



Frequently Asked Questions

- 1. How do I sign up for the portal?**
Follow the link on the JCU Website <http://sites.jcu.edu/hr/pages/benefits-resources/jcu-fit-wellness-program/> OR
Go directly to the MetroHealthy site and follow the prompts to set up your account <https://metrohealthy.metrohealth.org/dt/v2/metroindex.asp>
- 2. What are the benefits of signing up for the portal?**
Utilizing the wellness portal is a fun way to make sure you are eating healthy by logging your fruit and vegetable intake, as well as making sure you drink enough water. By logging your daily exercise, you can create fitness goals, and form healthy habits. Besides the health benefits of being mindful of diet and exercise, the portal is a way to earn points through attending seminars, and completing on-line workshops. Points can then be used to earn great prizes throughout the year, and at our year-end event in December. The portal also has valuable resources, health tips, and information about special events.
- 3. Where can I log my food, water, and exercise?**
After logging in to the MetroHealthy wellness portal, you will find quick-links on the homepage for 'Daily Fruit and Veggie Tracker' and 'Water Tracker'. You can log complete meals by using the 'Nutrition' tab at the top of the webpage. To log your daily exercise, go to the 'Exercise' tab at the top of the webpage to choose your activity and the amount of time spent exercising. If you utilize a wearable fitness tracker, most of the trackers can be synced to the MetroHealthy Portal, so you can keep track of your movement without having to log it.
- 4. How do I sign up for a lunch and learn seminar?**
Lunch and learn seminars are communicated via Inside JCU as well as from the MetroHealthy (Skywell) emails that are periodically sent out. Follow the link in either communication to sign up. Please note: pre-registering for a seminar is highly recommended, but not necessary.
- 5. How do I know how many points I have?**
After logging in to the MetroHealthy wellness portal, points earned can be seen on the homepage. Points are updated weekly.
- 6. How can I sync my Fitbit or other tracking device to the wellness portal?**
After logging into the MetroHealthy wellness portal, you will see a quick-link on the homepage called "Connect a device". Click on this link and follow the prompts to connect your device.
- 7. Is there an app for my phone for the wellness portal?**
Yes - follow the link on the portal to learn the benefits of using the HealthyPath mobile app, and to get your code needed to sign into the app:
https://metrohealthy.metrohealth.org/dt/v2/core/mobile/companion_app.asp
- 8. How is the JCU FIT wellness program funded?**
The JCU FIT wellness program is funded through a generous grant from Medical Mutual. 2019 marks the third year of our wellness program, and we look forward to finding new ways to help support a healthier campus.



9. Can we receive a discount for participation in the wellness program?

Unfortunately the Medical Mutual grant cannot be used to reduce medical premiums at this time. Since John Carroll is “self-insured” a healthier community subsequently means lower premium costs. Therefore by encouraging widespread participation across campus, we can make healthier choices that can sustain lower medical premiums.

10. How do University Policies and Procedures support JCU FIT initiatives?

JCU FIT programs are typically scheduled during non-work hours (lunch, after-hours etc.) and are voluntary. However you can find more information about Flextime for participation in wellness activities in the “Flextime Work Schedule” Policy [here](#).

11. Is my information (Personal Health Assessment & biometric information) kept secure?

The JCU FIT team is committed to protecting your privacy and the security of your personal health information. The personal health assessment and biometric screening results visible in your secure, confidential portal are seen by you only and are not rented, sold, or shared with anyone. Should you have additional questions about the privacy of your data, please contact skywell@metrohealth.org or 440-592-1121.

12. Why is it important to complete the Personal Health Assessment (PHA) and submit biometric information to MetroHealth?

As JCU FIT grows and becomes part of John Carroll’s culture and community, we can start to prove that participation in the Wellness program can result in a healthier lifestyle and lower medical costs/claims for the individuals and also for the university. By providing intrinsic and extrinsic data such as the PHA and the Biometrics screening, we can use that data to negotiate lower premiums.