

SCPS Wellness Incentive FAQ's – For 2020 Plan Year

Earn Points August 1st, 2018-July 31st, 2019

1. Who is eligible to participate in the Wellness Program?

Employees (and their dependent spouses, if enrolled on one of the HDHP plans) who are enrolled in a Cigna medical plan through Seminole County Public Schools.

2. What is the incentive?

Employees who are enrolled in one of the High Deductible Health Plans (HDHP's) and earn 5 wellness points are eligible to receive \$750 deposited into their Health Savings Account (HSA) or Health Reimbursement Account (HRA). If your spouse is also enrolled in the HDHP, and he or she earns 5 wellness points, an additional \$500 will be deposited into your HSA or HRA. Employees enrolled in the Buy-Up Plan who earn 5 wellness points will earn a \$750 premium discount.

3. Will my personal results in this program be shared with my employer?

No, the personal information gathered from program participants in the health screening, Cigna's Online Health Assessment and health coaching is entirely confidential and maintained by Cigna. Your results will not be disclosed to anyone at Seminole County Public Schools. SCPS will receive aggregate data which will be used to design future wellness programs. SCPS will only be notified that an activity was completed by individuals in order to determine qualification of the incentive. Cigna is obligated under federal regulations to keep your information confidential.

4. How do I complete Cigna's Online Health Assessment?

1. Go to www.myCigna.com
2. If you have previously registered for www.myCigna.com, log-in with your user ID and password. If you have not previously registered on www.myCigna.com select the "Register" button and complete the registration process.
3. To proceed, select the "**My Health**" tab at the top.
4. Select "Take health assessment" on the left side of the page.
5. Take your health assessment.

5. Can I see the progress I have made toward my incentive?

Yes, you can track your progress at www.mycigna.com. Once you log in, select "My Health" and then Incentive Awards. NOTE: Your points will not be awarded until you have met your Goalkeeper Goals.

6. When will myCigna show that I have completed the activities?

Some activities may take some time to process. Here is a guide to help you:

- a. **Cigna's Online Health Assessment:** 4 business days to process and show you received credit
- b. **Lab Work Performed at Quest or LabCorp:** 2 to 3 business days for lab work credit. * Lab Values can take longer
- c. **Lab Work Performed at Physician's Office:** If you have your physician fill out the form and it was faxed or submitted electronically, it can take up to 6 weeks
- d. **Telephonic Health Coaching:** 5 business days after completing the program
- e. **Preventive Care:** 6-8 weeks to allow for time for the claim to be submitted and processed
- f. **Online Health Coaching:** Up to 5 business days

NOTE: Earned points will not be released to you until your Gatekeeper Goals are completed.

7. What are Gatekeeper Goals?

Gatekeeper Goals are goals that must be completed before any earned points for completed activities will be awarded. They consist of the preventive annual lab work ordered through your PCP and completing your Cigna Online Health Assessment. Remember, by completing the Gatekeeper Goals, you are releasing points for the other activities you have earned points for completing.

8. How can I sign up for Cigna coaching?

You can enroll by calling 1.800.Cigna24 (1-800-244-6224)

9. What annual lab screening values are required to be entered into the Cigna Online Health Assessment?

Height, weight, waist circumference, blood pressure, total cholesterol, and HDL cholesterol.

10. Are my Online Health Assessment results confidential?

Yes, your Cigna Online Health Assessment results are confidential. Your employer will only see de-identified health assessment results for the population as a whole.

11. How do I access My Incentives Award Program?

Login to www.myCigna.com > Click on My Health > select My Incentives

12. How do I get my annual lab screening results to Cigna when performed at my physician's office?

If the lab screening is performed at your physician's office, your physician will need to report your results to Cigna by completing and submitting the wellness screening form.

All sections of the form must be completed. Have your doctor or a healthcare professional complete the Health Measurement Section and the Physician Information Section. Send your form to Cigna. The mailing address and fax number are on the form. The form can be found on www.MyCigna.com under the incentive rewards page.

13. What tests should be included in my annual lab screening?

- Height
- Weight
- Body Mass Index
- Waist Circumference
- Blood Pressure
- Total Cholesterol
- HDL Cholesterol
- Fasting Blood Sugar

14. How do I register on www.myCigna.com ?

If you have not registered on www.myCigna.com, please follow these steps:

- Visit www.myCigna.com or download the myCigna app
- Select **“Register”**
- Enter your name, address and date of birth
- Confirm your identity with your Cigna ID number, Social Security number or with the myCigna

security questionnaire

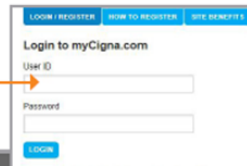
- Create a User ID and Password that you will remember
- Review and then select **“Submit”**

Already have an ID but haven't visited in a while? That's ok! If you don't remember your ID or password, just click **"forgot user ID"** or **"forgot password"** on the registration page and we'll help you out. You have 3 opportunities to enter the correct user ID and password before the system locks you out. You must call Cigna to unlock your account, if this happens. For assistance with locked accounts, please call 800-853-2713.

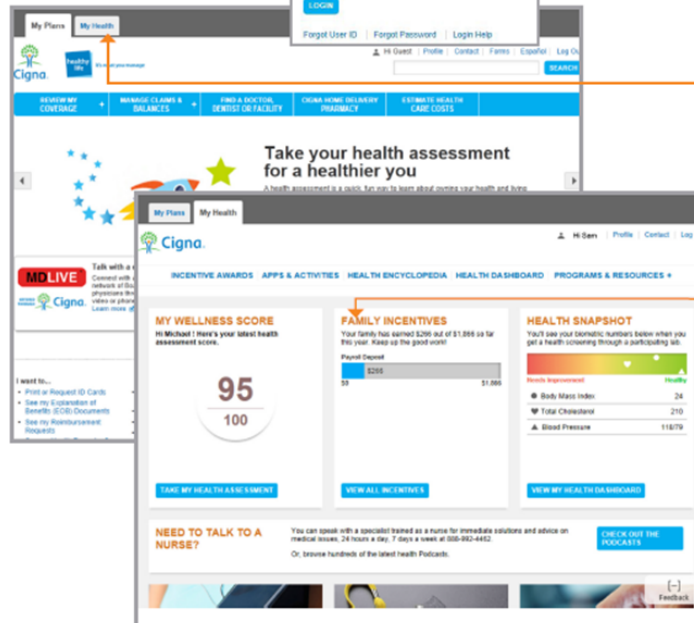
15. Where Do I Find the Wellness Information on www.myCigna.com?

Ready to get started? Log in now.

- 1 Go to myCigna.com. Enter your user ID and password or take this opportunity to register now.



Congratulations on taking the first step to a healthier you (and happier wallet).



- 2 Click on My Health.

- 3 Then click on the Incentives Tile.

Take some time to explore.

Don't have a primary care doctor?

Find an in-network doctor near you by logging in to www.myCigna.com and clicking "Find a Doctor, Dentist or Facility".

There are more rewards where that came from.

For a full list of activities to complete and earn rewards:

› Log in to www.myCigna.com

› Click the "My Health" tab

› Select "Incentive Awards" in the navigation bar

- The first page reveals your overall goals and any activity that you have completed. You may select "Start Earning Rewards" or "Goals" to see how to get started.
- You may also see how many points you have earned to date.

Incentive Awards

Total Dollars for Gift Cards: EARNED \$0 | REDEEMED \$0 | REMAINING \$0 | [Redeem your dollars](#)

PROGRAM PERIOD: Current

[OVERVIEW](#) [GOALS](#)

Earn \$75 toward your 2016 awards

Your MotivateMe® program is designed using specific goals that reward you for healthy actions you take.

My Family Maximum
MotivateMe Core Goals
\$75
Gift Card
Everyone on the plan who's eligible to participate has a specific amount they can contribute toward the family maximum.
[View all goals](#)

View Awards Earned by Family
MotivateMe Core Goals
\$0
Gift Card
\$0 ————— \$75
No goals yet completed. [Start now](#)

My Family Recent Activity

VIEW RECENT ACTIVITY FOR: Dana

There is no recent activity to report. Have you started any goals?
[Start now](#)

VIEW RECENT ACTIVITY FOR: Shaun

There is no recent activity to report. Have you started any goals?
[Start now](#)

RELATED LINKS

- [Submit Completed Form\(s\) Electronically](#)
- [Wellness Screening Form](#)
- [Outcome-Based Physician Recommended Alternative/Waiver Form](#)
- [Activity Based Physician Recommended Alternative and Waiver Form](#)

NEED HELP?

FAQ

FILLING OUT AN INCENTIVES FORM?
Easily submit your completed form(s) electronically and track the status. [Get started!](#)

How it Works



1. Complete Start-Up Goals

You must complete these goals before any others to earn incentive awards.



2. Tackle Other Goals

Completed the required Start-Up Goals? Jump right into any others that are available to you and continue earning awards.

3. Earn Awards

Goals are action-oriented opportunities to make healthier daily choices. The more you complete, the more you earn.

[START EARNING AWARDS](#)

If you think you might be unable to meet a standard for a reward under this wellness program, you might qualify for an opportunity to earn the same reward by different means. Contact us at the number on the back of your Cigna ID card and we will work with you (and, if you wish, with your doctor).

[myCigna.com Tour](#) | [Privacy](#) | [Legal Disclaimer](#) | [Site Help](#) | [Health Care Glossary](#) | [Site Map](#) | [Security](#)

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Selecting these links will take you away from myCigna.com. Cigna does not control the linked sites' content or links. [Details](#)

16. Where can the electronic upload feature be found on www.mycigna.com?

My Health Tab or bottom of landing page – select Incentive Awards, then look to the right side of page for the electronic upload feature in PDF, JPG, and/or TIF files.

17. How many times can I upload my form?

You can upload as many forms as you would like. The last three upload attempts can be viewed on the webpage.

18. How soon will I receive confirmation of successful upload?

An immediate message will appear stating "successful upload" or "unable to process" and will encourage you to attempt uploading again or to fax/mail your form in.

19. Can I upload using a tablet/smartphone?

If customer clicks on the upload form link on www.mycigna.com via a mobile device, they will be able to access the web version of the electronic upload feature. At this time, there is not a mobile version of the electronic upload feature.

20. If my Spouse is covered on my Cigna medical plan, do they need to complete anything?

Yes, if your Spouse is on a High Deductible Health Plan, they can complete the same wellness incentive requirements. Both you and your Spouse must complete the annual lab work and Cigna Online Health Assessment to see all of your earned points for other activities completed. Your spouse will be awarded a \$500 HSA or HRA contribution.

21. Does my Spouse need to register on www.myCigna.com to participate?

If your Spouse is covered under your High Deductible Health Plan, they would need to register on www.myCigna.com with their own Cigna member ID and then create their own username and password to access their wellness incentive information.

22. How do I earn my 2020 Wellness Incentive within the new Wellness Program?

Once you have registered on the www.myCigna.com website, you will need to select the My Health tab and then click on Incentives. This will bring you to the Overview page of the wellness program. Steps are listed below on how to get started. Once you click on *Start Earning Awards*, you will see a list of all the available activities. You must complete your Gatekeeper Goals, which are your annual lab work and Cigna Health Assessment. Completing these will allow any earned points for other wellness activities completed to be released to you.

The Cigna Health Assessment questionnaire is completely confidential and should take about 8 – 10 minutes to complete. You will need your most recent lab screening results and a tape measure to help obtain your waist circumference. You need to answer every question to earn the credit for this activity.

23. What is the timeframe to earn my incentives for 2020?

The period to earn your 2020 wellness incentive points is between August 1, 2018 and July 31, 2019.

24. When will I receive my \$750 HSA/HRA deposit on the High Deductible Health Plan or the \$750 premium reduction on the Buy Up Plan?

All incentives will be awarded in 2020. If you are enrolled in the High Deductible Health Plan, your \$750 HSA/HRA funds are deposited the first week of January 2020. If you are enrolled in the Buy Up Plan, your \$750 premium reduction will begin on the first paycheck of 2020 and will extend in equal reduction amounts for the remainder of 2020.

25. Why can't I see credit for completing some of my activities?

You must complete the "Gatekeeper Goals" (required) before any earned points will be released to you. The Gatekeeper Goals include completing your preventive annual lab ordered by your PCP and completing your Cigna Online Health Assessment. For example, if you completed a health coaching activity and a health outcome activity, your points for completing these goals will not be released until you complete your annual lab work ordered through your PCP and your Cigna Online Health Assessment. If your Spouse is covered under your Cigna High Deductible Health plan, they must also complete their annual lab results and Cigna Online Health Assessment for earned points to be released for other wellness activities completed.

26. Why would I need to submit a Wellness Screening form?

If you have your lab work completed at your physician's office, rather than Quest or LabCorp, your provider will need to complete the Wellness Screening form and send this form to Cigna for your annual lab-screening goal.

27. How do I report my Waist Circumference goal if my lab work was performed at Quest or LabCorp?

The Waist Circumference is not part of the lab-screening test when performed at Quest or LabCorp. However, if you would like to earn a point for a healthy waist circumference, please make sure you bring your wellness screening form to your annual physical and have your physician complete the waist circumference section.

28. How do I submit my Wellness Screening form?

Once you download the wellness screening form from www.myCigna.com, you have 3 options to send the form back to Cigna. These instructions are listed on the top right corner of the Wellness Screening form.

- *Online:* Electronically upload your form at www.myCigna.com
 - a. On the www.myCigna.com site, you need to go to *My Incentives* under the *My Health* tab.
 - b. On the right side of the page, there is an icon to *get started* – Filling out an incentives form? – click on the Get Started language.
 - c. Once you are on the electronic submission site, you can upload your wellness screening form as a PDF, TIF or JPEG. There is a “click here for instructions” option to assist you.
 - d. Once the form is uploaded, you can check the status of the form being processed.
- *Fax:* 1-877-916-5406 and enter on the Fax Cover Sheet “CONFIDENTIAL”
- *Mail:* Cigna Customer Service, PO Box 5201-5201 Scranton PA 18505

29. What alternatives can I complete for the outcomes based goals?

If you do not fall within the goal outcomes, you have up to four alternative options. These include certain online coaching programs or speaking to a Cigna coach by telephone. When you view the outcomes based goals, you will need to select the *view alternative activities* to view what options you can complete.

30. For my Cigna Online Health Assessment, do I need to have my annual lab result numbers?

Yes, you MUST have your annual lab result numbers handy before taking the Cigna Online Health Assessment, as you will be asked to input information from your lab results into the Assessment. Please note that if you had your annual lab screening completed at Quest or LabCorp and it has run through claims, it will take about 12 days before the numbers will populate into the Online Health Assessment. You may also manually enter your results using your lab screening data from lab work less than 6 months old. Do not leave a question blank as you are not able to move forward. If you want to update your lab result numbers later, you have up to 24 hours to edit your Online Health Assessment answers. After 24 hours, you will need to retake your Online Health Assessment.

31. Can I submit anything from my phone using the myCigna app?

The myCigna app allows you to view your progress towards earning your wellness incentives. To complete certain activities, you can go to the www.myCigna.com website via your mobile device. From there, you will be able to complete your Cigna Online Health Assessment.

32. What if I completed my annual preventive screening and I did not receive credit for it on the Incentives Award page on www.myCigna.com?

Please note that it may take up to 45 days for credit to show for your preventive screening, depending on when your provider submitted the claim to Cigna. Most providers have this completed within 2 weeks. If it has been longer than 45 days, please reach out to Pam Dixon by phone at 407-320-0106 or by email at pam_dixon@scps.k12.fl.us to have Cigna research the claim system. Providers may code a preventive exam visit as diagnostic if other conditions or issues are discussed during your visit. If this happens, please provide the date of the screening and the provider name, so Cigna can research the claim. Another indicator that the code may not have been for a preventive visit is if you paid a copay or Cigna's negotiated rate, if enrolled in a High Deductible Health plan. Preventive Annual exams are covered 100% by SCPS's medical plans.

33. What is Cigna's Apps & Activities Challenge?

Simply select the activities you want to complete to earn your incentive and complete the activities you choose. If you use a fitness device (e.g. Fitbit or Apple Watch) you can elect to share data with Cigna to easily track progress. If you don't have a device you can track progress in Apps & Activities, you can earn stars based on how many activities you complete each week (the weekly cadence is Monday to Sunday). See the earning model below. If you only complete 20% of selected activities, 1 star is earned (50 points). If you complete 40% of selected activities, 2 stars are earned (100 points). Once you collect 20 stars (1,000 points) the health engagement goal has been completed. Additional information can be found at

[https://appsandactivities2.cigna.com/aa/dashboard\[appsandactivities2.cigna.com\]](https://appsandactivities2.cigna.com/aa/dashboard[appsandactivities2.cigna.com])

1-20% = ★

21-40% = ★★

41-60% = ★★★

61-80% = ★★★★

81-100% = ★★★★★

34. How do I earn points in the Apps & Activities Challenge?

If you want to get in better shape you might commit to cooking a healthy dinner 3 times a week and running 4 times, for a total of 7 commitments per week. You will then earn stars based on how many of these weekly commitments you complete; successfully completing all your commitments will earn you 5 stars. If you only complete a portion of your commitments, you will earn a corresponding number of available stars. Once you amass 20 stars, you have completed your health engagement goal.