



Program Overview and FAQs

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Program Overview

The events, tools and resources of our renewed Thrive365 program are aimed at one purpose: Empowering everyone to work towards their well-being goals, 365 days of the year, in ways most meaningful to them. Thrive365 brings together two main offerings—new customizable well-being requirements for employees enrolled in a BSW medical plan, and robust well-being resources for all employees.

Requirements

Employees enrolled in a BSW medical plan now have the ability to personalize how they complete the two steps of the well-being requirement. **Employees must complete both steps by Nov. 5, 2021, to avoid paying an additional \$40 per pay period on 2022 medical premiums.**

1. Learn your well-being score

Take the Well-Being Assessment via MyBSWHealth to get personalized results in key areas of your health. The 10-minute assessment covers questions related to every aspect of your well-being. Use your results to guide your journey and achieve your personal wellness goals.

2. Earn 365 points

Take part in activities that support your total well-being—with dozens of eligible avenues to help you achieve your wellness goals—and earn points along the way.

Participants should remember to record all their points in their [Thrive365 portal](#). Some activities may auto-log, but others must be manually entered.

*Only employees enrolled in a BSW medical plan on/before June 23, 2021 must complete the 2022 wellness requirement—due by Nov. 5, 2021—to avoid the 2022 surcharge.



General

1. What is Thrive365?

Thrive365 is the comprehensive well-being program provided by Baylor Scott & White for all employees. All Thrive365 events and resources revolve around one simple idea — to provide employees and their spouses with the health and wellness tools, and ongoing support needed to live well. The program has five focus areas: physical, emotional, professional, financial, and social well-being.

2. Who is eligible for Thrive365?

All employees—full time, part time and PRN—and their spouses are eligible to participate in Thrive365 programs, access Thrive365 resources and earn Thrive365 points.

Employees enrolled in a BSW medical plan* must also complete the Thrive365 requirements. That is, employees must complete the two steps—learn the well-being score and earn 365 points—to avoid paying an additional \$40 per pay period on 2022 medical premiums.

*Only employees enrolled in a BSW medical plan on/before June 23, 2021 must complete the 2022 wellness requirement—due by Nov. 5, 2021—to avoid the 2022 surcharge.

3. What are the Thrive365 requirements for 2022?

Employees enrolled in a BSW medical plan now have the ability to personalize how they complete the two steps of the well-being requirement. Employees must complete both steps by Nov. 5, 2021, to avoid paying an additional \$40 per pay period on 2022 medical premiums.

1. Learn your well-being score

Take the Well-Being Assessment via MyBSWHealth to get personalized results in key areas of your health. The 10-minute assessment covers questions related to every aspect of your well-being. Use your results to guide your journey and achieve your personal wellness goals.

2. Earn 365 points

Take part in activities that support your total well-being—with dozens of eligible avenues to help you achieve your wellness goals—and earn points along the way.

4. How do I complete the Well-Being Assessment (“Learn my well-being score”)?

Complete your well-being assessment by creating/logging in to your MyBSWHealth account—either [online](#) or via the [app](#). The assessment should take approximately 10 minutes. You can exit any time and continue where you left off. Note: For the assessment to appear, you must have your employee account linked to your MyBSWHealth account.

5. Do I receive points for completing my Well-Being Assessment?

Yes. The Well-being Assessment is a mandatory step in this year's requirements and is worth 75 points towards your total of 365.

6. I completed my Well-Being Assessment, but why don't I see the points/completion status reflected in my Thrive365 portal?

When you complete your Well-Being Assessment in your [MyBSWHealth portal](#), you will immediately see your score and detailed report—indicating you completed the task; however, please be aware that it may take up to 10 business days for your status to show as “complete” and your points to appear in your [Thrive365 portal](#).

If after 10 business days you still do not see the completion status please reach out to the Thrive team at Thrive@BSWHealth.org for further assistance.

7. I completed my preventive care exam, but why don't I see the points/completion status reflected in my Thrive365 portal.

When you complete your preventive exam with a BSWH provider, it may take up to 10 business days for your status to show as “complete” and your points to appear in your [Thrive365 portal](#). If you still do not see the completion status/points after 10 days, please contact Thrive@BSWHealth.org for further assistance.

If you complete your preventive exam with a non-BSWH provider, please contact Thrive@bswhealth.org for the screening form and submission steps.

Please note: Only exams with BSWH providers that are coded as “preventive care” and/or included the required lab work will pull over automatically. Lab work should include:

- Blood pressure
- Total cholesterol
- LDL
- HDL
- Glucose
- Triglycerides
- Weight

If your physician did not code your visit correctly and/or the labs do not align, you may need to send evidence of your completed exam (i.e. screenshot of the visit in your MyBSWHealth account, etc.) and the Thrive365 team will manually enter your completion status and points.

8. How do I earn 365 points?

You can earn points by completing approved Thrive365 activities. Visit the [Thrive365 page](#) for a full list of approved activities. Participants should remember to record all their points in their [Thrive365 portal](#). Some activities may auto-log, but others must be manually entered.

9. If I don't take action by Nov. 5, 2021, can I still participate in Thrive365?

For those enrolled in a BSW medical plan on/before June 23, 2021, failure to complete your two steps—learn your well-being score and earn 365 points—by the deadline will result in paying an additional \$40 per pay period on your 2022 medical premiums. If you choose not to complete the requirements, you may still participate in Thrive365 activities.

10. Why is Nov. 5, 2021 the deadline to complete requirements?

As in prior years, the wellness requirement deadline aligns with the Annual Enrollment deadline for next year's benefits. The deadline allows time to process all data, in order to ensure eligible employee's 2022 medical premiums reflect the correct amount (for completing/not completing the requirements).

Keep in mind, all activities from Dec. 1, 2020 through Nov. 5, 2021, may count towards the 2022 points total--employees may record points for an activity already completed. Points may be earned in a variety of ways to ensure the program is accessible for all eligible employees--view the [checklist for a list of all approved activities](#), view the [guide for how to record points](#).

Technical issues/troubleshooting

11. What if I do not see the Thrive365 Requirements tile in my app?

If you cannot see the Thrive365 Requirements tile, your employee account is not yet linked to your MyBSWHealth profile. [See the job aid on how to link your account](#)

12. Do I need a mobile device to complete the requirements?

You can complete the Well-Being Assessment from any internet-connected device by creating/logging in to your MyBSWHealth account—either [online](#) or via the [app](#).

Participants should remember to record all their points in their [Thrive365 portal](#). Some activities may auto-log, but others must be manually entered. The portal is accessible from any internet-connected device.

13. What does BSW do with my information?

A combined summary of all health screening results from both the preventive visit and well-being assessment are provided to BSW as aggregate data. This information is used to help us determine the need for wellness programs and resources while well-being assessment information helps us to provide you with access to resources that benefit your well-being journey.

14. If I experience technical difficulties with the MyBSWHealth app, who should I contact?

Please reach out to the MyBSWHealth Support Center at 855.691.0180.

15. If I can't login to my portal, who should I contact?

Call 888.282.0822 or email Thrive@BSWHealth.org. Please include your nine-digit Employee ID number (your ID number leading with zeros) within your inquiry.

Verify status and completion

16. How do I know if my 2022 requirements have been received by Thrive365?

Upon completing your Well-Being Assessment and earning your points, you can confirm in two ways:

- Look for a confirmation email from Thrive to your BSWH email
- Log into your [Thrive365 portal](#) > view your **Checklist status**

17. How do I track and record my points?

Participants should remember to record all their points in their [Thrive365 portal](#). Some activities may auto-log, but others must be manually entered. The portal is accessible from any internet-connected device.

Special circumstances

Spouses

18. If my spouse is enrolled under my BSW medical plan, what is required?

While spouses are eligible to take advantage of the Thrive365 tools and resources—whether enrolled in a BSW medical plan or not—but **are not required to take** action to avoid paying the additional \$40 per pay period.

19. How do I add my spouse so that he/she can participate in other Thrive365 activities?

If your spouse attempts to register on the Thrive365 website and is unable to do so due to not being found in the system, you (the employee) must have your spouse added to the HR system. To do this, follow the steps below.

- Visit [PeoplePlace](#) > Click **Benefit Details**
- Click **Basic Life > AD&D**
- Click **Edit**, then **Add New Beneficiary**
- Enter in your spouse's information
- Click **Save**
- The person will now be added to the dependent beneficiary record for the employee.

New hires and non-enrolled

20. What are the requirements for new employees?

The 2022 requirement only applies to those currently enrolled in a BSW medical plan, on/before June 23, 2021. Those newly enrolled in a BSW medical plan after that date are not required to complete the 2022 requirements. Once enrolled in the medical plan, participants would need to complete the wellness requirements moving forward for future years.

21. If I am **not** currently enrolled in medical coverage—and **do not plan to enroll** for 2022—do I still need to complete the requirements?

No, the 2022 requirement only applies to those currently enrolled in a BSW medical plan, on/before June 23, 2021.

22. If I am not currently enrolled in medical coverage—but plan to enroll for 2022—do I need to complete the requirements?

No, the 2022 requirement only applies to those currently enrolled in a BSW medical plan, as of June 23, 2021. Once enrolled in the medical plan, you would need to complete the Thrive365 requirements moving forward for future years.

23. If I am currently enrolled in medical coverage—but do not plan to enroll for 2022—should I still complete the Thrive365 requirements?

We encourage all employees to take charge of their health by participating in Thrive365, but the additional \$40 per pay period will apply to 2022 medical premiums in 2022. If you are no longer enrolled at that time, the surcharge will not be applicable.

Leave of absence

24. What if I am on a leave of absence or go on a leave of absence during the wellness period?

The 2022 requirement will not apply to those on a leave of absence anytime during the timeframe of June 23, 2021 – November 5, 2021.

Tobacco Surcharge

25. What is the Tobacco Surcharge?

You will be asked to respond to tobacco use status for you and your spouse during annual enrollment for BSW benefits. If you and/or your spouse are covered under the medical plan and use tobacco products, a surcharge of \$30 per individual (\$60 for both) per pay period is added to your medical premium in 2022 unless you complete a BSW Thrive365-provided tobacco cessation program, or your physician certifies that you have quit using tobacco products.

To remove the tobacco surcharge, the employee or spouse must complete a Thrive365-approved tobacco cessation course AND the Tobacco Affidavit in PeoplePlace. It can take up to two pay periods for the Tobacco Surcharge to stop after your affidavit is received. You may enroll in Thrive365's Tobacco Cessation Program at any time. If you or your spouse do not elect to enroll in Thrive365's Tobacco Cessation Program by Dec. 31, 2021, but later enroll in and complete the program during 2022, the surcharge will be discontinued only for the remainder of the year (no credits or refunds will be applied).

Please note that enrollment in the Thrive365 Tobacco Cessation Program will not prevent the tobacco surcharge from being applied. The surcharge will be applied and continue until you and/or your spouse have completed the program and submitted the Tobacco Affidavit. You can review more information regarding the Tobacco Cessation Programs at on your [Thrive365 portal](#).

Additional questions?



Program Overview and FAQs

For general questions about Thrive365 contact [MyPeoplePlace.com > Request Help](https://mypeopleplace.com) or call 844-41-PLACE (844-417-5223).

For personalized questions about Thrive365, contact Thrive@bswhealth.org with your 9-digit Employee ID number (your ID number leading with zeros) within your inquiry.