

Vitality Health Check

Feature Guide



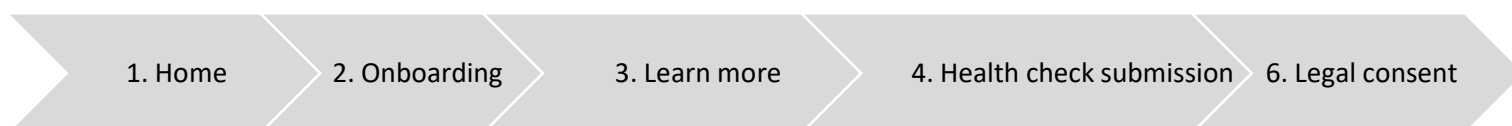


Vitality Health Check Feature Guide

The Vitality Health Check (VHC) provides the user with the ability to self-submit key metrics or biometric results from a clinician for a basic health screening. Members receive Vitality points for submission and additional points for healthy outcomes.

The components of the VHC are defined as part of the Vitality product in place for each market/carrier.

The high level VHC mobile experience is defined below:



1. Home

VHC cards appear on the home screen under 'Know your health', as a call to action and the entry point for the user into the VHC journey. There are several scenarios for this card:

Scenario	Content
User has not started the VHC	Informs the user how many points they could earn
The VHC is in progress	Informs the user how many points they have earned thus far
User has completed the VHC	Informs the user that the VHC is completed and how many points they earned

2. Onboarding

The VHC onboarding screen is displayed the first time the user enters the VHC journey. The onboarding screen explains to the user what they must do to complete the VHC. This is typically three steps, namely:

- Going for the health checks with a clinician
- Submitting the results via the mobile app
- Earning Vitality points



A downloadable PDF may be provided for the user to use when visiting the clinician for the health checks, which would be explained here. The carrier product team defines whether to use the PDF. If the PDF is used, this must be defined and provided by the carrier.

3. Learn More

This provides further information to the member about the submission process and about each of the components of the VHC.

3.1. Learn more VHC

The three steps to complete the VHC, outlined on the onboarding screen, are explained in more detail to help the user understand what they need to do.

3.2. Learn more – VHC components

More detail is provided for each component of the VHC:

- What the health measurement is: explains the health measurement in simple terms to the user
- Why the measurement is important: explains the healthy ranges, and how they impact health
- How to earn points: briefly summarize process and explain the number of Vitality points that can be earned for submission as well as for being within the healthy range.

3.3. Participating partners

This is included where Vitality has an agreement in place with clinics or pharmacies to perform Vitality Health Check measurements for Vitality members. The list of participating partners is displayed, and the member can drill down to get more detail about each partner.

4. Health Check Submission

4.1. Submission Form

The VHC submission form provides a summary of the VHC components and their completion status. Each component is displayed on the screen, together with how many points can be earned for that component of the health check.

If the user has already captured the component, the screen displays whether the measurement was in range or not, together with the number of points earned for that measurement in the current Vitality



membership period. If there is an opportunity to earn more points by submitting an in-range measurement, this is also explained to the user.

4.2. Capture Results

The user will capture the measurement values for any components of the VHC they are submitting. The user is advised to only capture values that have verified proof, in order to earn points.

The user will capture the measurement values, select the appropriate unit of measure, and indicate the date the health measurement was taken.

Where specific business rules apply to a VHC component, these are shown where the user captures the measurement values. An example is where Vitality points are only awarded for one of random or fasting glucose. These business rules are found in the carrier specific product specification.

A non-editable version of this screen is displayed to the user once they have captured proof, for the user to confirm all items prior to submitting them to Vitality for points.

4.3. Capture Proof

The user will upload proof of the health measurement verified by a health professional. The member may upload multiple images and can select between taking a photo using their device camera or selecting existing images from their gallery. The user must give permission to the mobile app to access



their photos in line with standard mobile app functionality. The user may also delete images before uploading.

4.4. History

The user can view the history of previous VHC submissions. The list of submission dates is displayed, and the user can view all VHC components submitted on that date.

5. Messages

5.1. Validation

Alert messages are displayed on screen if a business validation issue is encountered. Examples include:

- If only height or weight is captured (since both are needed for BMI points to be awarded)
- If a value of 10 is entered for glucose (since valid blood glucose readings are between 3.5 and 6.5)

These business rules are covered in the carrier specific Vitality product specification.

5.2. Completion

A completion message is shown on screen when the VHC upload is complete.

6. Legal Content

The carrier may choose to have data sharing/privacy agreements switched on at a feature level.

If they are switched on, then the first time the member submits a VHC measurement they will be prompted to agree to share data with the carrier Vitality programme. The member will also be prompted to agree to this again if the content of this agreement changes.

The carrier may choose to request data sharing consent every time the member submits results.

This is legally binding content and must be defined by the carrier's legal department.

7. Push notification

If the member has push notifications enabled, the member should receive a notification if, and when, the member's points are allocated for a screening or vaccination. The member will not get a notification if no points are awarded, e.g., if the member has already reached the points limit for the category.