

# FAQs:

## INTERVENT Programs and Services

South University provides staff and faculty members the opportunity to participate in the INTERVENT wellness program. It's free\* and completely confidential.



### Who is INTERVENT?

INTERVENT is a provider of credible, trusted and proven health and wellness solutions. INTERVENT has been in business for more than 20 years and over two million individuals have participated in our programs.

South University truly values your health. This is why the INTERVENT wellness program is offered as an additional wellness benefit to your United Healthcare rewards.

### EARN WELLNESS INCENTIVES WHILE YOU IMPROVE YOUR WELL-BEING:



**TAKE THE INTERVENT WELLNESS ASSESSMENT**



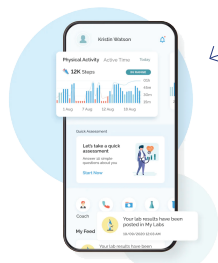
**SUBMIT YOUR LABS**

Complete both wellness requirements by September 30, 2025

### How do I earn wellness incentives?

Effective January 1, 2026 all staff and faculty members enrolled in an eligible medical plan who complete the INTERVENT wellness assessment and submit labwork will enjoy reduced premiums on their bi-weekly medical deductions. Medical plan rates will be released prior to Open Enrollment in fall of 2025.

If you are enrolled in the high deductible medical plan, you will also receive \$200 deposited into your HealthEquity HSA following the incentive deadline.



Use the INTERVENT app to complete your wellness requirements! Simply create a profile with INTERVENT and then download the app for free!

### What is the INTERVENT wellness assessment?

The INTERVENT wellness assessment includes questions about your health and well-being. It takes less than 15 minutes to complete.

Once completed, you receive a personalized wellness report that provides a wellness score to show how you are doing with your own health and how you compare to your peers. It also identifies your health risks, provides realistic goals and summarizes steps you can take to benefit your mental and physical health. Your answers are also used to generate an individualized action plan for your health coaching program, if you choose to participate.

### How do I submit my labs?

After completing the wellness assessment, you have the option to submit a copy of your labwork from your personal doctor to INTERVENT or obtain a free blood screening from a local Labcorp facility.\*\* Required blood tests includes total cholesterol, triglycerides, LDL ("bad") cholesterol, HDL ("good") cholesterol and glucose or A1C. Fasting blood test results are preferred but not mandatory.



All personal health information collected is completely confidential. Use of the information follows the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and other relevant federal laws and guidelines. INTERVENT never shares personally identifiable health information with South University or sells information to other parties.

\*Available to all South University staff and faculty members on an eligible medical plan.

\*\*At home tests are available to individuals who do not live near a Labcorp facility.



## Looking for more?

### Learn about the optional INTERVENT telehealth coaching programs

#### What can I expect from the health coaching programs?

INTERVENT's confidential programs help you improve your health and well-being by making and sustaining healthy lifestyle changes. You'll be paired with your own health coach who will work with you over the phone to give you individualized support, encouragement and expert guidance. Easily track your health habits and access program resources online or via the INTERVENT app.

#### How much time is required to participate in a coaching program?

The first session requires approximately 30 minutes. All other sessions are approximately 15 minutes. Your recommended number of coaching sessions is based on your personal health needs as identified in the wellness assessment.

#### INTERVENT HEALTH COACHES:



ARE SPECIALLY TRAINED, EXPERIENCED HEALTH PROFESSIONALS



HOLD A MINIMUM OF A HEALTH-RELATED, FOUR-YEAR DEGREE



TRULY CARE ABOUT THE WELL-BEING OF THE PARTICIPANTS



#### What is the INTERVENT diabetes management program?

INTERVENT's diabetes management program is a specialized telehealth coaching program, nationally accredited by the prestigious Association of Diabetes Care & Education Specialists. If you're eligible, you will receive individualized health coaching and your own glucose monitoring system, all at no cost to you. Your professional health coach will help develop a self-care plan that fits your lifestyle. You'll also get personalized support and guidance related to your glucose readings. The goal is to help you feel your best every day and avoid complications of diabetes in the future.



#### I'm pregnant. Can I participate in health coaching?

Yes. INTERVENT has a telehealth program designed for women who are pregnant or who are planning to become pregnant. You will receive a free copy of the *Mayo Clinic Guide to a Healthy Pregnancy*. After your baby is born, your health coach will help you manage aspects of your lifestyle during the postpartum period.



In addition to benefiting your health, by participating in coaching you can earn points be eligible for chances to win gift cards from INTERVENT ranging from \$25 to \$500.



**INTERVENT offers a “world class program.” Participants in the telephonic lifestyle health coaching program rate the program as “excellent.”**



Go to [www.myintervent.com/southuniversity](http://www.myintervent.com/southuniversity), email [info@myintervent.com](mailto:info@myintervent.com) or call **855-494-1093** to get started on your health and wellness journey.