

be well

Total wellbeing



FAQ for employees

1. What is Total Wellbeing and how does it work?

Total Wellbeing is an interactive digital health platform powered by TELUS Health, scientifically designed to help you embrace wellbeing and improve your overall health. This intuitive app helps educate, engage and inspire you to embrace and maintain healthy behaviours.

2. Do I need to create an account to access Total Wellbeing?

Yes. To access the platform, download the TELUS Health Wellbeing app and click “Sign up” to create an account. Enter the program code: bewell. Prefer using a computer? Head to the MyBenefits portal to access the Be Well tile. mybenefits.illinois.gov

3. What are some of the features that are being offered?

Total Wellbeing helps empower you to improve your health and lifestyle behaviours through a suite of integrated health, wellness and engagement features, including:

- Wellbeing assessment
- Smart goals
- Leaderboards
- Communities
- Content library
- Gamified challenges
- Social streams
- Events
- Wearable device integration
- Activity tracking

4. Is my information private?

Yes, your personal health information is completely private. All health information is secured with bank grade encryption and uses industry leading practices to protect the privacy and security of your data.

5. Can my employer view my results?

Personal health data is owned by the employee, and you can self-select to turn off platform email notifications and set your user preferences to the private setting. Data reporting to your employer is aggregate, including metrics such as registration and engagement rates, badges earned and activity data, and doesn't contain any personal health data.

6. What are the hours of operation?

All TELUS Health Wellbeing resources are available 24/7 and on-demand, which means you can work towards achieving your wellness goals at your convenience.

7. How do I earn incentives?

You can earn up to \$35 worth of incentives every quarter, totaling up to \$140 per year. Earn incentives by signing up, completing the Wellbeing Survey, participating in challenges, attending webinars and events, and completing your preventative screenings.



Questions?

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