

## **My Health Rewards by Medica<sup>®</sup> Frequently Asked Questions – 2015**

### **Getting Started FAQs**

#### **Why does the City of Minneapolis offer the My Health Rewards program?**

The My Health Rewards program is designed to encourage employees to engage in their health. In 2015, we introduced a completely revised program with new health actions and a more personalized, interactive experience to create even more opportunities for employees and retirees to improve their health. Ultimately, we hope the program will help each employee to be in good health, which will help to hold health care costs down for all employees.

#### **How can I get started on the My Health Rewards by Medica program?**

Login to [mymedica.com](http://mymedica.com) and click the Health & Wellness tab. The first time you log in during 2015, you will agree to the terms of use, privacy policy and honor code. From there, you'll be directed to the welcome page and are free to explore the site or start working on health actions. We recommend you complete the Compass health assessment first because Journeys will be recommended for you based on your answers in Compass.

#### **How do I log in to mymedica.com to start the program?**

If you have logged on to mymedica.com previously AND your Medica ID card shows the same group number you had in 2014:

1. Visit [mymedica.com](http://mymedica.com).
2. Enter your username and password.
3. Click on the Health & Wellness tab.
4. After you agree to the terms of use, privacy policy and honor code, you'll be directed to the My Health Rewards program welcome page.
5. Update your profile with the email address where you want to receive gift card reward notifications.
6. Explore the site or begin working on health actions.

If you have never logged on to mymedica.com before or your Medica ID card shows a new group number in 2015:

1. Visit [mymedica.com](http://mymedica.com).
2. Click on the Register Now button located at the bottom of the site login box.
3. Complete the registration. You will need your Medica ID card for this step.
4. Once you are logged into mymedica.com, click on the Health & Wellness tab.
5. After you agree to the terms of use, privacy policy and honor code, you'll be directed to the My Health Rewards program welcome page.
6. Update your profile with the email address where you want to receive gift card reward notifications.
7. Explore the site or begin working on health actions.

Note: You have a new group number for 2015 if you switched networks during the most recent open enrollment period or moved from the standard premium contribution rate to the wellness premium contribution rate or vice versa for the 2015 plan year.

### **How can I find out what my group number is?**

You'll find it on the front of your Medica ID card.

## **[Rewards FAQs](#)**

### **How many points do I need to earn to get a reward?**

In order to qualify for the preferred wellness premium contribution rate on your 2016 health insurance, you must earn at least 300 points by August 31, 2015. You can also earn up to \$100 in gift cards. Gift cards are awarded in \$20 increments at 100, 200, 400, 500 and 600 points. A gift card is not awarded at 300 points because the reward for 300 points is the preferred wellness premium contribution rate. You have until December 31, 2015, to earn your gift cards, so you can continue earning points in the My Health Rewards program even after you meet the August 31, 2015, deadline for 300 points and the preferred wellness premium reward. Several health actions have a limit on the number of points that can be earned for rewards purposes. Please review the FAQs below for details.

### **What is the difference between the Wellness (completer) premium contribution rate and the Standard (non-completer) premium contribution rate?**

We won't know the exact difference until the final insurance renewal rates are received later in the year, but in 2015, the average savings for qualifying for the preferred wellness premium contribution rate was about \$400 per year for a single person and \$1,200 per year for a family.

### **How do the gift cards work?**

Medica has partnered with Hallmark Business Connections to make it easy for you to select and redeem gift card rewards for completing health actions. You will receive an email notification each time you earn a gift card reward. The email will arrive a few days after you complete health actions that increase your point tally to the 100-, 200-, 400-, 500- or 600-point reward thresholds. You can click on the link in this email to begin shopping for your reward.

### **Why haven't I received a rewards notification email for points I have earned?**

You will receive your notification via email so it's important to make sure that your email address is correct in the My Health Rewards website. Select "Profile" from the drop-down menu where your name appears in the upper right corner of your My Health Rewards website to review and update your email address. Also, please note that there is a delay in rewards notifications at the beginning of the year. If you achieved a gift card reward level (100, 200, 400, 500 or 600 points) between January 1, 2015, and the first week of February 2015, your reward notification email will not arrive until early February. If you believe you have earned rewardable points but have not received your notification email, and it is at least mid-February and you have verified that your email address is correct in the My Health Rewards website, please call Medica Customer service at 952-945-8000 for assistance.

### **Why are some health actions worth more points than others?**

Not all of the health actions are equal in terms of the time and commitment involved in completing them or the significance of the activity. For example, the Compass health assessment is worth 100 points because it is the foundation of the program. It is designed to help participants better understand their health status and identify the health issues they may want to work on in order to improve their health and aid in the selection of other health actions. Likewise, completing the biometric health screening health action is a bigger commitment of time and energy than attending a health and wellness class.

### **How can I find out how many points I have earned?**

Log in to your My Health Rewards website and visit your Rewards page any time to keep track of the points you have earned and points you are eligible to earn in the future. Checking your Rewards page is the fastest, most reliable way to see how many points you have earned. If you are unable to access your Rewards page, you may call Medica Customer Service at 952-945-8000. The customer service representative will need 2-4 business days to research your request and reply to you. In addition, Medica will send you a summary of your rewards status once during the summer.

### **I finished a health action, but the points aren't on my Rewards page. What should I do?**

Most health actions that are available to all employees are completed online and, thus, points earned for completing them will show up on your Rewards page immediately. However, it could take as many as 15 days for points earned for Biometric Health Screenings and for the health actions open only to employees with specific conditions who are invited by Medica. If you believe you completed the Biometric Health Screenings and/or a by-invitation-only health action and did not receive points within 15 days, you may call Medica Customer Service at 952-945-8000. The customer service representative will need 2-4 business days to research your inquiry and reply to you.

### **What is the deadline for earning the wellness premium contribution rate?**

You must complete health actions totaling 300 points by August 31, 2015, in order to qualify for the preferred wellness premium contribution rate on your 2016 health insurance.

### **What is the deadline for earning gift cards?**

You have until December 31, 2015, to earn up to 600 points for gift card rewards. Gift cards are awarded in \$20 increments at 100, 200, 400, 500 and 600 points. No gift card is awarded at the 300-point level because the wellness premium contribution rate is awarded at that level.

## **[Eligibility and Participation FAQs](#)**

### **Do I have to participate in the My Health Rewards by Medica program?**

You are not required to participate in My Health Rewards by Medica, even if Medica invites you to participate in a particular health action or program. However, if you do not participate, you will not be eligible to earn the lower wellness premium contribution rate on your 2016 health care coverage.

### **Can I participate in health actions that aren't shown on my Rewards page?**

No. It is very important to check your HealthMap and/or Rewards page so you know exactly what health actions are available to you.

**I was invited to participate in one of the programs for employees with specific health conditions. Am I required to participate?**

No. You are not required to participate in any aspect of the My Health Rewards program, even if you are invited to do so. However, the wellness premium contribution rate is only available to employees who participate in the My Health Rewards program and earn 300 or more points by August 31, 2015.

**Can my dependents participate in the My Health Rewards by Medica program?**

Yes. Dependents who are age 18 and older are welcome to participate in the My Health Rewards program to complete health actions and earn gift cards. Dependents can earn a \$20 gift card for every 100 points up to a maximum of 500 points. However, only City of Minneapolis employees may earn points to qualify for the wellness premium contribution rate on their 2016 health insurance coverage.

**I have a health condition that prevents me from doing some of the health actions. Does this mean I can't qualify for the wellness premium rate?**

The My Health Rewards by Medica program is very flexible. We would be happy to work with you to determine which health actions you could complete in light of your condition and, if necessary, make accommodations so that you have an equal opportunity to earn the wellness contribution rate for the 2016 plan year. Please call Human Resources at 612-673-3333 or email [benefits@minneapolismn.gov](mailto:benefits@minneapolismn.gov).

**I don't have a computer. Can I still participate?**

Absolutely! Your My Health Rewards website is accessible from any device that provides an Internet connection, including smartphones, tablet computers and laptops. Paper-based alternatives for selected health actions are also available for individuals who don't have access to the Internet. To request paper copies of these health actions, call Medica Customer Service at 952-945-8000.

**[Compass™ Health Assessment FAQs](#)**

**What sorts of questions are in the Compass health assessment?**

Compass is a short survey that includes questions about your health conditions, diet, physical activity and medical care, such as flu shots and preventive screening exams. It also asks how confident you are in working with your doctor and taking care of your own health needs. It asks for your current height, weight and – if available – the results of recent medical tests like cholesterol, blood pressure and blood sugar levels.

If you follow the instructions for having Biometric Health Screenings performed at a worksite screening event, at your doctor's office or by an approved provider like Target or Walgreens, your screening results will be automatically uploaded into Compass.

**How long does it take to complete the Compass health assessment?**

15-20 minutes.

**Must I complete the Compass assessment in order to participate in the My Health Rewards by Medica program?**

You are not required to complete Compass in order to participate in the My Health Rewards by Medica program. However, if you do not complete Compass, you will not earn a \$20 gift card or 100 points for that health action and you will have fewer Journeys to choose from because your My Health Rewards website uses your Compass answers to recommend Journeys. You may complete other health actions to earn gift cards and accumulate 300 or more points.

**Does Medica have access to my answers to Compass?**

No. Any information you share in the course of completing your health actions is not provided to Medica and has no bearing on your Medica health coverage or benefits.

**Does the City of Minneapolis have access to my answers to Compass or details of my participation in any of the other health actions?**

No. The City does not receive any information at the individual level. Any information you share in the course of completing your health actions is not provided to the City of Minneapolis and has no bearing on your Medica health coverage or benefits. The City does receive from Medica an aggregate report about the number of employees who have received points for completing the various health actions. This helps us to evaluate and adapt the program to best meet the needs and interests of our employees. The City will also receive from Medica a list of the employees who earn 300 or more points by August 31, 2015, so we can administer the preferred wellness premium contribution reward.

**If I enter my biometric screening results and/or preventive cancer screenings into Compass, will I receive rewards points for the biometric screenings and/or preventive cancer screenings as well as for Compass?**

No. In order to be awarded points for the biometric screening health action, you must have the tests done at a participating location and follow the instructions for receiving points. In order to receive points for preventive cancer screening, you must self-report that you are up-to-date for those tests that are recommended based on your age and gender by visiting the Rewards page or the Featured tile on the HealthMap page of your My Health Rewards website. You cannot self-report preventive screenings to earn points by entering them into Compass.

**[Journeys® FAQs](#)**

**What is a Journey?**

A Journey is an interactive topic designed to change your health habits through easy, achievable steps. Because Journeys are interactive, you can decide how you'd like to move through each one based on options presented within the Journey. You'll score experience points (XPs for short) as you go. Hit an XP target to unlock stages of your Journey. Expect a Journey to take 4-6 weeks to complete, based on your unique path.

## [Track™ FAQs](#)

### **How is the new Track health action different than the Fitness Tracking health action offered in 2014?**

The Fitness Tracking health action offered in 2014 only awarded points for exercise and you needed to log into the My Health Rewards website in order to track your workouts. The new Track health action enables you to earn credit for a wide variety of healthy choices, including exercise, healthy eating and even life-balance activities. The new Track health action also offers convenience by enabling you to sync a variety of mobile apps and personal devices such as Fitbit, Jawbone®, FitBug®, Garmin and others to track physical activity automatically. Track also allows you to manually enter your wellness activities into the My Health Rewards website.

### **What are some examples of healthy eating and life balance activities that can be reported in Track?**

Track gives you credit for much more than exercise. For example, reporting that you ate breakfast, skipped sweets for the day, or ate two or more cups of vegetables will move your Track meter 110. You can also move the meter by tracking that you slept 7-9 hours (110), making sure that at least half of your daily grains are whole grains (80) and limiting your television viewing (70).

### **How can I use Track to earn points?**

Simply click the Track link in your personal My Health Rewards website to self-report qualifying activities. You may also want to synchronize any mobile apps or personal devices (such as Fitbit, Jawbone®, FitBug®, Garmin and others) that you use so that Track will update automatically. You'll find instructions in your My Health Rewards website. You will earn one point per day up to a maximum of 200 rewards points per year.

### **How can I synchronize my mobile app or personal tracking device to automatically record my physical activities in Track?**

Click on your name in the upper right corner of your My Health Rewards website, then click Sync Options. Doing so will bring you to another page where you can click Add an Account. There you will see icons for all the tracking devices and apps that you can sync with Track. Syncing instructions will vary for each. Click on the icon for your device or app to get specific instructions for syncing it.

### **Can I work out through the Fit Choices<sup>SM</sup> by Medica program to earn points for the Track health action?**

Yes. You can work out anywhere and in any way that you like – including workouts at fitness centers that participate in the Fit Choices by Medica program – but you must self-report your workouts. You can do so by logging into the My Health Rewards website and entering the dates you worked out in the Track section or by syncing your fitness device. You don't have to log your workout on the day it occurred, but you can't go back more than 30 days.

### **I used the ZAP bike commuter program to earn My Health Rewards points in 2014. Can I do that in 2015?**

ZAP Twin Cities is a bike-commuting program that enables members to automatically track their bike rides. The ZAP program is no longer connected to the My Health Rewards program, but you are welcome to self-report your bike rides using Track.

## [Biometric Screening FAQs](#)

### **How can I obtain the biometric screening tests?**

You can attend a work-site screening event, have your tests done at your doctor's office, or use another approved provider such as Target or Walgreens. You'll find instructions for options available to you in several places on your My Health Rewards website:

1. Click your name in the upper right corner and select the health screenings option in the drop-down menu
2. Select HealthMap on the left navigation panel and then click the Expert Support tile at the bottom of the HealthMap page
3. Select Rewards on the left navigation panel, scroll down to the Know Where You Stand heading, select the line that addresses health screenings and click on the Earn button.

If you would like to attend a biometric screening event at your worksite, you can view a list of upcoming worksite screening event dates in the On-Site Screening tab found on the My Health Rewards website in any of the three places described above. Please note that you must make an appointment to have your blood drawn at the screening event by clicking Schedule An Appointment in the On-Site Screening tab. Some worksite screening events will have paper registration forms only and will not be listed online. Events with paper registration will be publicized separately at your worksite. You do not have to bring a form or voucher if you choose the worksite screening option. Approximately 10 days after your blood is drawn at the worksite screening event, you will receive 100 points and the screening results will be loaded to your Compass health assessment.

If you have had or intend to have your biometric screenings done at a physician's office at any time between September 1, 2014, and August 15, 2015, please download the Health Screening Form that is found in any of the three places described above. Have your provider complete and sign the form, then fax it to the number at the bottom of the form. When your provider submits the form as directed, you will receive 100 points for completing the biometric screenings and the screening results will be loaded to your Compass health assessment in approximately 10 days.

If you would like to use one of the approved community access providers (Target, Walgreens, Quest Diagnostics and LabCorp), print out the voucher that is found in any of the three places described above and take it to the participating provider. If you do not present a voucher, the screening will not be credited to your account, you will not receive 100 points, and you may be charged a fee for the screening tests. When you submit the voucher at your appointment, you will receive 100 points for completing the biometric screenings and the screening results will be loaded to your Compass health assessment in approximately 10 days.

### **If I submit the results of biometric screening exams for points, how will Medica and the City use those results?**

The results of your biometric screening exams will be stored with a secure third-party vendor to Medica. Neither Medica nor the City of Minneapolis have access to these records for any purpose other than to verify that the biometric screening health action has been completed.

## **Preventive Cancer Screening FAQs**

### **What does it mean to be “up-to-date” for a preventive cancer screening?**

Preventive cancer screenings are recommended at various time intervals, depending on the test. Most do not need to be completed every year. For example, mammograms are recommended every two years for women over age 50. You would be considered “up-to-date” for breast cancer screening if you have had a mammogram at any point during the preceding 24 months.

### **Will I receive points for each year that I maintain up-to-date status for a particular recommended cancer screening?**

Yes, but it doesn't update automatically or connect to your medical record. To receive points you must self-report the date of your most recent eligible screening exam by visiting the Rewards page or the Featured tile on the HealthMap page of your My Health Rewards website.

### **Do I need to have received a recommended preventive cancer screening between January 1 and August 31, 2015, in order to earn points for it?**

No. If you are up-to-date for a particular cancer-screening test, according to medical guidelines for your age and gender, you may self-report it to receive points even if you had the screening done prior to January 1, 2015.

### **Do I need to provide documentation that I received a particular preventive cancer screening?**

No. If a particular cancer screening is recommended for your age and gender, it will show that you are eligible to earn points for it on your Rewards page. Simply click the link to enter the date that you completed the recommended screening test or tests. No further documentation is required. You will be awarded 25 points per eligible screening per year.

### **How will the My Health Rewards website display preventive cancer screening tests I'm eligible to earn points for?**

The My Health Rewards website will display preventive cancer screening tests that are recommended based on your age and gender, as follows:

- Women age 21 to 65 will see the cervical cancer screening test
- Women age 50 to 74 will see the breast cancer screening test
- All adults age 50 and older will see colorectal cancer screening tests

If you do not fall into one or more of these categories, you will not see a preventive cancer screening health action displayed on your website and you will not be eligible to earn points in this category.

## **Health and Wellness Class FAQs**

### **What information is covered during worksite health and wellness classes?**

A variety of classes will be offered, covering topics such as general wellness, nutrition, fitness and stress management. You'll find a link to a schedule of eligible classes at [minneapolisnmn.gov/hr/benefits](http://minneapolisnmn.gov/hr/benefits).

**When and where can I attend a worksite health and wellness class?**

Visit [minneapolismn.gov/hr/benefits](http://minneapolismn.gov/hr/benefits) for a schedule of upcoming classes. Class sessions will be held at various locations around the City.

**How can I receive points for attending a worksite health and wellness class?**

After you go to a class, go to the Rewards page or to the Featured tile on the HealthMap page of your My Health Rewards website and self-report your attendance. You must enter the name of the class and the date you attended.

**[Flu Vaccination FAQs](#)****What if I got my flu shot last fall, before January 1, 2015? Can I still get points?**

Yes. Simply click the link in the Rewards page of your My Health Rewards website to pledge that you received a flu vaccination during the current flu season, September 2014 – May 2015. You must enter the date you received your vaccination.

**Do I need to submit any other documentation to get points for a flu vaccination?**

No. You simply need to click the link in your My Health Rewards website to pledge that you received a flu vaccination during the current flu season, September 2014 – May 2015. There is no paper option for reporting a flu vaccination and only you may enter the information into your My Health Rewards website. Neither Medica nor the City of Minneapolis nor your health care provider is able to update this information on your behalf.

**[By-Invitation-Only Program FAQs](#)****I was invited to participate in “Sorting it Out.” What is this program?**

Partner with a Medica health coach to sort through treatment options for your back, knee or hip. Conversations are confidential and available at no cost. For more information, call 1-866-905-7430.

**I was invited to participate in “A Care Team for You.” What is this program?**

Partner with a registered nurse and a health coach at medica to discuss your unique situation and address your health-related questions. Together, you can create a plan, set goals and work at your own pace to achieve positive results. For more information, call 1-866-905-7430.

**I was invited to participate in “Support When You’re Expecting.” What is this program?**

Partner with a registered nurse at Medica to receive additional tools and resources to manage your pregnancy every step of the way. For more information, call 1-866-906-0958.

**I was invited to participate in “When Things Get Complicated.” What is this program?**

Partner with a registered nurse at Medica to gain a better understanding of your condition, discuss treatment options and learn about available resources. For more information, call 1-866-906-0958.

**In past years, I earned points by referring myself to work with a Medica health coach. Is that an option for me in 2015?**

Medica no longer offers a telephonic health coaching program. Journey is an online coaching program.

**In past years, there was an option to earn points by self-referring to Medica's Tobacco Cessation program. Is that an option for me in 2015?**

Medica no longer offers a telephonic tobacco cessation program. However, there are Journeys available to help you through the quitting process.

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