

# Vitality Implementation & Launch

Account Management Brought to You by Wellness IQ

## STEPS FOR LAUNCHING YOUR VITALITY

1. **Sign WEA Trust renewal or new business contract.** Vitality needs 30-45 day lead time to create your portal and grant access.
2. **Determine your primary Vitality contact person,** typically your business manager or wellness coordinator.
3. **Notify WEA Trust Account Manager** of primary contact 60 days prior to your WEA Trust renewal date.
4. **Attend six implementation webinars**
5. **Create the buzz** using customizable Vitality templates

## What to Expect

### Weekly implementation webinars

Led by your account manager & recorded

### When does training start?

6 weeks prior to Vitality portal access

### Who should attend?

Your designated Vitality contact

## WELLNESS IQ (ACCOUNT MANAGEMENT)

- ▶ Provide support and service
- ▶ Provide access to marketing communications pieces to assist in engaging employees
- ▶ Provide and evaluate standard monthly and quarterly reporting
- ▶ Conduct employee educational training
- ▶ Implement and support the Vitality Champ program and annual wellness initiatives
- ▶ Wellness IQ Customer Care line or direct Account Manager available 7am to 4pm CST

## WEA TRUST GROUPS

- ▶ Determine primary contact person and participate on ALL implementation calls
- ▶ Establish internal wellness team
- ▶ Work with Wellness IQ Account Manager to create annual wellness operating plan
- ▶ Use the Vitality Information Portal (VIP) for marketing, communication strategy, employer sponsored events and reports
- ▶ Promote participation and engagement
- ▶ **Work with your account manager to set up biometric screening date 45 days prior to your event**

### EMPLOYER CUSTOMER CARE LINE:

888.935.5471, Monday – Friday, 7 – 4 CST