
FAQ

The most frequently asked questions on the SLC 360° wellness program are listed according to subject. Simply click on a subject header to be directed to questions with corresponding answers.



Have questions not listed on the FAQ? Email us at SLC360@slcgov.com.

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What is SLC 360°



What is the program?

Good health takes time and in our day to day life we don't normally take the time to care for ourselves. SLC360 is going to provide the opportunity for our employees to proactively care for themselves and their families so they can better serve the citizens of Salt Lake City.

Using the WellRight platform we are able to create a program that is versatile enough to fit our very diverse work group. With a mobile app, text tracking, and a web service this program is able to reach anyone with internet access; and with leadership support employees will have time to participate in a variety of healthy activities throughout the year.

The bottom line is we need to care for ourselves so that we can care for others at home and in the community we serve.



Is this replacing healthy Utah?

SLC 360° is a holistic wellness program specific to our employees and their eligible spouse/adult designee covered on the plan and will replace the Healthy Utah program. However, some of the challenges and programs through Healthy Utah will be offered through SLC 360.



Who is eligible to participate?

All employees and their spouse or adult designee covered on the medical plan are eligible to participate in SLC 360° wellness program.



Why should I participate?

Participating in the SLC 360° wellness program is a great way to earn additional tax free money into your HSA (or a taxable check for those who do not qualify for an HSA). Plus, you get to learn your health numbers which could indicate whether you may currently have or may develop health conditions such as heart disease, stroke or diabetes. Knowing your numbers can help you make informed decisions now about lifestyle choices to help reduce risk in the future.



Am I measured on my progress?

At this time, the program is designed to encourage participation in our wellness program, such as: having your health screening; completing your health wellness profile; completing monthly and/or quarterly challenges.

Eligibility & Activities

How to Register SLC 360°



How can I sign up for SLC 360 online?

To sign up, you will need to:

1. Visit <https://slc360.wellright.com>.
2. Click on the "Register" option
3. This will open a new box
4. Complete the remaining fields (First Name, Last Name, Email, Confirm Email, Password, Confirm Password, Date of Birth, Gender)
5. Review the "Privacy Policy" and "End User Level Agreement" and check the boxes
6. Click "Register"



What is the deadline to sign up?

The enrollment window for employees and their spouse/adult designee can sign up for the SLC 360* program during through out the year.

Challenges & Activities



What are wellness challenges? How do I get started??

Wellness challenges are activities that employees engage in to earn points. Below are examples of challenges:

- Drinking more water
- Walking more
- Receiving your preventative care

Simply logon to the wellness platform and select from an array of challenges to begin or participate in one of the quarterly events posted on the Benefits pages.



How many activities should I be doing?

To encourage friendly competition, we will be hosting 1 quarterly challenge at a City location and 1 monthly event on the portal. We recommend that employees participate in these challenges, in addition to getting their age appropriate well checks. Events will be posted each quarter on the Benefits intranet and internet pages.

However, multiple challenges will be available through the WellRight portal and some through Healthy Utah. Please click here to see a complete list of what will be available for the quarter.

Biometric Health Screening & Sign-Up

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What is biometric health screening?

This is a 15 minute screening that measures blood pressure, blood sugar (also called glucose), cholesterol, and body mass index.

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Do I have to take a biometric screening?

No, participation in the program is completely voluntary. Keep in mind that the biometric health screening is one of the wellness activities that you will help you receive your up to \$150 annual rebate.

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Will the biometric health screening cost me anything?

The cost of the biometric health screening will be paid for by the City's reserves as we see this as an investment in our employee's wellbeing.

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Where can I get my screening?

Screenings can be completed in one of the following ways:

- Healthy Utah
- Midtown Clinic

Or you can visit your personal doctor and have them complete [\(FORM HERE\)](#) at your annual physical

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How can i sign up for my biometric Health screening?

To sign-up for your biometric health screening:

1. Login to your myPEHP account at www.pehp.org
2. Click the "myHealth" tab
3. Select "PEHP Healthy Utah: Register for Testing"
4. Pick the date and time of the session you would like to attend

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How is the screening conducted?

A few drops of blood are drawn from your finger. The blood from this finger stick test is used to measure your blood sugar and cholesterol levels. Your blood pressure is measured by a cuff placed on your arm. Your body mass is calculated based on your height and weight.

Biometric Health Screening & Sign-Up



What do my biometric results mean?

Biometrics will be discussed at the end of your test with a Healthy Utah Testing Staff Member. The SLC360 website will also have information to guide you to the next steps of the program.



Do I need to fast for my appointment?

It is recommended that you fast for 4 hours previous to your biometric health screening.

Age Gage



What is the Age Gage?

Your wellness profile or “Age Gage” is a questionnaire that examines your overall health and well-being, and provides a personalized report that highlights areas of improvement. This information is only available to you, so that you can make important decision about how to improve your overall health.



How can I complete the Age Gage?

To complete this questionnaire or access your results at anytime:

- Log in to your account at <https://slc360.wellright.com>
- Refer to the “Quick Links” section on your user profile homepage
- Click on “Wellness Profile”

Or you can download the WellRight app from your app store and login using your information.

*Note - Any personal health information provided to WellRight is handled in accordance to HIPAA and is protected and confidential.

Apps & syncing mobile phone

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Is there an app for my phone?

Yes, download the WellRight app from your app store and login using your information.

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Can I set sync my fitbit or apple watch?

Yes! Fitness tracking devices or apps are not required, but they do simplify the process of activity tracking. The structure is in accordance with HIPAA compliance and can be done by following these steps:

- Register your WellRight user profile with Human API
 1. Hover over the "Devices" icon on the navigation bar at the top of your profile
 2. Click on "Register with Human API"
 3. Select the type of devices you would like to use from the drop down menu
 4. Log in using the same login and password used to access your fitness device/app

*NOTE: some challenges may be set up by your system administrator as device-only challenges where devices will help you track activity.

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How can I sign up for text tracking and text reminders?

Once you are registered in the system, you may track your challenge progress manually by text on your mobile phone. This can be done by following these steps:

- Register your phone number
 1. Hover over the "Profile" icon
 2. Click on your profile name
 3. Add your number in the "Mobile Phone" box
 4. Click "Save"
 5. You will receive a communication via text to verify the set up
- Add or remove text tracking or reminders
 1. Hover over the banner image for the challenge you would like to track by text
 2. Click on the "i"
 3. Hover over and click on "Want text reminders"
 4. Select the days and time that you would like to receive the text
 5. Switch "on" the toggle (it should be green)

Rebate & Incentives



When can I get my incentive?

Rebates will be paid to HSA twice a year:

- Points earned from July to December will be paid out in January.
- Points accrued from January to June will be paid out in July.



What happens to my rebate if I am not eligible for an HSA?

For those not eligible for an HSA, the rebate will be paid in the form of a taxed check.



What do I need to do to become eligible for the rebate?

To become eligible for your up to \$150 rebate, you will need to:

- Complete your biometrics health screen;
- Complete your personal wellness profile;
- Get your age appropriate preventive screenings;
- Complete monthly or quarterly challenges



Are my results kept confidential?

All individual results will NOT be shared with Salt Lake City. However, PEHP and WellRight, who manage the wellness software, may use your results to recommend health programs that could be beneficial to you.

Note: Our WellRight Platform is HIPAA compliant and your health information and biometric information is completely confidential.

Confidentiality



Can I talk to a health coach?

Yes, more info to come.



Who can I contact if I have questions?

SLC360@slcgov.com



Who can I contact if I have technical issues?

Trent Steele 801.535.7725

Contact