

LiveWell

**Get Healthy. Stay Healthy.**  
Your Source for How to Live Well.



Welcome to LiveWell—an innovative health and wellness program designed to help you live a healthier life, prevent illness and make informed decisions about your healthcare.

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# Introducing LiveWell

## Get healthy. Stay healthy. Take charge of your care.

LiveWell is a revolutionary benefit program—offered at no additional cost—that gives Sound Health & Wellness Retiree Trust participants and their eligible dependents direct access to the medical expertise, information and personalized support they need to make better health decisions and enjoy healthier, happier lives.

This booklet will introduce you to the key elements of the LiveWell health and wellness program. It will give you ideas on how to best use the tools to make the most of this unique health benefit.

## You don't have to go it alone.

No matter what your health concerns or your current health status, the LiveWell health and wellness program can make a real difference. This unique program gives you direct access to specially trained registered nurses—experienced caregivers

who can provide all the in-depth, up-to-date medical information you need to make wise decisions. And these same seasoned professionals can provide close, personalized support to help you navigate the healthcare system, and see those decisions through to successful conclusions.

## The tools you need to live well.

But advice from our nurses is only one aspect of this revolutionary program. Our unique Health Reimbursement Arrangement (HRA) is also here to help you pay for medical expenses. By providing an HRA, and covering preventive services at 100%, we are helping make it easier for you to get the care you need before you get sick—without having to worry so much about the cost.

The LiveWell health and wellness program gives you the information, tools and professional support you need to make lifestyle decisions that can really pay off in your future health and well-being.

The LiveWell health and wellness program is intended to serve as a supplement to, not a substitute for your doctor's care. So for diagnosis and treatment, always consult your physician.

## Your privacy is protected.

LiveWell services such as Nurse Line Plus, Health Coaching and Condition Management are provided by SHPS, Inc., an independent health management service provider. You can rest assured that any health information you share with the program is completely confidential, protected by federal law, and cannot be shared with the Sound Health & Wellness Retiree Trust without your permission.

## Learn more about LiveWell.

The LiveWell health & wellness program includes:

- [LiveWell Nurse Line Plus](#)
- [LiveWell Personal Health Assessment](#)
- [LiveWell Health Coaching](#)
- [LiveWell Condition Management](#)
- [LiveWell Quit For Life®](#)
- [LiveWell Online](#)
- [LiveWell Behavioral Health Online](#)

*Read on for more information on how to make use of these services.*



## LiveWell Nurse Line Plus

### Talk to a caring professional—free—any time of the day or night.

24 hours a day, 7 days a week, you have one toll-free number to call with any healthcare question: (877) 362-9969. Call anytime and knowledgeable registered nurses will confidentially help you find the information you need to make informed decisions.

### Ask about anything.

Unlike traditional nurse lines, LiveWell nurses are available to answer all your health-related questions: about taking care of yourself at home or making decisions about procedures, tests, and treatments.

*Have you ever had an illness or injury that seemed serious—but weren't sure if it was worth a trip to the emergency room?*

*Have you ever been worried about a health problem—but didn't know if it was important enough to bother your doctor?*

*Have you ever been told you had a health condition or that you needed surgery—and didn't know where to go for a second opinion or specialized care?*

### From the common cold to major surgery.

The LiveWell Nurse Line Plus gives you a direct, toll-free connection to a real, live registered nurse, anytime of the day or night. That means you no longer have to guess about how to manage health issues. LiveWell nurses have an average of 15 years of clinical experience, so you can rely on them for help with just about anything from the common cold to major surgery.

### From the E.R. to self-care.

LiveWell nurses are also specially trained to help you choose the appropriate level of care for any illness or injury. That may mean going straight to the emergency room if the situation requires it. Or it may mean calling your doctor for an appointment. Or it may just mean using the right self-care at home. But most important, it means making your life healthier, happier, and less stressful.

### Find your way through the maze.

The LiveWell Nurse Line Plus can help you navigate through the complex healthcare system. LiveWell nurses can help you find the appropriate in-network doctor and prep you with questions to ask. They can help you work with your health plan to understand questions about claim denials or appeals and tell you how to take full advantage of your benefits.

### Save time, money, and worry.

When you have someone to count on for insight and support, you not only avoid unnecessary trips to the doctor or E.R.—you save time, money, and worry, too.

You and your eligible dependents can call in about how to treat a skin rash at home, handle a bout of food poisoning, or take care of a sprained ankle. Maybe you'd like to discuss a test, medication, or surgery your doctor has recommended. Or perhaps you need help finding a specialist in your area. Whatever your questions, the LiveWell Nurse Line Plus has answers.

### Even if you “never get sick”...

And even if you're the kind of person who “never gets sick,” you can use the LiveWell Nurse Line Plus as a great health information resource. You can get tips on nutrition, exercise, weight loss, immunizations, quitting smoking, and many other things that can help keep you and your loved ones healthy. LiveWell nurses can even provide printed material on a wide range of health and wellness topics.

### Enjoy complete confidence.

Since LiveWell is provided by an independent service provider, you can be sure that any information you share with the Nurse Line Plus is completely confidential, protected by federal law, and cannot be revealed to anyone without your permission.

### LiveWell comes to your home.

As part of the LiveWell program, you will receive postcards and a newsletter mailed directly to your home. Filled with information on a variety of timely health and wellness topics, they can help you and yours enjoy better health all year around.



# LiveWell Personal Health Assessment

## The first step is fast and easy.

Completing your own LiveWell Personal Health Assessment (PHA) each year is the fast, easy, first step in your LiveWell health and wellness program. It's designed to help you review your ongoing health needs and understand them more thoroughly, so you can take full advantage of all the great services available to you.

## Easy questions. Revealing answers.

The assessment begins with a quick, confidential questionnaire that you can fill out at your convenience—online, or by requesting a paper copy to be mailed to your home. As you complete the PHA, it helps you evaluate both your current health and possible future health concerns

by taking an in-depth look at your family health history, your personal health history, and your own individual lifestyle choices.

## Honest answers give an honest snapshot.

The questionnaire prompts you to stop, think, and respond with honest answers about everyday factors such as nutrition, stress, physical activity, weight management, tobacco and alcohol use, and many others.

And as you do, it gives you a unique opportunity to review your daily living habits and the effects they may have on your health.

## Useful information, instantly.

The process only takes about 15 minutes. And the moment it's complete, the online system performs an instant analysis of all the answers you've entered. It presents you with your very own profile that not only rates your current health status, but projects your potential future health problems as well.

## A personal plan for healthy living.

Best of all, your LiveWell Personal Health Assessment also provides you with a personal plan for healthy living—one designed especially for you. It explains the relationships between your behavior and your health, and outlines steps you can take to improve your health. It even

helps prioritize any changes you may decide to make, and provides suggestions as to how to go about making them.

## More health options.

When you submit your personal health assessment, you may also qualify for LiveWell Health Coaching or Condition Management services, designed to deliver high-quality, personalized support for better health.

## An exceptional opportunity.

So don't miss this fast, easy, free way to analyze your health status—and find out what you can do to improve it. Take your LiveWell Personal Health Assessment, and start living a healthier, happier life.

## Frequently asked questions about your LiveWell PHA

### Q. Should I complete the personal health assessment if I'm already healthy?

A. Definitely. Although genetics and environment play important roles in your health, your habits and behaviors cannot only affect the way you feel today, they can also contribute to a longer, healthier life. So even if you feel great, taking the PHA each year may uncover valuable information that can help you enjoy even better health.

### Q. How often can I submit a personal health assessment?

A. Each year, there will be a limited period of time when you or your eligible spouse can take the PHA and receive an incentive. Find out more at [www.soundhealthwellness.com](http://www.soundhealthwellness.com) or by calling (877) 362-9969.

### Q. Is my privacy protected?

A. Yes. Any information you supply is completely confidential, protected by

federal law, and cannot be shared with the Sound Health & Wellness Retiree Trust without your permission.

### Q. How do I take the personal health assessment?

A. The fastest way is online. Simply go to [www.soundhealthwellness.com](http://www.soundhealthwellness.com), log onto the secure section of the site, and go to "My LiveWell" then "Go to LiveWell Online" for Retirees. Simply follow the instructions to complete your profile. When you've finished, click "Submit," and

your personal plan will be displayed online in just a few moments.

If you don't have web access, call (877) 362-9969 to request a paper PHA.

## LiveWell Health Coaching

### Personalized support for a healthier lifestyle.

Changing your lifestyle can be challenging, but with a LiveWell personal health coach, it's easier than ever. The LiveWell Health Coaching program is a phone-based health education program designed to help you set and meet goals to improve your health and well-being.

Based on the results of your PHA, you may be invited to participate in the LiveWell Health Coaching program. Your LiveWell health coach will help you set goals to improve and maintain your health. In fact, individual choices are more important than any other factor influencing personal health. Even setting short-term goals can help you make changes that last a lifetime.

Your health coach will provide you with educational materials, guidance, and the support you need to begin to make healthy lifestyle changes.

LiveWell educational materials, designed to complement your personalized health and wellness program, will be emailed to you, sent to your home, or can be found online. These materials include information on:

- Back care and ergonomics
- Blood pressure management
- Cholesterol management
- Exercise
- Nutrition
- Stress management
- Weight management

The LiveWell Health Coaching program is completely voluntary, confidential and available at no cost to you.

### Free Self Care Guide

Call (206) 282-4500 or (800) 225-7620 or email [selfcareguide@soundhealthwellness.com](mailto:selfcareguide@soundhealthwellness.com) to request your free copy of *The CareWise® Guide: Self-Care from Head to Toe*.

This valuable resource can answer your questions about common medical concerns. Find out what you can do to care for yourself at home, and when it's time to call your doctor.

When you email or call, please provide the ID number from your Sound Health & Wellness Trust ID card. This offer is limited to one free copy per participant household.



# LiveWell Condition Management

## Real support for chronic conditions.

The LiveWell Condition Management program offers custom-tailored support services for those living with a chronic condition such as diabetes, heart disease or asthma. If you (or your eligible spouse) live with a chronic health condition, you know it can be difficult to deal with all of the issues it raises on your own. We're here to help.

## Your own, personal nurse advocate.

If you qualify to participate in a LiveWell Condition Management program, LiveWell will call you to invite you to work one-on-one with a personal nurse advocate—a registered nurse who has extensive experience with your condition. Your nurse will consult with you over the phone to assess your health, review your care, and discuss any other medical concerns you may have. Your nurse advocate can help you make the most of

every visit to your doctor, and coordinate many other healthcare services available to you as well. You'll get continuing telephone assistance, free educational materials to help understand your condition better, and ongoing support for any healthy behavior changes you decide to make.

## A more active role in your own health.

The most important benefit of LiveWell Condition Management is the power it gives you to play a more active part in your own health. In addition to providing the information, coordination, and support you need to manage your condition more effectively, your nurse advocate will also help you find the focus and motivation to harness the enormous power of your own desire to be well. And that can make all the difference.

## Free. Voluntary. Supportive. Confidential.

From practical changes you can make to improve your health to greater confidence managing your medical condition, the plan you design with your personal nurse advocate will address your needs as a whole person, not just your disease or condition.

You can be sure that any information you share with your nurse advocate is protected by federal law and cannot be revealed to the Sound Health & Wellness Trust or your employer without your permission. Of course, LiveWell Condition Management programs are intended as a supplement to, not a substitute for, your doctor's care. For diagnosis and treatment, always consult your physician.

## Who is eligible for LiveWell Condition Management?

You may qualify for a LiveWell Condition Management program if you (or your eligible spouse) are currently living with one of the following conditions:

- Asthma
- Chronic Obstructive Pulmonary Disease or COPD (emphysema or chronic bronchitis)
- Heart Disease
- Diabetes
- Heart Failure

If you qualify, you will receive a phone call with an invitation to participate. Or you can call the Nurse Line Plus at (877) 362-9969 for more information.

## How can LiveWell Condition Management help?

When you participate in a LiveWell Condition Management program, you take a more active role in your own well-being, which can help you:

- Set personal goals for improving your health and quality of life
- Discover the latest tests and treatments for your condition

- Learn how to modify your lifestyle to better manage your health
- Work with your doctor and other caregivers to optimize your treatment
- Understand how to avoid potential complications of your condition

## When can I talk to a personal nurse advocate?

You can call (877) 362-9969 anytime to enroll in a Condition Management program or ask questions.

## LiveWell Quit For Life®

### Take the first step toward quitting tobacco today.

The health benefits of quitting tobacco start almost immediately and continue for a lifetime. Why not take this opportunity to quit now? With the LiveWell Quit For Life Program, your chances of quitting tobacco are 8 times better than trying to quit on your own. Call 1.866.QUIT.4.LIFE (866.784.8454) to get started.

### The tools and support you need to succeed.

As a Quit for Life® participant, you will receive free nicotine patches or gum, if recommended by your coach, with step-by-step tools and personalized treatment sessions with a professional tobacco treatment specialist (called a Quit Coach). Also, if your physician prescribes Bupropion, the generic for Wellbutrin and Zyban, the Trust will cover it under your prescription drug benefit with just a \$5

co-pay (SoundPlus participants) or \$10 co-pay (Sound Plan participants). The program includes:

- **Phone-based treatment sessions scheduled at the convenience of the participant.**
- **Unlimited toll-free telephone access to the Quit Coaches for the duration of the treatment.**
- **Recommendations of type, dose and duration of medication if appropriate.**
- **Fulfillment of nicotine replacement therapy (such as the patch or gum).**
- **A Quit Kit of materials designed to help participants stay on track between calls.**

### Free. Voluntary. Confidential.

The Trust is committed to helping our participants become free of tobacco, so we are fully subsidizing the cost of the LiveWell Quit For Life Program. Participants pay nothing for the program. Even the cost of nicotine patches/gum is fully covered. Participation in the program is completely confidential. Your information will not be shared with the Trust or with your employer. The LiveWell Quit For Life Program is available to all Sound Health & Wellness Trust participants and spouses or same sex domestic partners 18 years of age or older.

### The evidence shows that Quit For Life® works.

Free & Clear, which administers the LiveWell Quit For Life Program, has helped more than 125,000 people successfully quit tobacco. In fact, Free & Clear's quit rate is more than twice as high as the standard established by the U.S. Public Health Service and more than eight times as high as quitting "cold turkey."



## LiveWell Online

### Learn more about how to put your health first.

LiveWell Online is your online source for health and wellness. Find a wealth of useful health information, tools and resources, along with the PHA and other LiveWell information by logging onto the secure section of www.soundhealthwellness.com. Select “My LiveWell” then select “Go to LiveWell Online” for Retirees.

Some of the resources that may help you create positive lifestyle changes include the following:

- **The Family Center** provides information on self-care topics like immunizations, men’s and women’s health issues, healthy pregnancy and more.
- **Look It Up** serves as a drug and nutrition guide. When you are wondering about a new prescription and its side effects, or adding a new vitamin to your diet, access important

information to help you make the right decision.

- **What If** you made healthy lifestyle changes since taking your PHA? If you’ve lost weight, quit smoking, started exercising or made other healthy changes, this tool will help you to see the effects of your healthy changes and see how your health risks have changed.
- **Health Tools** will help you create realistic goals and set reminders for preventive screenings, appointments and exercise sessions. A tool to help busy people stay organized!
- **Take Action** offers a collection of online guides to help you with any of eight health conditions. Learn about healthy cholesterol numbers, receive tips on tobacco cessation, learn stress reducing techniques and much more.

For more information, go to [www.soundhealthwellness.com](http://www.soundhealthwellness.com).

## LiveWell Behavioral Health Online

### Take care of your mind as well as your body.

LiveWell gives you access to OptumHealth’s “liveandworkwell.com” site. This industry-leading website contains a wealth of information and resources to help you with your daily life and any stressors you may be experiencing.

Here’s just some of what you can do on the site:

- **Use the Interactive Self-Help Programs for depression and anxiety, stress, and drug or alcohol abuse**
- **Find information about mental health conditions, including causes, symptoms and effective treatments**

- **Learn about prescriptions, over-the-counter drugs and alternative medicines**
- **Use the online Clinician Search to find a clinician to help with mental health and substance abuse issues**
- **Visit the Life Stage Centers, designed to help you manage and take control of life’s challenges**

To visit the site, log on to the Trust’s secure site. Once you’ve logged on, click on “My LiveWell” then “Go to LiveWell Behavioral Health Online”.

### Important Numbers & Contact Information:

#### LiveWell Nurse Line Plus

Call  
**(877) 362-9969**  
24 hours a day,  
7 days a week

#### Sound Health & Wellness Retiree Trust Benefits

Call  
**(206) 282-4500 or  
(800) 225-7620**  
Monday - Friday  
8:00 a.m. - 5:00 p.m.  
Pacific Time



**SOUND HEALTH**

**& WELLNESS RETIREE TRUST**

FORMERLY KNOWN AS RETAIL  
CLERKS RETIREE WELFARE TRUST

[www.soundhealthwellness.com](http://www.soundhealthwellness.com)

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LiveWell is a program of Sound Health  
& Wellness Trust