

LiveNOW FREQUENTLY ASKED QUESTIONS & ANSWERS

Q: What is LiveNOW?

A: LiveNOW is Avera's employee well-being program that supports employee well-being and supports Avera's commitment to health. LiveNOW was created to help you make choices that lead to a happier, healthier life.

Q: I'm currently a member of the Avera Health Employee Health Plan, what do I have to do to earn rewards?

A: Only policyholders of the Avera Health Employee Health Plan are reward eligible. To become reward eligible, policyholders must create a LiveNOW account and complete the Health Risk Assessment. Create an account at Avera.org/livenow. From there, employees will have several options to earn up to 300 Awardco points.

Employees who are new to the Avera Health Employee Health Plan will have until Dec. 31, 2024 to complete the reward requirements. Those choosing to complete a wellness visit with a primary care provider should make sure they are an Avera Health Employee Health Plan policyholder and new hires should ensure their policy is active before going in to complete their visit, as it will be billed through insurance.

Q: If my spouse is on my plan, are they required to participate in LiveNOW?

A: Spouses are eligible to participate but are not eligible for rewards. Covered spouses can complete a LiveNOW physical and/or labs, as covered by the Avera Health Employee Health Plan.

Q: My spouse and I are both Avera employees on the same Avera Health Employee Health Plan. Can we both earn rewards?

A: Yes, you can each earn up to 300 Awardco points.

Q: What are the LiveNOW rewards for 2024?

A:

2025 LIVENOW REWARDS		
Participation Opportunity	Requirements	Reward*
Complete your Health Risk Assessment (HRA) on the LiveNOW portal	Complete by Dec. 31, 2025 <i>*New in 2025: Avera employee spouses on the same Avera Health Employee Health Plan are both eligible for rewards once this is done by each employee</i>	Complete to be eligible for rewards below
Complete an Annual Wellness Visit with a Primary Care Provider	<i>Labs are not required.</i>	150 points
Complete the Choose to Lose program	1. Attend 10 of 12 weekly WebEx sessions. Employees must login to the WebEx for attendance credit; self-participation will not count. 2. Complete a minimum of one coaching session or a maximum of two during the 12-week program. 3. Participants must provide proof of beginning and ending weight.	75 points if at least 5% weight loss, and meet all other requirements 50 points for <5% weight loss, but must be above 0%, and meet all other requirements
Participate in LiveNOW health coaching	Meet one goal Meet two goals	25 points 50 points
Participate in an Avera-sponsored walk or race	Self-report in the portal - Upload a picture of race bib, or picture of yourself participating at the event	25 points
Attend monthly LiveNOW virtual webinars	Self-report in the portal	10 points for each, max of 120

Participate in LiveNOW Challenges	Enroll and complete the challenge	50 points
Spot rewards for all LiveNOW participants	Drawing from LiveNOW participants each quarter (challenges, webinars, events, etc.)	25 point
Become tobacco/nicotine free	Self-report in the portal - Provide a certificate from a state approved QuitLine or LiveNOW coach	50 points

**Rewards with numbers are given in Awardco points, which is equal to \$1 per point. Employees that have the Avera Health Employee Health Plan can earn rewards. Spouses etc. not on an Avera Health Employee Health Plan may also participate but will not earn rewards.*

Q: How do I redeem rewards?

A: Once you earn rewards, Awardco will send an email containing a link to redeem your rewards. These rewards are taxed through payroll approximately two months after you make your selection.

Q: How do I submit my results?

A: You may choose to enter your own vital signs and labs from your annual wellness physical to verify completion and to identify areas where the LiveNOW team can assist you to achieve maximum wellness. Aggregate results are used to identify wellness programming opportunities for the Avera Health Employee Health Plan.

Q: What are my rights as a participant of LiveNOW?

A: Information about your rights in the LiveNOW program may be found at the bottom of the [LiveNow Portal login page](#).

Q: What if I have more questions?

A: Find more common questions and answers by visiting HRNow or Avera.org/livenow, calling 605-504-LIVE (5483) (8 a.m.-5 p.m. Monday through Friday), or emailing livenow@avera.org.