

# Local Education Local Government

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**Scott Money**

Director, Account Client Management

September 8, 2020



A photograph of two women at a market stall, overlaid with a light blue tint. The woman on the left is smiling and holding a piece of fruit. The woman on the right is also smiling and looking at the fruit. They are surrounded by a large display of round fruits, likely peaches or nectarines. The background shows other market stalls and a building.

## Program results

# Programs and resources available



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## Disease management

- One on one coaching with a nurse or health coach
- Private secure messaging with nurse or health coach via mobile app



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## Online tools

- Health assessment
- Digital coaching modules
- Health Actions with health goals
- Health education library
- Secure messaging
- Device sync for tracking physical activity

**31.7%**

Engaged of those identified

**>99%**

Member Satisfaction with Coach

**91%**

Member satisfaction with overall program

## Program results



I am feeling better than I have in years and my energy is good. I kept my very active two-year-old grandson for a weekend and didn't lose steam once! – Laura

I am raising my children, and I take care of my mom and grandmother. They have followed my lead with eating healthier, making healthier dietary choices and being more physically active. – Janelle

This has helped me so much, and you calling me has been worth so much. Thank you!  
– Nancy



# New resources and communications

# COVID-19 support



## Webinar

- Live, instructor-led sessions – more than 1,300 participants
- On-demand on the State of Tennessee YouTube channel – almost 1,200 views

## Restructured coaching

- Coach videos
  - Managing stress
  - Being active at home
  - Coping with quarantine
  - Eating healthy at home

## Online tools and resources

- Links to trusted resources
- Tips for managing stress, improving sleep, eating healthy at home and more

We also adjusted messaging imagery, content and timing to be appropriate for delivery during the pandemic.

# Member mailings – Postcard

**Get started at [myactivehealth.com/wellnesstn](http://myactivehealth.com/wellnesstn)**

You can also use our app. Search for “ActiveHealth” in your app store.



**Personalized  
health tips**



**Coaching  
support**



**Trackers to show your  
progress toward your goals**



**And  
more**

## **And, personalized coaching support if you have a long-term health condition**

Do you have asthma, diabetes, coronary artery disease, congestive heart failure or chronic obstructive pulmonary disease (COPD)? You can talk one-on-one with a nurse about your condition. And if you have one of these conditions, ActiveHealth may contact you to explain this program to you. The wellness program doesn't replace your doctor or provide medical care. It's just a little extra help from a nurse on ways to better manage your condition.



### **Questions?**

Support is just a click or phone call away.

Find more information at [www.myactivehealth.com/wellnesstn](http://www.myactivehealth.com/wellnesstn).

Or call us: **888-741-3390**, Monday – Friday 8:00 a.m. to 8:00 p.m. CT

The information provided by the ActiveHealth Management health and wellness programs is general in nature. Our programs, care team and care managers do not provide diagnostic or direct treatment services. We assist you in getting the care you need, and our program is not a substitute for the medical treatment and/or instructions provided by your health care providers. If you have specific healthcare needs or would like more complete health information, please see your doctor or other healthcare provider.

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INDICIA

MAILING BARCODE



# Enhancements

# Member Engagement Platform - Trackers

The interface features a dark blue header with a bar chart icon and the text "Stay on track" and "Get a better picture of your health by tracking your exercise, sleep, and more!". A "View All Trackers >" button is in the top right. A vertical sidebar on the left contains icons and labels for "Activity", "Sleep", "Weight", and "Calories". The main content area has two tabs: "Steps" (active) and "Exercise". The "Steps" tab shows a shoe icon, "Today 0 Steps", and a "View More >" button. To the right, a callout box with a blue circle icon says "Connect a device to help you track" and shows a bar chart with data points for days F, Sa, Su, and M. A "Get Connected" button is centered below the main content, with the text "Connect an app or device for real-time tracking" underneath.

**Stay on track**  
Get a better picture of your health by tracking your exercise, sleep, and more!

[View All Trackers >](#)

- Activity**
- Sleep**
- Weight**
- Calories**

**Steps** | Exercise

Today  
**0**  
Steps

[View More >](#)

**Connect a device to help you track**

Date	Steps
F	~2500
Sa	~3500
Su	~3000
M	~2000

[Get Connected](#)

Connect an app or device for real-time tracking

# Member Engagement Platform – Health assessment



## Well-being Assessment

Compare Retake Download

### Your Results: Excellent!

Last updated January 21, 2020

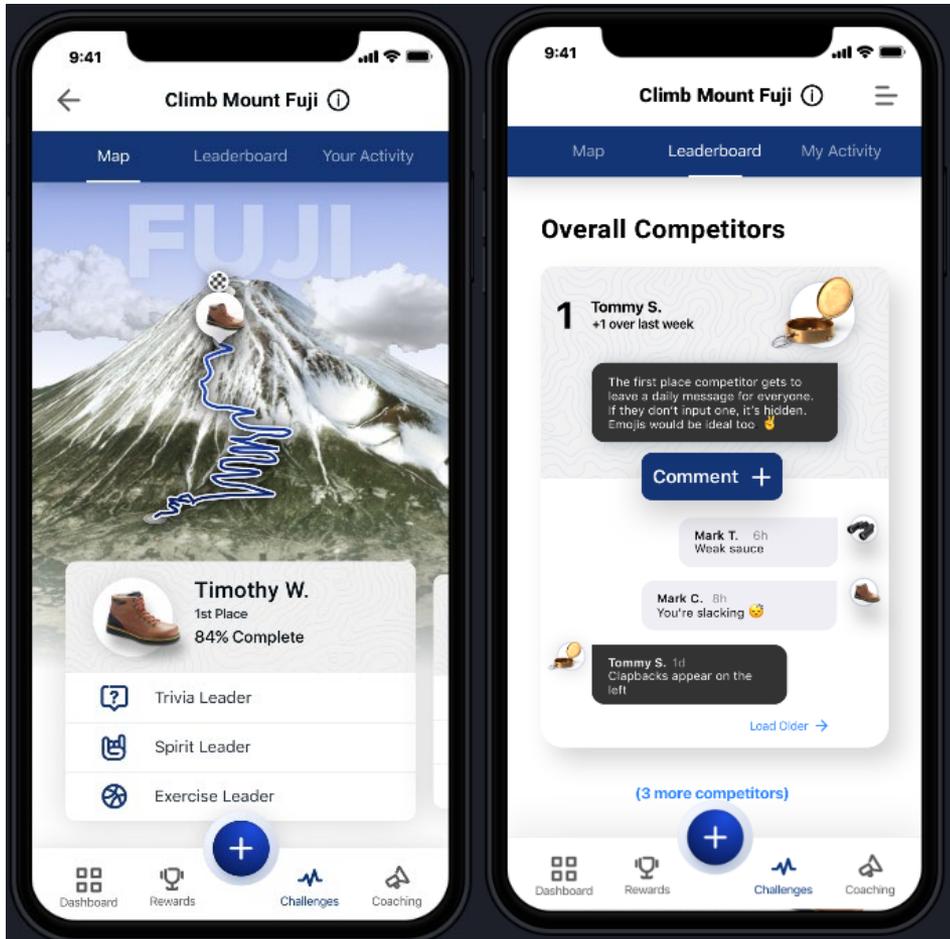
You're doing a great job keeping yourself healthy. Keep listening to your body and living a healthy lifestyle.



### Prevention is key

You may be at risk for Prostate Cancer and Diabetes. Working with a coach can help you get ahead of these conditions.

# New feature – Challenges (web and mobile)



- Allows members to choose individual challenges of interest to them and invite other team members to a group challenge
- Keeps individuals motivated with rich graphics and creative themes that offer multiple ways for members to engage by tracking steps, activity minutes, and more.
- Members unlock recipes, articles, and fun trivia
- Encourage social connectedness, members can cheer on team members by posting comments and inviting others into the challenge
- Supports real time integration of data from a member's device

**Thank  
You**

