



# 2023 HEALTHY STEPS PROGRAM GUIDE

Where Will Your  
Journey Take You?



# Healthy Steps Overview

## Introducing Healthy Steps

Healthy Steps, powered by Peak Health, is designed to reward you for your efforts in developing and maintaining a healthy lifestyle. The program provides health and fitness education, including information on disease prevention and behaviors that may be negatively affecting your overall well-being. In this program, you will have the opportunity to complete an online Health Assessment, obtain regular labs (blood-work), and be regularly evaluated by a board certified RN (registered nurse). Your assigned RN will review your medical information with you, help you to establish realistic and attainable health goals, and assign a “health phase” to you.

As you work toward improving your health and reaching wellness goals, you can advance to higher phases of the program. Peak Health’s highly qualified and board-certified RNs are continually updated on the latest clinical care guidelines and resources available to you through The Arc of Washington County's benefits and well-being options.

## Feel Better and Get Rewarded

Medically enrolled employees who participate have the opportunity to earn \$30 per pay-period in wellness credits that offset your total medical premium costs! For 2023, start earning your wellness credits after completion of:

- Online Health Assessment
- Labs (blood-work)
- Visit with a Peak Health Nurse

You must have all three of these required actions complete by June 10 in order to receive a \$30 wellness credit starting in July 2023. However, you may participate in the program at any time.

*If you participated in the 2022 Wellness Program, your \$15 medical discount is automatically applied for the 2023 plan year, however, if you would like to earn the larger \$30 discount instead, the new Healthy Steps requirements will need to be fulfilled.*

To continue earning wellness credits each pay-period, you must remain active in the Healthy Steps program by attending regular nurse visits based on your health status (every 4, 8, or 12 months). Peak Health will keep you updated on all program appointments and deadlines after your initial visit. In 2023, the Healthy Steps credit will be based on your participation, and you will be classified in one of five phases. In 2024, your Healthy Steps credit will be based on your Healthy Steps nurse assigned Phase.

Questions or concerns? Contact Peak Health at **(252) 237-5090** or [appointment@peak-health.net](mailto:appointment@peak-health.net).

# Getting Started Registration/Login

## Returning User:

- Once you have registered, please use your same username and password that you created after your first time login.
- If you ever forget your password, click on the **forgot password** link to help recover it.

## First Time User:

- Go to [www.peak-health.net/wellness](http://www.peak-health.net/wellness). Save this as a favorite or bookmark it.
- Click on **Register** under New Users.
- Accept the **Terms and Conditions** and **Notice of Privacy**.
- Follow the directions and rules on the screen (and listed below) to create your own password and new account.

## First Time Registration Instructions:

- Review and acknowledge the Terms and Conditions
- **Username:** WC + Employee ID# (i.e. WC1234)
- Enter your **Date of Birth** (for verification purposes).
- Enter your **personal email address**.
- Click **Register**.

*If username and date of birth match what is on file with your organization, you will be accepted and asked to change your password. Please use this password every time you login.*

### Returning Users

Only log in as returning user after registering to this new Wellness Portal. In the Username field, enter your Peak Health Username.

Username

Password

[Forgot password?](#)

Log on

### New Users

All users first time to this website will click register, NOT log in as returning user. Click on the Register button below. Enter your personal information for verification purposes, then create a new password.

Register



# Healthy Steps to Achieve a Healthier You



**Good Health Starts With Understanding Your Current Numbers**  
Once logged into the Peak Health portal, follow the steps below to earn rewards:

*Start receiving your **Healthy Steps** credit as soon as possible.*

*Wellness credit quarterly deadlines include: **June 10, Sept. 10, and Dec. 10, 2023.***

## **STEP 1: Online Health Assessment (HA)**

The HA is a confidential personal health questionnaire designed to provide you and your Peak Health nurse with insight into your overall health. The online survey only takes about 5 – 10 minutes, and your responses help the nurse to better understand history, goals and behaviors that can impact your health, enabling them to deliver more informed coaching. The HA is a fundamental part of the program and affects all medical credits.

## **STEP 2: Obtain Labs/Blood-Work**

Routine blood tests measure various levels and markers that help assess your overall physical health. If you completed labs that meet the program guidelines (comprehensive metabolic panel, lipid profile, thyroid and complete blood count with differential) within the past year, these will be acceptable.

Knowing your numbers is an integral part of creating a plan for total well-being. With their labs and biometrics, some participants discover opportunities for improvement that they would not have been aware of otherwise. This is a chance for you to obtain potentially life-saving information about your health at zero cost.

## **STEP 3: Attend Your Scheduled Nurse Visit**

If you're a new enrollee in the program, once you complete your HA and Labs/Blood-work, Peak Health will schedule your appointment with a nurse coach. Within a few weeks of completing, you will be notified by mail or e-mail of the date and time of your scheduled Nurse Visit. Do not hesitate to call Peak Health to verify the date and time of your upcoming appointment. If you need to reschedule the Nurse Visit appointment, cancel, or if you miss an appointment, it is your responsibility to contact Peak Health within 60 days of your original appointment date to reschedule.

## Step 1: How to Complete the Health Assessment on the Peak Health Portal

1. Login to the portal at: [www.peak-health.net/wellness](http://www.peak-health.net/wellness) to start your Health Assessment.
2. Under the **Health Assessment** tab, click **Start** to begin your annual assessment.
3. Click the section links to the left to uncover questions related to that topic. Information from your current lab results will be pre-filled for you.
4. When you have finished your HA, click the **Submit** button. You can exit and return to the HA at any time if you need to stop or collect more data.

To verify your HA was submitted successfully, you will see your HA score appear after clicking **Submit**. You will only be able to take the HA one time during each Wellness Program year.

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## Step 2: Options for Getting Labs/Blood-work

- **LabCorp (No Cost):** Download and print the Lab Order Form received via email, or from your Peak Health portal, and take it to LabCorp at least one week prior to Appointment Date / Time. Your lab results will be available on the Peak Health portal. To find a location near you and schedule an appointment, go online to [www.labcorp.com](http://www.labcorp.com) or call 1-888-LABCORP. If a LabCorp location is not nearby, please email Peak Health lab support at [lab@peak-health.net](mailto:lab@peak-health.net).
- **Healthcare Provider:** You may choose to have your healthcare provider do the blood test. Please ensure tests meet the program guidelines. Direct payment to the physician is your responsibility. Please forward lab results to Peak Health prior to your appointment. You may also upload your provider's lab results to the Peak Health Portal by clicking on "Upload Completed Form" under MD Lab Results.

*Your lab work and health assessment are required in order to receive your annual incentive. If you are unable to obtain lab work or complete your online HA in advance of your nurse visit, you will be suspended in the program and may lose out on wellness credits.*

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## Step 3: Scheduling of Your Appointment

For new enrollees, once you complete your annual online HA and labs, Peak Health will schedule your appointment with a nurse evaluator.

Within a few weeks, you will be notified by mail or e-mail of the date and time of your scheduled Nurse Visit. Do not hesitate to call Peak Health to verify the date and time of your upcoming appointment.

**Note:** *If you need to reschedule the Nurse Visit appointment, cancel, or if you miss an appointment, it is your responsibility to contact Peak Health within 60 days of your original appointment date to reschedule or you will be suspended in the program and may lose out on wellness credits.*

- *You can reschedule your appointment by contacting Peak Health at 252-237-5090 or [appointment@peak-health.net](mailto:appointment@peak-health.net), or by visiting your Peak Health platform and clicking on the block labeled "Nurse Visits and Lab Results".*

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## How to Access Your Lab Results and Nurse Visit Information

The **Nurse Visit and Lab Results** widget is where you can quickly find details about your upcoming nurse visit, reschedule it if needed, view your lab (blood-work) due date, manually retrieve your lab order, see your detailed lab results, see information about your recent nurse visit, and view or reschedule your next visit date.



# Understanding Your Current Health

## Recommended Age/Gender Preventive Screening List

Your Nurse will request confirmation of your preventive screenings during your Nurse Visit. Below you will find the recommended preventive screenings based on your age and gender.

Age 19-39 Male & Female	Age 40-64 Male & Female	Age 65+ Male & Female
Lab-Work/Blood-work <i>(every 1- 2 years based on health risks)</i>	Annual Lab-Work/Blood-work	Annual Lab-Work/Blood-work
Physical Wellness Exam <i>(every 1 – 5 years)</i>	Physical Wellness Exam <i>(annually beginning at age 50)</i>	Physical Wellness Exam <i>(annually)</i>
Pelvic and Breast Exam <i>(every 3-5 years)</i>	Pelvic and Breast Exam <i>(every 3-5 years)</i>	Breast Cancer Screening <i>(mammogram every 1 – 2 years)</i>
	Breast Cancer Screening <i>(mammogram at age 50 every 1 -2 years)</i>	Colorectal Cancer Screening <i>(every 5-10 year until age 75)</i>
	Colorectal Cancer Screening <i>(every 5 - 10 years starting at age 45)</i>	Bone Density Screening <i>(beginning at age 65 for females)</i>





## What are the Wellness Phases?

During the Nurse evaluations, your body composition score (BCS), fitness level, tobacco status, compliance with preventative care exams, medical follow-up (existing or new health risk(s) identified by the nurse), and progress with your goals will be considered in your phase placement. Each phase placement is outlined below:

- **Phase 0:** You have completed the enrollment process (completed labs; if applicable and HA) and you are awaiting notification of your first appointment.
- **Phase 1:** This is the entry phase of the program. Health risks are identified by Peak Health. Appointments are scheduled approximately every four months. Body composition score is 6.0 points above the target for your age, height, and gender.
- **Phase 2:** Progress is made toward goals. BCS is between 4.1 and 6.0 percentage points above the norm for your age, height and gender. Your fitness level is below average, and you are being seen for medical follow-up by your Health Care Provider. You may be using tobacco products. Appointments are scheduled every four months.
- **Phase 3:** BCS is between 2.1 and 4.0 percentage points above the norm for your age, height, and gender. Your fitness level is average, and you are being seen for medical follow-up by your Health Care Provider. You've stopped using tobacco products for more than three months, or you're currently using tobacco or nicotine and are either enrolled in a cessation program and/or are receiving medical assistance to stop using tobacco/nicotine products. Appointments are scheduled every four months.
- **Phase 4:** BCS is within 2.0 percentage points for your age, height, and gender. Your fitness level is good to excellent, and all controllable health risks are being addressed. You don't use tobacco or nicotine, you've stopped using tobacco or nicotine for more than 12 months, or you've completed a smoking cessation program and a health care provider has certified you're medically unable to stop smoking at this time. Your age and gender health exams or labs are up to date. Appointments are scheduled every eight months.
- **Phase 5:** All controllable health risks have been addressed and are being maintained (all goals are in "maintenance"). You are a non-tobacco user or you have completed a stop-smoking program and have been evaluated by your Health Care Provider and they have certified that you are medically unable to stop smoking at this time. All age and gender health exams and labs are up to date. Appointments are scheduled every 12 months.

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During each visit, obtainable short and long term goals are determined on an individual basis by you and the nurse. To earn your incentives, you must maintain regular nurse visit evaluations based on your Phase and complete your Health Assessment and lab-work.

**Note:** The Body Composition Score (BCS) is a data-driven measure derived from research into factors that play a role in overall health risks. It includes measurements of weight, height, waist circumference, and age. The BCS enables the Peak Health nurse to assess a participant's body composition both quickly and comfortably. It also creates more consistency between visits.



## For Wellness Program and Technical Support Contact Peak Health:



**PEAK** HEALTH

Monday - Friday  
8:00 am - 5:00 pm EST



200 Pine Street W, First Floor, Wilson, NC 27893



252.237.5090



[appointment@peak-health.net](mailto:appointment@peak-health.net)

### Your Information is Secure, Private, and Confidential

All your information, including evaluations, goals, and results are private and confidential. Neither Human Resources, your managers, or leaders have access to any individual identifiable health information, nor is it used to influence your medical coverage in any way. Peak Health programs are administered according to federal rules permitting employer sponsored wellness programs seeking to improve employee health or prevent disease; including the Americans with Disabilities Act, the Genetic Information Nondiscrimination Act, and the Health Insurance Portability and Accountability Act, as applicable, among others.

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