MedMutual WELL™

Cleveland Guardians

Employee Education





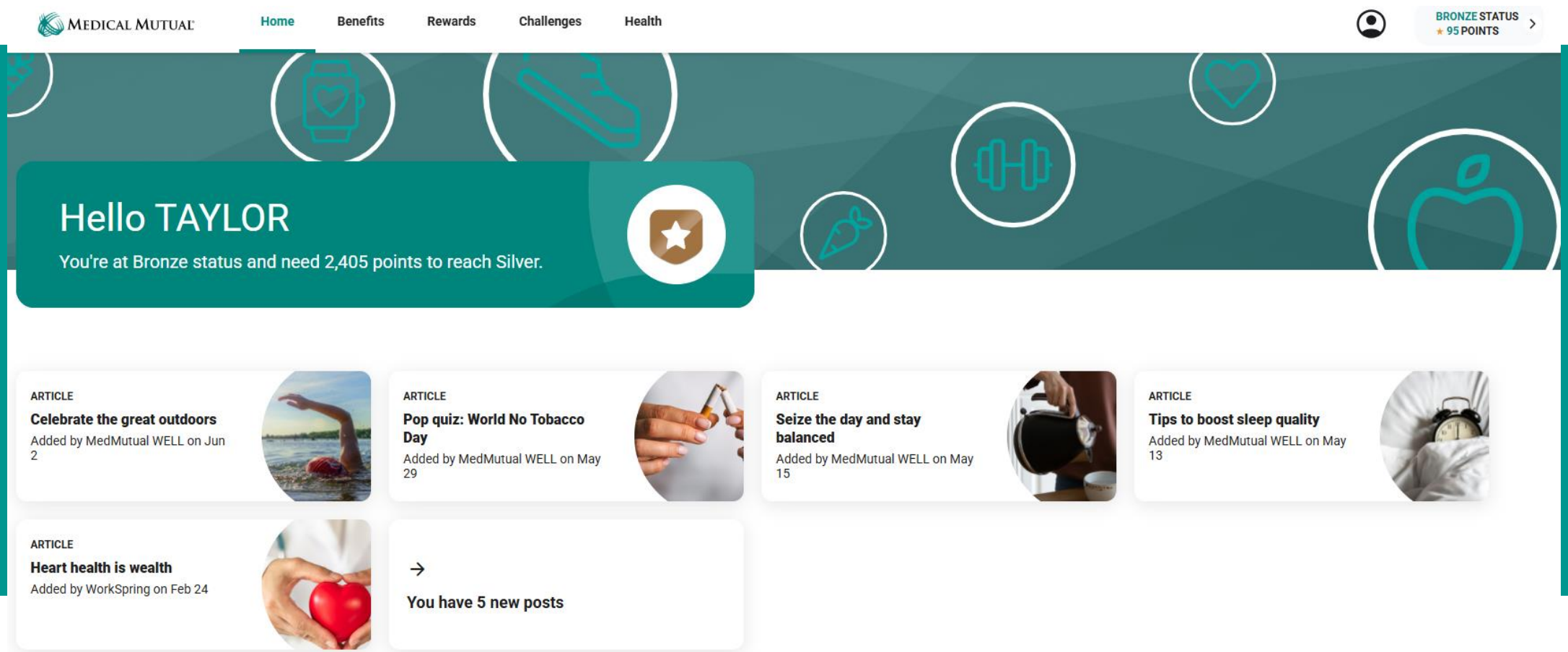




Introduction

MedMutual WELL

Welcome to MedMutual WELL™



MedMutual WELL™

What It Means For You

Earn points

Engage in healthy activities like walking, getting enough sleep, visiting the doctor, and setting achievable goals.

Achieve a status

Each year, the number of Points you accumulate will determine your Status (Bronze, Silver, Gold, or Platinum).



Get rewarded

The more you participate, the more points you earn; the higher your status, the greater your rewards.

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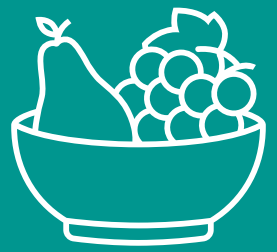
Program Elements



Mental Health



Physical Activity



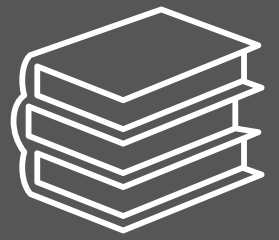
Nutrition



Financial Wellbeing



Challenges & Social



Educational Resources & Assessments

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Rewards



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Cleveland Guardians Wellness Program 2026

Health Assessment

Complete the Health Assessment by Opening Day to be eligible for the Lead Off Raffle. Two winners receive a pair of *club seat tickets.

Silver Status

Achieve Silver Status by July 1st to be entered into the All-Star raffle. Two winners receive a *$200 Team store shopping spree.

Gold Status

All participants who achieve Gold Status by October 31st will enter the raffle for the chance to win a $200 Exercise Stipend! Guardians' health plan members who achieve Gold Status by October 31st will also be eligible for a discount on your December 2026 health insurance premium!

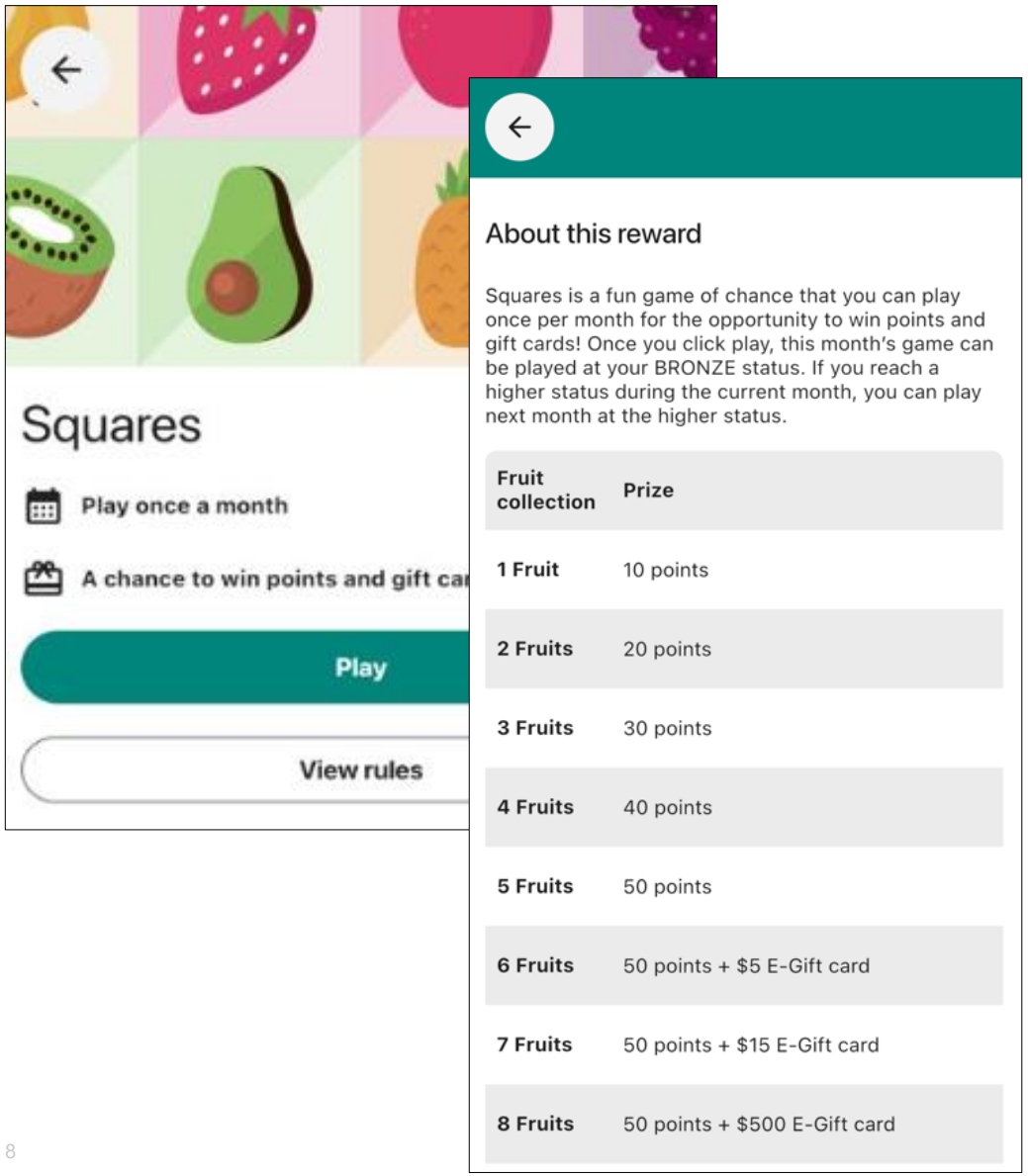
Platinum Status

All participants who Achieve Platinum Status by December 31st will receive **Amazon gift cards!

BRONZE	SILVER	GOLD	PLATINUM
0 pts	2,500 pts	6,000 pts	10,000 pts

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Squares

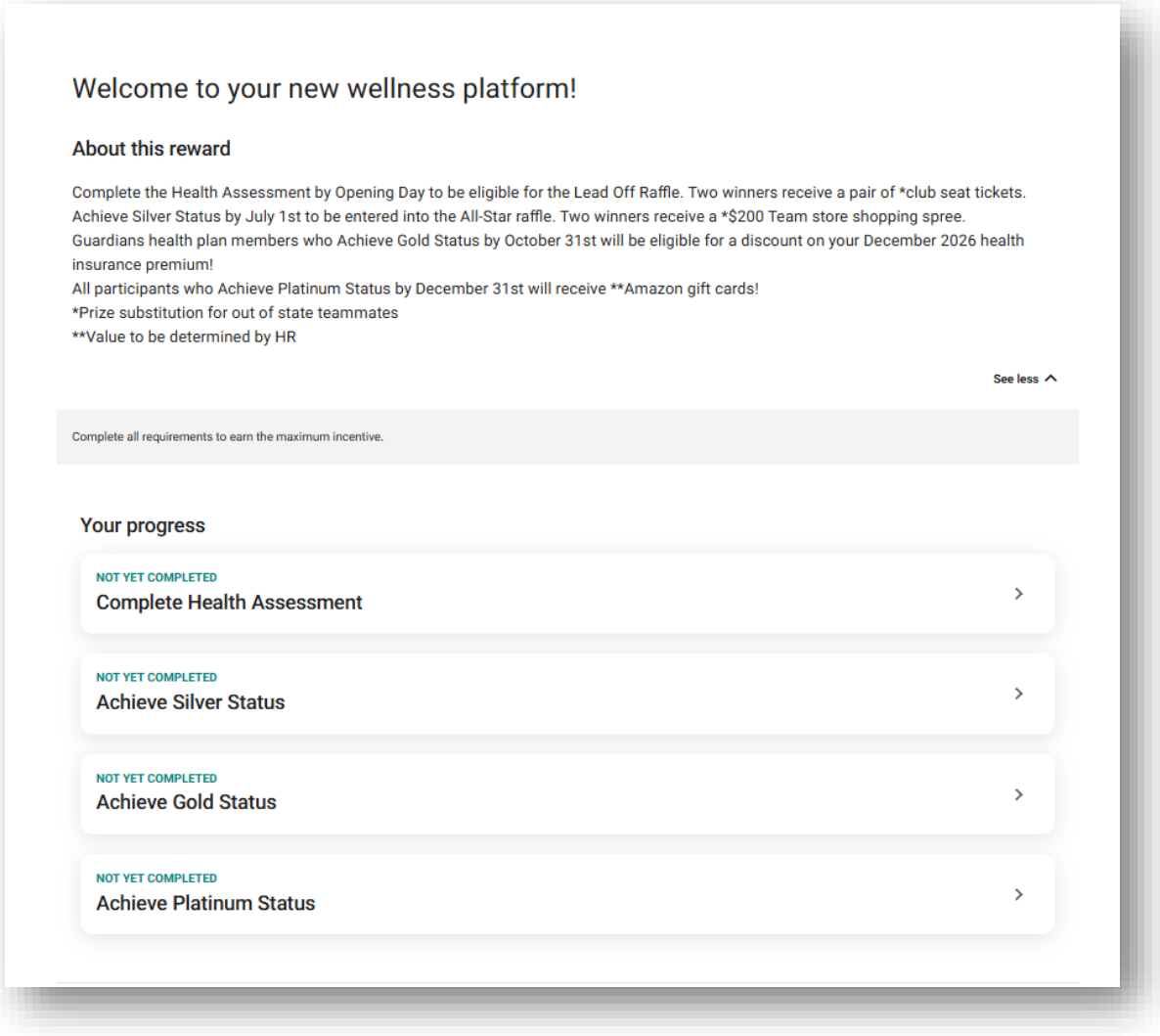


- Squares is a fun matching game of chance that you can play once per month for the opportunity to win points and gift cards!
- The number of squares you can flip is based on your rewards status:
  - Bronze = 2
  - Silver = 4
  - Gold = 6
  - Platinum = 8

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Incentive Tracking

Easily view incentive tasks via the Rewards page.



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Earn Points. Reach Status. Earn Rewards.

Complete healthy activities to earn points and unlock your highest status.

Engage in healthy activities across three categories:

Assessments



★ 500/950 POINTS

Prevention



★ 500/2,000 POINTS

Wellbeing



★ 500/2,000 POINTS

To find more point-earning activities, navigate to the 'Earn points' section of home page.

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Point Earning Activities

BRONZE	SILVER	GOLD	PLATINUM
0 pts	2,500 pts	6,000 pts	10,000 pts

Wellbeing: Activities to engage you, including recommended focus areas and goals

Activity	Points per activity
Articles	10 each
Goals	5 each; up to 15 per day
Videos	10 each
Webinars	50 each
Jumpstart prompts	10 each
Reflection prompts	10 each
Self-reported workout	5 per day
Light workout	5 per day
Gym workout	10 per day
Standard workout	10 per day
Advanced workout	15 per day
Athletic event & sports league	50 per day
Category maximum: 10,000 points Max one workout per day. We will award only the highest-level workout.	

Prevention: Primary & secondary clinical prevention activities to reduce/freeze health risk

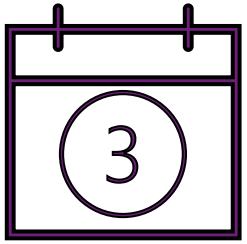
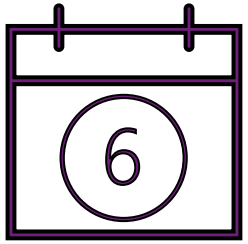
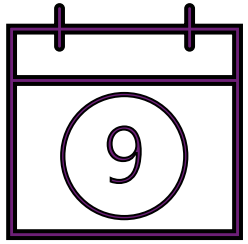
Activity	Points per activity
Flu shot	200 per year
COVID vaccine	200 per lifetime
Tetanus shot	200 every ten years
Dental cleaning	400 twice per year
Cancer screenings	400 each
Biometric screening*	125 per measure
BMI outcome	1,000
Blood pressure outcome	600
Cholesterol outcome	600
Glucose outcome	600
*excludes cotinine screening **Additional prevention activities may be available based on your age, gender, or health status.**	

Assessments: Understanding the member's health risks and needs

Activity	Points per activity
Onboarding assessment	75 once per lifetime
Health assessment	500 per year
Health assessment early completion bonus	250 per year
Physical activity assessment	75 per year
Mental wellbeing assessment	75 per year
Financial wellbeing assessment	75 per year
Muscle and joint health assessment	75 per year
Healthy eating assessment	75 per year
Caregiver assessment	75 per year

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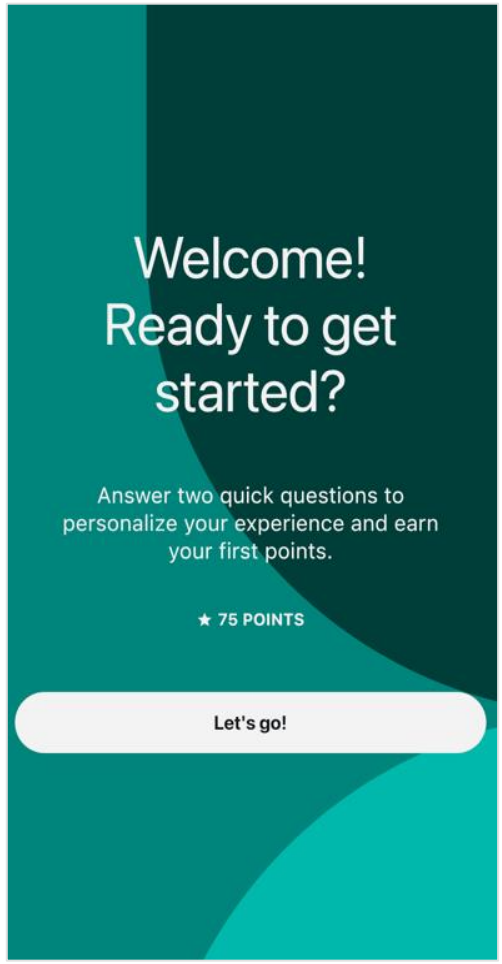
Achieve Status Levels – How Long Does it Take?

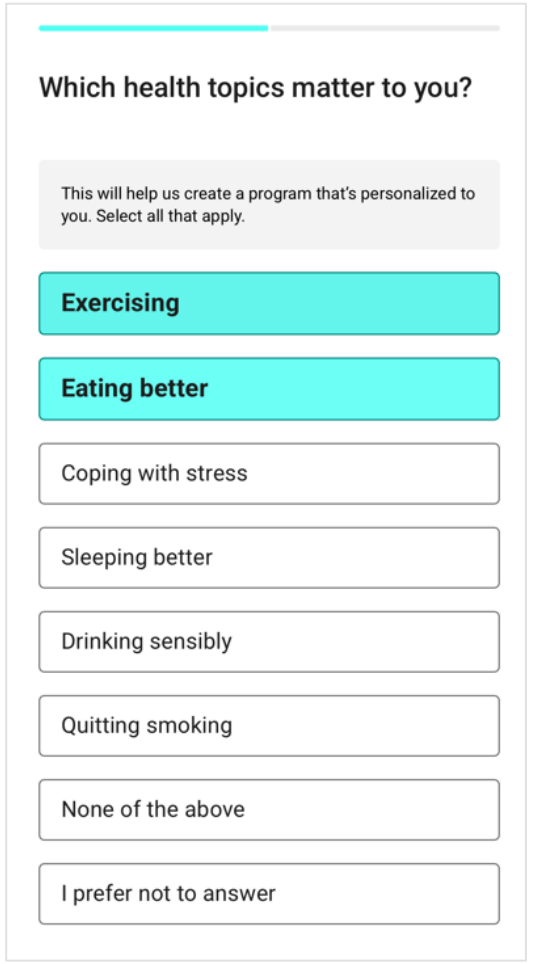
Silver	Gold	Platinum
 Months	 Months	 Months
2,500 points	6,000 points	10,000 points

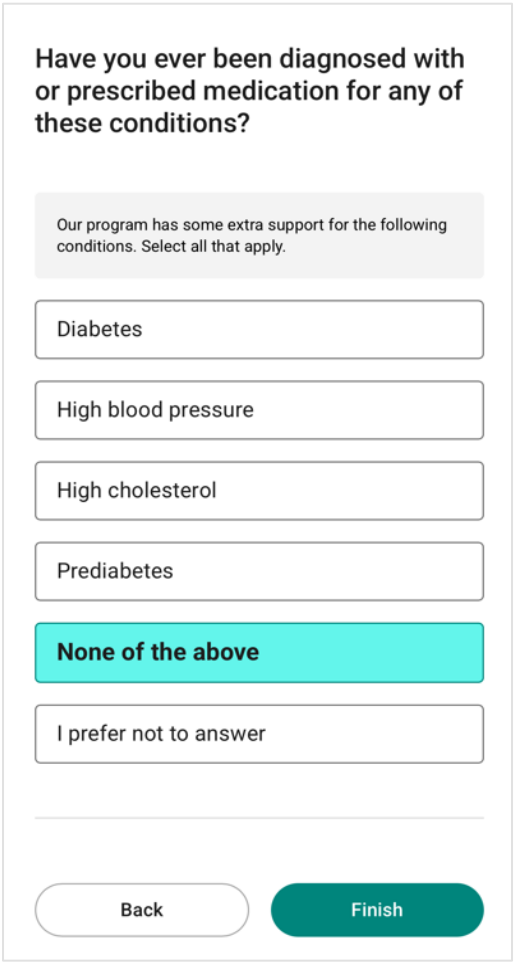
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Onboarding Assessment

- Receive 75 points for completing the brief onboarding assessment the first time you log into the new app or website.



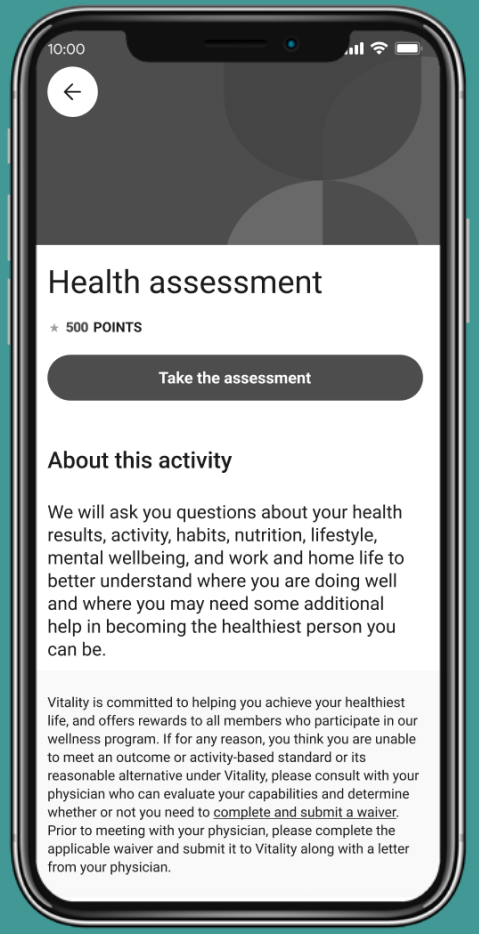


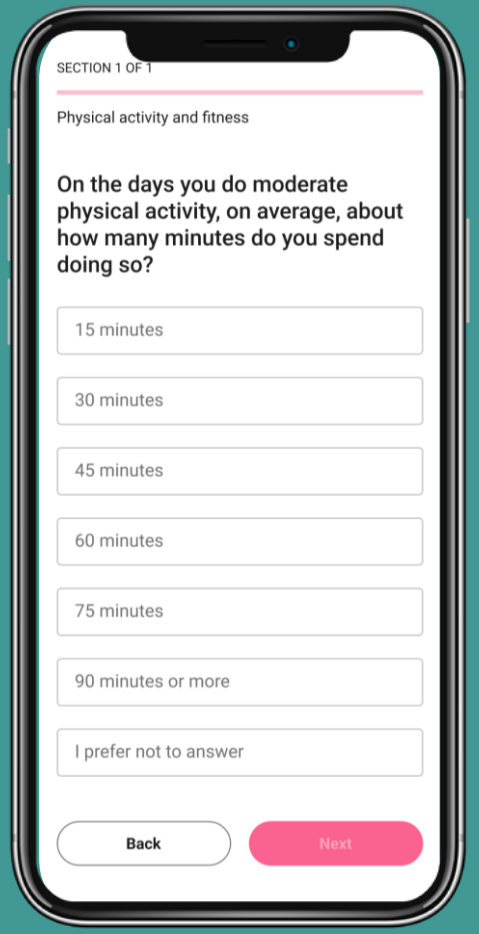


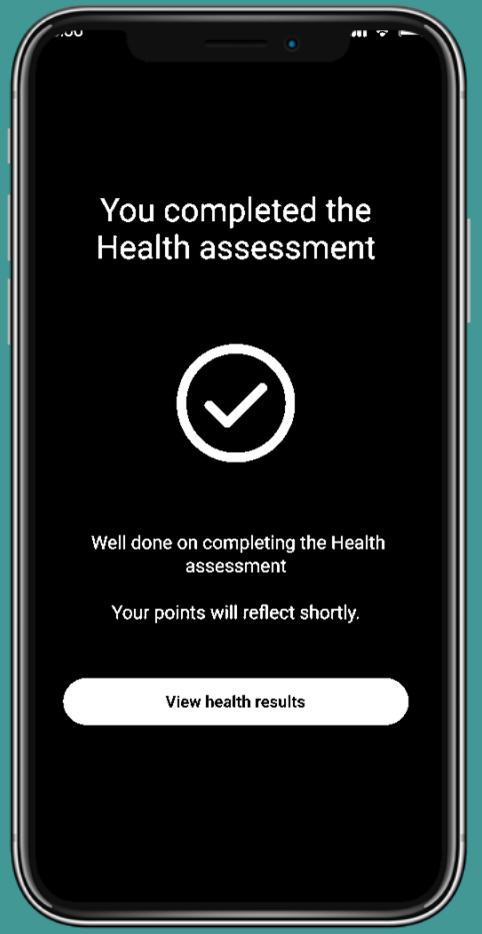
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Health assessment

The health assessment is a brief, confidential questionnaire to better understand your lifestyle habits, health risks and needs. Earn 500 points, plus a 250-point bonus if completed within the first 90 days.

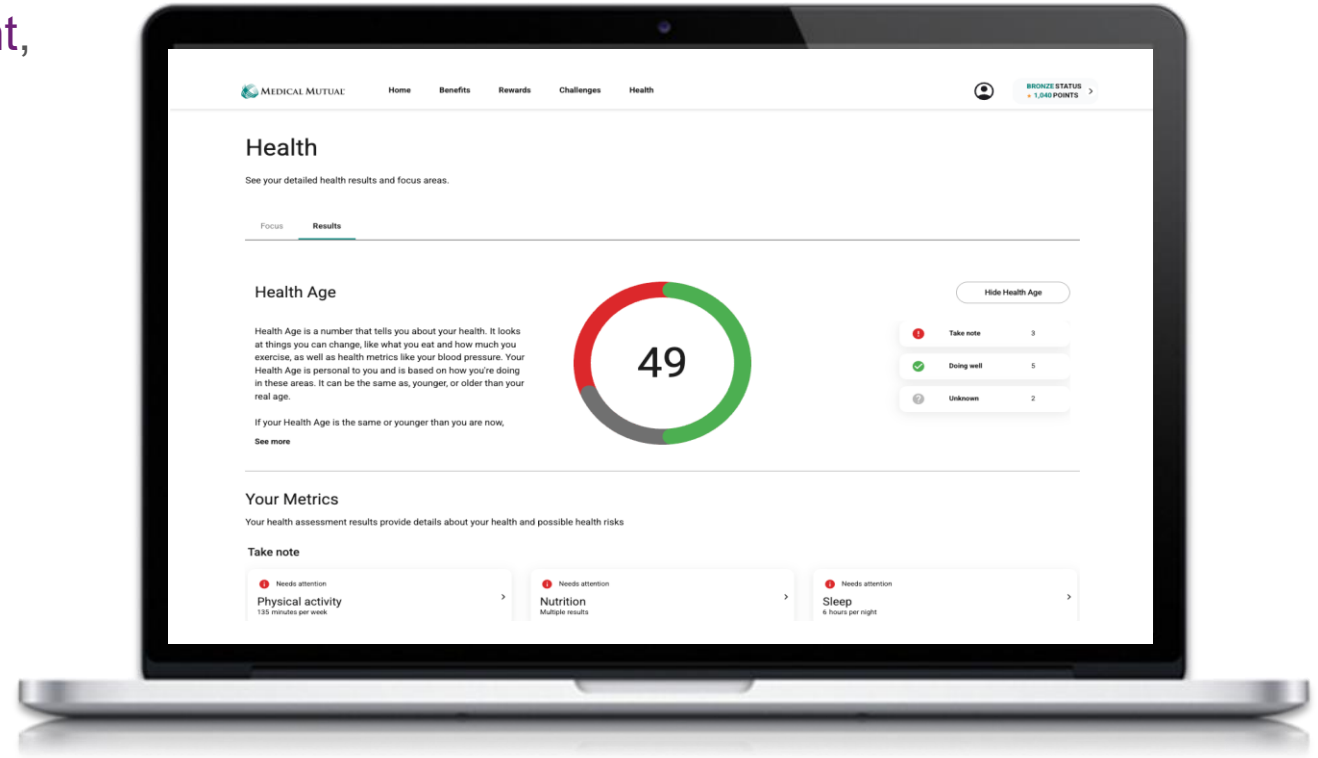






Health Age Calculator

- After you complete your Health Assessment, view your calculated health age based on your responses.
- See recommended focus areas based on health risks or lifestyle behaviors.
- Find the health assessment under “Assessments” on the home page!

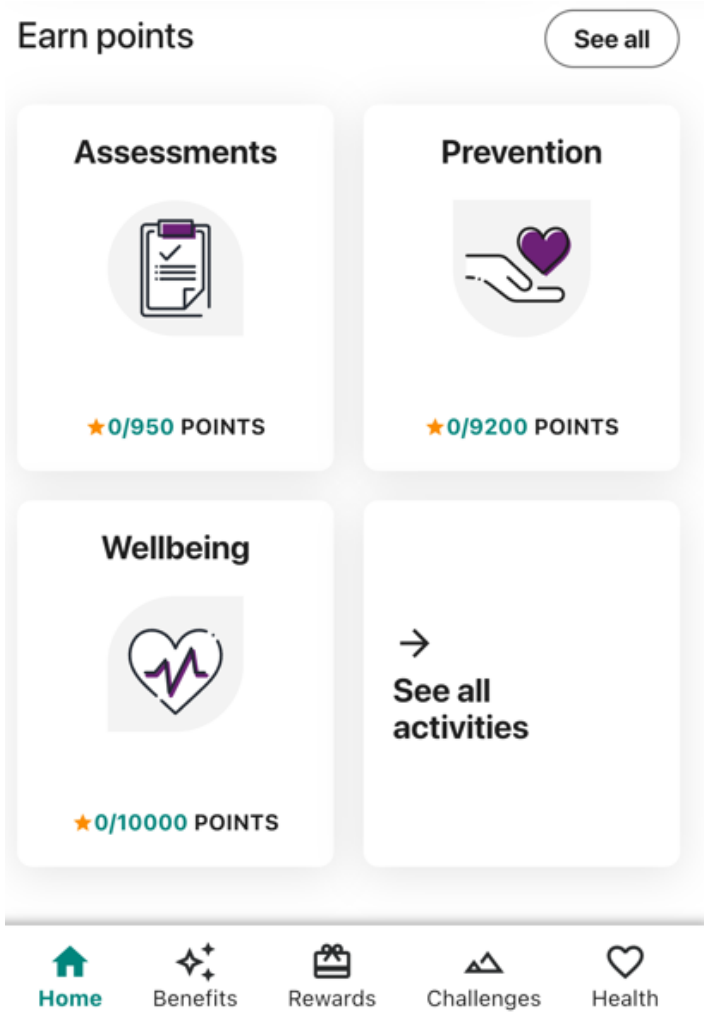


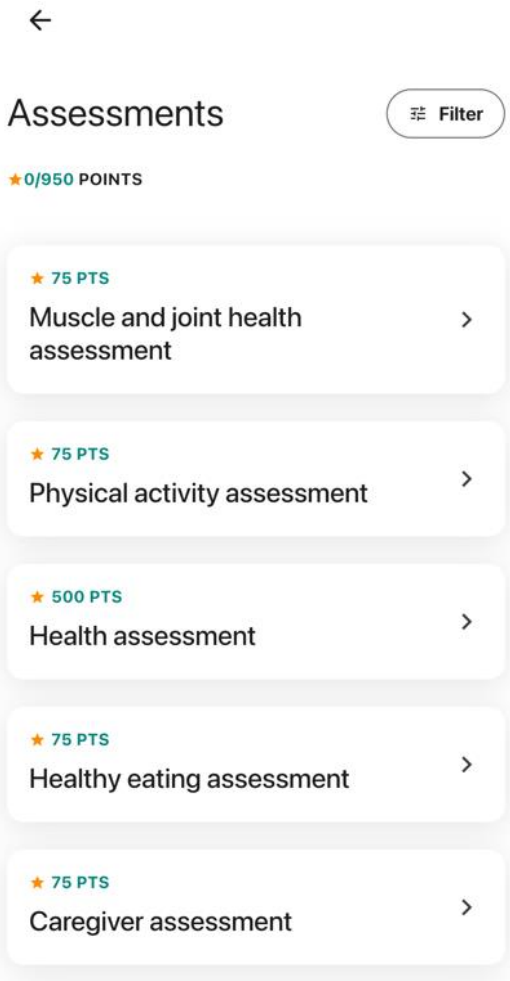
81% of members say our Health Age Calculator is a motivator to improve health habits.

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Additional Assessments

- Assessments help us further understand your health risks, needs and barriers to help you get the most out of the program.
- In addition to the onboarding assessment (75 points) and health assessment (up to 750 points), there are six other assessments on the following topics, each worth 75 points per year:
  - Physical activity
  - Healthy eating
  - Mental wellbeing
  - Financial wellbeing
  - Muscle and joint health
  - Caregiver





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Submit Preventive Services & Biometric Screening Results

Member Submission – Documentation needed depends on the activity

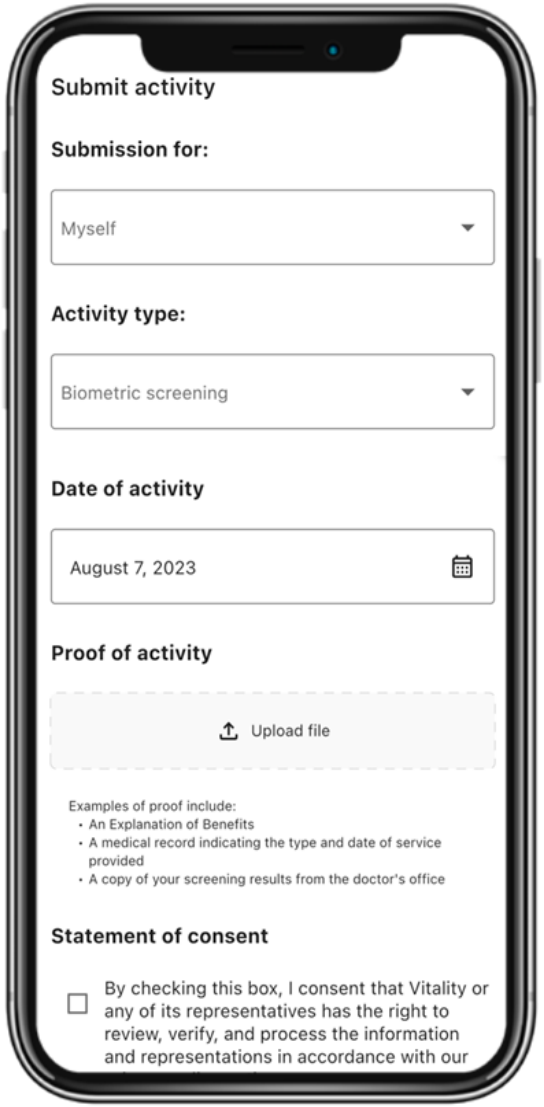
Prevention Activities other than a Biometric Screening

1. An Explanation of Benefits from your medical insurance provider indicating the date and type of service they received OR
2. A medical record from the doctor's office indicating the visit summary (e.g. from patient portal) OR
3. A copy of the test results

Biometric Screening – Documentation must include results

If you participate in an on-site screening event, results will be sent to portal automatically.

1. A completed Biometrics form that is signed and dated by the Physician OR
2. A copy of the test results that includes the date of service. Points are awarded to the date of the activity, not the date of submission



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Earn points for physical activity

- Pair a fitness device from a partnered brand to track your physical activity.

- Fitbit
- Garmin
- Polar
- Apple Watch
- Apple Health
- Google Fit
- MapMyFitness
- Samsung Health

- Earn points for your physical activity based on a variety of metrics.

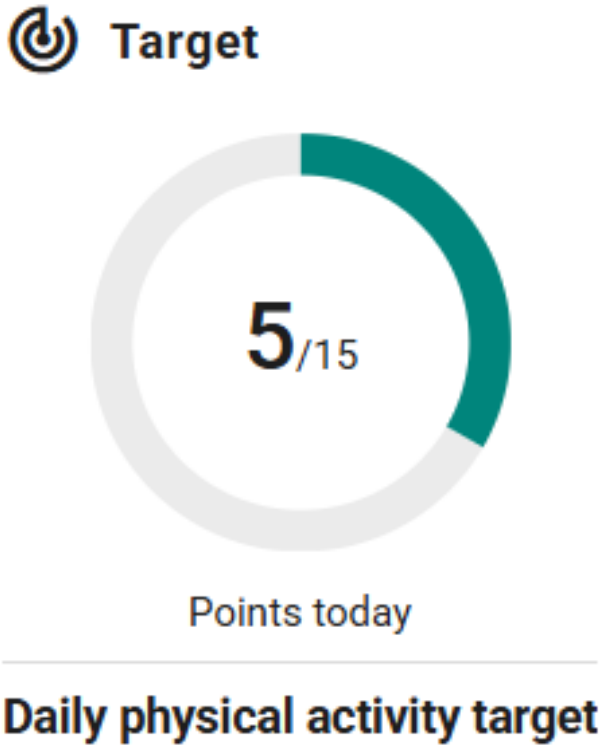
- Steps
- Time spent at 60+% Max HR
- Workout calories
- Active Calories
- Gym check in
- Self-Reported

Physical Activity

Light (5 points)
- 5,000 steps
- 15 minutes at 60% max Heart Rate
- 100 calories using a compatible device
- Meet active calorie threshold on approved devices or apps
- Self reported workout

Standard (10 points)
- 10,000 steps
- 30 minutes at 60% max Heart Rate
- 200 calories using a compatible device
- Meet active calorie threshold on approved devices or apps
- Gym workout (via gym locator or self reported)

Advanced (15 points)
- 15,000 steps
- 45 minutes at 60% max Heart Rate
- 300 calories using a compatible device
- Meet active calorie threshold on approved devices or apps



From the Build healthy habits section of the home screen, tap Physical Activity Daily Tracker.

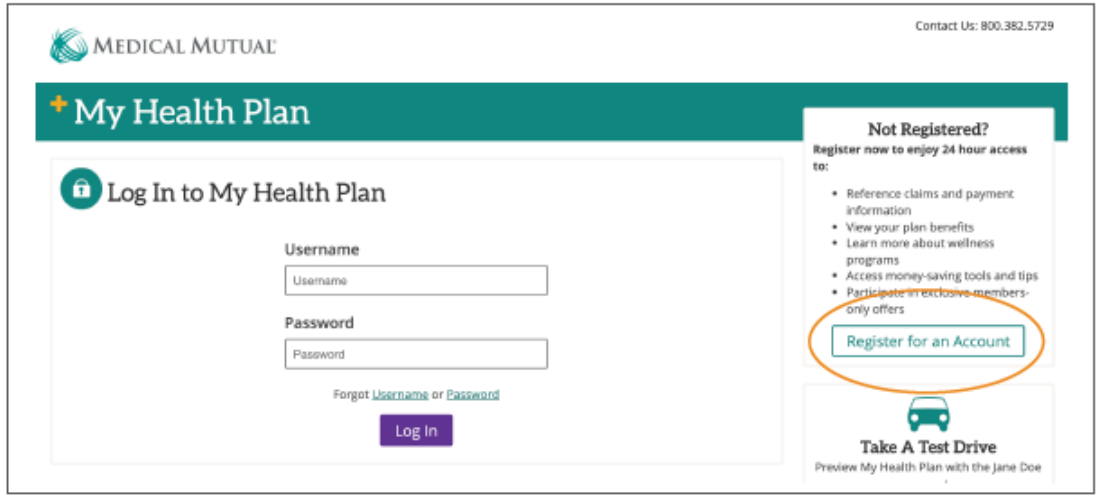
Log into the app regularly to ensure workouts sync!

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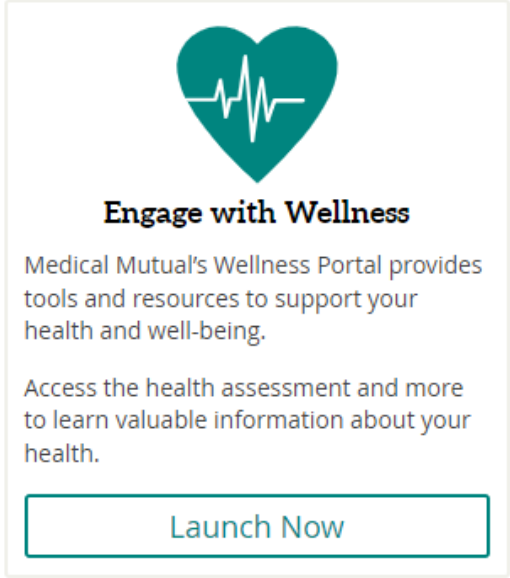
Accessing the Wellness Portal – My Health Plan

Accessing the Wellness Portal Using a Computer or Mobile Browser

1. Go to **www.medmutual.com/member** to sign in or create a My Health Plan account.
2. If you already have a My Health Plan account, log in using your username and password. If you forgot your username or password, follow the prompts on the page to reset that information.
   Tip: You will need to enter your ID number from your Medical Mutual insurance card and your date of birth.
3. If you have not yet created a My Health Plan account, you will need to start by registering.



a. Click **Register for an Account.**
b. Enter the required information. Here you will also create your username and password, which you will use to log in to your account each visit.
c. This document will walk you through the process in more detail if you have questions about registration.
d. If you are having trouble signing in to My Health Plan, call the Customer Care telephone number on the back of your ID card.



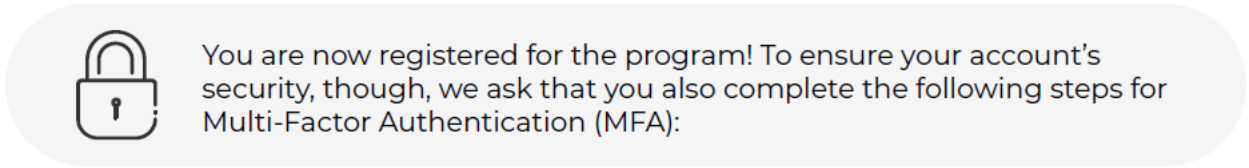


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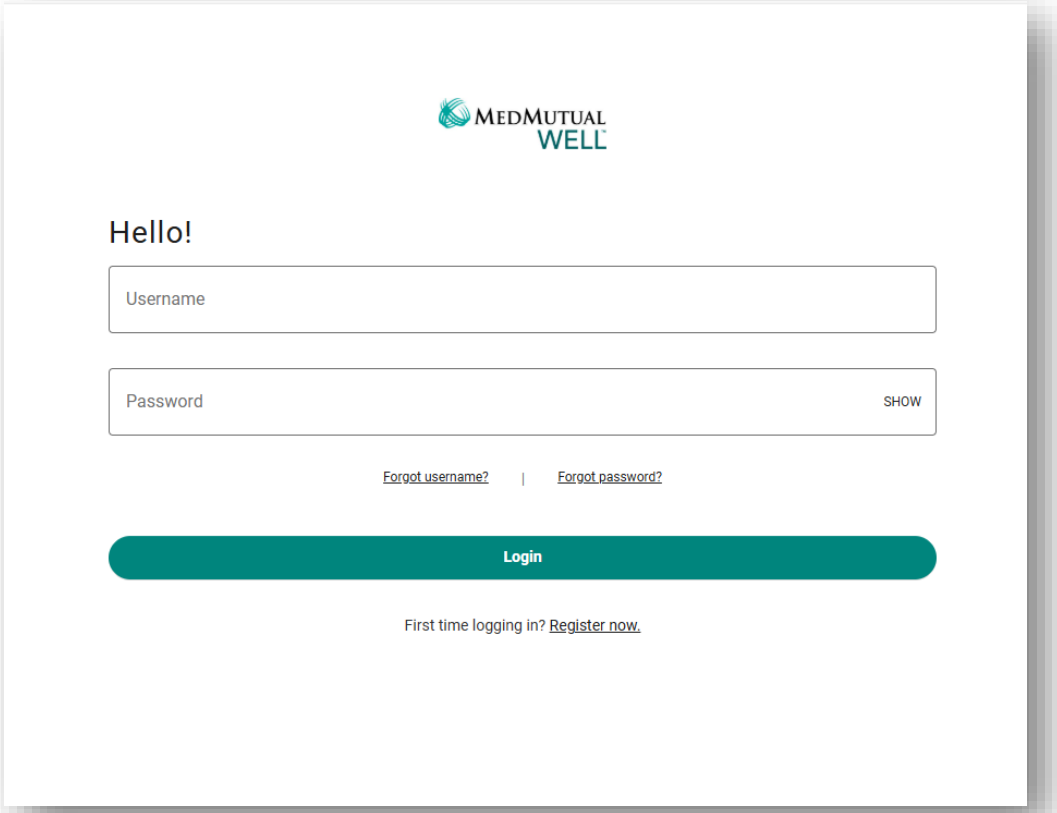
Accessing the Wellness Portal – Direct Login

- Go to www.medmutualwell.powerofvitality.com
- Click ‘register now’
- Enter your Name and Date of Birth and select “Confirm Your Identity”.
- Enter the Member ID + date of birth (MMDDYYYY) + first name (all caps). Choose three questions from the list of available prompts and provide your personalized answers.

For those not on the medical plan, reach out to Andrea Jirousek for your member ID.



1. Verify your email using your work email address. This address will be used to send a PIN code needed to complete access to your account.
2. Optionally, you may also provide a phone number to receive the PIN code as a text message (SMS).
3. You will now be logged into your account; in the future, you may be required to complete the MFA process during login using either email or SMS.



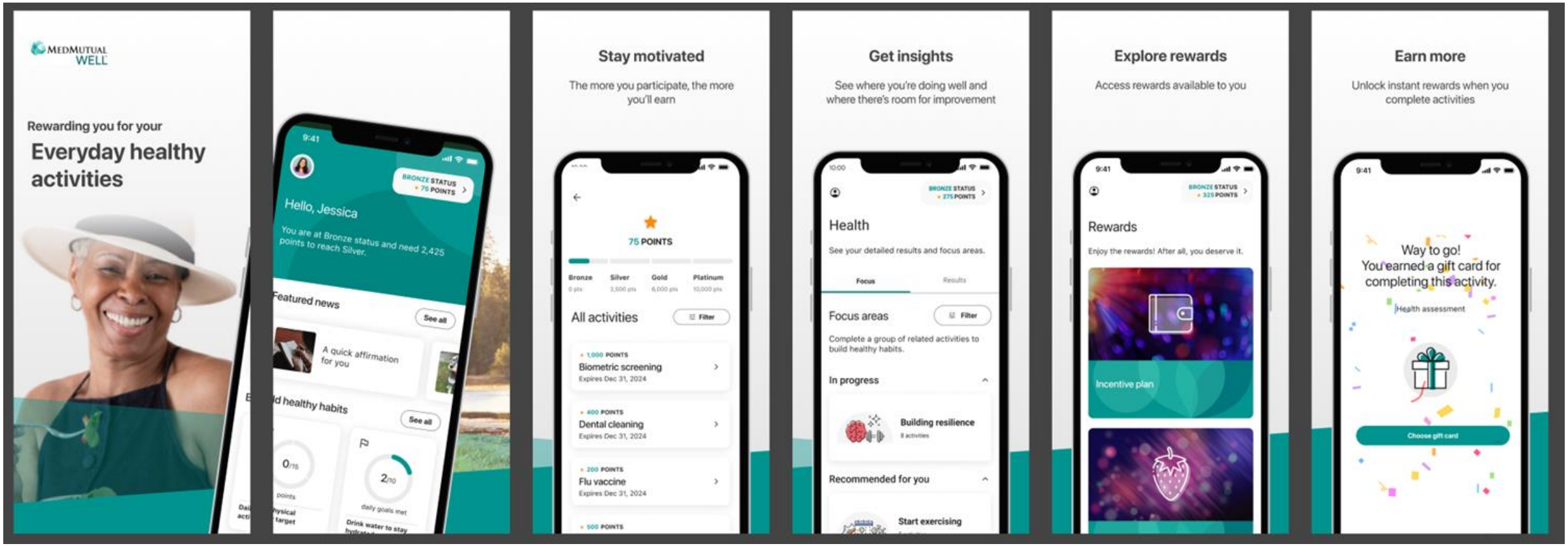
MedMutual WELL

MedMutual Well™ Mobile App

A healthier you at your fingertips.

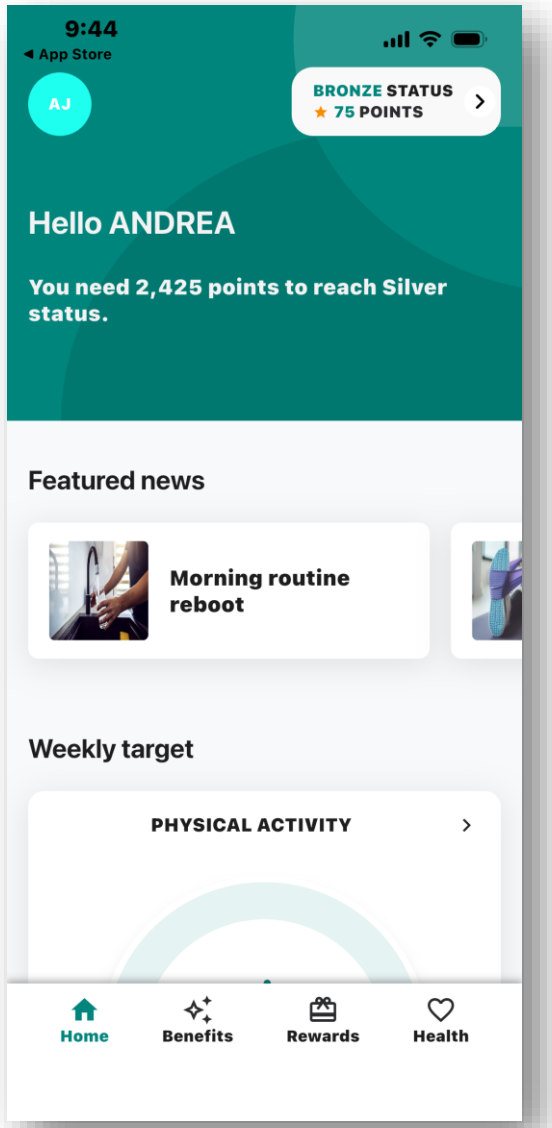
Download on the App Store

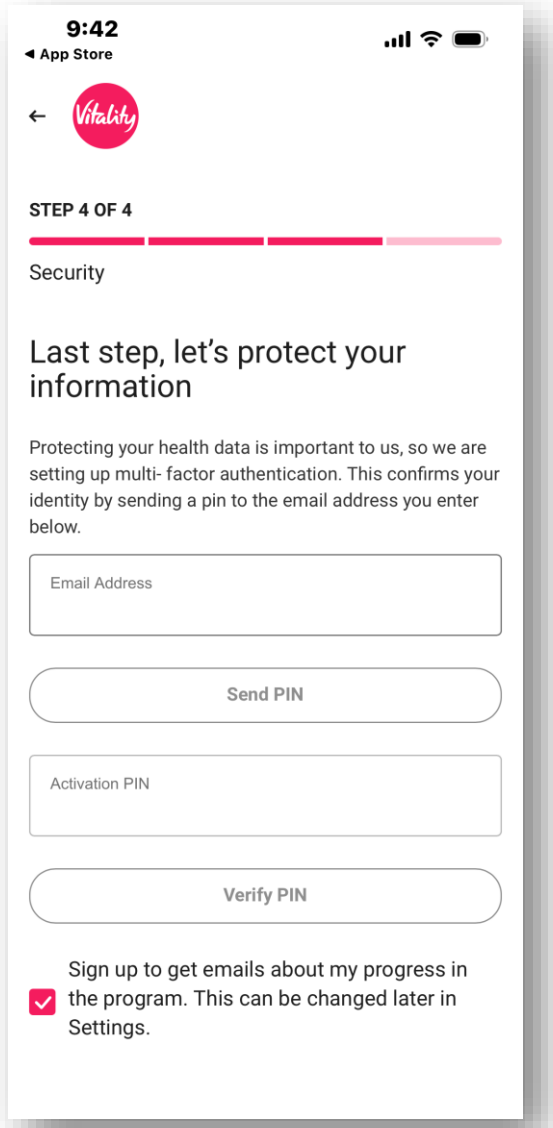
GET IT ON Google Play



MEDMUTUAL WELL™

MedMutual Well™ Mobile App





Follow the same instructions as the direct login. The username and password you create will be the same for the app and direct login to the website.

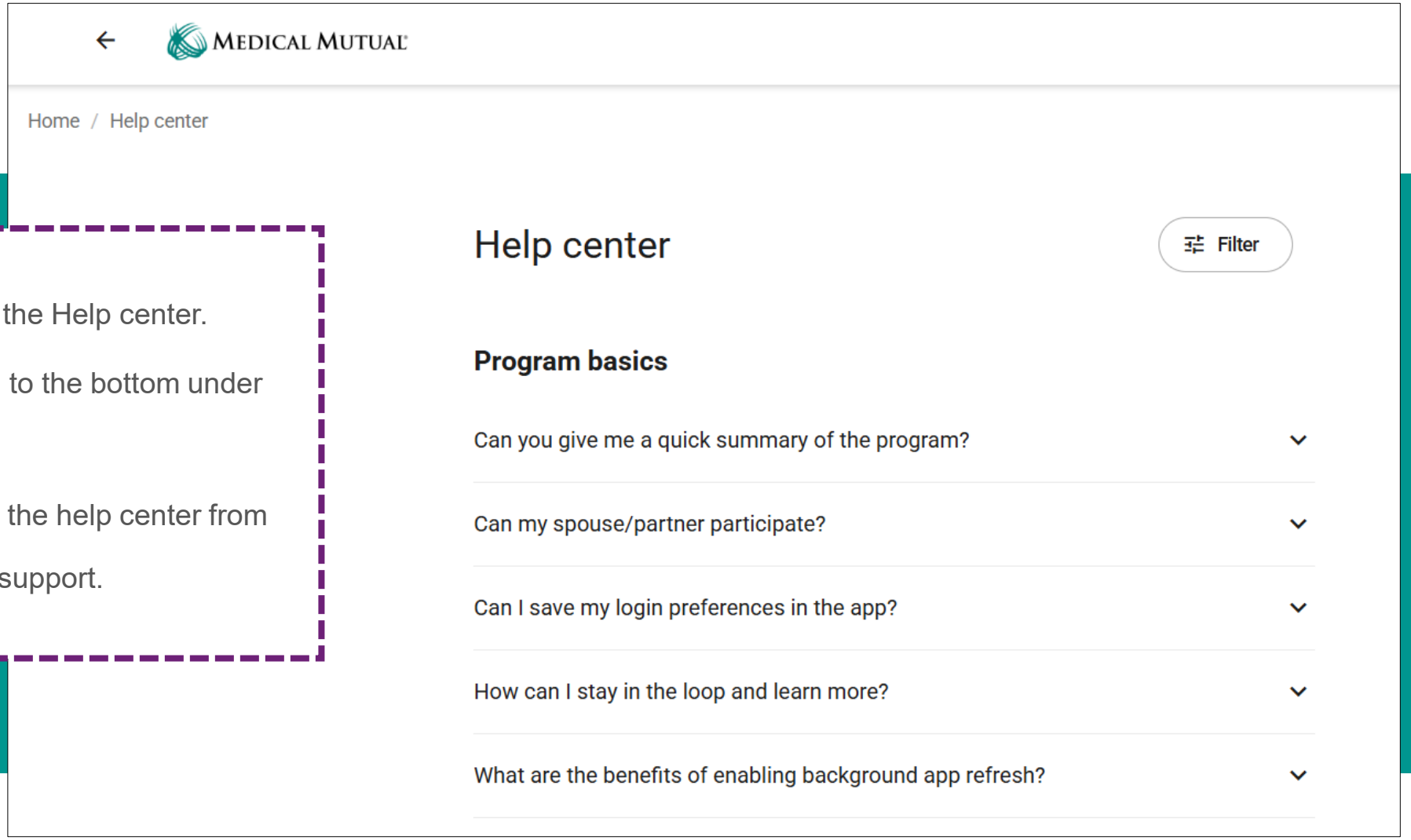


Support

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Help Center

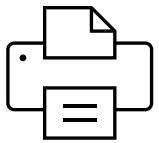
- For general questions visit the Help center.
- On homepage, scroll down to the bottom under Support.
- On the mobile app, access the help center from your profile settings under support.



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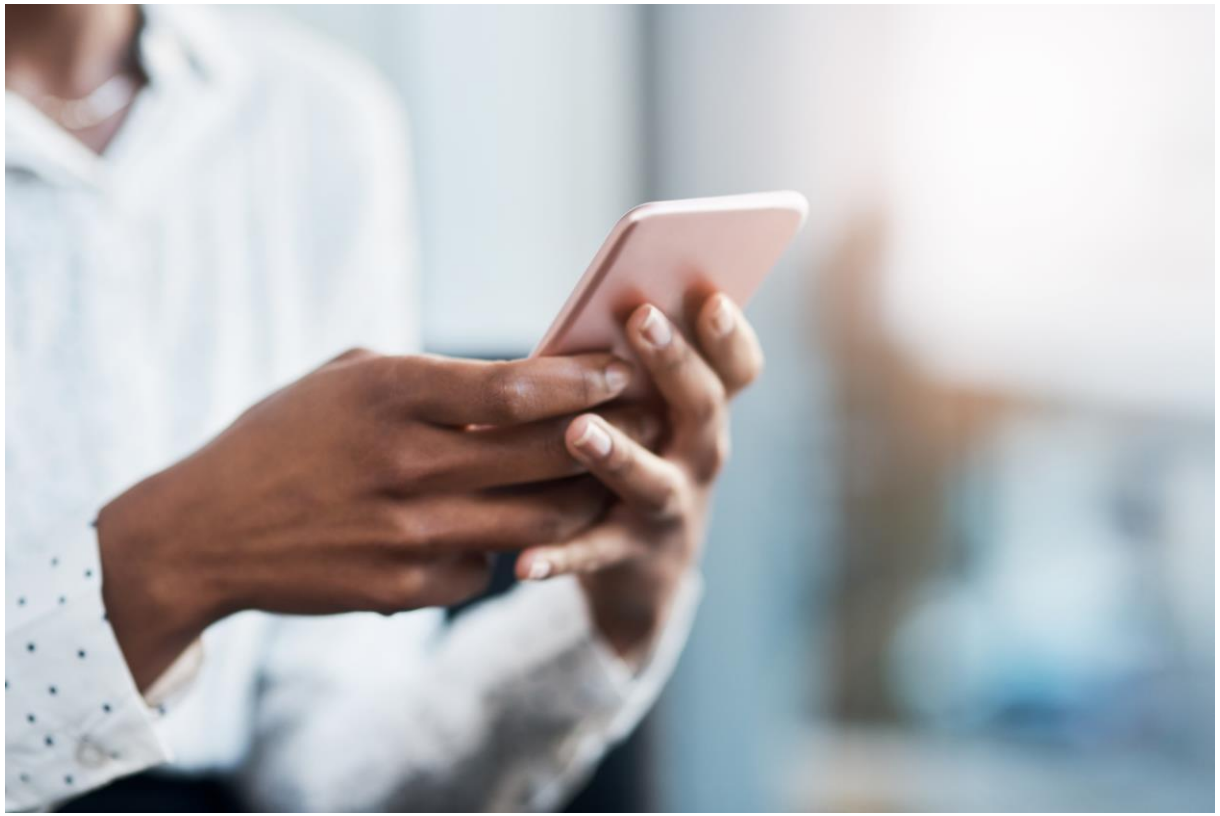
Customer Care

Provides excellent customer service in assisting participants with questions about their wellness program, how to navigate the portal, how to complete tasks or technical barriers.

	**Hours of operation** **M – F 8:00 a.m. – 5:00 p.m. CT**
	**Call (866) 953-4187**
	**Email Support@MedMutual.MemberCareTeam.com**
	**Fax (877) 224-7110**

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Troubleshooting tips



MedMutual WELL app

- Ensure the app is up to date
  - Enable background refresh for automatic updates
  - Check your app store to see if an update is available
- Log out and log back in
- Uninstall and reinstall the app

MedMutual WELL website

- Clear your cache/cookies
- Try a different browser

Contact Customer Care

If the steps above have not resolved your issue, reach out for support.