

2024 LiveWell Guide

THE JOURNEY TO A HEALTHIER, HAPPIER YOU STARTS HERE

NEW AND NOTABLE

Starting June 3, you have a new wellness resource: **WebMD**. See inside for everything you need to know to:

KEEP MORE MONEY IN YOUR PAYCHECK

Save up to \$30 per week on your Cintas medical premiums!



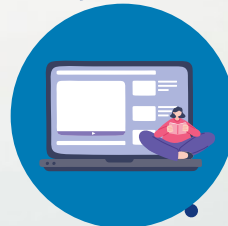
LEARN ABOUT POTENTIAL HEALTH RISKS

Get your current numbers for key health indicators and find out what they mean.



LIVE WELL WITH NO-COST RESOURCES

Learn about new resources available through WebMD.



All full-time, non-union partners, even those not enrolled in a Cintas medical plan, can participate in the LiveWell Program. Additionally, spouses enrolled in a Cintas medical plan are eligible to participate. Part-time partners, partners covered by a collective bargaining agreement and temporary partners are not eligible to participate.

Partners hired on or after July 13, 2024, as well as spouses added to Cintas medical coverage on or after July 13, 2024, will automatically receive the LiveWell premium discount for 2025.

Beginning June 3, WebMD will replace Virgin Pulse as our LiveWell Program partner.

WebMD: A Trusted Name, Offering a Personalized Wellbeing Experience for Our LiveWell Program

You can count on WebMD to be a valuable resource for your wellbeing journey. Their wellbeing platform, called **WebMD ONE**, will be your new go-to place to participate in the LiveWell Program and connect to personalized wellness tools and resources.



3 WAYS TO ACCESS WEBMD ONE, BEGINNING JUNE 3

1 Single sign-on (partners only): Log in to **PartnerConnect** and click on the **WebMD ONE** tile located at the top of the page or select **WebMD ONE** under the **Quick Actions** links. On your first visit, enter basic personal information to create your account. On subsequent visits, you will be automatically signed in.



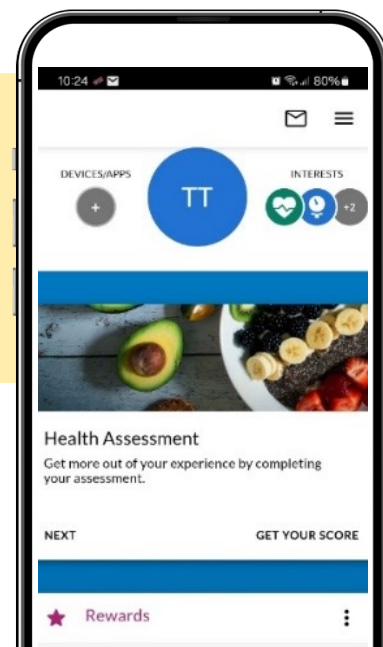
2 Go direct (partners/spouses): Visit **webmdhealth.com/cintas**. On your first visit, enter basic personal information to create your account. On subsequent visits, enter your username and password.



3 Via mobile app (partners/spouses): Download the **Wellness at Your Side (WAYS) app** and select **Create Account**. Enter **cintas** as the name of the organization sponsoring your enrollment, then enter basic personal information to create your account. On subsequent visits, simply open the app and enter your username and password.



Note: When creating an account, be sure you and/or your eligible spouse enter information that matches what is currently on file with Cintas for your benefits. For example, do not use nicknames and check that names are spelled correctly.



Your Journey Starts with 2 Steps

STEP 1 Biometric Screening

Find out your important health numbers and identify potential health risks.

STEP 2 Health Assessment

Get to know more about your overall wellbeing.



WHAT TO EXPECT

A **Biometric Screening** is a simple lab test that can determine your current numbers for key health indicators — such as blood pressure, cholesterol and glucose levels — and it compares your results against recommended targets.

Following the Biometric Screening, you and your eligible spouse will receive your MyGuide Profile that includes your lab results, along with valuable information about the tests performed. A WebMD Health Coach will call you to discuss your results and point you to helpful resources available through WebMD ONE. **Note:** Talking with a WebMD Health Coach is not required to earn your premium discount. If you do talk to a Health Coach, your conversation is completely confidential.

A Health Assessment is a brief online survey where you answer basic questions about your health. It generally just takes 10 minutes to complete.

Both the Biometric Screening and the Health Assessment are confidential. The Health Insurance Portability and Accountability Act of 1996 (HIPAA) prohibits WebMD or Quest (Biometric Screening vendor) from sharing your individual data with anyone — including Cintas and your insurance provider.

WEEKLY PREMIUM DISCOUNTS

You and/or your eligible spouse must be enrolled in a Cintas medical plan for 2025 to receive the premium discounts shown below.

ACTIONS TO COMPLETE BY AUGUST 30, 2024	PARTNER ONLY	ELIGIBLE SPOUSE ONLY	PARTNER AND ELIGIBLE SPOUSE
STEP 1: Biometric Screening	\$10	\$10	\$20
MUST COMPLETE STEP 1 TO GET THE DISCOUNT FOR STEP 2:			
STEP 2: Health Assessment	\$5	\$5	\$10
Total discount if both steps are complete*	\$15	\$15	\$30

* Both the Biometric Screening and the Health Assessment must be completed to receive the full weekly premium discount in 2025. If you only complete the Biometric Screening, you will receive a \$10/week premium discount in 2025. If you only complete the Health Assessment, you will receive no premium discount in 2025.

NOT ENROLLED IN CINTAS MEDICAL COVERAGE?

You should still participate!

Why? You'll learn about your current health status and any potential risks. Plus, if you elect Cintas medical coverage at a later date through a qualifying status change or during Annual Open Enrollment, you will be eligible to receive the discount.



STEP 1 Biometric Screening: Three Ways to Complete

Choose the option that works best for you and complete your screening by the deadline listed below under the option you select to earn your LiveWell premium discount.

ATTEND AN ONSITE EVENT (AT A CINTAS LOCATION)*

OR

VISIT A QUEST DIAGNOSTICS® PATIENT SERVICE CENTER

OR

SUBMIT A PHYSICIAN RESULTS FORM

Onsite events will be held from **July 1** to **August 16, 2024**.

Schedule your visit at one of the 2,000 Patient Service Centers located across the country between **June 3** and **August 30, 2024**.

You can have your doctor complete a Physician Results Form for lab work done on or after **January 1, 2024**.

IMPORTANT NOTES FOR EACH OPTION

Plan ahead. If you'd like to attend, you **must schedule your appointment at least 14 days before the onsite event!**

Be sure to access Quest through your WebMD account. If you schedule directly with Quest, you may be responsible for the full charges.

We recommend that you complete your lab work by August 1, 2024 to allow enough time to have the results sent to your doctor, so your doctor can complete the Physician Results Form and you can fax or upload the form to WebMD/Quest by **August 30, 2024**. Physician Results Forms received after August 30, 2024 will **not** be accepted.

If you complete your screening at an onsite event or through a Patient Service Center, you'll receive an email directly from Quest when your results are available. Most results are available within three to five business days of completion, but it can take up to 10 business days. Once available, you will see your results when you log in to the WebMD site (click the three horizontal line menu in the upper right corner, click **Health Record**, click **Tests**).

REMINDERS FOR ALL OPTIONS

BEFORE: Be sure to fast (no food or drink other than water) for 9-12 hours prior to your Biometric Screening. Take any regularly scheduled medications as usual.

AFTER: You'll receive a phone call from a WebMD Health Coach, who can walk through your results and point you to helpful resources. Your conversation is completely confidential.

* Not all Cintas locations have onsite appointments available. Ask your HR Manager whether your location will host an onsite event. Onsite appointments are only for Cintas partners. Spouses cannot attend an onsite event at a Cintas location.

WHO IS QUEST DIAGNOSTICS®?

Quest Diagnostics is the WebMD lab partner that manages the Biometric Screening process. After logging in to WebMD you will be directed to the Quest site to select your Biometric Screening option and schedule your appointment.

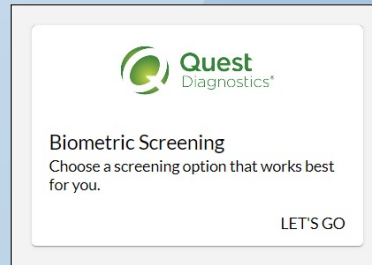
Be sure to access Quest through your WebMD account. If you schedule directly with Quest, you may be responsible for the full charges and may not be eligible to receive the LiveWell discount.



HOW TO SIGN UP FOR A BIOMETRIC SCREENING, ALL OPTIONS

First, if you haven't already done so, enroll in WebMD by following the steps on page 2. To choose your Biometric Screening option, sign in to webmdhealth.com/cintas or the WAYS app and click on the Quest card in the Take Action section on the My Health homepage.

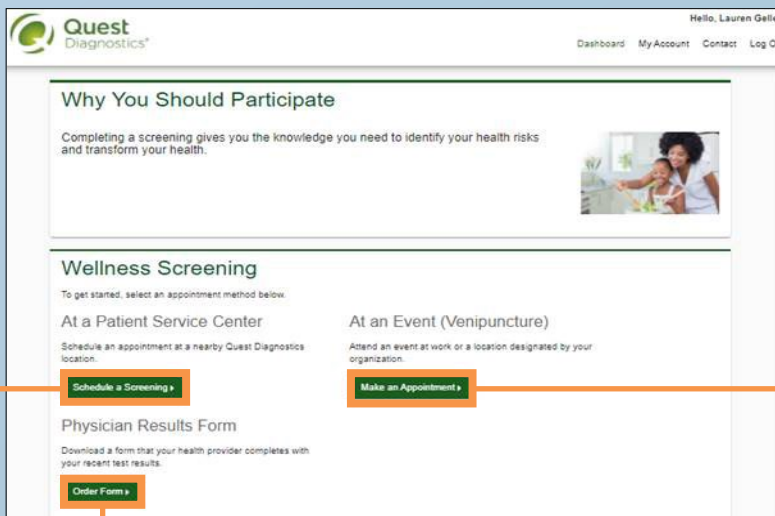
You'll be directed to the Quest site.



Next, you'll need to register with Quest. If you completed a screening last year, you can skip to the next step.

- Accept the Terms & Conditions.
- Click **Accept & Continue**.
- Verify/complete your personal information. Most fields will be pre-populated for you.
Note: You **MUST** enter an email address.
- Click **Submit** to confirm your registration.

Choose your screening option:



Click here if you want to visit a Patient Service Center. See page 7 for what to do next.

Click here if you want to attend an onsite event. Check with your local HR Manager to confirm if your location is holding an onsite event before choosing this option. See page 6 for what to do next.

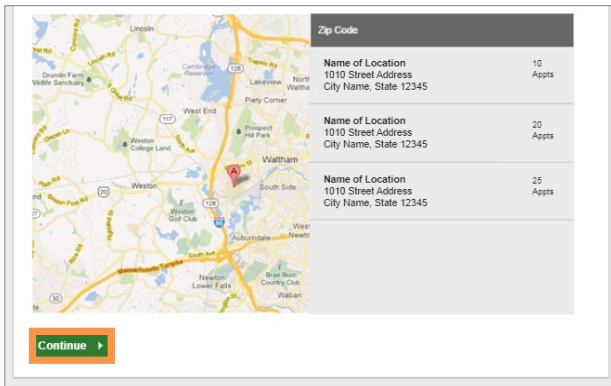
If you choose to use your own doctor, click here to download the Physician Results Form. See page 8 for what to do next.



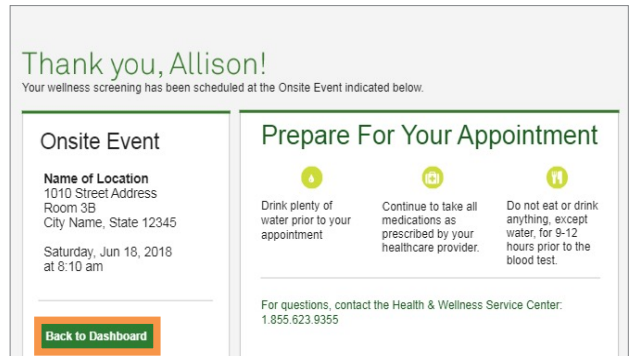
IF YOU CHOOSE AN ONSITE BIOMETRIC SCREENING

You must schedule your appointment at least 14 days before the onsite event so be sure to plan ahead! Onsite events are available **July 1 to August 16, 2024**. Check with your local HR Manager for dates for your location. Instructions for scheduling are shown below.

1 Select an available onsite event location and click **Continue**.



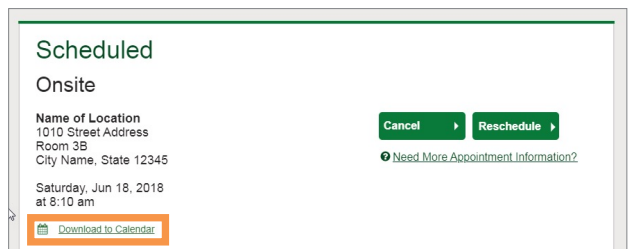
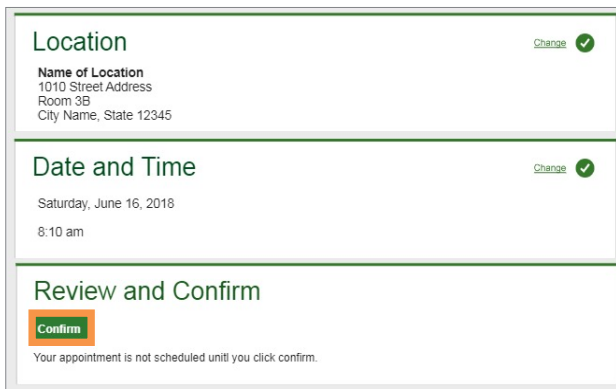
3 Once your appointment is scheduled, you will see the Confirmation screen. Click **Back to Dashboard**.



2 Select from available screening dates and times and click **Continue**. Verify all appointment details are accurate and click **Confirm**.

Only Cintas partners can make onsite appointments. If both you and your spouse work at Cintas, be sure you both select "Employee" when making an appointment. Spouses who are not Cintas partners cannot participate at an onsite event.

Here you can see your scheduled appointment. Click **Download to Calendar** to add the appointment to your calendar. If needed, you can also **Cancel** or **Reschedule** your appointment from this screen.





IF YOU CHOOSE A LOCAL QUEST DIAGNOSTICS® PATIENT SERVICE CENTER

To schedule your appointment with Quest, you must go through the WebMD site as outlined in the checklist found on page 5 and then follow the instructions shown below. If you schedule directly with Quest, you may be responsible for the full charges and your results may not be accepted. The deadline to complete your screening at a local Patient Service Center is **August 30, 2024**.

1 Enter your ZIP code, and choose from available Patient Service Center locations and click **Continue**.

This screenshot shows a map of a city area on the left. On the right, there is a list of three Patient Service Center locations. Each entry includes the 'Name of Location', '1010 Street Address', and 'City Name, State 12345', along with the number of available appointments ('10 Appts', '20 Appts', and '25 Appts' respectively). A 'Continue' button is located at the bottom left of the list.

4 Once your appointment is scheduled, you will see the Confirmation screen. Click **Back to Dashboard**.

This screenshot shows a confirmation screen titled 'Thank you, Allison!'. It states 'Your wellness screening has been scheduled at the Patient Service Center indicated below.' The screen is divided into two main sections: 'Patient Service Center' and 'Prepare For Your Appointment'. The 'Patient Service Center' section shows the location name, address, and appointment date and time (Saturday, Jun 18, 2018 at 8:10 am), with a 'Back to Dashboard' button below. The 'Prepare For Your Appointment' section includes three numbered instructions: 1. Drink plenty of water prior to your appointment; 2. Continue to take all medications as prescribed by your healthcare provider; 3. Do not eat or drink anything, except water, for 9-12 hours prior to the blood test. Below these instructions is a 'Next Steps' section with one step: '1 Take your health questionnaire.' A 'Back to Dashboard' button is also present at the bottom left.

2 Select a preferred **Date** and **Time** from those available and click **Continue**.

This screenshot shows the 'Date and Time' selection screen. The 'Location' section at the top shows the selected location details. Below it, the 'Date and Time' section has a date picker set to 'Saturday, June 16, 2018' and a time dropdown menu. The time dropdown is open, showing options from 8:00 am to 9:00 am, with 8:45 am selected. A 'Continue' button is at the bottom left.

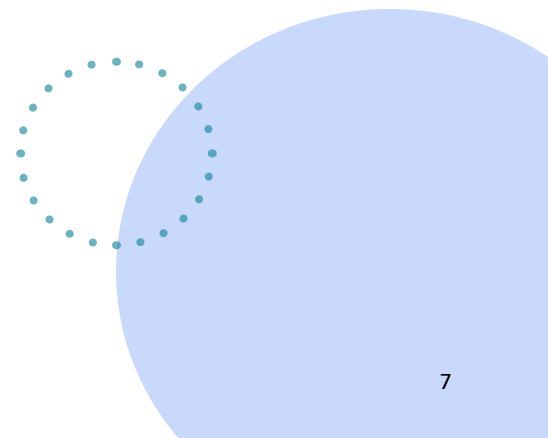
Here you can see your scheduled appointment. Click **Download to Calendar** to add the appointment to your calendar. If needed, you can also **Cancel** or **Reschedule** your appointment from this screen.

This screenshot shows the 'Scheduled' appointment screen. It displays the 'Patient Service Center' name and address, the appointment date and time (Saturday, Jun 18, 2018 at 8:10 am), and a 'Download to Calendar' button. There are also 'Cancel' and 'Reschedule' buttons, and a link for 'Need More Appointment Information?'.

There's no need to show your insurance card at your visit as it will be billed directly to WebMD.

3 Verify all appointment details are accurate and click **Confirm**.

This screenshot shows the 'Review and Confirm' screen. It displays the 'Date and Time' section with the date 'Saturday, June 16, 2018' and time '8:10 am'. Below this is the 'Review and Confirm' section with a 'Confirm' button and a note: 'Your appointment is not scheduled until you click confirm.'





IF YOU CHOOSE TO USE YOUR OWN DOCTOR

When making your appointment with your doctor, be sure to schedule a “preventive” visit so the charge for your screening is covered under your medical plan. Otherwise, you may be responsible for the charges. We recommend that you complete your lab work by **August 1, 2024** to allow enough time to have the results sent to your doctor, so your doctor can complete the Physician Results Form and you can fax or upload the form to WebMD/Quest by **August 30, 2024**. Instructions for how to report your Biometric Screening results via a Physician Results Form are shown below.

1 On the confirmation page, click **Download Form** and print your pre-populated form.

Verify all of your pre-populated information is accurate and take it with you to your appointment so your doctor can complete it.

Thank you, Allison!
Your wellness screening is has been created as a Physician Results Form, download it below.

Physician Results Form

Download Form

Tests needed to be completed:
Jan 1, 2017-Dec 31, 2017

Form must be returned by:
Sat, Dec 17, 2017

Next Steps

1 Take your [health questionnaire](#).
2 You can fax it to xxx.xxx.xxxx or [upload it](#).

For questions, contact the Health & Wellness Service Center.
1.855.623.9355

2 After your doctor completes the form using your recent lab results (between January 1 and August 1, 2024), make sure the form is completed in full.

Once you’ve verified that all information is included, choose one of the options below to send your completed Physician Results Form to Quest:

- **Fax your form** to the number shown on the form.
- **Upload it electronically to the Quest site:** From the dashboard page, click **Upload Form** and browse your computer for your completed **Physician Results Form**.

Make sure the form is completed in full, including the participant’s signature, test dates, test results and physician’s signature.

Scheduled

Physician Results Form

You have downloaded your form. You can fax it in or upload it to the right. You can also [download your form here](#).

Cancel **Upload Form**

[Need More Appointment Information?](#)

3 Once you upload your form, you will arrive at the screen below. In the **Input your results** section, validate your form by entering the measures shown on your form.

Note: You’ll receive an email notification whether your form has been processed or rejected for any reason. If your form is rejected, you will need to resubmit with the rejection reason completed by the August 30, 2024 deadline. Any forms received after the deadline will not be accepted.

Uploaded File

Change Form

Input your results

Date Test(s) Performed

Height (feet) Height (inches)

NEED HELP SCHEDULING?

Call **WebMD** at **800-926-5455** or use the chat feature on the WebMD ONE site.



NEED TO CHANGE OR CANCEL YOUR SCREENING?

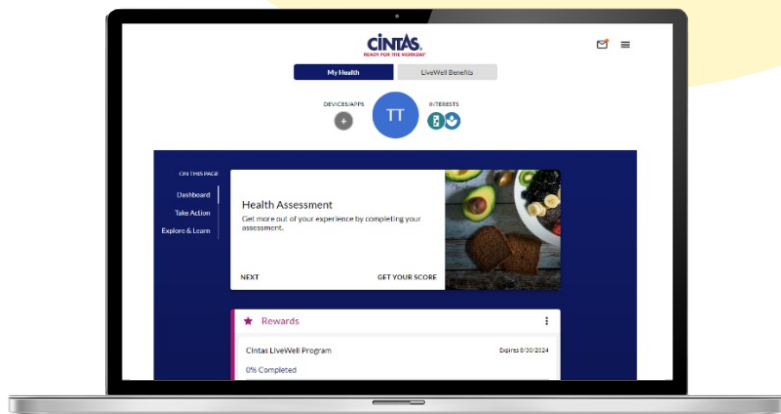
Sign in to webmdhealth.com/cintas or the WebMD WAYS app, and navigate to Quest like you did to set up your appointment. After you are directed to the Quest site, you’ll see your scheduled appointment and can use the green buttons to cancel or reschedule it. **Note:** If you want to change where you are getting your screening (onsite, Quest or via Physician Results Form), you will need to cancel your current selection before scheduling a new option.

STEP 2 How to Complete a Health Assessment

- Sign in to webmdhealth.com/cintas.
- Click on the **My Health** home page.
- Click the **Health Assessment** tile at the top.
- Complete the Health Assessment by **August 30, 2024**.

Note: The site will reflect completion of the Health Assessment immediately, but the reward for completing it will not be visible until you complete your Biometric Screening.

Remember: You will **not** receive a 2025 premium discount if you only complete the Health Assessment.



Check Your Progress

To see which steps you've completed and whether you need to do anything else to earn the LiveWell premium discount, sign in to webmdhealth.com/cintas and click on the **Rewards** tile from the **My Health** tab.

You can expect to see your Biometric Screening completion reflected here within 10 days of completion. The Health Assessment will show as completed here immediately after you complete it, but the reward for completing it will **not** be visible until you complete your Biometric Screening.

If you are unable to participate in the LiveWell Program due to medical or religious reasons, you may qualify for an opportunity to earn the same premium discount through an accommodation form. The deadline to complete and submit this form is **August 30, 2024**.

If you need an accommodation form, we recommend that you reach out to WebMD by **August 1, 2024** to allow enough time to complete any necessary steps by the August 30, 2024 deadline.



Take Your LiveWell Journey to the Next Level

With the change to WebMD, you will access LiveWell tools and resources through WebMD instead of Virgin Pulse. The following are available at no cost to you:

Health Assessment: Learn exactly where your health stands. Answer questions about your goals, interests and medical history — and WebMD will use this information to provide you with personalized health recommendations and create a unique experience that's tailored to you on the WebMD ONE platform. Plus, it's a simple way to get extra support and help set yourself up for success.

Biometric Screening: Identify health risks early on by learning your health numbers with a Biometric Screening. You'll find numbers related to your blood pressure, blood sugar, cholesterol, BMI and more. Then, empower yourself to build on the strong areas of your wellbeing and work on other areas that may need improvement.

WebMD Health Coaching: Work on your health and wellbeing goals in a safe, judgment-free space. Through one-on-one sessions, a health coach can inspire you to pursue your health goals, motivate you to keep moving forward and educate you every step of the way. WebMD Health Coaches are trained professionals who can make a difference in every part of your life. Plus, it's free, convenient and confidential. Schedule a session on the WebMD ONE platform or call **800.926.5455**.

Daily Habits: Daily, self-guided courses encourage long-term behavior change. Work toward your goals one day at a time. This mobile-first experience makes it simple to set a goal and watch your progress. Daily Habits, powered by WebMD ONE, uses behavioral science to help you stay motivated, achieve real results and be confident that your health is headed in the right direction.

Media Library: Explore an array of wellness videos for you and your family, including fitness classes, meditation sessions, recipe demonstrations, engaging mental health podcasts and much more.

Device and App Connection Center: Sync a fitness device or app to automatically track and upload your activity. Visit the WebMD ONE platform for a step-by-step guide.



LEARN MORE ABOUT THE
LIVEWELL PROGRAM
AT [MYCINTASBENEFITS.COM](https://mycintasbenefits.com)

QUESTIONS?

Your wellness resource, WebMD, is here to help!

- Click **Contact Us** at the bottom of the **WebMD ONE** site and send a message to WebMD Customer Service.
- Call **800.926.5455**, Monday – Friday, 8:30 am to 8 pm ET.