Frequently Asked Questions

What is the Viverae Health Center?

The Viverae Health Center is a health and wellness resource that is available for Viverae members. It is staffed with a variety of highly trained customer care representatives, health professionals, and clinicians, including health and exercise specialists and registered nurses and dietitians.

How do I contact the Viverae Health Center?

There are two ways to contact the Health Center: via secure email message or by phone.

- You can send a secure message to your coach by selecting the Inbox link at the top of the screen
- To call toll-free, please dial 888-VIVERAE (848-3723)

The Viverae Health Center hours are as follows:

- Monday – Thursday: 7 a.m. – 7:30 p.m. CT
- Friday: 7 a.m. – 6 p.m. CT
- Saturday – Sunday: Closed
- Closed holidays

Your Health Score

Your health score is based on your answers from the MHA and your Biometric Screening results. A high Health Score can indicate that your current health status is on the right track. A low Health Score suggests that you could be at a greater risk of developing certain diseases and health problems.

Earning Points

The CU Well Incentive is run on a point system. You can earn points throughout the year for completing certain program activities. Then, you redeem these points at the end of the year for a cash incentive. Complete the Member Health Assessment, Biometric Screening, and Preventive Care Compliance, plus 50 additional program points between December 1, 2015, and November 30, 2016, to receive a cash incentive of $250 in your December 2016 paycheck. Manage all your program activities and log points at www.MyViverae.com.
Welcome

The daily demands of life and work can make it hard to live a healthy lifestyle. Colgate University appreciates you and wants to provide the tools and support you need to be healthy and well. We have partnered with Viverae, a leading health management services provider, to bring you the latest health and wellness content, educational programs, and an online community to keep you motivated.

The CU Well program is a vital part of our overall benefits program. Whether your goal is to have more energy, to lose weight, to manage stress, or to improve your diet, the CU Well program can help you.

Who can participate in the program?

All benefit eligible employees are eligible to participate in the Member Health Assessment (MHA) and Biometric Screening, and may log on to the Colgate University website to take part in all the available wellness activities.

Is my health information confidential?

All programs are confidential and in compliance with the Health Insurance Portability and Accountability Act (HIPAA). Any information shared with the Viverae team will not be disclosed, except in accordance with HIPAA laws. Your Protected Health Information (PHI) will not be shared with your employer.

How to Register

Step 1

» Visit www.MyViverae.com
» Click New User Registration
» Enter your last name and date of birth (DOB)
» Enter your identifier: DOB + Last 4 of SSN (MMDDYYYY1234)
» Enter the registration code: colgate

Step 2

» Create a user name (5 – 25 characters)
» Create a password (8 – 12 characters) using letters (upper and/or lowercase), numerals and/or special characters (such as @#$%&@)
» Select a security question and answer, then click Save

Getting Started

www.MyViverae.com

You will use the site as your personal hub to manage all your program activities and view your points.

Member Health Assessment (MHA)

The MHA asks questions about specific lifestyle habits. Your MHA responses are analyzed to show your risk level and generate a Health Index. You can complete your MHA online at www.MyViverae.com.

Biometric Screening

Biometric Screenings will be offered on site. These screenings provide vital information about your overall health, including cholesterol (total, LDL, and HDL), triglycerides, cardiac risk, glucose, blood pressure, height, weight, Body Mass Index (BMI), and waist measurement. If you are unable to attend a Biometric Screening event, you may fulfill the screening requirement by visiting your physician or visiting a LabCorp facility.

Contact the Viverae Health Center at 888-VIVERAE (848-3723) with any questions or concerns about the Viverae online screening sign-up process.

Please note: LDL and Triglyceride measurements are excluded from on-site screenings in states that do not test for those results.

Preventive Care Compliance

Preventive care guidelines vary among national health advocacy groups. Viverae’s Medical Advisory Board supports the evidence based preventive care compliance schedules recommended, which are provided by recognized specialty medical organizations that take a more proactive stance. Go to My Care from your homepage to see how many exams you will need to complete based on your age and gender.

My Health

An analysis of your MHA responses and Biometric Screening results will help you understand your risks and what you can do to improve your results. This is accessible in the MyHealth section of the MyViverae portal.

Additional Activities

For more points or support in your health management program, you have plenty of available resources. Participating in the CU Well program allows you to do the following:

» Register for any Employer Challenges Colgate University is hosting
» Take an Online Course or join a Targeted Program to address specific lifestyle concerns
» Watch a Webinar and complete a quiz
» Participate in a Peer Challenge

Employer Challenges

In addition to core point-earning activities, you will have opportunities throughout the year to take on more focused Challenges and earn points. These Challenges run anywhere between four and 12 weeks and focus on specific risk factors or lifestyle changes.

Sign up for Employer and Peer Challenges on your homepage under the Challenges section.

You can also log activity, view your status, view Challenge details (past and present), and sign up for new Challenges from the Challenges section.