

HealthWorks FAQs for the County of San Bernardino

September 2009

Total Health Assessment

Q. What is the total health assessment?

A. The total health assessment, or HealthMedia® Succeed, can help you understand how your behavior affects your health by asking you a series of questions about yourself and the way you live. Once you answer all of the questions on the questionnaire, the program will use your answers to create a one-of-a-kind health improvement plan make just for you.

Q. How do I access the total health assessment?

A. Kaiser Permanente members, sign on to complete a total health assessment.

Note: Before you submit your program, you must agree that HealthMedia, Inc. can send your name, address, date of birth, and other enrollment information necessary for issuing a reward to Kaiser Permanente and to a rewards administrator, if applicable. You must agree to share this information if you wish to earn a reward.

Q. What if I completed the total health assessment questionnaire before I was offered a reward for doing so?

A. You cannot earn the total health assessment reward retroactively. If you completed the questionnaire before your rewards program became effective, you must wait 12 months from the time the questionnaire was completed and take the total health assessment again to earn the total health assessment reward, if the reward is being offered at that time.

Healthy lifestyle programs

Q. What are the healthy lifestyle programs?

A. Healthy lifestyle programs are personalized programs brought to you by HealthMedia, Inc. to help you achieve your own personal health goals. The programs can help you with the following goals:

- Lose weight with Balance™.
- Eat healthy with Nourish™.
- Quit smoking with Breathe™.
- Reduce stress with Relax™.
- Manage chronic conditions with Care™ for Your Health.
- Manage pain with Care™ for Pain.
- Manage diabetes with Care™ for Diabetes.
- Manage depression symptoms with Overcoming™ Depression.
- Explore ways to sleep better with Overcoming™ Insomnia.
- Reduce back pain and risk of back injury with Care™ for Your Back.

Q. How do I access the healthy lifestyle programs?

A. The healthy lifestyle programs are only available online. If you're a Kaiser Permanente member, you must have activated your kaiserpermanente.org account.

Note: Before you submit your program, you must agree that HealthMedia, Inc. can send your name, address, date of birth, and other enrollment information necessary for issuing a reward to Kaiser Permanente and to a rewards administrator, if applicable.

Q. How many healthy lifestyle programs can I take?

A. Members have access to all of the healthy lifestyle programs, but you can only receive rewards for the programs offered by your employer.

Q. Must I complete the total health assessment through HealthMedia® Succeed™ before I complete another healthy lifestyle program?

A. No, but it might be helpful to complete the total health assessment first because it can help direct you to services available through the healthy lifestyle programs and help you choose which program you'd like to try.

Rewards

Q. How are the rewards paid?

A. You will receive a reward card for each program activity you complete. Your card will be mailed to the shipping address you register when completing the program. It will be mailed via the U.S. Postal Service.

Note: Before you submit your program, you must agree that HealthMedia, Inc. can send your name, address, date of birth, and other enrollment information necessary for issuing a reward to Kaiser Permanente and to a rewards administrator, if applicable.

Q. Who issues the reward cards?

A. IncentOne is Kaiser Permanente's rewards program administrator. IncentOne delivers reward cards by standard first class mail. Visa bank cards, if available to you, are mailed directly by Visa. If merchandise rewards are available to you, the retailer will ship your selected merchandise to you directly.

Shipping

All redemptions for gift cards are delivered by standard first class mail.

Program duration and changes to rules

Our incentive program provider, IncentOne, reserves the right at any time to withdraw this program or to modify, amend, or supplement these rules, at its sole discretion.

Limits of liability

IncentOne shall bear no responsibility whatsoever for injuries, losses, or damages of any kind that result from acceptance, possession, and/or use of any item redeemed.

Q. Does the reward card serve as a Kaiser Permanente identification card?

A. No, the reward card is not a Kaiser Permanente identification card and cannot be used for identification purposes. To identify yourself to receive services and prescriptions at any Kaiser Permanente facility, you need to present your Kaiser Permanente identification card.

Q. Do reward cards expire? If so, when?

A. Expiration dates vary by card. Check the expiration details provided for retailers on the IncentOne rewards site before you select your card. Gift cards are subject to the terms and conditions (policies, redemptions, and expiration dates) established by the issuing retailer and are subject to change. Certain retailers or denominations may not be available.

Q. Are there any tax implications from receiving rewards?

A. Participants who earn rewards are responsible for any applicable payroll and income taxes that may be due on the amounts received. Participants may find rewards amounts reported either as employee compensation or miscellaneous income, depending on the payer. Reward program enrollees should consult their personal tax advisor for specific tax consequences and determination of tax liability. By law, Medicare members are not eligible for rewards.

Q. How often can I take the programs and earn rewards?

A. You can take and earn rewards (if available) for completing your total health assessment and any other healthy lifestyle program or programs, if applicable, once every 12 months.

Q. Are Medicare members, both Kaiser Permanente Senior Advantage and Cost members, eligible for the rewards programs?

A. No. Medicare marketing rules prohibit health plans from giving "cash or cash equivalents" to Medicare members, including Kaiser Permanente Senior Advantage and Cost members. This rule applies regardless of whether Medicare coverage is primary or secondary.

Gift cards are subject to the terms and conditions (policies, redemptions, expiration dates) established by the issuing retailer and are subject to change. Certain retailers and/or denominations may be unavailable.

Privacy

Q. Will my employer know if I have activated a kaiserpermanente.org account?

A. No. Your employer will not know you have activated a kaiserpermanente.org account. You can activate a kaiserpermanente.org account only if you are a Kaiser Permanente member.

Q. Will Kaiser Permanente or my employer know if I have taken a total health assessment?

A. Kaiser Permanente and your employer may know if you have taken a total health assessment only to have the necessary information for the purpose of administering your reward, such as email, name and address. The personal health information from your assessment will not be shared with Kaiser Permanente health plan or your employer. If you choose, you may download your results to your electronic medical record, which will make them available to your Kaiser Permanente health care providers.

Q. Will Kaiser Permanente or my employer know which healthy lifestyles programs I participate in?

A. Kaiser Permanente and your employer may know if you have taken a healthy lifestyle program only to have the necessary information for the purpose of administering your reward, such as email, name and address. The personal health information from your assessment will not be shared with Kaiser Permanente health plan or your employer. If you wish, you may add the results of your total health assessment to your electronic medical record.

Q. Why would I share the results of my total health assessment with my Kaiser Permanente doctor?

A. When you complete your total health assessment, you will be asked if you want the results downloaded to your electronic medical record so your Kaiser Permanente doctors may view it. We offer you this option because we believe that your personal physician can provide better health care when he or she knows you better. You can use your results to help you discuss your health and any lifestyle changes you're thinking of making with your doctor.



Additional FAQ for County of San Bernardino

Q: Who is eligible to participate?

A: The program is open to any active County of San Bernardino Kaiser Permanente member age 18 and over. This includes employees, spouses, domestic partners; children age 18 to age 25 and employees on disability leave and COBRA beneficiaries.

Note: Employees who are on disability leave must be current Kaiser Permanente members to participate.

Q: Who is eligible to receive a reward?

A: Only employees who subscribe in a County-sponsored medical plan. County of San Bernardino dependents (spouses, domestic partners, dependent children and COBRA dependents) are not eligible to receive incentive rewards. County employees who waive their health coverage to their spouse/domestic partner who is also a County employee are not eligible to receive incentive rewards. They may, however, participate in Kaiser Permanente programs offered under the 2009-10 My Health Matters! Initiative.

Q: When does the program begin and end?

A: The program begins September 1, 2009 and ends July 30, 2010.

Q: How are rewards paid?

A: You will receive a reward card for completing a total health assessment. Your card will be mailed to the shipping address you register when completing the program. It will be mailed via U.S. Postal Service.

Q: How often can I take the programs and earn rewards?

A: You can take and earn a reward card for completing your total health assessment once every 12 months.

Q: What other opportunities do I have to receive an award?

A: You will have several opportunities to receive a reward:

Attend a My Health Matters! Wellness Expo for an opportunity to win a \$75 gift card while taking advantage of health screenings and much more. The drawing will occur at the completion of each My Health Matters! Wellness Expo.

Complete a Kaiser Permanente wellness program – Programs include: smoking cessation, nutrition improvement, managing diabetes, overcoming insomnia, back pain management and prevention. Upon completion of any of the programs, you'll be entered into a monthly drawing for a

\$100 gift card. To allow individuals the time to complete a multi-session program, drawings will occur monthly beginning October 2009 through July 2010. If you are not selected as a winner in a monthly drawing, your name will be kept active until the last drawing in July 2010.

Complete a challenge on Steps to Success – County online fitness program. A drawing for a \$100 gift card will occur monthly for all employees who completed a challenge. Winners will be selected every month starting October 2009.

Complete multiple components of the My Health Matters! program and be entered into a drawing for an opportunity to win a \$250 gift card. Four Kaiser Permanente members will be selected from the qualifiers for this category. Drawing will occur in July 2010.

Q: What if I completed the total health assessment questionnaire before I was offered a reward for doing so?

A: You cannot earn a total health assessment reward retroactively. **However, if you completed a total health assessment in the last 12 months and as a result not able to complete another and earn a reward, you may contact Katy Wolfe at katy.x.wolfe@kp.org or the County of San Bernardino Employee Benefits and Services Division at mhm@hr.sbcounty.gov**

Q: Who issues the reward cards?

A: IncentOne is Kaiser Permanente's rewards program administrator. IncentOne delivers reward cards by standard first class mail.

Q: How often can I take the programs and earn rewards?

A: You can take and earn rewards for completing your total health assessment once every 12 months. **However, if you completed a total health assessment in the last 12 months and as a result not able to complete another and earn a reward, you may contact Katy Wolfe at katy.x.wolfe@kp.org and or the County of San Bernardino Employee Benefits and Services Division at mhm@hr.sbcounty.gov**

Q: Who should I contact for more information about the County of San Bernardino's program?

A: You may contact the County of San Bernardino, Employee Benefits and Services Division at 909-387-5787 or via email at mhm@hr.sbcounty.gov