



Annual Wellness Credit & Opportunity Drawing Program Frequently Asked Questions

WHO IS WEBMD?

WebMD is the wellness partner for the County of Orange **Your Pathway to Wellness** program. The WebMD ONE portal is designed to help participants build and maintain healthy habits. WebMD provides a variety of solutions to support a healthy lifestyle across all avenues of wellness. From tools and resources, wellness trackers, and even challenges, there is something to encourage everybody to take action for their health. WebMD sends important communications to you about the Your Pathway to Wellness program to earn the annual Wellness Credit. Communications may be sent to your home address on file, or to the email address that you used to register at <https://webmdhealth.com/countyoforange/>.

Emails from WebMD (personalhealth@webmdhealth.com) will appear from **County of Orange Wellness Program**

WHAT IS THE WELLNESS CREDIT PROGRAM?

The program is designed to help increase awareness of your health status, your health risks, and to provide recommendations and opportunities to improve or maintain your health.

***** **NEW** *****

The program has been refreshed this year and now you'll find more choices and greater flexibility to help you focus on all avenues of wellness. Eligible employees who complete any combination of the Healthy Actions (formerly Healthy Steps or Wellness Activities) to earn 100 points **between May 22, 2023, and August 18, 2023**, will receive the annual Wellness Credit. Those that are exempt from the Wellness Credit are still encouraged to complete Healthy Actions to earn entries for opportunity drawings.

WHAT ARE THE HEALTHY ACTIONS THAT I NEED TO COMPLETE TO EARN THE WELLNESS CREDIT FOR 2024?

The following items must be completed before August 18, 2023 to earn points towards the Wellness Credit and/or the Opportunity Drawings. The maximum points possible for each action is listed below. This list, along with more details can be found on the Your Pathway to Wellness tile on your personalized dashboard on <https://webmdhealth.com/countyoforange/>.

- Health Assessment: 25 points
- Biometric Screening: 50 points
- Non-Smoking Attestation: 25 points
- Vision Exam Certification: 25 points
- Dental Exam Certifications: 25 points
- meQuilibrium Assessment: 10 points
- meQuilibrium Activity: 10 points
- Enrich On-boarding Assessment: 10 points
- Enrich Your Money Personality Assessment: 10 points
- Enrich Course: 10 points

WHAT ARE OPPORTUNITY DRAWINGS?

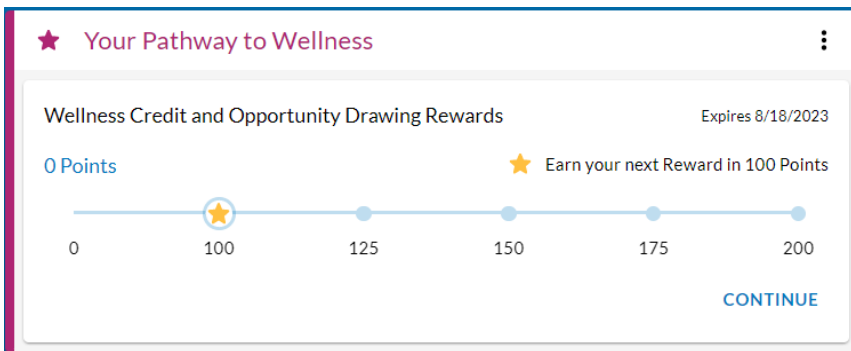
There are several opportunities throughout the program year to be entered into opportunity drawings for gift cards, valued at \$50 to \$150. Prizes are generously provided by the County of Orange Employee Health Plans and may be taxable and all employees eligible for the Your Pathway to Wellness Program are eligible to win.

- Visit your health care provider for your biometric screening – Submit a completed Health Care Provider Form (Physician Results Form) with results dated between August 20, 2022 and August 18, 2023 to qualify for an Opportunity Drawing.
- ***NEW** – If you are eligible to earn the Wellness Credit, every 25 points earned after the initial 100 points needed for the Wellness Credit will earn you one drawing entry (4 entries max).
- ***NEW** - If you are “exempt” from the Wellness Credit, complete any combination of the Healthy Actions to earn up to 200 points. Every 25 points completed will earn you one drawing entry (8 entries max).

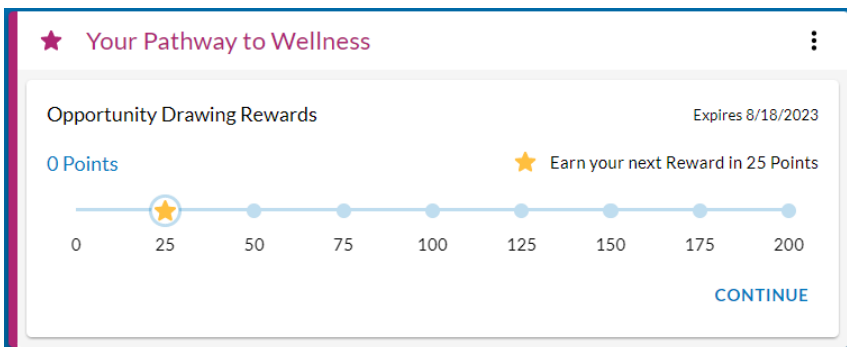
ALL EMPLOYEES ARE ENCOURAGED TO PARTICIPATE FOR OPPORTUNITY DRAWINGS

All employees eligible for the Your Pathway to Wellness Program are encouraged to participate and complete Healthy Actions to be entered into opportunity drawings. Look for the indicators on your personalized dashboard on <https://webmdhealth.com/countyoforange/> to track your progress. Prizes are generously provided by the County of Orange Employee Health Plans and may be taxable.

- Employees **eligible to earn the Wellness Credit** will see a tile on the My Health home page that appears like this below, referencing the Wellness Credit as well as additional points to earn opportunity drawing entries:



- Employees **exempt from the Wellness Credit** will see a tile on the My Health home page that appears like this below referencing completions of Healthy Actions for entries into opportunity drawings:



Always reach out if you are unsure if you are exempt or not exempt. Call the Your Pathway to Wellness/WebMD Helpline at 1-800-492-9812. Do not assume you are exempt if you are unsure as you may miss out on your Wellness Credit for 2024.

HOW MUCH WILL MY PAYROLL DEDUCTION CHANGE IF I CHOOSE NOT TO PARTICIPATE?

The Wellness Credit is 5% of the health plan premium. Employees choosing not to participate will not receive the Wellness Credit for 2024. Employees who earn the Wellness Credit will save between \$16 to \$100 per pay period, depending on the health plan and number of dependents you have enrolled.

2024 Annual Wellness Credit Amounts

The chart below shows the 2024 annual Wellness Credit savings by health plan and dependent coverage tier.

	2024 Annual Employee Wellness Credit		
Health Plan	Employee Only	Employee with 1 Dependent	Employee with 2 or more Dependents
Kaiser Choice	\$433.56	\$867.00	\$1,226.76
Cigna Choice	\$550.38	\$1,087.82	\$1,513.80
Cigna Select	\$458.66	\$906.82	\$1,261.88
Wellwise	\$643.08	\$1,189.68	\$1,607.78
Sharewell	N/A <i>Sharewell members are exempt</i>		

CAN I USE COUNTY PAID TIME TO COMPLETE THE HEALTHY ACTIONS?

If you are eligible to the Wellness Credit and have the approval of your supervisor, you are permitted to use a reasonable amount of time, up to 50 minutes, to complete any combination of the Healthy Actions needed to earn the 2024 Wellness Credit.

WHY AM I BEING ASKED TO PARTICIPATE?

Chronic diseases account for a significant portion of annual health care expenses and the annual health premiums paid by you and the County. Furthermore, employees are the most important asset for any organization and encouraging participation in wellness programs fosters teamwork, reduces absenteeism due to illness and increases productivity.

WHAT IS THE INFORMATION COLLECTED USED FOR?

The information collected will help guide the County of Orange in offering appropriate health and wellness activities specific to the health risks and health status of County employees as a group.

WHO CAN SEE MY HEALTH INFORMATION ENTERED ON THE PORTAL?

All health information entered on your portal is private and kept confidential between you and WebMD. The County's Benefits Service Center and the County of Orange will simply be notified about the total number of points you earned and **will not** receive your personal medical information. The County of Orange only receives an aggregate summary report that outlines the health status of all participants together as a group. WebMD will use your personal health information to recommend programs and services to you that address your current or future health risks. Personal health information is protected by federal law and will not be shared with your employer. For additional information, see the WebMD Privacy Policy located on the footer of every page at <https://webmdhealth.com/countyoforange/>.

WHEN DO I HAVE TO COMPLETE THE HEALTHY ACTIONS (STARTING DATE AND DEADLINE)?

Healthy Actions must be completed **between May 22, 2023 and August 18, 2023** to receive the credit towards the 2024 Wellness Credit and the opportunity drawings.

ARE YOU ELIGIBLE FOR THE 2024 WELLNESS CREDIT?

All employees eligible for a County health plan may access the Your Pathway to Wellness Program activities and tools, but certain employees are either “exempt” from the Wellness Credit Program or do not need to complete activities to earn the Wellness Credit:

- Employees who **waived County health coverage** are exempt from receiving the credit because they do not have a health premium.
- Employees who are **in the Sharewell PPO** plan are exempt from receiving the credit.
- **New employees hired on or after May 1, 2023**, will receive the Wellness Credit automatically until the next Wellness Credit period.
- **Employees on a leave of absence as of May 1, 2023**, will receive the Wellness Credit automatically until the next Wellness Credit period.
- A dependent married to an employee that is enrolled in the County Couples program as an Employee Married to Employee (EME). **The subscriber needs to participate** if they wish to receive the Wellness Credit.

If you do NOT fall into one of the exempt groups listed above and want to earn the Wellness Credit, you are REQUIRED to complete Healthy Actions, to earn 100 points by August 18, 2023, to earn your 2024 Wellness Credit.

AOCDS members who are not currently enrolled in one of the County's medical plans are not eligible for the Your Pathway to Wellness Program, including the Wellness Credit and opportunity drawings. They do not need to complete the activities for the Wellness Credit.

I AM CURRENTLY EXEMPT, BUT I MAY SWITCH TO A WELLNESS ELIGIBLE HEALTH PLAN NEXT YEAR, DO I STILL COMPLETE THE HEALTHY ACTIONS THIS YEAR?

No. Your 2024 Wellness Credit is based on your 2023 status during the Wellness Credit period. If you switch to a wellness-eligible plan for 2024, it will not affect your status for the 2024 Wellness Credit. If you are “exempt” from the Wellness Credit, complete any combination of the seven Healthy Actions to earn up to 200 points by August 18, 2023 and be entered to win prizes. Every 25 points completed will earn you one drawing entry (8 entries max).

I HAVE BEEN ON AN APPROVED MEDICAL LEAVE OF ABSENCE; DO I HAVE TO PARTICIPATE?

If you were on a Leave of Absence as of May 1, 2023, you may complete the Healthy Actions to earn up to 200 points and be entered to win prizes but are *not required* to do so to earn the Wellness Credit. You will receive the Wellness Credit automatically until the next Wellness Credit period as you are considered exempt from participating based on your leave status.

I EARNED THE WELLNESS CREDIT LAST YEAR; DO I HAVE TO DO IT AGAIN?

Yes, the Wellness Credit Program is an annual process and each year the requirements must be met by the deadline to earn with Wellness Credit for the following year.

I AM IN THE COUNTY COUPLES PROGRAM AND AN EMPLOYEE MARRIED TO AN EMPLOYEE (EME). WHO SHOULD COMPLETE THE 100 POINTS IN HEALTHY ACTIONS TO EARN THE WELLNESS CREDIT?

If you're enrolled in the County Couples program as an Employee Married to Employee (EME), only the subscriber, who carries the insurance, needs to complete Healthy Actions to earn 100 points by August 18, 2023 to receive the 2024 Wellness Credit and avoid having a health insurance premium cost in 2024.

EME subscriber - after earning the 100 points needed to for the Wellness Credit, keep going and complete additional Healthy Actions. Every 25 points earned after the initial 100 points will earn one drawing entry (4 entries max).

EME dependent - you can also earn an entry into the opportunity drawings by completing Healthy Actions. Every 25 points of completed Healthy Actions earns you an entry (8 entries max).

IF I DO NOT COMPLETE HEALTHY ACTIONS BY AUGUST 18, 2023, WILL I BE ALLOWED TO DO IT LATER?

Only the Healthy Actions **completed by the August 18, 2023** deadline will be awarded points for the program period. This deadline is required to allow for the information to be compiled and your participation reported to the County of Orange Benefits Service Center before annual Open Enrollment.

HOW DO I CREATE AN ACCOUNT?

Go to <https://webmdhealth.com/countyoforange/> and follow along with the step-by-step instructions we created for you. Click [here](#) for the instructions.

CAN I ACCESS THE HEALTHY ACTIONS FROM A MOBILE WEB BROWSER?

Yes, the experience is the same whether you are using a desktop computer, mobile web browser or the WebMD Wellness at Your Side app (code: orange).

HOW DO I GET THE WEBMD WELLNESS AT YOUR SIDE (WAYS) APP?

If you are a first-time user and you have not created an account, you can create one on the app using these [instructions](#). *If you already have an account, the credentials for the app and the website are the same (username/password).*

WHAT IF I DO NOT HAVE ACCESS TO A COMPUTER, HOW CAN I COMPLETE MY HEALTHY ACTIONS?

You can use a mobile device such as a tablet, smartphone (browser or WAYS app) to access your Healthy Actions. The experience is the same with whichever method is chosen. If you do not have access to any of these methods for completion, please contact your onsite Program Manager, Hilary Meade, at YourPathway@webmd.net.

WILL MY INFORMATION BE SHARED WITH THIRD PARTIES?

WebMD does not sell your information to third parties. For more information about how WebMD protects your information, along with third-party relationships, please see the WebMD Privacy Policy located in the footer of every page on <https://webmdhealth.com/countyoforange/>.

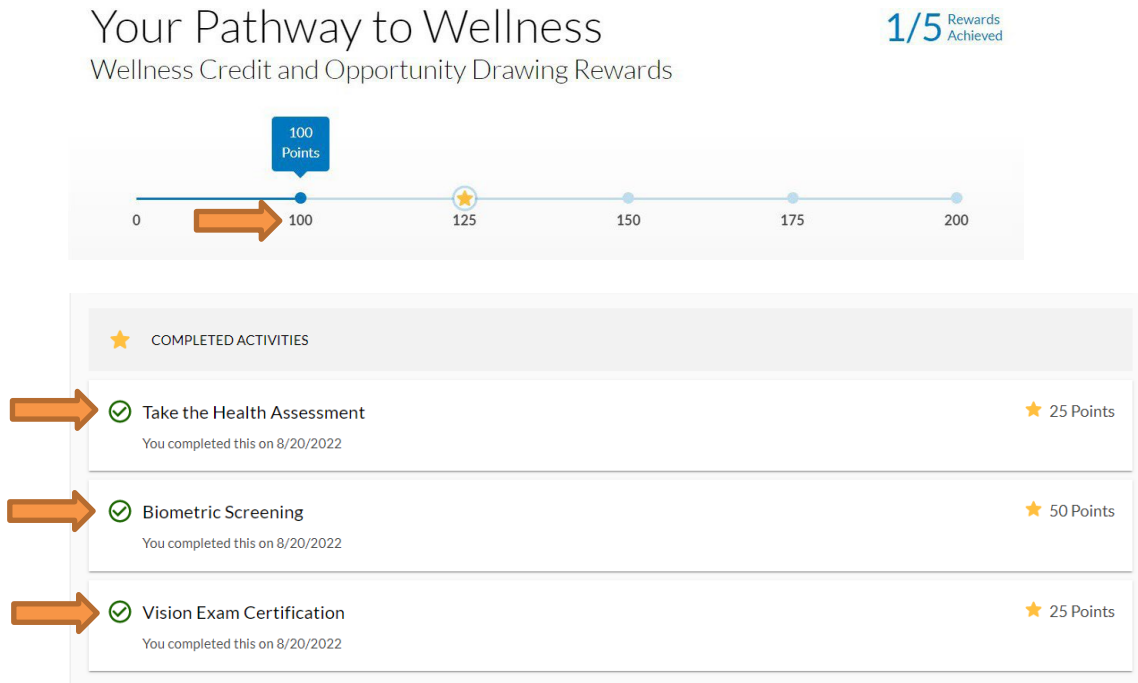
IS THERE SUPPORT IN LANGUAGES OTHER THAN ENGLISH?

If your primary language is not English and you would like assistance, please contact the Your Pathway to Wellness/ WebMD Helpline at 1-800-492-9812. Language services are available to assist you.

HOW CAN I BE SURE THAT WEBMD KNOWS I HAVE COMPLETED THE HEALTHY ACTIONS?

You may visit <https://webmdhealth.com/countyoforange/> to verify your completion or track your progress. Look for the Rewards Tile on the My Health home page, click through to the rewards lobby and check that the progress bar at the top shows a minimum of 100 points (green checkmarks next to completed actions). For those that are exempt, you will see your progress bar move as you complete Healthy Actions and earn an entry for each 25 points in an opportunity drawing.

Here is an example:



Also, upon completion of your final Healthy Action for the 100 points needed to earn the wellness credit, WebMD will send an email from The County of Orange Wellness Program (personalhealth@webmdhealth.com) to confirm completion. Keep an eye out for this email that will be sent to the email address you used to register for the platform. We recommend that you keep copies of your completed Healthy Actions for your records.

Please note: WebMD will also continue to send reminder emails throughout the Wellness Credit period. If you receive an email from The County of Orange Wellness Program (personalhealth@webmdhealth.com) stating you have not earned the Wellness Credit, you will want to **take action before August 18, 2023** to complete Healthy Actions in order to earn the 100 points Wellness Credit for 2024.

HOW DO I COMPLETE MY HEALTH ASSESSMENT (HA) IF I DON'T HAVE MY BIOMETRIC NUMBERS?

You can still complete the HA if you do not have your biometric numbers. Biometric numbers include Systolic Blood Pressure, Diastolic Blood Pressure, Waist Circumference, High-Density Lipoprotein (HDL), Low-Density Lipoprotein (LDL), Total Cholesterol, Triglyceride Level, and Fasting Glucose. You must answer all the biometric questions to complete your HA. When answering the biometric questions in the HA, you can simply click the box "I don't know" and move forward. If you do not know your waist measurement, you can estimate the number in order to complete the HA.

HOW DO I MEASURE MY WAIST MEASUREMENT?

This is the circumference of the natural waist. Place a tape measure just above the belly button and wrap it around your waist.

DO I HAVE TO FAST FOR THE BIOMETRIC SCREENING?

You do not need to fast for an **on-site screening** event. For **all other** options fasting **is required**. If you selected a Health Care Provider Form (Physician Results Form), Quest Lab (Patient Service Center), or At Home Test Kit (Self-Collection Materials) do not eat or drink anything, except water, for 9-12 hours prior to your screening.

For all biometric screening options, continue to take medications as prescribed by your healthcare provider and **drink plenty of water**.

WILL I HAVE TO PAY FOR MY BIOMETRIC SCREENING?

There is no cost to you to attend an On-site Biometric Screening, At Home Biometric Screening Test Kit or a lab appointment scheduled through the WebMD portal.

If you visit your health care provider for a biometric screening, there will be no cost for the visit as long as it is billed under “preventive benefits”. If you are being treated for an active medical condition that requires similar lab tests or additional labs are requested, you may be charged a copayment/coinsurance.

Additionally, some providers may charge to complete external forms; the County will not reimburse for these expenses. You can use one of the other three biometric screening methods should you choose not to have your health care provider complete your form at a cost to you.

WHAT IF I AM CURRENTLY A SMOKER?

Being a current smoker does not disqualify you from participating in the Non-smoking Attestation (NSA) Healthy Action. If you have been tobacco-free for the last 30 days, tried a smoking cessation program in the last 12 months, or are currently enrolled in a smoking cessation program, you can still complete the NSA. For details on smoking cessation programs, please contact your health plan or log in to <https://webmdhealth.com/countyoforange/>, click on the County of Orange tab, and locate the tobacco cessation programs. As a reminder, this is just one of the Healthy Actions in the list that you can complete towards the 100 points needed to earn the Wellness Credit.

WHY MIGHT I RECEIVE A PHONE CALL AT HOME FROM WEBMD?

You may receive a phone call if you called WebMD Customer Service after hours and left a message requesting, they return your call, or if a customer service representative is researching information for you and they are calling you back to provide an update. The other reason you might receive a call is if you enrolled in the health coaching program and they are contacting you to either schedule or complete a call.

APPEALS

The appeals period will be from August 19, 2023 through January 31, 2024. Call 800-492-9812 during this timeframe to file an appeal. If you need to file an appeal, be sure to provide all of the details on why you were unable to complete 100 points in Healthy Actions, as this will be reviewed when considering your appeal. When reviewing your appeal, the County will consider:

- Your attempts to get assistance from WebMD Customer Service during the Wellness Credit program period.
- Any documentation provided by you.
- Communications and available resources provided to you as assistance to complete the Healthy Actions.

I NEED FURTHER ASSISTANCE, WHO DO I CONTACT?

WebMD Customer Service

1-800-492-9812

YourPathway@webmd.net

Monday - Friday: 5:30am - 5:00pm PST
(excluding holidays)