



Enrolling in Peak Health

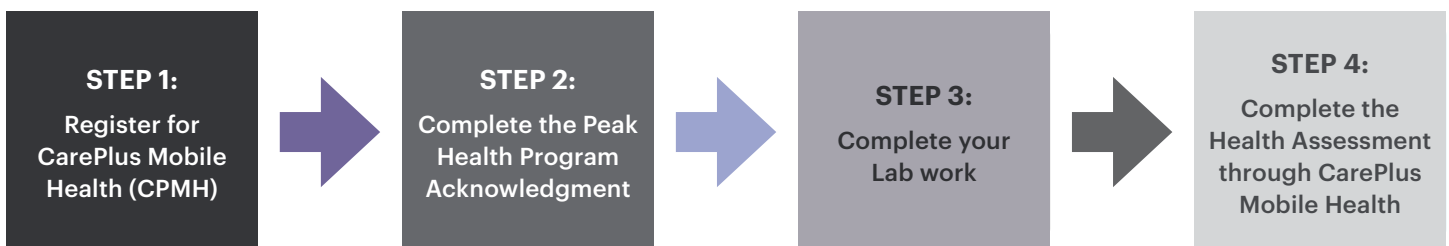
What is Peak Health?

Peak Health is TIH's premier nurse coaching program. This voluntary program helps you understand, adopt, and maintain a healthy lifestyle while also mitigating any health risks. As a participant, you will have direct access to a registered nurse (RN) who will collaborate with you to establish realistic, and attainable health goals. All information related to your personal program is kept confidential. Peak Health enrollment is available for benefit enrolled teammates who are covered under a TIH medical plan.

Upon enrollment, as you work with your RN toward your goals, you can advance through phases of the program. This will provide you an opportunity to earn medical credits that offset your total medical premium. **[You can check out your potential savings here.](#)**

How do I enroll and participate?

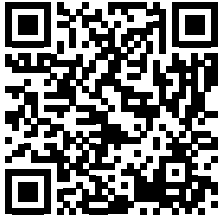
Enrolling in Peak Health involves the four steps outlined below, after which Peak Health will schedule your initial nurse appointment. These steps are designed to ensure that the nurse has adequate information to assess your modifiable health risks when you first meet. Once you have completed steps 1 through 4, you will receive an email from Peak Health regarding your first appointment. This will typically be scheduled within 30 days of your completed enrollment steps. **Note: If you complete up to Step 2, but do not complete Steps 3 or 4, you will receive reminder emails from Peak Health informing you of the additional enrollment steps which are incomplete.**



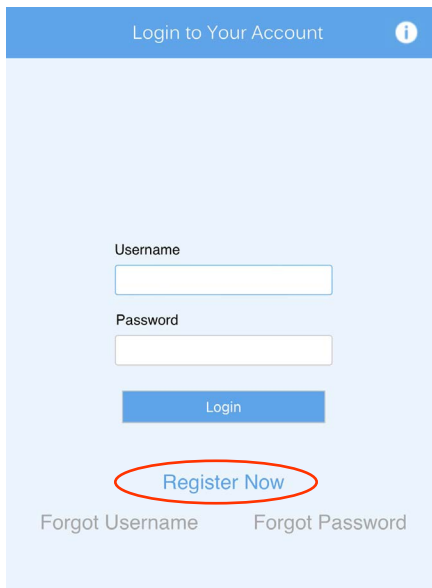
Step 1: Register for CarePlus Mobile Health (CPMH)

NOTE: If you have already registered for CPMH, you may continue to Step 2.

- » Visit [CarePlusMobileHealth.com](https://www.CarePlusMobileHealth.com) or download the **CarePlus Mobile Health** app to your mobile phone. You may also use the QR code to access the registration page.

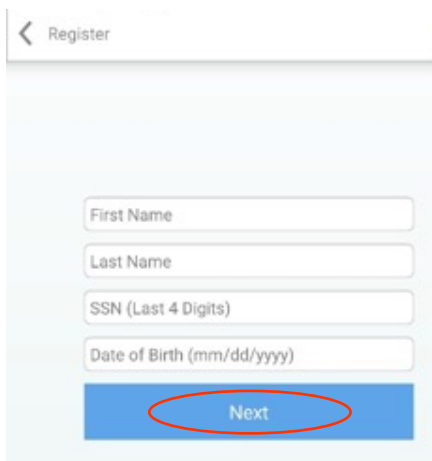


- » Select **Register Now**.



The screenshot shows a mobile app interface for logging in. At the top, it says "Login to Your Account" with an information icon. Below are input fields for "Username" and "Password", followed by a blue "Login" button. A red circle highlights the "Register Now" link below the login button. At the bottom, there are links for "Forgot Username" and "Forgot Password".

- » Enter your legal first and last name as you use with your employer, the last four digits of your Social Security number (SSN), and your birth date, e.g. (05/23/1985).



The screenshot shows a mobile app registration form. It has a back arrow and the word "Register" at the top. The form contains input fields for "First Name", "Last Name", "SSN (Last 4 Digits)", and "Date of Birth (mm/dd/yyyy)". A red circle highlights the blue "Next" button at the bottom.

- » Select **Next**.

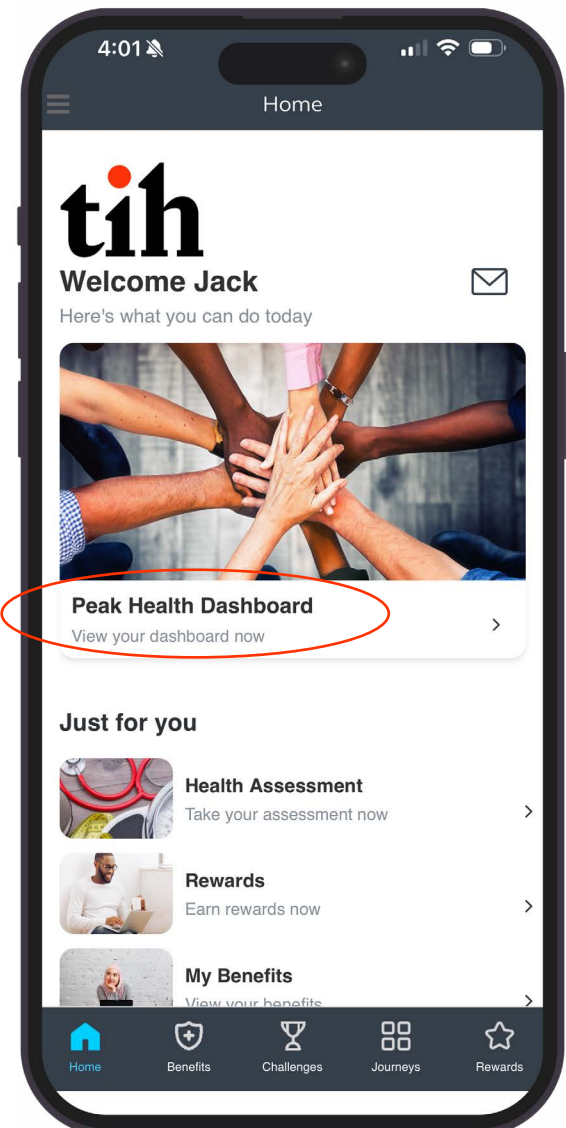
- » CarePlus Mobile Health will provide you a username, but you can change it to another available username.
- » Enter a password and confirm it
- » Choose **Next** and you will be redirected to the login page
- » Sign in using your username and password

Step 2: Complete the Peak Health Program Acknowledgment

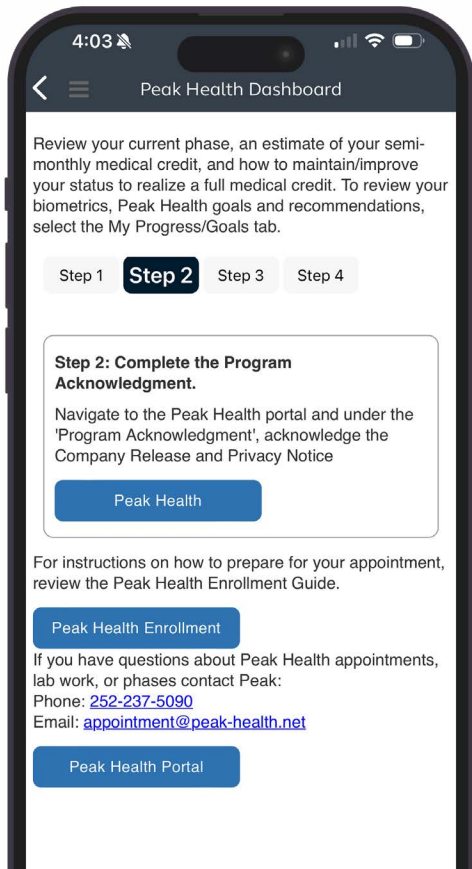
This one-time acknowledgment only needs to be completed once when enrolling in Peak Health, and is an important step authorizing Peak Health to securely collect, store and access your health data for Peak Health. This data enables your nurse to be informed about your health metrics, history, and status during your coaching session.

- » Visit [CarePlusMobileHealth.com](https://www.CarePlusMobileHealth.com) through your browser or your CarePlus Mobile Health app.

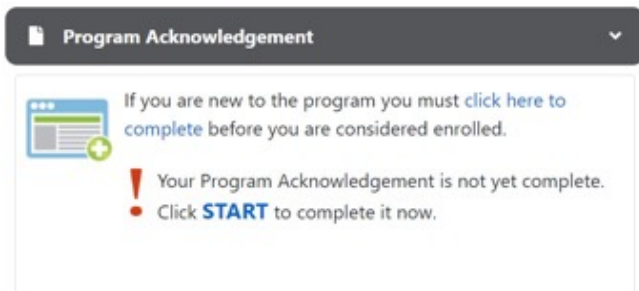
1. Get to the Peak Health Dashboard from the home screen.



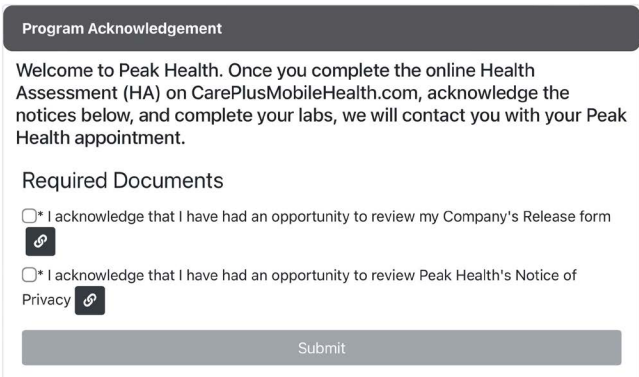
- » Click on the "**Peak Health**" link to access the Peak Health Portal.



- » Locate the block labeled **Program Acknowledgment**.



- » Under the **Program Acknowledgment** section, review both the Company Release and Privacy Notice, then click the checkboxes to acknowledge you have had the opportunity to review those documents.



Step 3: Complete Your Lab Work

Once you have completed Step 2, you may download your lab order form while visiting the Peak Health Portal. These labs may be completed at a LabCorp near you. To set up your labs, follow the steps outlined below.

Location options for getting labwork

- » **LabCorp (No Cost):** Take the Lab Order Form (instructions for getting the form are further below) to LabCorp at least one week prior to your appointment date/time. To find a location near you and schedule your lab appointment, go online to www.labcorp.com or call 1-888-LABCORP. If there is no LabCorp location in your area, you may see if one of the approved **Alternative Lab Locations** is nearby. *Note that the cost of labs at an Alternative Lab Location will be based on your medical plan's coverage.*
- » **Healthcare Provider:** You may choose to have your healthcare provider order the lab work instead of going to LabCorp.
 - To ensure labs meet Peak Health Nurse Coaching guidelines, give your provider the "HealthCare Provider Instructions Form" prior to their order of your labs. You can obtain this form either by contacting Peak Health (lab@peak-health.net) or by visiting the Peak Health Portal. Please forward bloodwork/lab results to Peak Health at least one week prior to your appointment. You may upload your provider's labs through the Peak Health Portal by clicking on "**Upload Completed Form**" under "**HealthCare Provider Lab Form**".

HealthCare Provider Lab Form

If you choose to have required labs completed with your healthcare provider, please [download the HealthCare Provider Instructions form here](#).



Upload Healthcare Provider's lab results here. Peak Health will contact you if they do not meet program requirements. If opting to complete your lab work with an unauthorized provider, please upload your lab results to Peak Health at least one week prior to your nurse visit.

[Upload Completed Form](#)



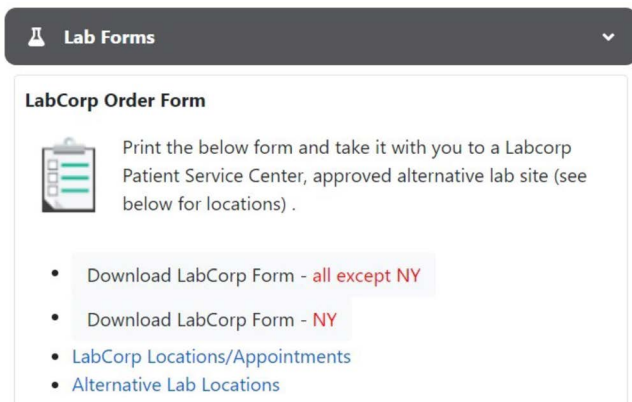
Download the lab order form

Your lab order may have been emailed to you along with your appointment reminder. If not, you may retrieve your lab form from the Peak Health Portal by following these steps:

- » If you have left the Peak Health Portal, you may return to it by following instructions in Step 2.

From within the Peak Health Portal:

- » Locate the block labeled “**Lab Forms**”

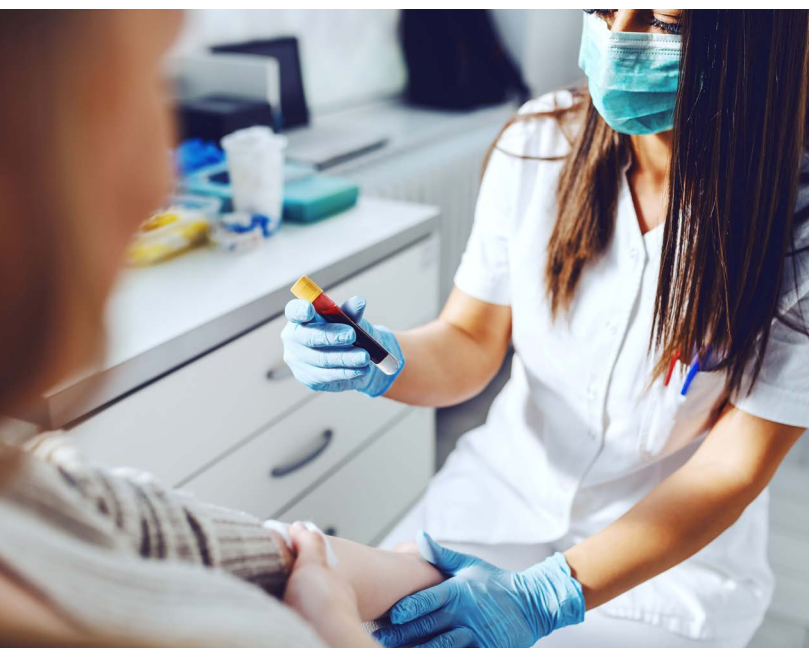


- » Click on the appropriate link to download your **LabCorp Form** or find **Alternate Lab Locations**.

Print the LabCorp form

IMPORTANT: Please download and print a copy of your LabCorp Form and bring to your lab appointment as some LabCorp locations cannot access these forms on your behalf.

- » To print, you must download the **LabCorp Form** to your device (laptop / desktop or mobile device). If you have access to a TIH printer from your device, you can print the form to the printer. If you don't have access to a TIH printer, forward the form to your personal email and print at home.



Step 4: Complete your Health Assessment (HA)

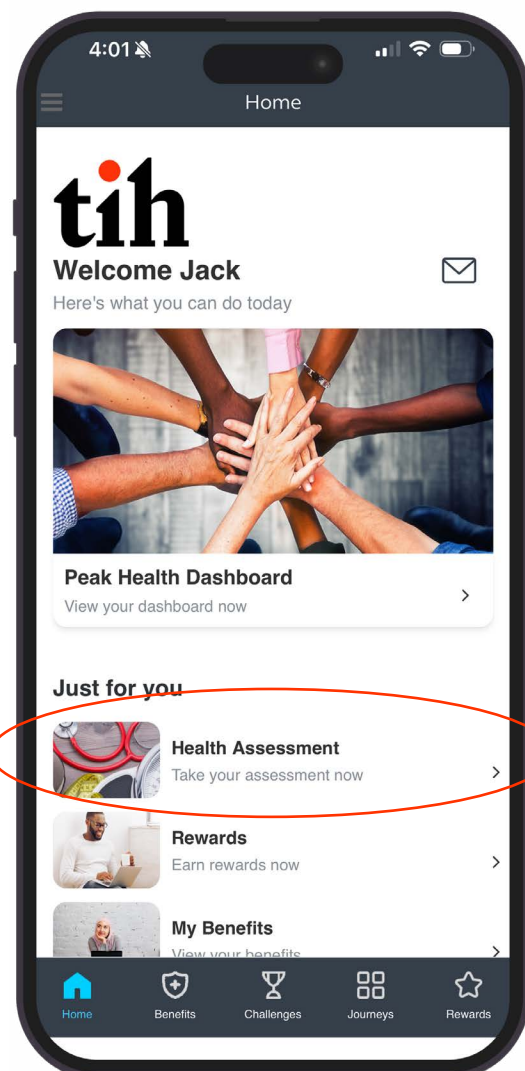
The HA is a confidential personal health questionnaire designed to provide you and your Peak Health nurse with insight into your overall health.

Your responses help the nurse provide a more informed evaluation by understanding factors that can impact your overall well-being, such as your health history, goals and behaviors. The HA is a fundamental part of Peak Health, and its completion impacts your ability to receive a medical credit. Peak Health participants must complete an HA using their own CarePlus Mobile Health account.

If your spouse or domestic partner is covered under a TIH medical plan, then for you to earn the full medical credit for your Peak Health Phase, they also must complete the Health Assessment. This must be completed every year by the last day of the month of **your** first appointment of the year. For example, if your appointment is on March 16, your medically-covered spouse/domestic partner must complete the HA by March 31.

To complete the HA

- » Visit [CarePlusMobileHealth.com](https://www.CarePlusMobileHealth.com) through your browser or your CarePlus Mobile Health app
- » Select **Health Assessment** from the Home Page.



- » Enter the required information (sample screenshot below), being sure to scroll through the entire page.
Note: your submitted lab work results will be automatically uploaded to the HA, but if you do not know these numbers during completion, mark Unknown.
- » Once each section has been completed and saved, your HA will be complete.
- » You will see an **Assessment Received** notification after you have submitted your HA. You will also receive immediate feedback and education on your health and health risks.
- » Note: Once the HA is completed, your Peak Health Nurse Coaching Dashboard may not immediately show this as completed. This could take up to two business days to be updated as Complete.

11:32 4G 73%

Health Assessment

Biometrics

***REQUIRED**

What is your weight? *

pounds

What is your height? *

inches

What is your waist circumference? *

inches

Unknown

What is your systolic blood pressure (high number)? *

mm Hg

Unknown

What is your diastolic blood pressure (low number)? *



TIH cares about your well-being and is providing Peak Health as a key step in supporting your health journey.

If you have any questions about the Peak Health enrollment process, contact Peak Health at (252)237-5090.

