

City of Dallas  
Employee Wellness Incentive Program

# WELLPOINTS



City of Dallas



## Frequently Asked Questions

**Q: *Who is eligible for the incentive?***

A: All permanent, full- or part-time City of Dallas employees who are currently eligible for the City's medical insurance plan are eligible to participate in this incentive program.

**Q: *Why is August 30, 2013, the deadline to earn WellPoints?***

A: The deadline allows the City of Dallas Benefits Service Center staff to total the wellness points in your bank in time for 2014 Open Enrollment. By calculating every plan member's points prior to Open Enrollment, employees will be able to know the amount of their premium rate reduction and HRA allocation (if applicable) before the effective date of January 1, 2014.

**Q: *Do I have to take the online health risk assessment again?***

A: If you have not taken the health assessment since January 1, 2013, you are required to take the online health risk assessment again.

**Q: *What is the least number of WellPoints an employee can earn to receive a lower premium rate?***

A: You must earn a minimum of 250 points. Otherwise, you will pay the higher medical premium rate.

**Q: *How do I find out how many points I have?***

A: Starting in July, you will have the ability to log into your myuhc.com account and view your WellPoints totals.

**Q: *Can I still participate and qualify for the premium reduction if I have medical conditions that limit my physical activity?***

A: Yes, you can still participate. You can attend monthly WellAware learning seminars or health fairs. You may also participate in the online wellness coaching program.

**Q: *Is the biometric target screening required?***

A: No. Participation in any upcoming health screenings is voluntary. However, by meeting the target scores for any forthcoming health screenings (i.e., glucose, BMI, blood pressure, and cholesterol), you may earn 100 points.

**Q: *Can my family members participate to earn points?***

A: WellPoints is a wellness incentive program designed for City employees. Your dependents (spouse, partner, children, etc.) cannot participate in this program in your stead; only your participation will be recognized for the purpose of earning WellPoints. However, your family members are encouraged to partner with you in making a healthy lifestyle change.

**Q: *Will any of these events require me to pay out-of-pocket expenses?***

A: Most of the events and activities will be free to employees. Please remember that annual physicals can be performed at Concentra Totalcare Health and Wellness Center (Dallas City Hall, Room 1CS) or any Dallas-area Concentra Urgent Care Center. Annual physicals are covered at 100 percent per calendar year.

**Q: *Will notifications be sent out to inform employees of upcoming, points-eligible events and activities?***

A: Yes, there will be online, email and print announcements of various health and wellness activities. There will also be reminders and notifications available to remind employees to earn wellness points to help lower their 2014 medical premiums.

**Q: *How do I earn points for participating in the following Behavior Change Programs: Weight Watchers, Naturally Slim, Lose & Win, Jay Johnson Boot Camp*?)**

A: **Weight Watchers**: Employees who participate in the Weight Watchers Monthly Pass Program must attend a minimum of 12 meetings in order to receive WellPoints. Attendance can be verified by a Weight Watchers leader at meetings. Simply print out the WellPoints Weight Watchers Verification Form and have a leader verify your attendance. Submit the signed copy to the Benefits Service Center staff. Forms can be obtained at [www.cityofdallasbenefits.com](http://www.cityofdallasbenefits.com).

**Naturally Slim**: Employees who participate in the Naturally Slim program must complete 9 of the 10 self-paced, online video sessions to receive credit. Note: Applicants must qualify for Naturally Slim program in order to participate.

**Lose & Win**: Employees who participate in the United Healthcare Lose & Win Program must attend six of the eight sessions to receive credit. HR Benefits staff will verify attendance record with Lose & Win facilitator.

**Jay Johnson Boot Camp Fitness**: Employees who participate in Jay Johnson's Boot Camp Fitness at City Hall or other locations can receive WellPoints. An employee must attend a minimum of seven classes to receive credit. Employees will be given a passcode at each session by the trainer. You will use the passcode to log on to Jay's website in order to verify your attendance.

**Q: What if I just work out on my own (biking, swimming, jogging, weightlifting, etc.)?**

**A:** While it is commendable that you have a workout regimen, home workouts cannot be verified by City of Dallas staff; therefore, you cannot earn WellPoints with personal workouts.

**Q: I participate in Weight Watchers Online. How do I verify my participation to receive WellPoints?**

**A:** Employees can print out their Weight Watchers monthly tracking report and submit it to the HR Benefits staff. To receive credit, an employee must have three months of tracking.

**Q: How do I print out my Weight Watchers monthly tracking report?**

**A: Steps:**

1. Logon on to your Weight Watchers account
2. Click on the "My Plan" icon
3. Go to "My Tools" and select the tracking tools icon
4. Next you will click on "Progress Reports" on the left hand side
5. Select the monthly summary tab
6. Print the monthly summary

**Q: How can I earn points by participating in a WellAware Fitness Challenge?**

**A:** Employees can earn points by participating in any WellAware-approved fitness challenge. WellAware-approved fitness challenges include (but not limited to):

- Battle of Departments
- Fun Walk to Farmers Market
- Octoberfest

**Q: *What is considered an approved exercise program?***

A: Employees can earn points by participating in an exercise program such as Jazzercise, Zumba, kickboxing, aerobics or spin classes. An approved exercise program includes classes that occur at a gym and can be verified. You must show documentation that you have been actively attending the exercise classes for a minimum of 24 times in a three-month period. The classes do not have to be consecutive to obtain credit. You can ask your trainer or gym where you attend classes for a gym/club usage tracking record. Please note that some gym locations may have a different name for their attendance record.

**Q: *How long will it take me to complete an online coaching program?***

A: The online programs are designed to create a personalized experience for each individual. Therefore, it may take three months or more to complete some online programs. Please plan accordingly to complete the programs in a timely fashion.

**Q: *If an employee completed the online health assessment last year (2012), will that count toward the WellPoints program for a 2014 medical premium reduction?***

A: No, you have to take the online assessment in 2013 in order to receive credit for your 2014 premiums.

**Q: *I attend the Wellness Center at Oak Cliff Municipal Center (OCMC) and City Hall. How will I verify my attendance at the gym?***

A: There will be a WellPoints attendance sheet at both locations. The trainer or instructor will verify the employee attended the gym 24 times in a three-month period. The employee will print out the Exercise Program Verification Form. To access this form, go to [www.cityofdallasbenefits.com](http://www.cityofdallasbenefits.com). Under the Wellness Channel, look under Featured Documents.

**Q: How will my annual physical be verified in order to receive WellPoints?**

A: Annual physicals dating back to September 2012 will be tracked in this system. UHC annual physicals will be tracked via claims data. If an employee received a physical with an in-network physician, UHC will capture this as a claim. Employees who receive an annual physical from Concentra Totalcare Health and Wellness Center—the onsite employee medical clinic—or an out-of-network physician will need to get Section 3 (Annual Physical) of the Biometric Target Screening & Annual Physical Verification Form signed by their physician. The form is located at [www.cityofdallasbenefits.com](http://www.cityofdallasbenefits.com). Click on the Wellness Channel. The document is located under featured documents.

**Q: An employee received a physical in October of 2012. He is not scheduled to have another physical until October 2013 of this year. The cut off to receive points is August 30, 2013. How will he/she receive their WellPoints?**

A: Employees who have received an annual physical since September 2012 will receive points. UHC annual physicals will be tracked via claims data. If an employee received a physical by an in-network physician, UHC will capture that as a claim.

**Q: I had an annual physical at Concentra Totalcare Health and Wellness Center at City Hall. How will the City verify this?**

A: On the biometric verification form, Section 3 is where the healthcare professional at the onsite clinic can verify you had a physical at their location.

**Q: I had an annual physical at another Concentra Clinic outside of City Hall. Do I need to let them sign a verification form for my physical?**

A: No. Annual physicals outside of the clinic can be tracked via UHC claims. However, the physician can sign the biometric verification form if you met the biometric target numbers.

**Q: What should employees bring with them at their annual physical?**

A: In order to receive points for the annual physical and the biometric screening during your annual physical, the employee will need to print out a copy of the Biometric Target Screening Verification & Annual Physical Physician Verification Form, which is available at [www.cityofdallasbenefits.com](http://www.cityofdallasbenefits.com) and the City of Dallas WellAware Intranet Homepage (<http://cod/HumanResources/WellAware/events.htm>).

The physician will look at the designated target numbers and verify that the employee meets the City of Dallas criteria. If the employee meets the criteria, the physician will sign the form (Section 2), and the employee will return the signed form to the Benefits Service Center (City Hall, Room 1DS). No faxed copies are accepted.

If you receive your annual physical from an in-network physician, it will automatically be tracked as a claim from UHC; therefore, your physician will not have to complete Section 3 of the form.

If you receive your annual physical from Concentra Totalcare Health and Wellness Center, which is located at City Hall, or at an out-of-network physician, you must instruct the physician to complete Section 3 as verification that you completed your annual physical.

**Q: I received a well women exam. Is that considered an annual physical?**

A: No. You must receive an annual physical in order to receive your WellPoints.

**Important:** Make sure to tell the physician to code your physical as an **annual physical exam**. You are allowed to have one physical exam per calendar year.

**Q: Who is responsible for turning in the Biometric Target Screening & Annual Physical Verification Form to the Benefits Service Center?**

A: The employee is responsible for obtaining the physician's signature and returning the form to the Benefits Service Center. If you have met all four biometric screening targets, you must instruct your physician to complete Section 2 of the form before you submit it to the Benefits Service Center.

If you receive an annual physical from the Concentra Totalcare Health and Wellness Center at City Hall, the provider will need to complete Section 3 to verify your annual physical.

If you receive an annual physical from a physician who is not in the UHC network, that provider must complete Section 3 to verify your annual physical.

If you received an annual physical from Concentra Totalcare Health and Wellness Center at City Hall or an out-of-network physician, AND, the provider verified that you met all four biometric screening targets, that provider must complete sections 2 and 3 in order for you to receive points for the annual physical and the biometric target screening.

**Q: Will learning seminars for 2012 be included in our points system?**

A: No. We are tracking learning seminars only dating back to January 2013.

**Q: When will Lose & Win and Naturally Slim be offered again?**

A: Announcements will go out once sessions will be offered.

**Q: How can employees verify they attended the gym to receive WellPoints?**

A: Employees will have to show documentation of their club usage record to a Benefits Service Center representative. Employees can print out the Exercise Program Verification Form from the City of Dallas Benefits website (<http://cityofdallasbenefits.com/Channel.aspx?channelID=88>) and submit it to the Benefits Service Center. When the employee submits the documentation, a Benefits Service Center representative will use that form to verify participation and award points.

**Q: When will employees be able to see their points earned?**

A: Effective July 2013, employees will be able to view their points by going to [www.myuhc.com](http://www.myuhc.com). Once logged in, employees will click on the Health & Wellness tab and the "I Get" icon. This section will display their points earned.

Until the MyUHC website is available for tracking points, employees may print out a copy of the WellPoints Tracking Log, which is available at [www.cityofdallasbenefits.com](http://www.cityofdallasbenefits.com). You may also access this form under the Announcements & Events section of the WellAware intranet site. This form is only for personal use and will not be used for validation purposes by the Benefits Service Center staff.

**Q: Where can I learn about upcoming, WellPoints-eligible learning seminars and wellness events?**

A: Employees can go to [www.cityofdallasbenefits.com](http://www.cityofdallasbenefits.com) and select the Wellness channel or go to the Announcements and Events page of the WellAware intranet site (<http://cod/HumanResources/WellAware/events.htm>).