

FAQs

Eligibility

Q: Who's eligible for rewards through the wellness program?

A: All San Bernardino County employees 18 and older who are enrolled in the Kaiser Permanente health plan through the county are eligible for rewards.

Q: What are the dates for the rewards program?

A: The rewards program runs from September 1, 2015, through April 30, 2016. Only reward activities completed during that period will qualify for rewards.

General information

Q: How do I start earning rewards?

A: To get started, visit the new wellness rewards site at healthworks.kp.org/cosb. The link will be open only during the program dates from September 1, 2015, through April 30, 2016. You'll need to register on **kp.org** to access the rewards site. If you're already registered on **kp.org**, you can use your existing user ID and password to register on the rewards site. If not, you must first register on **kp.org** and create a user ID and password.

Q: What is the Wellness Program Agreement and what happens if I don't agree?

A: When you register on the rewards site, you'll be asked to agree to participate in the wellness program and be eligible for rewards. If you don't accept the Wellness Program Agreement, you can still use the platform, but you won't be eligible for rewards. Please note that your data is confidential and won't be shared at an individual level with the county.

Q: If I've already completed a reward activity, am I eligible for a reward?

A: If you completed the Total Health Assessment before you enrolled in the County Wellness Program, that won't qualify for a reward. You must complete the Total Health Assessment between September 1, 2015, and April 30, 2016. Depending on the biometric screening, you may be current based on your age, gender, and most recent test dates. If you aren't current, you'll need to visit your doctor or a Kaiser Permanente facility for a screening in order to earn rewards.

Q: How do reward points work?

A: You must complete all wellness activities to earn 100 points and receive a \$100 Visa reward card. Each reward point is equal to \$1.

Q: How do I earn my rewards?

A: The first step is to complete activities eligible for rewards. You may start completing activities on September 1, 2015, after you register on the rewards site. Once you complete the Total Health Assessment and biometric screenings, reward points will be automatically posted to your account. You'll be able to redeem your points for a \$100 Visa reward card.

Q: Once I've completed an activity, how long does it take for the points to post to my account?

A: The time varies for reward points to post to your account. For biometric screenings, it can take up to 7 days. For the Total Health Assessment, your points should post within 48 hours.

Q: How do I request my first reward card using the points I've earned?

A: After you've completed the biometric and Total Health Assessment activities, and the points have posted to your account, you must sign in to the rewards site at healthworks.kp.org/cosb to redeem your reward. You'll receive a \$100 Visa reward card for completing all of the activities. Reward cards expire 12 months from the date issued.

Q: How long does it take for reward cards to be delivered?

A: Once you redeem your reward points online, your \$100 Visa reward card should be mailed to you in approximately 10 business days.

Q: Will my reward card expire?

A: Visa reward cards will expire 12 months from the date issued.

Q: What happens if I complete my wellness activities during the last week of the program? How will I redeem my reward points if the website is closed?

A: If you complete any of your biometric screenings or the Total Health Assessment in the last week of the program, you won't be able to log in to redeem your reward points because the platform will be closed. Instead, please allow up to 4 weeks for your program information to be processed. After that, the \$100 Visa reward card will be automatically mailed to the address you provided when you registered on the rewards site.

Automatically reported activities

Q: Which activities DON'T require me to report completion? And what are the guidelines for earning rewards?

A: Points for all wellness activities are automatically posted to your account on the rewards site. That means you don't have to report completing them. Just be sure you've met all the requirements for each activity, as described below.

Total Health Assessment

- The reward is available once per program year per eligible member.
- You can retake the Total Health Assessment as often as you like, but you can only earn rewards once during the reward period.
- Completion of the Total Health Assessment must be recorded (at least once) during the program period of September 1, 2015, through April 30, 2016.

Biometric screenings

- To earn the biometric screening rewards, you must be current on your cholesterol, blood pressure, blood sugar (glucose), and body mass index (BMI) screenings.
- Your doctor may suggest additional screenings based on your health status. Those additional screenings don't qualify for rewards.

Please note: To complete the online Total Health Assessment, you'll need to be registered on **kp.org**. Not registered yet? Just go to kp.org/register.

Q: How do I know if I'm current on my biometric screenings?

A: Once you log in to the rewards site, your home page will display a dashboard of your most current biometric screenings. Since the wellness program is tied to your electronic health record, you'll be rewarded for being current on your biometric screenings. That means that if you visited a Kaiser Permanente doctor for any of the biometric screenings, it will be captured in your electronic health record and updated on the rewards site.

For participants over 18, "current" is defined as a body mass index (BMI) and blood pressure screening every 2 years, and a cholesterol and blood sugar (glucose) screening every 5 years. Please see below for current screening dates for your program:

Activity	Start Date	End Date
Body mass index (BMI) screening	9/1/2013	4/30/2016
Blood pressure screening	9/1/2013	4/30/2016
Cholesterol screening	9/1/2010	4/30/2016
Blood sugar (glucose) screening	9/1/2010	4/30/2016
Total Health Assessment	9/1/2015	4/30/2016

Q: What do I do if I need to update some or all of my biometric screenings?

A: Please print out the biometric screening request form on the My Rewards page of this website and take it to a Kaiser Permanente laboratory for cholesterol and blood sugar (glucose) tests. Call or email your doctor to request a preventive care lab test, or request a nurse visit to get your body mass index (BMI) or blood pressure measured. There's no copay for these screenings. Other ways to schedule screenings include calling the number on the back of your Kaiser Permanente ID card or calling the Member Service Contact Center at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). For TTY for the deaf, hard of hearing, or speech impaired, call **711**.

Q: Why is it important for me to get these tests?

A: Knowing your numbers is the first step toward taking control of your health. If you're outside of the optimal range, now is the time to take action. Talk to your doctor about what you can do to reach the optimal range, including making lifestyle changes. Take advantage of the County Wellness Program and Kaiser Permanente's online and phone resources.

Q: What are some of the benefits of taking the Total Health Assessment?

A: In addition to being one of the required wellness activities, the Total Health Assessment gives you an overview of your well-being and helps you create a plan for good health. Once you've completed it, you'll get a personalized action plan for improving your health, as well as follow-up emails and encouragement to help you stay on track.

You can also choose to have a summary of your results added to your electronic health record. That way, the information will be available to your Kaiser Permanente health care team. If you opt to include the results in your electronic health record, you'll be able to discuss them with your doctor when you come in for care.

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'll be asked if you want the results included in your electronic health record so that your Kaiser Permanente care team can view them. 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 with your doctor your health and any lifestyle changes you're thinking of making.

Where to go for more information

Q: Who should I contact if I have general questions about the County Wellness Program?

A: If you have questions about the program, including questions about tools and resources on the San Bernardino County website, please contact:

- Your department wellness advocate by visiting the online list of advocates at sbcounty.gov/hr/PDF/Benefits/Wellness_Advocates.pdf
- The county wellness coordinator by emailing mhm@hr.sbcounty.gov
- The County Wellness Program by calling **909-387-5787**

Q: Who should I contact if I have general questions about Kaiser Permanente tools and resources?

A: If you have questions about eligibility, kp.org registration, or other general requirements, you can contact Kaiser Permanente. Simply call the number on the back of your ID card or call our Member Service Contact Center at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). For TTY for the deaf, hard of hearing, or speech impaired, call **711**.

Q: Who should I contact for more detailed information about receiving rewards?

A: For questions about your reward status or issues related to the rewards program, please call **1-866-300-9867** or email rewardscustomerservice@kp.org and provide the following information:

- Your name
- Your question or issue
- Your employer's name
- Your daytime phone number

Please allow 48 hours for a response.

The rewards program runs from September 1, 2015, through April 30, 2016, and is open to San Bernardino County employees 18 and older who are Kaiser Permanente subscribers of the county medical plan. Reward cards expire 12 months from date issued. All rewards are subject to funding and availability.