

# Healthy Lifestyles

## Frequently Asked Questions (FAQs)

If you have questions that are not included in the FAQs below, call Healthy Lifestyles at 855-817-0647.

## About Healthy Lifestyles

### 1) What is Healthy Lifestyles?

**Healthy Lifestyles** is the name of LAPRA's new free wellness program designed to support you in developing healthy habits for a lifetime. **Healthy Lifestyles** includes:

- A **free** gym membership at more than 9,000 Prime fitness centers
- An online Well-Being Assessment that gives you a snapshot of your current health with personalized feedback based on your health risks
- Individualized support from a health coach
- Tailored action plans designed just for you
- Reward points that you earn and can redeem for fitness gear and other merchandise

### 2) Who can participate in Healthy Lifestyles?

Active and retired members and their adult dependents who are enrolled in a LAPRA medical plan (Anthem Blue Cross PPO, Anthem Blue Cross CaliforniaCare HMO or Kaiser HMO) can participate in the **Healthy Lifestyles** program.

### 3) How do I get started?

1. Go to [MyHealthyLifestyles.com](http://MyHealthyLifestyles.com) and click on **Sign Up** to create an account.
2. Complete the information requested to verify your eligibility then click **Next**.
3. Enter your **email address** and **telephone number**, then create a **username** and **password**.
4. Select and answer your challenge questions (used to retrieve a forgotten password), agree to the **Terms and Conditions** and click **Next**.
5. You can now take the **Well-Being Assessment**, request a **Healthy Lifestyles** temporary ID card, find a Prime fitness center near you and more.

If you need assistance creating an account on the **Healthy Lifestyles** website, call **855-817-0647**.

### 4) Can my dependents under age 18 participate in Healthy Lifestyles?

No. Only adults ages 18 and older are eligible for the **Healthy Lifestyles** program.

### 5) Will my personal information be shared with LAPRA or my employer?

No. Your personal information is confidential. Healthways, the wellness program administrator, will not release your personal information without your written consent. For more information, review the Healthways privacy policy on the [MyHealthyLifestyles.com](http://MyHealthyLifestyles.com) website.

## Free Gym Membership

### 6) What do I need to use the free gym membership?

You and each adult dependent enrolled in a LAPRA medical plan will receive a **Healthy Lifestyles** membership kit in the mail between January 20–27, 2015. Each membership kit will be mailed in a separate envelope to the address on file with LAPRA. If your address is not current, you will need to update it through LAPRA. Your membership kit will include a **Healthy Lifestyles** ID card, which you will need to access a Prime fitness center.

To access a Prime fitness center before you receive your membership kit, you can print a temporary **Healthy Lifestyles** ID card from the **Healthy Lifestyles** website. Follow these steps on or after January 1, 2015:

1. Go to [MyHealthyLifestyles.com](http://MyHealthyLifestyles.com) and click on **Sign Up** to create an account.
2. Complete the information requested to verify your eligibility then click **Next**.
3. Enter your **email address** and **telephone number**, then create a **username** and **password**.
4. Select and answer your challenge questions (used to retrieve a forgotten password), agree to the **Terms and Conditions** and click **Next**.
5. To find a fitness center and print a temporary **Healthy Lifestyles** ID card, go to the **Resources & Tools** tab and select the **Fitness Centers** link.
6. Click **Print a Temporary Card**.
7. Click on **Fitness Centers Near You** to locate a Prime fitness center near you.

## 7) Can I enroll directly at a Prime fitness center without a Healthy Lifestyles ID card?

No. You must have your [Healthy Lifestyles](#) ID card or a temporary ID card with you when you visit a Prime fitness center. If you are unable to print a temporary ID card from the [Healthy Lifestyles](#) website, write down your 16-digit ID number listed on your temporary ID card. Give the ID number to the front desk staff at a Prime fitness center.

## 8) Can I access a Prime fitness center the same day I print a temporary Healthy Lifestyles ID card from the website?

Yes. You can print a temporary [Healthy Lifestyles](#) ID card online once you have registered on the [Healthy Lifestyles](#) website. You can use your temporary [Healthy Lifestyles](#) ID card immediately at any participating Prime fitness center. If you don't have access to a printer, write down your 16-digit ID number displayed on your temporary ID card onscreen. Give the ID number to the front desk staff at a Prime fitness center.

## 9) Can I go to more than one Prime fitness center?

Yes. There are no limitations as to how many fitness centers you and your eligible adult dependents can attend.

## 10) What if I already belong to a Prime fitness center?

If the fitness center you belong to is a Prime fitness center, you should request that your membership be frozen. Then show the front desk staff your [Healthy Lifestyles](#) ID card to activate your free gym membership.

## 11) What do I do if the Prime fitness center I regularly use stops participating in the program?

If a fitness center you are using drops out of the Prime fitness center network, go to [MyHealthyLifestyles.com](#) and access the Fitness Centers link to find a new Prime fitness center near your location. You can also call [Healthy Lifestyles](#) at **855-817-0647** for assistance.

## 12) What is included in my Healthy Lifestyles gym membership? Do I have to pay extra fees for personal training, child care, etc.?

Your [Healthy Lifestyles](#) gym membership gives you general access to any Prime fitness center in the network. Each facility is unique and some may charge fees for extra services. Check with the facility to find out if there are extra charges for specific classes, child care, personal training, swimming, etc.

## 13) How do I suggest a fitness center be added to the Prime fitness center network?

Go to [MyHealthyLifestyles.com](#) and click on the Fitness Centers link. Then go to **Suggest a Fitness Center** and enter all of the information requested for the gym or fitness center you're interested in getting added to the Prime fitness center network.

Please note that not all gyms or fitness centers can be added to the program. The facility must meet certain qualifications to participate in the Prime fitness network.

## 14) The Prime fitness center I selected is having trouble swiping my Healthy Lifestyles ID card. What should I do?

All participating fitness center locations have the necessary contact information to help them determine if there is a problem with their card reader or with your card. If your card is not working, you may request a replacement card online by logging in to [MyHealthyLifestyles.com](#). Go to the **Resources & Tools** tab and select the **Fitness Centers** link. You can also call [Healthy Lifestyles](#) at **855-817-0647** to request a replacement card.

# Online Tools and Resources

## 15) What's available on the Healthy Lifestyles website?

A variety of tools and resources are available to you on [MyHealthyLifestyles.com](#), including:

- **Well-Being Assessment:** Online questionnaire that takes about 20 minutes to complete. It will give you a snapshot of your current health with personalized feedback based on your health risks.
- **Well-Being Plan:** Set up an online plan to achieve your health goals. Based on your Well-Being Assessment, three focus areas will be suggested, but you are free to pursue any focus areas.
- **Health trackers:** Record your exercise, nutrition, weight, tobacco use, medications and more to help you achieve your health goals. You set up your online trackers up as needed.
- **Online support groups:** Join an online group for support, motivation, and maybe even a little friendly competition. You may use a screen name.
- **Rewards:** Many activities, including completing a **Well-Being Assessment**, working with a health coach and visiting a Prime health center will earn you reward points that can be redeemed for fitness gear, kitchen gadgets and other merchandise.

## 16) How can I get started using the Healthy Lifestyles online tools?

To get started using the [Healthy Lifestyles](#) online tools, follow these steps:

1. Go to [MyHealthyLifestyles.com](#) and click on **Sign Up** to create an account.
2. Complete the information requested to verify your eligibility then click **Next**.
3. Enter your **email address** and **telephone number**, then create a **username** and **password**.
4. Select and answer your challenge questions (used to retrieve a forgotten password), agree to the **Terms and Conditions** and click **Next**.
5. Select **Well-Being Assessment** to get a complete picture of your current health.
6. Select **Start** and answer all of the questions shown on the screen. When you answer the last question, click **Finish**.
7. Once your answers are processed, click **View Full Report** or download a PDF.
8. After you've viewed your results, select **Create a Well-Being Plan**.
9. Answer the questions on the next few screens and click **Finish** to complete your **Well-Being Plan** setup.

You can now use all of the tools available on the [Healthy Lifestyles](#) website.

## 17) How can I view the results of my Well-Being Assessment or Well-Being Plan?

You can view your Well-Being Assessment any time by clicking the **Resources & Tools** tab, then the **Assessments & Reports** button and choosing **Well-Being Assessment**. To view your Well-Being Plan, just select **My Well-Being Plan** from the tab at the top of the page.

You are the only that can access your account through the website by the use of your password. If you've chosen to work with a health coach, you may give them access to your information.

## 18) Can I use my smart phone or iPad to access the Healthy Lifestyles website?

Yes. You can download the Well-Being Connect mobile app to update your trackers, check the status of your Well-Being Plan, earn reward points and more. The app is available for iPhone, iPad and Android 2.2 or later. Download the app from the App Store (iPhone, iPad) or Google Play (Android devices) and search WBCconnect.

## 19) How do I update my personal information, such as changing or adding a phone number?

You can update your information any time, online or over the phone. First, log in to [MyHealthyLifestyles.com](#), then click on **My Account** in the upper right-hand corner. The link will take you to the **Profile** page where you can update your account information (except your username, first name and last name).

## 20) How do I earn reward points?

After you sign up on MyHealthyLifestyles.com, you can earn reward points that can be redeemed for fitness gear, kitchen gadgets and other merchandise. Here are some ways to earn reward points:

- Take your online **Well-Being Assessment**: 2,500 points
- Set up your online **Well-Being Plan**: 500 points
- Visit a Prime fitness center: 50 points each visit
- Complete three coaching calls: 750 points up to four times each year
- Track your exercise or steps activity online: 25 points per day
- Track your weight online: 50 points per week
- Track your food servings/use on your food log: 25 points per day

## 21) How do I get credit for completed activities?

You must enter your activities using the appropriate tracker to get credit for points. Be sure to set up a track for each activity. Your points will accumulate automatically. You can view your accumulated points under the **Rewards Center** tab on [MyHealthyLifestyles.com](#).

## 22) How do I redeem my reward points?

Go to the **Rewards Center** tab on [MyHealthyLifestyles.com](#).

# Personal Health Coaching

## 23) What is the phone coaching program all about?

The phone coaching program offers you the opportunity to work by phone with a qualified health professional to set and achieve your health goals. The coach will stay in contact with you as you work toward your goal, offering new strategies and encouragement along the way.

Phone coaching is voluntary, and you may opt in or out at any time. There is no cost to you.

## 24) How can I sign up for health coaching?

If your **Well-Being Assessment** shows that you could benefit from health coaching, a coach will call you to tell you more about the program and ask if you would like to participate. If you don't get a call, you can request a health coach by calling **Healthy Lifestyles** at **855-817-0647**.

## 25) What are the health coaches' qualifications?

Coaches, or Health Advisors, have various levels of education and experience. Registered nurses, exercise physiologists, health educators, registered dietitians and other health professionals are on staff.

## 26) Will I always work with the same health coach?

You may work with a team of three coaches, depending on your goals. Different coaches may be right for different stages of your program.

## 27) Will a coach help me use the online resources available on the Healthy Lifestyles website?

Your health coaches can be your guide in how to use the online resources. Your coach knows the programs and knows how to help you use them to your advantage. You can also access the online resources independently of your coach.

## 28) How are the phone consultations scheduled?

You and your coach will set up appointments to suit your schedule. If you cannot keep an appointment, call **Healthy Lifestyles** at **855-817-0647** as soon as possible to reschedule.

## 29) What if I want to stop working with a health coach, or I want to restart working with a health coach?

Call **Healthy Lifestyles** at **855-817-0647** to stop or restart working with a health coach.