

Wellbeing Dollar Allowance

Frequently Asked Questions, 6/17/2020

When will the program start?

The new Wellbeing Dollar Allowance is effective as of January 3rd, 2020.

Who is ThrivePass?

ThrivePass is an external vendor partner helping us to administer the wellbeing dollar allowance benefit. When you log in, you can view your account balance, submit receipts for reimbursements towards eligible categories or shop on the Ways to Wellness marketplace.

Who is eligible for the Wellbeing Dollars Allowance?

All employees are eligible (dependents are excluded at this time). The amount you are eligible for depends on your benefit-eligibility status.

- \$150 per year for non-benefit-eligible employees
- \$350 per year for benefit-eligible employees
- \$275 for TCMNA Medical Plan enrollees (those not enrolled in the plan would follow the \$150/\$350)

Are any of the Fairview affiliate brands eligible for this benefit?

The following affiliates have their own benefit plans and are not eligible for this benefit: University of Minnesota Physicians Associates, Ebenezer, Fairview Range, Grand Itasca, and PreferredOne.

Why is the TCMNA benefit different?

The wellbeing reimbursement benefit is written into the summary plan document (SPD) for the TCMNA medical plans. Because of this, we are not able to change this plan element without labor negotiations. Therefore, employees enrolled in the TCMNA plans will not see a change in the benefit offering that goes with their plans; it will remain at \$275 per covered adult plan member (includes dependents for TCMNA plans only).

What if my FTE changes and my benefit-eligibility status changes?

- For employees moving from benefit eligible to non-benefit eligible, your dollar amount will not change; it will remain at \$350 for the current plan year. You will not have to repay any dollars spent.
- For employees moving from non-benefit eligible to benefit eligible, after your status change goes into effect, we will increase your dollar amount to \$350.

What do I need to do to get started?

In January you will receive an activation email from ThrivePass (support@thrivepass.com) with a link to register your account. New employees hired after January 3, will receive the activation email typically within a week of hire.

What do I do if I lost my activation email or did not receive it?

You can send yourself a registration email by going to app.thrivepass.com and click on “Register My Account” and then “I have a company email address”. You will be able to enter in your work email and send yourself the activation email which has the link to register. If you need assistance, please contact support@thrivepass.com. If they are not able to answer your question, they will escalate it to Fairview Human Resources.

I tried logging in, but I just get a blank blue screen.

ThrivePass is not compatible with Internet Explorer. Use Google Chrome to log in and access the site. In addition, when accessing the program on your phone, use the url www.app.thrivepass.com. The mobile app is not currently active however the site is mobile-optimized for use on a personal device.

I've set up an account on ThrivePass. Now what?

Great! Now that you have your account set up, you can view your remaining Wellbeing Dollar balance.

- If you'd like to try a class or service offering at Ways to Wellness, click on the “Shop” button and follow the instructions.
- If you would like to be reimbursed for a class or service outside of Ways to Wellness, click on the “Get Reimbursed” button and follow the instructions.

Which programs and services will be eligible under the Wellbeing Dollars Allowance Program?

When you sign into ThrivePass, click on “Get Reimbursed” to view all categories that are eligible for reimbursement. Examples include:

- Gym membership fees
- Nutrition Programs
- Group fitness classes (yoga, Pilates, boot camp) or health club dues
- Fitness apps, virtual workout streaming programs (Peloton, RunKeeper, etc.)
- Weight Management Programs (Weight Watchers, Nutritional Weight and Wellness, etc.)
- Financial courses designed to educate you on budget, managing money, etc.
- Fitness or sports lessons with the intent of improving fitness
- Race Registrations (marathon, 5/10k, triathlon, etc.)
- Mindfulness or meditation classes
- Smoking Cessation Courses
- Sleep therapy or apps

Or Click on “Shop” to purchase services through Ways To Wellness such as:

- Personal or Group Training Sessions
- Cooking Classes
- Nutrition Coaching
- Life Coaching
- Fitness classes (8 for \$80's)
- Specialty Assessments (VO2 Max, RMR, Bod Pod)
- Massage (max of 2 per year)
- Woodbury Fitness Membership (6 month or 12 month)
- Annual badge access at Ways to Wellness gyms

Which programs are excluded from the Direct Pay or Reimbursement Options?

- Programs and services covered by your health plan. Examples include chiropractic care, acupuncture, prescription drugs, behavioral counseling, etc.
- Programs that are equivalent to those already offered for free through Fairview (Caregiver Assurance, Prenatal/parenting classes, etc.).
- Sports equipment and wearables. Examples include things like skis, golf clubs, home gym equipment, bats, skates, heart rate monitors, fitness trackers, video gaming systems, exercise apparel and athletic shoes.
- Food and Supplements. Examples include but are not limited to: foods that are purchased through weight management programs, nutritional supplements such as protein bars, shakes, vitamins, etc.
- Registration Fees for kids swim lessons, golf fees, kids camp registrations, etc.
- Any purchases made for someone else.

Can I still use the Fitness Advantage Program through PreferredOne or does this replace that?

- Nothing has changed with the Fitness Advantage Program- it is still available for medical plan members.
- With ThrivePass you can have your gym membership fees reimbursed, for the cost of a single membership and after your \$20 Fitness Advantage discount (i.e. you would only get reimbursed for what you actually paid for your dues after the discount)

When can I submit a claim for reimbursement?

Employees can submit claims upon incurring the expense, throughout the year. Claims are processed as they come in. You will be able to see your balance and claims status when you log into your account.

I'm trying to register for a cooking class at Ways to Wellness, but I only have \$50 remaining in my wellbeing dollar balance on the ThrivePass site. The class is \$60. Can I still register for this class?

Yes. You will be responsible for the difference of \$10. You can pay with a credit card directly on the secure ThrivePass site when you go through the check-out process.

Once I submit a reimbursement claim, how long will it take to receive a reimbursement?

Reimbursements approved by the Thursday before payroll will be included on the next check.

Reimbursements are disbursed bi-weekly with payroll. If there is missing or inaccurate information, this may lead to payments being delayed.

What happens after I select my options through the Ways to Wellness Marketplace?

Depending on what you ordered, Ways to Wellness will book you right into the class or session and send you a confirmation email. Or, they may need to reach out to you in the case of cooking classes or fitness classes, based on class availability, to get you registered for your choice. You should hear from them within 24-48 hours of submitting your request.

Is this a taxable benefit?

Yes, IRS regulations require us to consider this reimbursement as taxable income.

If I am a Legacy Fairview employee, how do I submit reimbursement for 2019 expenses?

- You should follow the current process, sending your reimbursement form, proof of payment, and proof of participation (typically instructor signature) to PreferredOne. The deadline to submit 2019 claims is **January 15. *Note that the criteria for reimbursement for the 2019 program should be followed for these submissions.***
- Once you have new expenses in 2020, you should plan to follow the new process for reimbursement through ThrivePass.

I'm a legacy HealthEast employee and can't find the Wellness Dollars form on the Infonet. Is this benefit still available?

Yes! It is still available, however we have partnered with ThrivePass to help us administer the benefit starting in January 2020 and beyond. You'll need to set up an account with ThrivePass in order to access the benefit. The Wellness Dollar form is no longer active.

Where can I learn more?

- If you are experiencing issues with the site, log-in issues, or have questions about how to submit a claim, please contact support@thrivepass.com.
- For questions about any Ways to Wellness program offerings, please contact Ways to Wellness at waystowellness@healtheast.org
- To share feedback, general program questions, or for all other questions, please contact us at wellness@fairview.org.