

Novant Health Elevate App and Transform lifestyle programs FAQs.

What is the new Novant Health Elevate App?

The new Novant Health Elevate App is a user-friendly digital app that brings together a range of team member health and benefits resources. At no cost to you, Novant Health is making this app available to all team members and their adult dependents. This app provides on-demand access to programs and tools that help you personalize your health and well-being journey.

The new Novant Health Elevate App is a customized version of a leading, best-in-class fitness platform with access to a comprehensive experience. With fitness, nutrition and habit-coaching features, plus in-app messaging, progress tracking, and more — it's everything our team members need to get motivated, inspired and to stay on track.

What does the Novant Health Elevate App offer team members?

Through the Novant Health Elevate App you have access to many health and benefits resources, including:

- Links to sites such as Novant Health Team Member Benefits, Employee Assistance Program (EAP), the Novant Health Well-being Portal, Team Member Care Hub, Transform coaching program, Cigna, Pocket RX, NeuroFlow and more!
- Library of resources such as fitness plans, meals, exercise videos, activity tracking, biometrics tracking and more!
- Key updates and messages related to Novant Health benefits such as educational materials, announcements for new resources, reminders / directions for open enrollment, etc.

What is the difference between the new Novant Health Elevate App and the existing Novant Health Well-being Portal?

The Novant Health Well-being Portal is accessible to all team members and is where benefits-eligible team members earn all or a portion of their well-being incentives by engaging in areas like activity tracking, personal challenges, and more.

You can access the Novant Health Well-being Portal through the Novant Health Elevate App.

How do I download the Novant Health Elevate App?

Please follow [the instructions shared here](#).

Will the Transform lifestyle programs be available on the Novant Health Elevate App?

Yes! Within the app, you'll also find our brand-new Transform programs, a personalized approach to building lifelong healthy habits. Available as a self-guided option or an immersive coach-led option, the Transform programs are a great way to kickstart your health and well-being journey.

- **Self-guided transformation resources:** At no cost to you, choose from meal plans, workouts, wellness tools, and more on the free app to build healthy habits for life. These resources are available to all team members and their adult dependents.

- **Transform coaching program:** This comprehensive group program includes customized coaching, nutrition, exercise plans and biometric tracking to celebrate your progress. As part of the Transform coaching program, you will join a cohort of 4-6 people on your journey. The week before your first group session, you will have access to “how to” videos in the app to learn how to navigate the Transform coaching program. This program is available to benefits-eligible team members and their adult dependents covered by a Novant Health medical plan. [Complete this form to get started.](#)
- **FRAME 1-on-1 program:** For anyone interested in pursuing a 1-on-1 coach-led option, Novant Health has partnered with [FRAME Transformational Fitness.](#)

Where do I access the self-guided resources or sign up for the Transform coaching program?

The self-guided resources and the Transform coaching program are accessible in the Novant Health Elevate App. You can download the Novant Health Elevate App directly by [clicking on this link.](#)

To register for the Transform coaching program, benefits-eligible team members and their adult dependents covered by a Novant Health medical plan will need to provide a Novant Health Employee ID number, health insurance carrier (Cigna or Surest) and a Medical Plan ID number. This information will allow the program team to verify participant eligibility for the Transform coaching program. [Complete this form to get started.](#)

Are there costs for the Transform programs?

- **Self-guided transformation resources:** Costs are covered by Novant Health and made available to all team members at no cost.
- **Transform coaching program:** Available only to benefits-eligible team members and their adult dependents covered by a Novant Health medical plan for a cost of \$23 per week for 13 weeks (\$300 total for 13 weeks, billed through the Elevate App on a weekly basis). Team members whose annual compensation is less than \$37,000 are eligible for a discount at registration (subject to Novant Health P&C validation). [Complete this form to get started.](#)
- **FRAME 1-on-1 program:** Available directly through [FRAME](#) for a fee of \$500 per month for 3 months (\$1,500 total for 12 weeks).

Can I put together a group of 4 to 6 individuals who I want to engage in the Transform coaching program?

Yes! You can coordinate registration with others if you would like to engage in the Transform coaching program together. You can do this by having all people in your group register for the same coaching schedule, or you can email the Transform team at transform.nh@NovantHealth.org.

Do I have to pay upfront for the entire 3 months of the Transform coaching program?

No, the program will be billed on a weekly basis.

Can I payroll deduct the cost of the Transform coaching program through my Novant Health paycheck?

Payroll deduction is not available.

Can I use my Cigna Health Reimbursement Account (HRA) or Healthcare Flexible Spending Account (FSA) dollars to pay for the Transform coaching programs?

HRA or FSA dollars cannot be used to pay for the program.

Can I earn incentives for participating in the Transform programs?

The Transform programs do not qualify for incentives. To earn points toward your well-being incentives, track your activity and other personal challenges in the Novant Health Well-being Portal.

What happens if I need to drop out of the Transform coaching program early? Will I receive a refund?

Individuals dropping from the program will discontinue future payments.

How will the information I provide for the Transform coaching program be used?

Your data will be used to assess the Transform coaching program results and/or to improve future programs. The information you provide to customize your coaching plan will not be shared with anyone other than your coach. Program results will only be evaluated and reported with blinded information at an aggregate level.

Why are you asking for my medical plan ID number for the Transform coaching program?

By providing your medical plan ID number, we can evaluate aggregated data to determine the program's effectiveness to enhance the Transform programs in the future. All information gathered through this process will be kept completely confidential, and program results will only be evaluated and reported at an aggregate level.

Can I opt out of the information that I provide to the Transform coaching program?

To register for the Transform coaching program, you are required to provide all registration information and are consenting to the use of that information for use at an aggregate level to evaluate program outcomes and make future program enhancements. Please note that there are optional questions used to further enhance the customized coaching plan – this optional information is not required to participate in the Transform coaching program.

How will the Novant Health Transform coaches keep the information I provide confidential?

Novant Health Transform coaches will not discuss the information you provide to anyone other than you to help build your customized coaching plan. Transform is built on a secure platform; all information provided is stored in the application and not accessible by outside parties.