



UMR CARE

Wellness CARE

Achieve long-term gains with improved member health

UMR Wellness CARE engages at-risk plan members to promote positive lifestyle choices and sustainable behavior change. Our member-centric approach is proven to significantly improve the health and productivity of a client's employee population, reduce their future health care costs and, ultimately, deliver a positive return on their investment.

Employers can choose the wellness components that best meet their needs and budget. Our expert team will offer strategies that fit your workplace culture and match the motivations of your members.

Clinical health risk assessment (CHRA)

UMR's clinically developed questionnaire gauges members' medical history and lifestyle habits, such as food choices, activity level and tobacco use.

Completing a CHRA lets members learn more about their current health status, including their personal strengths and opportunities for improvement. It also helps us identify members who would benefit from one-on-one calls with a UMR CARE coach.

One-on-one health coaching

Our CARE coaches include dietitians, physiologists and certified tobacco and nicotine cessation specialists trained in proven behavior-change techniques. They provide information and encouragement to help participants set achievable goals and follow through on their plan to live healthier.

Choose the level of engagement that fits your needs:

- Comprehensive wellness coaching
- Lifestyle coaching
- Clinical health risk assessment (CHRA) review
- Tobacco and nicotine cessation

Coordinated communication strategies

Participation is key to your program's success and requires a coordinated communication plan.

We help clients develop and deliver program information and health education through print, electronic, telephonic and multimedia messages.

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Biometric health screenings

UMR offers on-site health screenings for blood pressure, body mass index (BMI), cholesterol and glucose levels at an additional cost through our biometric screening partner. Additional add-on screenings can include cotinine, PSA and at-home colorectal cancer. UMR can also offer onsite flu vaccines or flu vaccine vouchers. Screening results, when combined with the CHRA, provide a more complete picture of the overall health of a member population. They also tell us which individuals would benefit most from working with a CARE coach. Additionally, UMR offers customers a biometrics-only option that is standalone biometrics without the completion of a CHRA. Coaching is not available with this option.

Incentive support

Financial rewards have a direct impact on the success of any wellness initiative. The right use of incentives will help you engage and reward members, spur interest and drive participation in coaching and wellness-related activities.

Consider offering a premium reduction or cash reward to members who complete their CHRA, biometric health screenings or health coaching as a reasonable alternative to meeting certain health measures.

UMR can administer wellness incentives as part of our Live Well Reward\$ program or a custom incentive strategy.

CARE Cues: Closing gaps in care

When we spot a missed opportunity, such as a member failing to receive a clinically appropriate blood test or fill a prescribed medication, that member automatically receives an alert on **umr.com** and an email, reminding them they have an important health action to complete.



To learn more, please contact your UMR CARE representative.



Online wellness tools

With UMR's online Wellness Activity Center, members can complete their CHRA, access personalized tutorials, maintain their personal health records and sign up for employer-sponsored wellness events and challenges. We also offer activity tracking for administering incentives.

Some tools carry an additional fee.

