



**Healthy Steps**  
... to better health



**PEAK HEALTH**

# 2024 HEALTHY STEPS PROGRAM MANUAL

Where Will Your  
Journey Take You?



# Healthy Steps Program Overview

## Welcome to Healthy Steps 2024

Healthy Steps, powered by Peak Health, for employees enrolled in the medical plan, 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 wellbeing. In this program, you will have the opportunity to complete an online Health Assessment, obtain regular labs (blood-work), participate in preventive care, 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 you to a “health phase/incentive level.”

## Updated for 2024

Employees who participate will earn wellness credits towards their medical premiums. **New this year: your efforts to reduce health risks and reach target health goals will determine your incentive level and amount of wellness credits. Participants can earn up to \$30 per paycheck - an annual savings of up to \$780!** Peak Health will keep you updated on appointments and deadlines after your initial nurse appointment. To continue earning wellness credits, you must remain active in the Healthy Steps program by attending regular nurse visits.

| Criteria  | Bronze                                    | Silver  | Gold   |
|---|---|---|--|
| Wellness Credits per Pay Period                   | \$10.00                                   | \$20.00                                       | \$30.00  |
| <b>Required Activities</b>                        |   |   |  |
| 1. Online Health Assessment                       | Completed once but follow-ups are overdue | Complete and must be up-to-date               | Complete and must be up-to-date                    |
| 2. Lab Work Completed                             |   |   |  |
| 3. Meet with a Peak Health Nurse                  |   |   |  |
| <b>Nurse Appointments</b>                         | Clinical Phase 1<br>Meets every 4 months  | Clinical Phases 2 - 3<br>Meets every 4 months | Clinical Phases 4 - 5<br>Meets every 8 - 12 months |
| Up to date on Age/Gender Preventive Care          | No  | Yes   | Yes  |
| Addressing Modifiable Health Risk Factors with MD | No  | Yes   | Yes  |
| Body Composition Score                            | Not making progress towards goals         | Making progress towards goals                 | Within 2.0 points of target goal                   |
| Fitness level (submaximal VO2 test)               | Not making progress towards goals         | Making progress towards goals                 | Good to excellent                                  |
| Tobacco use                                       | Yes                                       | Receiving medical assistance to stop smoking  | No   |

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.

### 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

## 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.

# 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:

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

1. Login to the portal at: **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. Before clicking Submit, you can exit and return to the HA at any time if you need to stop or collect more data. When you have finished your HA, click the **Submit** button and your HA will be locked against further edits.

*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.*

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

- **LabCorp (No Cost):** Download and print the Lab Order Form received via email from Peak health, or print it from your Peak Health portal, and take it to LabCorp at least one week prior to your Nurse Appointment. Your lab results will be available on the Peak Health portal. To find a location near you and schedule an appointment, go online to **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 for Peak Health to schedule your first nurse visit appointment. If this is your follow up appointment, and you are unable to obtain the 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.*

### Step 3: Scheduling of Your Nurse Visit 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 by email at **appointment@peak-health.net**, or by visiting your Peak Health platform and clicking on the widget for "**Nurse Visits and Lab Results**".

### 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.



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# Understanding Your Current Health Recommended Age/Gender Preventative Screening List

To avoid dropping in health phase, you must remain compliant with your age/gender appropriate preventive screenings. Your Peak Health Nurse will request confirmation of your preventive screenings during your Nurse Visit. Below you will find the recommended preventive screenings based on your age/gender that are required. **Please note that some screenings are suggested by our program, but not required due to your medical plan's coverage policy as noted by an asterisk (\*).**

| Age 19-49 Male & Female   | Age 50-64 Male & Female   | Age 65+ Male & Female  |
|---|---|--|
| Annual Lab-Work/Bloodwork (every 1-2 years based on health risks, annually beginning at age 40) | Annual Lab-Work/Bloodwork   | Annual Lab-Work/Bloodwork  |
| Physical Wellness Exam (every 1 – 2 years)  | Physical Wellness Exam (annually)   | Physical Wellness Exam( annually)                                    |
| Pelvic and Breast Exam (every 1-5 years for females)  | Pelvic and Breast Exam (every 1-5 years for females)                      | Breast Cancer Screening (mammogram every 1 – 2 years)                |
| Skin Cancer Screening* (every 1 – 3 years)  | Breast Cancer Screening (mammogram at age 50 every 1-2 years for females) | Prostate Cancer Screening* (males)                                   |
|   | Prostate Cancer Screening* (male)   | Colorectal Cancer Screening (every 5 - 10 years until age 75)        |
|   | Colorectal Cancer Screening (every 5 - 10 years starting at age 45)       | Abdominal Aortic Aneurysm* (Male-Ages 65-75 if you have ever smoked) |
|   | Skin Cancer Screening (annually)*   | Bone Density Screening* (beginning at age 50 for females)            |
|   |   | Skin Cancer Screening* (annually)                                    |

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## What are the Healthy Steps Clinical 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 or you have become inactive with the program.
- **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 Clinical Phase, and keep up-to-date with your annual 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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