



# WELLNESS PROGRAM FREQUENTLY ASKED QUESTIONS

## **Does my wellness ID card replace my medical ID card?**

No. Your wellness ID card provides access to your well-being program and resources through Workpartners. This card does not replace your health insurance medical card. The wellness program is not health insurance and does not include coverage for medical services.

## **Is my information in my wellness account confidential?**

Yes. Every interaction you have with your well-being program is confidential. No personal identifying information is released. The program offers you impartial support and is entirely independent of your employer or Alliance Benefits.

## **Do I need to create a separate account for Workpartners and to access my wellness benefits?**

Yes. To get started, create a *MyHealth OnLine* account at [workpartners.com/cma](http://workpartners.com/cma). Click **new user registration** in the member login box, then enter the number on your member ID card when prompted. For assistance accessing your account, contact the Workpartners service line at (866) 918-1590

## **Will my spouse have a separate account and wellness incentive points?**

Yes. If your spouse participates in the Alliance Health Plan, they are eligible for the wellness program and should receive their ID card in the mail. They can then create a separate login, which will be connected to the employee's wellness account only to track total HSA incentives points earned. Once the employee and spouse have completed their *MyHealth Questionnaire* (Online Health Assessment) and reached 200 incentive points (400 points total), \$500 will deposit to the employee's HSA.

## **If I have employee + children coverage, do I need to earn 200 or 400 wellness incentive points before receiving HSA dollars?**

While very few enroll in employee + children coverage, approval was given for the employee, in this case, to receive \$500 when achieving the individual requirements (completing the *MyHealth Questionnaire* and 200 incentive points). Approval was determined based on the employee + children coverage requirement to satisfy the full family deductible amount.

## **Am I able to receive a pro-rated HSA dollar amount?**

No. Incentive points accumulate annually. For 2021, participants must complete the *MyHealth Questionnaire* and earn 200 incentive points from any items on the activities list.

## **What is the best way to get a new wellness ID card if I lost or misplaced mine?**

If you did not receive or misplaced your wellness ID card, please contact Workpartners at (866) 918-1590. They'll be happy to order and send you a new card.

## **Is there additional support available to help my or my family members reach our wellness goals?**

Absolutely! At any point you feel you need extra support in reaching your goals, don't hesitate to contact a Workpartners health coach directly at (800) 807-0751.

### **Am I required to participate in these programs if I'm an Alliance Health Plan participant?**

No. The Wellness and Employee Assistance (EAP) Programs are not required but available to you as a valued Alliance Health Plan member. These extensive resources and services belong to you and any of your enrolled dependents at no additional cost.

### **How do I know what activities are worth points and see what I've earned so far this year?**

You can find available activities and points earned so far by logging in to your account at [workpartners.com/cma](http://workpartners.com/cma) and by clicking on Menu > Better Health and Wellness > Incentives with Take a Healthy Step.

Complete the *MyHealth Questionnaire* and achieve a combination of 200 incentive points to earn your HSA dollars. Here are just a few examples of how to earn points:

<b>WAYS TO EARN INCENTIVE POINTS</b>	<b>POINTS</b>
Biometric Screening	100
General Physical Exam	100
Preventive Screenings (breast, cervical, colon)	100 each
Dental Exam	25
Vision Exam	25
Influenza Vaccination	15
Weight Race	50
Health Coaching	10 per call
EAP Skill Builders and Webinars	15
Subscribe to the Alliance Benefits Blog (automatically credited to your account)	10

Incentive points accumulate from November 1 through October 31 of every year before collected the annual HSA dollar amount. For example, incentive points for 2021 will collect from November 1, 2020 through October 31, 2021. Anything accomplished from November 1, 2020 until December 31, 2020 has already been credited to your total 2021 points earned.

### **Once I achieved my incentive points, when can I expect to see the additional HSA dollars in my account?**

Alliance Benefits will receive a monthly report listing the names of participants who have reached the goal of earning their annual HSA dollar amount. The funds will then be deposited to the participant's account the next time regular monthly contributions are deposited (around the 10th of every month).

### **Will I receive credit for subscribing to the blog if I did so before the wellness program began on 1/1/21?**

Yes. Alliance Benefits sent a list to Workpartners of everyone who subscribed to the blog before January 1, 2021. This list is in process and should credit 10 points to every subscriber's account by the first week of February 2021. We will continue reporting any new subscribers to Workpartners once a month to ensure all subscribers receive credit. If you'd like to join our growing community, go to [alliancebenefits.org/blog/](http://alliancebenefits.org/blog/) and subscribe today!