



FIND YOUR HEALTHY PLACE

Better health is a journey, not a destination. Before we can reach our personal goals, we need to know where we're starting from, and where we want to go.

With UMR's Live Well Reward\$, you have an opportunity to receive financial rewards for taking a few simple steps toward living a healthier life. Your participation is completely voluntary, and all resources are available at no cost to you. Keep reading to learn how you can start earning today.

This year, you can receive up to **\$500** in **Online Rewards**. Here's how:

YOUR GOALS:	COMPLETE BY/ REFERENCE PAGE:
Opt-in to Wellness Program on umr.com <i>Active Members must enroll during Open Enrollment*</i>	10/1/2023-11/6/2023
Get your annual wellness visit**	10/1/2023-9/30/2024
Complete your preventive screenings**	10/1/2023-9/30/2024
Ongoing Condition CARE Engagement	10/1/2023-9/30/2024
Join the Wellness Events	Page 2-3
Be tobacco free	Page 4
Wellness Actions Plans	Pages 5-6

**You must opt-in to the wellness program on umr.com prior to earning other points within this incentive. Employees hired after 11/6/2023 can enroll through 1/15/2024.*

*** We strongly encourage you to receive these services no later than 60 days prior to the completion deadline, in order to ensure adequate claim processing time. Preventive screenings include: Cholesterol, Diabetes, Flu Vaccinations, Breast, Cervical, Colorectal and Prostate Cancer screenings.*

Review your rewards and track your progress in the Live Well Reward\$ Wellness activity center.

You can check your progress in the Live Well Reward\$ program anytime at umr.com. Simply log into **umr.com** and click on the **Wellness activity center** tile to review your activities and rewards. If you have any questions regarding LWR\$, please call **1-800-826-9781**.



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GOAL

JOIN A WELLNESS EVENT

This year, as part of the Live Well Reward\$ program, you have an opportunity to receive **50 points** (1 point = \$1) in Online Rewards for completing certain wellness events.

These events are designed to help you adopt new healthy habits and feel part of a community that is committed to getting well together.

HOW TO EARN YOUR REWARD:

After you complete an event, you must access your online services on **umr.com** to let us know. Follow these simple steps to earn your reward:

1. Log in to **umr.com** using the username and password you selected when you registered for online services. (If you are using Safari as your browser, make sure your pop-up blockers are turned off.)
2. Select the **Wellness activity center** shortcut tile, located toward the bottom of the page.
3. Click the **Get started!** button from the wellness activity center landing page. If you are not redirected, please check to see if a new tab or page has opened.
4. Select Record event from the **Things to Do** list on the right side of the page.
5. Select your activity from the list of open events, then mark the date of the event and click the box to confirm you have completed the activity requirements. Then click **Record**.

See back for a list of this year's events »

YOUR EVENTS FOR 2023-2024	DATES	EARN
Opt-in to Wellness Program on umr.com	10/1/2023-11/6/2023*	Active Members must enroll during Open Enrollment by 11/6/2023
Tobacco/Nicotine Free Status	1/1/2024-9/30/2024	\$50

*** In order to keep the current wellness benefit of reduced Out of Pocket, participants must enroll on the UMR website.**

For current employees, Opt-in to Wellness must be completed on umr.com by the close of benefits open enrollment on 11/6/2023.

For new hires after 11/6/2023, enrollment must be completed by 1/15/2024. Due to Opt-in period, new hires on and after 1/1/2024 are not eligible for the 2024 plan year.



You lived for years without tobacco

And you'll be able to live without tobacco again



If you're ready to quit or reduce your use of tobacco and nicotine products, UMR's Tobacco and Nicotine Cessation Program is available at no cost to **University of Arkansas System employees**. People who work with a UMR CARE coach are more successful than those who try to quit or reduce their use on their own.

How it works

Our team of certified tobacco cessation specialists will work with you to develop a plan to quit or reduce your use and offer strategies and support to help you reach your goal.

After you set your personal goal, your assigned CARE coach will be available for a series of one-on-one phone sessions at times that are convenient to you.

In addition, your coach will send you helpful educational materials with facts and tips on overcoming unhealthy habits. With **umr.com**, you also have access to an online action plan for quitting tobacco use. The interactive online lesson plan is personalized for you to help you overcome your barriers and achieve your goals.



All conversations between you and your coach are completely confidential.

Earn \$50 with Tobacco/Nicotine Cessation Coaching Completion

ENROLL today

Call us at 800-207-7680

or scan the QR code below to enroll in the Tobacco and Nicotine Cessation Program



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 **CARE**
A UMR Solution

Complete an action plan



When you're ready to make a healthy change, it helps to have a plan for success.

Your online services on **umr.com** include personalized action plans to support you in making behavior changes and lifestyle choices to get and stay healthy. The interactive sessions offer plans for a variety of healthy goals, so you choose the one that best fits your health needs and interests:

- Healthy eating
- Weight management
- Quit smoking
- Physical activity
- Stress management
- Diabetes prevention
- Heart disease management
- Financial wellness
- Diabetes management
- Heart disease prevention
- Depression
- Risky drinking
- Back care

Work through a personalized lesson that helps you overcome your barriers and achieve your goals.

Member may complete 5 up to \$250

How to get started

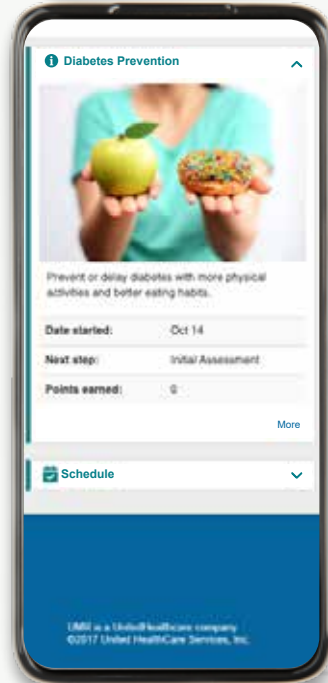
- ▶ Log in to your account on **umr.com**. (If you are using Safari as your browser, make sure your pop-up blockers are turned off.)
- ▶ If it's your first time using the site, select **Login/Register** and follow the steps to register an online account. Make sure you have your ID card handy.
- ▶ Once you've signed in, select **Health center** from the myMenu and click the **Start a health action plan** icon.
- ▶ Click the **Get started!** button from the wellness activity center landing page; If you're not redirected, please check to see if a new tab or page has opened.

continued >>



How to complete an action plan

Under the **Action plans** section, you can click **Enroll** to begin one of the plans displayed.



Complete the steps in the action plan

- 1 Set up your profile**
Start by profiling your current behaviors and readiness to make changes.
- 2 Make a plan**
Select the goals you want to work on and the barriers that might block your progress.
- 3 Take action**
Work through a personalized lesson that helps you overcome your barriers and achieve your goals.
- 4 Measure your progress**
See how far you have come and what more you might do.
- 5 Stay on track**
You will receive a reminder in your list of **Things to Do** when it is time to complete the next step in your action plan. You may complete one step per week.



REWARDING WELL-BEING

Online Rewards makes it easy to turn the points you've earned for completing incentive program activities into your choice of gift cards or merchandise from popular brands, stores and restaurants.

When you're ready to choose your reward, log in to **umr.com** using your registered username and password.

Then follow these simple steps:

1. Select **Wellness activities** from **Things to do** on your homepage.
2. Or select **Wellness activity center** to get started.
3. Under **Rewards**, click on the **Redeem** button.

You'll then be directed to the rewards center, where you can browse for popular items, or search for your favorite brands, stores or restaurants.

Your reward catalogue includes items from the following categories:

- Health & personal care
- Wellness products
- Fitness devices
- Sports & outdoors
- Gift cards
- Books
- Electronics
- Fashion & accessories
- Home & garden
- Toys & games
- Music & movies

NOTE: *Incentives earned from completion of wellness activities and redeemed through Online Rewards may be considered taxable income.*


UNIVERSITY OF ARKANSAS SYSTEM



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Nondiscrimination Statement: Discrimination is Against the Law

The University of Arkansas Medical Benefit Plan (The Plan) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The Plan:

Provides free aids and services to people with disabilities to communicate effectively with us, such as: Qualified sign language interpreters.

Written information in other formats such as: Large print.

Provides free language services to people whose primary language is not English, such as: Qualified interpreters and Information written in other languages.

If you need these services, contact The Plan 1557 Nondiscrimination Officer. If you believe that The Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with The Plan 1557 Nondiscrimination Officer. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, The Plan 1557 Nondiscrimination Officer is available to help you.

University of Arkansas Medical Benefit Plan
1557 Nondiscrimination Officer
University of Arkansas System Office
2404 North University Avenue
Little Rock, AR 72207
Phone: (501) 686-2941
Fax: (501) 686-2939

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>,

or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW Room 509F,
HHH Building Washington, D.C. 20201
1-800-368-1019, 800-537-7697

(TDD) Complaint forms are available at <http://www.hhs.gov/ocrhhs.gov/ocr>

English Text:

You have the right to get help and information in your language at no cost. To request an interpreter, call the toll-free member phone number listed on your health plan ID card, press 0. TTY 711

This letter is also available in other formats like large print. To request the document in another format, please call the toll-free member phone number listed on your health plan ID card, TTY 711, Monday through Friday, during normal business hours.

1	Spanish	Tiene derecho a recibir ayuda e información en su idioma sin costo. Para solicitar un intérprete, llame al número de teléfono gratuito para miembros que se encuentra en su tarjeta de identificación del plan de salud y presione 0. TTY 711
2	Vietnamese	Quý vị có quyền được giúp đỡ và cấp thông tin bằng ngôn ngữ của quý vị miễn phí. Để yêu cầu được thông dịch viên giúp đỡ, vui lòng gọi số điện thoại miễn phí dành cho hội viên được nêu trên thẻ ID chương trình bảo hiểm y tế của quý vị, bấm số 0. TTY 711
3	Marshallese	Eor aṃ maroñ ñan bok jipañ im meḷeḷe ilo kajin eo aṃ ilo ejjeḷok wōñān. Ñan kajjitōk ñan juon ri-ukok, kūrḷok nōmba eo eṃōj an jeje ilo kaat in ID in karōk in ājmour eo aṃ, jiped 0. TTY 711
4	Chinese	您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥打您健保計劃會員卡上的免付費會員電話號碼，再按 0。聽力語言殘障服務專線 711
5	Laotian	ທ່ານມີສິດທີ່ຈະໄດ້ຮັບການຊ່ວຍເຫຼືອແລະຂໍ້ມູນຂ່າວສານທີ່ເປັນພາສາຂອງທ່ານບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ເພື່ອຂໍຮ້ອງນາຍພາສາ, ໂທພຣິຫາຫມາຍເລກໂທລະສັບສໍາລັບສະມາຊິກທີ່ໄດ້ລະບຸໄວ້ໃນບັດສະມາຊິກຂອງທ່ານ, ກົດເລກ 0. TTY 711
6	Tagalog	May karapatan kang makatanggap ng tulong at impormasyon sa iyong wika nang walang bayad. Upang humiling ng tagasalin, tawagan ang toll-free na numero ng telepono na nakalagay sa iyong ID card ng planong pangkalusugan, pindutin ang 0. TTY 711
7	Arabic	لك الحق في الحصول على المساعدة والمعلومات بلغتك دون تحمل أي تكلفة. لطلب مترجم فوري، اتصل برقم الهاتف المجاني الخاص بالأعضاء المدرج ببطاقة مُعرّف العضوية الخاصة بخطتك الصحية، واضغط على 0. الهاتف النصي (TTY) 711
8	German	Sie haben das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um einen Dolmetscher anzufordern, rufen Sie die gebührenfreie Nummer auf Ihrer Krankenversicherungskarte an und drücken Sie die 0. TTY 711

9	French	Vous avez le droit d'obtenir gratuitement de l'aide et des renseignements dans votre langue. Pour demander à parler à un interprète, appelez le numéro de téléphone sans frais figurant sur votre carte d'affilié du régime de soins de santé et appuyez sur la touche 0. ATS 711.
10	Hmong	Koj muaj cai tau kev pab thiab tau cov ntaub ntawv sau ua koj hom lus pub dawb. Yog xav tau ib tug neeg txhais, hu tus xov tooj rau tswv cuab hu dawb uas sau muaj nyob ntawm koj daim yuaj them nqi kho mob, nias 0. TTY 711.
11	Korean	귀하는 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 통역사를 요청하기 위해서는 귀하의 플랜 ID카드에 기재된 무료 회원 전화번호로 전화하여 0번을 누르십시오. TTY 711
12	Portuguese	Você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para solicitar um intérprete, ligue para o número de telefone gratuito que consta no cartão de ID do seu plano de saúde, pressione 0. TTY 711
13	Japanese	ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はかかりません。通訳をご希望の場合は、医療プランのIDカードに記載されているメンバー用のフリーダイヤルまでお電話の上、0を押してください。TTY専用番号は711です。
14	Hindi	आप के पास अपनी भाषा में सहायता एवं जानकारी निःशुल्क प्राप्त करने का अधिकार है। दुभाषिए के लिए अनुरोध करने के लिए, अपने हेल्थ प्लान ID कार्ड पर सूचीबद्ध टोल-फ्री नंबर पर फ़ोन करें, 0 दबाएं। TTY 711
15	Gujarati	તમને વિના મૂલ્યે મદદ અને તમારી ભાષામાં માહિતી મેળવવાનો અધિકાર છે. દુભાષિયા માટે વિનંતી કરવા, તમારા હેલ્થ પ્લાન ID કાર્ડ પરની સૂચીમાં આપેલ ટોલ-ફ્રી મેમ્બર ફોન નંબર ઉપર કોલ કરો, 0 દબાવો. TTY 711