

## Wellness Incentive Program FAQs

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### **Q. Who is eligible to participate?**

All caregivers and spouses enrolled in a ChristianaCare medical plan

### **Q. What is the wellness incentive credit?**

The wellness credit, effective July 1, 2023, reduces the cost of your medical benefits (see chart below). Caregivers who complete all requirements will receive a \$65 per-pay credit that is a reduction in the cost of medical. If both caregiver and enrolled spouse complete the requirements, the enrolled caregiver will receive a \$130 per-pay credit.

Examples (based on current Full-time medical rates):

Caregiver X earns \$35,000 per year and pays \$65 per-pay for Employee Only Core PPO. Caregiver X completes all wellness incentive program requirements earning a \$65 per-pay credit. Beginning July 1, 2023, Caregiver X will be paying **\$0** per-pay for medical.

Caregiver Y earns \$85,000 per year and pays \$328 per-pay for Family coverage Premium PPO. Both caregiver and spouse complete all wellness incentive program requirements earning a \$130 per-pay credit. Beginning July 1, 2023, Caregiver Y will be paying \$198 per-pay for medical. (Medical cost subject to change)

### **Q. What if I am already getting the wellness credit?**

**If you are currently receiving a wellness credit, you must participate to continue to receive savings.**

This includes caregivers whose employee-contribution for medical has been reduced to \$0 by meeting certain eligibility requirements.

### **Q. How do I check to see if I am getting the wellness credit?**

Caregivers may view the credit in Workday under

**Benefits → Benefit Elections → Benefit Credit (bi-weekly).**

**Q. How do I receive the Wellness credit?**

Participation is easy. The Program simply consists of an online health assessment or visit a primary care provider and being tobacco-free.

How do I earn 1,000 points?		
Both activities must be completed to earn credit		
<b>1. Tobacco Activities (Required ONE of the following):</b>  Certify You Are Tobacco-Free —500 points Enroll in Tobacco Coaching —500 points Complete Quit Tobacco Guide —500 points	<b>If caregiver or spouse complete the program</b>  Must earn 1,000 points to receive credit	<b>If both caregiver and spouse complete the program</b>  Each person must earn 1,000 points to receive credit
<b>2. ONE of the following (Required):</b>  RealAge® Test —500 points <u>Or</u> Visit a Primary Care Provider —500 points		
<b>Per-Pay Credit Amount</b>	<b>Up to \$65</b>	<b>Up to \$130</b>
<b>Annual Savings</b>	<b>Up to \$1,690</b>	<b>Up to \$3,380</b>

**How to complete the requirements:**

- o Have your Highmark member ID card ready. (You will need this to continue).
- o Go to **mycare.sharecare.com** on your computer or your mobile device.
- o Click on **“Create My Account”** and complete the required fields, including the 12-digit numeric portion from your Highmark Member ID Card. **(See image to right)**
- o Once your account is created, you can download the Sharecare app.
  - From the home page, click the **Achieve icon**.
  - Click on the **Rewards Tile**.
  - Click on **ChristianaCare Wellness Rewards** to see required activities.



To access the Real Age assessment, click on “Find out your Real Age” shown in green and complete the assessment. It gives you personalized guidance for a healthier lifestyle through nutrition, exercise, getting the right amount of sleep, reducing stress, and more.

**How to register for Virtual Primary Care**

Visit the Virtual Health webpage at [centervirtualhealth.christianacare.org/programs/caregiver](http://centervirtualhealth.christianacare.org/programs/caregiver)

If you would like to learn more about the primary care providers, go to [centervirtualhealth.christianacare.org/teams](http://centervirtualhealth.christianacare.org/teams)

To register, click **“Sign-up Now!”** and complete the short form.

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You may also call 302-428-2400

Or email us at [virtualhealth@christianacare.org](mailto:virtualhealth@christianacare.org)

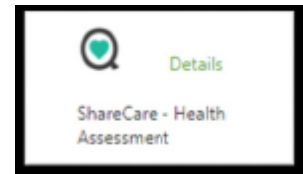
Once you are registered, a member of your care team will connect with you to schedule your first visit with the provider.

You must also certify to being tobacco-free. If you are a tobacco user, you must enroll in Tobacco Coaching or complete the Quit Tobacco Guide to receive the credit.

*All incentives are effective July 1, 2023.*

*\* If employee participates and spouse does not or vice versa you can qualify for employee-only incentive.*

**ShareCare can also be accessed by visiting the Applications tab from the homepage of the Portal and clicking "ShareCare – Health Assessment"**



### **Q. What if I have already taken the Real Age Test?**

If you've already taken the Real Age Test prior to **January 1, 2023**, you will need to register or sign into your account and retake the RealAge Test through your ChristianaCare 2023 Wellness Incentive Program account.

If you need to retake the Real Age Test, click on the **YOU** icon, then click on **Update Your Real Age**.

### **Q. Do I need to complete a Biometric Screening this year?**

A biometric screening is **not required** to receive the wellness credit this year. As a reminder, a routine check-up is covered at 100% when going to an in-network primary care provider and is one of the Wellness Credit qualifying options.

### **Q. What if I do not have my Highmark Member ID card?**

Highmark member ID number and temporary cards can be found on the Highmark member website – <https://www.highmarkbcbs.com/>. Policyholders can create and access their online account using their Social Security Number

### **Q. What information is needed to create a Sharecare Account?**

To create an account through [mycare.sharecare.com](http://mycare.sharecare.com) you will need to provide:

- First name
- Last name
- Date of birth
- Zip code
- Gender
- Highmark member ID number

## **SPOUSES**

### **Q. How does my covered spouse complete the requirements?**

Covered spouses will follow the same directions that employees follow. Each enrolled caregiver and each covered spouse must create an account on [mycare.sharecare.com](http://mycare.sharecare.com) and complete the Real Age assessment and certify to being tobacco free (or alternative).

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## TOBACCO USE

### Q. If I am currently a tobacco user, what steps do I need to take to receive the Wellness credit?

If you are a tobacco user, you must enroll in Tobacco Coaching or complete the Quit Tobacco Guide to receive the credit. **The tobacco courses take four to six weeks and all sessions must be completed to receive the Wellness credit.**

The image displays two program cards side-by-side, separated by an "OR" in the center. Both cards feature a teal header with a white star icon and the text "500 Points".

**Left Card: Enroll in Tobacco Coaching**  
Available ●  
Earn credit for this activity by calling the Wellness Coaching line at 1-800-850-8442 and enrolling in the How To Be Tobacco Free Program. Take the first step to being tobacco free today!  
Tap 'About this Program' for more information about this activity or any other available in the program.  
Time Left: # Days  
Rewards Earned: 0 Points  
Button: About this Program

**Right Card: Complete Quit Tobacco Guide**  
Available ●  
Earn credit for this activity by clicking "View the Program" and then completing the three tobacco cessation modules. You must complete all three modules, and answer all questions to receive credit. Take the first step to being tobacco free today!  
Tap 'About this Program' for more information about this activity or any other available in the program.  
Time Left: # Days  
Rewards Earned: 0 Points  
Buttons: View the Program, About this Program

## PRIVACY & CONFIDENTIALITY

### Q. How will the information from the Real Age Test be used?

ChristianaCare does not have access to any individual information provided to ShareCare. ChristianaCare will receive a summary of the **systemwide** data gathered from the online health assessment. This data provides information that we can use to evaluate our existing health and wellness initiatives and design new programs that meet the needs of caregivers across our health care system.

## CONTACT INFORMATION

### Q. Who should I contact if I have questions?

- If you have questions on completing the required activities – please call Highmark at 844-887-8374
- If you have questions on registering for Sharecare – please call Sharecare at 800-858-9063
- If you have questions about your wellness credit – please call the Caregiver Service Center at 302-327-5555 or 866-849-8598