



## 2016 Wellness Program Frequently Asked Questions

### **Q1: What is the new Incentive Points Program?**

**A:** The Incentive Points Program is a unique wellness program encouraging ongoing participation throughout the year based on individual needs. Each quarter, you will aim to achieve *150 points* or more. Please see below for how each quarter will be broken out in addition to where you can view more information.

**Quarter 1 (January-March): Completing the Biometric Screening, HRA & Tobacco Affidavit = 150 points.** *You will not have to complete any other wellness activities this quarter.*

**Quarter 2 (April-June): Earn 150 points through wellness activities. Please logon to your member portal and select “Available Incentives” to see full points opportunities.** *You must earn 150 points to maintain the wellness incentive.*

**Quarter 3 (July-September): Earn 150 points through wellness activities. Please logon to your member portal and select “Available Incentives” to see full points opportunities.** *You must earn 150 points to maintain the wellness incentive.*

**Quarter 4 (October-December): Earn 150 points through wellness activities. Please logon to your member portal and select “Available Incentives” to see full points opportunities.** *You must earn 150 points to maintain the wellness incentive.*

### **Q2: How can I earn points?**

**A:** Some points will accumulate automatically for you. These points come from being tobacco free as indicated in the affidavit, having a blood pressure of 130/90 or less, glucose 100 mg/dL or less, cholesterol screening 200 mg/dL or less, and having a BMI of 30 or less. Other points you will track and submit through your PopSpring Wellness member portal.

### **Q3: When should I submit my biometric results/complete my HRA & Affidavit?**

**A:** The deadline to complete your Health Risk Assessment (HRA), tobacco affidavit and biometrics is **March 31, 2016**. This will be the end of Quarter 1.



## 2015 Wellness Program Frequently Asked Questions, Continued

### **Q4: When will I receive more program details?**

**A:** If you participated in the wellness program last year, you will receive an email that will explain the program in more depth. If you are a new participant in the wellness program, you will receive a welcome packet mailed to your home. You should receive these communications mid-December 2015. **If for some reason you do not receive your welcome mailing or email, please email [support@popspringwellness.com](mailto:support@popspringwellness.com) to either have your letter emailed or mailed again.**

### **Q5: Is there a Wellness Incentive for active participation in this program?**

**A:** Yes. You will receive a cash incentive paid out after January 1, 2017 of \$500 for single coverage, or \$1,000 if both you and your spouse participate. In order to earn this, you have to end the program year with at least 600 points (earning a minimum of 150 points each quarter). **Please note: Both you and your spouse (if applicable) must complete the program requirements to earn the cash incentive.**

### **Q6: I haven't used my member portal since last year. Who can I contact if I need assistance?**

**A:** If you need assistance in registering your member portal, resetting your password, or general questions about the wellness program, **please call a Wellness Navigator toll-free at 855-699-4445 M-F 7:00am-1:00am CST or Sat 8:00am-5:00pm CST.**

**\*\*To reset your password, go to <https://popspring.p2phc.com/logon/> and click on "Forgot password?" to receive a temporary password via email. Once logged onto your member portal, you may reset your password to a different one.\*\***

**For more questions, comments, or concerns, please either email Jason Dzwinel at [jdzwinel@co.ozaukee.wi.us](mailto:jdzwinel@co.ozaukee.wi.us), or email PopSpring Wellness at [support@popspringwellness.com](mailto:support@popspringwellness.com).**

**We look forward to your participation this year!**