



Be Well Incentive Program FAQ

Plan Years 2016-2017 and 2017-2018

Table of Contents

Changes to the Administration of the Medical Premium Reduction (Wellness Incentive)	1
General Questions about the Wellness Incentive	3
Biometric Screening	4
Health Assessment	5
Tobacco-Free Incentive:	6
Revocation of Authorization	7
StayWell Health Management	7
Glossary of Terms	8

Changes to the Administration of your Wellness Incentive (Medical Premium Reduction)

Employees will continue to receive their Wellness Incentive through Plan Year 2016-2017 if they:

1. Enroll in a County-sponsored medical plan for Plan Year 2016-2017, **and**
2. Complete the following Be Well activities by September 30, 2016:
 - Biometric Screening
 - Health Assessment
 - Tobacco-Free Activity*
 - A Tobacco-Free Confirmation for employees who have not used tobacco products for the past six months, OR
 - A Tobacco Cessation program
 - Six onsite tobacco-free classes via Public Health, OR
 - Five tobacco-free coaching calls with a StayWell Health Coach

**A tobacco screening is no longer required to receive the Tobacco-Free Wellness Incentive.*

The Wellness Works Be Well Incentive Program contains Be Well Activities that must be completed to earn a Wellness Incentive. For Plan Year 2016-2017:

- These Be Well Activities are required. Both must be completed to receive the minimum Wellness Incentive of up to \$40/month:
 - Biometric Screening
 - Health Assessment
- Completing these Be Well Activities will qualify employees for the maximum Wellness Incentive of up to \$60/month:
 - Biometric Screening
 - Health Assessment
 - Tobacco-Free Activity

As employees complete their Be Well Activities between July 5, 2016 – May 31, 2017, they are also earning points towards their Wellness Incentive for Plan Year 2017-2018.

For Plan Year 2017-2018, employees will also complete additional Rewarding Activities to qualify for the Wellness Incentive. They can earn a minimum of 80 points (\$40/month) or a maximum of 100 points (\$60/month).

- Employees who cannot confirm that they are tobacco-free or who do not complete a Maricopa County Tobacco Cessation Program in Plan Year 2016-2017 are only eligible for 80 points (\$40/month) in Plan Year 2017-2018.
- All points must be earned by May 31, 2017. Employees who miss this deadline will not receive their Wellness Incentive in Plan Year 2017-2018. **No exceptions.**
- New employees hired on or after March 1, 2017 through June 30, 2017 must earn their wellness points between July 2017 through October 31, 2017 and will receive their Wellness Incentive in Plan Year 2017-2018 on a prospective basis.

The Wellness Works Be Well Incentive Program contains Be Well Activities that must be completed to earn a Wellness Incentive. For Plan Year 2017-2018 they are:

Category	Min.	Max.	Be Well Activities	Points
Required Activities (Must complete both)	40	40	Health Assessment	20
			Biometric Screening	20
Tobacco-Free Activities (Required to be eligible for full 100 points)	20	20	Tobacco-Free Confirmation, OR	20
			Telephonic Tobacco-Free Coaching, OR	
			Onsite Tobacco-Free Class	
Rewarding Activities (Employees choose activities)	40	40	Online StayWell Challenge	40
			Telephonic Coaching (excluding tobacco)	40
			Self-Directed Coaching	20
			Digital Workshops	10
			Physical Activity Confirmation	10
			Healthy Eating Confirmation	10
			Stress-Less Confirmation	10
			Flu Vaccine Confirmation	10
			Well-Person Preventative Exam Confirmation	10

General Questions about the Wellness Incentive

I have been receiving my Wellness Incentive this year. What will happen if I do not complete the screenings between July 19 – September 30, 2016?

Your Wellness Incentive will stop on the November 2, 2016 paycheck. You can still qualify for your Wellness Incentive on a prospective basis once all of your requirements are met.

I did not receive the Wellness Incentive during Plan Year 2015-16; how can I qualify for it in Plan Year 2016-17?

If you enroll in a County-sponsored medical plan for 2016-17, you can qualify for the Wellness Incentive after completing the Be Well activities. During Plan Year 15-16, all Wellness Incentives will be distributed on a prospective basis. You will see your Wellness Incentive on a pay check approximately two months after qualifying.

During Open Enrollment for Plan Year 2016-17, I was asked to consent to have my identifying information sent to the Wellness vendor (StayWell). What identifying information is being shared with StayWell and why do they need it?

StayWell must have the following identifying information to allow you access to the StayWell Portal (maricopa.staywell.com)

- Name (first and last)
- Home Street Address, City, State, Zip
- Employee ID Number
- Employee Date of Birth
- Employee Gender

Access to the Portal will allow you to schedule a Biometric Screening, take a Health Assessment, complete a Tobacco-Free Activity, and participate in other wellness activities. Your information is protected by StayWell's contract with the County and will not be sold to other companies for marketing or other purposes.

What happens if I do not consent to have my identifying information shared with StayWell?

If you do not consent to have your identifying information shared with StayWell you will not gain access to the StayWell Portal and you will not be able to qualify for your Be Well Incentives.

How do I agree to have my identifying information shared with StayWell if I did not agree during Open Enrollment?

By completing and submitting the [StayWell Consent Form](#) found on the Benefits website.

NOTE: The Portal is only available to employees enrolled in a County-sponsored medical plan.

I am a new employee who took my Biometric Screening and Health Assessment between January and May, 2016 and am currently receiving my Wellness Incentive. What do I have to do to continue receiving my Wellness Incentive in Plan Year 2016-17?

You must re-qualify during the mass screening (July 19 – September 30, 2016) to avoid an interruption in your Wellness Incentive.

I was hired after June 30, 2016. I agreed in the ADP Benefit System to have my information shared with StayWell. When should I have access to the StayWell Portal?

You should have access to the Portal approximately 6 weeks – 2 months after your hire date.

After I complete my Be Well Activities how long will it take to see the Wellness Incentive in my paycheck?

If you are a new employee, you will see the incentive in your paycheck approximately one month after meeting all the requirements.

I have been re-hired by the County and completed my Biometric Screening and Health Assessment between January and May of 2016. Do I have to re-qualify for my incentive to receive it in Plan Year 2016-17?

Yes. You must re-qualify during the mass screening (July 19 – September 30, 2016) to avoid an interruption in your Wellness Incentive.

Who is eligible to receive the Wellness Incentive?

Employees (not spouses or dependents) who are currently enrolled in a County-sponsored medical plan as the primary insured (cardholder) are eligible to complete the Be Well Activities necessary to receive the Wellness Incentive.

Will my supervisor or anyone in Maricopa County see the results of my activities?

No. Your confidential individual health data is protected by State and Federal Regulations including the Health Insurance Portability and Accountability Act (HIPAA). Maricopa County personnel will never see your confidential “protected” individual health results. Maricopa County will receive an executive summary report showing aggregate health data that will reveal the prevalence of certain conditions within Maricopa County, such as percent of employees with high blood pressure. This data will be used to improve employee worksite wellness programs and overall employee health status.

Will the insurance rates increase for Maricopa County employees if the aggregate health profile based on the anonymous (de-identified) Biometric Screening shows that Maricopa County employees have high prevalence of blood pressure, weight management issues, etc.?

No, the results of the Biometric Screening are not used to determine the insurance rates for Maricopa County employees. The aggregate health profile, based on the anonymous (de-identified) Biometric Screening results, will be used to continuously improve the employee worksite wellness program.

Can I participate in the activities during work time? Do I need to use my PTO/vacation to participate?

You will need to check with your supervisor for direction on how your department wants you to record the time taken to complete your Be Well Activities.

If I have general questions about these activities, who should I contact?

Call the StayWell Helpline at 877.678.8926.

Biometric Screening

What is a Biometric Screening?

Biometric Screening includes completing a brief personal health history questionnaire as well as blood pressure, height, weight, waist circumference, BMI, blood sugar, and total cholesterol, HDL cholesterol and calculated risk ratio checks.

When and where are the County's annual 2016 Biometric Screenings?

Biometric Screening is July 19 – September 30, 2016 at [various worksite locations](#) around the County.

Do I need to fast before I participate in a Biometric Screening?

No, you do not need to fast. However, you will be asked by the screener if you have consumed food or drink within the last eight hours. This is because the range of values for blood sugar differs between fasting and non-fasting. Your screening results, based on whether you have been fasting or not, will help the health educator counsel you.

Do I need to make an appointment to get a Biometric Screening?

It is highly recommended you schedule an appointment up to a day in advance at maricopa.staywell.com. Walk-ins may be accepted if there are available supplies and if time permits.

How long will the Biometric Screening take?

The screening, combined with the comprehensive one-on-one results counseling session, takes approximately 15 minutes from the beginning to the end of the process. At high volume times, expect a slightly longer wait time.

Is there anything I need to bring to my Biometric Screening that shows I am eligible to participate?

No; however, you will need to indicate your Employee ID Number on your Biometric Screening Consent Form the day of your screening. Note: Biometric Screenings are only available to employees who participate in a County-sponsored medical plan.

Who will be conducting the Biometric Screenings?

Summit Health (a Quest Diagnostics company) on behalf of StayWell will be conducting the Biometric Screening Clinics. They use the National Institutes of Health (NIH) standards as their guidelines. Your results will be available immediately at the end of your screening and will be uploaded within 10-14 business days to your StayWell Portal.

I just went to the doctor last month, and the same types of screenings were part of my exam. Do I still have to complete the Biometric Screening to qualify for the Wellness Incentive?

Yes. Maricopa County can gather summary information about the health status of all employees who participate.

If I leave Maricopa County employment, and go to work for another employer that has my same health care provider, will my Biometric Screening results be shared with my new employer?

No, your Biometric Screening results will not be shared with a new employer.

Will the results of my Biometric Screening be seen or considered for life insurance purposes?

No, your Biometric Screening results will not be shared or considered for life insurance purposes.

Are my Biometric Screenings results being used for any health care programs?

Based on the outcomes of your Biometric Screening and Health Assessment, your results may trigger a referral from StayWell into lifestyle management programs. If you do not wish to participate, you can opt out of the program.

Once my Biometric Screening results have been collected, what happens to the used laboratory screening materials?

All hazardous waste (or used laboratory screening materials) is collected, handled, and disposed of according to OSHA regulations.

At Summit Health, who has access to my Biometric Screening results? Will access to my Biometric Screening results change as time passes?

Summit Health is responsible for the management and security of all Biometric Screenings. Biometric Screening results can only be accessed by Summit Health and StayWell personnel directly responsible for the coordination and implementation of the Maricopa County Biometric Screenings.

Health Assessment

What is a Health Assessment?

A brief, 15-minute online Health Assessment consists of questions about your health and lifestyle. Your responses, coupled with your Biometric Screening results, are compiled to determine your health risks. Your confidential results provide you with insight on ways you can improve your health.

How do I access the Health Assessment?

The Health Assessment is housed in the StayWell Portal (maricopa.staywell.com). To access the Portal, you must agree to allow your identifying information to be shared with StayWell. Once consent is provided you will receive access to the Portal in approximately three weeks.

When will the Health Assessment be available?

The Health Assessment will be available in the StayWell Portal (maricopa.staywell.com) beginning July 5, 2016.

I just went to the doctor last month and the screenings were part of my exam. If I participate in the Health Assessment, can I enter this information?

Yes, you may enter current information into the online assessment. However, your Biometric Screening results will override any self-reported numbers.

I'm having technical problems logging on to the website to complete my Health Assessment. Who should I contact?

StayWell's helpline can assist with any technical difficulties or questions and can be reached at 877.678.8926.

Tobacco-Free Incentive

How do I qualify for the Tobacco-Free Incentive?

You will qualify for the Tobacco-Free Incentive by completing one of these Tobacco-Free Activities:

1. Confirming via the Tobacco-Free Confirmation located in the StayWell Portal (maricopa.staywell.com) that you have not used tobacco products in the last six consecutive months, OR
2. Completing one of these Tobacco Cessation Programs:
 - a. Five telephonic tobacco-free coaching sessions via StayWell or
 - b. Six onsite tobacco-free classes via Public Health's Quit Tobacco program

Where is the Tobacco-Free Confirmation located?

The Tobacco-Free Confirmation is housed in the StayWell Portal (maricopa.staywell.com).

Do I need to complete the Tobacco Screening to qualify for the Tobacco-Free Incentive?

No, the Tobacco Screenings have been discontinued as of July 1, 2016 and are no longer necessary to qualify for the Tobacco-Free Incentive.

I am currently receiving the Tobacco-Free Incentive. Is there anything I need to do to continue to receive the Wellness Incentive for Plan Year 2016-17?

Yes, you must access the StayWell Portal (maricopa.staywell.com) and complete the Tobacco-Free Confirmation.

I am a new employee. What do I need to do to become eligible to receive the Tobacco-Free Incentive?

To qualify for your Plan Year 2016-2017 Incentive, you must first complete the Biometric Screening and Health Assessment which then allows you to be eligible for your Tobacco-Free Incentive. To receive your Tobacco-Free Incentive you must complete your Tobacco-Free Confirmation in the StayWell Portal (maricopa.staywell.com).

What does "Tobacco-Free" mean?

Indicating that you are "tobacco-free" means that you have not used tobacco products (regularly or occasionally) including, but not limited to: cigarettes, e-cigarettes, cigars, pipes, snuff, chewing tobacco and any other product containing tobacco within the last six months.

I am currently a tobacco user. Can I receive the Tobacco-Free Incentive?

Yes. If you are currently a tobacco user you must complete one of the two Maricopa County Tobacco Cessation Programs. Either:

- Five tobacco-free coaching sessions via StayWell or
- Six onsite tobacco-free classes via Public Health

More information on each of the programs is offered on the StayWell Portal (maricopa.staywell.com).

I am currently using a nicotine therapy replacement product (gum, lozenges or patches). Am I still eligible for the Tobacco-Free Incentive?

Yes. If you are currently using a nicotine therapy replacement (NRT) product that is on the U.S. Food and Drug Administration's (FDA) approved list you and your medical provider must sign the NRT Confirmation Form found on the StayWell Portal validating your need to use a nicotine replacement product. Directions are located on the form on how and where to submit.

I am currently using e-cigarettes as a nicotine therapy replacement product. Am I eligible for the Tobacco-Free Incentive?

E-cigarettes are considered a tobacco product. If you are currently using e-cigarettes and want to receive the Tobacco-Free Incentive you must complete one of the two Maricopa County Tobacco Cessation Programs to receive the Tobacco-Free Incentive.

I currently use tobacco products and want to quit. Do I have to wait six months to be eligible for the Tobacco-Free Incentive?

There are three ways you can qualify for the Tobacco-Free Incentive:

1. Complete a Tobacco-Free Confirmation indicating you have been tobacco free for six months, OR
2. Complete one of two Maricopa County Tobacco Cessation Programs, OR
3. Complete and submit the Nicotine Replacement Therapy Confirmation Form

More information on each of the programs is offered on the StayWell Portal (maricopa.staywell.com).

In the past I had a covered dependent who was a tobacco user, and although I am not a tobacco user, I did not qualify for the Tobacco-Free Incentive. Has this changed?

Yes. Starting with Plan Year 2015-16, if you are enrolled in a County-sponsored medical plan you may qualify for the Tobacco-Free Incentive even if a covered dependent uses tobacco products. You will need to complete the Tobacco-Free Confirmation on the StayWell Portal indicating you are tobacco-free.

Revocation of Authorization

What is the process to revoke the consent I provided to share my identifying information with StayWell/Summit?

You can revoke your consent in writing by completing the [Revocation Form](#) and delivering it to the Maricopa County Employee Benefits Division located at:

301 W. Jefferson, Suite 3200
Phoenix, AZ 85003

This revocation will not apply to information that has already been shared based on any prior authorization you granted. By revoking your authorization you will no longer be eligible for your Wellness Incentive.

StayWell Health Management

Who is StayWell Health Management?

StayWell Health Management is an independent provider of health promotion programs and services. It specializes in helping organizations improve the health and well-being of its employees, and has been in operation for over 30 years.

What services will StayWell Health Management provide Maricopa County?

StayWell Health Management will provide Maricopa County a comprehensive wellness package consisting of the following items:

- Online Wellness Portal
- Health Assessment
- Biometric Screenings (including on-line scheduling)
- Telephonic Lifestyle Management Health Coaching
- Online Health Programs, Classes, Digital Workshops, Health and Wellness Videos
- Online Health and Wellness Challenges
- Incentive Activities, Administration and Tracking

Glossary of Terms

County-sponsored medical plan: One of three medical plans currently offered by Maricopa County:

- HMO Plan administered by Cigna
- PPO Plan administered by UnitedHealthcare
- High Deductible Health Plan with H.S.A. administered by UnitedHealthcare

Plan Year 2016-17: The Benefit Plan Year that extends from July 1, 2016 through June 30, 2017

Plan Year 2017-18: The Plan Year that extends from July 1, 2017 through June 30, 2018

Wellness Incentives (Medical Premium Reduction): A reduced medical premium for medical insurance offered by Maricopa County to employees who are enrolled in a County-sponsored medical plan and who meet specific Be Well Program requirements.