

COP/Local Union 1033 Wellness Incentive Program

Frequently Asked Questions

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Who is Eligible to Participate?

Who is Covered:	Who is Eligible to Participate:	Maximum Wellness Incentive Amount
Employee only	Employee	\$300
Employee + Spouse	Employee + Spouse	\$600
Employee + Child(ren)	Employee + Children	\$600
Employee + Family	Employee + Spouse	\$600

What does my spouse need to do?

- Your spouse, if covered on your insurance, will need to create their own Virgin Pulse account, and complete the same steps as you - 3 requirements and 3 of the 6 optional items.

What if my spouse is covered with the City as secondary?

- As long as the spouse is on your plan, they are eligible to participate in the Wellness Incentive Program.

What about my ex-spouse?

- Your ex-spouse would also need to complete the 3 requirements and 3 of 6 optional items, in order for you to receive the \$300 for the spouse.

If my spouse/ex-spouse does not complete, what happens?

- If your spouse/ex-spouse does not complete, you can still earn the \$300 as the employee, you would just not receive the \$300 for the spouse.

What if my spouse doesn't get their physical? Do I get the co-share penalty?

- Just the employee needs to get the physical to avoid the 1% co-share penalty for next year.

I am a single-parent, do my children need to do anything?

- Your children will need to have a medical, dental and vision exam – as age appropriate in order to receive the \$300 for children.

What happens if I have a spouse and child on the plan?

- Just the employee and spouse need to do the wellness portions in order to receive the incentive payment. In this case, we would not track your child's wellness exams.

My spouse's employer has Virgin Pulse as their wellness program. Does that count?

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- Yes, we would just need a printed statement from the Virgin Pulse portal that displays the wellness activities that are tracked within the system – Health Risk Assessment, connected device, Nicotine Free Agreement.

How do I find the items within the Virgin Pulse portal?

Health Risk Assessment – under Programs, you will see **Take my HRA** at the top of the screen.

Physician Form – under Programs – Local 1033 Wellness Incentive Program (click “show more”)

- You will take this form to your doctor who will complete and return to Virgin Pulse (info included on the form). You will only need to use this form if you would like to document your health screenings as one of your optional steps. You do not need to bring this form to your PCP to document your well-visit.
- The Physician Form is specific to each person – you should not print and share your form with a spouse or another employee

Nicotine Free Agreement – under Programs – Local 1033 Wellness Incentive Program (click “show more”)

- Also available under My Profile – scroll to the bottom of the screen

Technology

What are the apps that I need to download?

- Virgin Pulse – be sure to select Blue Cross Blue Shield of Rhode Island as the sponsor
- Drs. Online

What if I don't have a smart phone?

- You can access the Virgin Pulse from a desktop/laptop computer by visiting www.join.virginpulse.com.

What kind of information is sent to Virgin Pulse?

- Blue Cross Blue Shield of RI will receive claims information from your doctor, but BCBSRI will only send participation information to Virgin Pulse
- Delta Dental of RI will send a file to BCBSRI that will indicate whether you've had your dental exam. This information will pass to Virgin Pulse so you get credit.

Do you have to open Virgin Pulse every day to sync?

- On certain devices (especially phone apps), you need to open the app each day to sync. Other devices (FitBit, etc.) will automatically sync; there is a live chat feature and support feature on the Virgin Pulse page/app if you need assistance.

If I don't have a smart phone or wearable tracker, how can I do the steps?

- Most smartphones have a pre-loaded wellness app that captures your steps and can be uploaded into Virgin Pulse. If you would like to purchase a device, there is also a store available on the Virgin Pulse site that offers discounts on wearable devices. If neither of the options appeals to you, you would need to select a different activity.

Medical

What if I already had my physical?

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- If you had your physical prior to May 1, 2019, your next annual will occur around May 1, 2020. This year's Wellness window for activities is through June 30, 2020, so next year's visit will occur during this window.

When will I be able to see that I got credit for the well visit with my doctor?

- This can take on average 4-6 weeks from your visit (as little as a week, as much as 3 months).

What if I just had a visit and will not go again until next May and the claim doesn't appear before June 30, 2020?

- As long as your appointment occurs before June 30, 2020, the claims information will show the service date that is within the window.

If I don't participate in the wellness program, but still get my physical, will I receive the co-share penalty?

- No, you will not receive the 1% co-share penalty as long as you get your annual physical.

What if I don't have a primary care doctor, but go and see a specialist each year?

- A specialist is not going to do your annual visit, so that would not count toward the annual physical.

Does my annual physical need to be a year and a day after my last exam?

- No, there is no longer a requirement that the annual physicals occur a year and a day after your last physical. Your BCBSRI coverage includes one preventive well-visit once per calendar year (no co-pay for this visit).

If my spouse gets their biometric screening at their employer, will you accept that? How do I submit?

- If your spouse's employer holds biometric health screenings and your spouse participates, they can provide confirmation of the screening (screening values are not needed) to the Benefits Department at City Hall. If the spouse's employer also participates with Virgin Pulse, we can also accept a Statement showing completion of that activity.

If my spouse has medical coverage with his employer and goes for his annual physical, what do we need to provide to get credit for this visit?

- You would need to provide an Explanation of Benefits (EOB) to the Benefits Department at City Hall. If your spouse's employer uses Virgin Pulse for their wellness program, they can provide the statement on Virgin Pulse that shows credit for the visit.

Telemedicine/Drs. Online

What if my doctor/specialist is not on Drs. Online?

- Most likely they are not on the site. It is meant for non-emergency services when you cannot get in to see your regular doctor and is in place of going to an urgi-center. Drs. Online should not replace traditional doctors.

What if I'm already signed up for Drs. Online?

- This is the one item that we will look backwards for. If you previously enrolled with Drs. Online, that will count toward this year's wellness incentive requirements.

I can't access Drs. Online while in my car. How do I fix this?

- Your phone needs to be connected to WiFi in order to use telemedicine.

Dental

What if I don't go to the dentist?

- The Wellness Incentive program is optional, but in order to receive the \$300/\$600, you would need to visit the dentist during the year.

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What if I have dentures?

- Per the ADA, those with dentures should still visit the dentist annually as they will check for mouth cancers and gum disease.

Vision

Does the vision screening that the pediatrician does during an annual visit count for the Vision exam?

- Yes, the vision screening does count. You do not need to take your child to an eye doctor, unless they have other needs.

Prescription

NOTE - For the months of June and July, Union Local 1033 will waive the Maxor Plus copays for mail order prescriptions. Available for all maintenance meds.

What if I already have mail order prescriptions?

- Those will not count, it would be for new retail conversions to mail order.

Wellness Incentive Payment

When will I receive the wellness payment?

- Payments will be made in September 2020.

Will it be in my check, or separate?

- It will be a separate check.

Is the amount taxable?

- Yes.

Will it be in my longevity check?

- No.

What is the incentive if both my spouse and I are employees?

- Incentive amount will be \$600 if you both complete your requirements.

Nicotine Free Agreement

How often do I need to complete this?

- Once per program year.