let TIAA Retirement Advisor complete an initial assessment of your situation in four simple steps by helping you to create a plan for the retirement you want at TIAA.org/retirementadvisor

**Market volatility** Check out our market commentary from Nuveen at TIAA.org/commentary

**Outliving your savings** Learn how TIAA Traditional can provide guaranteed income that you cannot outlive at TIAA.org/Traditional*

**Keeping in touch** Download the TIAA app at TIAA.org/mobile or follow us at Facebook at Facebook.com/TIAA or Twitter.com/TIAA

*Any guarantees under annuities issued by TIAA are subject to TIAA’s claims-paying ability. TIAA Traditional is a guaranteed insurance contract and not an investment for federal securities law purposes.
How Do I Stay Current with My Wellness Program?

Recognizing the busy schedules of all our employees, “one-stop shopping” for information on the MotivateMe University of Maine System Wellness Program has never been more important.

That is why our efforts to create and maintain MotivateMe offer real convenience and support for your wellness activities.

wellness.maine.edu

Whether you want to register for a webinar, learn about new events or activities on your campus, brush up on how to track your progress or connect with a Coach, wellness.maine.edu is a super first stop and a URL to keep handy.

Healthy and Maine

Launched in 2017, the Healthy & Maine newsletter is a great way to receive wellness and benefit updates, relevant coverage information, helpful reminders, and much more. Look for Healthy & Maine in your email inbox.

Should you ever have any questions about your Wellness Program, you may email 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!

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<td>UMS Employee Benefits Center</td>
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<td>maine.edu/benefits</td>
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<td>Cigna</td>
<td>800-244-6224, myCigna.com</td>
<td>Health care Benefits and Claims</td>
<td>24/7</td>
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<tr>
<td>TrestleTree</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>
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Important Dates and Deadlines for Your 2021 Year of Fitness:

**December 1, 2020** – First day TrestleTree Health Coaching appointments count for satisfying 2021 Level 1 incentive.

**March 31, 2021** – Last day to schedule a Health Coaching appointment in order to meet or beat the April 30, 2021 deadline for satisfying Level 1 incentive and receiving the optimum premium reduction. (Note: Level 1 may be satisfied up until November 30, 2021 with premium reduction applied at next available date)

**April 30, 2021** – Last day to satisfy Level 1 incentive and receive the optimum premium reduction.

**November 30, 2021** – Last day to satisfy Level 2 incentive and receive cash (taxable) bonus. (Note: Last day to receive Level 1 as well and receive any premium reduction in 2021)
Start 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 are 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.

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 affect 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. Having these specific time-based elements incorporated into the goal helps you stay focused and motivated.