

# Wellness benefits

Your Citi benefits include programs intended to help you improve your health and reduce health care costs. These programs include:

- > The Live Well at Citi Program;
- > Citi on-site medical clinics; and
- > Citi on-site Fitness Centers.



# Contents

<b>The Live Well at Citi Program .....</b>	<b>230</b>
Health Advocate .....	230
Live Well Health Assessment .....	231
Live Well Healthy Activities .....	231
Live Well Chronic Condition Management Programs .....	233
Live Well Rewards .....	233
Important privacy information .....	235
<b>Citi on-site medical clinics .....</b>	<b>236</b>
<b>Citi on-site Fitness Centers .....</b>	<b>236</b>

## The Live Well at Citi Program

The Live Well at Citi Program is designed to help you and your family to improve your health. The program provides tools and resources to help you manage your health care and help you achieve your health goals.

As an incentive to participate in the program, you can also earn valuable Live Well Rewards, either in the form of reductions to your medical premiums or gift cards or both — depending on whether or not you are enrolled in a Citi medical plan (details below).

Family members are eligible too, if they're enrolled in a Citi plan. Earn Live Well Rewards all year long by completing healthy activities. The benefits of the Live Well at Citi vary by location; however, here are the components of the Live Well at Citi Program open to all US employees:

### At a glance

Live Well tools and resources	Description	How to access
<a href="#">Health Advocate</a>	A free, personal support service to help you manage your health care needs, from working through difficult health claims to choosing a doctor to making choices regarding a serious illness.	<b>1-866-449-9933</b> from 8 a.m. to 9 p.m. ET on weekdays; after hours and on weekends, leave a message and a representative will return your call the next business day.
<a href="#">Live Well Health Assessment</a>	An interactive health questionnaire, offered through RedBrick Health, which takes about 15 minutes to complete and is your gateway to accessing additional health improvement programs and earning Rewards through the Live Well at Citi Program.	<b>Employees:</b> TotalComp@Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> <b>Spouses/partners who are enrolled in a Citi health plan:</b> Through the RedBrick Portal at <a href="http://www.MyRedBrick.com/Citi">www.MyRedBrick.com/Citi</a> . (You will need to create a new username and password, even if you already have one, to access the latest site features and enhancements.)
<a href="#">Live Well Healthy Activities</a>	A variety of programs that address stress, nutrition, physical activity, weight management, and back pain. You can speak with an expert RedBrick health coach or use online and/or mobile tools to take fun, bite-sized steps to forming healthy habits. This includes the <b>Live Well Tobacco Cessation Program</b> .	<b>Employees:</b> TotalComp@Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> <b>Spouses/partners:</b> Through the RedBrick Portal at <a href="http://www.MyRedBrick.com/Citi">www.MyRedBrick.com/Citi</a> . (You will need to create a new username and password, even if you already have one, to access the latest site features and enhancements.)
<a href="#">Live Well Chronic Condition Management Programs</a>	Programs for employees and covered dependents enrolled in an Aetna, Anthem BlueCross BlueShield, or Oxford medical plan and who have a chronic health condition, such as heart disease or diabetes.	If you or a covered dependent meet program condition criteria, a nurse from your medical plan may invite you to participate.
<a href="#">Citi Medical Clinics and Fitness Centers</a>	(See "Citi on-site medical clinics" and "Citi on-site Fitness Centers" on page 236.)	

## Health Advocate

Health Advocate is a free program available to you *and* your family - your spouse/partner, children, parents, and parents-in-law - regardless of your health coverage. You and your family members do not need to be enrolled or eligible to participate in a medical plan offered by Citi to use Health Advocate.

Health Advocate helps you take control of your health care issues. You and your family can call Health Advocate to speak with a staff of medical professionals and health-related specialists to help you:

- > Resolve insurance claims and billing issues;
- > Identify and make appointments with a hard-to-reach specialist;
- > Obtain additional information about a medical condition;

- > Address medical issues and health care needs of your family members; and
- > Understand issues related to prescription drugs, such as comparisons between generic and brand-name medications.

## Health Advocate's Health Cost Estimator+™ (HCE+) Tool

Health Advocate's Health Cost Estimator+ (HCE+) tool, a phone-based resource, is now available.

Many people don't realize that the cost of a medical procedure can vary by over 100 percent, even within the same geographic area. With consumers picking up more of the cost of their healthcare, they need clear, actionable, pre-service information to help project their out-of-pocket costs.

Health Advocate's HCE+ pricing transparency tool compares the cost of hundreds of common healthcare services and procedures, by zip code. This valuable resource is designed to help you in the decision-making process, so you can maximize the value of your healthcare dollars and reduce healthcare costs.

### Easy Access

Available free to all Citi employees (regardless of whether you are enrolled in a medical plan), the HCE+ pricing transparency tool can be accessed by calling a Health Advocate representative. The representative you speak with will then act as your personal Health Advocate, perform the research and provide personalized results.

## Live Well Health Assessment

The Live Well Health Assessment is a brief, online questionnaire that provides a snapshot of your current health status. After completing the Health Assessment, you will receive recommendations about ways to improve your health.

The Live Well Health Assessment is available to active, benefits-eligible employees. You do not need to be enrolled in a medical plan offered by Citi to participate. Spouses/partners may also complete the Live Well Health Assessment but only if they are enrolled in a medical plan offered by Citi.

The Live Well Health Assessment is a simple, secure, online questionnaire that takes about 15 minutes to complete. It immediately generates a personalized report summarizing your health. You can use the report to discuss concerns with your doctor, as a checklist of questions to ask, or to update your doctor on your health status, for example, if any signs or symptoms are worsening.

## Live Well Healthy Activities

The Live Well at Citi Program offers a number of resources to help you develop and maintain healthy habits. Live Well Healthy Activities, offered through RedBrick Health, include online, supportive, social programs and tools that can help you achieve your wellness goals. Live Well Healthy Activities include:

- > Live Well Tobacco Cessation Programs — offers help to identify the challenges you face when quitting tobacco use and set goals to overcome them.
- > RedBrick Journeys® — online wellness programs, tailored to your interests, which can help you make progress on health topics of your choosing by taking small steps towards your goals.

- > RedBrick Track™ — an online daily wellness tracker that helps you maintain and expand daily healthy habits.
- > Health Coaching — certified experts who will work with you by phone to help answer your health questions, provide support in overcoming obstacles and help you to set health care goals.

You and your spouse/partner can sign up for any of the Live Well Healthy Activities by visiting the RedBrick Portal through TotalComp@Citi (click “Live Well at Citi” under Health and Insurance). Your spouse/partner or dependents 18 and over can sign up for programs by visiting the RedBrick Portal at [www.MyRedBrick.com/Citi](http://www.MyRedBrick.com/Citi). Just follow the instructions for registering.

## *Live Well Tobacco Cessation Program*

The Live Well Tobacco Cessation Program is available to active, benefits eligible employees and their benefits-eligible spouses/partners (regardless of whether or not they are enrolled in a Citi medical plan).

Your health coach will work with you to identify the challenges you face when quitting and set goals to overcome them. You and your spouse/partner may be eligible for free Nicotine Replacement Therapy (NRT). If you have stopped using tobacco products recently, a health coach can help you keep your commitment to be tobacco-free.

Program representatives may reach out to those who have indicated on their Live Well Health Assessment that they use tobacco products or have stopped using tobacco products within the past 12 months, but you don't need to wait to be invited. To get started, log on to the RedBrick Portal or call **1-855-814-5595**.

You can also complete an online Live Well Journey® focused on quitting tobacco use. See below.

## *Tobacco Free Attestation*

If you and your spouse/partner are enrolled in Citi medical coverage for 2016, during annual enrollment, you will have the opportunity to complete the Tobacco Free Attestation on Your Benefits Resources™. If during that time, you indicate that you use tobacco products (including vapor products), or if you fail to complete the Tobacco Free Attestation before your enrollment deadline, you and your covered spouse/partner will each pay a \$600 annual penalty on your health care coverage.

If you participate in the Live Well Tobacco Cessation Program in 2016, you'll stop paying the penalty once you complete either the telephonic health coaching program (a minimum of four calls with a health coach), or by completing a tobacco-focused Journey through the RedBrick Portal. You will also be refunded for all penalties paid in 2016. In addition, you can earn \$150 towards your Live Well Healthy Activities that can be redeemed for gift cards if you complete the Live Well Tobacco Cessation Program.

**IMPORTANT:** Even if you plan to continue with your current Citi medical plan, you **must** complete the Tobacco Free Attestation before your annual enrollment deadline, or you will default to “tobacco user” status and will pay the tobacco penalty in 2016.

## *Live Well Journeys®*

Live Well Journeys are online wellness programs, tailored to your interests, which can help you make progress on health topics of your choosing by taking small steps towards your goals. Journeys can be accessed over the web or via your mobile device.

To get started, select a Live Well Journey and choose the steps you'd like to commit to as part of your Journey. Steps may incorporate activities as well as brief videos. You can give feedback on the steps you like and the ones you don't to further personalize your experience. If you are looking for additional encouragement, you can request live support by phone.

Live Well Journeys include Get Strong at Home, Move It and Lose It, Smart Snacking, Dine Out: Take Charge, Make Your Date To Quit, and Stress to Energy Sampler.

## RedBrick Track™

RedBrick Track is a daily wellness tracker that spans a spectrum of daily health habits: getting active, eating healthy and living well, yet takes just a minute or two per day. You can access this fun, easy to use tool via web, tablet, mobile phone, or sync up with compatible devices or apps for automatic physical activity tracking.

RedBrick Track helps you maintain and expand your daily healthy habits by reinforcing progress and encouraging you to establish and beat your personal best on the Daily Wellness Meter.

## Health coaching

RedBrick Health Coaches are certified experts who will work with you by phone to help answer your health questions, provide support in overcoming obstacles and help set small goals to work on between sessions. Choose from topics including managing blood pressure, cholesterol, diabetes, stress and more.

## Live Well Chronic Condition Management Programs

The Anthem BlueCross BlueShield, Aetna, and Oxford medical plans offered by Citi include access to chronic condition management programs for certain members. If you or a covered dependent meet program condition criteria, a nurse from your medical plan may invite you to participate. These programs can help you navigate different care options and manage your treatment plan for many common conditions. Sample management programs include:

- > Disease and chronic condition assistance (e.g., breast cancer, COPD, diabetes)
- > Health coaching
- > Pregnancy care
- > Nurseline and more

Specific program details will vary based on your medical plan. Call the number on the back of your medical ID card for details about the chronic condition management programs that may be available to you.

## Live Well Rewards

For the 2016 plan year, you can earn Rewards for activities, such as exercising and participating in a health screening. You can even earn Rewards if you're not enrolled in a Citi medical plan, and your spouse/partner can earn them, too. Live Well at Citi can help you feel better and even spend less on health care in the long run.

	Healthy Activity	Your reward	Who can participate
<i>Take action to save on your health plan premiums in 2016</i>			
<b>Live Well Health Assessment</b>	Take the Live Well Health Assessment between October 1 and October 31, 2015	Earn \$150 discount off your annual health plan premiums OR Employees can earn \$150 in gift cards if not enrolled in a Citi medical plan	All Citi employees; spouses/partners* who are enrolled in a Citi medical plan

	Healthy Activity	Your reward	Who can participate
<i>Take action to save on your health plan premiums in 2016</i>			
<b>Tobacco Free Attestation</b>	Complete the Tobacco Free Attestation on YBR™, available through TotalComp@Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> ; or complete the Live Well Tobacco Cessation Program in 2016	Avoid the \$600 penalty per person (if enrolled in Citi medical coverage) if you are tobacco free;  If you are not tobacco free, you can earn \$150 that can be redeemed for gift cards if you complete the Live Well Tobacco Cessation Program (counts toward your \$300 Live Well Rewards maximum)	Only Citi employees and spouses/partners who are enrolled in Citi medical coverage are subject to the tobacco penalty
<i>Complete Healthy Activities in 2016 to earn gift card Rewards throughout the year</i>			
<b>Live Well Healthy Activities</b>	Every step toward a healthier you counts! Earn Rewards if you: > Track your exercise > Get a health screening > Complete an online Journey or coaching program > And more!	Earn up to \$300 in Rewards per person to redeem for gift cards	All Citi employees and spouses/partners who are enrolled in a Citi medical plan
<b>Live Well Chronic Condition Management Programs</b>	Work with a professional from your health plan on a specific program to address your chronic health conditions	Earn \$300 in Rewards per person to redeem for gift cards (counts toward your \$300 Live Well Rewards maximum)	Selected employees and spouses/partners enrolled in a Citi medical plan administered by Aetna, Anthem BlueCross BlueShield, or Oxford

\*\*Spouse/partner" includes legal spouse (same or opposite sex), domestic partner, and civil union partner.

After you take the Health Assessment, start completing Healthy Activities to earn Rewards. The total amount of Rewards you can earn in a year for completing Healthy Activities is \$300 in addition to the \$150 for completing the Health Assessment.

If you complete this Healthy Activity...	You will earn...
Participate in the phone coaching program (3 calls)	\$150 for each program you complete
Participate in the Live Well Journeys Program	\$150 for each Journey you complete
Track 30 minutes of physical activity, such as going for a walk or run, lifting weights, or taking an exercise class	\$1 per day
Get a health screening (such as a cholesterol check or biometric screening) at your doctor's office or a Citi medical center	\$50 (earn once in the year)
Chronic Condition Management Program (if invited by your Citi health plan carrier)	\$300 for completing 3 calls

## Important things to note

- > You can receive health plan premium discounts for completing your Live Well Health Assessment and attesting to being tobacco free. If you aren't enrolled in a Citi medical plan, you can earn \$150 in gift cards by completing the Live Well Health Assessment.



- > You can also earn gift card rewards throughout the year for completing activities, like exercising and getting a health screening. Choose from a wide selection of gift cards to many popular retailers.
- > The total amount of Live Well Rewards you can earn is \$300 per person (not including the Health Assessment Reward of \$150).
- > You are eligible for the Health Assessment Reward if you were transferred from a Citi International Business or newly hired before October 1, 2015. You will see the Reward displayed on YBR™ within 48 hours.
- > Participants must comply with these deadlines to receive Rewards or avoid the tobacco penalty. (If you are enrolling your spouse/partner in Citi benefits for the first time in 2016, your spouse/partner can earn a Live Well Reward of \$150 by completing the Health Assessment between November 9, 2015 and November 20, 2015.)
- > If you use tobacco products, you'll stop paying the penalty once you complete the Live Well Tobacco Cessation Program through RedBrick Health, either with a tobacco cessation health coach or online through one of the tobacco-cessation focused Journeys. The penalty will be removed as soon as administratively possible. You will receive a full refund of all penalty payments once the program is completed. In order to have your 2016 tobacco penalty payments stopped and receive your \$600 refund, you must complete the Tobacco Cessation Program either by working with a health coach or by completing a tobacco-cessation related Journey by September 30, 2016. In addition, when you complete the Live Well Tobacco Cessation program, you'll also receive a \$150 Reward that can be redeemed for gift cards (counts toward your \$300 Live Well Rewards maximum).
- > Based on your responses to the Live Well Health Assessment, you will be invited to participate in specific Live Well Journeys and/or coaching programs. Alternatively, you may call RedBrick at **1-855-814-5595** and request to participate in these programs.
- > If you leave Citi, your Live Well Rewards will be forfeited unless redeemed prior to leaving.

To learn more about Live Well Rewards, log on to the RedBrick Portal or call **1-855-814-5595**.

## Important privacy information

The Live Well at Citi Program was designed to provide for your privacy and to comply with all federal and state privacy laws, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Personal health information, provided through the Health Assessment, and other information that you provide, is maintained by a third-party vendor (RedBrick Health) and is not maintained on Citi data systems.

All information provided through the Live Well at Citi Program is available for review by you, your doctors, and other health care professionals. Safeguards have been implemented to prevent your personal information from being seen by or shared by other persons. No Citi employee should see your health information on any of the Live Well at Citi Program websites, if applicable. Citi will receive aggregate reports to review the performance of the program.

By enrolling in the Citigroup Health Benefit Plan, you consent to the terms and conditions of the Live Well Program at Citi, as they may be amended from time to time.

## Citi on-site medical clinics

---

Citi operates medical clinics at the following locations: Jacksonville and Tampa, FL; O'Fallon, MO; Jersey City, NJ; Warren, NJ; 399 Park Ave., and 388 Greenwich St., New York, NY; Long Island City, NY; and San Antonio, TX.

The clinics offer the following services:

- > Assessment, treatment, recommendations, and/or referral for illness and injury;
- > Laboratory blood tests, and EKGs on the order of the employee's physician;
- > Ergonomic workstation evaluations;
- > Lactation rooms including pumps, refrigerator for milk storage, and attachment kits for purchase;
- > Immunizations and consultations for international business travel;
- > Periodic medical exams for expatriate staff and spouses;
- > Referrals to appropriate medical specialists and other on-ground resources worldwide for expatriate staff and international business travelers; and
- > Monitoring of international medical care and emergency medical evacuations coordinated through Travel Health Services and Citi Travel Health Assistance.

## Citi on-site Fitness Centers

---

All Citi Fitness Centers (CFCs) are staffed by degreed fitness professionals who work closely with employees to create customized exercise programs and work together to plan and achieve individual fitness goals. Employees in locations with on-site CFCs who desire membership must complete a health and entry screening process that includes two short appointments during which medical history, program policy, safety, goals, and equipment operations are reviewed.

Members are then provided with information and recommendations about frequency, duration, mode, and intensity of an individualized exercise program. Fitness center staff members are available and ready to assist with program updates and changes throughout your visits to the Citi facilities.

All Citi fitness facilities feature strength and cardiovascular equipment, and most offer a variety of group exercise classes at no additional charge.

CFCs frequently offer motivational or incentive programs; screenings, such as cholesterol, blood pressure, and skin cancer; and site-wide events to educate and motivate employees toward healthy lifestyle changes and maintenance.

Most of the CFCs offer towel service at no additional charge, and some offer other services, such as massage therapy, nutrition programming, and/or personal training for a fee.

The CFCs have a fee structure that is very competitive with the surrounding geographic area and that typically is well below market rates for similar operations and facilities. Visit your CFC for membership fee rates.

Citi operates CFCs at the following locations:

Buffalo, Long Island City, and New York, NY; Meridian (Boise), ID; Elk Grove Village (Chicago), IL; Florence, KY; Hagerstown, MD; Sioux Falls, SD; Irving and San Antonio, TX; Jacksonville and Tampa, FL; and Warren, NJ. More information is available on Citi For You (intranet only).