

**Western Wellness  
One-to-One Program  
Frequently Asked Questions**

***What is Western Wellness?***

Western Wellness is the consortium of services and resources provided at WMU for the health and wellness of employees. It is the mission of Western Wellness to promote and improve the wellness of the campus community by empowering each employee to adopt and maintain healthy behaviors and create a healthy culture.

***Why is Western doing this?***

When employees maintain healthy lifestyles, it improves morale and productivity and reduces health care costs.

***Who is Holtyn & Associates?***

Western Michigan University is proud to announce that upon completion of the highly successful pilot initiative, the Holtyn One-to-One Program is now available to all full-time, benefit-eligible employees. This program was created by Holtyn & Associates, LLC., a local wellness provider, and features personalized health assessment and wellness coaching. Holtyn & Associates has been providing wellness services for many years and has partnered with various employers to create dynamic programs that have received state and national awards for their effectiveness. All staff members are encouraged to participate in and benefit from this state-of-the-art wellness program. It is easy to participate and there is no cost to eligible employees. The program is offered in many convenient campus locations.

***How is participating in the Western Wellness One- to- One Program beneficial for me?***

***When you participate in this program, you receive:***

- A comprehensive free assessment of your current health status
- An opportunity to work with a wellness professional in a confidential setting to set and achieve wellness goals that are important to you and will improve your health status
- Information that paves the way to a wealth of resources that will help you take charge of your health in new and exciting ways
- Invitations to voluntary programs that will connect you with other like-minded employees who want to have fun getting healthy and work in a environment that supports healthy lifestyles

***How does the One-to-One Program work?***

The One-to-One Program includes measurement of height, weight and waist and biometric testing of cholesterol, blood sugar, blood pressure, and fitness. No fasting is required. In addition you will be completing the Blue Cross Blue Shield of Michigan online health assessment. The process is designed with your comfort, privacy and confidentiality as our top priority. You will meet with a wellness professional who will work with you to use the data collected to support a wellness plan that is personal, motivating, and linked to Western's rich array of health and wellness resources.

***But what if I am already healthy and/or go to my physician regularly?***

The Western Wellness Program is not meant to replace your regular appointments with your physician. The program complements your health care visits by reinforcing and problem solving to help you learn about and maintain a healthy lifestyle. The program is not designed to just help people with health issues get healthy; it is also designed to keep healthy people on the right track as they age and their circumstances may change. Prevention and worksite support are keys to a healthy life for all of us.

***What if the wellness coach just tells me everything I am doing wrong when I already hear that from my physician and it isn't helping me?***

The One-to-One wellness coaches do not point fingers and tell participants what they "should" be doing better. Rather, the coaches are trained to assist you in developing your own goals and support you in reaching them successfully.

***What if I don't have time?***

Western Michigan University has a vested interest in employee health & wellness. Please refer to the WMU Employee Handbook section on Personal Health for information regarding **Release Time Partnering**. Please note release time partnership is subject to limitations based on individual departmental schedules and staffing.

<http://www.wmich.edu/hr/handbook/per-health.html>

### ***How do I register for the One-to-One Program?***

To register for the Holtyn One-to-One program follow these steps:

1. Go to: [www.wmich.edu/wellness](http://www.wmich.edu/wellness)
2. Click: Login on the left tool bar under Holtyn One-to-One
3. Enroll yourself if you are new to the program
4. Account ID: 32
5. Account Password: bronco (lower case)
6. Click: Submit
7. You are now at the new participant registration page. Please note you will be asked for the following information:
  - a. Items that have a **RED \*** are required
  - b. Department mailstop (not required if you do not have one)
  - c. Last 4 digits of social security number
  - d. You will be asked to create a personal password and pin number. You can change these later from your personal homepage. Please create something easy to remember.
  - e. To complete the registration you click on add participant at the end of the registration.
  - f. Next, you will have an option to print your registration page. After, click login at the bottom to send you to your personal homepage.
  - g. On your personal homepage click schedule an appointment.
  - h. Select from the appointment options. You will be able to select your timeslot and location.
  - i. You will receive an email notification reminding you of your scheduled wellness assessment.
8. Questions? Contact Danna Downing at (269) 779-5453 or email [d Downing@holtynhpc.com](mailto:d Downing@holtynhpc.com)

### ***How do I register at the Blue Cross Blue Shield Member Secured Services website?***

To access the BCBS online health assessment and other useful online tools located in the Member Secured Services area you must first register. To register follow these simple steps:

1. Go to: [www.wmich.edu/wellness](http://www.wmich.edu/wellness)
2. Click on: Blue Cross Blue Shield of Michigan (in column on left)
3. Click on: Login to secured services
4. Click on: Register if you are a first time user and follow directions
5. You will need to have your BCBS member card and will be creating a User ID and Password for the BCBS secured site. Make these easy to remember and keep them in a safe place.

### ***How do I access the Blue Cross Blue Shield online health assessment?***

The Blue Cross Blue Shield (BCBS) online health assessment is not linked to the Holtyn & Associates website. Please note you must have your login information available. If you have not yet registered to access the Member Secured Services area please follow the above steps. To complete the BCBS online health assessment proceed through the following steps:

1. Go to: [www.wmich.edu/wellness](http://www.wmich.edu/wellness)
2. Click on: Blue Cross Blue Shield of Michigan
3. Click on: Login to secured services
4. Enter User ID & Password
5. Located on the left tool bar click on: BlueHealth Connection
6. Click on: Health Assessment
7. Follow directions to complete the BCBS Online Health Assessment

The BCBS website helpline at 1-877-258-3932 is available during regular business hours. You may also call the 24/7 Nurse Line for help at 1-800-775-2583 anytime.

### ***What about confidentiality?***

Both the One-to-One Wellness Program and the Blue Cross Blue Shield online health assessment are HIPAA compliant. The information in these online health assessments is confidential and protected by federal and state privacy laws. Your employer will not see any individual health information.

### ***What if I have additional questions?***

If you have additional questions, contact:

Jen Bailey, Western Wellness Chairperson at 387-3762 or [jen.bailey@wmich.edu](mailto:jen.bailey@wmich.edu)

Danna Downing, WMU Wellness/ Holtyn & Associates at (269)779-5453 or [d Downing@holtynhpc.com](mailto:d Downing@holtynhpc.com)