



New Digital Wellbeing Platform & Mobile App Launched July 10



Elevating Your Wellbeing Journey

TriHealth LifeStyles now offers an improved, more user-friendly wellbeing platform, powered by **Virgin Pulse**, an industry leader in digital wellness technology. The new platform will support your efforts to build and sustain healthy habits with a more engaging and effective user experience:

- **Easy to set up; simple to use.** In just a few minutes, you can set up your account, choose your preferences and start exploring health and wellness topics of interest to you.
- **Take it with you wherever you go.** With the new, **top-rated Virgin Pulse app**, you'll have 24/7 access on your phone or device. And it's always available on your desktop computer or laptop too!
- **Build community.** We all do better when someone is rooting for us. Connect with friends, family and colleagues through social groups to give and receive encouragement and support.
- **Track automatically.** Get credit for the healthy activities you're already doing. Sync your wearable device to automatically track physical activity, sleep and more.
- **Earn rewards.** Team members enrolled in a TriHealth medical plan may earn up to \$375 in HSA/HRA rewards (up to \$100 for spouses) by completing wellbeing actions. However, all team members may sign up for the new wellbeing platform and participate in LifeStyles programs.

What to Expect

- The new platform replaced the existing LifeStyles portal beginning **Monday, July 10.**
- All TriHealth team members should have received an email from TriHealth@mail.virginpulse.com on July 10 with a link and information to set up a free account using your work email address. If you use the "Focused Inbox" feature, please check your "Other" folder for your message. Team members also can access the new platform to enroll by visiting join.virginpulse.com/trihealth.
- Those who have *not yet enrolled* will receive additional email reminders on July 13 and July 18.
- All team members may enroll in the LifeStyles platform at any time throughout the year.
- TriHealth LifeStyles will host an informational webinar to share more on the new platform features and benefits. **To register, click below link or scan the QR code:**

[Wellbeing Platform Introduction Webinar*](#)

Friday, July 28, Noon - 1 p.m.

*A link to view the recorded webinar, once available, will be posted on Bridge.



Your Questions Answered

- **If I already had enrolled in the previous LifeStyles platform, do I need to re-register for an account?**
Yes. All team members should have received an email July 10 with a link to the new platform's enrollment page. Effective July 10, you also can visit join.virginpulse.com/trihealth to enroll using your TriHealth email address. It's quick and simple to set up your account for the new LifeStyles Wellbeing Platform & App. The TriHealthLifeStyles.com URL address also should now redirect visitors to the landing page of the new wellbeing platform to set up your new account.
- **Who do I contact if I need assistance with creating my account or troubleshooting login issues?**
If you experience issues enrolling in or accessing the new platform, please contact Virgin Pulse Member Services Support:
Phone: 1-888-671-9395 | **Email:** support@virginpulse.com
Online Chat: On the registration page, click the chat button in the bottom right corner to quickly chat online (web only) with a Virgin Pulse Member Services representative. Available Monday-Friday, 2 a.m. – 9 p.m. EST
- **Who should I call with questions about the LifeStyles program or general questions about the wellbeing platform?** Please contact the LifeStyles team at lifestyles@trihealth.com or 513-346-5140.
- **Will my current completed actions & earned rewards still count toward my 2023 LifeStyles scorecard?**
Yes, TriHealth will have records of anything submitted prior to July 10; however, you will need to resubmit proof of your annual physical with your primary care provider using the attestation form on the **Rewards** page of the new LifeStyles Wellbeing Platform.
- **How will I register for biometric screenings and wellbeing navigator sessions?**
You will be able to sign up for biometric screenings and wellbeing navigator sessions by clicking these options on your **Rewards** page of the new wellbeing platform.
- **Can I create challenges with my friends, family or coworkers?**
YES! You can challenge individual coworkers or entire groups/departments to engage in a pre-built challenge. You can even invite up to 10 friends and family to download the app and participate with you!
- **Is the free app associated with the new wellbeing platform worth downloading?**
The previous app did not work well or include many of the features of the desktop version.
Absolutely! The new Virgin Pulse app will have all the functionality of the web-based version and will be much more accessible and user friendly than the former app. In fact, the app rates 4.8/5 Stars from 182K reviews in Apple App Store! **Scan the QR Code on the right to access and download the new Virgin Pulse app!**

