



Dear Employee,

Open enrollment is a great time to review your benefits for the upcoming year and with this, there are Fitbit changes that need your attention.

All employees participating in the Healthy Directions, Fitbit Wellness Program need to register their Fitbit. Below you will see steps for registration that must take place so don't delay! Below you will see how to register, questions about the Wellness Program requirements, links for assistance and more.

All Healthy Directions - Wellness Program(s) are voluntary

Healthy Directions, Wellness Program

**REGISTRATION, PROGRAM REQUIREMENTS, MORE OPTIONS FOR
HEALTHY DIRECTIONS - WELLNESS PROGRAM(S):**

FITBIT

All employees in the Fitbit Program have to email their personal email address associated with their Fitbit, to receive an "INVITE" to "JOIN" the Fitbit Group ABX/Air Transport Services Group.

1. **Send email to:** healthy.directions@abxair.com
(Email MUST include: Full Name, Employee ID#, Company, Email address)
2. Once your email address is received, you should see an "INVITE" through your Fitbit Dashboard. This message is better seen on a PC, not Smartphone.
3. The message appears at the top of your Fitbit dashboard. "You have a message waiting from ABX/ATSG Healthy Directions Wellness Program"
4. Click on this message
5. Enter your name
6. Select a group based on your Company (LGSTX, AMES, ABX, ATSG)
7. Hit "save"
 - That's it! You are now registering your steps automatically through Wellness Program.

****if you DO NOT receive a message within 24 -48 hours of sending your information above, contact Tracey Dykes (#62134 or tracey.dykes@abxair.com). Do not delay in contacting Tracey as this can delay receiving your Fitbit steps and your entry into Healthy Directions-Wellness Program.***

If you have a Garmin, Apple Watch or other products, you will need to submit your quarterly step progress on your own. The above "Invite" is only for Fitbit Products through Fitbit website. You will need to email your monthly/quarterly step count with your employee name and employee ID# into tracey.dykes@abxair.com or healthy.directions@abxair.com. You will not receive a reminder to submit steps. It's each employee's responsibility to submit required information and to ensure your step requirement is met.

New to Fitbit? Need to get back in the program? Let's get started: *(instructions in each Fitbit box)*

1. To set-up your brand new Fitbit: www.fitbit.com/setup. Follow set-up steps.
 2. If you are having synching problems from PC/Smartphone, go to www.fitbit.com/setup and select "synch". If using PC, place dongle into your port.
 3. If you get an error message when you go to the link above, please reach out to Tracey Dykes #62134 or tracey.dykes@abxair.com.
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- **What does the registration of my Fitbit do?** It registers your steps and reports them to your employer automatically
 - **What are the steps needed to attain Wellness Discount?** 6,000 steps/daily average
 - **Why do I need my steps reported to my employer?** Steps are needed so your quarterly wellness discount can be applied to your health benefits
 - **What if I don't get steps in?** If you don't get your step requirement in due to illness (disability/off work) you can look at other Healthy Direction Programs available. You could lose your Wellness discount for the following quarter if step requirement isn't met.
 - **If I lose my Fitbit, what are my options?** Anyone can purchase a Fitbit from HR, either from Tracey Dykes, ABX Air Human Resources or Christine Cousineau, AMES Human Resources or you can purchase yourself at any retail store/on-line.
 - **Can I purchase a Fitbit through my Company?** Yes, you can. Contact Tracey or Christine. Fitbits are in-house for quick purchase and payroll deduction will take place.
 - **Can I purchase more Fitbits through HR?** Yes. We ask that you keep purchases to a minimum and for family use.
 - **What if I change my email address for my Fitbit?** It is the responsibility of each employee to keep the Company (healthy.directions@abxair.com) informed of your current email address that is associated with your Fitbit. Without updating your email address for the Fitbit Program, you take a chance of losing your Wellness Discount. Even if you update your Fitbit Dashboard (www.fitbit.com) *this does not carry over to the Company Corporate Fitbit site where your steps are reported for your Healthy Directions, Wellness Discount.*
 - **What happens if I do not have a 'Fitbit' product but want to participate in the Fitbit Walking Program, can I still participate?** Yes, you can. If you have an Apple Watch, Garmin or other pedometer tracking devise, you can participate and receive a Wellness Discount. There is currently no way for you to link into the Corporate Fitbit site, as stated above. You can provide Tracey Dykes screen shot of average steps on a quarterly basis to obtain your Wellness Discount. There are no reminders sent if you use anything outside of Fitbit product. It's your responsibility to send information needed, quarterly. If steps are not received, Wellness Discount will be lost.
 - **What if I want to stop the Fitbit Walking Pedometer Program?** You can always look to participate in other company Healthy Directions, Wellness Discount Programs such as **Rally** or **Real Appeal**, administered through United HealthCare.

- **What happens if my Fitbit is not syncing?** You need to go into your personal Dashboard in Fitbit site, see your last synch date. If Fitbit is not syncing, go to www.fitbit.com/setup and select “synch”. For further assistance go to Fitbit website and click on the “Chat” button.
- **Do you have to use a dongle?** No. If you are using your Smartphone, no dongle is needed. If you use a PC to synch, you must have a dongle. Need a dongle and don’t have one, go to Fitbit site, and order one.
- **What’s a “dongle”?** It is an insert for your PC to communicate between Fitbit program and PC.
- **Need a Fitbit manual for Fitbit?** Go to the Wellness tab <http://myabx.com/wellness/index.html>.
- **How can I check and see if my steps are being tracked for my Wellness Discount?** Contact Tracye.dykes@abxair.com (#62134) or email healthy.directions@abxair.com. Inquire about verification of steps for your Wellness Discount.
- **Where can I find a Fitbit Purchase Form?** HR Department (ABX, AMES) or by going on-line www.myABX.com , <http://myabx.com/wellness/index.html> .
- **Can I get a discount and purchase a product outside of a “Fitbit” product?** No. Discount only applied to Corporate purchased Fitbit by the company. The Company offers Fitbit’s at a corporate discount rate, for the purpose of an alternate health resource through Healthy Directions, Wellness Program.
- **Should I elect to receive messages through my “Notification” for ‘Fitbit Group Health: Messages’?** Yes. Elect to receive messages. This is where important messages come from Corporate Fitbit site. Important announcements are sent periodically about your Healthy Directions, Wellness Program. You have the option of receiving messages via text or email or both.

WELLNESS PROGRAM INFORMATION:

- **Who can participate in Healthy Directions, Wellness Program?** Any employee with Health benefits through ABX, LGSTX, AMES, GFS, ACS, and AGS
- **Is there an enrollment period?** No. Begin prior to a quarter starts so Wellness Benefit begins the following quarter.
Example: Start Real Appeal on Friday, October 13th, my Wellness discount would be 1/1 or the following quarter. My Wellness Benefit would be good for one (1) quarter.
- **What are my requirements for the Healthy Directions, Wellness Discount Program(s)?**
 1. **Employee MUST be enrolled in the Company Health Insurance**
 2. Fitbit – Use of Fitbit product or Apple/Garmin device with acquiring 6,000 daily step average
 3. Real Appeal – Employee or dependent participates in weekly Real Appeal sessions
 4. Rally – Enroll and complete 2 missions per quarter thru UHC website
 5. Livongo – Registration/being active in this program is required
- **How do I check and see if my Wellness Discount is being applied?** Through open enrollment you can see your true health base rate. Then you will see the Wellness Discounted rate once applied to your health benefit. Base Rate less Wellness Discount is your true benefit cost which is what you see on your paystub in Self-Service. You can always contact Tracey Dykes or Christine Cousineau and check on the Wellness Discount.
- **Is there anything else I need to provide to get my Wellness Discount?** Yes, for Fitbit, make sure your Fitbit is registered and an account is established then enroll in Corporate Fitbit Program. Join Real Appeal and participate in weekly sessions on-line or participate in Rally via UHC website. Livongo is not associated to UHC therefore registration and being active in Livongo would be needed if no other program participation taking place.
- **When is my benefit applicable?** Your benefit begins after your completion of quarterly requirements in a program (Rally, Real Appeal, Fitbit, Livongo)
- Healthy Directions - Wellness Program(s) are all voluntary for active employees
Please feel free to reach out to any of the following with questions, comments or need assistance with any Wellness Programs offered:
 - Tracey Dykes, ABX Air HR #62134 tracey.dykes@abxair.com
 - Christine Cousineau, AMES HR #62472 Christine.cousienau@airbornemx.com
 - healthy.directions@abxair.com