


Program Guides

Guides offer on-demand, one-to-one support to connect members to their benefits, resources and programs, combining high-tech with human touch interactions. They support members across their health and wellbeing journey by answering questions, directing to tools and resources, and helping members activate programs best suited for their health and wellbeing goals.



Make it easy to find the right support members need



Reduce HR burden by addressing common questions and issues



Unlock VOI by helping members get the most from their benefits



Guiding members to their path forward

- Expert guidance on the Homebase for Health experience and features
- Help members maximize their wellbeing program and benefits by driving personally meaningful experience
- Support members in understanding HRA and biometric results and identify features to support their health goals
- Conduct Next Step Consult

3x Higher initial engagement

5x Higher 6-month engagement

Location on Platform

Accessible from the *Health* page of the Virgin Pulse app on desktop and mobile. Telephonic sessions are initiated by members with a click within the app or by manually dialing the toll-free number.