

Humana wellness engagement case study – UFS

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Our mission is to help community banks and our people thrive together. That creates a people-first environment.

— **Mike Tenpas**
President and CEO

UFS LLC competes in a field populated by huge corporations.

The 50-plus-employee firm provides core data processing, purpose-built digital banking solutions and IT management to a growing family of community banks.

Mike Tenpas, President and CEO of Grafton, Wisconsin-based UFS states, “Our mission is to help community banks and our employees thrive together. That creates a people-first environment.”

With such a mission, an employee wellness program would seem like a natural fit for UFS.



(Left) Team UFS



(Right) Terri St. Louis, Jina Gilmore, Ginger Bowe and Eric Fahrendorf participating in a local 5K walk

Still, UFS faced a big challenge that many small companies face—everyone is so busy keeping ahead of the competition, there is little extra time to devote to wellness. Nor is UFS big enough to warrant a position for such a program.

In 2016, UFS President and CEO Mike Tenpas saw a solution when he learned about the benefits of Humana’s Wellness Engagement Incentive (WEI).

Humana WEI provides significant premium discounts for employers in exchange for successful employee participation in Go365®, Humana’s online app that tracks, encourages and personalizes health and wellness.

Tenpas sent a strong message throughout UFS by designating the development of a wellness program as one of the company’s five corporate objectives for 2016. That set in motion the creation of a wellness committee led by Jina Gilmore, a customer support analyst for UFS who helps community banks implement and support online banking products and services.

“Even though I have a very full day with my job, wellness is something I have a passion for,” Gilmore said. “I like the planning, the engagement, and seeing how all employees can do better with their health and wellness, and be excited about the rewards they can get (both intrinsic and physical rewards) through Go365.”

Humana®

The committee's first step was to encourage employees to complete their online Health Assessments and biometrics screenings, which UFS and Humana provided on-site with assistance from the Humana Consumer Experience Consultant.

Employees who did so would be almost halfway to Go365 Silver Status. The Humana WEI rewards employers with a 7 percent premium credit for each employee to reach Silver Status and 15 percent for Gold Status.

Gilmore and her committee then established a "community of engagement." "It's much more than just sending out electronic reminders. It's lunch-and-learns, bringing nutritionists in, having a blood drive, providing on-site flu shots, placing healthy snack options in the employee lunchroom, handing out water bottles to everybody, even putting posters on the back of the bathroom doors. It encourages people to think about their health in a regular way."

Gilmore said the committee also created a Facebook page where employees could celebrate one another's wellness achievements. That included CEO Mike Tenpas and the other members of executive management. When executive management fully participates and endorses the program, it helps to set the tone and set an example for wellness initiatives and participation.

In addition, UFS decided to share its premium discounts with employees who earned them by reaching Silver Status or above. Not only did existing employees enjoy seeing a bigger paycheck, but also new employees see a rewarding opportunity to reduce their monthly insurance premiums. One new employee commented, "That was one of the first things I asked about during onboarding. 'I already have a gym membership, you mean I could earn points on that?'" The answer was yes.

The results for UFS have been outstanding



More than three-fourths of employees have reached Silver Status or above, including 40 percent of whom have reached Gold or Platinum Status. With their growing business, UFS includes their wellness program initiatives as part of their new employee onboarding process.

UFS was awarded a Governor's Worksite Wellness Award from the Wisconsin Governor's Council on Physical Fitness and Health. On its website page, the Wisconsin Governor's Council says it promotes worksite wellness "because many studies have now shown that employee health affects a company's bottom line in many ways. Here are three key factors: 1) decreased healthcare costs, 2) increased productivity, and 3) better morale." UFS also applied for and received a grant from the state which UFS reinvested into their wellness program.



Inaugural UFS Go365 program committee:
Todd Schneider, Ginger Bowe, Jina Gilmore, Rod Gabriel

Jon Cyganiak, vice president of Cyganiak Planning Inc. and the health insurance broker who introduced UFS to Humana's WEI programs, credits the company's buy-in from the top and its wellness committee for its success with corporate wellness.

"The fact that Humana Go365 provides a direct incentive is a huge differentiator," Cyganiak said. "I always bring up wellness with clients. It can help with renewals when employers see the benefits they've received over the years."

Gilmore said those benefits are happening throughout UFS and go well beyond financial. "Wellness has become a part of our culture here at UFS. Employees are benefiting from the increased health and well-being in their day-to-day work and in their personal lives."