

## Wellness Rewards Program for Groups 101+ FAQs for Employer Groups

### Q Who is eligible?

Members of our HMO, Salud HMO y Mas, HMO ExcelCare, EOA, EOA ExcelCare, PPO, and HSA-Compatible PPO products and networks are currently eligible.

### Q How will eligible members be notified?

Through promotion during Health Net open enrollment meetings, and/or dissemination of information through employers. Members will also learn about the incentive when they visit us at [www.healthnet.com](http://www.healthnet.com). We'll have information available when the member logs in to their online account.

### Q What do members need to do?

In three easy steps, members can invest in their health and get \$50 in rewards:

1. Take the Health Risk Questionnaire (HRQ) online and print the Wellness Assessment Results.
2. Schedule their annual preventive care physical exam (annual exam) with their primary care physician (PCP). Take their Wellness Assessment Results with them to their annual exam and share the results with their PCP.
3. After members have discussed their HRQ results with their PCP, they must log back in to their online Health Net account and complete the Primary Care Physician Form to confirm they shared their results with their PCP. This form is located in the "Reward Section" under "Complete Forms & Survey."

### Q What happens when members complete their required steps?

Health Net processes the reward after the third step is complete. It takes about 10 business days after step 3 for members to get their reward notification and fulfillment instructions via USPS. Members then select their \$50 gift card.

The gift card is good at any participating nationwide merchant. Depending on the chosen retailer, members can use their gift card online or in-store (members should check with their retailer of choice how gift cards are accepted prior to selecting their reward). The reward can also be donated to a nationally recognized charity.

### Q What is a Health Risk Questionnaire (HRQ)?

It's a tool that asks our members questions about their lifestyle habits and medical history. Based on the answers, the HRQ gives them an overview of their current risk for health problems. They'll also get simple steps that they can take to help reduce their risk.

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**Q Why should my employees take an HRQ?**

They'll get personal advice, tools and programs they can use to help improve their health. Their HRQ summary report provides tips for improving their health. If someone is a candidate for wellness health coaching, he or she can enroll in our six-month telephonic health coaching program. Health Net may reach out to this individual regarding, or he or she may self-enroll.

Plus! Members will earn their \$50 reward when they share their results with their doctor.

**Q How do my employees take the Health Risk Questionnaire? Where do they find it?**

Members need to log in to their account at [www.healthnet.com](http://www.healthnet.com), and click the banner that says "Don't forget to take your HRQ." This will link them to the HRQ. Members can log in on a computer, smartphone or tablet.

**Q Do members need anything in order to take the HRQ?**

If possible, they will need a copy of their most recent blood pressure and lab results. We will be asking for their cholesterol, triglyceride and blood sugar levels. If they've had a health screening through you (employer), lab or doctor's office within the last six months, they can use that information. If they don't have that information, that's OK; they will be asked to answer the questions the best they can.

**Q Can members still get the \$50 in rewards if they've already had their annual exam with their doctor?**

Yes. Members can take the HRQ, and complete the Primary Care Physician Form. They can then share their Wellness Assessment Results with their doctor at a follow-up visit.

**Q What if someone doesn't want to take the HRQ or see his or her doctor?**

That's fine; it's completely voluntary.

**Q Do employees have to do the HRQ and see their doctor? Can they do one and earn the \$50 in rewards?**

No, this is a combined program that includes both the HRQ and a doctor visit. Members have to do both in order to qualify for the \$50 gift certificate. This ensures members can get support from their doctor about any potential health risks and to stay healthy.

**Q "I have already taken my HRQ, but have not received my \$50 gift card. Can you tell me when I will get it?"**

Direct employees who have not received their reward notification or gift card to call the Customer Contact Center phone number on the back of their ID card. Health Net will work with them to check the status.