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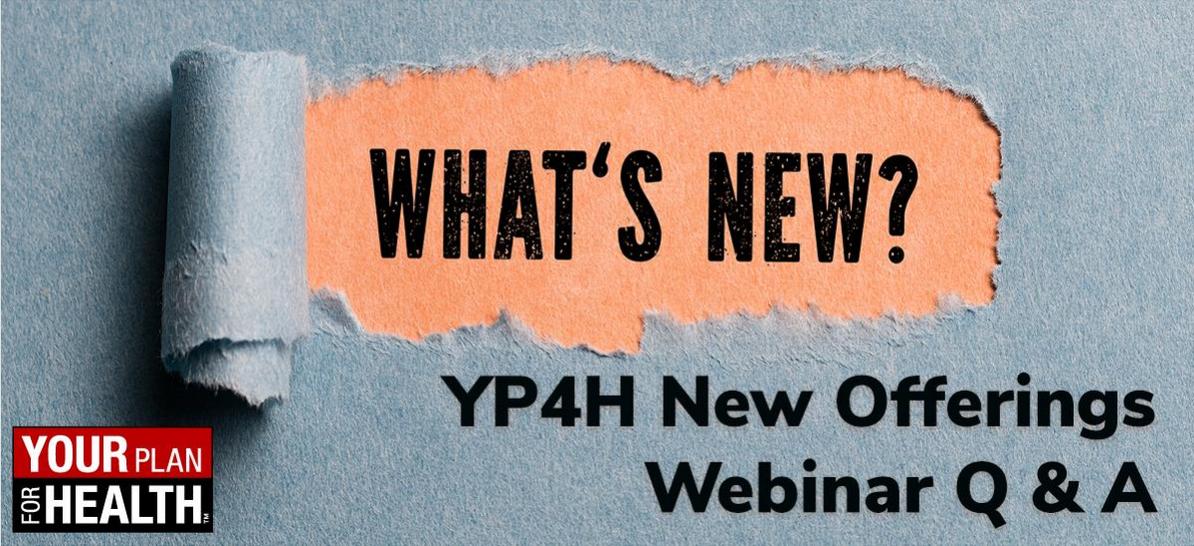
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Are there financial charges if we begin the myStrength program and do not continue?

How do I know if I filled out an assessment completely? I didn't receive points but received a program.

I have downloaded the Livongo app. Do I need to coordinate the username with my OSU/Virgin Pulse app credentials?



WHAT'S NEW?



YP4H New Offerings Webinar Q & A

YP4H General Questions

There is an item titled “Complete a survey” on the “How To Earn” page in Virgin Pulse. This is listed as a monthly item to earn 100 points. Where do we find the survey and how do we participate?

Surveys are randomly delivered monthly in the Virgin Pulse portal. You will see them in your card stack when they are live. Depending on how the survey is set up, you may receive 100 points automatically after completing the survey or you may receive the points at the close of the survey.

Is the new bonus incentive level available for spouses? Is the reward available on a quarterly or annual basis? Will I receive HRA credits or PulseCash?

The bonus incentive is available annually, per participant (that is, spouses can also earn the reward). If you are enrolled in the medical plan, you will earn a \$100 HRA credit. If you are not enrolled in the medical plan, but eligible for Ohio State benefits, you will earn \$20 PulseCash. To learn more about the requirements for the bonus incentive please visit <https://yp4h.osu.edu/2022bonus>.

How do I add my spouse (non-OSU employee) to YP4H so that they can also participate now that they are on my health insurance?

Once added to the medical plan, your spouse can access Your Plan for Health by creating their own account (you cannot do this for them). Please have your spouse visit <https://yp4h.osu.edu/quickstart> to be walked through the registration process.

What is the link to the Virgin Pulse platform?

You can access your Virgin Pulse account by visiting <https://yp4h.osu.edu> and clicking the red "login" button at the top right corner of the webpage. You can also access Virgin Pulse directly by downloading the Virgin Pulse mobile app.

Where do I go to sign up for these new programs initially?

You can find access links to all these programs in your Virgin Pulse account. Once logged in, navigate to your "Benefits" page and click the "View all" tab to find the program you would like to access.

What is PulseCash?

PulseCash is one of the incentive rewards you can earn by participating in Your Plan for Health. To learn more about PulseCash and how you can spend it, please visit <https://yp4h.osu.edu/rewards/pulsecash/>.

What are HRA credits?

Health Reimbursement Account credits are one of the incentive rewards you can earn by participating in Your Plan for health. HRA credits are only offered to those enrolled in an Ohio State medical plan. To learn more about how to access and use HRA credits, please visit <https://yp4h.osu.edu/rewards/hra/>.

I am a benefit-eligible employee getting ready to retire. I am planning on

coming back PRN but there will be a few months where I am not employed. Will my access go away and I will have to restart?

Congratulations on your retirement! You will have access to your account for 30 days after you retire or terminate from Ohio State to redeem any unused PulseCash. After that, your account will be removed. If you return to a benefits-eligible position, you may need to begin a new account. However, every circumstance is different, so please reach out to yp4h@osu.edu once you return.

This was a lot of information given to us at once. How do I make sure I take advantage of everything?

Yes – there is a lot to offer! We encourage you to engage in what you find most interesting or most motivating. We do not expect or encourage you to participate in every single option. Take your time to peruse the menu of options and then make a game plan that works for you!

I am a Buckeye Wellness Innovator. If someone on my team has questions on the information shared in this webinar, where can I send them to get more specific answers on each program and the new bonus incentive?

Please send them to the YP4H website – <https://yp4h.osu.edu/rewards>. There will be a link to the recorded presentation on that page as well. If they are not able to get their answers from the website, please have them contact yp4h@osu.edu.

What is the easiest way to see what incentive level your spouse has achieved?

Due to privacy reasons, there is not visibility between spousal accounts within Virgin Pulse. However, an employee can confirm if they are receiving the spouse premium credit by looking at their pay slip. The employee can also review their TASC account to determine if they've received any HRA credits in addition to what they themselves have earned.

Can a family member on the OSU benefit plan access the mindfulness resources and weight loss coach?

Spouses enrolled in an Ohio State medical plan are eligible to participate in Whil, myStrength and Transform. The spouse must have an active Virgin Pulse account to access these programs. To get your spouse started, please have them visit <https://yp4h.osu.edu/quickstart> to be walked through the registration process.

I don't have (and don't want) a personal tracker. Can there be more options for earning points without a tracker?

The points economy is created annually and provides opportunities for those with and without devices to earn points to reach all levels. There are many options already for those who choose to manually track activities.

If I am having trouble accessing my Virgin Pulse account, what do I do?

Employees should access their Virgin Pulse account at <https://join.virginpulse.com/osu>. If prompted, begin typing in your lastname.#@osu.edu email address and a single-sign-on screen should appear. Please note: OSUWMC employees likely registered with their lastname.# rather than their med center email address. To manage your Ohio State credentials (lastname.#), visit <https://my.osu.edu>.

Virgin Pulse General Questions

For all these new activities, who has access to my data?

At Virgin Pulse, we believe that the strength of our business depends on a robust data privacy and information security program. We protect information assets, personal data, and client information whenever and wherever they are created, processed, transmitted, or stored to provide seamless, consistent, high-quality client service worldwide. Our data privacy and information security program is managed by our Global Information Security Team. Their mission is to protect the information assets of Virgin Pulse and our clients and members from unauthorized collection, retention, use, disclosure, modification, or destruction. They accomplish this through governance policies, procedures, guidelines, and technical security architecture as well as alignment with internationally recognized best practice frameworks. The minimum information needed will be shared with

Virgin Pulse partners that you choose to engage with. Your data that is provided will be based on the information needed for the specific program to provide reward earning opportunities.

My Max Buzz has stopped syncing with app. I have tried all troubleshooting recommendations. Who can help me resolve this?

For assistance with your Max Buzz device, please reach out to customer support via email or phone: osusupport@virginpulse.com or 833-556-6287.

When we use outside platforms, like Whil / myStrength / Transform, can we go directly to the app (that will sync back to Virgin Pulse)? Or do we have to go through Virgin Pulse to get connected to the apps?

It depends on the app! For myStrength and Transform, you can go directly to the app and your actions will sync back to Virgin Pulse so that you can still receive your rewards.

The Whil app allows for single-sign-on only. When you open the Whil app, you may be asked for a username/password (which you will not have). To log into the Whil app, open your Virgin Pulse app, navigate to the “Benefits” page and select the Whil tile. This will log you into the Whil app automatically and ensure that your actions are synced back to Virgin Pulse for rewarding purposes.

Can you still manually track sleep in the Virgin Pulse platform?

Yes, you can still earn 25 points/day for manually tracking sleep. Log into your account and navigate to "Healthy Habits" which is under the “Home” tab. If the sleep tracker is not currently on your healthy habit tracking page, click on "Browse All" at the top. Click the “Sleeping Well” topic and make sure to toggle on the “Hours Slept?” healthy habit. The tracker will then be added to your page and allow you to manually enter the number of hours and minutes you slept.

How will Virgin Pulse work with someone who is physically challenged?

The Your Plan for Health program is designed to meet you where you are and support your goals. There are many points earning opportunities that

are not just physical in nature. The program is dedicated to offering a holistic approach to health and well-being. For a complete list of ways to participate and earn points, visit the "How To Earn" tab on your Virgin Pulse "Rewards" page. We also offer short- and long-term accommodations, called Reasonable Alternatives, for those who are struggling with injury, illness, disability and more. For those members wanting to request a short- or long-term alternative to physical activity, contact Virgin Pulse member services at 833-556-6887 or email osusupport@virginpulse.com.

I'm having trouble getting Virgin Pulse to sync with Google Fit. Is there someone who can walk me through it?

Here are the steps to syncing the Virgin Pulse app with Google Fit:

1. You must complete this connection on your mobile device. First, log into the Virgin Pulse app on your mobile device.
2. Tap on the "Profile" button in the bottom right corner of the home screen and click on "Devices & Apps".
3. Under "Available Devices & Apps", select the "Google Fit" option. Tap the Connect button and follow the prompts.
4. Your Google Fit app is now connected with your Virgin Pulse account.

Virgin Pulse will capture steps, active minutes, sleep, calories burned, and workout minutes data from the Google Fit app. For additional support call 833-556-6887 or email osusupport@virginpulse.com.

Transform Specific Questions

Where can we access peer-reviewed information about the long-term effectiveness of this programs?

The curriculum for Transform is based upon the CDC's Diabetes Prevention Program that has been thoroughly studied. Here are a few studies that have been completed most recently.

[2019: JMIR Diabetes - A Digital Diabetes Prevention Program \(Transform\) for Adults With Prediabetes: Secondary Analysis](#)

[2022: JMIR Diabetes - A 12-Month Follow-Up of the Effects of a Digital Diabetes Prevention Program \(VP Transform for Prediabetes\) on Weight and Physical Activity Among Adults With Prediabetes: Secondary Analysis](#)

What if I already have a different Fitbit model (or another device brand like Apple or Garmin), do I have to use the Fitbit Inspire?

If you currently have a favorite device, no worries! Transform is integrated with Fitbit, Garmin, Apple Health (for Apple watch, iOS steps, MiBand) and Withings and any of those devices work with the program. This device will also automatically connect to your Virgin Pulse account so that you receive points for activities.

Will we be taxed on the devices we receive (scale and Fitbit)?

At this time, there are no plans to tax the devices given to participants in the Transform program.

Can someone with a healthy BMI/weight join VP transform?

Transform is specifically designed to help reduce risk for prediabetes and other preventable chronic diseases. One crucial way to help reduce that risk is to have a healthy BMI. That is why there are BMI and other risk criteria in place to reach and support those individuals wanting to change behaviors to live a healthier life.

If you are interested but do not qualify for this program, please visit our page of other weight management resources and programs at <https://yp4h.osu.edu/resources/weight-management/>.

Where do we find the link for the eligibility survey?

*Accessing Transform can be done in two ways. Please note that you **MUST** have an active Virgin Pulse account to take the Transform survey and enroll.*

1. You can visit <https://yp4h.osu.edu/transform> to learn about all the details of the program. There will be a link to the survey on this page.

2. You can also access the survey while logged into your Virgin Pulse account. Navigate to the "Benefits" page to find the Transform tile. The tile will direct you to the survey.

Do we need to download the Transform app? Will that connect to the Virgin Pulse app and other health-related apps we have?

If you enroll in Transform, you will need to utilize the Transform app. You will receive an email from your coach notifying you when you can download the app. The mobile app will only work on devices that are on the 10.0 (iOS) or 5.0 (Android) software version or higher. Please note, there is not a web version for this application.

Your Fitbit (or other tracking device you choose) and scale will connect to both the Virgin Pulse app and the Transform app. This way you can track your activity for your coach to see, and also receive your YP4H rewards at the same time.

Is Transform similar to the Diabetes Research Program?

The Impact Diabetes Prevention Research Program at Ohio State is very similar in content but different in delivery. Both curriculums are based upon the CDC's Diabetes Prevention Program. To learn more about Transform visit <https://yp4h.osu.edu/transform>.

Are there financial charges if we begin the Transform program and do not continue?

Transform for weight management and prediabetes is a twelve-month commitment. The program requires you to engage in the mobile app, interact with your health coach, track your weight and nutrition, and complete lessons and quizzes. We ask that if you enroll in Transform, that you commit to the program for the entire duration. There are no financial consequences for ending the program early. However, you are only able to enroll in the program one time. Once you stop participating, you will not be able to restart.

Whil Specific Questions

At times, it seems like all my sessions are not recognized. How do we make sure we are getting credit for the sessions we are completing?

To track your Whil session completion, find the “Mental Wellbeing” section on the “How To Earn” page in your Virgin Pulse account. The “Complete 20 Whil sessions in a month” progress bar will tell you how many sessions you’ve completed this month.

If you are not seeing your session completion being tracked on the "How To Earn" page, please confirm that you are entering Whil through your Virgin Pulse portal. This will ensure you are connected properly to earn rewards and receive completion recognition on the "How To Earn" rewards page.

How to access Whil through Virgin Pulse:

- 1. Login to your Virgin Pulse account on your desktop or mobile device.*
- 2. Navigate to the "Benefits" page.*
- 3. Search for Whil in the search bar or scroll until you find the Whil tile.*
- 4. Click into the Whil tile to be automatically signed into the Whil mobile or desktop experience.*

If you are still not seeing sessions counted, please contact Whil customer service at support@whil.com as this might be a specific issue that needs to be investigated.

Are daily Whil points no longer available?

There are no longer points offered for completing daily Whil sessions. You can receive 100 points for completing all sessions under a program (up to 3 program completions per month) and 200 points for completing 20 sessions in a calendar month.

Can you complete multiple Whil sessions in a day?

We love that you are using Whil often and hope that you continue to do so! The rewards are structured to only accept 1 Whil session per day, but you are welcome to complete as many as you like each day.

For the quarterly game, you will receive 200 points after you accumulate 1 session per day for 20 days in a month. For the bonus incentive, you must

complete 10 sessions per month for 3 months to earn the reward. Again, only 1 session per day will be counted towards completion.

I ran into trouble logging into Whil. How do I get back in?

Please be sure that you are entering Whil through your Virgin Pulse portal. When you connect through this route, you should not need to reset any password. Your OSU credentials should take you directly to the Whil platform from the Virgin Pulse benefit page.

How to access Whil through Virgin Pulse:

- 1. Login to your Virgin Pulse account on your desktop or mobile device.*
- 2. Navigate to the "Benefits" page.*
- 3. Search for Whil in the search bar or scroll until you find the Whil tile.*
- 4. Click into the Whil tile to be automatically signed into the Whil mobile or desktop experience.*

If you need support, please contact support@whil.com.

Can we set the program so that we don't have to go through the OSU verification every day when trying to do the Whil activities?

To ensure you receive credit (including points) for completing sessions and courses throughout the year, you will need to log into your Virgin Pulse account and access Whil through the Benefits page.

Is the Whil account free? It seems like when I login, I can only get a few sessions without paying for an account.

Whil is free for all benefits-eligible Ohio State faculty/staff members and their enrolled spouses. You should never be prompted to pay.

To access the Whil sessions available to you, you must enter through the Virgin Pulse portal. This will take you directly to the Whil platform. You should see 7 new topics with over 800 sessions available!

How to access Whil through Virgin Pulse:

- 1. Login to your Virgin Pulse account on your desktop or mobile device.*
- 2. Navigate to the "Benefits" page.*

3. Search for Whil in the search bar or scroll until you find the Whil tile.
4. Click into the Whil tile to be automatically signed into the Whil mobile or desktop experience.

If you are still having trouble, please reach out to support@whil.com for assistance.

myStrength Specific Questions

Does myStrength share user data back with Ohio State? For example, if someone is engaging in sessions about managing depression, is that kept confidential?

Your activity and information in myStrength are confidential and never shared with anyone at Ohio State. We take your privacy seriously. Your health information is protected through federal and state laws, including the Health Insurance Portability and Accountability Act (HIPAA).

Is the myStrength program an on-demand program like the Whil videos or is it a schedule-based program like health coaching?

Programs and activities in myStrength are self-guided and can be completed at any time. If you do not finish the activity in one session, myStrength will save your progress so you can pick back up where you left off.

Where do we go to access myStrength and enroll?

How to access myStrength through Virgin Pulse:

1. Login to your Virgin Pulse account on your desktop or mobile device.
2. Navigate to the "Benefits" page.
3. Search for myStrength in the search bar or scroll until you find the myStrength tile.
4. Click into the myStrength tile to be taken to the enrollment process.
5. Complete the enrollment questions to set up your myStrength account.

Please note: using your OSU/Virgin Pulse credentials may help you to remember your myStrength username/password, but it is not required.

For myStrength, are you recommending we sign up via a desktop web browser or can we do it through the Virgin Pulse app? Can we access myStrength through the Virgin Pulse app after we sign up?

You can use either the desktop/web browser or mobile app to sign up. After you sign up, you can go directly to the myStrength app or use single-sign-on through your Virgin Pulse account.

How to access myStrength through Virgin Pulse for single-sign-on:

- 1. Login to your Virgin Pulse account on your desktop or mobile device.*
- 2. Navigate to the "Benefits" page.*
- 3. Search for myStrength in the search bar or scroll until you find the myStrength tile.*
- 4. Click into the myStrength tile to be taken to the enrollment process or into your account if you've already enrolled.*

Would it be better to wait until the 2nd quarter for myStrength since we are far into the first month?

You can register for myStrength at any time that is convenient for you.

When will the points be awarded in Virgin Pulse for the activities I completed in myStrength? I haven't received any credit yet.

This process is still being finalized and your Virgin Pulse points will be available soon. Once the setup is complete, you'll see points for the rewardable actions you've completed from the time you created your account. You will not need to go in and re-do these actions.

Where can you look to see how many myStrength sessions you have completed in a month/months?

On the web version of myStrength, click on your name in the top right corner and select "History" from the drop-down menu. You will see a full list of activities you've completed in myStrength.

What qualifies as a myStrength session to reach the new bonus incentive? Is each individual activity a session or is it all the activities in a program?

There are several activities within each myStrength recommended program. Individual activities count towards the incentive criteria. You must complete 10 activities over 10 separate days (sessions) for 3 months to qualify for the incentive. The months do not need to be consecutive.

Are there financial charges if we begin the myStrength program and do not continue?

No, myStrength is a free program and resource offered to benefits-eligible OSU faculty/staff and their enrolled spouses.

How do I know if I filled out an assessment completely? I didn't receive points but received a program.

The initial assessment questions are presented during the registration process. If you answered all the questions and can access your myStrength home page, your initial assessment should be complete. You will be prompted at future logins when you are due for your next assessment. You will receive 250 points for completing the onboarding assessment; 250 points (each) for completing a 14-, 30-, and 60-day follow-up assessment; 500 points (each) for completing a 90- and 120-day follow-up assessment.

The rewards process is still being finalized and your Virgin Pulse points will be available soon. Once the setup is complete, you'll see points for the rewardable actions you've completed from the time you created your account. You will not need to go in and re-do these.

I have downloaded the Livongo app. Do I need to coordinate the username with my OSU/Virgin Pulse app credentials?

Please be sure you are downloading the myStrength app (available for free from the Apple or Google Play stores) and not the Livongo app – as they are not the same.

Your myStrength credentials do not need to match your OSU/Virgin Pulse credentials. The suggestion for them to match was to make it easier to remember, but it is not a requirement for you to have a smooth user experience.



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Your Plan for Health



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