

2018 ISAC Wellness Program Q & A

Program Overview:

Employees can complete program options between January 1, 2018 and October 31, 2018. The program will conclude on October 31, 2018. Incentives for this program will be distributed by the county. There will be one incentive of \$100 provided on a paycheck in November. Other incentives will be provided by the county throughout the program year.

Employees on the ISAC medical plan can choose to participate in the following activities:

- Apply for Naturally Slim program
 - Limited spots are available
 - If selected, completion of the program figures into the county level incentive
- Completion of annual physical exam with physician & completion of Wellness Assessment (paper or online)
 - Routine physical completed with employee's physician
 - Employees can self-report their exam through wellmark.com (Wellmark Wellness Center – Rewards Center) OR claims will be loaded for rewards Monthly from the Wellmark claims system if the service was coded as preventive/routine
 - After completion of the exam the employee completes a Wellness Assessment through the wellmark.com (Wellmark Wellness Center) website or by requesting a paper assessment through the wellness help desk.
 - Paper assessment must be received by 10/1 to be counted toward the incentive
 - Wellness funds will be used for paper assessments
 - **To receive the \$100 the employee must complete both an annual exam and a wellness assessment. This incentive will be paid out the last pay period in November 2018**
- Completion of activity programs*
 - TAVi programs
 - Bounce
 - Tweet – Tweet
 - Goodnights, Great Days
 - Other county programs

Each county is eligible to receive a 2-5% premium rate reduction based on achieving 60% participation in each of the employee programs.

Q & A

Wellness Incentive

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

A. To participate in any of the program the employee must be insured on the ISAC Group Health plan and must have registered/logged into the Wellmark Wellness Center. Incentives associated with the programs will be distributed through your county in 2018. The \$100 incentive will be distributed in November. If a county employee participated and will be leaving the county prior to the November distribution of the \$100, the county can choose to provide the \$100 incentive. However, the county will not be reimbursed from ISAC until November for the incentive.

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. The \$100 incentive will be provided in your paycheck the last pay period in November. Other incentives will be communicated and distributed by your wellness committee.

Q. Will the program incentives for 2018 be taxable?

A. Yes. With the distribution of the incentives added to your paycheck or distributed by your wellness committee any taxes will be deducted at the time of distribution.

Q. Will lists of names be provided to the counties so they are able to distribute incentives for completion of the incentives?

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 and distribute any incentives. Employees can also contact the Wellmark Wellness Help Desk at 877-252-8412 with questions.

Q. What are the deadlines of the program?

A. The wellness program concludes on October 31, 2018. Be sure to report all program information to your wellness committee, complete the wellness assessment, and report routine physical exam information via the Wellmark wellness portal prior to October 31, 2018.

Naturally Slim

Q. What is Naturally Slim?

A. Naturally Slim is an online program that will teach you how. And here's a hint: it doesn't include starving, counting calories or eating diet food. Iowa State Association of Counties is giving you the chance to learn how to eat the foods you love and reduce your chances of developing a serious condition, like diabetes or heart disease.

Q. What will I learn as part of this program?

A. Naturally Slim will provide you *naturally* sustainable changes on your relationship with food to build lifelong habits. The program will teach you the when, why and how to eat for a better relationship with food.

Q. How long does this program last?

A. This program is a 10 week online foundational skill-building program followed by a full year of support for sustainable behavior change.

Q. Who teaches the program?

A. The program was developed by a licensed dietitian, Marcia Upson. She is the lead instructor for the program. The other instructors for the program are a medical doctor, physical activity expert and behavioral/clinical psychologists.

Q. What are the requirements of the program?

A. We simply ask that you view all 10 weeks of the videos and try the techniques that are provided. To view the videos you will need internet access.

Q. How can I get involved in this program?

A. You can apply to be a participant in this program from January 15 – 26th. You can apply by going to www.naturallyslim.com/ISAC and filling out a quick application process.

Q. What if I am not selected for the program, will there be another opportunity?

A. At this time there are limited spots available. This will allow us to determine if the program is a good fit for our employees. If we determine the program should be more widely available after this first initial program we will communicate any future program opportunities.

Q. Who pays for this program?

A. There is no cost to county employees for this program. This program is fully paid for by the Iowa State Association of Counties.

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 routine annual exam through the Wellmark Wellness Center Reward portal. By doing both activities you would receive \$100.

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, 2018** to allow for processing by the end date of the program. If an assessment is returned after October 1, 2018 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 that are offered by your county wellness committee.

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. When I go out to the wellness center reward portal it does not 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, 2018, 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.

Routine Annual Exam

Q. Does the member have to complete the routine exam to get the incentive for the activity based programs?

A. No, members can choose to complete the activities that they want to complete. Remember, to get an incentive for completing the routine exam you must also complete the wellness assessment through the Wellmark Wellness Center. By doing both activities you would receive \$100.

Q. Do local health screenings offered through my county or local hospital 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. Does the routine annual exam have to be coded routine? Can it be associated with an illness like diabetes and still be covered under the incentive program?

A. The exam 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 routine annual exam through the Wellmark Wellness Center Reward portal. When self-reporting the exam you must enter the date 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 requirement.

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

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 routine/preventive?

A. You can discuss with your provider how they code the exam 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 the counties receiving 60% participation in all program components.

Q. Is the percentage based on members as of 1/01/2018?

A. The percentage will be calculated using the number of members enrolled in the medical plan as of 1/1/2018.