

Wellbeing Talks August 2024

Liz Olsen, Manager, Employee Wellbeing

Agenda

- Overview of Employee Wellbeing at Maximus
- Finding the right support
- The Employee Assistance Program (EAP)
- Online resources
- Online resources with professional assistance
- Visit some sites
- Talk to someone
- Engage
- Where to get more information



"Even a healthy mental state requires maintenance"

Heather Winfield, Manager, Health Services, TX

X What is Employee Wellbeing at Maximus?

- Virtual Fitness
- Health coaching
- Wellbeing challenges
- Rewards for healthy actions

Enrolled in Anthem medical:*

- Health coaching and chronic condition support
- Telehealth for physical and behavioral care
- Family planning support with incentive
- Employer funding and incentives
- Preventive care
- 24/7 nurse line
- Virtual second opinion

- Wellbeing platform
- Wellness challenges
- Support for family, culture, relationships
- Fairs, onsite activities



- Mental health counseling
- Digital behavioral care
- Wellbeing education
- Mindfulness and meditation

Enrolled in Anthem medical:*

- Behavioral Healthcare support
- Telehealth for behavioral care
- Digital behavioral support

- Resources for planning and education
- Financial and Legal guidance
- Perks, savings
- Discounted daycare

X Finding the right level of support



Self-paced, digital tools

I'll see what's available and work at my own pace



Professional/peer support

I need some help identifying and achieving goals



One-on-one care

I need to talk to someone.

Employee Wellbeing program and resources

X The Employee Assistance Program (EAP)

What is the EAP



Support and assistance for any life or work issue, challenge, or concern

- Free
- Confidential*
- 24/7 support
- Online resources
- Consultants to help you find the right resources
- One-on-one counseling that is short-term and solutions-focused
- Webinars
- TELUS Community peer to peer

*Note: If there is indication of harm to self or others, the EAP consultant will notify the appropriate parties

Who can use the EAP



Maximus employees and anyone in the home may use the EAP*

- Employees and all members of their household, including spouses, domestic partners, dependents, roommates, other relatives
- TELUS Health has a crisis response page for the general public. Please visit: <https://go.lifeworks.com/we-are-here-to-help>

*The EAP is not available to temporary or contingent workers. They may be referred to the crisis response page above.

How do I reach the EAP



- Call 855.522.1310
- Chat online
- Visit login.lifeworks.com
 - Username: maximuseap
 - Password: maximus
- Personalize your login for access to assessments and Care Now digital support
- Find more information at MyWellness-Maximus.com on the Employee Assistance Page



NOTE!!! Anyone experiencing a life-threatening situation should call the appropriate emergency number:

- Emergency services: 911
- Suicide and Crisis Lifeline: 988

X Self-paced and/or online/digital tools

Online / Education

EAP Health

- Articles, videos, podcasts, assessments
- Live and on-demand webinars
- Financial and legal resources



Employee Perks to save money

- Travel, dining in/out, fitness, more



- Financial planning and education
- Calculators, assessments, webinars



EAP Health

Care Now digital behavioral care

- Self-directed to make positive changes
- Work, mind, relationships, body, personal finances

◆ Wellbeats

- On-demand, instructor-led fitness classes, including mindfulness and nutrition

◆ LIFT Health Fitness

- Mobile app, customized workout plan

● headspace

- Mindfulness, meditation, sleep, focus

Behavior Change

Virtual Fitness and Mindfulness

X Professional Assistance

Online / Education

EAP

- Work/life support
- Chat online with an EAP consultant
- Let them help you get to available resources



Behavior Change

Care Now digital behavioral care

- Self-directed to make positive changes
- Work, mind, relationships, body, personal finances
- Webchat with a licensed mental health professional



- TELUS Community peer to peer support
- Online chat with global community
- Monitored in real time for safety and escalation of services

Community Support

◆ LIFT Fitness

- Mobile app, customized workout plan
- Webchat with an experienced fitness professional

Virtual Fitness

X Talk to someone

Counseling

EAP Licensed Counselor

- Short-term, solutions focused counseling
- No cap on how many times you use this resource, but it is meant to be short-term
- One-on-one sessions, in person or virtual
- Focus on mental health

Legal and financial counseling

- Talk to consultant
- Free 30-minute session with a counsellor



- Talk with an advisor



Telephone coaching*

- Healthy Blood Pressure: Develop a personalized plan, receive a blood pressure cuff
- Healthy Weight: Create personalized nutrition and exercise plan and receive a connected scale
- Tobacco Free: Develop a plan to kick the habit for good. You can also receive nicotine replacement therapy products
- *Note: For Anthem members, call Call 833-985-8464 or visit enroll.lark.com/well-being-coach*

- Monthly EAP webinars
- Monthly Wellbeing Talks
- Mental Health in the Workplace training for managers and employees

Behavior Change

Live Webinars

X Engage – Your portal to wellbeing

Engage-Wellbeing.com

- Available to all employees
- You will see all of the wellbeing resources
- If you're enrolled in an Anthem medical plan, you will see medical plan information and be able to earn rewards into your health plan account

The screenshot displays the Engage Wellbeing portal for a user named Jimmy. The interface includes a navigation sidebar with options like HOME, JIMMY, FIND CARE, BENEFITS, REWARDS, CONNECT, GET HELP, and SETTINGS. The main content area is divided into several sections:

- Header:** Displays the user's name (Jimmy), a challenge prompt ("Challenge yourself in April for Financial Literacy"), and a notification bell.
- Your Rewards:** Shows a progress bar for a "\$0/\$500 total earned" goal to "Get \$500 HSA Contribution" by December 31, 2024. It also indicates a current "50 Points balance".
- Your Health Plan:** Features buttons for "Insurance Cards" and "Care Team", and a "Medical Spend" section showing "\$0 In-network" with a large blue arrow pointing to the right.
- Your Recommendations:** Offers personalized suggestions such as "You're eligible Health Assessment" and "Based on your health history Quest Diagnostics".
- Your Activities:** Includes sections for "Healthy Habits", "Get Active" (Earn 10 pts), and "Eat Smart" (Earn 10 pts), each with a "Get Started" button.
- Maximus Inc Updates:** Lists recent news items like "Watch And Win With LifeSpeak!" and "Challenge Yourself In April For Financial...".
- Choose a way to earn:** A list of activities with associated point values:

Anthem Preventative Care Preventive Screenings	7000 pts
Quest Diagnostics Biometric health screening	550 pts
Engage with a Case Manager Health coaching	125 pts
Dental Cleaning Self Attestation	125 pts
Explore and Earn App rewards	75 pts
Health Assessment Assess your health	25 pts
Omada Health for Prevention, Diabetes, and Hypertension Reach your health goals	20 pts
Get Active Track steps and earn points	10 pts

More information

X 2024 Free Maximus wellbeing programs for all employees*



Portal to all wellbeing resources

Engage-Wellbeing.com

Use your Employee ID number to register

You can download your Anthem ID card from Engage

Wellness Incentives

- Earn points for healthy activities
- Not enrolled in Anthem - Redeem points each quarter for a chance to win prizes
- Enrolled in Anthem - Earn 2,500 points for the maximum incentive into your health plan account
 - Incentives are processed in \$50 increments once a threshold of 500 points is reached
 - Note: Allow 6 to 8 weeks for deposits to show in your HSA or HRA

EAP*

Employee Assistance Program (EAP) through Telus Health

Call: 855.522.1310

Maximus.com/EAP

- Username: maximuseap
- Password: maximus
- Available to all employees and members of their household

Services

- 24/7 Support
- Free counseling
- Work/Life Support
- Management support
- Legal/Financial resources
- Assessments
- Financial and legal advice

CareNow Digital Behavioral Care

LIFT Virtual Fitness

Employee Perks – save money on:

- Travel
- Dining In/Out
- Fitness
- Technology
- More



Engage-Wellbeing.com

Visit with a health coach through a live video visit at no cost:*

- Healthy Blood Pressure – Receive a blood pressure cuff
- Healthy Weight – Receive a connected weight scale
- Tobacco Free – Access to nicotine replacement products

LifeSpeak Inc.

maximus.lifespeak.com

- Access ID: maximus
- Library of mental health content
- Short videos
- Monthly live chat

***Note:** LiveHealth Online coaching for Healthy Weight and Tobacco Free is available only to employees who are **not** enrolled in an Anthem medical plan. Anthem members will access health coaching through Anthem's Wellbeing Coach Total. LiveHealth Online Healthy Blood Pressure is available to all.



Mindfulness/Meditation

work.headspace.com/maximus/join

Help with Stress, anxiety, sleep, focus, and more

- Meditations
- Workshops
- Activities



Virtual Fitness

- portal.wellbeats.com or download the app.
- Username: employee ID
- Password: maximus

Online, on-demand, instructor-lead fitness

- Every age, interest, ability
- Physical fitness
- Nutrition
- Mindfulness



Financial Planning and Education

Netbenefits.com

- Retirement plan
- Calculators and assessments
- Articles
- Live and on-demand webinars and workshops
- Discounts on financial services

For more information on wellbeing resources visit: MyWellness-Maximus.com or visit your personal wellbeing portal at Engage-Wellbeing.com or on the Engage mobile app.

Questions? Submit a Wellness ticket through the People Services Portal or email MyWellness@Maximus.com

X Employee Wellbeing Talks – Proposed topics

3rd Friday, 1:00 – 2:00 p.m.

Visit [MyWellness-Maximus.com](https://mywellness-maximus.com)
or
[Maximus.com/Employees](https://maximus.com/employees)

Audience	Topic	Key special observances promoted by Wellbeing	Proposed date
All	Wellbeing program overview – Meeting employees where they are (start with Engage)	General awareness of wellbeing programs	January 19
Anthem-enrolled	Wellbeing Rewards – Roadmap to \$500 (emphasize programs that support heart health, earn points)	American Heart Month	February 16
All	Health and wellbeing coaching (cover programs for both audiences)	Sleep Awareness and Nutrition Awareness month	March 15
All	Financial wellbeing, possible Fidelity speaker	America Saves Week and Financial Capability Month	April 19
All	The EAP and behavioral care (cover programs for both audiences)	<ul style="list-style-type: none"> • Mental Health Awareness • Women’s Health week 	May 17
Anthem-enrolled	Wellbeing Coach Total digital app deep dive w/guest speaker from Anthem/Lark	Men’s Health week	June 21
Anthem-enrolled	Support for chronic conditions (Omada, LHO, Sword, virtual second opinion)	General focus on chronic conditions	July 19
All	Free apps for physical and mental health (Headspace, Wellbeats, LifeSpeak, Lift)	General focus on activities during the summer	August 16
Anthem-enrolled	Building Healthy Families w/guest speaker from Anthem	Suicide Prevention month	September 20
All	The importance of preventive care	October – Breast Cancer Awareness	October 18
Anthem-enrolled	Omada for diabetes, hypertension, and prevention deep dive w/guest speaker from Omada	November – Diabetes Awareness	November 15
All	Mental health resources – seasonal stress	General awareness of stress around the holidays	December 20

Resources to support wellbeing - employees

Questions or need more information?

- Email MyWellness@Maximus.com
- Visit MyWellness-Maximus.com
- Visit: Engage-Wellbeing.com
- Visit: maximus.com/employees (CCO CSRs can access this site from work and outside of work)
- [Flier of wellbeing programs for all employees at MyWellness-Maximus.com](http://MyWellness-Maximus.com)
- [Flier of wellbeing programs for Anthem members on MyWellness-Maximus.com.](http://MyWellness-Maximus.com)

CCO Connections (this link can be accessed by CCO CSRs)

- [Flier of wellbeing programs for all employees on CCO Connections](http://MyWellness-Maximus.com)
- [Flier of wellbeing programs for Anthem members on CCO Connections](http://MyWellness-Maximus.com)

Webinars

- Regular live webinars just for Maximus employees. Visit MyWellness-Maximus.com for a schedule and registration. Note: CCO CSRs cannot access the wellness site, but CCO Communications includes upcoming webinars in CCO email communications.
 - View recordings: <https://vimeo.com/user65099910/maximus/video/895954919>
 - Password: webinarmaximus
- Wellbeing Talks for all employees, every third Friday. Visit MyWellness-Maximus.com or Maximus.com/Employees.
 - Note: CCO CSRs can access schedule and recordings in the Wellbeing Trainings and Webinarssection of maximus.com/employees
- Mental Health in the Workplace training:
 - For Managers and HR at MyWellness-Maximus.com.
 - For All Employees at MyWellness-Maximus.com.
- Note: Mental Health in the Workplace training: CCO CSRS cannot access the MyWellness site, but they can access the training directly on the MyLearning site:
 - MyLearning: Mental Health in the Workplace for Managers
 - MyLearning: Mental Health in the Workplace for all Employees

Communications

- Daily corporate update
- Engage messaging
- Wellbeing challenges
- Vendor messaging
- CCO Communications emails
- Onsite events
- MyWellness-Maximus.com – Visit the Home Page for monthly updates on resources
- Engage-Wellbeing.com – Check the Home Page for Maximus updates