

News-Press & Gazette Wellness Program

Brought to you by Lockton Nurse Advocate

Frequently asked questions (FAQ)

DO I NEED TO PARTICIPATE IN LOCKTON NURSE ADVOCATE?

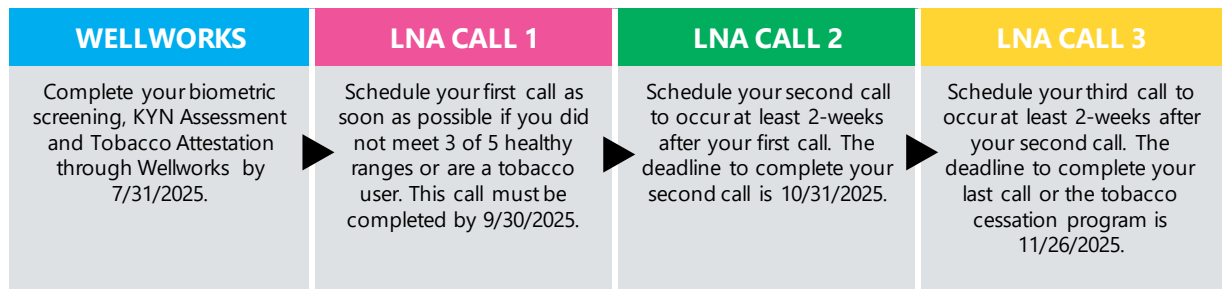
If the Wellworks Portal indicates you did not meet 3 of 5 Healthy Ranges or you are a tobacco user, you can still earn the incentive by participating in three (3) LNA calls or completing the tobacco cessation program. You can sign up for your call by clicking on the scheduling link located in the Wellworks Portal.

CAN I TALK TO THE LOCKTON NURSE ADVOCATE EVEN IF IT IS NOT REQUIRED?

All members are welcome to engage with the Nurse Advocate!

HOW MANY CALLS DO I NEED TO COMPLETE AND WHEN?

Please set up your first call with Heather, the Nurse Advocate for NPG, as soon as possible. All calls must be at least two (2) weeks apart with the last call happening by November 26, 2025. You are welcome to talk to the nurse more often, but only the required calls that occur two (2) weeks apart will count toward earning your completion. In order to receive the incentive from the Lockton Nurse Advocate program, you must meet the deadlines and schedule your calls according to the timeline below.



IS YOUR PHONE CALL RECORDED OR SHARED?

No, your phone call is not recorded, and everything discussed is between you and the nurse. Nothing you talk about will be shared.

DOES MY EMPLOYER KNOW I'M DOING THIS?

Your employer will not know how many calls you have to participate in. They will only know whether you earn the incentive or not – they will not be given the details on how you earned the incentive.

HOW WILL MY EMPLOYER KNOW I'VE COMPLETED THE REQUIREMENTS?

Lockton Nurse Advocate will update Wellworks each week with members who completed calls or the tobacco cessation program. Wellworks will track the calls completed and update your employer on who has earned the incentive at the end of the program year.

WHAT ARE SOME THINGS THE NURSE ADVOCATE CAN ASSIST ME WITH?

The Nurse Advocate will:

- Introduce the program
- Learn about your health and lifestyle
- Discuss risk factors and best practice medical care
- Help you set goals regarding your health and support you to achieve them
- Connect you with available health resources
- Provide in-network physician information and answer health questions
- And more...

HOW LONG CAN I STAY IN THE PROGRAM?

You can work with the Nurse Advocate as long as you want! Only the required calls that are at least two (2) weeks apart will count towards your requirement, but you can talk to the nurse more often if you choose to do so.

WILL I BE TALKING TO A REAL NURSE?

Yes, all Lockton Nurse Advocates are professional licensed registered nurses!

WHAT INFORMATION DOES THE NURSE ADVOCATE HAVE ACCESS TO?

In order to best advise you about your healthcare decisions, and opportunities for improving your health, the Nurse Advocate will access information from your biometric screening, as well as medical and pharmacy claims information received from the insurance carrier.

WHO WILL SEE MY HEALTH INFORMATION?

Your personal health information is kept confidential and private. The information that you share as part of the wellness program is not shared with anyone at NPG, nor is it shared with the insurance carrier.

The information collected is only seen as needed to process and interact with you by Wellworks and Lockton Nurse Advocate. NPG, Wellworks, as well as Lockton and their Nurse Advocate Program strictly adhere to HIPAA, the federal privacy law regarding protection of your personal health information.

The Nurse Advocate is here to educate and support NPG on the journey to better health. Information shared between you and your nurse is confidential. Your Lockton Nurse Advocate contact information is below.

Heather Holloway

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Scan QR code to
schedule a call.

