

# Frequently Asked Questions



A UnitedHealthcare Company

## WHAT IS WELLNESS WEDNESDAY NEWSLETTER AND HOW DO I SIGN-UP TO RECEIVE IT?

The Wellness Wednesday newsletter is a weekly bulletin that contains up-to-date information about the Archdiocese of New Orleans UMR wellness program. Here you will be able to sign-up for the Feel Good Fridays webinar, volunteer to be the Health Champion of your site/office/school, learn about the cash incentives offered to you for completing UMR activities, or read other ANO employees' inspiring health and wellness success stories. To receive this weekly email in your inbox, email Tawnya Ridi at [tawnya.ridi@umr.com](mailto:tawnya.ridi@umr.com), and inform her you would like to be added to the Wellness Wednesday newsletter mailing list.

## WHAT IS FEEL GOOD FRIDAYS WEBINAR AND HOW DO I SIGN-UP TO VIEW THE SHORT SEMINAR?

Feel Good Fridays is a 15-minute weekly health and wellness webinar. The seminar is every Friday at noon. The webinar has topics such as healthy cooking, chair stretches to feel better at your desk or reduce stress, and relevant cutting-edge nutrition and health information. Each week a \$100 MasterCard gift card is raffled off to attendees. To sign-up email Tawnya Ridi at [tawnya.ridi@umr.com](mailto:tawnya.ridi@umr.com) and inform her you would like to be added to the wellness mailing list.

## WHAT IS WELLNESS COMMITTEE AND HOW DO I VOLUNTEER TO BE A MEMBER

The Wellness Committee is a group of ANO employees that meet quarterly with the UMR Onsite Wellness Consultant to discuss future wellness programs, help make final decisions on what programs will be rolled out and at what time/date these projects will run at ANO. Each committee member receives a \$100 MasterCard gift card for participating. To volunteer, email Tawnya Ridi at [tawnya.ridi@umr.com](mailto:tawnya.ridi@umr.com) and inform her you would like to be a Wellness Committee member in the body of the email.

## WHAT IS A HEALTH CHAMPION AND HOW DO I VOLUNTEER TO BE THE CHAMPION OF MY SITE?

A Health Champion is an ANO employee that works with the Onsite Wellness Consultant to bring health and wellness activities to their location. Furthermore, they forward, via email, the Wellness Wednesday newsletter and Feel Good Friday webinar flyer to their colleagues. Health Champions meet quarterly, via a conference call, with the wellness consultant to discuss programs/projects and how to bring them to your site/school/office. Each Health Champion receives a \$100 MasterCard gift card for participating. To volunteer, email Tawnya Ridi at [tawnya.ridi@umr.com](mailto:tawnya.ridi@umr.com) and inform her you would like to be a Health Champion member in the body of the email.

## WHAT IS HEALTH COACHING AND HOW TO BOOK A SESSION?

Just like a sports coach can help an athlete develop and excel at a sport, a health and wellness coach can help anyone excel at living their life, even -or especially – if they have chronic medical conditions. The coaching process is similar to talk therapy in that it involves two people discussing ideas and issues, but its different in that the person who is being coached is in the driver's seat, creating their goals as well as the strategies on how to arrive at these goals. A health coach can help you in a broad variety of health issues, such as weight loss, stress reduction, the management of chronic conditions, improving diet and exercise, tobacco cessation, and adjusting to a life altering health event, like a heart attack. To sign-up for health coaching email Tawnya Ridi at [tawnya.ridi@umr.com](mailto:tawnya.ridi@umr.com) and inform her you would like to sign-up for health coaching. She will either help you sign up for Disease Management or she will schedule a call with you to begin the coaching process.

## I DID NOT RECEIVE THE UMR INCENTIVE PACKET. HOW DO I GET THE FLYERS AND FORMS IN THIS YEARLY PACKET?

If you did not receive your UMR incentive packet with flyers and forms in the mail, please visit <https://nolacatholic.org/ano-staff-benefits-information> to download the flyers and print the forms from the incentive packet. Once you have the provider verification form and CHRA survey form filled out, scan and email the forms to Tawnya Ridi at [tawnya.ridi@umr.com](mailto:tawnya.ridi@umr.com). Once she receives the forms, she will email you for address verification so that you can receive your MasterCard reward cards in the mail.

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## WHO DO I TALK TO IF I HAVE QUESTIONS ABOUT MY EMPLOYEE BENEFITS?

Please call the Benefits Advocacy Center (BAC) at **1-833-857-0755**. This service can help you better understand your benefits package, finding medical providers, enrollment questions, ordering ID cards, insurance billing, claims resolutions, appeal letters writing, and other ANO benefits questions.