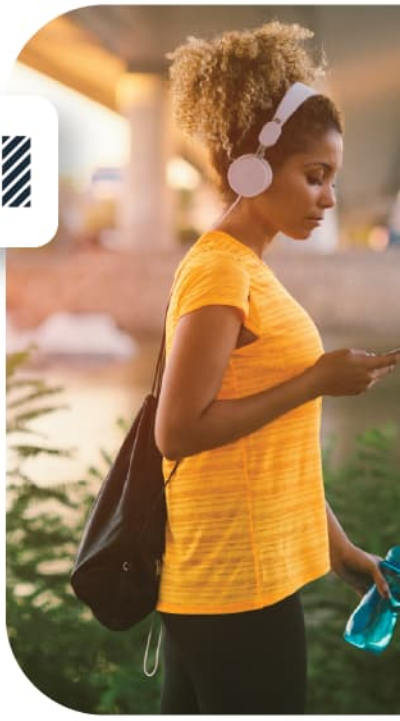
HEALTHCHECK360

Wellness Program Guide







New Castle County 1673 Delaware

HealthCheck360

Welcome!



Lifelong Well-being Starts Here

New Castle County is continuing to partner with HealthCheck360 to expand your employee benefits. You'll receive an email from us soon with instructions on how to join the program, but we wanted to tell you a little bit about what you will gain from participating in HealthCheck360. HealthCheck360 is a wellness company devoted to improving health and overall well-being. HealthCheck360 provides you with the tools, motivation, and support to assist you along your journey to a healthier you. You will receive a personalized, confidential report of your health status after your biometric screening. HealthCheck360 uses the same confidentiality standards as your doctor. From there, you will have access to health coaches who can help you learn more about your results and set personal goals. Keep an eye out for wellness challenges, recipes, webinars, and more to make focusing on your health fun and easy.

Wellness Rewards

In addition to gaining powerful and personalized information about your health and well-being, we will offer a $400+ annual discount on your medical insurance premium for completing the requirements below.

Program Requirements:

- Complete a Biometric Screening (200 points) by 09/22/2027
- Complete the Health Risk Assessment Survey (200 points) by 09/30/2027
- Earn 700+ Rewards Points by 09/30/2027

We encourage you to take this opportunity to proactively take control of your health. As you navigate the program, both New Castle County and HealthCheck360 are here to support you.

New Castle County

New Castle County 1673 Delaware

If you are unable to meet a health outcome for an incentive under the HealthCheck360 Program, you can work with HealthCheck360 for an opportunity to earn the same incentive through a reasonable alternative process. To speak with a representative about what options are available to you, contact HealthCheck360 at 1-866-511-0360 ext. 5099 by 09/22/2027.

HealthCheck360

Program Overview

Start Earning Today

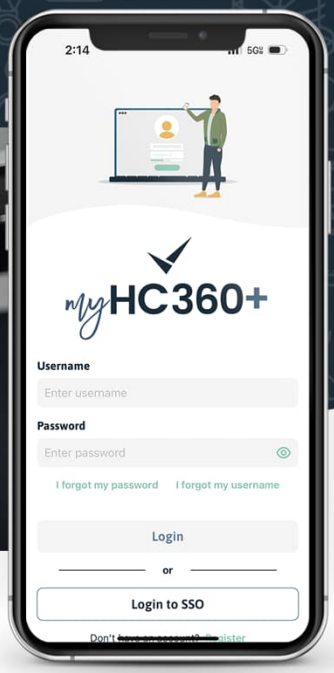
New Castle County is teaming up with HealthCheck360 to provide you with a new wellness program. HealthCheck360 is devoted to improving your health and overall wellbeing with tools, motivation, and support to be a healthier you. Complete the following steps to earn your Premium Incentive from New Castle County!

Complete Each Step	Where To Go	Deadline To Complete
Biometric Screening (200 points) Complete your screening with your Primary Care Physician (PCP)	my.hc360.app Download the PCP form	Physician Forms Accepted: 10/01/2026 – 09/22/2027
Health Survey (200 points) Complete the short and easy health survey	myHC360+ mobile app or my.hc360.app	Deadline to Complete: 09/30/2027
Lifestyle Rewards Earn 700 total points	myHC360+ mobile app or my.hc360.app	Deadline to Complete: 09/30/2027

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HealthCheck360





Everything at Your Fingertips

Discover the ultimate benefits with the myHC360+ mobile app. Gain exclusive access, comprehensive support, and advanced health tracking. Begin your journey with the myHC360+ mobile app by following the steps below.

Create Your Account

- Download the myHC360+ mobile app
- Select Register and enter your information:
  - Your Company Code is NEWCC
  - Your Unique ID is your last 4 SSN
- Complete the form, agree to the terms and conditions and select Create Account
- *You will receive an email from HealthCheck360 to confirm your email address. You must confirm your email address before you can log in, since you will be required to enter an MFA token each time you log in.*
- Don't have a smart phone? Log in by visiting myHC360+ on the web

Looking For More How To's On The App?
Visit our Knowledge Base!

Company Code: NEWCC
Unique ID: Last 4 SSN



PRO TIP

Connect A Device from Your App

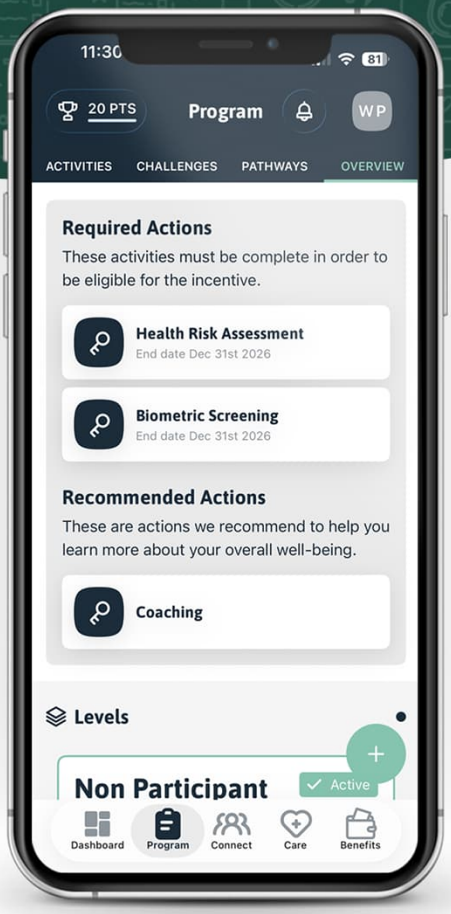
Get the most from your myHC360+ experience by connecting your wearable device!

Connect a Device

- Select the my profile icon at the top of your screen
- Select **Connect a Device**
- Find your fitness app or device and select **Connect**
- Select the data you want to share and then **Allow**

HealthCheck360

Complete Your Survey



Complete your Health Risk Assessment survey today. This is a required component to earn your Premium Incentive from New Castle County.

Complete Your Health Risk Assessment Survey by 09/30/2027

- Log in to your myHC360+ app
- First time users need to create a new account by selecting Register
  - Your company code is NEWCC
  - Your unique identifier is your LAST 4 SSN
  - Select Health Risk Assessment from the "My To-Do's" list
- Select Complete Survey
- Scroll down to the Health Risk Assessment section and select Take Assessment
- Select Start HRA to launch the survey

FAQ

What if I don't have a smart phone? Log in by visiting my.hc360.app.

What if I forgot my password or username?
Click on "I forgot my password" or "I forgot my username" and enter the required information. Your reset will be sent to your preferred email.

How long will it take to complete the survey? The survey takes 3-5 minutes and includes questions regarding lifestyle habits. Your answers will not affect your individual score.

Will my results be confidential? HealthCheck360 uses the same confidentiality standards as your doctor. Your results will not be shared with anyone at New Castle County.

What is the program deadline? All steps must be complete by 09/30/2027.

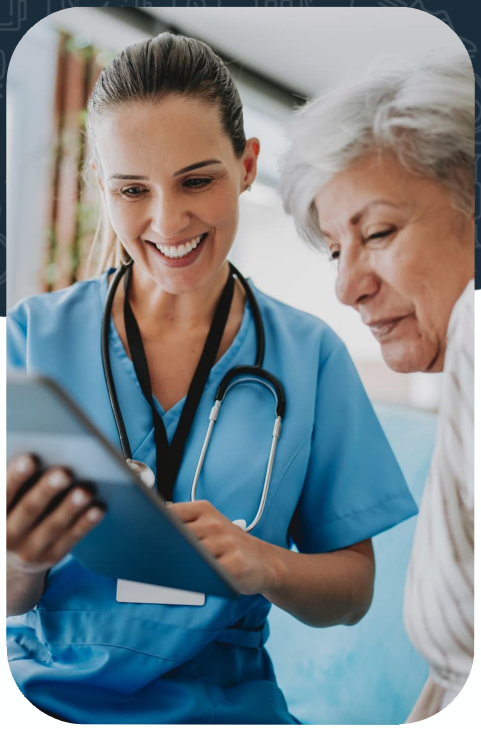
Company Code: NEWCC
Unique ID: Last 4 SSN

New Castle County 1673 Delaware

If you are unable to meet a health outcome for an incentive under the HealthCheck360 Program, you can work with HealthCheck360 for an opportunity to earn the same incentive through a reasonable alternative process. To speak with a representative about what options are available to you, contact HealthCheck360 at 1-866-511-0360 ext. 5099 by 09/22/2027

HealthCheck360

Complete Your Physician Form



Receive objective, measurable results year-after-year. Complete your physician form to be one step closer to earning your premium discount from New Castle County.

How Do I Schedule?

- Contact your Healthcare Provider and schedule an annual wellness appointment
- Lab work from 10/01/2026- 9/22/2027 will be accepted

What Should I Bring to My Appointment?

- Download the Physician Form from your myHC360+ account
  - Log in to your myHC360+ app
  - Select the Care tab at the bottom of your screen
  - Select Physician Form and download the form

How Do I Submit My Physician Form?

- Log in to your myHC360+ app
- Select the Care tab at the bottom of your screen
- Select Physician Form under the Biometric Screening section
- Select Upload File to upload your completed screening form and fill in the on-screen form
- Once submitted, you will receive a notification that results are under review

Company Code: NEWCC
Unique ID: Last 4 SSN

Complete Your Physician Form by:
9/22/2027

Discover the Benefits of Participating

Independence: Customize your involvement based on your interests and needs.

Convenience: Enjoy a flexible program designed for quick and easy participation.

Complete Access: The mobile app allows you to access your program and health results anytime, anywhere.

Confidentiality: Your personal results remain confidential and will not be shared with anyone at your company.

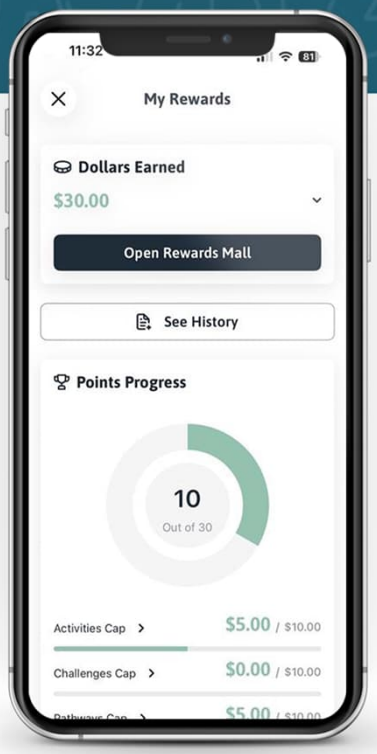
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Earn Points

Choose activities from the list below to earn points today!

How to Submit an Activity for Points:

- Once logged into your myHC360+ mobile app, select an activity from the To Do's or Program tab on your screen
- If required, enter a brief description, enter a date, and/or upload your document
- Select "Mark it Done" to submit your activity



Activity	Points Per Activity	Maximum Points	Validation
Complete the Required activities along with other listed activities to earn your 700 points!			
Required: Physician Engagement – Annual Physical & Blood Work Form Submitted by 09/22/2027	200	200	Approved Automatically – Download and Submit physician form from "My Program" tab. Points will be awarded once results are processed.
Required: Health Risk Assessment Survey	200	200	Approved Automatically - Points will be rewarded when you complete your survey .
Preventive Exams (Up to 3).	100	300	Submit with Upload - Points will be rewarded when you submit proof of your visit. Examples: • Mammogram • Pap Test • Prostate Screening • Dental Cleaning • Vision Exam • Skin Cancer Screening • Hearing Exam • Colonoscopy

Activity	Points Per Activity	Maximum Points	Validation
Nicotine Free	100	100	Admin Upload– Points will be awarded on a monthly basis when reported non-nicotine user with your physician.
Nicotine Cessation Program	100	100	Admin Upload– Points will be awarded on a monthly basis when completing the program.
Complete a HealthCheck360 Pathway	15	60	Approved automatically – When you complete a challenge following the challenge criteria each week.
New Castle County Lunch 'n Learn – attend 6 out of 12 Lunch 'n Learn webinars	100	100	Admin Upload – Points will be uploaded when a New Castle admin confirms attendance of at least 6 webinars.
Pre-Diabetic: Course at the Y	100	100	Admin Upload – Points will be uploaded when a New Castle admin confirms attendance.
HealthCheck360 Wellness Challenge	100	200	Approved automatically – When you complete a challenge following the challenge criteria each week.
Complete Vaccinations	100	200	Submit with Upload - Points will be rewarded when you submit proof of vaccination from this plan year (COVID, Flu, Pneumonia, Shingles)
Donate Blood or Plasma	100	200	Submit with Upload – Points will be rewarded when you submit proof of donation.
Achieve 30 Minutes of Activity or 8,000 Steps Daily.	5	100	Approved automatically – When you track your steps or minutes of activity on the platform.

HealthCheck360

Health Coaching Made For You



Long-Term Results, Simple Steps

Talk with a trained professional to understand your current health and focus on improving your overall well-being. Inbound Health Coaching is free and unlimited!

The HealthCheck360 Health Coach Can Help You:

- Work to understand your current health
- Become aware of your current lifestyle habits
- Determine lifestyle changes that could improve your health
- Set attainable health goals
- Gain confidence in your ability to improve and/or maintain your physical and mental health

How Can I Contact a Health Coach?

Contact a coach by calling 1.866.511.0360 extension 5099 or email healthcoach@healthcheck360.com

Call Today!
1.866.511.0360 ext. 5099

Company Code: NEWCC
Unique ID: Last 4 SSN

"The relationship with my coach is key!"
– HealthCheck360 Participant

New Castle County 1673 Delaware

HealthCheck360

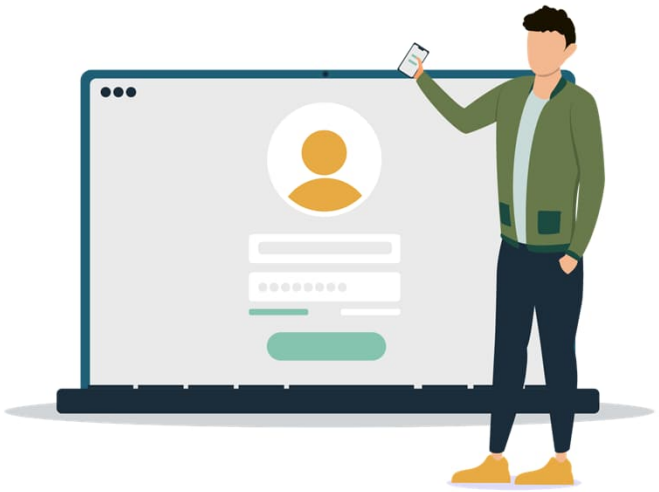


Contact Us

We're Here to Support You Every Step of the Way

HealthCheck360 Support
P. 866.511.0360
E: support@healthcheck360.com

Health Coaching
P. 866.511.0360 ext. 5099
E: healthcoach@healthcheck360.com



Want More?

Check out the myHC360+ Knowledge Base for everything you need to know about the myHC360+ mobile app and online portal.

Visit here: Knowledge Base!

HealthCheck360

Notice Regarding Wellness Program

New Castle County sponsors HealthCheck360, a voluntary wellness program available to health plan employees and spouses. The program is administered according to federal rules permitting employer-sponsored wellness programs that seek to improve employee health or prevent disease, including the Americans with Disabilities Act of 1990, the Genetic Information Nondiscrimination Act of 2008, and the Health Insurance Portability and Accountability Act, as applicable, among others. If you choose to participate in the wellness program you will be asked to complete a voluntary health risk assessment or "HRA" that asks a series of questions about your health-related activities and behaviors and whether you have or had certain medical conditions (e.g., cancer, diabetes, or heart disease). You will also be asked to complete a biometric screening, which will include a blood test for HDL, LDL, Triglycerides, Total Cholesterol, Glucose, GGT, Cotinine, Creatinine, Albumin, ALP, Total Protein, ALT, AST, GSP, Bilirubin, Globulin, and BUN. The blood test may also include A1c, PSA, TSH. You are not required to complete the HRA or to participate in the blood test or other medical examinations.

You are not required to complete the HRA survey, participate in the biometric screening or earn 700 points, however only those who do so will receive the incentive.

If you are unable to participate in any of the health-related activities or achieve any of the health outcomes required to earn an incentive, you may be entitled to a reasonable accommodation or an alternative standard. You may request a reasonable accommodation or an alternative standard by contacting HealthCheck360 at 1-866-511- 0360 or by 09/22/2027.

The information from your HRA and the results from your biometric screening will be used to provide you with information to help you understand your current health and potential risks and may also be used to offer you services through the wellness program, such as Condition Management services. You also are encouraged to share your results or concerns with your own doctor.

Protections from Disclosure of Medical Information

We are required by law to maintain the privacy and security of your personally identifiable health information. Although the wellness program and New Castle County may use aggregate information it collects to design a program based on identified health risks in the workplace, HealthCheck360 will never disclose any of your personal information either publicly or to the employer, except as necessary to respond to a request from you for a reasonable accommodation needed to participate in the wellness program, or as expressly permitted by law. Medical information that personally identifies you that is provided in connection with the wellness program will not be provided to your supervisors or managers and may never be used to make decisions regarding your employment.

Your health information will not be sold, exchanged, transferred, or otherwise disclosed except to the extent permitted by law to carry out specific activities related to the wellness program, and you will not be asked or required to waive the confidentiality of your health information as a condition of participating in the wellness program or receiving an incentive. Anyone who receives your information for purposes of providing you services as part of the wellness program will abide by the same confidentiality requirements. The only individual(s) who will receive your personally identifiable health information is (are) employees of HealthCheck360 in order to provide you with services under the wellness program.

In addition, all medical information obtained through the wellness program will be maintained separate from your personnel records, information stored electronically will be encrypted, and no information you provide as part of the wellness program will be used in making any employment decision. Appropriate precautions will be taken to avoid any data breach, and in the event a data breach occurs involving information you provide in connection with the wellness program, we will notify you immediately.

You may not be discriminated against in employment because of the medical information you provide as part of participating in the wellness program, nor may you be subjected to retaliation if you choose not to participate. If you have questions or concerns regarding this notice, or about protections against discrimination and retaliation, please contact HealthCheck360 at 866-511-0360 or support@healthcheck360.com