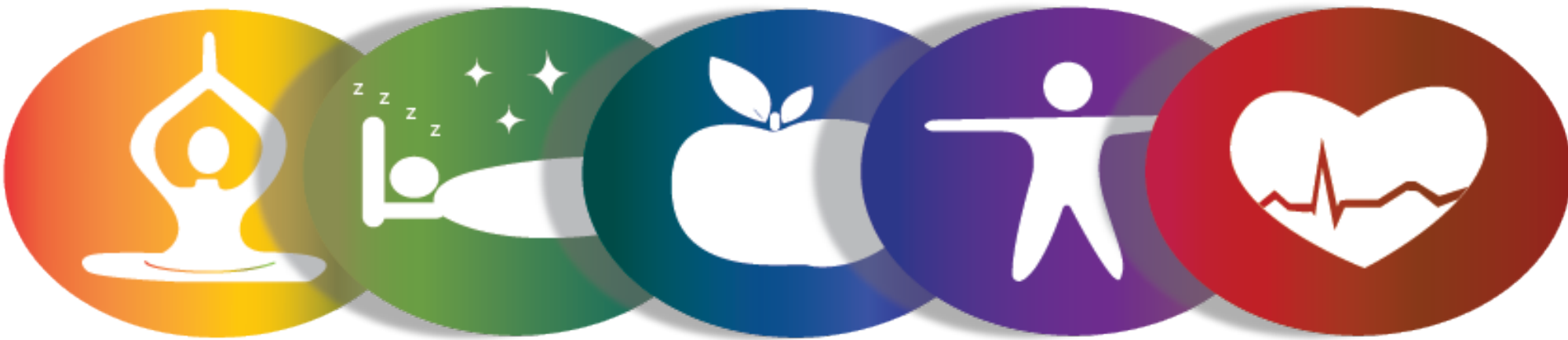


WELLNESS



Navigating COVID-19: take control with whole person wellness

January 2021



Whole Person Wellness

“Wellness is a state of complete **physical, mental, and social** well-being, and not merely the absence of disease or infirmity.” – The World Health Organization

- **Stress** influences hormones, including cortisol, that impact the production of antibodies & extra stress on the pituitary and adrenal glands leaving us **immunocompromised**.
- According to many studies, the most **common health problem in the world** is **depression**, often manifested in the form of insomnia, stress, poor nutrition, physical inactivity, obesity, and heart disease.
- **Social relationships** have an impact on our **mental health, physical health** and **mortality risk**. Sociologists have identified a link between social relationships and health outcomes. Many studies show that social relationships, both quality and quantity, have short and long-term effects on our health.
- **Loneliness can kill**. A person who is lonely is 50% more likely to die prematurely than a person who has healthy social relationships. Loneliness can reduce a person’s **immune system** and cause **inflammation** in the body which can lead to **heart disease** and other chronic conditions. **Without social or emotional support, stress can place a bigger toll on a person’s health**. –Psychology Today

Science-Based Best Practices to Manage Stress

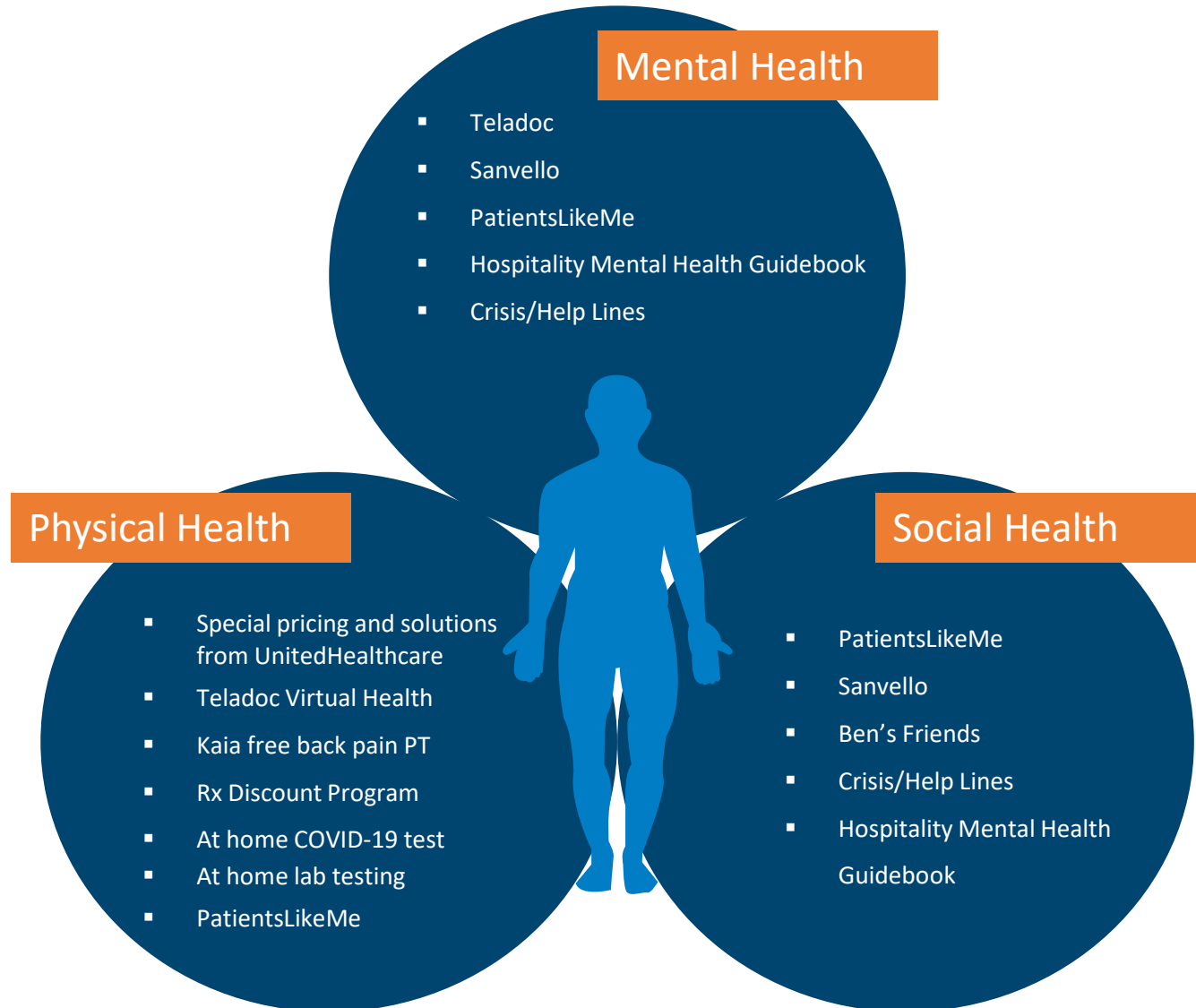
Simple science-based things to try:

Turn off the news	Move out of your head and into your body	Spend time with an animal
Read a book	Fake a smile - turn up the corners of your mouth	Hug more (those in your safe COVID bubble)
Listen to music	Learn to meditate (Headspace, Sanvello, Calm)	Ask others how they are feeling
Take a break from social media	Try yoga	Connect with others virtually
Learn how to control your breathing	Journal	Focus on giving if you are able
Grounding: try to relax as you lie flat on your back on the floor	Mindfully focus on every single simple activity and the accompanying feeling of accomplishment	Laugh (stimulates lungs, heart and endorphins)
Get outside	Exercise	Start & end the day with gratitude

Breathe! It is our best tool – easy and free! If you do nothing else, schedule yourself, make time for deep breathing throughout the day - even a few breaths will trigger a reset in your mind and body. In for 4 (nose), hold for 4, out for 6 (mouth) is a tried and true method but anything works!



Whole Person Wellness



Exclusive members-only pricing and solutions

Employer sponsored plans:

- Groups with 51+ eligible employees are entitled to a **5% discount** on manual medical rates for all fully insured medical products.
- All group sizes 2+ are entitled to a **5% discount on** dental, vision, life, disability, critical illness, accident policies
 - **Dental** and **vision** benefits can be offered with **zero employer contribution**
- Annual **invoice credit of up to 5 percent** on administrative fees for new ASO medical products for **self-funded** groups with 100 or more eligible employees.

Multicarrier Individual, Family & Medicare plans available in Q1 2021! Individuals may access on exchange plans and subsidies with personalized guidance



For uninsured, insured, furloughed, part-time and full-time employees

Safely Reopen with a healthy team

Virtual visits: exclusive offering

- Unlimited access to virtual visits for mental health and medical conditions
- All employees eligible: full time, part time, seasonal and furloughed
 - Employers may offer to some or all employees
- Cost: \$7 per employee per month includes unlimited visits with no copay for employees and their families
- Process:
 - Employers go to Set Up page:
http://go.teladochealth.com/implementation/forms/hospitality_setup_form/
 - Employers are billed each month and may cost share with employees



No Insurance needed

No participation requirements

All employees eligible

Employers Reduce Medical Costs with Virtual Visits

Reduce insurance claims

Offset increases in insurance premiums and deductibles

How?

- Job hours cause your employees to overuse urgent care (UC) and emergency rooms (ER)
- Avoidable UC and ER visits drive increased employer medical claims and premium costs
- Access to virtual visits eliminates the need for unnecessary UC and ER visits
- Reduced UC and ER claims = reduced employer medical costs
- **No copays:** Employees have no reason to delay treatment, and seeking care early can save medical dollars later

Top 5 reasons your employees visit the UC or ER:

1 ALLERGIES
ER: \$345
UC: \$97
Virtual visit: \$0

2 EARACHE
ER: \$400
UC: \$110
Virtual visit: \$0

3 SINUSITIS
ER: \$617
UC: \$105
Virtual visit: \$0

4 BRONCHITIS
ER: \$795
UC: \$123
Virtual visit: \$0

5 URINARY TRACT INFECTIONS
ER: \$940
UC: \$108
Virtual visit: \$0

Case studies: employers reducing costs using HealthiestYou by Teladoc

Employer #1

- Claim savings: \$3,664 in two months
- 17 employees

Employer #2

- Claim savings: \$36,866 YTD
- 79 employees

Employer #3

- Claim savings: \$350k in 24 months
- 400 employees

Employer #4

- Claim savings: \$188k in 12 months
- 1000 employees

OptumPerks

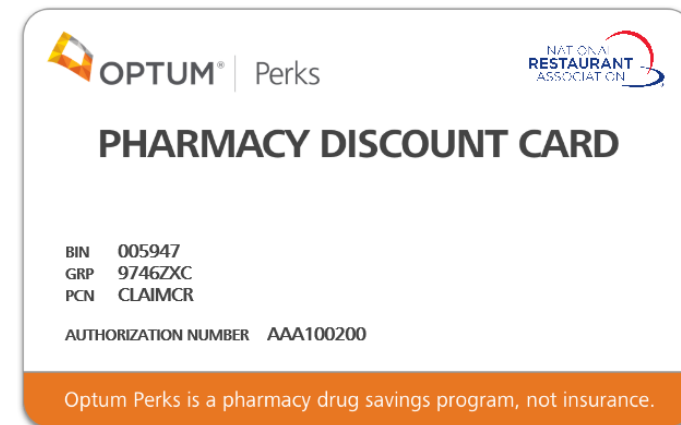
Free Prescription Drug Savings Program

Help your employees stay healthy and afford their prescriptions

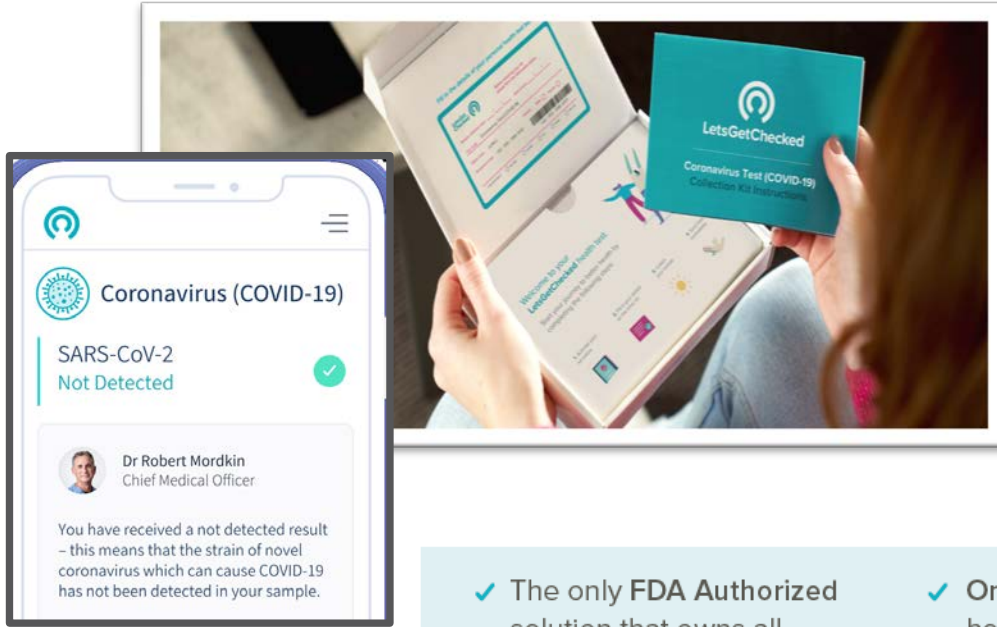
- **No memberships. No fees.**

Employees save up to 80% on most prescription drugs at over 64,000 pharmacies nationwide

- Search the database to find the best discounts on thousands of prescription drugs.
- Locate pharmacies nearby to find the best, most convenient deal.
- Send your team to perks.optum.com/hospitalityrx to start saving.



EXCLUSIVE PARTNER OF THE HOSPITALITY INDUSTRY



99.8%
accuracy



COVID-19 Home Testing Solution for Hospitality

Exclusive negotiated price **\$107 per test**

- min. order 20 tests
- includes free UPS pickup & expedited shipping to the lab for fast, accurate processing and results

- ✓ The only **FDA Authorized** solution that owns all aspects of the testing process.
- ✓ **Gentle & non-invasive** lower nasal swab sample.
- ✓ **Gold-standard RT-PCR lab testing** in our certified labs.
- ✓ **Online results** within 24-48 hours after reaching the lab.
- ✓ **Symptom-tracker** functionality.
- ✓ **Patient support** from our team of medical experts.
- ✓ **Real-time tracking** of tests.
- ✓ **Delivery of test shipments** within **24 hours**.
- ✓ **Laboratory capacity** of over **500,000 PCR tests** per week.

Email HospitalityHealth@uhg.com for purchase instructions

Lab testing, from home

Improve your team's access to convenient laboratory testing and healthcare.

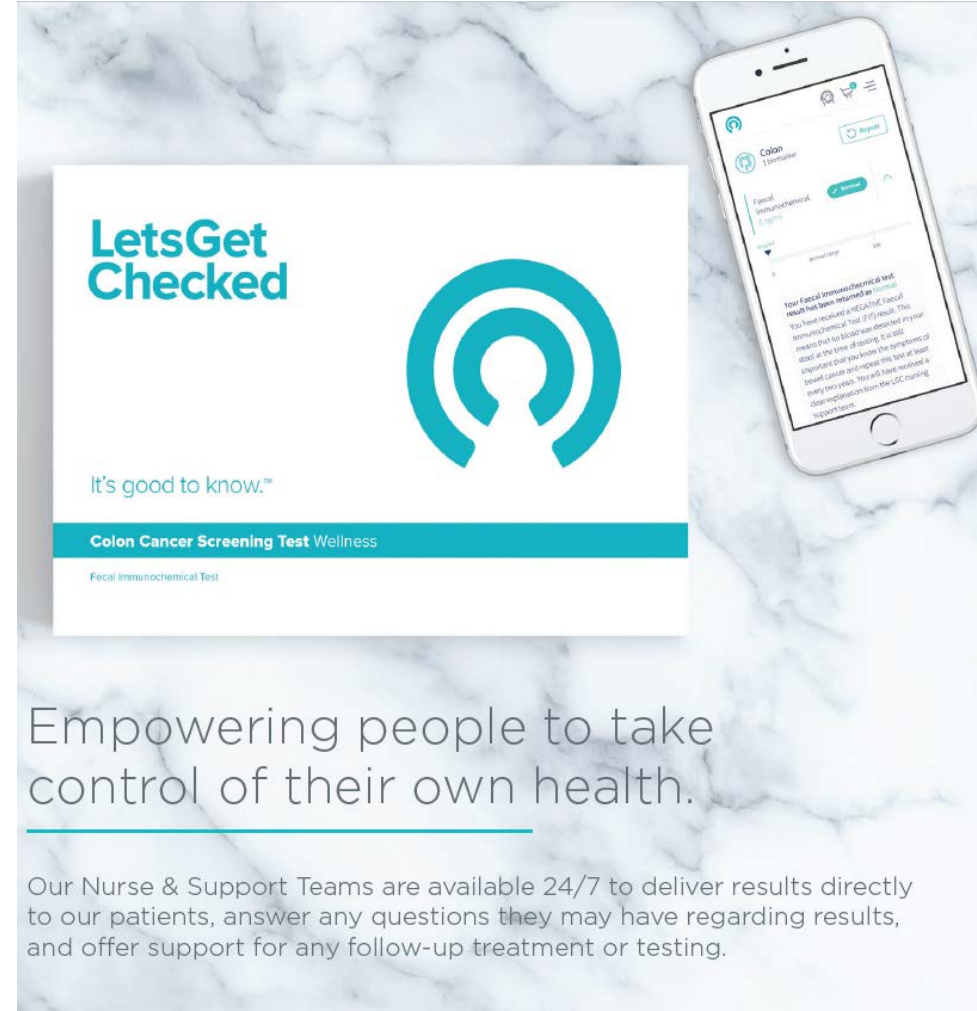
Use code **Hospitality25** for a **25% members-only discount** on all non COVID-19 tests

Results delivered **directly to the patient** for follow-up.

Choose from over 30 tests including:

- Diabetes
- Lyme Disease
- Cholesterol
- Colon Health
- Sexual Health
- Thyroid

Available at [LetsGetChecked.com](https://www.LetsGetChecked.com)



Empowering people to take control of their own health.

Our Nurse & Support Teams are available 24/7 to deliver results directly to our patients, answer any questions they may have regarding results, and offer support for any follow-up treatment or testing.



Free!

Free access to Kaia's virtual program to help with back pain

replaces high cost of surgery, addictive pain killers and physical therapy with limited visits and hours

Kaia Health: Digital solution to manage Musculoskeletal disorders

To help during these difficult times, Kaia Health has graciously **offered individuals in the hospitality sector a free license** to Kaia's back pain solution.

Using your own phone, follow the exercise program any time, from anywhere.

Please go to [this form](#) (full link: <https://bit.ly/kaiahospitality>) for more information and to sign up.

<p>Personal exercise plans</p> <p>Just like a physiotherapist, Kaia recommends exercises tailored to your pain, your body and your lifestyle.</p> 	<p>Mind over matter</p> <p>Using the latest research in mindfulness and pain science, it helps both your brain and your body cope with pain.</p> 	<p>Pain education</p> <p>Understanding pain is the first step to managing pain. We'll teach you everything we know, Sensai.</p> 
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<https://www.youtube.com/watch?v=uGzhBhc6YuA>

Free!

Kaia's back pain program in 15 minutes a day



There are no quick fixes when you live with chronic back pain. Getting back to living pain free is a marathon, not a sprint – but Kaia can help you get back to living pain free, in as little as 15 minutes per day. It's simple to use, and better yet, there's no travelling or appointments needed.



Use your own phone to follow the program wherever and whenever you want

Kaia has helped more than 400,000 users to date with the program

Consider Kaia your own, personalised back-pain therapy program – completely tailored and personalised to your body, pain and skill-level.

Free!

Mental Health, Substance Use Disorder, Suicide Prevention Resources



Active Minds – Resources to stay mentally healthy during this crisis time. (free)

Access a free [resources hub](#) for help during the COVID-19 pandemic including stress management, community building from a distance, tips for remote workers. Free Hospitality specific guidebook available.



Sanvello – #1 rated app for stress, anxiety and depression. (free)

Includes guided meditation, learning modules, community discussion and daily tips. Hospitality specific landing page & resources <https://www.sanvello.com/hospitality/>.



PatientsLikeMe - The world's largest personalized health network helps people find new treatments, connect with others and take action to improve their outcomes. (free)

Questions about a symptom or condition? PLM is your answer. Hospitality specific landing page & resources <https://www.patientslikeme.com/join/hospitality>.



Ben's Friends – Hospitality-focused substance abuse support network. (free)

Join a safe environment with others who understand the unique challenges experienced by people on the front lines in restaurants, hotels, and other hospitality industries. Click [here](#) to find a meeting near you or access telephonic meetings.

Free (except Teladoc)

Mental Health, Substance Use Disorder, Suicide Prevention Resources

CRISIS TEXT LINE |

- *Crisis Text Line* - **In crisis? Text for immediate help any time from anywhere. (free)**

Connect with a Crisis Coordinator within 25 seconds on average. Communicate until you feel safe. Text **HELLO** to **741741**.



- *Substance Use Disorder Helpline* - **In crisis? Call for immediate help anytime from anywhere. (free)**

A person and/or a family member may talk with a licensed recovery advocate about their concerns and needs, get a referral to a professional who can develop a personalized treatment plan and access family support resources. Call **1-855-780-5955**, or visit liveandworkwell.com/recovery.



- *Emotional Support Helpline* - **Need a little support? Call for help any time from anywhere. (free)**

This help line is staffed by professionally trained mental health experts. It is free of charge and open to anyone. Call **1-866-342-6892** 24/7.



- *Telemedicine* - **Mental health + medical visits. Low members-only cost – employers may subscribe for all **working and furloughed employees**.**

- unlimited, no-copay mental health and medical virtual appointments are **\$7 per employee, per month**. This cost includes unlimited visits for the **employee + entire family**. To reach the setup page, click [here](#).

Whole Person Wellness

Free Resources:

- Mental Health, Substance Use Disorder / Suicide Prevention Resources
- COVID Stress Relief Tool Kit
- Mental Health Guidebook for managers based R&D initiative for hospitality



Questions?



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or

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