

Benefits Handbook Date November 1, 2016

# **Healthroads**

Marsh & McLennan Companies



# Healthyroads

*Healthyroads offers comprehensive wellness programs designed to help you and your family members maintain and improve your health. Using the Healthyroads wellness benefits can open your eyes to new ways of thinking about your health. It can also connect you with health professionals who specialize in the steps you want to take, and choices you want to make.*

## A Note about ERISA

The Employee Retirement Income Security Act of 1974 (ERISA) is a federal law that governs many employer-sponsored plans including this one. Your ERISA rights in connection with Healthyroads' Program are detailed in the Administrative Information section and that, together with this section and the applicable section about participation constitute the Summary Plan Description for Healthyroads' Program.

## SPD and Plan Document

This section provides a summary of Healthyroads as of January 1, 2016.

This section, together with the Administrative Information section and the applicable section about participation, forms the Summary Plan Description and plan document of Healthyroads.

## The Program at a Glance

Healthyroads offers comprehensive wellness programs. The chart below contains some important program features. For more information, see “How the Program Works” on page 4.

| <b>Program Feature</b>           | <b>Highlights</b>   |
|----------------------------------|---|
| <b>How the Program Works</b>     | <ul style="list-style-type: none"> <li>▪ Healthyroads wellness benefits are designed to help you and your family maintain and improve your health.</li> <li>▪ It features a Healthyroads Lifestyle Coaching Program, Healthyroads Connected! Program and Healthyroads Biometric Screenings Program.</li> <li>▪ Employees and their eligible spouse or domestic partner can earn incentives for completing certain health activities.</li> <li>▪ See “How the Program Works” on page 4 for details.</li> </ul>                         |
| <b>Eligibility</b>               | <ul style="list-style-type: none"> <li>▪ You are eligible to participate in the Healthyroads wellness benefits if you meet the eligibility requirements described under “Eligible Employees” on page 2.</li> <li>▪ See “Participating in the Program” on page 2 for details.</li> </ul>   |
| <b>Family Member Eligibility</b> | <ul style="list-style-type: none"> <li>▪ Your family members can use Healthyroads if they meet the eligibility requirements described under “Family Member Eligibility” on page 3.</li> <li>▪ See “Participating in the Program” on page 2 for details.</li> </ul>  |
| <b>Enrollment</b>                | <ul style="list-style-type: none"> <li>▪ Coverage is automatic.</li> </ul>  |
| <b>Cost</b>                      | <ul style="list-style-type: none"> <li>▪ There is no cost to you for using any of the Healthyroads wellness benefits. However, if Healthyroads provides referrals to other services, you are responsible for paying for any services you choose.</li> </ul>   |
| <b>Confidentiality</b>           | <ul style="list-style-type: none"> <li>▪ Your privacy is guaranteed. Reporting of information adheres to Health Insurance Portability and Accountability Act (HIPAA) privacy laws.</li> <li>▪ See “How the Program Works” on page 4 for details.</li> </ul>   |
| <b>Contact Information</b>       | <p>For more information:</p> <ul style="list-style-type: none"> <li>▪ Contact Healthyroads at +1 877 330 2746 or email: <a href="mailto:service@healthyroads.com">service@healthyroads.com</a>.</li> <li>▪ Visit <a href="http://www.Healthyroads.com">www.Healthyroads.com</a>.</li> </ul> <p>Healthyroads administers its wellness benefits for Marsh &amp; McLennan Companies. Healthyroads’ decisions are final and binding and Marsh &amp; McLennan Companies does not have any authority to change Healthyroads’ decisions.</p> |

## Participating in the Program

The following section provides information on how you start participating in the program.

If you are an employee of Marsh & McLennan Companies or any subsidiary or affiliate of Marsh & McLennan Companies and you meet the requirements described, you become eligible on your eligibility date.

Your eligible family members are also covered under this program.

### Eligible Employees

To be eligible for the benefits described in this section you must meet the eligibility criteria listed below.

#### *Marsh & McLennan Companies Employees (other than MMA or Mercer PeoplePro)*

You may be eligible to participate in the Healthyroads wellness benefits if you are an employee classified on payroll as a US regular employee of Marsh & McLennan Companies or any subsidiary or affiliate of Marsh & McLennan Companies (other than Marsh & McLennan Agency LLC and any of its subsidiaries (MMA) or Mercer PeoplePro). Spouses and domestic partners may participate.

Individuals who are classified on payroll as temporary employees or who are compensated as independent contractors are not eligible to participate in the Healthyroads wellness benefits.

#### *Eligible MMA Employees*

You are eligible to participate in the Healthyroads wellness benefits if you are an employee classified on payroll as a US regular employee of Marsh & McLennan Agency LLC – Corporate (MMA-Corporate), Marsh & McLennan Agency LLC – Alaska (MMA-Alaska), Marsh & McLennan Agency LLC – Southwest (excluding MHBT Inc.) (MMA-Southwest), Marsh & McLennan Agency LLC – Northeast (excluding Corporate Consulting Services Limited) (MMA-Northeast), or Security Insurance Services and certain employees of Marsh & McLennan Agency LLC - West, the P&C client team who transferred to MMA from Marsh on January 1, 2015 (employees who are coded in PeopleSoft to Codes M66AD4 and M66AD5) (MMA-West).

Individuals who are classified on payroll as temporary employees or who are compensated as independent contractors are not eligible to participate in the Healthyroads wellness benefits.

#### **“You,” “Your,” and “Employee”**

As used throughout this plan summary, “employee”, “you” and “your” always mean:

- For Marsh & McLennan Companies participants: a US regular employee of Marsh & McLennan Companies or any subsidiary or affiliate of Marsh & McLennan Companies (other than MMA or Mercer PeoplePro).
- For MMA participants: a US regular employee of MMA-Corporate, MMA-Alaska, MMA-Southwest, MMA-Northeast, or Security Insurance Services and certain employees of MMA-West.

## *Your Eligibility Date*

There is no waiting period if you are ACTIVELY-AT-WORK. Your eligibility date is the first day you are Actively-At-Work on or after your date of hire.

## **Family Member Eligibility**

Your family members may be eligible to use Healthyroads. A family member is your:

- spouse
- approved domestic partner.

### **Incentives**

You may be eligible to earn incentives by completing certain health initiatives. See “Incentives” on page 4 for more information.

## **When Coverage Starts and Ends**

You are covered under this program on the later of your first day of employment or eligibility.

Coverage ends when the first of the following occurs:

- the date you no longer meet the eligibility requirements
- the date you terminate employment
- the date of your death
- the date the program is terminated.

## **Cost**

There is no cost to you for using any of the Healthyroads wellness benefits. However, if Healthyroads provides referrals to other services, you are responsible for paying for any services you choose.

## **Converting to an Individual Policy**

### ***Can I convert this coverage to an individual policy when my coverage ends?***

No. You cannot convert this coverage to an individual policy when your coverage ends.

## **COBRA Coverage**

### ***Can I continue coverage through COBRA?***

Yes. You can continue coverage under this program through COBRA if you experience a COBRA QUALIFYING EVENT and register your event within the legally allowable time frame.

### ***How do I apply for COBRA?***

For more information about your rights and coverage options under the Consolidated Omnibus Budget Reconciliation Act, see “Continuing Coverage” in the *Participating in Healthcare Benefits* section.

## How the Program Works

Healthyroads offers comprehensive wellness programs designed to help you improve and maintain your health, including a:

- Healthyroads Lifestyle Coaching Program
- Healthyroads Connected! Program
- Healthyroads Biometric Screenings Program

### ***Incentives***

If you are eligible, you and your spouse/approved domestic partner may be eligible to receive incentives by completing certain health activities.

The specific incentives available and the steps you need to take to receive them may change periodically. For more information on incentives, please view the “Incentives” page of the Healthyroads website ([www.Healthyroads.com](http://www.Healthyroads.com)). If you have additional questions, please contact Healthyroads at +1 877 330 2746.

### ***Will Healthyroads contact me regarding their programs?***

Healthyroads will only contact you if you manually opt in to receive wellness tips via email or text messaging.

Healthyroads will not contact you regarding your health risks. If you are interested in participating in a Healthyroads Lifestyle Coaching Program, sign up online by going to [www.Healthyroads.com](http://www.Healthyroads.com) or call +1 877 330 2746, any business day, from 8 a.m. to 9 p.m. Eastern time.

### ***Will Healthyroads try to contact other family members about their own health?***

Healthyroads will only contact your spouse/approved domestic partner, if he/she manually opts in to receive wellness tips via email or text messaging.

Healthyroads will not contact your spouse/approved domestic partner regarding his/her health risks. If your spouse/approved domestic partner are interested in participating in a Healthyroads Lifestyle Coaching Program, your spouse/approved domestic partner can sign up online by going to [www.Healthyroads.com](http://www.Healthyroads.com) or call +1 877 330 2746, any business day, from 8 a.m. to 9 p.m. Eastern time.

### ***If I have an authorized unpaid leave of absence, can I still participate in the Healthyroads wellness benefits?***

If Marsh & McLennan Companies grants you an authorized unpaid leave of absence, coverage for you and your eligible family members continues for the duration of your authorized unpaid leave of absence.

***If I become disabled, does Healthyroads still provide a benefit?***

During a period of approved disability, you and your eligible family members remain eligible for coverage.

***If I die, does Healthyroads still provide a benefit to my eligible family members?***

If you die while you are an active employee, your eligible family members may be eligible for coverage under the Consolidated Omnibus Budget Reconciliation Act (COBRA). For information on COBRA, see “Continuing Coverage” in the *Participating in Healthcare Benefits* section.

***If I no longer satisfy Healthyroads’ eligibility requirements, what happens to my Healthyroads benefits?***

Your coverage ends on the date you no longer satisfy Healthyroads’ eligibility requirements. Coverage for eligible family members ends when yours does.

When coverage ends, COBRA coverage may be available, as described under “Continuing Coverage” in the *Participating in Healthcare Benefits* section.

***If my family member loses eligibility status, what happens to their Healthyroads benefits?***

If your family member no longer meets the eligibility requirements, his or her coverage ends.

Family members who lose coverage may be eligible for coverage under COBRA provisions as described under “Continuing Coverage” in the *Participating in Healthcare Benefits* section.

**Personal Health Assessment**

The Personal Health Assessment is a short questionnaire about your health status, nutritional and fitness habits, tobacco usage, etc. Your answers are used to provide you with an overview of your current risk for health problems. The Personal Health Assessment (PHA) is confidential, free and completely voluntary.

The initial PHA is available once per benefit year (July 1 – June 30). Taking the PHA will instantly provide you with an overall health score of your current health status and some recommendations.

***What happens after I complete the PHA?***

Based on the results of your Personal Health Assessment, you will receive recommendations and an action plan for improving your results. This will come in the form a Personal Scorecard. Keep in mind, only Healthyroads has access to the information you enter in your PHA.

With the Healthyroads Personal Scorecard, you can view a complete, yet easy-to-read summary of the results from your initial PHA and/or biometric screening—all in one

place. It's personalized and specific to you, and it offers a tailored action plan based on your results and your readiness to change.

## **Lifestyle Coaching Program**

Healthyroads Lifestyle Coaching Programs give you information you need to change your everyday habits and reduce the risks of serious health conditions that can result from obesity, smoking, and other unhealthy behaviors.

You may schedule your first Healthyroads Lifestyle Coaching Program session online, or by calling Healthyroads' Customer Service at +1 877 330 2746, any business day, from 8:00 a.m. to 9:00 p.m. Eastern time.

You can receive confidential guidance from a Healthyroads coach by phone or from an "Ask a Coach" feature on the Healthyroads website.

### ***What can I expect to learn from a Lifestyle Coaching Program?***

A Healthyroads Lifestyle Coaching Program can help you identify lifestyle changes that may make a difference in your health, help you set personal wellness goals, and keep you on track to meet those goals. The Healthyroads coaches have a variety of health-related backgrounds, including exercise physiology and nutrition. You will be paired with a coach based on your personal goals.

### ***How do I know if I am eligible to participate in a Lifestyle Coaching Program?***

You and your family members that meet the plan's eligibility criteria and complete a biometric screening and Personal Health Assessment are eligible to participate in the Healthyroads Lifestyle Coaching Program. If you or your family member is covered by COBRA, complete a biometric screening and Personal Health Assessment, you can also participate in Healthyroads Lifestyle Coaching Program but you will not be entitled to any company-paid incentives.

### ***When can I begin participating in a Lifestyle Coaching Program?***

You and your family members that meet the plan's eligibility criteria can begin participating in a Lifestyle Coaching Program once both a biometric screening and the Personal Health Assessment have been completed.

### ***How do I enroll in a Lifestyle Coaching Program?***

There are two ways you can enroll in a Lifestyle Coaching Program. You can:

- Go online: Go to [www.Healthyroads.com](http://www.Healthyroads.com) and log in (or sign up, if you are not already registered). Once you're logged in successfully, go to "Phone-based Coaching" under the "My Programs" tab, click the "Enroll" button and follow the prompts.
- Telephone: You can enroll by calling Healthyroads at +1 877 330 2746, any business day, from 8:00 a.m. to 9:00 p.m. Eastern time.



### ***What if I prefer not to provide Lifestyle Coaching Program enrollment over the phone?***

- If you prefer not to enroll over the phone, you can enroll online. Please visit [www.Healthyroads.com](http://www.Healthyroads.com) to enroll online.

### ***Will I need to fill out anything prior to speaking with a Healthroads' coach?***

Prior to enrolling in a Healthyroads Lifestyle Coaching Program, you must complete a Pre-Coaching Profile. You will be asked about a finite list of critical conditions that are known to hinder safe participation in a Healthyroads Lifestyle Coaching Program and to attest that they you can participate safely.

Healthyroads may require you to obtain medical advice or examination before participating in a coaching program to ensure you have an appropriate medical diagnosis and are receiving appropriate treatment for any reported symptom(s) or underlying medical condition(s). Healthyroads Lifestyle Coaching Program is not a medical or mental (psychological) condition treatment intervention.

### ***What happens after I complete a Pre-Coaching Profile?***

After you complete a Pre-Coaching Profile and the enrollment process, Healthyroads will help you in a specific area of focus (Weight Management, Tobacco Cessation, Stress Management or Health Improvement). At each session, during ongoing participation, coaching staff will ask you if you have had any change in your medical or mental health since your last session. If you advise the coach of a change or if the coach recognizes symptoms of ill health, you will be re-asked about critical conditions and you will need to re-attest to your ability to safely participate.

### ***Will any of my Personal Health Information be shared with Marsh & McLennan Companies?***

Marsh & McLennan Companies wants you to be healthy and respects your privacy. The Company will not receive any personally identifiable health information — including your responses to the Personal Health Assessment, your biometric screening results, or information from coaching discussions.

Marsh & McLennan Companies will receive aggregate information on overall participation in the Healthyroads Lifestyle Coaching Program, but this information will not include any individual data.

### ***How many coaching sessions will I receive?***

- Based on your biometric results and your responses from your Personal Health Assessments, you will have anywhere from eight to 24 coaching sessions available to you. Your coach will be able to confirm the total number of session available to you.
- Coaching sessions are limited to one call per week, subject to the availability of coaching staff.

### ***When are the Healthyroads coaches available?***

Healthyroads coaches are available to speak with eligible participants at +1 877 330 2746, any business day, from 7:00 a.m. to 10:00 p.m. Eastern time and 10:00 a.m. to 7:00 p.m. Eastern time on Saturday.

Your coach will work with you to schedule calls at a convenient time.

### **Healthyroads Online Wellness Resources and Tools**

Healthyroads.com provides you with a comprehensive, interactive and integrated wellness website. The variety of tools and resources help you learn and gather information about a wide range of health topics. Components include:

- Personal Health Assessment (PHA)
- Personal Scorecard (personalized custom member report)
- Managed health improvement blog
- Daily wellness email tips
- Health education resources
- Health condition centers
- E-coaching courses and certificates of completion
- Searchable drug and herb databases
- MP3 downloads for stress management techniques
- Lifestyle Coaching Program

### **Complete Confidentiality**

Your privacy is guaranteed just as it is for your other health information. Reporting of information adheres to strict Health Insurance Portability and Accountability Act (HIPAA) privacy laws. Your specific name and medical information will NOT be shared with Marsh & McLennan Companies. Only non-identifying and aggregate information will be used for program evaluation and improvement purposes.

Healthyroads wellness benefits were designed to provide for your privacy and to comply with all federal and state privacy laws, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Personal health information is maintained by Healthyroads and is not maintained on Marsh & McLennan Companies data systems. Healthyroads may also send your PHA information to the Aetna, Anthem Blue Cross Blue Shield and UnitedHealthcare medical plans.

All information provided through Healthyroads is available for review by you, your doctors, and other health care professionals. Safeguards have been implemented to prevent your personal information from being seen by or shared by other persons. No Marsh & McLennan Companies employee will see your health information submitted on

the Healthyroads website. Marsh & McLennan Companies will receive aggregate reports to review the performance of the program.

By enrolling in the Marsh & McLennan Companies medical plan you consent to the terms and conditions of Healthyroads, as they may be amended from time to time. If you are enrolled in an Aetna, UnitedHealthcare, or Anthem BlueCross BlueShield medical plan, your Personal Health Assessment/biometric information may be transmitted by Healthyroads to the plan as part of your participation in a Marsh & McLennan Companies medical plan.

***Will Healthyroads try to contact other family members about my health?***

No. Healthyroads will not discuss your health with other members of your family.

***How does Healthyroads get personal health information about me and my eligible family members?***

Healthyroads' services are additional benefits provided under the Marsh & McLennan Companies health plan. As such, Healthyroads will have access to your Personal Health Assessment/biometric information.

Since Healthyroads is acting on behalf of the health plan, it is subject to the same legal restrictions regarding your health information as the health plan. Healthyroads is required under Federal law and applicable state laws to protect your health care information and to use it only for purposes permitted under the applicable laws and as outlined in our legal agreement. Your personal health information is not shared with other parties unrelated to the health plan unless you give authorization. Your personal health information is not shared with Marsh & McLennan Companies.

You have every right to be informed about who gets your health care information and why. If you have additional concerns, please contact the Marsh & McLennan Companies Employee Service Center at +1 866 374 2662.

***Will Healthyroads share my personal health information with other medical plans?***

Yes. Healthyroads may send your personal health information to the Aetna, Anthem Blue Cross Blue Shield or UnitedHealthcare medical plans.

***Is my health plan allowed to share my personal health information with Healthyroads?***

Yes. Under the Federal law known as the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), your personal health information is protected but can be shared by your health plan in connection with health care treatment and health care operations; your consent is not required. The services offered by Healthyroads are generally considered health care operations, including activities like quality assessment and improvement and medical review.

***Can I prohibit my health plan from sharing my personal health information with Healthyroads?***

No. In order for you and Marsh & McLennan Companies to realize the benefit of the Healthyroads programs, Healthyroads must have access to your Personal Health Assessment/biometric information. Under HIPAA, that information can be shared, subject to the conditions mentioned in this section; your consent is not required.

***Does the sharing of personal health information with Healthyroads conform to my HIPAA privacy rights?***

Yes. Healthyroads receives personal health information in a manner permitted by HIPAA. Marsh & McLennan Companies has a Business Associate Agreement in place with Healthyroads, as required by HIPAA. The Business Associate Agreement obligates Healthyroads to protect your personal health information as required by HIPAA. If you would like a copy of the Marsh & McLennan Companies Notice of Privacy Practices, which outlines the process for registering a complaint in the event that you feel your privacy rights have been violated, please contact the Marsh & McLennan Companies Employee Service Center at +1 866 374 2662.

***What does Healthyroads do with the personal health information it receives from my health plan?***

Healthyroads is part of your Marsh & McLennan Companies medical plan. As such, Healthyroads is subject to the privacy rules under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). This means that Healthyroads only may use or disclose your health information for a medical plan purpose. Healthyroads may not use or disclose your information for a non-plan purpose.

***Does Marsh & McLennan Companies receive my personal health information?***

No. Marsh & McLennan Companies does not receive any claims information regarding your 'condition' or medical status or any information you may provide in your PHA or to Healthyroads. The Personal Health Assessment, Online Wellness Programs, Health Improvement Programs and other services available are completely confidential and administered by third party vendors. Only aggregate group information, which is not identifiable to any individual, will be available to Marsh & McLennan Companies. This aggregate information will be used to help assess the success of the Healthyroads wellness benefits and to develop other programs and initiatives.

***Does Marsh & McLennan Companies know if I have earned an incentive gift card?***

Healthyroads will inform Marsh & McLennan Companies if you receive an incentive gift card so that Marsh & McLennan Companies can withhold the applicable taxes, but Marsh & McLennan Companies is not informed about whether the incentive was earned by you or by your spouse or domestic partner, or the program in which you participated.

## Glossary

### ACTIVELY-AT-WORK

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You are “Actively-At-Work” if you are fulfilling your job responsibilities at a Marsh & McLennan Companies-approved location on the day coverage is supposed to begin (e.g., you are not out ill or on a leave of absence).

### APPROVED SPOUSE AND DOMESTIC PARTNER

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Adding a spouse or same gender or opposite gender domestic partner to certain benefits coverage is permitted upon employment or during the Annual Enrollment period for coverage effective the following January 1<sup>st</sup> if you satisfy the plans’ criteria, or immediately upon satisfying the plans’ criteria if you previously did not qualify. To obtain spousal or domestic partner coverage, you will need to complete an Affidavit of Eligible Family Membership declaring that:

#### *Spouse / Domestic Partner*

- You have already received a marriage license from a US state or local authority, or registered your domestic partnership with a US state or local authority.

#### *Spouse Only*

- Although not registered with a US state or local authority, your relationship constitutes a marriage under US state or local law (e.g. common law marriage or a marriage outside the US that is honored under US state or local law).

#### *Domestic Partner Only*

- Although not registered with a US state or local authority, your relationship constitutes an eligible domestic partnership. To establish that your relationship constitutes an eligible domestic partnership you and your domestic partner must:
  - be at least 18 years old
  - not be legally married, under federal law, to each other or anyone else or part of another domestic partnership during the previous 12 months
  - currently be in an exclusive, committed relationship with each other that has existed for at least 12 months and is intended to be permanent
  - not be Medicare eligible
  - currently reside together, and have resided together for at least the previous 12 months, and intend to do so permanently
  - have agreed to share responsibility for each other’s common welfare and basic financial obligations
  - not be related by blood to a degree of closeness that would prohibit marriage under applicable state law.
- Marsh & McLennan Companies reserves the right to require documentary proof of your domestic partnership at any time, for the purpose of determining benefits eligibility. If requested, you must provide documents verifying either the registration of your domestic partnership with a state or local authority or your cohabitation and/or mutual commitment.

In order to cover the child(ren) of a spouse or domestic partner, you will be required to complete an Affidavit of Eligible Family Member. Go to Colleague Connect (<https://colleagueconnect.mmc.com>), click **Career & Rewards** and select **Mercer Marketplace benefits enrollment website** under Resources.

### ELIGIBLE MARSH & MCLENNAN COMPANIES EMPLOYEES (OTHER THAN MMA OR MERCER PEOPLEPRO)

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As used throughout this document, “Marsh & McLennan Companies Employees” are defined as employees classified on payroll as US regular employees of Marsh & McLennan Companies or any subsidiary or affiliate of Marsh & McLennan Companies (other than MMA and any of its subsidiaries or Mercer PeoplePro).

### ELIGIBLE MMA EMPLOYEES

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As used throughout this document, “MMA employees” are defined as employees classified on payroll as a US regular employee of Marsh & McLennan Agency LLC – Corporate (MMA-Corporate), Marsh & McLennan Agency LLC – Alaska (MMA-Alaska), Marsh & McLennan Agency LLC – Southwest (excluding MHBT Inc.) (MMA-Southwest), Marsh & McLennan Agency LLC – Northeast (excluding Corporate Consulting Services Limited) (MMA-Northeast), or Security Insurance Services and certain employees of Marsh & McLennan Agency LLC - West, the P&C client team who transferred to MMA from Marsh on January 1, 2015 (employees who are coded in PeopleSoft to Codes M66AD4 and M66AD5) (MMA-West).

### QUALIFYING EVENT

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A “qualifying event” under COBRA includes loss of coverage as a result of your leaving Marsh & McLennan Companies (other than for your gross misconduct); a reduction of hours; your death, divorce or legal separation; your eligibility for Medicare, or a dependent child’s loss of dependent status; or, if you are a retiree, loss of coverage due to Marsh & McLennan Companies filing for bankruptcy.