



Your Wellness Program 2023



Powered by the
**ConnectCare3
Platform & App**

Access Your Account

1

Visit the Site

Go to connectcare3wellness.com

2

Register

Complete the registration form to claim your account

Your Employer Code: **893**

3

Login & Get Started

Set a personal goal, take a health assessment or start learning in HealthyU

The "ConnectCare3" App:

1. Search for the "ConnectCare3" App in your app store
2. Go to connectcare3wellness.com and login to your account
3. Once logged in go to USER MENU and click MOBILE ACCESS to generate a unique code
4. A window will open, click the NEW button. Enter code into the app. The code is valid for 24 hours



Registration Steps

1



Visit the Site

Go to connectcare3wellness.com
or scan the QR code



2



Register Your Account

Complete the registration form using
the following information:

1. Your First Name
2. Your Last Name
3. Your Date of Birth
4. Your Employer Code: 893

*Please use your legal first and last when registering.

3



Login & Get Started

- Complete the registration process
- Login to your account
- Set a personal goal, take the health assessment or start learning in HealthyU

Advanced Functions

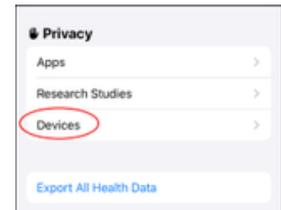
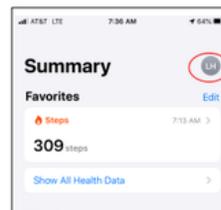
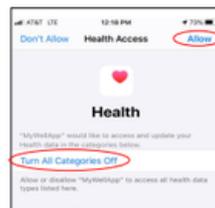
App Access

1. Visit your App Store (Apple or Google Play), search for "ConnectCare3" and download.
2. Use your preferred device to log into connectcare3wellness.com.
3. Once logged in, go to the USER MENU (see image below) and click on MOBILE ACCESS.
4. In the new window, click the NEW button, a unique access code will generate in the code field that you will be asked to enter for the app. This code will remain valid for 24 hours.



Fitbit, Google Fit & Apple HealthKit

- Pairing Fitbit & Google Fit, click the Challenges page button for your preferred device and follow the prompts.
- Apple HealthKit data can be synced to your account via the ConnectCare3 app using your Apple device.
- Once you are logged in with a new mobile code, the Apple Health pairing request will automatically come up. Click Allow in the upper right-hand corner. If the Allow button is greyed out, click Turn on All Categories.
- If you have an Apple Watch, be sure it is synced to the Apple Health app by opening the Apple Health app and clicking on the grey circle in the upper right corner.
- Under Privacy, click Devices. If your Apple Watch is not listed, pair it with your phone to sync it to your Apple Health app.



Tracking Options

Push Notifications

- Users can customize notifications at registration or may update their preferences by clicking the USER MENU (or Avatar) dropdown, selecting UPDATE PROFILE and then choosing their preferred notification level.

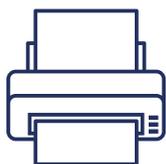
Uploading A Form



Find the *Know Your Numbers* or *Live Well* sections on the platform homepage.



Click the "Download Form" button.



Print the form out or digitally complete the document as instructed.



Visit your health care professional for an annual physical (form provides instructions) and have them complete this form accordingly.



Click the "Upload Completed Form" button and choose the corresponding document to verify participation.

Choosing A Language

The platform is currently available in English or Spanish, click on the drop-down menu and select your preferred language, check out the example below:



The screenshot shows the ConnectCare3 website interface. At the top left is the ConnectCare3 logo. In the top right corner, there is a language selection dropdown menu with three options: 'español', 'English (US)', and 'español' (with a checkmark). A green arrow points to this menu with the text 'Click Here'. Below the logo, the main heading reads '¡Estamos encantados de verte aquí!' followed by a sub-heading: 'Nuestro objetivo es empoderarlo hacia una mejor salud y bienestar. El contenido de este programa se presenta con ese propósito exacto. ¡Disfruta el viaje para lograr tu yo más saludable!'. Below this are two buttons: 'Acceso' and 'Registro'. The footer contains three columns: 'Acerca de nosotros' (About us), 'Contáctenos' (Contact us), and 'Enlaces rápidos' (Quick links).

Additional Information:

- To fully log-out or disconnect from an access code, you will need to clear your app history through the settings of your mobile device.
- Mobile access codes can only be used once. If you want to connect on your iPhone and iPad, you will need to generate a code for each device.
- These codes are for your account and your account only, we strongly discourage sharing mobile access codes with others as that would give them full access to your wellness portal and information. Keep your mobile access codes private just like any other security code or password.

Frequently Asked Questions

Q: Am I required to participate?

A: No, participation is not required but engaging in a wellness program can improve your health and may be incentivized by your employer for just that reason. Contact your Human Resources Department if you have questions on your organizations specific programming.

Q: Can I enable/connect a device for wellness tracking purposes?

A: Yes, turn on and off tracking in the platform that connects to their Apple Health Kit, Samsung Health, Fitbit, and Google Fit systems.

Q: Why are my steps not registering?

A: Your steps may not be registering because your device was either not synced properly or you have not allowed a certain category on the app to sync over. The ConnectCare3 and the Apple Health app must both be open.

Q: Why is my device not syncing?

A: The device may not be syncing because you may only have the Apple Health App running. Both the Apple Health app and ConnectCare3 need to be running to properly sync your device. The Apple Health app needs to know where it is syncing to and registering the activities.

Q: I have revoked access to a category, and I want to re-enable it. How can I do that?

A: It is best to un-sync your device and uninstall the ConnectCare3. Once finished, you can reinstall the ConnectCare3 app and resync your device. Once these settings have initially been selected, they will not be able to change.

Q: I am unable to see where to sync my Apple device to ConnectCare3 (CoreHealth) platform. How do I fix this?

A: There could be issues on Apple's or ConnectCare3's (CoreHealth) end that could prevent this button from displaying and allow you to sync your device. If this is the case, please reach out to your site's support team and they will be able to assist you in other steps and alternatives.

Q: Why doesn't the step count on my Apple Watch match what's in my Apple Health app?

A: Your watch may not be syncing to your Apple Health app. You can either manually sync your watch with your Apple Health app, or you can configure your watch to automatically sync to your Apple Health app throughout the day.

Q: What if I don't have an Apple Watch, but I keep my phone in my pocket to record my steps?

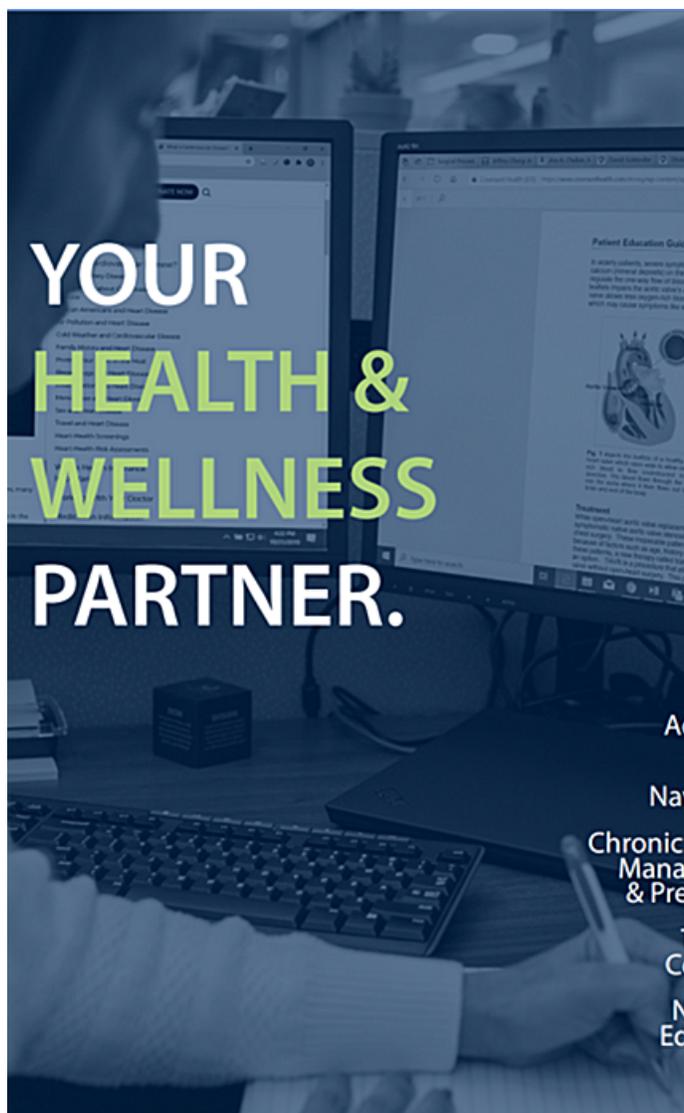
A: No problem! The steps recorded in the Apple Health app on your phone will sync with your wellness account just the same. Follow the steps above to sync the Apple Health App with your wellness account and troubleshoot any issues you have.

Q: How do I un-sync my Apple Watch/Apple Health app from my wellness account?

A: To disable this communication:

1. Open the Apple Health app on your phone.
2. Click on the grey circle in the upper right corner.
3. Scroll down to the Privacy section, click Apps, then click ConnectCare3.
4. Click Turn All Categories Off.

Learn More About ConnectCare3



**YOUR
HEALTH &
WELLNESS
PARTNER.**



The ConnectCare3 Benefit

Your health and wellness partner.

What is ConnectCare3?

ConnectCare3 is a confidential benefit provided to employees and their dependents covered under the health plan at no additional cost. ConnectCare3 has no affiliation with any insurance carrier or hospital system. We aim to provide callers with positive health outcomes on their health and wellness journey.

Available Services



Patient Advocacy

The patient advocates are the first line of contact when reaching out to ConnectCare3. They also assist our clinical team with conducting research.



Nurse Navigation

The nurse navigators are available to work with patients who have received a medical diagnosis that requires a specialist. Our nurses can provide education on a diagnosis and treatments, physician options, and can help patients prepare for physician appointments.



Chronic Disease Management & Prevention

The Chronic Disease Management & Prevention team consists of registered nurses, certified health coaches, and a registered dietitian. Our team approach to preventing and managing chronic conditions provides you with access to resources and expertise all in one place.



Nutrition Education

Our registered dietitians will help patients to understand the connection between diet and health by completing a thorough nutritional assessment and providing healthy meal plans and alternatives.



Tobacco Cessation

Work one-on-one with our Tobacco Cessation coaches to achieve and maintain a tobacco-free life.

How to Enroll

Contact us at 877-223-2350 or info@connectcare3.com to enroll in our services today.

Patient
Advocacy

Nurse
Navigation

Chronic Disease
Management
& Prevention

Tobacco
Cessation

Nutrition
Education

Visit Our Website





The ConnectCare3 Wellness Platform

Features



Wellbeing
Challenges



HealthyU Learning
Modules



Health Information
Library



Available in English
& Spanish



Set & Track
Personalized Goals



Learn More About
ConnectCare3

Registration Steps

1. Visit connectcare3wellness.com

OR

Scan the QR Code



2. Click "Register"

3. Enter your First Name,
Last Name, Date of Birth and
Employer Code: 893

*Please use your legal first and last name when registering

4. Click "Lookup Account"

5. Begin your wellness journey!

The "ConnectCare3" App: 



*Refer to your implementation guide or the for app download instructions.

EEOC Notice for Employer-Sponsored Wellness Programs

New rules published on May 17, 2016, under the Americans with Disabilities Act (ADA) require employers that offer wellness programs that collect employee health information to provide a notice to employees informing them what information will be collected, how it will be used, who will receive it, and what will be done to keep it confidential. The EEOC has published the notice below to help employers comply with the ADA:

NOTICE REGARDING WELLNESS PROGRAM

Be Well @ Juniata is a voluntary wellness program available to all employees. The program is administered according to federal rules permitting employer-sponsored wellness programs that seek to improve employee health or prevent disease, including the Americans with Disabilities Act of 1990, the Genetic Information Nondiscrimination Act of 2008, and the Health Insurance Portability and Accountability Act, as applicable, among others. If you choose to participate in the wellness program you will be asked to complete a voluntary biometric screening, which will include a blood test for Total Cholesterol, Blood Pressure, and Blood Sugar, or a doctor's attestation that lab work was completed within previous 12 months. You are not required to complete the biometrics screening or to participate in other medical examinations. No results will be collected by the employee.

However, employees who choose to participate in the wellness program will receive an incentive of 15% single premium share for completion of the Be Well @ Juniata program, which includes a biometric screening and completion of 3 Live Well Components. The Live Well Components include by are not limited to attestation of an annual preventive exam, attestation of an annual vision exam, attestation of an annual dental exam, attendance at one ACHIEVE Lunch and Learn, participation in one wellness challenge (offered through CC3 or Juniata's Wellness Committee), documented completion of one wellness related training, documentation of a tobacco cessation program, completion of the Real Age Test through Highmark's ShareCare app, documentation of a physical challenge, or attendance to the campus health fair. Although you are not required to complete the biometric screening, or participate in Live Well components, only employees who do so will receive reduced premiums of 15% single premium share. Receipt of the incentive is not contingent upon outcome of the screening or test, only that employee has participated.

Additional incentives of up to one personal day or a \$175.00 stipend may be available for employees who participate in Juniata Wellness Rewards Programming. If you are unable to participate in any of the health-related activities or achieve any of the health outcomes required to earn an incentive, you may be entitled to a reasonable accommodation or an alternative standard. You may request a reasonable accommodation or an alternative standard by contacting Cady Kyle at kylec@juniata.edu or by phone at 814-641-3197.

The results from your biometric screening will be provided to you directly to help you understand your current health and potential risks. You also are encouraged to share your results or concerns with your own doctor. Juniata does not receive individual screening results of participants.

Protections from Disclosure of Medical Information

We are required by law to maintain the privacy and security of your personally identifiable health information. Although the wellness program and Juniata College use aggregate information it collects to design a program based on identified health risks in the workplace, CC3, UPMC and Highmark never disclose any of your personal information either publicly or to the employer. Medical information that personally identifies you that is provided in connection with the wellness program will not be provided to your supervisors or managers and may never be used to make decisions regarding your employment.

Your health information will not be sold, exchanged, transferred, or otherwise disclosed except to the extent permitted by law to carry out specific activities related to the wellness program, and you will not be asked or required to waive the confidentiality of your health information as a condition of participating in the wellness program or receiving an incentive. Anyone who receives your information for purposes of providing you services as part of the wellness program will abide by the same confidentiality requirements. The only individual(s) who will receive your personally identifiable health information is (are) your selected healthcare provider, UPMC for Biometric Screenings completed on campus and Highmark for claims administration in order to provide you with services under the wellness program.

In addition, all medical information obtained through the wellness program will be maintained separate from your personnel records, information stored electronically will be encrypted, and no information you provide as part of the wellness program will be used in making any employment decision. Appropriate precautions will be taken to avoid any data breach, and in the event a data breach occurs involving information you provide in connection with the wellness program, we will notify you immediately.

You may not be discriminated against in employment because of the medical information you provide as part of participating in the wellness program, nor may you be subjected to retaliation if you choose not to participate.

If you have questions or concerns regarding this notice, or about protections against discrimination and retaliation, please contact Cady Kyle at 814-641-3197.