

# Wellness Dividends Program 2017

## *Helpful Contact Information*



## BaySport Wellness Screening Vendor

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Online Scheduler website: [pickatime.com/smcgov](http://pickatime.com/smcgov)  
Email: [smcgov@baysport.com](mailto:smcgov@baysport.com)  
Phone: 650-779-4315 (Voice mailbox only. Please leave a brief message and a BaySport representative will return your call.)  
Fax (for Physician Forms) 408-395-7350

The BaySport online scheduler website works best with Internet Explorer (8.0 or higher), Firefox, Chrome and Safari.

### **Log onto BaySport's online scheduler website to:**

- Schedule a Wellness Screening appointment.
- Reschedule or cancel an appointment.

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*BaySport is your contact for questions related to scheduling, rescheduling, and canceling your confidential Wellness Screening. You also have the option to schedule an appointment at their clinic in Redwood Shores or to see your personal physician by using the Wellness Dividends Physician Option.*

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### **Contact BaySport if...**

- You are having trouble making, scheduling or canceling an appointment.
- The website does not recognize your email address or your employee ID upon log in.
- The pre-populated information is not yours.
- You can't remember your password **and** tried the "Forgot my password" prompt.
- If you do not have a County or Court email address and you need to find out how to log-in to schedule your appointment.
- You emailed or faxed your Physician forms to BaySport and haven't received an email confirmation within 10 business days.
- After August 1, 2017, there is no indication in your Workday account that you completed the Wellness Screening before June 30, 2017 (through the County or your doctor) even though you did.

If further support is needed, contact the Employee Wellness Program at [wellness-dividends@smcgov.org](mailto:wellness-dividends@smcgov.org).



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## Helpful Contact Information



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Website: [mywellvolution.com](http://mywellvolution.com)  
Email: [support@meyouhealth.com](mailto:support@meyouhealth.com)  
Phone: Contact myWellvolution staff at 866-304-1980 Monday through Friday,  
5 a.m. – 6 p.m.

The Blue Shield website works best with Chrome or FireFox/Mozilla and Internet Explorer (IE11).

### Log onto Blue Shield (myWellvolution) website to:

- Complete the Well-being Tracker.
- Confirm that you have completed the Well-being Tracker.

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*Blue Shield is your contact for questions related to the myWellvolution website and the Well-Being Tracker.*

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### Contact Blue Shield of California (myWellvolution) if...

- You are having trouble logging in with your username or password.
- You are experiencing any technical difficulty in navigating the website.
- You completed your Well-Being Tracker, but your account does not reflect that you did.
- You are a benefits-eligible employee who is covered as a dependent on one of the County Blue Shield health plans for employees. Your home page will look different compared to your spouse/partner/primary subscriber and may not include the myWellvolution program.
- After August 1, 2017, there is no indication in your Workday account that you completed the Well-Being Tracker before June 30, 2017 even though you did.

If you have made several attempts to get problems resolved by Blue Shield/myWellvolution, and you are not getting a satisfactory resolution to your situation, contact the Employee Wellness Program at [wellness-dividends@smcgov.org](mailto:wellness-dividends@smcgov.org).



# Wellness Dividends Program 2017

## *Helpful Contact Information*



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Website: [kp.org/tha](http://kp.org/tha)

The Kaiser Permanente website works best with Microsoft Internet Explorer (7.0 or higher) or Mozilla Firefox (4.0 or higher).

### **Log onto Kaiser Permanente website to:**

- Complete the Total Health Assessment (THA).
- Confirm that you have completed the THA.

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*Kaiser is your contact for questions related to the Kaiser website and the Total Health Assessment (THA).*

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### **Contact Kaiser Permanente if...**

- You can't find the THA on the Kaiser website.
- You are having trouble logging in with your username or password.
- You are experiencing any technical difficulty in using the website.
- You need assistance to confirm that you completed the THA.
- After August 1, 2017, there is no indication in your Workday account that you completed the THA before June 30, 2017 even though you did.

### **Questions?**

- For technical questions related to the KP website, contact the web manager via the "Contact web manager" link at the bottom of each page, or call their toll-free number [800-556-7677](tel:800-556-7677).
- For questions or issues about the Total Health Assessment, contact KP's partner, Johnson & Johnson Health and Wellness, via the "Contact Us" link at the bottom of each page, or call them at [866-433-9284](tel:866-433-9284), 24 hours a day.
- If you have made several attempts to get problems resolved by Kaiser Permanente and you are not getting a satisfactory resolution to your situation, contact the Employee Wellness Program at [wellness-dividends@smcgov.org](mailto:wellness-dividends@smcgov.org).



# Wellness Dividends Program 2017

## Helpful Contact Information



## Employee Wellness Team

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Website: [hr.smcgov.org/wellness-dividends](http://hr.smcgov.org/wellness-dividends)  
Email: [wellness-dividends@smcgov.org](mailto:wellness-dividends@smcgov.org)  
Phone: 650-599-1200 (Voice mailbox only. Please leave a brief message and a Wellness Team member will return your call.)

### Log onto the Employee Wellness Program website to...

- Review complete program information about the Wellness Dividends Program.
- Download required documents for the Physician Option to get a Wellness Screening.
- View short videos on how to register for, reschedule, or cancel a Wellness Screening appointment.
- View a screenshot tutorial on how to locate and confirm completion of your online health assessment.
- View a short video on how to confirm Wellness Dividend eligibility in your Workday account.

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*The Employee Wellness Team is your contact for general questions and employee eligibility related to the Wellness Dividends program.*

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If you have made repeated requests and have not received a timely response from BaySport, Blue Shield and/or Kaiser, contact the Employee Wellness Program at [wellness-dividends@smcgov.org](mailto:wellness-dividends@smcgov.org).

