

2017 ISAC Wellness Program Q & A

Program Overview:

Employees can complete program options between January 1, 2017 and October 31, 2017. The program will conclude on October 31, 2017. Gift cards will be distributed throughout the program with the final distribution being in November.

The employee can choose to participate in any of the following activities to receive incentives for a maximum incentive of \$200:

- Completion of preventive exam with physician & completion of Wellness Assessment (paper or online) for a \$50 gift card
 - Test Options include: Annual Preventive Physical, Mammogram, Colonoscopy, Prostate Exam, Zoster Vaccine, Gynecological/Pap Smear Exam
 - Only one of the preventive exams need to be completed
 - Employees can self-report their exam online through wellmark.com (Wellmark Wellness Center), there is no paper form option for preventive exams.
 - Monthly Wellmark will upload preventive exams from claims and award credit for the preventive exam. Please note that this is only based upon exams that are coded preventative/routine. Please check the Wellmark Wellness Center Rewards portal to ensure your exam was credited.
 - Wellness Assessment would be completed through wellmark.com (Wellmark Wellness Center) website or by requesting a paper assessment through the wellness help desk.
 - **To receive the \$50 the employee must complete both an exam and a wellness assessment**
- Completion of activity programs for \$50 gift card per activity program completed with a maximum of \$150 (or 3 activity programs/3 points)
 - TAVi programs (Then and Now, Take Your Pick and Tasty Twist)
 - Two County programs approved by ISAC
- The county percentage of rate reduction is based on cumulative activities completed with a maximum of four activities per employee (preventive exam/assessment and three additional activities or four wellness activities).

Q & A

Wellness Incentive

Q. What are the eligibility requirements to receive the incentive dollars?

A. Gift cards will be distributed throughout the program as points are earned this year with the final disbursement in December. The participant must be insured on the ISAC Group Health plan at the time of gift card distribution and must have registered/logged into the Wellmark Wellness Center in 2017 to receive the gift cards.

Q. Are spouses eligible for the incentive program?

A. Non employee insured spouses are not eligible to receive an incentive. Insured employee spouses that are employees on a family plan of the county please contact your wellness committee.

Q. When will I get my incentive dollars?

A. Gift cards will be distributed throughout the program as they are earned with the final disbursement in November. You must also login or register in 2017 and be an active employee insured in order to receive the gift card.

Q. Will the program incentives for 2017 be taxable?

A. Incentive gift cards are taxable and it is the responsibility of the employee to report this information for tax purposes. Neither ISAC nor the county will be sending w-2's for the gift cards.

Q. Will lists of names be provided to the counties when the gift cards are distributed so that the county knows in the event they should get questions from employees?

A. Wellmark will be providing a list monthly to the county that will include employee names and the activities that have been completed, from this list your county wellness committee should be able to answer employee questions. Employees can also contact the Wellmark Wellness Help Desk at 877-252-8412 with questions.

Q. How do I know how much I will receive for my incentive?

A. You can track your activities via the Wellmark Wellness Center on wellmark.com. You would then access your wellness center, click on the rewards link and be able to view the activities you can complete for incentives credit. This is also the site that you would complete your wellness assessment and self-report your preventive exam. You can view this portal from your mobile device as well simply download the Wellmark mobile app from your app store, or visit Wellmark.com/GoMobile. Once downloaded, open the app and select myWellmark to log in with your User ID and Password. If you are not registered for myWellmark, you can do so by following the prompts. Make sure you have your Wellmark member ID card handy, as it will be needed to complete registration

Q. What are the deadlines of the program?

A. The wellness program concludes on October 31, 2017. Be sure to report all program information to your wellness committee, complete the wellness assessment, and report preventive exam information via the Wellmark wellness portal prior to October 31, 2017.

Wellness Assessment

Q. How do I get to my wellness assessment?

A. You access your wellness assessment through wellmark.com. There are specific instructions on accessing the assessment via the Wellness Assessment Guide Document available through your wellness committee.

Q. Do I have to complete my wellness assessment?

A. The wellness assessment is available to complete for all insured employees, none of the wellness activities are mandatory so you have the option to complete any or all of them. To get an incentive for completing the wellness assessment, you must also self-report your preventive exam through the Wellmark Wellness Center. By doing both activities you would receive \$50.

Q. Is there another option to completing the wellness assessment online?

A. Yes, you can request a paper wellness assessment by contacting the wellness help desk at 877-252-8412. The paper wellness assessments have to be **completed and returned by October 1, 2017** to allow for processing by the end date of the program. If an assessment is returned after October 1, 2017 it **WILL NOT** count toward the incentive gift card. In addition, you can complete the wellness assessment via the Wellmark mobile app. Simply download the Wellmark mobile app from your app store, or visit Wellmark.com/GoMobile. Once downloaded, open the app and select myWellmark to log in with your User ID and Password. If you are not registered for myWellmark, you can do so by following the prompts. Make sure you have your Wellmark member ID card handy, as it will be needed to complete registration.

Wellness Activities

Q. Do I have to complete all of the activities?

A. No, you can choose to complete any or all of the activities. However, you can only complete a maximum of four activities to count toward to county incentive (preventive exam/wellness assessment and three additional activities (tasty twist, take your pick etc).

Q. Will the activity based programs be online programs?

A. The activity based programs have many options, they can be online or paper based. This will be at the discretion of your county wellness committee.

Q. How will the activity based programs be validated?

A. The wellness committees will be asked to submit to ISAC/Wellmark the list of employees that completed the programs.

Q. Why doesn't the site reflect all of the programs that I have completed through my wellness committee?

A. The activities that are completed through the wellness committees are sent over to Wellmark to upload into the wellness portal once the programs are completed. If you are not seeing your activity listed as completed, please contact your wellness committee to inquire on when or if they have submitted the file for upload into the wellness portal.

Q. On the Wellmark Wellness Center website the rewards expire in November but the program ends on October 31, 2017, why?

A. All program components need to be completed by October 31, however, on the website, the rewards will not expire until early November to allow counties time to prepare and provide the list of participants for the activity programs.

Preventive Tests

Q. Does the member have to complete the preventive test to get the incentive for the activity based programs?

A. No, members can choose to complete the activities and tests that they want to complete. Remember, to get an incentive for completing the preventive test you must also complete the wellness assessment through the Wellmark Wellness Center. By doing both activities you would receive \$50.

Q. Do local health screenings offered through my county or local hospital (example PSA) count toward the incentive program?

A. Local health screenings do not qualify toward the program as they aren't submitted through the Wellmark health insurance and don't typically include an extensive consultation with your provider.

Q. Do I have to complete all the preventive screenings to get my incentive for completing that activity?

A. You only need to complete **one** eligible preventive test (annual physical, mammogram, gynecological exam with pap smear, prostate screening exam, colonoscopy or the Zoster vaccination). These tests are all covered under your Wellmark health insurance should you be eligible. Please call Wellmark customer service for benefits coverage questions, the number is located on the back of your insurance card.

Q. Does the routine physical or other eligible preventive service have to be coded routine? Can it be associated with an illness like diabetes and still be covered under the incentive program?

A. The physical does not have to be routine. However, be aware that services can be subject to co-pay or deductible and/if coinsurance if not coded as routine/preventive.

Q. How do I report my preventive exam?

A. To receive credit for this activity monthly Wellmark will upload credit based upon claims that have been submitted. To receive credit the claim must be coded as preventive. You can also self-report your preventive exam through the Wellmark Wellness Center Reward portal. When self-reporting preventive exams you must enter the date and the place of service/provider and hit submit. This is through the reward portal and NOT the wellness assessment. If you have questions on if credit was given please call the Wellness Center Help Desk at 877-252-8412.

Q. Do DOT (Dept. of Transportation) physicals work for the incentive program – secondary roads?

A. DOT physicals are not provided as part of the ISAC medical plan so these physicals will not be counted toward the preventive requirements.

Q. What is the Zoster vaccine and what age can I get the test?

A. Zoster is a shingles vaccine that is recommended for preventive reasons after the age of 50 according to the American Medical Guidelines, this vaccine can be administered in your doctor's office or pharmacy. Note that your doctor may recommend you have this test earlier should you have a medical diagnosis or family history and in this case, be aware that co-pays or deductible and/or coinsurance can apply in this case.

Q. Do you need to wait a year between the routine physicals?

A. Routine physicals are allowed under your benefit plan once per calendar year, it is not necessary to wait a full 12 months for your next physical unless it is your doctors recommendation.

Q. Do we tell the provider to code the procedures as preventive?

A. One way to receive credit for the preventive exam is through a monthly upload from Wellmark claims. To receive credit through claims the claim must be coded as preventive. You can discuss with your provider how they code the procedure if you feel it should be coded as preventive. If the claim is not coded as preventive you do have the option to self-report the preventive exam through the wellness center reward portal.

County Incentive

Q. Is the county's rate reduction based on the employee participation?

A. The county percentage of rate reduction is based on cumulative activities completed total earned per employee; with a maximum of four activities per employee (preventive exam/assessment and three additional activities or four wellness activities). In addition, there are additional goals the county has to meet to achieve any type of rate reduction.

Q. Is the percentage based on members as of 1/01/2017?

A. The percentage will be calculated using the number of members enrolled in the medical plan as of 1/1/2017.