

LiveWellSD Rewards Program FY25

Frequently Asked Questions

1. I forgot my password and/or username. What should I do?

The first step is to click on “Forgot username or password” under the sign in button. If those steps do not work, call WebMD customer service for assistance at 1.800.721.2749

2. I’m having trouble registering for a new account. What should I do?

If you have previously logged into the LiveWellSD portal, you have an existing account and will not be able to create a new account. If you have created an account and tried the “Forgot username or password” or have not previously logged into the LiveWellSD portal and are having problems creating a new account, call WebMD customer service at 1.800.721.2749.

When creating a new account, follow the Registration ID guidelines: Combine your five-digit home zip code + first name in all capital letters + last four numbers of your Social Security Number. (SSN)

3. I logged in using the Single Sign On link and received an error message after entering my state email address.

The Single Sign On Link is available to employees that have an @state.sd.us email address. If you entered your email address correctly and still receive the error, try using the direct link to login: <https://bhr.sd.gov/livewellsd/>

If you still cannot log in, please call WebMD customer service for assistance at 1.800.721.2749.

4. Is my annual wellness exam with blood work covered by my health plan?

Members enrolled in one of the state health plans are eligible for one preventive annual wellness exam at any time during the plan year from July 1, 2024 – June 30, 2025.

If you have specific questions about covered benefits, please call Wellmark Customer Service at 1.800.846.9183.

5. Why am I being billed for my annual wellness exam with blood work?

Preventive care like the annual wellness exam with blood work is covered under the health plan. However, during the annual wellness exam, if a separate diagnosis or concern is identified, and additional testing is required, those tests will be paid at normal plan benefits subject to deductible and/or copays.

Please call Wellmark Customer Service at 1.800.846.9183. if you have additional questions regarding your bill.

6. When completing my online Health Assessment, what do I need to do if I do not want to participate in health coaching?

Before finalizing the online Health Assessment, you may receive a message indicating you may be eligible for health coaching and receive a series of questions. You will need to continue through the process by answering the questions and select “Finalize” to complete and save your Health Assessment responses.

The series of question include your phone number, preferred date, time zone, and time. You will need to complete these questions. If you do not wish to participate in coaching, you can select “cancel” on the next screen.

7. Who can sign my Biometric Screening Form?

Your primary care provider can request the blood work needed to complete the Biometric Screening Form. Once the annual wellness exam with blood work is complete your primary care provider (PCP) can sign your Biometric Screening Form.

The PCP may include your Physician, Nurse Practitioner (NP) or Physician Assistant (PA).

8. Where do I submit the Biometric Screening Form, and how long does it take to process the form?

The Biometric Screening Form must be submitted to Total Wellness through uploading on the LiveWellSD portal or by faxing directly to Total Wellness at 402.939.0931. Within 48 hours of the form submission, a confirmation email will be sent to the email address you provided.

There is a 10-business day processing timeframe for the information to appear in your LiveWellSD account. If your primary care provider submits the form to Total Wellness on your behalf, and you do not see the email confirmation within 48 hours of submission, please contact your primary care provider and ask them to resubmit.

When you receive an email from Total Wellness that your form has been received, please check the **LiveWellSD portal** after 10 business days to verify your account is updated. You may want to request a copy of the Biometric Screening Form from your primary care provider for your records.

9. Am I eligible to receive the well-being reward if I am hired after March 1, 2025?

An employee with a hire date of March 1, 2025 and after will receive a \$500 new hire contribution which will be paid in FY26 based on the health plan enrolled in as of July 1, 2025.

10. Where do I go to check to see if I have completed the requirements to earn the well-being reward?

You will need to log into the LiveWellSD portal and follow these steps:

- Under the “Rewards” section click on “continue.”
- Click “Your Rewards.”
- Click complete and upload the two qualifications by April 1, 2025.
- Under “How to Earn” section, the qualifications not completed will be listed.
- At the bottom of this page under “Completed Activities” there is a gold star that will show the qualification(s) completed.

11. When will I receive the reward dollars for completing my online Health Assessment and Annual Wellness Exam with blood work?

Incentive dollars earned between April 2, 2024, and April 1, 2025, will be awarded to the primary policyholder in FY26. These rewards will be deposited into either an HSA or HRA, depending on the employee’s coverage level in FY25 and the health plan they are enrolled in as of July 1, 2025.

Central employees will see their reward dollars earned in FY25 deposited into their WEX account in mid-July, while Board of Regent employees will see them in early August.

12. If I am hired before March 1, 2025, am I eligible to receive a new hire contribution and the well-being reward incentive if all requirements are met.

An employee with a hire date prior to March 1, 2025, will receive a new hire contribution in the amount of \$500 in FY25. An employee is also eligible to receive the reward incentive if all requirements are met. The reward is paid in FY26 and is based on the coverage level in FY25 and health plan enrolled in as of July 1, 2025.

13. What do I need to do to make or receive contributions into my HSA?

In order to receive and/or make contributions to your Health Savings Account (HSA), you will need to log in to your WEX account and accept the Terms and Conditions. Additionally, if you have experienced a life event such as moving or changing your name, you may need to submit documentation to WEX to fulfill US Patriot Act requirements.