



## **Additional FAQ for County of San Bernardino**

### **When does the *Step It Up!* 2010-11 Campaign begin and end?**

The campaign begins September 1, 2010 and ends July 29, 2011.

### **Who is eligible to participate in the *Step It Up!* 2010-11 Campaign initiatives?**

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 26 and employees on disability leave and COBRA beneficiaries.

### **Who is eligible to participate in the Breathe Program?**

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 26 and employees on disability leave and COBRA beneficiaries.

### **Who is eligible to receive a reward card?**

Only employees who subscribe in a County-sponsored medical plan. County of San Bernardino dependents (spouses, domestic partners, dependent children and CORBA 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 2010-2011 My Health Matters! Initiative.

### **How are rewards paid?**

Rewards are paid via MasterCard bank card. Your card will be mailed to the shipping address you register when completing the program. It will be mailed via U.S. Postal Service.

### **How often can I complete a total health assessment and earn rewards?**

You can take the total health assessment every six months, but you can only earn a reward during the month of October.

### **What other opportunities do I have to receive a reward?**

You will have several opportunities to receive a reward:

**Attend a Step It Up! Event** for an opportunity to win \$100 gift card while taking advantage of health screenings and much more. The drawing will occur at the completion of each Step It Up! event.

**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 2010.

**Complete a Smoking Cessation Program** between September 1, 2010 and July 29, 2011 and receive a \$100 reward gift card. All employees and their covered dependents are eligible.

**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 of this category. Drawing will occur in August 2011.

**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 six months and are not able to access the questionnaire, please contact Connie Gastelum at [connie.r.gastelum@kp.org](mailto:connie.r.gastelum@kp.org) to obtain your \$75 reward card.**

**Q: Who issues the rewards cards?**

**A:** IncentOne is Kaiser Permanente's rewards program administrator. IncentOne sends 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 you total health assessment during the month of October. **However, if you completed a total health assessment in the last six months and are not able to access the questionnaire, please contact Connie Gastelum at [connie.r.gastelum@kp.org](mailto:connie.r.gastelum@kp.org) to obtain your \$75 reward card.**

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

**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](mailto:mhm@hr.sbcounty.gov).

**Q: What if I took the total health assessment and earned the \$75 gift card, but have not received it yet?**

**A:** It usually takes 3 weeks to receive your reward card. If, after 3 weeks, you still have not received your card, you may contact IncentOne at

E-mail: [customerservice@incentone.com](mailto:customerservice@incentone.com) or

Phone: 877-868-2001 (toll free)

Hours:

Monday through Thursday 9:00 am to 8:00 pm EST

Friday 9:00 am to 7:00 pm EST