



New ACC Well FAQ

- **I don't use tracking devices or apps. Can I earn as much as someone who does?**
 - Yes!! Log your exercise sessions and pedometer-counted steps in the Stats section, and log your hours slept in Healthy Habits. You can backlog these up to 14 days.
- **If I don't use tracking devices or apps, how do I log exercise, steps, and sleep?**
 - Log your exercise sessions and pedometer-counted steps in the Stats section, and log your hours slept in Healthy Habits, as "Hours Slept."
- **My sync-able device/app doesn't seem to be syncing, what's up with that?**
 - Occasionally open up the Virgin Pulse app and the tracking app on your phone so they can refresh and sync.
- **MyFitnessPal is linked to the Well, but doesn't show the food I've tracked. Am I getting credit?**
 - Yes! If using the My Fitness Pal app, the Well will issue you credit for logging food, but it will not upload your actual food log from My Fitness Pal. You'll see your MFP data loaded onto the "Calories Consumed" graph on the Stats page, and you'll earn 20 points per day for Daily Calorie Tracking (view on the Rewards page)
- **I feel like I have to use this system more than the old ACC Well. Is this the case?**
 - No.
 - You can backlog up to 14 days, so you do not have to log every day.
 - Those who use tracking devices or apps will actually use the new ACC Well much less. Their steps, workouts, sleep, and more if they use certain apps are automatically loaded into their Well account and awarded credit.
 - Those who do not use tracking devices or apps will still log each exercise session just like we did in the old ACC Well.
 - In the old ACC Well, there were five different nutrition areas to log monthly, which was not exactly encouraging of the full truth to defend



true behavior and reward, but was more an estimate of how one behaved. You can earn credit for logging up to three Healthy Habits per day, which can be nutrition-related or any other health topic. You can log these daily, or backlog up to 14 days.

- **What’s the difference between “track sleep manually” and “track sleep nightly?”**
 - If using a tracking device or app, your sleep is automatically loaded into the ACC Well. If you are not using a device or app, you can cue “Hours Slept” in your Healthy Habits, and log the number of hours you sleep each night.
- **What are cards?**
 - Cards are super brief educational blurbs to help you to continuously learn how to improve or maintain your health. They take seconds to read, and are worth 20 points each. Two new cards are offered to you on the home page every day.
- **What are Journeys and do they require me to use the system a lot?**
 - Journeys are in the Health section of the Well. They are series of brief cards (see “What are cards?” above) on a particular topic, one to read each day. When you start a Journey, you are offered a card to read each day, and you advance through the journey with each one that you read. You do not have to read a card every day unless you want to. You are rewarded with points for reading each card, and then more points when you complete the Journey. You can take on several at a time.
- **How many Healthy Habits can I get credit for logging per day?**
 - You can earn points for up to three Healthy Habits logged per day. But, you can log up to 20 per day. You also earn points for logging habits consistently for a certain number of days (varies by habit).
- **If I do my annual screening with my doctor, where do I get the biometric screening form (formerly physician form) to complete & submit for my HRA credit?**
 - Go to the Benefits section of the Well. Click Biometric Screening Verified Form, and follow the instructions to download and print your form.
- **How to I submit my biometric screening form?**
 - Using the website (not the app): on the Well home page, click the “support” tab on the right hand side. Then click “Send a Form” at the top. To submit a request, use “submit a form” as the issue, type “submit biometric screening verified form” as the subject and also the description, select “form submit” as



the type of issue, then attach a scanned copy of the form, and submit. You should receive confirmation of form receipt, and you should receive Well credit for submission within 10 days, and should begin receiving the HRA credit (if applicable) on your paycheck within one month.

- **Do I still need to complete an HRA screening to use the ACC Well?**
 - No. The HRA (physician or biometric screening form) is completed to earn the HRA credit and some point credit in the ACC Well. It is not a requirement to use the ACC Well.
- **If I use a tracking device/app, do I also log the workouts I complete?**
 - If you use your tracking device/app WHILE exercising, it will be uploaded into your Well account so you do not need to also manually log the exercise.
 - If you use a tracking device/app for general steps and sleep, but do not wear/use it during your planned exercise sessions, then you should manually log your exercise in the Well.
- **What do my “friends” see?**
 - Friends see your step total for the last seven days, your answers to the fun questions you answered at account activation, your job title, department, and location/division.
- **Can I only compete in challenges with people I’m friends with?**
 - Yes.
- **How far back can I log Healthy Habits, workouts, and steps?**
 - 14 days. The past ACC Well system was designed by the Wellness Team, and allowed for backlogging throughout the entire quarter, but the company that housed that site ended our contract. We were originally told the new system would allow backlogging throughout the entire quarter, however after much questioning, discussing, and requests for change, we have been told backlogging is only possible with this system up to 14 days. In reality, this will keep users more honest and accurate with their reporting, as it truly is difficult to accurately remember what exercise, step count, and habits you performed several weeks back, and keeping up with logging can help you to remember and log all that you do and rightfully be rewarded for that. We have to continuously defend the credibility of our program to prove its effectiveness and necessity for budget allotment.



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- Because the 14-day backlogging limit was not communicated to us until well into the quarter, and therefore we did not have time to communicate it to our employees until well into the quarter, we have asked Virgin Pulse to provide an option for users to report that they did a good amount of exercise more than 14 days ago that did not get reported in time. This will award the user with 2,000 points. This is for the current quarter (3rd) only.
 - **I don't sit at a computer all day. Am I going to be able to earn like I used to?**
 - Yes! You can either connect your tracking device or app to the Well for automatic logging, or manually log workouts, steps, sleep, and Healthy Habits from your phone app or at a computer once per day or once every few days. You can actually earn for more activities in the new Well than you could with the old Well (sleep, steps, cards, Journeys, in-Well challenges, etc.), plus you can still earn for Healthy Hours, blood donation, balance activities, monthly quizzes, screenings, and more.
 - **What does this new ACC Well have that the old system didn't?**
 - You can earn for sleep and steps, when we couldn't before!
 - Sleep: 20 points per day, 50 points for 7+ hours in a night, 100 points for tracking 10 days in a month, 200 points for tracking 20 days in a month, 500 points for sleeping 7+ hours 20 days in a month)
 - MANY different step total point rewards
 - Cards (brief educational blurbs, two per day)
 - Journeys (series of brief educational blurbs, one per day, earn for each day and then earn more once completed the series)
 - Many more habits beyond nutrition efforts: points for up to three per day, and then more points when you've logged 10 and 20 days in a month
 - Completing an annual screening: this used to be the one requirement to use the ACC Well and you were not additionally rewarded with \$ for completing; now it is not a requirement for Well use, and you earn points in the Well for completing it.
 - Submitting any updated biometrics: we used to only be able to report these once per year, and now you can submit manually logged or verified biometrics for additional points at any time of year.
 - Self-entered measurements



- Ability to earn points for improving biometrics
- Calorie tracking points (connecting a tracker 100 points, daily tracking, 20 points, tracking 10 days in a month 200 points, tracking 20 days in a month 300 points)
- In-Well challenges: participation, recruiting others, chatting, etc.
- **I logged a screening in July or August of 2022 and did not receive credit. Will I get credit?**
 - Yes. This was a new system glitch. Virgin Pulse will be issuing credit into your account for those screenings logged before the end of the quarter.
- **I don't see all of the screenings I get available for logging/credit. Where are they?**
 - Virgin Pulse goes by a different set of screening recommendations than ACC Wellness has typically gone by. The screenings available for you to log as completed are those that line up with what Virgin Pulse recommends for you at your age, based on their recommended frequency of screening. We are working with Virgin Pulse to increase the screenings available for credit, so more should be available soon. If you completed a screening in 3rd Quarter that was not an option for you to report, you may log it in a future quarter when it becomes available.
- **How do I access the ACC Wellness monthly health education resources and quizzes?**
 - Take Aim LMS (Learning Management System): www.accgov.com/takeaim, click Wellness Channel, and organize the content by newest to oldest. You'll find the health education resources and quizzes most recent to oldest throughout the content found.
- **How do I report the monthly health education quizzes for credit?**
 - Once you read the monthly health education resource and quiz yourself with the quiz questions, check your answers on the final page, then log your completion in the ACC Well by clicking the Benefits tab, then clicking ACC Wellness Quizzes, and then "report your participation to earn credit" to log your completion.
- **How do I report attending or viewing a Healthy Hour?**
 - Once you've attended or viewed, click the Benefits tab in the Well, then click ACC Wellness Healthy Hours, then "report your participation for credit by filling out this form" to report completion.
- **How do I report a life balance activity or blood donation?**



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- Go to the Benefits tab, then click Blood Donation, and “click here to report your participation.”
 - **I used to report stress management program participation in the old Well. Where do I report that now?**
 - There are many stress management Healthy Habits you can put in your cue to log up to daily.
 - There are numerous stress management Journeys you can complete, earning points for daily and then after series completion.
 - More stress management program participation options will be added soon, most likely to the Benefits tab.
 - **I used to report chronic disease management program participation in the old Well. Where do I report that now?**
 - First, go to the Health tab, click My Care Checklist, then click “Manage Health Solutions” at the top (if accessing from the app, click the three dots at the top right). Make sure any health conditions you deal with are checked. We are working on adding more. The system will give you options to record and suggest activities and habits based on what is best for you with that condition.
 - If there are actions you take regularly to manage that condition, look for them in the Healthy Habits section. More options will be added soon.
 - **I feel like I can’t earn as much as I did in the old ACC Well. How can I earn more?**
 - Go to the Rewards section, then “learn how to earn more points” to see the many options available for credit. More and more will be added as time goes on. If you see something listed that is not available to be opened, we are looking into adding this to the Well.
 - **The old system used \$ and this one uses points...why and what’s the difference?**
 - The max amount you can earn each quarter is still \$175. This system is a game-like program, Virgin Pulse tells us that research shows gamification increases participation and engagement within a population. Systems like this that use points have been found to appeal to the internal competitive and entertainment aspects of our brains, thus improving enjoyment of doing and being rewarded for healthy activities. When you reach each point level, you earn the amount of dollars that level is worth. Each level’s dollars are added together.
 - Level 1 is 1,000 points and awards you with \$20.
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- Level 2 is 5,000 points and awards you with an additional \$35 (Level 1 + Level 2 = \$55)
 - Level 3 is 12,000 points and awards you with an additional \$50 (Level 1 + Level 2 + Level 3 = \$105)
 - Level 4 is 20,000 points and awards you with an additional \$70 (Level 1 + Level 2 + Level 3 + Level 4 = \$175)
- **If I make it past 12,000 points but miss 20,000 do I still only earn \$105? That doesn't seem fair. What if I get to 19,000?**
 - At each level you are rewarded with dollars. To reach the reward you do have to reach the point threshold.
 - **I used to get \$50 for healthy biometrics. Why did you take that away?**
 - Virgin Pulse awards users for any biometrics in the healthy range, and then also for improved biometrics. You can work hard to improve your biometrics and then resubmit them and earn for improvements throughout the year, which you could not do in the past. We are working toward adding more ways to earn for healthy biometrics, while also keeping all employees able to earn the same maximum amount per quarter.
 - **I think the people on the steps leaderboard are cheating. What can be done about this?**
 - People higher up on the step leaderboard are most likely using some kind of step tracking device, and also either do a great deal of exercise or work a very active job.
 - The leaderboard is not meant to guilt or shame anyone, and you do not have to compete with anyone unless it motivates you.
 - Occasionally a step tracking device malfunctions and reports a super high amount of steps. ACC Wellness nicely reaches out to these members to inquire about their logging and tracking behavior, and counsels them through checking devices for accuracy.
 - **Should I log my workouts and my steps separately?**
 - If you wear a tracking device or use a tracking app during your workout, do not separately log your workout. It is accounted for in your step total determined by your tracker.



- If you do not wear a tracking device or use a tracking app during your workout, then log your workout in addition to the steps you track or manually log for the day.
- **What is the company challenge and how do I join?**
 - ACC Wellness will put out challenges through the ACC Well for easier participation and improved connectivity between participants. This is coming soon!
- **What is the destination challenge and how do I join?**
 - Destination challenges are one type of challenge that ACC Wellness will push out to employees soon. We will challenge individuals, groups, and the county as a whole to step to a certain destination (total the number of steps it would take to reach that destination).
- **How often can I submit bloodwork to improve my measurements?**
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- **The system asked me if I wanted to change my step goal. Do I get more points for changing it?**
 - You get more points for taking more steps. This question will populate if the system detects you are exceeding your step goal regularly. It is to further change you and your step goal.