

# ActiveHealth Management Brand Guidelines

Date TBD, 2014



#### Dear colleague:

I am very excited to share the result of our recent efforts to update and revitalize the ActiveHealth Management brand. The following pages help tell the story of our brand—the heart and soul of what makes our company unique, better and different. This difference truly begins and ends with you.

As an ActiveHealth® employee, you live the brand every single day. That's because you have a crucial role in delivering on the promise of our brand – which is our passion for improving quality of care, reducing costs and transforming lives. Your daily interactions with prospects, customers, members, vendors or partners best demonstrate this passion and commitment. It's not enough to simply know our brand. You have to be the brand.

While the essence of our brand hasn't really changed, it has evolved—just as our business has evolved to meet the changing needs of our customers. Although the following pages provide detailed guidance around how to implement our brand effectively, I also encourage you to look closely at our Vision and Mission statements and Value Story. These elements capture what ActiveHealth—through our people—does best.

Of course, you will also find some very specific guidance around our logos, colors, fonts and messaging. While your unique professional style should always shine through in your communications, it's also important we provide a consistent experience for our customers, so they understand what we stand for collectively. These brand elements also serve as a visual representation of our expertise, our willingness to go the extra mile and our attention to detail in everything that we do.

In today's world, perception is very important. We want everyone who comes in contact with the ActiveHealth brand to know we are an industry leader, an innovator and a visionary company. It is also important that you, as our valued employee, believe those things yourself. I know I do.

Know the brand, be the brand.

As an ActiveHealth® employee, you live the brand every single day. That's because you have a crucial role in delivering on the promise of our brand - which is our passion for improving quality of care, reducing costs and transforming lives.



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specific to Member **Communications** will be called out in a like pageTBD for more

# CORPORATE COMMUNICATIONS VERSUS MEMBER COMMUNICATIONS

VS.

**Corporate Communications** is classified in two groups: internal pieces targeted employees, and external pieces targeted to customers and sales prospects, including plan sponsors, state and local government organizations, provider organizations and employers. Examples of internal Corporate Communications pieces include emails about business updates or an employee newsletter. Examples of external Corporate Communications tradeshow collateral.

Member Communications refers to all pieces inform members about health regarding the MyActiveHealth portal and member testimonials.

# **MESSAGING**

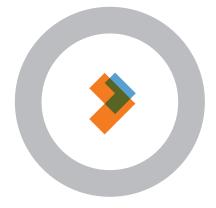
# Message noun \'me-sij\

: a piece of information that is sent or given to someone; an important idea that someone is trying to express.

## THE AETNA RELATIONSHIP

Healthagen is part of Aetna's strategy to establish itself as a health solutions company. It provides an umbrella name for related businesses, so they seem less disconnected to the customer, and a scalable brand platform for adding new businesses. It's important to know when to reference Aetna, Healthagen and/or the individual business brands.







#### **AETNA**

Referencing Healthagen's relationship to Aetna is acceptable when the situation can be aided by the explanation and payer ownership is not a barrier.

#### Example

When working on a deal with national accounts, you could refer to Healthagen as an Aetna company.

#### **HEALTHAGEN**

You would refer to the Healthagen brand when you are representing our population health management capabilities across the businesses.

#### Example

A technology sale that includes clinical analytics and health information exchange components would be referred to as Healthagen capabilities.

#### **ACTIVEHEALTH MANAGMENT**

If you are conducting business that is a single company sale promotion, you would ref your existing compar Healthagen busin

is interested ealth's core nties and it does not include components from other Healthagen businesses.

## **BRAND AMBASSADORS**

The visibility and strength of the ActiveHealth® brand is a result of people who live it every day. You are directly responsible for shaping the perception of ActiveHealth by delivering on the brand promise. Brand ambassadors have a passion that inspires brand stewardship among their peers. And that's why a powerful brand strategy is only as effective as the people behind it.



# **ACTIVEHEALTH MANAGEMENT** AND MEMBER ENGAGEMENT

The relationship between ActiveHealth Management and its members begins when the member first learns of ActiveHealth™ and evolves as the member becomes more engaged with the company. ActiveHealth is passionate about helping members transform their lives.



#### Member learns of ActiveHealth through

- Digital: Emails, webinar invites, social media, SMS
- Print: Care considerations, postcards, brochures, flyers/posters
- Phone: Auto calls, CSA calls
- In Person: Onsite coaches, ambassadors



#### Interaction begins when member

- Answers call or calls in
- Visits website or registers for a webinar
- Talks to a coach
- Explores social media



#### Change begins when member

- Schedules appointment
- Attends a webinar
- Talks to a coach about action or referral
- Attends onsite event or fair
- Signs up for a challenge

# **ENGAGE**

#### **Participation** occurs through

- Digital interaction: HRA, digital coaching
- Phone contacts: Lifestyle Coaching, Disease Management
- In-person: On-site relationship



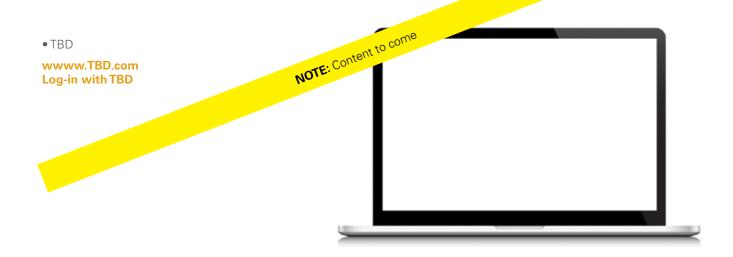
#### Happy members are likely to

- · Stay in touch with their coach
- Become good-will ambassadors
- Engage with us again

## **INTRANET ACCESS**

#### **ACTIVEHEALTH CONNECT**

ActiveHealth Connect... Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nam tincidunt urna nec arcu molestie, sed accumsan est volutpat. Nullam ultrices interdum turpis pharetra molestie. Ut mattis dui faucibus volutpat quam et, mattis neque. Aliquam tempor eros ac posuere laoreet. Morbi ullamcorper ut purus Pellentesque faucibus non nulla interdum dapibus. Maecenas eu finibus magna.



#### **HEALTHAGEN CONNECT**

Healthagen Connect is our intranet site created exclusively for Healthagen. As our company grows, it is extremely important that we have a shared, internal resource to connect all of our individual businesses. We're scattered across the country and with this site, you are able to easily state in the loop. All of the brand resources mentioned in the guide are available on Healthagen Connect, and all electronic communications across Healthagen and its businesses should be sent using the broadcast messaging feature.



- Intranet portal to connect all Healthagen Businesses
- Blogs for client news, executive updates, and incubator updates
- "Chatter" forums for interactive collaboration
- Dynamic, user-generated content on pages for each business
- Business and industry event calendar

wwww.HealthagenConnect.com Log-in with your A# and password

# **HEALTHAGEN BUSINESSES— ENDORSEMENT USAGE**

All Healthagen businesses are required to incorporate a version of their individual logo that includes a text idea that says "A Healthagen Business" for use on specific materials. The use cases for when — and when p use the endorsement are highlighted below, and specific examples appear on the following pages.

#### WHEN TO USE THE ENDORSEMENT

- Brochure: Logo should use endorsement if it appears on the front/back page, and the Healthagen logo is not present
- Poster and/or Banners: Logo should use endorsement if the Healthagen logo is not present
- Fact Sheet/Other Printed Materials: Healthagen must be referenced if the Healthagen logo is not present. The reference may be in text ("A Health Business") or logo
- Business Cards: Logo on front of business should use endorsement if it is rep om the lower left-hand corner
- Presentations: Healthag be referenced on the cover of slide pro ons. The reference may be in text or logo
- E-mail Signature . Healthagen must be referenced. The re may be in text or logo
- App: Logo should use endorsement on mch" screen (if applicable) and at the highest level within the app
- Social Media: Logo should use endorsement if it appears in a highly visible area (e.g. Twitter background, Facebook banner)

#### WHEN NOT TO USE THE F ∠MENT

- Brochure: Logo use nor pages does not require ende ா; logo should not use endorsemer nt/back cover if the Healthagen logo is r
- Cards: Logo on front of business card a not use endorsement if it appears in text on e lower left-hand corner
- Fabric/Embroidered Products: Logo should not use endorsement (e.g. clothing or other wearable products)
- Social Media: Logo should not use endorsement within the default profile picture
- Website: Logo should not use endorsement, but a reference should be in text
- Multiple Business Logos: Logo should not use endorsement when multiple Healthagen business logos are used together
- Uses That Are Especially Large/Small: Logo should not use endorsement for any use that would make legibility an issue (e.g. billboards, signage, flash drives, pens, memo pads, etc.)



# THE ACTIVEHEALTH MANAGEMENT STORY

ActiveHealth Management is passionate about improving quality of care, reducing costs and transforming lives. We channel this passion into our collaborations with health plans, providers, government organizations and employers to provide insights and guidance to help every individual achieve his or her best health. Our integrated population health and wellness solutions supports more than 20 million people each year.

How do we define success? We leverage our advanced technology platform, deep insights and innovative engagement methodologies to provide meaningful guidance and motivate sustainable behavior change. These efforts are backed by our team of highly-trained clinical experts including doctors, pharmacists, nurses, care managers and coaches.

#### Building on a strong foundation.

More than 15 years ago, ActiveHealth® was founded to address a significant need in the healthcare industry. Silos of data and a disjointed healthcare system were creating challenges for providers looking to offer evidence-based, highly effective care. ActiveHealth's CareEngine® was born out of this opportunity, synchronizing complex patient data against evidence-based rules to identify gaps in care and opportunities for health improvement. Armed with evolved insight, our care teams can make informed decisions based on every patient's unique health profile.

#### Delivering unmatched value.

Our evolved solutions leverage advanced insights and analytics to process volumes of claims and clinical information and identify where each individual resides relative to a comprehensive health spectrum. We empower our customers to develop precise, targeted strategies based on goals of risk reduction, improved health, savings or broad engagement. This type of partnership informs our recommended services and resources including care management programs, health and wellness solutions and innovative clinical and consumer analytic platforms.

#### Evolving to fit the needs of our dynamic industry.

Since its founding, ActiveHealth has continued to leverage care team, provider, employer and consumer relationships to incrementally improve the health system. We remain committed to listening and collaborating with organizations—to continuously evolve our approaches to identify and engage individuals in their health and improve outcomes. Today we work with leading organizations to support all types of innovative care models including accountable care organizations, patient-centered medical homes, clinically integrated networks and embedded care management programs. Through these efforts, we can collectively optimize financial performance for organizations while dramatically improving quality of care.

#### A belief system that drives positive industry change.

At ActiveHealth, we believe significant impact can be achieved, one person at a time, by making the right connections, leveraging personalized, relationship-based communication, coaching and decision support, relevant social and mobile strategies and meaningful behavior change motivators. By enabling people to live healthier lives through care management, health and wellness engagement and clinical and consumer analytics, we can help transform the health system. Together, we believe we can.

#### **VISION STATEMENT**

We believe that by providing personalized insights and guidance, we can help every person achieve his or her best health.

#### MISSION STATEMENT

We are passionate about improving quality of care, reducing costs and transforming lives.

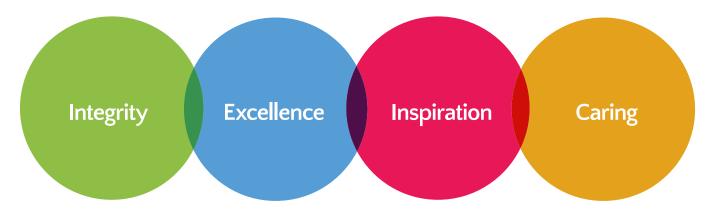
# **BOILERPLATE**

The boilerplate contains standardized language that describes ActiveHealth Management and product offerings to a reader who may not know our organization. It provides a high-level overview of the company's history, mission and vision. The ActiveHealth® boilerplate is used on both corporate and member pieces, including press releases and the website.

ActiveHealth Management is a national leader in population health management, passionate about helping every person achieve his or her best health. We provide personalized insights and resources through our clinical and consumer analytics, care management, health, lifestyle and wellness programs to help our customers improve quality of care, lower healthcare costs, and drive sustained consumer engagement and behavior change. ActiveHealth® collaborates with employers, health plans, governments and providers currently helping more than 20 million people live their healthiest lives. ActiveHealth Management is an independent subsidiary of Aetna (NYSE: AET). To learn more, visit activehealth.com or follow the company at twitter.com/ActiveHealthMgt

# **CORE VALUES**

ActiveHealth Management's core values include a strong focus on integrity, excellence, inspiration and caring.



We do the right thing for the right reason.

We strive to deliver the highest quality and value possible through simple, easy and relevant solutions.

We inspire each other to explore ideas that can make the world a better place.

We listen to and respect our customers and each other so we can act with insight, understanding and compassion.

## **BRAND DIFFERENTIATORS**

At ActiveHealth Management, we believe these four key differentiators help set us apart from other organizations.

#### BETTER INSIGHTS & EXECUTION

Our leading, patented technology platform provides personalized insights and guidance which enables transformation and inspires behavior change.

#### MEANINGFUL ENGAGEMENT

are, establishing a relationship of trust,

#### THOUGHTFUL INTERACTIONS

We provide meaningful, relevant support and guidance tailored to each individual's health, preference and goals, so we can maximize every opportunity to motivate positive change and inspire true empowerment.

#### **UNMATCHED VALUE**

We deliver proven, evolved results for our clients, from cost savings to trend performing continuous analysis of engagement and impact of value-based performance measures.

## **COPY TONE**

If your message is what you're communicating, then tone is how you communicate your message. In the same way that people have different personalities, writing styles are very different and can convey a personality all their own.

The ActiveHealth Management brand is all about our passion for helping people. The tone of our copy should reinforce this sentiment. It should be friendly and approachable. You'll want to make every effort to sound warm, yet crisp and direct. For example, avoid unnecessary adjectives, and use the active verb tense whenever possible so your writing is clear and engaging. You'll also want to address the reader directly whenever possible (for example, use "you" as opposed to "employers").

Your tone should also be audience appropriate. For example, when writing for a physician or employer audience, you want to come across as professional and intelligent. However, take care to avoid industry jargon, buzzwords and clichés.

When writing for prospects, it is important to come across as professional and intelligent. You also want to be perceived as friendly and welcoming. Again, you should avoid industry jargon, buzzwords and clichés. You should be specific about our products and services so the prospect understands what makes ActiveHealth unique. (Rather than using "member portal," use "MyActiveHealth engagement platform.")

If you are unsure whether your tone matches this description, compare your writing with some of our recent marketing materials and our website. Does your document sound like it was written by the same person who wrote this messaging? If not, what are some easy ways to edit your content to better match the desired tone? These might include changing your word choice, speaking directly to your audience and simplifying your sentence structure.

**Member Communications** Copy Tone. When writing important to come across as welcoming, warm and not overly formal. Try to use a conversational voice—meaning that your writing sounds similar to natural speech. choosing positive words In addition, you should always avoid industry terminology such as clinical words and phrases that members may not understand. (Rather than clinical practices" try using

# **PROPRIETARY TERMINOLOGY**

Using a standard brand and solution terminology is important to create consistency across all ActiveHealth communications. This includes language from the tagline to registration marks to changes in solution names. Please use these guides as a documentation of the most up-to-date language to convey the ActiveHealth brand.

#### **ActiveHealth Management**

The company name should be written ActiveHealth Management with no space between Active and Health and no inc. for all non-legal, internal, external and marketing purposes, ActiveHealth® should be used after the first and only usage of ActiveHealth Management and then ActiveHealth. The logo does not count as the first usage of ActiveHealth Management.

#### ActiveHealth®

ActiveHealth is registered trademark and should be used with a superscript®. This is applied only the first time used in a document.

#### **ActiveHealth**

Active Health (with a space) should not be used for either internal or external audiences. ActiveHealth should be used instead. AHM should not be used as an abbreviation for ActiveHealth Management to either internal or external audiences. ActiveHealth or ActiveHealth Management should always be used instead.

#### ActiveAdvice®

Computer software for healthcare management. Enables providers to get treatment and referral authorizations electronically; generates reports to enable a user to make decisions re appropriateness of care; software for managing and tracking pregnancy cases.

#### **ActiveAdvocate**<sup>sм</sup>

Program that provides a nurse to help members make critical medical decisions.

#### **ActiveAnalytics**<sup>SM</sup>

Data analysis & reporting tool.

#### Active Benefit Designs

Value-based insurance design (VBID) program. Enables design of a formulary and co-pay structure for individual members who derive the most clinical benefit from specific drugs with financial incentive to use those drugs.

#### **Active CareTeams**

Provider portal.

#### Active Disease Managements

Personalized health management program.

#### **ActiveFormulary**<sup>sm</sup>

Rx savings program.

#### ActiveHealth Clinical Decision SupportsM

Nothing used with name (industry term).

#### **ActiveHRA**<sup>SM</sup>

Health risk assessment.

#### Active Lifestyle Coaching<sup>SM</sup>

Health education and coaching services.

#### Active Maternity Management<sup>SM</sup>

Program to help reduce risks and costs of pregnancy complications and premature births. Provides educational materials and support during a member's pregnancy.

#### **Active Performance Measures**<sup>™</sup>

Program provides an assessment of the quality of care across networks & physicians compared to evidence-based standards

#### **ActivePHR®**

Software for managing personal medical information. To be replaced by MyActiveHealthsM PHR.

## PROPRIETARY TERMINOLOGY

#### ActiveUM/CM<sup>sм</sup>

Utilization management and case management services.

#### Caduceus

Healthcare cost containment, UR, care cost review and electronic processing of healthcare information.

#### **Care Consideration**

When writing Care Consideration, it must be used with a capital C for both Care and Consideration and also written as two separate words.

#### **CareEngine™**

CareEngine is a registered trademark and should be used with a superscript™. This is applied only the first time used in a document.

#### CareEngine®

CareEngine is registered trademark and should be used with a superscript®. This is applied only the first time used in a document.

#### CareEngine

Care Engine (with a space) should not be used for either internal or external audiences. CareEngine should be used instead.

#### CareEngine® System

When discussing the platform for our technology, CareEngine System should be used. These are all Title Case and CareEngine should have a registration mark (®) if it's the first time it's used. Thereafter, it should be CareEngine.

#### **DART**<sub>SM</sub>

Data analysis and reporting tool delivers the powerful reports needed to analyze and detect trends and opportunities, reduce costs and increase efficiencies. DART is web-based so users have full-time access to their data, directly from their desktops.

#### Information is the Best Medicine®

Healthcare cost containment, UR, care cost review and electronic processing of healthcare information.

#### MyActiveHealth<sup>™</sup>

Personalized member engagement website integrated with other ActiveHealth solutions. For example, MyActiveHealths PHR.

#### PM or Performance Measures

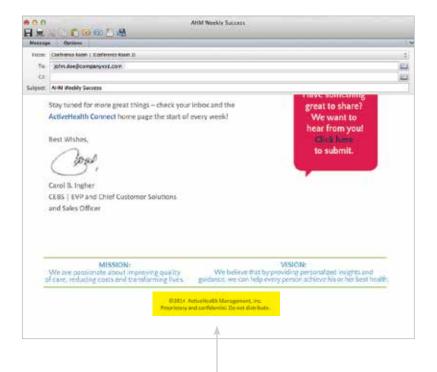
Our performance measure solutions should always be described as Clinical Performance Measures and not PM or Performance Measure.

## **COPYRIGHT**

All materials produced and distributed by ActiveHealth or our clients must include a copyright notice, with the year updated annually.

©2014 ActiveHealth Management, Inc.

Proprietary and confidential. Do not distribute.



member-facing materials are still required to display a copyright at the bottom of the piece.

This notice should appear flush left at the bottom of all printmaterials and centered for all digital materials. It must be at least 6 pt. font, appearing over two lines and within the live area of the page.

# VISUALS

# Visualize

verb

'vi-zhə-wə-ˌlīz, ˌvi-zhə-ˌlīz, 'vizh-wə-ˌlīz\

: to form a mental image of; to capture with sight.

### LOGO

The ActiveHealth logo is the first and foremost representation of ActiveHealth. The logo is made up of two elements: the icon, the green circle that houses the modernized caduceus and the name, "ActiveHealth Management." The caduceus emphasizes our clinical foundation. The blue typography is also reflective of healthcare. While the symbol and color of the typography are seen as traditional design elements, the way in which they are executed has been modernized to reflect our fresh, forward-thinking approach.

The icons portion of the logo was designed to be instantaneously recognizable and representative of the organization so that it can be utilized internally as a stand alone to represent the ActiveHealth® brand.

#### **PRIMARY LOGO**



#### **REVERSE PRIMARY LOGO**





# **ALTERNATIVE LOGOS**

Use the full-color primary logo from the previous page whenever possible. All of the logo versions shown on this page should ONLY be used when reproduction limitations require their use.

**ONE COLOR LOGO OPTION** 





**REVERSE PRIMARY LOGO** 



# LOGO SIZE AND SPACING

Caution should be used to avoid reproducing the logo smaller than the recommended minimum size. For maximum impact, the space around the ActiveHealth Management logo must be free from other text and graphics. The clear space on each side of the logo should always be equal to or greater than the height of the ActiveHealth Management word mark.

#### **MINIMUM SIZE FOR LOGO**



Minimum size is 1" wide.

Avoid reproducing logo smaller than recommended minimum size.

#### **CLEAR SPACE REQUIREMENTS**





The minimum clear space "x" is equal to the height of "ActiveHealth Management."

# **ADDITIONAL LOGOS**

Below are two additional ActiveHealth logos: one identifies Healthagen as the parent company, and the other expands on the ActiveHealth logo in order to brand the portal.

#### **ACTIVEHEALTH A HEALTHAGEN BUSINESS LOGO**



NOTE:

AHM to write

**ACTIVEHEALTH PORTAL LOGO** 



NOTE:

AHM to write

# **INCORRECT USE OF LOGO**

This section explains the important DON'Ts of the ActiveHealth Management logo usage. Since the logo has been provided in all approved formats, there is no need to recreate the logo or use it in any other way. However, it is beneficial to demonstrate improper usage so designers, vendors and other operators understand the crucial difference between right and wrong methods of utilization.



Do not use the old ActiveHealth Management logo.





Do not skew or scale the logo disportionately. (This commonly happens in PowerPoint®. To ensure that it doesn't happen, hold down the shift key when resizing logo.)



Minimum size is 1" wide. Avoid reproducing logo smaller than recommended minimum size.



Do not resize the elements individually.



Do not swap or edit original color.



Do not substitute fonts.

# **COLOR SYSTEM**

The color system was created with a secondary color palette and tertiary support pallette to enhance the primary colors when necessary. Use the color palette to support a consistent experience of the brand. Colors may vary depending on paper stock.

#### **PRIMARY PALETTE** PANTONE® СМҮК 100-56-0-23 50-5-95-0 RGB 22-87-136 107-175-0 WEB 165788 6BAF00

SECONDARY PALETTE	0	0	0
PANTONE®	2995	307	7463
СМҮК	64-27-0-0	99-40-14-0	100-62-12-62
RGB	49-164-255	22-87-136	0-49-80
WEB	00A9E0	005DA6	003150

TERTIARY PALET	TE O	0		0
PANTONE®	131*	382	420	1925
СМҮК	3-36-100-6	26-5-93-0	18-14-13-0	2-100-53-0
RGB	217-142-0	172-204-0	191-191-191	223-27-79
WEB	CE8E00	ACCC00	C0C0C0	A6093D

<sup>\*</sup> For digital, web and Microsoft® products use Pantone® 1245 (RGB 197-146-23, Web C59217).

SEE PAGE TBD FOR AN EXTENDED POWERPOINT® COLOR SYSTEM

#### NOTE:

New web font TBD?

### **TYPOGRAPHY**

Typefaces are chosen for their legibility, unique character and versatility. The options shown here are recommended to maintain consistency throughout all marketing and communication efforts.

#### **FOR PRINT**

Universe is the primary font for all print collateral. Quattrocento should be used sparingly for supplemental text such as headlines, pull quotes and other minimal uses.

#### **HEADING FONT:**

Quattrocento Sans Bold abcdeghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXZ 0123456789!@#\$%^&\*()

Quattrocento Sans Regular abcdeghijklmnopgrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXZ 0123456789!@#\$%^&\*()

#### **BODY COPY FONT:**

Universe Regular abcdeghijklmnopgrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXZ 0123456789!@#\$%^&\*()

**Universe Bold** abcdeghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXZ 0123456789!@#\$%^&\*()

Universe Light abcdeghijklmnopgrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXZ 0123456789!@#\$%^&\*()

Universe Light Oblique abcdeghijklmnopqrstuvwxyz **ABCDEFGHIJKLMNOPQRSTUVWXZ** 0123456789!@#\$%^&\*()

#### **FOR WEB**

Arial is the primary font for online use. Quattrocento is used for all headlines.

#### HEADING FONT:

Quattrocento Sans Bold abcdeghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXZ 0123456789!@#\$%^&\*()

Quattrocento Sans Regular abcdeghijklmnopgrstuvwxyz ABCDEFGHIJKLMNOPORSTUVWXZ 0123456789!@#\$%^&\*()

#### **BODY COPY FONT:**

Arial Regular abcdeghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXZ 0123456789!@#\$%^&\*()

Arial Regular Italic abcdeghijklmnopgrstuvwxyz **ABCDEFGHIJKLMNOPQRSTUVWXZ** 0123456789!@#\$%^&\*()

**Arial Bold** abcdeghijklmnopqrstuvwxyz **ABCDEFGHIJKLMNOPQRSTUVWXZ** 0123456789!@#\$%^&\*()

Arial Bold Italic abcdeghijklmnopqrstuvwxyz **ABCDEFGHIJKLMNOPQRSTUVWXZ** 0123456789!@#\$%^&\*()

#### **IN-HOUSE DOCUMENTS**

For internal documents such as Word®, PowerPoint® and email, the Calibri font family is to be used.

#### HEADING FONT:

Calibri Bold abcdeghijklmnopqrstuvwxyz **ABCDEFGHIJKLMNOPQRSTUVWXZ** 0123456789!@#\$%^&\*()

#### BODY COPY FONT:

Calibri Regular abcdeghijklmnopgrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXZ 0123456789!@#\$%^&\*()

Calibri Regular Italic abcdeghijklmnopqrstuvwxyz *ABCDEFGHIJKLMNOPQRSTUVWXZ* 0123456789!@#\$%^&\*()

#### **Member Communications.**

#### **HEADING FONT:**

**Myriad Bold** abcdeghijklmnopgrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXZ 0123456789!@#\$%^&\*()

abcdeghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXZ 0123456789!@#\$%^&\*()

Myriad Pro Regular Italic *ABCDEFGHIJKLMNOPQRSTUVWXZ* 



## TYPOGRAPHY CALL OUT STYLES

Call outs help to add visual interest to any collateral piece. They are generally treated with color block, shapes and typographical treatments. Sometimes call outs are the main visual interest on the page, and other times they support a powerful image. Universe is the primary font for all print collateral. Quattrocento should be used sparingly for supplemental text such as headlines, pull quotes and other minimal uses. Below are some style examples to review. Please see the template section (page TBD) for more specifics on type formating.

> To read more member stories, visit activehealth.com.

> > Call Out Box

To read more member stories, visit activehealth.com.

Unique speech bubble anchored by a dot graphic

# 3.5 times

If an employer offers a wellness program, employees are 3.5 times more likely to identify themselves as creative and innovative.

Call Out Box with Statistics

Through mobile optimization, you can be sure that the services available on your website are also available on a mobile browser for easy access by employees.

Call out box without statistics

To find out more about any of these approaches or to learn about ActiveHealth Management's personalized integrated wellness programs, contact info@activehealth.net or visit www.activehealth.com.

Call to Action Copy at End of Document



Testimonial quote in circle shape

The dot and line graphic can be used in many formations. Here are a couple of examples:

#### Positive





The dots are always placed on a line or intersection.







The circles can be used to house an image, quote and stand alone. If utilizing a larger circle, only use one or two per page and use creative license to crop in interesting ways.

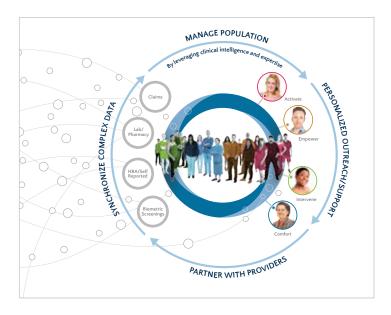
Dot outline created into a honeycomb pattern.

This is often used subtley across the bottom of a page.





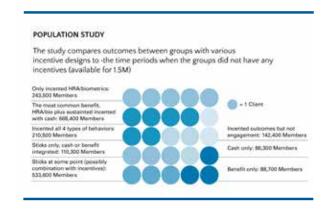
The circles can be evolved into graphic visuals.

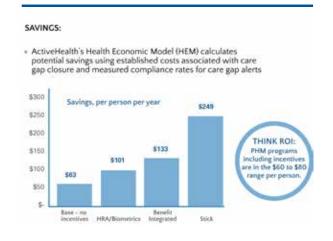


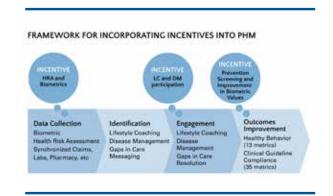
CareEngine

#### Chart samples









# INSIGHT

# Powered by CareEngine®

Clinical Decision Support, Member Messaging, Active Measures, CSID

**ACTIVATE** 

Lifestyle Coaching,
Consumer Engagement Portal,
PHR, Biometric Screening,
Digital Coaching,
Onsite Coaching,
Challenges and
Social Outreach

#### **EMPOWER**



Disease Management, Advocacy Support, Maternity Coaching and 24/7 Nurseline



Case Management, Complex Case Management and Utilization Management

# **COMFORT**

Transitions of Care and Compassionate Care

#### **ENABLE**

Incentive Management, AA Software Licensing, Communication Engine and Client Communications

Brand differentiators

Photography is an important element of our brand. When choosing imagery for the ActiveHealth brand, we look for images that are interacting, engaging, diverse, memorable, powerful and energetic, and reflect the organization's goals of improving the healthcare system in a positive way. The images reflect the energy and passion of the people impacted by ActiveHealth. Below are some photography styles to help guide image selection.

#### **HEADSHOT STYLE**













#### **FAMILY AND LIFESTYLE**









#### INTERACTING WITH TECHNOLOGY







**COLLABORATIVE, ENGAGING WORK SETTINGS** 





#### **SPECTRUM OF HEALTH**







**DIVERSE POPULATION** 



# **ICONOGRAPHY STYLE**

When utilizing iconography for the ActiveHealth brand, the icons should provide a quick, intuitive representation of an action or a status. The icons are typically one color and placed in a circle. Below are some ActiveHealth icon samples:





































## NOTE:

Additional information to go on this page, icon title, where and how these icons can be accessed.

The stationary conveys the ActiveHealth Management brand in a simple and functional way.

Universe is the typeface used on all printed identity material and caliber should be used to typeset the personalized information.

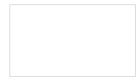


Letterhead



Mailing Label





Business Card: Option one, no back design





Business Card: Option two, with back design





Email Signature: Option one, with logo



Email Signature: Option two, no logo

Press Release Word® Template

The Human Resources Toolkit is given to every new ActiveHealth Management employee. The Toolkit includes: the ActiveHealth Management Story, the Acronym Guide, the B.E.S.T. introduction data sheet, an overview of the Business Units, client and member testimonials and the Value Story data sheet. This package introduces employees to the ActiveHealth® brand and provides materials that support the ActiveHealth mission and vision.













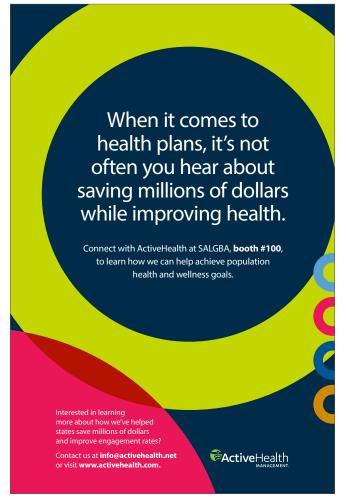


The Corporate Brochure is 8.5" x 8.5" and houses the smaller sized data sheets in the back folder. The brochure provides an overview of ActiveHealth Management and the solutions the company offers. The data sheets take a deeper dive into ActiveHealth®'s solutions.



Booth Design





Page Ad



Website Banner

Website



Social Media



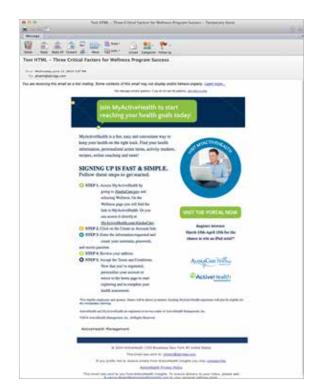








Prospecting Email Sample



Marketo Email Sample

Email Templates for Product Marketing — The Salvation Army, Dominos and State of Alaska



## **Member** Communications.

Email Templates for **Dominos and State** 

# **DEFINITION OF FILE & COLOR FORMATS** & THEIR APPROPRIATE USAGE

## **FILE FORMATS**

Provided here are useful insights for different graphic file formats. When sending materials with the ActiveHealth Management logo to printers and other vendors, certain file formats are preferred over others because they are optimized for particular usage.

## **Adobe Illustrator EPS**

## (Encapsulated Post Script) Files

This is the most widely used format and is accepted by most vendors as an industry standard. These files are scalable to any size and resolution. They are vectorbased and take up little memory. This format is good for usage in print.

## JPEG (Joint Photographic Experts Group) Files

This is a good file format for compressing high quality images into smaller file sizes. This format is especially good for online use. Unlike the vector-based eps file, a jpeg will decrease in resolution when increasing its physical size.

## GIF (Graphic Interchange Format) Files

This is a good file format for preparing and optimizing Internet graphics. Since this file format was designed to reduce file size of graphics for Internet delivery, these files are best used when creating Web sites and other Web-ready graphics. This file format is NOT good for high resolution printing.

## **TIFF (Tagged Image File Format) Files**

This is a good file format for high-resolution four-color process printing. It is widely used in commercial offset printing and reproduction. This format produces large files and high quality results.

## **PNG (Portable Network Graphics)**

This is a good format for website designers. It has the image quality of JPEG. It's also a smaller file-size, and like GIF, it supports transparency, but with a higher quality output. PNGs work well in PowerPoint®.

## **COLOR FORMATS**

Provided here are useful insights on different color formats. When sending materials with the ActiveHealth Management logo to printers and other vendors, certain color formats are preferred over others because they are optimized for particular usage.

## RGB (Red, Green, Blue)

RGB should only be used when creating artwork to view online such as websites and banner ads. RGB images can also be placed in programs such as InDesign to create pdfs as long as the pdfs are for viewing on-screen and not for print. RGBs also work well in PowerPoint® presentations.

## CMYK (Cyan, Magenta, Yellow, Black)

CMYK files are exclusively for print. CMYK files can be used for offset or digital printing.

## Spot Color (PMS: Pantone Management System)

Spot colors, also known as PMS or Pantone colors, are also exclusively used for print and specifically for offset printing, not digital printing. Spot colors are often cleaner and brighter than the same color broken down into CMYK. When full color photography is being used, the collateral must be printed in CMYK. However, if there is a specific color that prints better in spot, the job can be printed as CMYK + a spot color (or more). This does cost extra.

# **TEMPLATES**

# Template noun \'tem-plət\

: something that is used as an example of how to do, make, or achieve something.

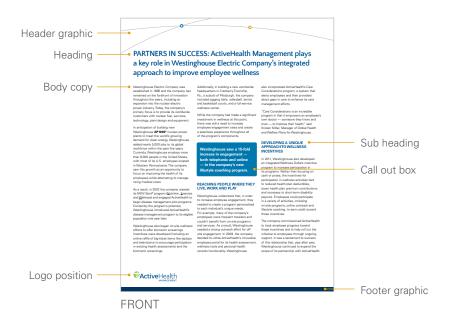


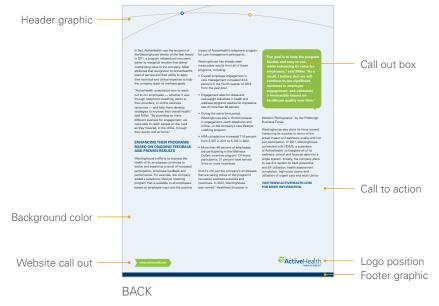
# WHITEPAPER



# InDesign

## **CASE STUDY**







A second version of the case study (W=8.5" x H=8.5") is created to fit in the custom sized pocket folder.

## **PAGE STRUCTURE**

Margins: Top 0.5", bottom 0.5",

left 0.5", right 0.5" Columns: 3 Gutter: 0.1667"

## **HEADER/FOOTER GRAPHIC**

Top front: A composition of the

dot and line graphic

Bottom front: 0.27" tall bar running

the width of the page. C100-M62-Y12-K62.

Top back: A composition of the

dot and line graphic

Bottom back: 0.27" tall bar running

the width of the page. C100-M62-Y12-K62.

## LOGO POSITION

Front: Bottom left. Back: Bottom right.

## TYPOGRAPHY

## Heading:

Font, Quattrocento Sans Bold. Color, C100-M56-Y0-K23. Size, 22pt. Leading, 24pt. Letter case, first statement, upper case. The following in sentence case.

## Sub Heading:

Font, Universe 65 Bold. Color, C100-M56-Y0-K23. Size, 10.5pt. Leading, 12pt. Letter case, upper case.

## **Body Copy:**

Font, Universe 45 Light. Color, C0-M0-Y0-K100. Size, 9pt. Leading, 12pt. Letter case, sentence case.

## **CALL OUT**

## Box on front and back:

Font, Universe 65 Bold. Color, CO-MO-YO-KO. Size, 11pt. Leading, 15pt. Letter case, sentence case. Background color, C99-M40-Y14-K0 or C50-M5-Y95-K0.

## Call to action on back:

Font, Universe 65 Bold. Color, C 100-M 56-Y 0-K 23. Size, 9pt. Leading, 12pt. Letter case, upper case.

## Website address on back:

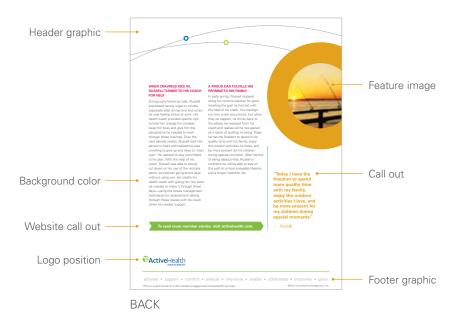
Font, Universe 67 Bold Condenced. Color, CO-MO-YO-KO. Size, 8pt. Leading, 9pt. Letter case, lower case Background, arrow shape, C50-M5-Y95-K0.

## **BACKROUND COLOR**

Backside: C100-M16-Y0-K27 at 7% transparency.

# MEMBER TESTIMONIAL





## PAGE STRUCTURE

Margins: Top 0.75", bottom 0.75",

left 0.75", right 0.75" Columns: 3 Gutter: 0.1667 in"

## **HEADER/FOOTER GRAPHIC**

Top front: A composition of the

dot and line graphic.

Bottom front: Overlapping colored

curved composition.

Top back: A composition of the

dot and line graphic.

Bottom back:

Line color Color, C50-M5-Y95-K0.

Font, Universe 45 light. Color, C43-M35-Y35-K1. Size, 12pt. Leading, 14.4pt (Bullets, 10pt).

Letter case, lower case.

LOGO POSITION

Front: Top left. Back: Bottom left

## **TYPOGRAPHY**

## Title Heading:

Font, Univers 45 Light Condensed

Color, C0-M0-Y0-K0. Size, 24pt. Leading, 22pt.

Letter case, upper case. Background color, C64-M27-Y0-K0.

## Heading:

Font, Universe 55 Roman.

Color, C100-M56-Y0-K23.

Size, 16pt. Leading, 18pt.

Letter case, upper case.

## Sub Heading:

Font, Universe 65 Bold.

Color, C2-M100-Y53-K0.

Size, 9.5pt. Leading, 13pt.

Letter case, upper case.

## **Body Copy:**

Font, Universe 45 Light.

Color, C0-M0-Y0-K80.

Size, 9.5pt. Leading, 13pt.

Letter case, sentence case.

## **CALL OUT**

## Word cloud on front

Custom per piece.

## Call out on back:

Font, Universe 65 Bold.

Color, C3-M36-Y100-K6.

Size, 13pt. Leading, 15pt.

Letter case, sentence case.

## Website address on back:

Font, Universe 67 Bold Condenced.

Color, CO-MO-YO-KO.

Size, 11pt. Leading, 13pt.

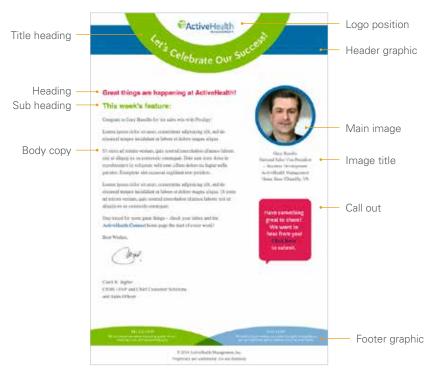
Letter case, sentance case

Background, arrow shape,

C50-M5-Y95-K0.



# **INTERNAL EMAIL**



Weekly Success

## PAGE STRUCTURE

Margins: Left 35px, right 35px"

Columns: 2 Gutter: 35px

## **HEADER/FOOTER GRAPHIC**

Top: Custom artwork that holds the logo and email title. Width, 600px. Bottom: Custom artwork of the overlapping colored curved

composition that holds the mission and value statements.

Width, 600px.

## **LOGO POSITION**

Front: Top center.

## **TYPOGRAPHY**

Heading:

Font, Arial. Color, #df1b4f.

Size, 16px.

Letter case, sentance case.

## Sub Heading:

Font, Arial.

Color, #82bc00.

Size, 18px.

Letter case, sentance case.

## **Body Copy:**

Font, Arial.

Color, #727273.

Size, 12px. Leading, 18px.

Letter case, sentence case.

## **CALL OUT**

## Main image:

Custom artwork. Width, 151px

## Image title:

Font, Arial.

Color, #727273.

Size, 11px. Leading, 16px.

Letter case, sentence case.

## Call out art:

Custom artworkand type format.

Width, 132px



# **INTERNAL EMAIL**



Holiday Donations



HOLIDAY PARTY

Additional sample to show how this template can be extended on with new content and a different header graphic.

## PAGE STRUCTURE

Columns: 2 Gutter: 20px

## **HEADER/FOOTER GRAPHIC**

Top: Custom artwork is created per piece. The artwork incorporates the AHM circles in a unique and cleaver way to relate the subject matter. Width, 600px

Bottom: Features the AHM logo reversed out of a dark blue bar. Width, 600px

**LOGO POSITION** Front: Bottom right

## **TYPOGRAPHY**

Margins: Left 20px, right 20px"

Heading: Font, Arial Color, #ea1659. Size, 15px.

Letter case, sentance case.

Sub Heading: Font, Arial Color, #002b51 Size, 13px.

Letter case, sentance case.

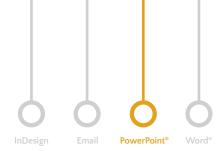
Call out copy: Font, Arial Color, #002b51 Size, 17px. Leading, 22px.

Letter case, sentance case. **Body Copy:** Font, Arial Color, #002b51

Size, 13px. Leading, 16px. Letter case, sentance case.

**CALL OUT** Main image:

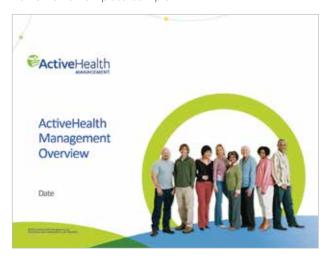
Custom artwork. Width, 235px



# **POWERPOINT®**

A Microsoft PowerPoint® template is available for use by all ActiveHealth employees and is available in the marketing section of the ActiveHealth intranet. This template has been created to promote consistency with the company brand. Various page layouts are included within the template for building presentations within our brand.

## PowerPoint® Template Sample



## **SPECIAL CONSIDERATIONS**

Fonts: Use Calibri and Calibri Bold for all text; do not use italics. Font sizes should be no lower than 12 pt. (except for copyrights and footnotes).

Colors: Use the color palette embedded within the ActiveHealth PowerPoint® template. See pageTBD.

Headlines: Keep headlines to a single line. Use a subhead if content is too long.

Bulleted points: Keep bullets brief and do not use a period unless it is more than one sentence.

**Imagery:** As discussed earlier in this guide, select photos that are simple, clean and modern. Avoid images of people who look like models or are too "posed." Images should convey diversity—a range of ages, genders and ethnicities.

**Copyright:** Every slide must contain the ActiveHealth copyright notice below the logo.

**Logo:** Do not cover the ActiveHealth logo. Download the most recent version of this template from the marketing section of the ActiveHealth intranet. You may also contact the Product Marketing team for more information on using this template.













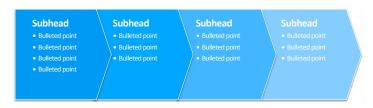








Charts and tables should be designed to promote consistency with the ActiveHealth brand. As a starting point, use the charts and tables available within the ActiveHealth PowerPoint® and Word® templates. If you are creating charts in Microsoft Excel, you should match the style set by the PowerPoint® and Word® templates.

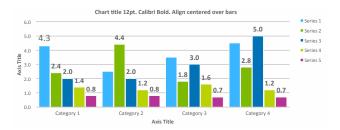


Directional Table: Use this layout to show a timeline or sequence

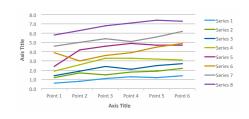
## **SPECIAL CONSIDERATIONS**

Colors are in an order of priority (bright blue, grass green, deep blue, light green, magenta, etc.)

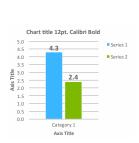
Fonts should always be legible and no smaller than 10 pt. font



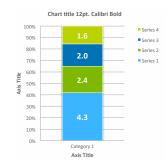
Large Bar Chart



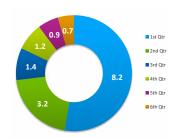
Line Graph



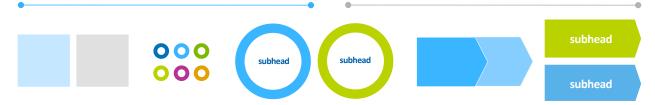
Small Bar Charts



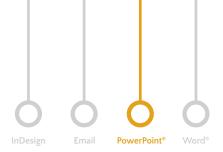
Stacked Bar Chart



**Donut Chart** 



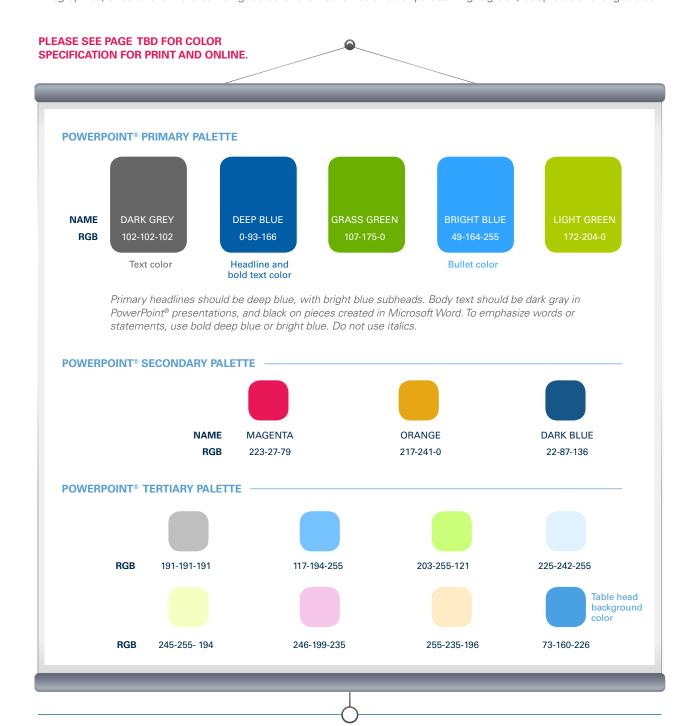
Directional Table: Use this layout to show a timeline or sequence



# **POWERPOINT® COLORS**

These colors are for use in PowerPoint® only; do not introduce new colors. Please see page TBD for color specification for print and online.

Member materials use the light range of the ActiveHealth® color palette. Non-photographic images, such as infographics, should follow the same light side of the ActiveHealth color palette—light green, deep blue and bright blue.





# **WORD®**

A Microsoft Word® template is available for use by all ActiveHealth employees and is available in the marketing section of the ActiveHealth intranet. This template has been created to promote consistency with company branding. Sample page layouts are included within the template for building a document using our brand style.



Word®Template Sample (RFP)

## **SPECIAL CONSIDERATIONS**

Fonts: Use Calibri and Calibri Bold for all text; do not use italics. Font sizes should be no lower than 10 pt. (except for copyrights and footnotes).

Colors: Use the ActiveHealth color palette embedded within the ActiveHealth Word template.

Headlines: Use the "Styles" embedded within the ActiveHealth Word® template.

**Imagery:** As discussed earlier in this guide, select photos that are simple, clean and modern. Avoid images of people who look like models or are too "posed." Images should convey diversity—a range of ages, genders and ethnicities.

Logo: Do not cover the ActiveHealth logo.

Copyright: Use the copyright notice embedded in the ActiveHealth Word® template.

Download the most recent version of this template from the marketing section of the ActiveHealth intranet.

You may also contact the Product Marketing team for more information on using this template.



For more information or questions about the ActiveHealth Management brand, please contact Suzanne Bedell at 860-272-1238 or sbedell@activehealth.net.