



2024 PEAK HEALTH PROGRAM MANUAL

Where Will Your Journey Take You?



Wellness Program Overview

Peak Health, for employees enrolled in the Aetna medical plan and those who enroll in BRMS/Anthem Blue Cross for 2024, 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), 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 a “health phase” to you.

Get Rewarded

We are excited to announce the next phase of the Natus Wellness Program. Employees who enroll in the BRMS/Anthem Blue Cross medical plan will be rewarded while actively participating with Peak Health. You may earn a wellness credit of **\$75 per month** to offset the cost of your share of the 2024 medical premiums. The wellness credit will be applied to your paycheck for as long as you stay engaged in the program.

When you participate, you gain valuable information about your health, education on disease prevention, and details about

Activity Required	Deadlines to Complete Steps
Step 1: Enroll in Peak Health Platform	Complete Steps 1 & 2 by December 15, 2023 to receive your wellness credit credit beginning January 1, 2024
Step 2: Complete the Online Health Assessment (HA)	
Step 3: Obtain free Lab-Work from LabCorp*	Complete Steps 3 & 4 by March 15, 2024 to qualify to continue for the wellness credit after April 1, 2024
Step 4: Attend your telephonic Nurse Visit(s) as advised	

Steps 1 and 2 must be completed by **December 15, 2023** to receive your credit by January 1, 2024 and it will automatically continue through the end of March 2024. **Steps 3 and 4** must be completed by **March 15, 2024** to continue to qualify for the wellness credit after April 1, 2024.

If you have already completed your Labs and Nurse Visit(s) during the 2023 wellness program year, you will not need to complete them again unless Peak Health advises you to do so (notifications sent via email and posted on your Peak Health portal).

After April 1, employees must continue to attend recurring nurse visits at the frequency determined by your nurse and the health phase you have been assigned (frequencies can be 4, 8, or 12 months apart).

**You may upload qualifying Lab-Work that meets the program guidelines already received from your doctor.*



Getting Started

Step 1: Peak Health Portal Registration

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 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: "nm" then your PlanSource ID (the first letter of your first name, the first 6 letters of your last name, and the last 4 digits of your Social Security number) e.g. nmsanders6789
- Enter your Date of Birth (for verification purposes).
- Enter your work email address.
- Click Register.
If username and date of birth match what is on file with Natus, 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

Steps to Achieve a Healthier You and a \$75 per month Wellness Credit!



Good Health Starts With Understanding Your Current Numbers

Once logged into the Peak Health portal, follow the additional steps below to earn rewards:

To receive maximum wellness incentives, you are encouraged to complete all steps as soon as possible.

STEP 2: 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 3: Obtain Labs/Blood-Work

Routine blood tests measure various levels and markers that help assess your overall physical health. It is preferred to print your LabCorp Lab Order form from your Peak Health portal and visit with LabCorp to obtain your free lab results. However, 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, with your MD (medical provider) (and fax/email them to Peak Health customer support to upload into their records), 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 4: Attend Your Scheduled Nurse Visit via Telephone

If you're a new enrollee in the program, once you complete your HA and Labs/Blood-work, Peak Health will automatically schedule your appointment with a nurse coach once your HA and Lab results have been received. 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. You can reschedule your appointment > 24 hrs in advance by visiting your Peak Health portal or contacting Peak Health.

During your appointment, your Peak Health nurse will ask you to verbally provide your health measurements – including height (inches), weight (pounds), blood pressure, waist circumference (inches), and resting heart rate (beats per minute) – in order to assess your body composition and overall health risk. You must have these metrics ready to report to your nurse over the phone at the time of your appointment.

Blood pressure health stations are available at many local pharmacies or retail stores, e.g., Walmart, CVS, and Walgreens, etc. Please note: Failure to have these vitals/metrics will suspend your current phase and your follow-up appointment will be scheduled in four months. If you fail to bring your vitals/metrics in at that time you will be dropped to a Phase 1.

How to Complete the Health Assessment on the Peak Health Portal

1. Login to the portal at: 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. 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.

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 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.
- 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.

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.

- You can reschedule your appointment by contacting Peak Health at 252-237-5090 or appointment@peak-health.net, or by visiting your Peak Health platform and clicking on the block labeled "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.



Understanding Your Current Health

Recommended Age/Gender Preventive Screening List

Employees are encouraged to 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 19-39 Male & Female	Age 40-64 Male & Female	Age 65+ Male & Female
Annual Lab-Work/Blood-work (every 1-2 years based on health risks, annually beginning at age 40)	Annual Lab-Work/Blood-work	Annual Lab-Work/Blood-work
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 (male)
	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* (males aged 65-75 if you have ever smoked)
	Skin Cancer Screening (annually)*	Bone Density Screening* (beginning at age 65 for females)
		Skin Cancer Screening* (annually)





What are Health Phases?

During the Nurse Visit evaluations, your body composition score (BCS), fitness level, tobacco status, compliance with preventive 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.

During each visit, obtainable short and long term goals are determined on an individual basis by you and the nurse. Your Health Phase will not be factored into eligibility for your wellness incentives.

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

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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