

Special Notice for Producers



Health & Wellness Tab on Oxfordhealth.com Updated

I AM, I DO, I GET are the themes of the **refreshed Health & Wellness tab** on oxfordhealth.com, launching **Aug. 31, 2012**.

Oxford plan members will have access to the same powerful, easy to use online health and wellness resources that they are used to, but the information and tools will be presented in an integrated and engaging format according to the three themes.

We have prepared the attached flier, [*Ready, set, start living well*](#), with information about the updated Health & Wellness tab, for Oxford plan members. It will be posted to the Messages section of the member portal, on oxfordhealth.com.

Call to Action

Inform your Oxford clients of the updated Health & Wellness tab and on how their covered employees will be impacted by this change (below). Provide clients with the *Ready, set, start living well* flier for their employees.

How this update impacts Oxford plan members

- The look and feel of the Health & Wellness tab will be new, but members will continue to have access to evidenced-based health content, online health programs, health tools and trackers. These resources will be displayed in a new theme-based format (*I AM, I DO, I GET*), designed to increase engagement and empower members to take action.
- While we configure the new tab, there will be a lock out period. Members will **not have access** to the Health & Wellness tab from **12:01 AM on**

Aug. 24 through 7:00 AM on Aug. 31.

- Members who are involved with a coaching program must complete the program before the lock out period, as we are unable to carry over a member's incomplete activity to the updated Health & Wellness tab. They will receive an online reminder until Aug. 24. Members with an incomplete coaching program at the time of the lockout will have to start the program again after the new tab is operational.
- When members access the tab for the first time, they will be asked to sign in. This is a one-time security measure.
- The updated Health & Wellness tab has already been made available to those Oxford plan members whose employer has purchased the SimplyEngaged® program. Therefore, there is no impact to these members other than an overnight system downtime from Aug. 30 at 10:00 PM to Aug. 31 at 7:00 AM.

The updated Health & Wellness tab is a new approach to health. It integrates all health activities, from onsite wellness events to phone-based wellness coaching, and engages members through incentive programs or inspirational messages. We're excited about this enhanced approach to helping members live healthier lives.

Please contact your Brown & Brown account manager with questions.

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