

## **2020 – Opportunity to Earn a \$100 Wellness Incentive!**

### **How do I get started with completing the health assessment?**

First, log in to your [member website](#). Once you've logged in, select the "Complete your Assessment" link below the "Stay Healthy" icon and follow the prompts on the "Stay Healthy" page. If you need more information or help finding the health assessment online, see "For more information" in the section below.

### **How will I know that I have completed the health assessment?**

Upon completion of the health assessment you will get your personal Compass Results on your screen. You can check completion status by going back to the "Stay Healthy" page and checking the last date of completion indicated. The Innovation Health system will track your completion status. There is nothing that you need to submit to Innovation Health or the FCPS HR team.

### **How will I receive the incentive?**

The wellness incentive for completion of the health assessment is in the form of a Health Incentive Credit (HIC). The HIC will be applied to future deductible and/or coinsurance amounts.

### **How do I use the HIC?**

The HIC is automatically applied to any unmet deductibles and/or coinsurance for you or a covered family member, thereby reducing your out-of-pocket costs. After completion of the health assessment, the HIC is applied to future claims only and does not apply to claims that have already processed. You do not need to take any action to apply the credit.

### **Who is eligible to use the HIC?**

The HIC can be used by any family member who is enrolled in the Innovation Health medical plan. **Members who are enrolled only in the dental plan are not eligible to receive the HIC.**

### **Can I receive the HIC in cash?**

No, the incentive can only be applied to the deductible and/or coinsurance.

### **To which medical services will the HIC be applied?**

Please refer to your Summary of Benefits to determine which services may have a deductible and/or coinsurance. The HIC may be applied to these charges. The HIC cannot be applied to copayments.

### **Will the HIC roll over from one plan year to the next plan year?**

Yes, any unused credit will roll over to subsequent plan years. You will have access to the credit if you remain enrolled in the plan.

**When will I receive the HIC?**

The HIC may be applied within 7-10 days of completion of the health assessment. You can view the HIC by logging into the secure member website (Aetna Navigator) and looking under “Incentives.” It will also be visible on future Explanation of Benefits (EOB) statements. You can also call Customer Service at **1-888-236-6249** from 8 a.m. to 6 p.m., Monday through Friday.

**What happens to my health assessment data after I complete it?**

The data provided in a health assessment may be used by Innovation Health to help identify you for other Health Management programs that may be pertinent to you and included in your health plan. For example, if you indicate you are pregnant, your responses in the health assessment might trigger outreach from the Aetna Maternity Management program. You may also receive information from Aetna/Innovation Health about healthy lifestyle resources such as tobacco cessation, weight loss and more.

**Will completing the health assessment impact my claims?**

No, information relayed via the health assessment has no impact on pending or future claims.

**Will my contact information be given to marketing companies?**

No, your health plan does not share an individual’s health related information with FCPS in compliance with state and federal privacy laws

**What happens if I terminate employment or dis-enroll from the plan before using the HIC?**

If you leave the plan before exhausting the full amount of the HIC, you will forfeit any remaining credits. If you earned the HIC while an active employee and then moved to COBRA, the remaining HIC amount will be transferred to the new coverage.

**Where can I find more information about the incentive program and steps to complete the health assessment?**

Use the step-by-step guide found on the [What to know for 2020 page](#).

**Ready to get started?**

Click “go” to directly access the Aetna Innovation Health secure member portal.

