



SASD Wellness Program FAQ's

- 1. What is the procedure for logging in?**
Go to www.myinterrahealth.com. Your participant ID is your employee number minus any leading zeroes. Your password is whatever you developed, and your company id is SASD. Your spouse's ID is your employee number, minus the zeroes, plus an 's' at the end.
- 2. If I am seeing my Dr. and he always orders these same blood tests plus a few more, can I go through my Dr. instead of the mass clinic?**
Yes. Blood work must be done between March 14, 2017-July 14, 2017. There is a physician form that needs to be completed in its entirety by your physician and sent to Interra Health on or before July 14.
- 3. Where can I find the alternative physician form?**
It is found on the wellness webpage or email Jeri Dreikosen & she will send you the form.
- 4. My blood pressure was high the day of the screening and I normally don't have high blood pressure. Can I go to my Dr. to earn the points back?**
No. Whatever your results are that day are your results. Please refer to the approved wellness activities in the Wellness Program Guide as to how to earn points.
- 5. I completed the Interra Health quiz and the points are not showing up on my dashboard. What should I do?** Points are not added to your dashboard until the 6th of the following month you have earned them. If you completed the quiz in January, the points will not show up until after Feb. 6th.
- 6. What if I didn't get credit for something I know I did?** Email Interra health at points@interrahealth.com
- 7. What are the dates I have to accumulate all my activity points?**
You & your spouse have from Nov. 1st, 2016-October 31, 2017 to each accumulate 1250 points to earn the 12% insurance discount.

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INTERRA HEALTH
WWW.MYINTERRAHEALTH.COM
POINTS@INTERRAHEALTH.COM
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866-814-1016

NIKKI HEIBING
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**AURORA EAP
PROGRAM**
1-800-236-3231
Password: shebschools

SASD Wellness Program FAQ's cont.

- 8. When do I have to have my Bioscreen (blood draw) completed?**
Your Bioscreen must be completed by July 14, 2017. If not done, you will not be eligible for any insurance discount.
- 9. Is my spouse required to do the activities too?** YES. Spouses AND employees must earn 1250 points between Nov. 1, 2016-Oct. 31, 2017 for the 2018 benefit year in order for employees to earn the lowest insurance premium discount of 12%.
- 10. What if my spouse refuses to earn additional points-can I still earn an insurance discount if I earn 1250 points?** Yes. If you OR your spouse earn 1250 points you will pay a 14% insurance premium cost share. If BOTH of you earn 1250 points, you will pay the 12% insurance premium cost share.
- 11. What if both my spouse & I are both employees of the district-do we both have to earn activity points?** Yes. In order to earn the lowest discount on your insurance premium both employee & spouse must earn 1250 wellness points.
- 12. What if my spouse works odd hours and cannot get into the clinics set up for his/her Bioscreen?**
Contact Interra Health Coach, **Nikki Hiebing at 920-547-4210 x 118.** She will help to accommodate requests.
- 13. I can't log into my dashboard—what should I do?** Call Interra Health at 866-814-1016.
- 14. I can't remember my password—what should I do?** Enter your employee ID, enter the company ID, and leave the password blank and hit enter. Then follow the prompt so that a new password will be emailed to you. Once in your dashboard, click on the 'my profile' tab in the far upper right hand corner. Under my profile, change your password to something you will remember & write it down.
- 15. I've tried too many times and now I'm locked out of the Interra Health system. What should I do?** Call Interra Health and ask them to re-set your password to wellness. 866-814-1016. To avoid this in the future never try a password more than twice. See Question #14.
- 16. I or my spouse have a special health condition and feel the activity point options will not work. What should I do?** Call our Interra Health coach, Nikki Hiebing, she will assist you in working out a viable option to meet the guidelines. 920-547-4210, Ext. 118.
- 17. Do I have to participate in the Bioscreen if I am pregnant at the time of the screening?** Yes! After you get your Bioscreen results, please consult with Nikki Hiebing to determine if you need to work out a viable option to meet the points. 920-547-4210, Ext. 118.

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