



HEALTHY HEARTS!
HEALTHY YOU!

POWERED BY
WebMD
health services

2022 Frequently Asked Questions

<https://www.webmdhealth.com/zollwellness/>

For assistance please contact WebMD Customer Service at 1-866-513-2506, option 1, Monday – Friday, 8:30 a.m. - 8:00 p.m. ET or via the [Healthy Hearts! Healthy You! portal](#) by selecting “Contact Us” from any page.

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To View these online, scan the QR code.

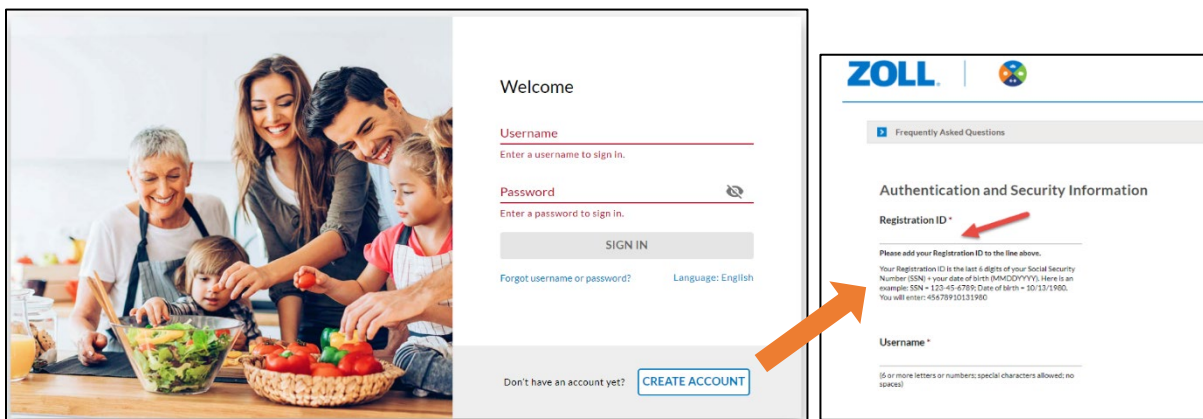


Getting Started

Current Employee

1. Visit **webmdhealth.com/zollwellness**
 - Spouses and dependents over 18 must create their own account to access the portal.
 - Need assistance or having trouble logging in? Call WebMD Customer Service at **1-866-513-2506**. Your ZOLL HR team **won't** be able to assist you with logging in as your information is protected and private.
 - Choose the appropriate language below the sign in bar.
2. Click Create Account and follow instructions.
3. Your registration ID is the last 6 digits of your Social Security Number (SSN) + your date of birth (MMDDYYYY).

Here is an example: SSN = 123-45-6789; Date of Birth = 10/13/1980
You will enter: 45678910131980



New Employee

1. Select your benefits through ZOLL first. Once you select your benefits, your information, including your name and eligibility, will be sent to WebMD Health Services to enter you into the system.
2. Follow the steps listed under Current Employee above to create your Healthy Hearts! Healthy You! account. Please note, processing may take several weeks before you can create your Healthy Hearts! Healthy You! account. If you are not able to create an account after 2-3 weeks, please reach out to your local HR Benefits Specialist or your Healthy Hearts! Healthy You! Wellness Coordinator.
3. Once you create your account, you'll be asked a handful of questions about your background and health, as well as your current priorities. This information is used to create your well-being profile and personalize your experience. This helps to point you in the right direction so you can get the most out of Healthy Hearts! Healthy You! portal.

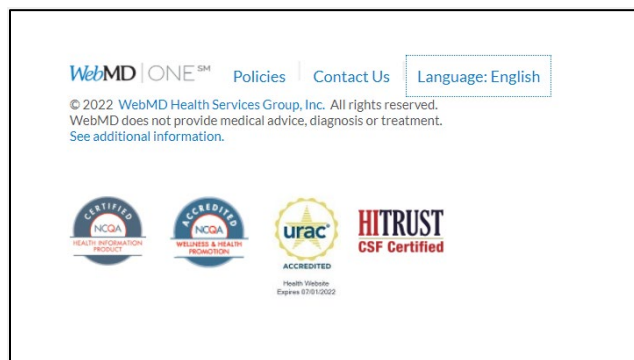
How is my privacy protected?

WebMD will not share your personally identifiable health information with ZOLL, such as the responses you provide to the health assessment questionnaire but will provide aggregate reporting to ZOLL, which is health information about a group of people that does not identify any one person or allow any person to be identified.

WebMD will never sell your information to third parties. Privacy is taken very seriously—health is personal, and WebMD wants to keep it that way. You can read more about it in the [Privacy Policy](#) and [Terms of Use](#).

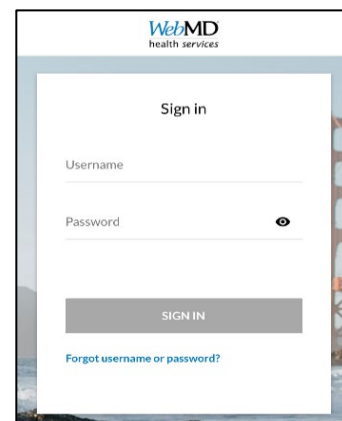
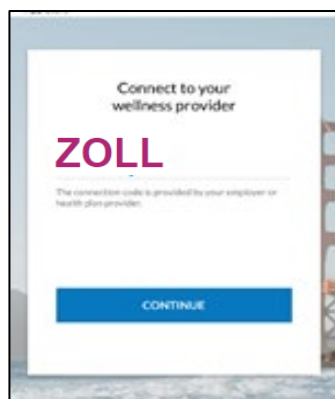
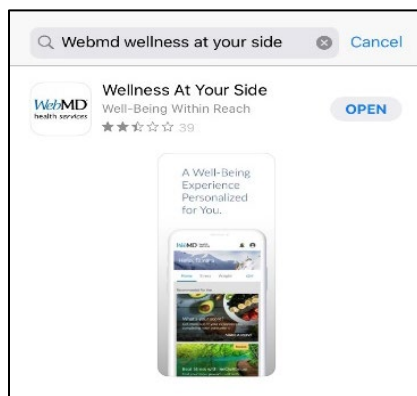
How do I translate the Healthy Hearts! Healthy You! portal into Spanish?

Once you are logged into your [Healthy Hearts! Healthy You! portal](#), please go to the bottom of the page and on the left-hand side you should see “Language;” click on it to change the language to Spanish. If you are using the app on your mobile device, please look at the top right corner at the “globe.” Click on the globe and select Spanish.



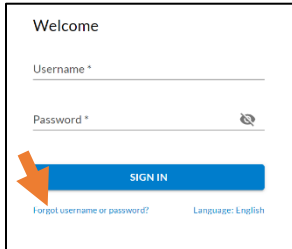
Is there an app I can download to participate in the Healthy Hearts! Healthy You! Program?

Yes! From the Apple Store or the Google Play Store, search for “Wellness At Your Side” WebMD Health Services app. Download and open the app, then enter the connection code: **ZOLL**. You will then be prompted to enter your Username and Password.



I forgot my username or password, what should I do?

Make sure you are entering your username (your email will not work) and password correctly. To reset your password, click on the “Forgot username or password?” option below the sign in bar. Need assistance or having trouble logging in? Call WebMD Customer Service at **1-866-513-2506**.



If you or someone else attempted to access your account too many times in a row, your account may be locked for 20 minutes. You can wait and attempt to sign in again after this period.

Rewards Program Eligibility

Who is eligible to participate and earn rewards?

All ZOLL full-time employees (30+ hours per week) and spouses are eligible to participate in the 2022 program and earn a reward, which you'll receive in early 2023. You do not need to be enrolled in a ZOLL medical plan to participate.

Adult dependents will have access to the [Healthy Hearts! Healthy You! portal](#) but are not eligible to earn rewards.

Rewards Program Details

Why should I participate?

ZOLL encourages you to have an active role in your health and well-being. Completing a Health Assessment Questionnaire and a Biometric and Blood Screening are important steps to understanding your health status.

There is no cost to you or your spouse to participate in any aspect of the Healthy Hearts! Healthy You! program.

When do I need to complete activities to earn the reward?

You must earn 500 points by **9/30/2022** to be eligible for the \$500 reward in 2023. The sooner you start, the better.

What do I have to do to earn the reward?

Complete the Health Assessment Questionnaire AND complete a Biometric and Blood Screening at a Quest Lab, at your ZOLL location or take the Physician Form with you to your doctor and have your results sent to Quest.

- You can earn the full 500 points if your values are in-range or have improved since 2021 (details below) and you have completed the Health Assessment Questionnaire.
- If your Biometric and Blood Screening values are not in-range or did not improve from 2021, you will receive 350 points. You can complete any combination of Health Coaching sessions, a challenges, or a Daily Habits Plans to get to the full 500-point goal.

The points are different this year- how do they work?

The goal is to earn 500 points by completing the following steps:

Step 1: Know Your Numbers

- Earn 350 points by participating in the required activities:
 - Complete your Health Assessment Questionnaire
 - Complete your Biometric and Blood Screening (onsite, Quest Lab, Physician Form)

Step 2: Results and Behaviors

- Earn remaining 150 points through biometric results or healthy behaviors (any combination of these):
 - 50 pts.- Healthy or Improved Blood Pressure
 - In-range = less than or equal to 120/80
 - Improvement = ANY improvement in either Systolic (top number) or Diastolic (bottom number)
 - 50 pts.- Healthy or Improved Total Cholesterol/HDL Ratio
 - In-range = less than or equal to 3.5
 - Improvement = ANY improvement in this value
 - 50 pts.- Healthy or Improved Fasting or Non-Fasting Glucose
 - In-range:
 - Fasting = less than or equal to 100
 - Non-fasting = less than or equal to 140
 - Improvement = ANY improvement in this value
 - 50 pts.- Per Daily Habit Completion (up to 3 times*)
 - 50 pts.- Per Health Coaching Session (up to 3 times*)
 - 50 pts.- Per Challenge Completion (up to 3 times*)

*While you can only earn a total of 150 points toward your reward for these activities, you can participate in these activities as many times as you'd like

Can my spouse complete the reward, too?

Yes! You, and your spouse can earn up to \$1000 in Healthy Hearts! Healthy You! rewards. Your spouse must create their own account on the [Healthy Hearts! Healthy You! portal](#) and complete the necessary steps.

When and how will I receive my reward?

Your reward will be paid out in 2023 as follows:

- Enrolled in the ZOLL medical plan: a premium discount if you are
- *Not* enrolled in a ZOLL medical plan: as a cash reward
- Spouse's completion: paid as cash in the employee's paycheck

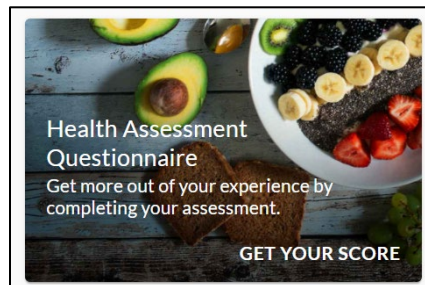
Reward Activities

What is the Health Assessment Questionnaire?

It is a 15-minute, online questionnaire that provides a personalized status report on your health, including tips to help you improve your health and well-being. It is required (along with a Biometric and Blood Screening) before you can earn the reward.

Log into the [Healthy Hearts! Healthy You! portal](#) to complete.

*You may find it helpful to have your previous Biometric and Blood Screening results on-hand or accessible when completing the questionnaire.



What is the Biometric and Blood Screening?

In the past the Biometric and Blood Screening was called the Personal Health Assessment Questionnaire Screening. The Biometric and Blood Screening is the same screening, just a different name. This screening, administered through WebMD's partner, Quest Diagnostics, provides you with testing for measures such as blood pressure, cholesterol, and glucose to help identify early warning signs of health risks and prevent potential diseases.

The screening will include:

- Body Mass Index (BMI)
- Waist Circumference

- Blood Pressure
- Glucose
- Total Cholesterol
- LDL Cholesterol
- HDL Cholesterol
- Triglycerides

To receive the rewards credit, this screening must be either completed by Quest or shared with Quest via the Physician Form, at a Patient Service Center (Quest Lab) or at an onsite event.

How do I sign up for a Biometric and Blood Screening?

Biometric and Blood Screenings will be coordinated through Quest starting February 1, 2022. Log into your [Healthy Hearts! Healthy You! portal](#) and look for the Quest Biometric Screening card on your homepage or go to the rewards page.

Are there Biometric and Blood screenings onsite this year?

Yes! Biometric and Blood Screenings will be coordinated through Quest onsite between the months of March and April. Look for more information as the time comes closer (emails and posters onsite).

Please register for your onsite Biometric and Blood Screening through your [Healthy Hearts! Healthy You! portal](#) and look for the Quest Biometric Screening card on your homepage or go to the rewards page.

Be sure to register early for the onsite events- advanced registration for each event closes 2 weeks prior to the event and walk-in availability may be limited.

Health Coaching

How can I participate in Health Coaching?

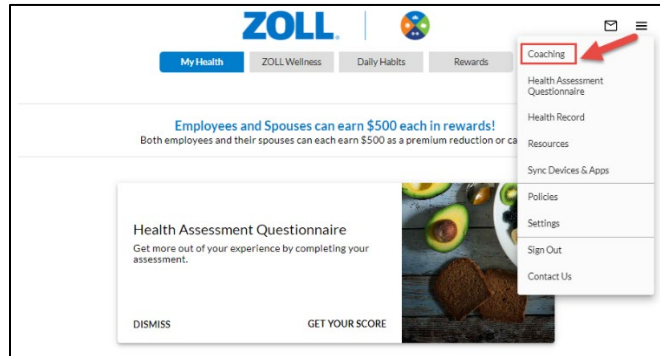
Health Coaching through WebMD's team of experienced and certified coaches is available via phone or secure messaging to help you create a personalized wellness program just for you. Your coach will help you focus on what you need to do in order to feel and be your best.

Health Coaches are available:

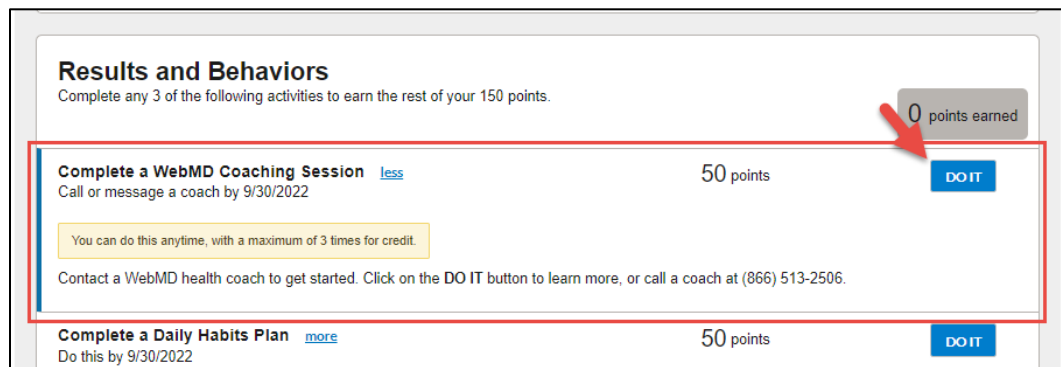
Monday - Thursday 9:00 a.m. - 11:30 p.m. ET
Friday 9:00 a.m. - 8:00 p.m. ET
Saturday 9:30 a.m. - 6:00 p.m. ET
Sunday 1:00 p.m. - 11:30 p.m. ET

- Getting Started with Health Coaching:
 - Schedule a coaching call or send a secure message to a health coach by going to [Healthy Hearts! Healthy You! portal](#). You can navigate to the Health Coaching

page by clicking on the menu in the upper right corner of your screen and selecting “Coaching.”



- If you are in the Rewards section of the [Healthy Hearts! Healthy You! portal](#), under the “Results and Behaviors” area of the page and just click on the “Do It” button next to the “Complete a WebMD Coaching Session” to get to the Health Coaching page



- You can also call a Health Coach at **1-866-513-2506** to begin or schedule a coaching session

Will I have the same coach every session?

You will be assigned to a team of coaches to ensure that a coach is always available when it works for you. This means you don’t always have to sync up your schedule with a specific coach in order to get help. Every coach on your team will know your goals and concerns so you can feel confident that whoever you talk to is qualified and able to focus just on you.

That said, you can always request to schedule your next coaching session with the same coach if you find one that you really connect with!

Is coaching available in other languages?

Yes, WebMD has a partnership with an Interpreter Service to be able to conduct coaching sessions in a wide variety of languages.

Resources

What are Wellness Coordinators?

ZOLL's Wellness Coordinators, Dana Faulkner and Renee Coccozza, provide support to ZOLL's on-site and remote populations for ZOLL's Healthy Hearts! Healthy You! Program.

They work closely with ZOLL's HR and Division Leads to assist with their health and wellness initiatives. They are also a resource for employees and their spouses as they navigate the Healthy Hearts! Healthy You! Program and the [Healthy Hearts! Healthy You! portal](#).

	Dana Faulkner	Renee Coccozza
Contact Information	412-398-7079 dfaulkner@webmd.net	401-479-8018 rcoccozza@webmd.net
Supported Locations/Divisions	<ul style="list-style-type: none"> • Broomfield, CO • Pittsburgh, PA • Minnetonka, MN • Sales Division 	<ul style="list-style-type: none"> • Atlanta, GA • Chelmsford, MA • Deerfield, WI • Pawtucket, RI • San Jose, CA

Who can I contact for questions?

Please contact WebMD Customer Services:

- Call **1-866-513-2506**, option 1, 8:30 a.m. - 8:00 p.m. ET, Monday - Friday.
- Visit the [Healthy Hearts! Healthy You! portal](#) and select "Contact Us" link at the bottom of every page.

The screenshot shows the WebMD ONE portal interface. At the top, there are links for 'Policies', 'Contact Us', and 'Language: English'. Below this is a copyright notice: '© 2022 WebMD Health Services Group, Inc. All rights reserved. WebMD does not provide medical advice, diagnosis or treatment. See additional information.' There are also several accreditation logos: NGA, NCA, URAC, and HITRUST CSF Certified. The main content area is titled 'ZOLL | Contact Us' and features a 'Contact Us' header with a background image of ZOLL equipment. Below the header, it says 'Welcome. How can we help you?' and provides customer support hours: 'WebMD Customer Support is available 8:30 AM to 8:00 PM Monday-Friday (Eastern Time). To speak immediately with a WebMD Customer Support representative, please call 1-866-513-2506.' A note indicates that an asterisk (*) denotes a required field. The form includes input fields for 'First Name *', 'Last Name *', 'Birth Date *', and 'Zip Code *', as well as an 'Email Address *' field. At the bottom, there is a 'Topic *' dropdown menu with the text 'Make a selection'.

[\(Back to the top\)](#)