



# WELCOME!



## ABOUT LIFEX RESEARCH CORPORATION

At LifeX, we are committed to collecting and analyzing health data to build a better, healthier future for everyone. Whether you're looking to improve your personal wellness or simply save money on healthcare, LifeX offers the tools and information to guide you toward better health outcomes and a brighter future.

# Your Benefits

## INCLUDED BENEFITS

At no extra cost, your program encompasses a variety of well-being initiatives tailored to enhance your overall health.

### Personal Health Dashboard™

Your PHD offers many benefits, including behavior identification modules, risk resolution guidelines, health tracking, library, videos, and more.

### Telemedicine

Get unlimited sessions with no copay and access to a licensed prescriptive-level practitioner for televisits 24/7/365, available to the whole family.

### Health Risk Report Card

Completing the Health Risk Assessment (HRA) on your Personal Health Dashboard (PHD) provides you with a detailed Health Risk Assessment Report, highlighting any current health concerns. This dynamic tool can also predict potential future health issues by analyzing your medical history, biometrics, and lifestyle.

We encourage you to complete the online HRA next month. Not only will it count as a qualifying monthly activity, but it also takes less than 15 minutes to complete. Once finished, you can conveniently review your results by navigating to **Medical Records > Health Assessment Report**.

### Wholeistic™ Coaching

We offer unlimited coaching by a registered nurse to help you understand and manage your health as well as your family's health.

### Pharmacy Benefit Manager

Full-service Pharmacy Benefit company with innovative programs and high-touch member services.



# Important Plan

## INFORMATION

### HOW IT WORKS FOR YOU



#### › Step 01

##### Monthly Opportunities for Compensation

You have the ability to complete health activities, such as surveys and quizzes, in return for guaranteed payment. Health activities are accessed through your Personal Health Dashboard™ (PHD).

#### › Step 02

##### Get Paid & Receive Additional Benefits

You will be automatically compensated at a rate of \$40 per hour for completing health research activities. Payment is calculated on a pro rata basis according to the time spent on each task. For instance, if you work for 15 minutes, you will receive \$10. Each activity is designed to take 15 minutes or less to complete. Additionally, you have access to a number of wellness benefits, including medical insurance, telemedicine, and Health Coaching.

#### › Step 03

##### Reminders

You will receive an email or text reminder each month reminding you to complete an activity, provided a valid email address and phone number are on file. There is no grace period for late activities.

# HEALTH RESEARCH Activities

Health Research Activities are all completed on your Personal Health Dashboard™. Each activity completed is worth 15 minutes of your time, whether they take one minute or days. Below is a list of activities and how to complete them:



**Videos** - Your PHD has an extensive collection of health-related videos to watch. Watch a video under the library page and you will automatically get credit for completing an activity on your PHD.



**Road to Wellness** - Road to Wellness activities are individual online programs intended to be completed over a few months. Participate in any of the four behavior change modules to receive credit in the month you finish it. The topics covered are Diet & Nutrition, Fitness, Tobacco Cessation, and Stress Management. The completion of these programs is automatically recorded upon completion.



**Surveys** - To gain an understanding of your needs and health risks, there are numerous surveys you can complete on your PHD. The Health Risk Assessment (HRA) is the most comprehensive survey that will produce a Personal Health Report that you can view on the **Medical Records** page. Each survey is automatically recorded once completed.



**Protocols** - If you complete the HRA, you may have some protocols to work on to better your health. Each protocol can be found on your home page below your Risk Profile. Each protocol resolved is equal to one health research activity and is automatically recorded once you have completed it.



**Health Coaching** - If you are interested in working on some health goals, you may request an appointment with a health coach. Information on how to schedule an appointment is on your **Benefits** page. Each coaching session is worth one health research activity and will automatically be recorded once your coach uploads her notes. Please note, this may take several days to complete.



**Vitals** - Some medical conditions warrant watching your vitals over time. For instance, if you have high blood pressure, you may be taking regular readings of your BP. Use the **Health Tracker** page to record your results and you will automatically receive credit for a health research activity.



**Medical Events** - If you go to a physician, dentist, specialist, therapist, or any medical advisor, record your visit by uploading the [Medical Event Form](#) to the PHD. You can upload your documentation on the **Medical Records** page to receive automatic credit.



# Activating Your Personal Health Dashboard™



Your Personal Health Dashboard™ (PHD) is a secure online personalized web portal which can be accessed at any time from any device. Connect on your computer at <https://LifeX.ushealthcenter.com/app> or scan the code to log in.



## ACTIVATING YOUR PERSONAL HEALTH DASHBOARD™

1. Visit <https://lifex.ushealthcenter.com/app>
2. Select **Activate Your Account**.
3. Enter your information and click **Activate**.
4. You will receive your username.  
(Remember this for future logins!)
5. Select **Login** and enter your password.
6. Congratulations! Your PHD account is now activated.

# About Your PHD

## A BETTER WAY TO WELL-BEING

Your Personal Health Dashboard™ (PHD) is a secure online personalized web portal which can be accessed at any time from any device. It houses all of your benefits in the **Benefits** tab as well as numerous other health tools.

› Dashboard	View your account information and update personal info. Use the language widget to translate the site to multiple languages. View Risk Resolution Guidelines to improve your health and Health Reminders for ongoing education.
› Assessments	Take your Health Risk Assessment or find numerous mini-assessments to help you better understand your state of health and well-being.
› Medical Records	View your Lab Results, Personal Health Assessment Report, Physician Report, and other health records, such as a Health Maintenance Schedule.
› Road to Wellness	Participate in any of the four behavior change modules designed to be completed over a few months. The topics covered are Diet & Nutrition, Fitness, Tobacco Cessation, and Stress Management.
› Library	View our extensive medical library or watch over 300 visually rich videos to help develop a deeper understanding of conditions and treatments. There is medical information, tips for healthy living, and much more.
› Health Tracker	Track your daily activity with the Fitness Tracker and food consumption with the Diet and Nutrition Tracker. Plus, connect your Fitbit, Garmin, Apple Watch, or mobile device directly to your PHD.
› Benefits	Find all of your benefits in one spot. Access links and information on Telemedicine, Coaching, and more.



## Mobile App

Once you have activated your account, you can access your PHD on any device. Download the app on your app store by searching "Personal Health Dashboard" or scan the QR code.

**NOTE: Do not download the mobile app until you activate your PHD.**

# Wholeistic™

## HEALTH COACHING

### What is Wholeistic™ Coaching?



LifeX is offering complimentary Wholeistic™ Health Coaching. This telephonic health management program connects you with a personal health coach who works with you through scheduled appointments to help you understand and manage your health and your family's well-being. All sessions are completely confidential and provided at no cost to you.

In addition to managing your health, these one-on-one sessions can help reduce health risks and improve overall wellness. You can discuss various health topics, including stress management, high blood pressure, cholesterol, diabetes, weight management, smoking cessation, allergies, asthma, heart disease, and cancer.

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## Getting Started



Call us toll free at  
Phone: 866-357-4856

This line goes directly to a voice mailbox. Please leave your name, your phone number, and the best time to reach you. A health coach will contact you within 24 hours of your request.



Send an email to  
[help@lifexresearch.com](mailto:help@lifexresearch.com)

Please provide your name, your phone number, and the best time to reach you.

# TeleMedicine

## BENEFITS



### 24/7 Access to Licensed Physicians

Connect with licensed doctors anytime for urgent care, primary care, and mental health support. Services accessible via smartphone, tablet, or computer, ensuring convenience and security.



### No Additional Cost

Enjoy telemedicine services at no cost, with no copays or additional fees, by scheduling a virtual visit with one of our licensed providers.



### Comprehensive Pharmacy Care

Get hundreds of medications at no cost when prescribed by one of our telemedicine doctors. [Click here](#) to view the full formulary list.

## Treating over 50 routine medical conditions, including:

- Acne
- Allergies
- Cold/Flu
- Constipation
- Cough
- Diarrhea
- Ear Problems
- Fever
- Headache
- Insect Bites
- Nausea/Vomiting
- Pink Eye
- Rash
- Respiratory Problems
- Urinary Problems/UTI

## Treating numerous mental health conditions, including:

- Work or personal conflicts
- Co-dependency
- Alcohol and drugs, reliance
- Tobacco reliance
- Eating disorders
- Stress and anxiety
- Relationship concerns
- Child or elder care matters
- Physical, sexual, or emotional abuse



# TeleMedicine

## SERVICES



### Medical Guidance

Get medical questions and concerns answered when you need it at the convenience of your own home.

### Primary Care

See the same provider each visit so that they can best understand your health needs and provide personalized care

### Urgent Care

Access Virtual Urgent Care visits in as little as 20 minutes or schedule an appointment at your convenience.

### Behavioral Health

Connect with a behavioral professional to help address addictions, change habits, and be better prepared for life's challenges.

## Getting Started

Call: 940-LiveDoc (940-548-3362)

A representative will help you set up your account. Once registered, you can connect with a doctor from anywhere for convenient care.

# Your Provider NETWORK



## CONFIRMING YOUR PHYSICIAN IS IN NETWORK

1. Visit <https://providersearch.multiplan.com/>
2. Highlight PHCS (Logo on front of card) and click Select and Search.
3. Enter your search parameters, your zip code, and select Search.

# Pharmacy Benefit MANAGEMENT

## Mail Order

ProAct's mail order program is a reliable, cost-effective way to securely receive maintenance medications at your doorstep.

### Set up your Mail Order Profile:

- 01 BY PHONE:** Call 1-866-287-9885 to speak to a representative. ProAct will create a Mail Order Profile and coordinate with your physician(s) to gather your prescription(s) on your behalf.
- 02 ONLINE:** If you haven't already, visit [www.proactrx.com](http://www.proactrx.com) to create a member portal account. Next, set up a Mail Order Profile by filling out the form located under "Mail Order." Once your Profile is active\*, send us your prescription(s). Ask your physician(s) to e-scribe a 3-month supply to "ProAct Pharmacy Services."

\* Mail Order Profiles take up to one business day to be active within our system.

## Prior Authorization

Some medications, due to cost, type of medication, or plan benefit will require prior authorization. ProAct is committed to helping you avoid any delays in getting your medications.

### Here's what you should know:

If you need prior authorization to continue filling your prescription, don't worry! In order to provide a smooth transition and prevent members from experiencing a lapse in therapy, ProAct has a one-time override<sup>‡</sup> policy for claims that may be rejected for prior authorization. Upon receiving notification of rejection at a local or mail-order pharmacy due to prior authorization, call the ProAct Help Desk.



Call Help Desk  
877-635-9545



ONE-TIME OVERRIDE



Contact your provider to initiate the Prior Authorization Process

<sup>‡</sup> This process does not apply to any excluded medications. If a drug is not included within your formulary, it is not a covered benefit.

## Online Resources

[www.proactrx.com](http://www.proactrx.com)

ProAct's member portal contains a variety of resources to support your pharmacy benefit needs, such as:

- Benefit Overview
- View Claims History
- Transfer Prescriptions to Mail Order
- Manage Mail Order Prescriptions
- View and Print Temporary ID Cards
- Drug Pricing Tool
- Pharmacy Finder

## Drug Formulary

[Click here](#) or call 940-LiveDoc for your Telemed Prescription Formulary

## Specialty Pharmacy

Noble Health Services is a patient-focused specialty pharmacy. Specialty medications may cost more than traditional medications and often require extra attention. Noble starts working with you as soon as they receive a prescription from your physician to provide copay and benefits assistance and clinical support. They are available 24/7/365 to assist with any situation that may arise at <https://www.noblehealthservices.com/>.

## Member Support

24/7/365 Member Support  
Call: **1-877-635-9545**

# FAQs

## 01 Who is LifeX?

LifeX Research Corporation is dedicated to enhancing global well-being by delivering actionable national health insights and wellness market statistics. Our mission is to bridge the gap between raw data and meaningful health solutions, providing businesses and healthcare professionals with tools to improve lives. LifeX employs Research Associates (RAs) to provide information about their health and consumer habits. Employees complete activities in return for guaranteed payments from LifeX. W-2s will be issued to the employee.

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## 02 What are the expectations of a Research Associate?

Each month, LifeX Research Associates will be sent an email and/or text for the opportunity to add to our de-identified and anonymous data set by participating in a health research activity. Health research activities are accessed through your Research Associate portal, the Personal Health Dashboard™ (PHD). Your dashboard is also your single site for accessing and understanding all of your benefits.

Activities can vary, such as surveys, videos, quizzes, protocols, health coaching, telemedicine, healthcare satisfaction utilization surveys, and others. In return for sharing your data, LifeX will pay you a payment.

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## 03 What benefits are afforded to Research Associates?

Active Research Associates will be eligible to participate in group medical insurance and wellness benefits. Benefits are made available to other similarly situated Research Associates in return for timely payment of premiums. Failure to pay premiums timely may result in loss of coverage under the terms of the plan.

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## 04 What are qualified health activities?

Research Associates will be paid \$40 per hour for performing health research activities. These activities help monitor and improve your health, reducing the risk of dangerous health conditions and lowering healthcare costs.

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## 05 Who is Benefits Health Plan Inc (BHPI)?

Benefits Health Plan Inc. is the contracted Third-Party Administrator (TPA).

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## 06 Who has the option to complete an activity in their PHD?

The employee who holds the Research Associate status is the individual who may complete activities in their Personal Health Dashboard™.

Please [click here](#) for a complete list of FAQ's.

# Quick Reference Guide

## 01 Customer Support Benefit Health Plan, Inc. (BHPI)

For all of your customer service needs, first call our support specialists to answer your questions. They can provide details on you and your dependents, your claims, important forms, etc.

Phone: 844-580-2474

Email: [customersupport@benefithealthplan.com](mailto:customersupport@benefithealthplan.com)

Web: <https://benefithealthplan.com/>

## 02 Network PHCS

Search for and find a provider in your area.

Web: <https://providersearch.multiplan.com/>

## 03 Telemedicine OurLiveDoc

Connect with board-certified physicians anytime, anywhere in the United States.

Call: 940-LiveDoc (940-548-3362)

## 04 Health Coaching LifeX

Schedule an appointment with a Wholeistic™ health coach.

Phone: 866-357-4856

Email: [help@lifexresearch.com](mailto:help@lifexresearch.com)

## 05 Pharmacy Manager ProAct, Inc

Full-service Pharmacy Benefit company with innovative programs and high-touch member services.

Phone: 877-635-9545

Web: <https://secure.proactrx.com/>

## 06 Personal Health Dashboard™ LifeX

Assistance logging into the Personal Health Dashboard™

Phone: 866-357-4856

Email: [help@lifexresearch.com](mailto:help@lifexresearch.com)

## 07 HR or Paycheck ADP Inquiries LifeX

Connect with Human Resource for paycheck and/or employment questions.

Phone: 844-950-4324

Email: [admin@lifexresearch.com](mailto:admin@lifexresearch.com)





THANK  
YOU!