



HEALTHY HEARTS! HEALTHY YOU!

2024 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.

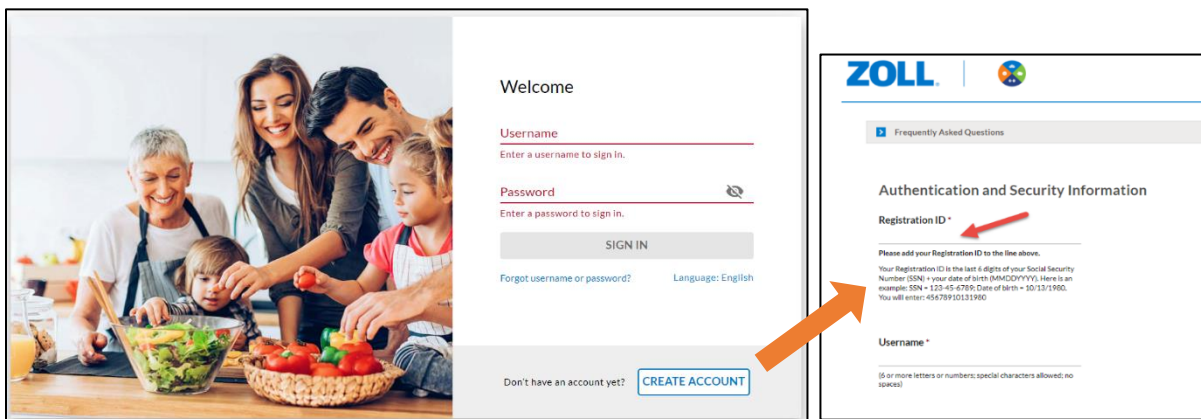
Table of Contents
Getting Started
Rewards Program Eligibility
Rewards Program Details
Rewards Activities
Healthy Activities
NEW: Home Sleep Apnea Test (HSAT)
NEW: Preventive Health Screening
Health Coaching
Resources

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 = XXX-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.

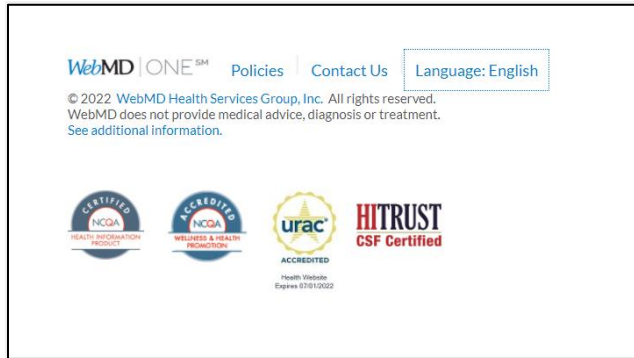
How is my privacy protected?

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](#).

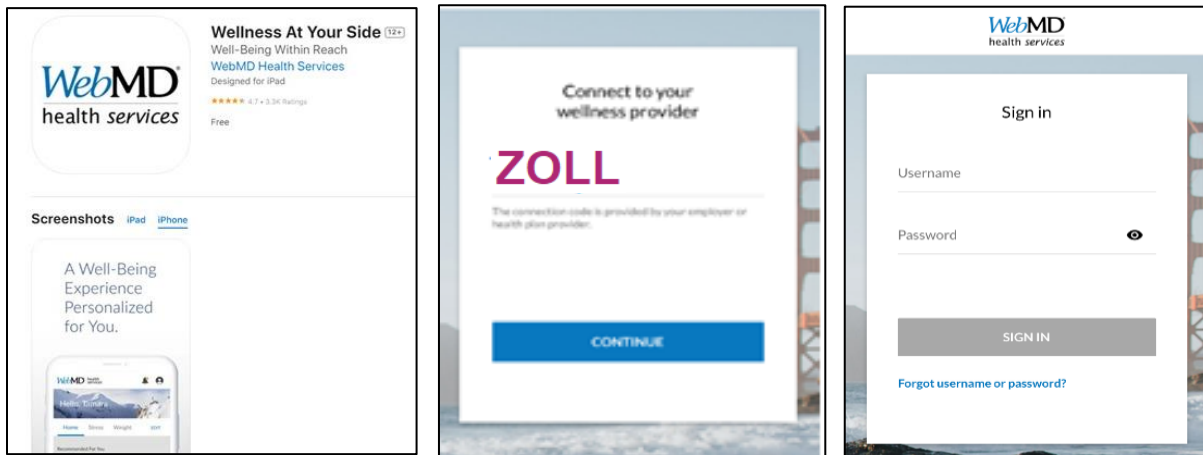
How do I translate the Healthy Hearts! Healthy You! portal into Spanish?

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.



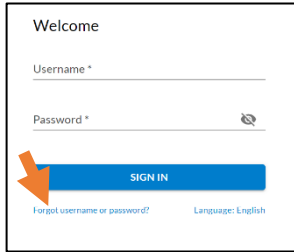
Is there an app I can download to participate in the Healthy Hearts! Healthy You! Program?

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 2024 program and earn a reward, which you’ll receive in early 2025. 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 **9/30/2024** to be eligible for the \$500 reward in 2025. 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 2023 (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 2023, you will receive 350 points. You can complete any combination of Health Coaching sessions, challenges, Daily Habits Plans, preventive screenings, home sleep apnea test, or webinar attendance to get to the full 500-point goal.

How does the point system 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: Healthy Activities

- Earn remaining 150 points through biometric results or healthy activities (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*)
 - 50 pts.- Preventive Health Screening
 - 50 pts.- Home Sleep Apnea Test
 - 50 pts.- Attend a Healthy Hearts! Healthy You! Webinar

*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 \$1,000 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 2025 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

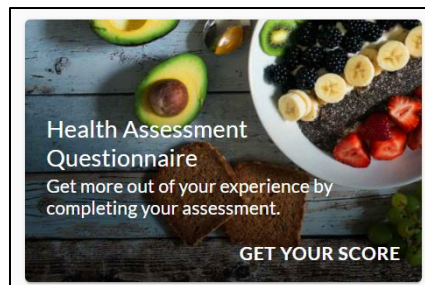
Reward Activities

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

****In-range or improvement of these values earns points within the rewards program***

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. 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. Additional events may also be available in late summer/early fall. 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.

Healthy Activities

What additional activities can I complete to earn points?

You can complete any combination of the following activities to get to the full 500-point goal:

- Home Sleep Apnea Test- 50 pts.
 - Find out if you may be at-risk for sleep apnea and may be eligible for a WatchPAT home sleep test.
- Preventive Health Screening- Annual exam, colorectal, mammogram or cervical screening- 50 pts.
 - Help protect your well-being with recommended Preventive Health Screenings
- Health Coaching Session Completion- 50 pts. per session, up to 3 times*
 - Free, convenient and confidential conversations with a qualified WebMD Health Coach
- Attend a Healthy Hearts! Healthy You! Webinar- 50 pts.
- Wellness Challenge Completion- 50 pts. per challenge, up to 3 times*
 - Participate in fun and interactive wellness challenges
- Daily Habits Plan Completion – 50 pts. per plan, up to 3 times*
 - Track daily and weekly progress of your wellness goals

*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

NEW: Home Sleep Apnea Test (HSAT)

What is sleep apnea?

Sleep apnea is a very common sleep related breathing disorder impacting millions of people every day. It causes an individual to pause their breathing or create shallow breathing while they sleep. Breathing pauses can occur 30 times or more per hour.

Why should I care? How does sleep affect my health?

These repeated pauses prevent an individual from reaching deeper sleep stages, causing poor quality of sleep and stress on the body. Untreated sleep apnea may increase the risk of high blood pressure, heart attack, stroke, obesity, diabetes, and other medical conditions. It may also increase the risk of worsen heart failure and increase the likelihood of arrhythmias, or irregular heartbeats.

Is this healthy activity only for employees?

Employees AND spouses are both eligible to participate!

I completed my Health Assessment Questionnaire (HAQ) and answered YES to participating in the HSAT for points towards my reward. What happens next?

- You will receive an initial email within two weeks of completing your HAQ. This email will inform you to expect a text message from a SleepMedRx Physician to initiate the screening process.
- You can expect the text message from SleepMedRx within a week of receiving the initial email. The text will prompt a quick evaluation to determine whether you clinically qualify for the WatchPAT® ONE HSAT. There are *two* options for determining if you clinically qualify, based on regulations in the state in which you reside.

You will receive a text message asking you to confirm if you are experiencing issues with one or more of the specified sleep symptoms if you reside in one of these states:

Alabama	Hawaii	Minnesota	Pennsylvania
Arizona	Illinois	Missouri	Tennessee
California	Indiana	Montana	Texas
Colorado	Iowa	Nebraska	Washington
Connecticut	Kentucky	Nevada	Wisconsin
Delaware	Maine	New York	Wyoming
District of Columbia	Maryland	North Carolina	
Florida	Massachusetts	Ohio	
Georgia	Michigan	Oklahoma	

You will receive a text message containing a link to schedule a telehealth appointment if you reside in one of these states:

Alaska	Louisiana	New Mexico	South Carolina
Arkansas	Mississippi	North Dakota	Utah
Idaho	New Hampshire	Oregon	Vermont
Kansas	New Jersey	Rhode Island	Virginia

- If it is determined that you qualify for the WatchPAT® ONE HSAT, your kit will be mailed directly to your home address. Typically, devices are shipped out the next day.
- *Once the device ships, you will receive a text message containing the following information:*
 1. Your unique PIN number, which will allow you to connect the device to your smartphone.

2. A link to download the free mobile app, which will allow you to complete the sleep test.
 3. A link to an instructional video on how to properly use the device.
- After completing the testing process, you will receive an email with your results. Please be advised that the number of days between completing the process and receiving your results may vary.
 - If you have any questions about the process, or if you do not receive an email with your results one week after taking the test, please contact benefits.program@zoll.com

My sleep study results indicate that I may have sleep apnea. What do I do now?

If the findings of your Sleep Study Report recommend a CPAP or oral appliances as potential treatment options, it is highly recommended that you schedule a follow up with your primary care provider.

- Make sure to print and bring your Sleep Study Report with you to your scheduled appointment.
- Your doctor may prescribe treatment therapy or refer you to a sleep medicine specialist for further evaluation.
- If you are not sure where to find a Sleep Medicine Specialist, [Health Advocate](#) can help. You can also search for a nearby provider in your [UHC or Aetna](#) online portal or their call customer service line using the phone number listed on the back of your insurance card.

How do I earn the 50 points?

There are two ways to earn your points - a WatchPAT® ONE is sent to you, and you complete the testing process, or during your evaluation it is determined a test is not indicated.

When will I see the 50 points in my Healthy Hearts! Healthy You! portal?

You should expect to see the points in your portal in about 4 weeks after the testing process, or sooner if a test was not indicated.

NEW: Preventive Health Screening

What type of Preventive Health Screenings will count towards my Reward?

Annual exam - Your annual exam is scheduled with your primary care physician to catch potential health issues early, before they become serious, and to help you focus on wellness and a healthy lifestyle while identifying important screening tests, vaccinations, and other necessary testing.

Colorectal Exam - The risk of developing colorectal cancer increases as you get older. That’s why screening is recommended for everyone ages 45 to 75 years. Screening tests can help prevent colorectal cancer or find it early when it may be easier to treat. If you’re between ages 45 to 75 years, get screened (tested) regularly for colorectal cancer. You may need to get screened before age 45 years if colorectal cancer runs in your family or if you have other risks.

Mammogram - Breast cancer is one of the most common kinds of cancer in women. About 1 in 8 women in the United States will get breast cancer during her lifetime. If you're age 40 to 49, talk with your doctor about when to start getting mammograms and how often to get them. If you're age 50 to 74, get mammograms every one or two years.

Cervical Screening - Getting screened (tested) for cervical cancer means getting tested before you have any symptoms. These tests can help find cervical cancer. They can also find cervical cells that are infected with HPV or other abnormal cells before they turn into cancer. Most cervical cancers can be prevented by regular screenings — and the right follow-up treatment when needed.

If I complete more than one screening, will I get more than 50 points?

This activity is worth 50 points. You may complete and report more than one preventive screening, but you will not receive any additional points for doing so.

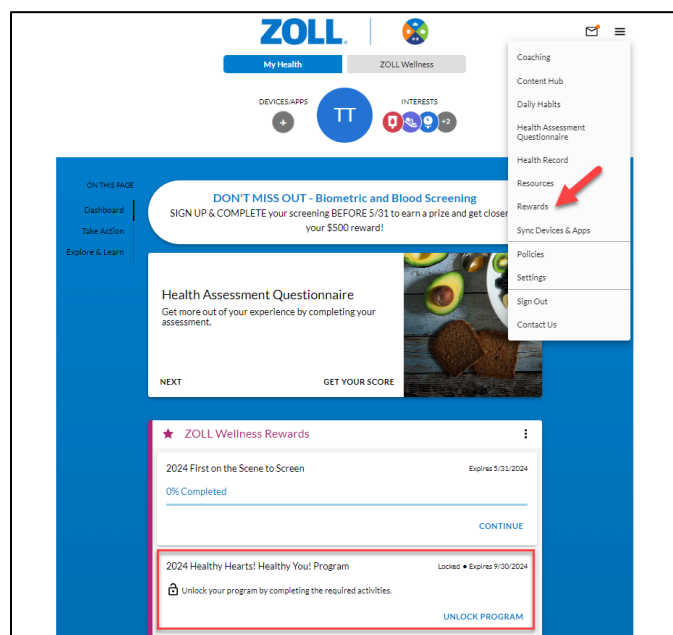
Do I need to provide proof to show that I completed the screening?

When you add your exam to your Health Record in your Healthy Hearts! Healthy You! Portal, you will be required to report the date it was completed. No additional information is needed.

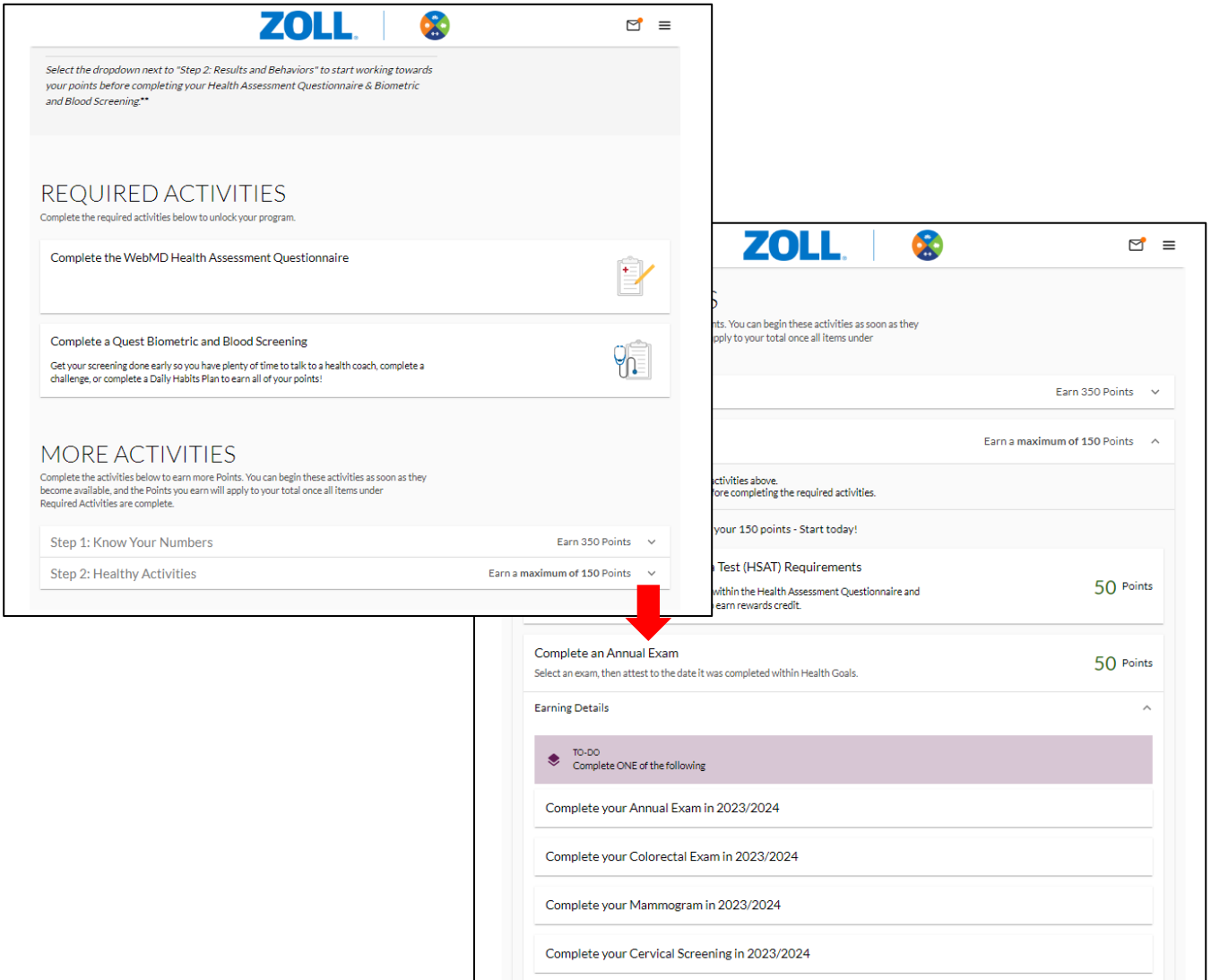
Participation in the Healthy Hearts! Healthy You! Program, is voluntary and provides financial incentives for completing certain healthy activities. By reporting the date of the selected preventive health screening, you are certifying that you have completed the indicated preventive exam and may be subject to audit.

How do I report the date of my preventive health screening(s) in the Healthy Hearts! Healthy You! Portal?

You can report the dates of your preventive health screening(s) through the Rewards Lobby of your WebMD account. You can navigate to the Rewards page by clicking on the menu in the upper right corner of your screen and selecting "Rewards" or by clicking on the 2024 Healthy Hearts! Healthy You! Program on the home page.



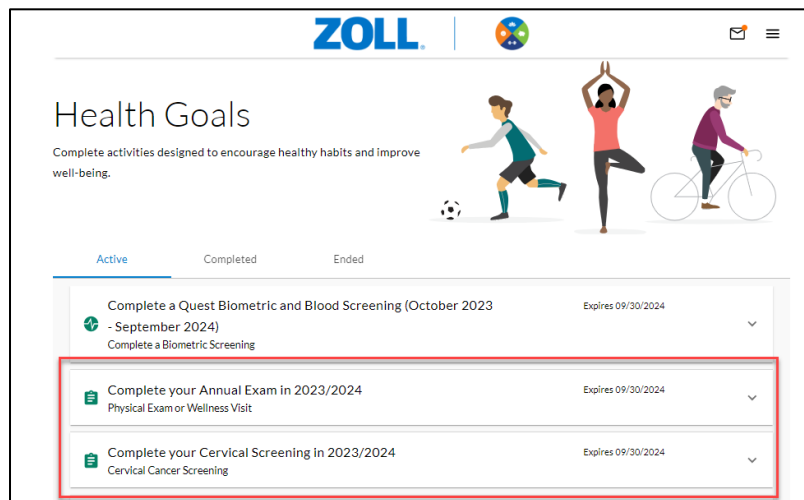
Once in the Rewards Lobby, select the drop down menu for “Step 2: Healthy Activities”



The screenshot shows the ZOLL Rewards Lobby interface. At the top, there is a navigation bar with the ZOLL logo and a menu icon. Below the navigation bar, there is a section titled "REQUIRED ACTIVITIES" with a sub-header "Complete the required activities below to unlock your program." This section contains two items: "Complete the WebMD Health Assessment Questionnaire" and "Complete a Quest Biometric and Blood Screening". Below this is a section titled "MORE ACTIVITIES" with a sub-header "Complete the activities below to earn more Points. You can begin these activities as soon as they become available, and the Points you earn will apply to your total once all items under Required Activities are complete." This section contains two items: "Step 1: Know Your Numbers" (Earn 350 Points) and "Step 2: Healthy Activities" (Earn a maximum of 150 Points). A red arrow points to the dropdown menu for "Step 2: Healthy Activities".

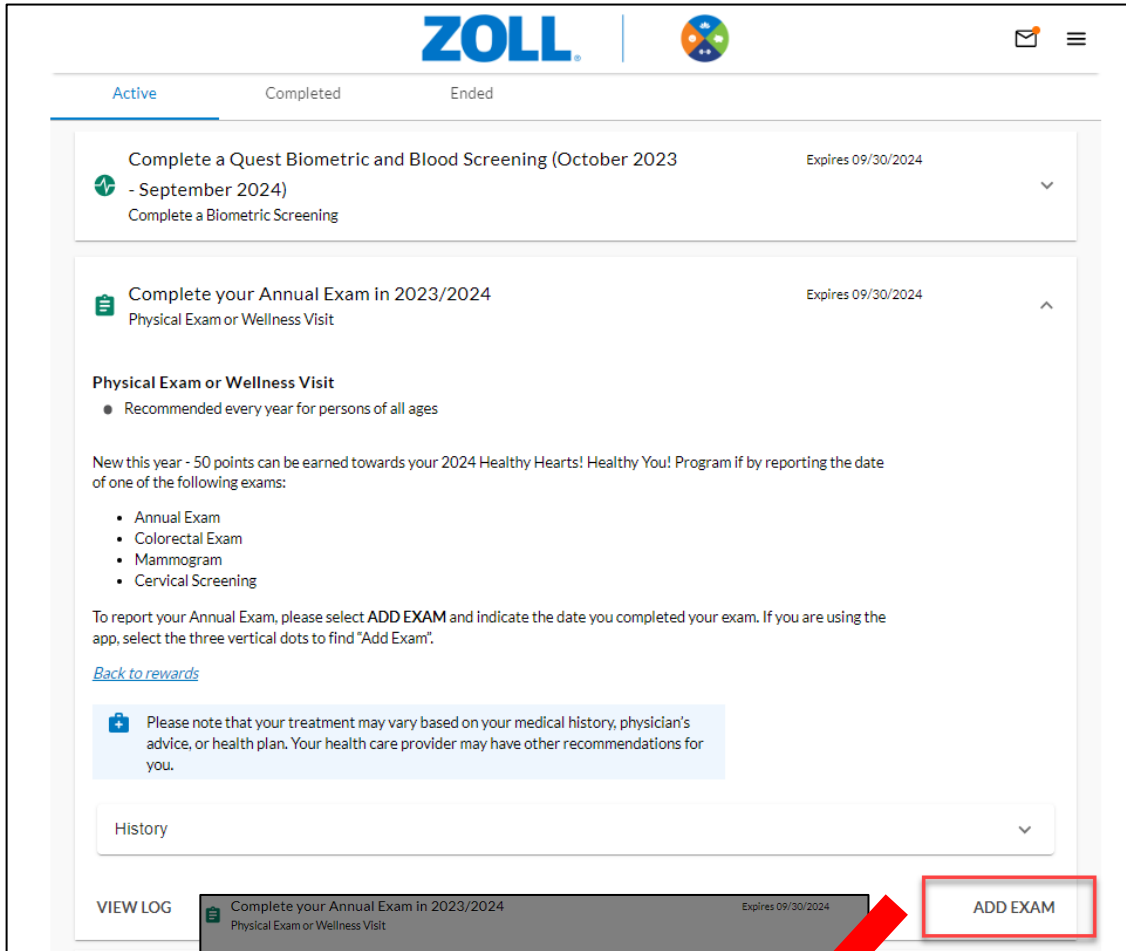
The dropdown menu for "Step 2: Healthy Activities" is shown in a separate view. It contains a section titled "Complete an Annual Exam" (50 Points) with a sub-header "Select an exam, then attest to the date it was completed within Health Goals." Below this is a section titled "Earning Details" with a sub-header "TO-DO Complete ONE of the following". This section contains four items: "Complete your Annual Exam in 2023/2024", "Complete your Colorectal Exam in 2023/2024", "Complete your Mammogram in 2023/2024", and "Complete your Cervical Screening in 2023/2024".

Click on the preventive health screening you would like to report as completed and you will be taken to the “Health Goals” page

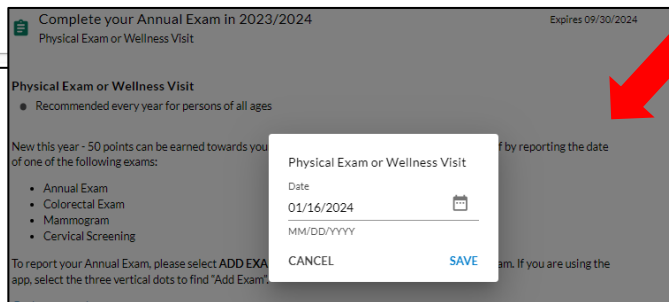


The screenshot shows the ZOLL Health Goals page. At the top, there is a navigation bar with the ZOLL logo and a menu icon. Below the navigation bar, there is a section titled "Health Goals" with a sub-header "Complete activities designed to encourage healthy habits and improve well-being." Below this is a section titled "Active" with a sub-header "Completed" and "Ended". This section contains three items: "Complete a Quest Biometric and Blood Screening (October 2023 - September 2024) Complete a Biometric Screening" (Expires 09/30/2024), "Complete your Annual Exam in 2023/2024 Physical Exam or Wellness Visit" (Expires 09/30/2024), and "Complete your Cervical Screening in 2023/2024 Cervical Cancer Screening" (Expires 09/30/2024). A red box highlights the last two items.

Click on the drop down menu for more information and select “Add Exam” in the lower right hand corner and enter the date of screening in the pop up box

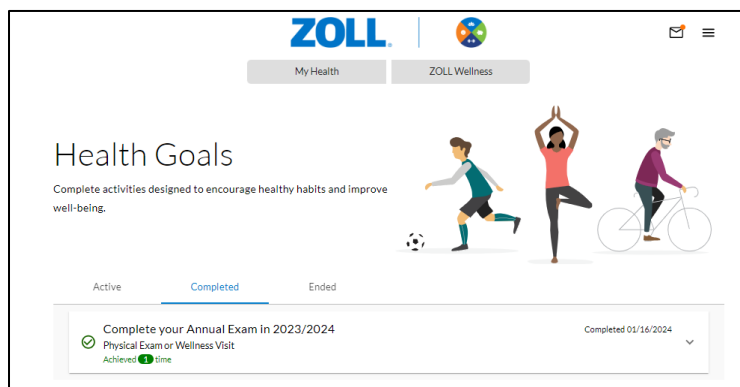


The screenshot shows the ZOLL Health Goals interface. At the top, there are tabs for 'Active', 'Completed', and 'Ended'. The 'Active' tab is selected. A list of health goals is displayed. The goal 'Complete your Annual Exam in 2023/2024' is expanded, showing details about the 'Physical Exam or Wellness Visit'. A red box highlights the 'ADD EXAM' button in the bottom right corner of the goal card.



This is a close-up of the 'ADD EXAM' pop-up dialog box. It contains a title 'Physical Exam or Wellness Visit', a 'Date' input field with '01/16/2024' entered, and 'CANCEL' and 'SAVE' buttons. A red arrow points from the 'ADD EXAM' button in the previous screenshot to this dialog box.

You can locate this preventive health screening under the “Completed” tab of the Health Goals page



The screenshot shows the ZOLL Health Goals page with the 'Completed' tab selected. The goal 'Complete your Annual Exam In 2023/2024' is listed as 'Completed 01/16/2024'. The goal is marked as 'Achieved' with a green checkmark and a green time icon.

Health Coaching

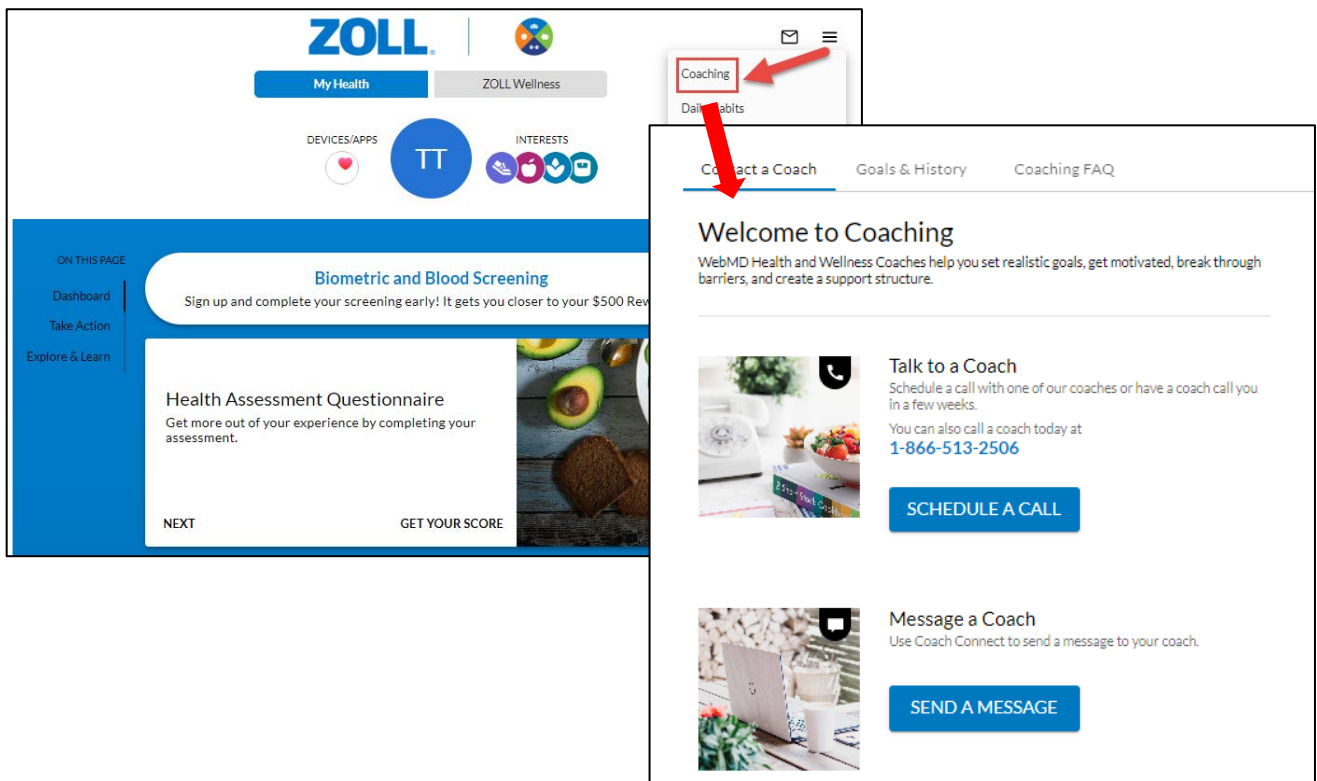
How can I participate in Health Coaching?

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.

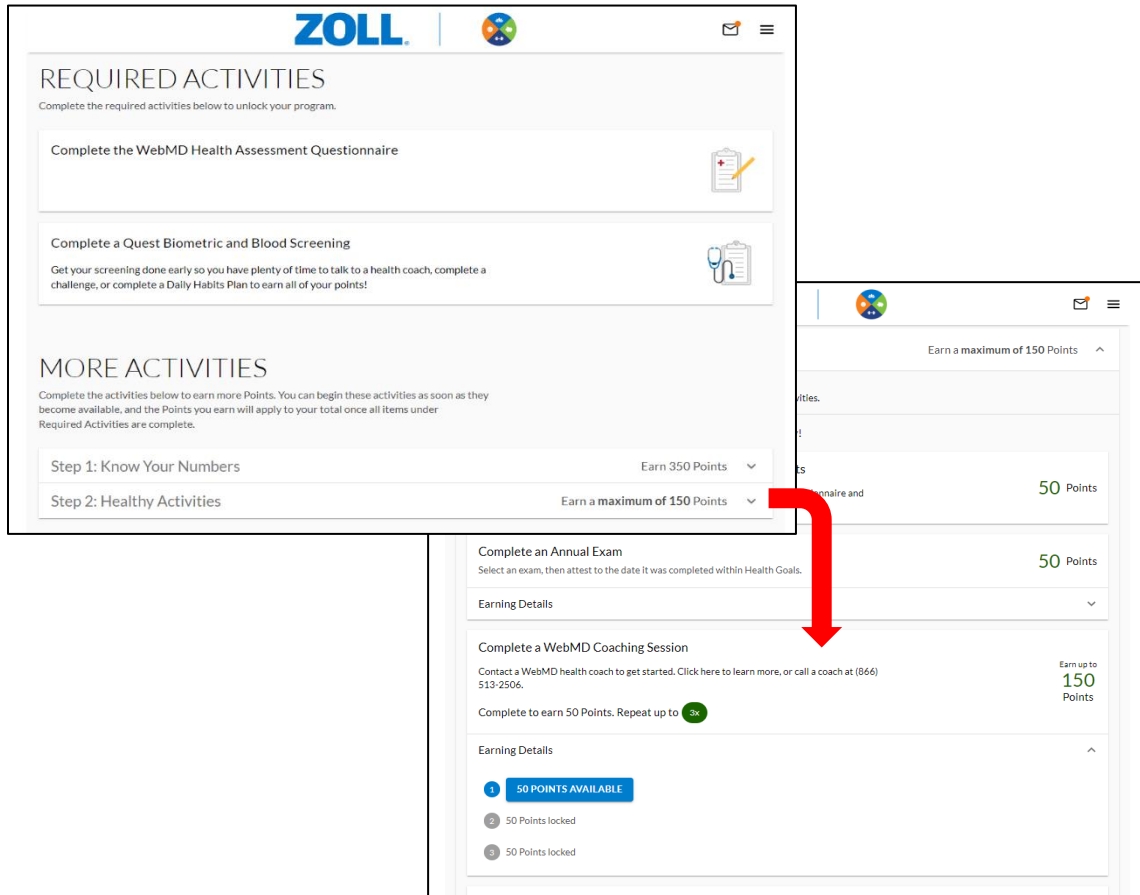
Health Coaches are available:

- 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, Stephen Bittner and Robyn Zagoren-Martichuski, provide support to ZOLL’s on-site and remote populations for ZOLL’s Healthy Hearts! Healthy You! Program.

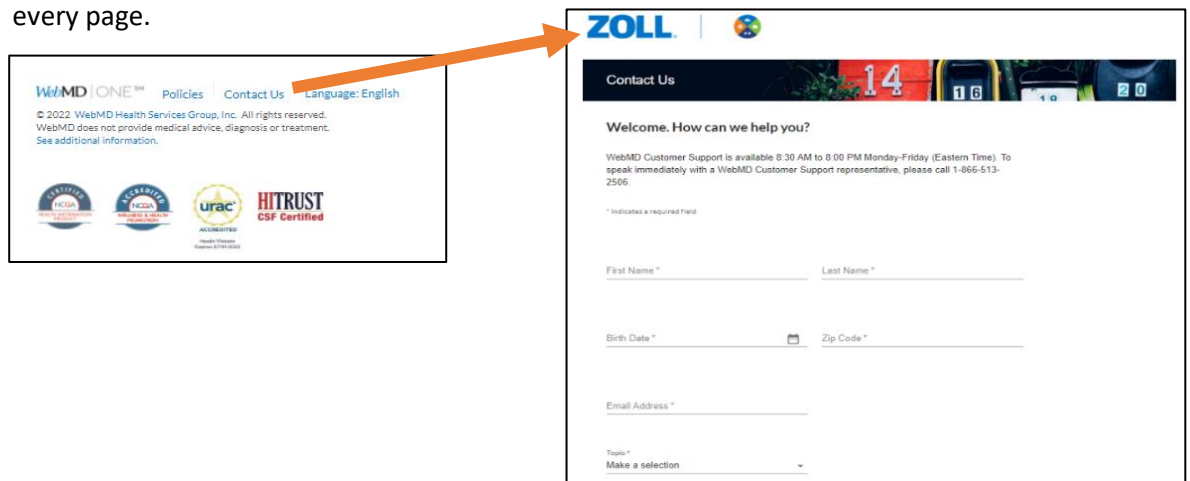
They work closely with ZOLL’s HR and Division Leads to assist with their health and wellness initiatives. They are also a resource for employees and their spouses as they navigate the Healthy Hearts! Healthy You! Program and the [Healthy Hearts! Healthy You! portal](#).

	Robyn Zagoren-Martichuski	Stephen Bittner
Contact Information	978-875-5577 rzagoren@webmd.net	724-980-4609 sbittner@webmd.net
Supported Locations/Divisions	<ul style="list-style-type: none"> • RESUS • Respicardia • Itamar • Atlanta, GA • Chelmsford, MA • Deerfield, WI • Minnetonka, MN • Pawtucket, RI 	<ul style="list-style-type: none"> • Cardiac Management Solutions (CMS) • DATA • Circulation (CIRC) • Broomfield, CO • Pittsburgh, PA • San Jose, CA

Who can I contact for questions?

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