

LiveWell



**Get Healthy. Stay Healthy.**  
Your Source for How to Live Well.

Welcome to LiveWell—an innovative health and wellness program designed to help you live a healthier life, prevent illness and make informed decisions about your healthcare.

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# Introducing LiveWell

## Get healthy. Stay healthy. Take charge of your care.

LiveWell is a revolutionary benefit program—offered at no additional cost—that gives Sound Health & Wellness Trust participants and their eligible dependents direct access to the medical expertise, information and personalized support they need to make better health decisions and enjoy healthier, happier lives.

This booklet will introduce you to the key elements of the LiveWell health and wellness program. It will give you ideas on how to best use the tools to make the most of this unique health benefit.

## You don't have to go it alone.

No matter what your health concerns, or your current health status, the LiveWell health and wellness program can make a real difference. It includes access to the Consulting Nurse helpline, which gives

you direct phone access to specially trained registered nurses—experienced care-givers who can provide all the in-depth, up-to-date medical information you need to make wise decisions. And these same seasoned professionals can provide close, personalized support to help you navigate the health care system, and see those decisions through to successful conclusions.

## The tools you need to live well.

But advice from consulting nurses is only one aspect of this revolutionary program. Our unique Health Reimbursement Arrangement (HRA) is also here to help you pay for medical expenses. By providing an HRA, and covering preventive services at 100 percent, we are helping make it easier for you to get the care you need before you get sick—without having to worry so much about the cost.

The LiveWell health and wellness program gives you the information, tools and professional support you need to make lifestyle decisions that can really pay off in your future health and well-being.

The LiveWell health and wellness program is intended to serve supplement to, not a substitute for your doctor's care. So for diagnosis and treatment, always consult your physician.

## Your privacy is protected.

LiveWell services such as the 24-hour Consulting Nurse helpline, the Personal Health Assessment, Health Coaching, and Condition Management are provided to SoundPlus Plan members by Group Health Options, Inc. So you can rest assured that any health information you share with the program is completely confidential, protected by federal law, and cannot be shared with the Sound Health & Wellness Trust or your employer without your permission.

## Learn more about LiveWell.

The LiveWell health & wellness program includes:

- [The Consulting Nurse helpline](#)
- [Personal Health Assessment](#)
- [Health Coaching](#)
- [Prevention @ 100%](#)
- [Free Self Care Guide](#)
- [Condition Management](#)
- [Quit For Life®](#)
- [Health Reimbursement Arrangement \(HRA\)](#)
- [Tier 0 Prescriptions](#)
- [LiveWell Online](#)

*Read on for more information on how to make use of these services.*



## Consulting Nurse Helpline

### Talk to a caring professional—free—any time of the day or night.

24 hours a day, 7 days a week, you have one toll-free number to call with any health care question: (800) 297-6877. Call anytime and knowledgeable registered nurses will confidentially help you find the information you need to make informed decisions.

*Have you ever had an illness or injury that seemed serious—but weren't sure if it was worth a trip to the emergency room?*

*Have you ever been worried about a health problem—but didn't know if it was important enough to bother your doctor?*

*Have you ever been awakened by a sick child in the middle of the night—and not known what to do?*

*Have you ever been told you had a health condition or that you needed surgery—and didn't know where to go for a second opinion or specialized care?*

### From the common cold to major surgery.

The Consulting Nurse helpline gives you a direct, toll-free connection to a real, live registered nurse, anytime of the day or night. That means you no longer have to guess about how to manage health issues. Nurses have an average of 15 years of clinical experience, so you can rely on them for help with just about anything from the common cold to major surgery.

### From the E.R. to self-care.

The nurses are also specially trained to help you choose the appropriate level of care for any illness or injury. That may mean going straight to the emergency room if the situation requires it. Or it may mean calling

your doctor for an appointment. Or it may just mean using the right self-care at home. But most important, it means making your life healthier, happier, and less stressful.

### Save time, money, and worry.

When you have someone to count on for insight and support, you not only avoid unnecessary trips to the doctor or E.R.—you save time, money, and worry, too.

You and your eligible dependents can call in about how to treat a skin rash at home, handle a bout of food poisoning, or take care of a sprained ankle. Whatever your questions, the Consulting Nurse helpline has answers.

### Enjoy complete confidence.

You can be sure that any information you share with the Consulting Nurse helpline is completely confidential, protected by federal law, and cannot be revealed to anyone without your permission.

**Group Health's Consulting Nurse helpline:  
(800) 297-6877**



# Personal Health Assessment / Health Profile

## The first step is fast and easy.

Completing your own Health Profile each year is the fast, easy, first step in your LiveWell health and wellness program. Group Health's Health Profile is an online questionnaire and report which will help you take better control of your health. You can use it as a guide in discussing your overall care with your doctor.

## Easy questions. Revealing answers.

The assessment is confidential and you can fill it out at your convenience at [www.ghc.org](http://www.ghc.org). As you complete your Health Profile, it helps you evaluate both your current health and possible future health concerns, by taking an in-depth look at your family health history, your personal health history, and your own individual lifestyle choices.

And if you get your primary care at a Group Health medical center, the Health Profile is integrated into your electronic medical record so you and your doctor can have a more informed discussion.

## Honest answers give an honest snapshot.

The questionnaire prompts you to stop, think, and respond with honest answers about everyday factors such as nutrition, stress, physical activity, weight management, tobacco and alcohol use, and many others.

And as you do, it gives you a unique opportunity to review your daily living habits and the effects they may have on your health.

## Useful information, instantly.

The process only takes about 15 minutes. And the moment it's complete, the system performs an instant analysis of all the answers you've entered, and presents you with your very own profile that not only rates your current health status, but projects your potential future health problems, as well.

## A personal plan for healthy living.

Best of all, the Health Profile also provides you with a personal plan for healthy living—one designed especially for you. It explains the relationships between your behavior and your health, and outlines the steps you can take to improve your health. It even helps prioritize any changes you may decide to make, and provides suggestions as to how to go about making them.

## More health options.

When you submit your Health Profile, you may also be contacted by a Health Coach. Health Coaching and Condition Management programs are designed to deliver high-quality, personalized support for better health.

## An exceptional opportunity.

So don't miss this fast, easy, free way to analyze your health risks—and find out what to do about them. Take the Health Profile today, and start living a healthier, happier life.

## Frequently asked questions

### Q. Should I complete the Health Profile if I'm already healthy?

A. Definitely. Although genetics and environment play important roles in your health, your habits and behaviors cannot only affect the way you feel today, they can also contribute to a longer, healthier life. So even if you feel great, taking the Health Profile may uncover valuable information that can help you enjoy even better health.

### Q. How often can I take the Health Profile?

A. You and your spouse or same-sex domestic partner may complete and submit a Health Profile every year, or more often if you like. You can go to [www.ghc.org](http://www.ghc.org) to take the Health Profile. Each year, there will be an opportunity to take the personal health assessment and receive an incentive. Find out more at [www.soundhealthwellness.com](http://www.soundhealthwellness.com).

### Q. Is my privacy protected?

A. Yes. Any information you supply is completely confidential, protected by federal law, and cannot be shared with your employer or the Sound Health & Wellness Trust without your permission.

### Q. How do I take the Health Profile?

A. Simply go online to [www.ghc.org](http://www.ghc.org). Once you're registered with the site and you've upgraded your account to get access to

all that the site offers, you can take the Health Profile.

Then follow the instructions to complete your profile. When you've finished, click "Submit," and your personal plan will be displayed online in just a few moments.

## Health Coaching

### Personalized support for a healthier lifestyle.

Changing your lifestyle can be challenging, but with a personal health coach, it's easier than ever. As a part of your Momentum<sup>SM</sup> wellness tools, the Health Coaching program is a phone-based health education program designed to help you set and meet goals to improve your health and well-being.

Based on the results of your Health Profile, you may be contacted by a health coach. Your health coach will help you set goals to improve and maintain your health. In fact, individual choices are more important than any other factor influencing personal health. Even setting short-term goals can help make changes that last a lifetime.

Your health coach will provide you with educational materials, guidance, and the support you need to begin to make healthy lifestyle changes.

If you qualify for Lifestyle Coaching, you will receive a Lifestyle Coaching phone number in your report, after your Health Profile is completed.

Educational materials designed to complement your personalized health and wellness program, can be found online. These materials may include information on:

- **Back care and ergonomics**
- **Blood pressure management**
- **Cholesterol management**
- **Exercise**
- **Nutrition**
- **Smoking cessation**
- **Stress management**
- **Weight management**

Health Coaching is completely voluntary, confidential and available at no cost to you.

## Prevention@100%

### Enjoy a healthier tomorrow.

We all know that an “ounce of prevention is worth a pound of cure.” The U.S. Centers for Disease Control report that over 50 percent of healthcare costs these days are generated by medical conditions that people could easily avoid—if they just changed their health behavior. Receiving good preventive care is one great way to catch small health problems and get a handle on them before they become big health problems.

To keep you and your loved ones healthy, your in-network preventive care is now completely covered—with no deductibles, coinsurance or co-pays. This includes well-adult and well-child physicals, immunizations, flu shots and appropriate screening tests like mammograms. These benefits are provided under your Group Health Options plan.



### Free Self Care Guide

Call the Group Health Resource Line at (800) 992-2279 or email [resource.l@ghc.org](mailto:resource.l@ghc.org) to request your free copy of the Healthwise<sup>®</sup> Handbook, a valuable resource to help answer your questions and common medical concerns.

Find out what you can do to care for yourself at home, and when it's time to call your doctor.

This offer is limited to one free copy per participant household.

## Quit For Life<sup>®</sup>

### Take the first step toward quitting tobacco today.

The health benefits of quitting tobacco start almost immediately and continue for a lifetime. Why not take this opportunity to quit now? With the Quit For Life Program, your chances of quitting tobacco are 8 times better than trying to quit on your own. Call 1.866.QUIT.4.LIFE (866.784.8454) to get started.

### The tools and support you need to succeed.

As a Quit for Life<sup>®</sup> participant, you will receive free nicotine patches or gum, if recommended by your coach, with step-by-step tools and personalized treatment sessions with a professional tobacco treatment specialist (called a Quit Coach). Also, if your physician prescribes

Bupropion, the generic for Wellbutrin and Zyban, the Trust will cover it under your prescription drug benefit with just a \$5 co-pay. The program includes:

- **Phone-based treatment sessions scheduled at the convenience of the participant.**
- **Unlimited toll-free telephone access to the Quit Coaches for the duration of the treatment.**
- **Recommendations of type, dose and duration of medication if appropriate.**
- **Fulfillment of nicotine replacement therapy (such as the patch or gum).**
- **A Quit Kit of materials designed to help participants stay on track between calls.**

### Free. Voluntary. Confidential.

The Trust is committed to helping our participants become free of tobacco, so we are fully subsidizing the cost of the Quit For Life Program. Participants pay nothing for the program. Even the cost of nicotine patches/gum is fully covered. Participation in the program is completely confidential. Your information will not be shared with the Trust or with your employer. The Quit For Life Program is available to all Sound Health & Wellness Trust participants and spouses or same sex domestic partners 18 years of age or older.

### The evidence shows that Quit For Life<sup>®</sup> works.

Free & Clear, which administers the Quit For Life Program, has helped more than 125,000 people successfully quit tobacco. In fact, Free & Clear's quit rate is more than twice as high as the standard established by the U.S. Public Health Service and more than eight times as high as quitting "cold turkey."



# LiveWell Condition Management

## Real support for chronic conditions.

Group Health's Condition Management program offers custom-tailored support services for those living with a chronic condition such as diabetes, heart disease (CHF/CAD), asthma, COPD, and depression. If you (or your eligible spouse) live with a chronic health condition, you know it can be difficult to deal with all of the issues it raises on your own. We're here to help.

## Your own, personal nurse advocate.

If you qualify to participate in a Condition Management program, Group Health Options will call you to invite you to work one-on-one with a personal nurse advocate—a registered nurse who has extensive experience with your condition. Your nurse will consult with you over the phone to assess your health, review your care, and discuss any other medical concerns you may have. Your nurse advocate can help you make the most of every visit to your doctor, and coordinate many other healthcare services available

to you as well. You'll get continuing telephone assistance, free educational materials to help understand your condition better, and ongoing support for any healthy behavior changes you decide to make. You may also contact a Health Coach directly at any time.

## A more active role in your own health.

The most important benefit of Condition Management is the power it gives you to play a more active part in your own health. In addition to providing the information, coordination, and support you need to manage your condition more effectively, your nurse advocate will also help you find the focus and motivation to harness the enormous power of your own desire to be well. And that can make all the difference.

## Free. Voluntary. Supportive. Confidential.

From practical changes you can make to improve your health to greater confidence managing your medical condition, the plan you design with your personal nurse advocate will address your needs as a

whole person, not just your disease or condition.

You can be sure that any information you share with your nurse advocate is protected by federal law and cannot be revealed to the Sound Health & Wellness Trust or your employer without your permission. Of course, Condition Management programs are intended as a supplement to, not a substitute for, your doctor's care. For diagnosis and treatment, always consult your physician.

## Who is eligible for LiveWell Condition Management?

You may qualify for a LiveWell Condition Management program if you (or your eligible spouse) are currently living with one of the following conditions:

- Asthma
- COPD (emphysema or chronic bronchitis)
- CAD (coronary artery disease)

- CHF (congestive heart failure)
- Diabetes
- Heart Disease
- Depression
- Low Back Pain
- Breast Cancer
- Prostate Disorders
- Chronic Pain
- Women's Health
- End-of-Life Care

If you qualify, you will receive a phone call with an invitation to participate. Or you can call a health coach 24/7 at (800) 385-1530 for more information.

## How can LiveWell Condition Management help?

When you participate in a Condition Management program, you take a more active role in your own well-being, which can help you:

- Set personal goals for improving your health and quality of life
- Discover the latest tests and treatments for your condition

- Learn how to modify your lifestyle to better manage your health
- Work with your doctor and other caregivers to optimize your treatment
- Understand how to avoid potential complications of your condition

## When can I talk to a personal nurse advocate?

Personal nurse advocates or health coaches are available 365 days a year, 24/7.



## Health Reimbursement Arrangement (HRA)

### Take control of healthcare costs. Use your health dollars wisely.

Participants in the Sound Health & Wellness Trust now have an exciting benefit available for medical expenses. A Health Reimbursement Arrangement (HRA) fund is set up for you at the beginning of the year, automatically and at no extra cost to you or your family! When you receive medical services and have to pay for part or all of the cost, the bill will go directly to your LiveWell HRA for automatic payment—with no claim forms, bills or hassles for you.

Each year, the Sound Health & Wellness Trust will establish a LiveWell HRA fund with \$500 (for employee-only coverage) and \$1,000 (for those employees with family coverage). The funds in your HRA will be used to cover the first eligible medical expenses covered by the plan in

each calendar year. The LiveWell HRA will not be used for prescription, dental or vision benefits.

*Remember: In-network preventive care like wellness visits and mammograms are already covered in full, with no deductibles, coinsurance or co-pays, so your HRA will not be used for these types of services.*

### What kinds of medical expenses will my LiveWell HRA cover?

- Doctor office visits
- Lab tests
- X-rays
- Emergency room co-pays
- Coinsurance (SoundPlus Plan participants are eligible for in-and-out-of-network coinsurance benefits. Sound Health Plan participants only receive in-network coinsurance benefits.)

### Your LiveWell HRA is simple.

You do not need to do anything additional to use your LiveWell HRA. Everything will be handled behind-the-scenes on your behalf. You will receive a statement from Bank of America, the LiveWell HRA administrator. Your monthly statement will show account activity, as well as your balance.

### This year's HRA funds can be used next year.

Unused funds in a calendar year are rolled over into the next year depending on how long you were eligible and as long as you keep working for a participating employer and maintain your benefit eligibility status.

### Customer service is always available.

If you have questions about your balance or what expenses are covered under the LiveWell HRA, call (888) 590-7498 Monday - Friday, 5:00 a.m. - 8:00 p.m. Pacific Time. You can also view your HRA fund balance or transaction history online. Go to [www.soundhealthwellness.com](http://www.soundhealthwellness.com) and log onto the secure section of the site. Navigate to LiveWell, then HRA.



## Tier 0 Prescriptions

### Helping you save money and stay healthy.

In an effort to fight the rapidly rising costs of prescription drugs, the Trust's therapeutically based prescription plan includes a "Tier 0". For the highly cost-effective medications under Tier 0, you pay nothing when using a Group Health Options network pharmacy.

Tier 0 drugs are medications that have been proven to be safe and effective for many people, and can provide similar benefits to other more expensive brand and generic drugs at a substantially lower price. For participants currently being treated for elevated cholesterol, allergies, and certain types of stomach problems, select medications, with a doctor's prescription, are available with no co-payment.

### What to do:

- Talk to your doctor about appropriate medication choices for your condition.
- Call Group Health Customer Service at 1.888.901.4636 for information on Tier 0 medications.
- If your physician believes that you are one of the majority of patients appropriately treated with these no co-payment drugs, ask him or her for a written prescription, even if the medication is over-the-counter.
- Pick up your prescription at one of the Group Health Options network pharmacies, or have them delivered directly to your door—at no cost to you!

Your cooperation helps us all continue to fight the high cost of prescription drugs.

## LiveWell Online

### MyGroupHealth puts health information at your fingertips.

MyGroupHealth for Members at [www.ghc.org](http://www.ghc.org) gives Group Health Options members access to online health information, tools, and services that make health care accessible and convenient, 24/7.

There are two levels of service on MyGroupHealth for Members: basic and enhanced. To get access to the basic online services, you'll need to register online and complete a one-time ID verification process. To use the enhanced online services, complete an additional one-time process to verify your identity. This helps protect the privacy of your personal medical information. (Once you register, you'll find additional instructions on how to upgrade your account to get access to the enhanced services.)

**Basic services**—the following online services are available to all Group Health Options members, regardless of where you receive your primary care.

- Choose a doctor
- Access the Healthwise® Knowledgebase
- Access our health tools and quizzes
- Condition Centers
- Participate in discussion groups

**Enhanced services**—some enhanced online services are available only to members who receive their care at Group Health medical center.

- Refill prescriptions
- E-mail your healthcare team
- Request appointments
- Your online medical record
- Take your Health Profile



### Important Numbers & Contact Information:

#### The Consulting Nurse helpline

Call  
(800) 297-6877

#### LiveWell HRA

Call  
(866) 791-0250  
Bank of America  
Monday-Friday  
5:00 a.m.–8:00 p.m.  
Pacific Time

#### Group Health Customer Service

Call  
(888) 901-4636  
Monday-Friday  
8:00 a.m.–5:30 p.m.  
Pacific Time



**SOUND HEALTH**  
& WELLNESS TRUST

[www.soundhealthwellness.com](http://www.soundhealthwellness.com)

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LiveWell is a program of Sound Health  
& Wellness Trust