

Healthy Tracks Program Guide (Pre-Launch Testing)



Welcome to Healthy Tracks!

Healthy Tracks is a fun, year-long program where you will have access to a state-of-the-art health and wellness portal found at www.seniorcareplus.myhealthytracks.com. The portal has a wealth of tools, resources, and information to help support your efforts towards living a positive lifestyle. With Healthy Tracks, you can get the support you need and stay healthy. Throughout the year, you will have opportunities to participate in a variety of fun, health-promoting activities designed to help you start or continue your positive lifestyle.

Plus you can earn up to \$75.00 in rewards for making healthy choices. We encourage all Senior Care Plus members to join!

Pre-Launch: “Beta” Testing

Healthy Tracks is currently in our testing phase, also known as beta testing. By participating in Healthy Tracks, please understand that we know it is not quite perfect yet. You may find areas that could potentially be confusing or not work just right. We need your help to identify our areas of opportunity as well as our strengths in the program so that we can improve these areas prior to our final launch to the entire Senior Care Plus population. By enrolling in Healthy Tracks during our beta testing, you are able to actively participate in the whole Program (challenge eligibility rules still apply). Senior Care Plus will reach out to you periodically to receive feedback so we can better understand your experience with the Program. We encourage you take the time to explore the Program and provide us any feedback through our online survey or by emailing our Healthy Tracks team at healthytracks@hometownhealth.com. We greatly appreciate your willingness to help us perfect this program for our members and are very excited to start receiving your feedback!

GET STARTED

Getting started is easy. All you'll need is your member ID card, date of birth, and an email address (so we can verify your account). You can access Healthy Tracks from the computer or your phone.

1. Your first step is to sign up for the program at www.seniorcareplus.myhealthytracks.com. Follow the prompts and jump right into the wellness path. If you have difficulty going online, a family member or friend can help you set up your account.
2. If you don't have a computer, Senior Care Plus will provide you with access to our computer lab. The Senior Care Plus computer lab is open one hour before and one hour after each Senior Care Plus Club Event held at 10315 Professional Circle, Reno. Visit SeniorCarePlus.com for those dates.

WELLNESS POINTS

You can potentially earn up to 75 Wellness Points when you complete important health screenings. Wellness Point are tracked on the Healthy Tracks website and can be redeemed at any time for a variety of e-gift cards from our rewards mall. E-gift cards are gift cards that are emailed to you rather than a physical card. They can be used for online shopping or printed out and used in the store. Get started by completing your 2019 Annual Wellness Visit and talk to your doctor about what screenings are right for you. Each Wellness point equals \$1.00 that can be redeemed in the rewards mall for a variety of e-gift cards.

GET REWARDED

The following challenges and corresponding Wellness Points make up the program. Most of the challenges are available throughout the year. It is important to remember that not all challenges are available to all members and not all challenges have points assigned. Eligibility criteria is specific to gender, age, and applicable chronic conditions for each challenge. Details of eligibility criteria are found in the Summary of Challenge Eligibility found at the end of this document. Points are applied to challenges for important health screenings.

PREVENTIVE CARE ACTIVITIES

Annual Wellness Visit in 2019	20
Colonoscopy in 2019	20

FIT Colorectal Cancer Test in 2019	5
Mammogram in 2019	10
Osteoporosis Bone Screening (For Women who have had a fracture in last 6 months)	10

FOR DIABETIC MEMBERS ONLY

Retinal Eye Exam in 2019	10
Urine Microalbumin Screening in 2019	5
Hemoglobin A1c Lab Draw in 2019	5

ADDITIONAL CHALLENGES

Annual Flu Shot	1
CAHPS (Member Engagement) Survey Education	2
Health Outcomes Survey Education	2

WELLNESS ACTIVITIES (Focused on your health and wellness – No Points Awarded)

- Community Events
- Benefit Education Videos
- Health Risk Assessment
- Senior Care Plus University Videos
- Individual Monthly and Quarterly Challenges

Things to remember:

- *You can only earn one reward per challenge per calendar*
- *All Challenges and Screenings must be completed between January 1, 2019 and December 31, 2019.*
- *Maximum annual reward is \$75.00 per member to be distributed in online gift cards from the rewards mall.*
- *Member must be actively enrolled in Senior Care Plus at the time the challenge was completed and at the time wellness points are distributed.*
- *Rewards are based on medical claims received by Senior Care Plus and can may take 30-45 days to show in your Healthy Tracks account. This is due to the time it takes a*

provider to generate a medical claim and submit the claim to Senior Care Plus for processing.

- If you have completed a screening and have not received credit for completion after 60 days, please use the “Contact Support” feature within the Healthy Tracks program to let us know when and where you received the applicable screening. Senior Care Plus will require evidence of completed screening and will request the medical record from that provider to give you credit for completion.*
- Not all members are eligible for all screening rewards. Eligibility is determined by age, gender, and confirmed diagnosis of specific chronic conditions. Please see the Summary of Challenge Eligibility descriptions to determine if you are eligible.*

Your good health is our goal! All screenings and activities are covered by the benefits in your Senior Care Plus Medicare Advantage plan. To confirm any copays for certain benefits, please see your summary of benefits online or call customer service at 775-982-3112.

Summary of Challenge Eligibility:

Annual Wellness Visit: All Senior Care Plus members are eligible for this reward by scheduling and participating in your annual wellness visit with your primary care provider between the dates of January 1, 2019 to December 31, 2019.

Colonoscopy in 2019: Men and Women 50-75 years of age are eligible for this reward by completing a colonoscopy between the dates of January 1, 2019 to December 31, 2019.

FIT Colorectal Cancer Screening Test in 2019: Men and Women 50-75 years of age are eligible for this reward by completing an annual FIT test between the dates of January 1, 2019 to December 31, 2019 (Members who have had a colonoscopy from 2010-2019 are not eligible for this reward).

Mammogram in 2019: Women 52-74 years of age are eligible for this reward by completing their mammogram between the dates of January 1, 2019 to December 31, 2019.

Osteoporosis Screening in 2019: Women age 67-85 years old who have suffered a fracture are eligible for this reward by completing a bone mineral density tests within 6 months of their fracture and between the dates of January 1, 2019 to December 31, 2019.

Diabetic Retinal Eye Exam in 2019: Men and Women age 18-75 years old with a confirmed diagnosis of type 1 or type 2 diabetes are eligible for this reward by completing their annual diabetic retinopathy screening between the dates of January 1, 2019 to December 31, 2019.

Diabetic Nephropathy Screening in 2019: Men and Women 18-75 years old with a confirmed diagnosis of type 1 or type 2 diabetes are eligible for this reward by completing their annual

nephropathy screening between the dates of January 1, 2019 to December 31, 2019. A urine microalbumin or urine protein test are acceptable screenings for nephropathy.

Diabetic Hemoglobin A1c Test in 2019: Men and Women 18-75 with a confirmed diagnosis of type 1 or type 2 diabetes are eligible for this reward by completing a Hemoglobin A1c blood sugar test between the dates of January 1, 2019 to December 31, 2019.

Annual Flu Vaccine Flu Season: All Senior Care Plus members who have received a flu shot between September 1, 2019 and December 31, 2019.

CAHPS Survey Education Video: All Senior Care Plus members who watch this video and learn about the Medicare Member Engagement Survey, also known as the CAHPS Survey that goes out February through June each year. Each year Medicare selects a random sample of Senior Care Plus Members to survey in order to better understand the overall healthcare experience of our members.

Health Outcomes Survey Education Video: All Senior Care Plus members who watch this video and learn about the Medicare Health Outcomes Survey that goes out April through July each year. Each year Medicare selects a random sample of Senior Care Plus Members to survey in order to better understand health and wellness of our members.