

2022-2023 Cigna Annual Wellness Incentive

Formerly known as the Cigna Health Awareness Incentive Program

This document provides guidelines and frequently asked questions for the Newport Mesa Unified School District's Annual Wellness Incentive for active employees and their spouses enrolled in the District-sponsored Network (HMO), Select Network, or Open Access Plus (OAP) Cigna medical plans effective October 1, 2022 - September 30th, 2023.

Q1. What is the Annual Wellness Incentive?

A1. During the October 1, 2022 plan year, active employees and/or spouses enrolled in the District-sponsored Network (HMO), Select Network, or Open Access Plus (OAP) Cigna medical plans are eligible to receive a \$100 debit card incentive when they:

1. Complete the Health Assessment on myCigna.com between the dates of 10/1/2022 and 9/30/2023
2. Complete their annual Wellness Screening (aka annual physical, biometrics, well-visit) with their health care provider between the dates of 10/1/2022 and 9/30/2023
3. Have their health care provider complete a [Wellness Screening Form](#)
4. Submit the Wellness Screening Form to Cigna by December 31, 2023 and
5. [Redeem their incentive from myCigna.com](#)

Q2. What is the purpose of the Annual Wellness Incentive?

A2. Newport Mesa Unified School District is committed to helping employees and their families improve and/or maintain a healthy lifestyle. Completing the online Health Assessment and receiving a Wellness Screening with your health care provider are key steps in taking ownership of your health.

Q3. What is a Health Assessment?

A3. The myCigna.com Health Assessment is an online questionnaire to assess your health based on your medical history, lifestyle habits, and work and life activities. The short assessment will provide a score out of 100, let you know what you are doing well, and provide guidance in potential areas of improvement. Your results are 100% confidential. Want to know more about the Health Assessment? View this additional [Health Assessment Information](#) and the [Privacy Statement](#).

Q4. What is a Wellness Screening?

A4. A Wellness Screening (aka annual physical / biometrics) is a series of confidential health tests (blood pressure, total cholesterol, height/weight, BMI, etc.), facilitated by your health care provider and designed to offer insights into your health status. These tests allow for identification of risks that will help you take action to improve your health.

Additional Q&A on following pages...

Visit the [NMUSD Employee Wellness Web Page](#) for more well-being opportunities, programs, and resources!

Direct questions to your NMUSD Well-Being Coordinator at wellness@nmusd.us.

Q5. When will the Annual Wellness Incentive go into effect?

A5. Effective October 1, 2022 active employees and/or spouses enrolled in one of the aforementioned District-sponsored Cigna medical plans will be able to access the online program platform, Health Assessment, and Wellness Screening form on myCigna.com. Some health care providers have long lead times for appointments so you are encouraged to book your annual wellness screening as soon as possible.

Q6. Who is eligible for the incentive?

A6. Any active employees and/or spouses enrolled in the District-sponsored Network (HMO), Select Network, or Open Access Plus (OAP) Cigna medical plans are eligible to participate and earn the \$100 incentive.

Q7. Are new hires eligible to participate in the program?

A7. Yes. When you are hired and enroll in the District-sponsored Network (HMO), Select Network, or Open Access Plus (OAP) Cigna medical plan through Newport Mesa Unified School District you are eligible to participate and earn the incentive.

Q8. I have family members enrolled on the Cigna medical plan as well. Can my spouse or dependent child earn the incentive?

A8. Enrolled spouses are eligible, but other dependents are not.

Q9. How much will I be awarded for participating?

A. For completing the steps laid out in Q1/A1 you will be awarded a \$100 debit card incentive. You will not receive your incentive until you complete the final step of *redeeming* your incentive from myCigna.com. Each eligible participant may earn a single \$100 incentive per plan year.

Q10. How long do I have to complete my Health Assessment and Wellness Screening?

A10. The Health Assessment and Wellness Screening must be completed between October 1, 2022 and September 30, 2023. Wellness Screening forms must be received by Cigna by December 31, 2023 in order to be eligible for the incentive.

Q11. When should I schedule my Wellness Screening with my health care provider?

A11. As soon as possible. It can take several weeks to get an appointment, especially during the summer months.

Q12. How do I begin participating in the Health Awareness Incentive Program?

A12. You must register and log on to www.myCigna.com to access the program. From the home page, you will hover over "Wellness" and then click on "Wellness & Incentives", then the "View all incentives" link to view the goals you must complete to earn the incentive. Please view the [myCigna User Guide](#) for additional guidance.

Q13. Where do I find my Wellness Screening Form to take to my health care provider?

A13. When you log on to myCigna.com and go to the Wellness & Incentives, "View all incentives" page you will find a "Download and Submit Forms" button on the right. From here you may download the Wellness Screening Form as well as submit your completed form. You may also click this link: [Wellness Screening Form](#). This is the form you will need completed and signed by your health care provider.

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Q14. Will I be charged a copay for my visit?

A14. The Wellness Screening is included at no cost to you once per calendar year as part of your preventive care benefit under your Cigna medical plan through Newport Mesa Unified School District. You should indicate to your health care provider that the visit is preventive in nature to ensure that you are not charged a copay. Note that if during your visit you begin to discuss medical issues or concerns with your health care provider, the visit can become diagnostic and you may be charged a copay.

Q15. My health care provider is requesting a fee for completing my Wellness Screening Form. Is this acceptable?

A15. Some health care providers do charge an administrative fee for completion of a Wellness Screening Form. While this is not a common practice it is within their rights to do so.

Q16. Once my health care provider has completed my form, where do I send it?

A16. Completed Wellness Screening Forms can be mailed, faxed, or submitted online per the instructions in the top right corner of the Wellness Screening Form:

1. MAIL: Cigna Customer Service PO Box 5201-5201 Scranton, PA 18505
2. FAX: 1.877.916.5406 (Enter on the fax cover sheet: "CONFIDENTIAL")
3. ONLINE: Electronically upload your form at myCigna.com. You may do so by navigating to the "Wellness & Incentives, "View all incentives" page, and clicking the "Download and Submit Forms" button on the right and following the directions to upload the file from your computer.

****IMPORTANT****

It is the employee's responsibility to ensure Cigna receives their wellness screening form.

Q17. Will NMUSD have access to my personal health information?

A17. Privacy is important and we respect the privacy of your information. Your individual health information and results will not be shared with NMUSD. Cigna will review aggregate, population-level trends to help NMUSD tailor future wellness initiatives to support the specific needs of NMUSD employees.

Q18. I received my results and found out that I'm at risk for certain health factors. What resources are available to help me improve my health?

A18. Cigna coaches and online programs provide tools and information to support you in your health goals. For example, if you are interested in improving your nutrition/exercise habits, reducing stress, losing weight or just learning how to develop healthier habits for a healthier you, Cigna can help you with that. Cigna also has resources available to support the management of chronic health conditions such as diabetes, heart disease, and depression. Whatever your goals may be, Cigna has resources to support you. To get started, call 1.855.246.1873 or visit www.myCigna.com.

Q19. How will I know if I qualified to receive the incentive?

A19. Once you mail/fax/submit online the Wellness Screening Form and complete the Health Assessment you can look for your incentive on www.myCigna.com. On the "Wellness & Incentives" page. Here you will find a "Redeem your dollars" link. Allow three weeks after submitting your form for your Wellness Screening to show as complete, and three days for the Health Assessment to show as complete.

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Q20. I have submitted my Wellness Screening Form and completed the Health Assessment and I do not see my incentive reflected on www.myCigna.com. What should I do?

A20. Once your completed Wellness Screening Form has been submitted, it may take up to 3 weeks to reflect completion in your myCigna.com profile. It can take 2-3 days for Health Assessment completions to show. If you still do not see your incentive after this time, you can call customer service at 1.800.CIGNA24 to inquire about the status and determine if there was an issue with your form (incomplete information, form not received, etc.)

Q21. How do I redeem my \$100 incentive?

A21. On the "Wellness & Incentives" page, click the "Redeem your dollars" link which will take you to the page to redeem your incentive. You may view more detailed instructions in the [myCigna User Guide](#).

Q22. Once I've redeemed my incentive on myCigna.com, how long will it take for me to receive it in the mail?

A22. Incentives will be mailed to the address you provide and will arrive within 7-10 business days in a nondescript, white envelope. If 10 business days have passed and you haven't received it, call 855-807-5890.

Q23. Can I complete the goal more than one time?

A23. Eligible participants may earn a single \$100 incentive for the Annual Wellness Incentive during the October 1, 2022 to September 30, 2023 plan year. However, this incentive *does* reset and is available every year until further notice.

Q24. Will I be taxed for the \$100 incentive?

A24. Gift cards are cash equivalents and therefore considered taxable as income. Contact your Tax Advisor for reporting requirements.

Q25. Does each eligible participant submit their own Wellness Screening Form and redeem their own incentive?

A25. Each eligible participant must complete the Health Assessment *and* submit their Wellness Screening Form from their own myCigna.com account. However, only the primary enrollee on the plan may redeem incentives. Any incentives earned by a spouse will be redeemable from the employee's myCigna.com incentive page.

A26. Where can I go with questions regarding the Health Awareness Incentive Program?

A26. If you have any questions you may contact Cigna customer service at 1.800.CIGNA24 or your NMUSD Well-being Coordinator, at wellness@nmusd.us.