

## Frequently Asked Questions - beneFIT

### GENERAL

**1. What is the beneFIT well-being program?**

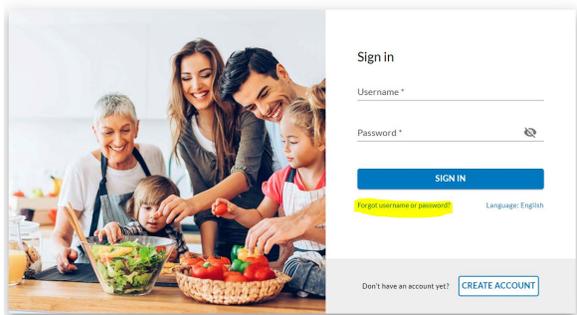
The beneFIT well-being program provides tools and resources to help maintain or improve your overall well-being, focusing on physical, mental, social, emotional, and financial health.

**2. How do I access well-being resources and rewards?**

You and your covered spouse must create NEW individual accounts on the beneFIT well-being portal to access the well-being program and be eligible for rewards. [Click here for instructions.](#)

**3. I have created a new account on the beneFIT portal and I can't remember my login and/or password.**

Click on the forgot username or forgot password link and follow the instructions.



**4. Who do I contact if I am having trouble accessing the site or getting registered?**

If you have questions related to the portal and/or reward, please contact a Customer Service representative by phone at 1.800.721.2749.

**5. Is participation in the beneFIT well-being program required?**

The program is voluntary, but a reward in the form of a State contribution to your HSA or HRA will be provided to employees who meet the qualifications.

**6. Can you participate in the beneFIT well-being program if you opted out of the South Dakota State Employee Health Plan?**

Yes. Any benefit-eligible employee may access content on the portal and participate in activities. However, you are not eligible to earn the rewards. This includes any state employee that is covered under their state-employed spouse's plan.

**7. Do I have to complete the online health assessment before I can do the biometric screening?**

No, you do not need to complete it before your screening. The online health assessment questionnaire will take approximately 15 minutes to complete and will need to be done before April 1, 2022.

**8. I am trying to create an account and I keep receiving an error message**

There are a few steps to check before calling customer service.

To enter your registration ID, it must use a combination of personal data entered in the line without spaces. **Home Zip Code + FIRST NAME in all capital letters + Last four numbers of your Social Security Number.**

Your first name must appear exactly the way it appears on your paycheck and in all capital letters, ie: ANDREW vs. DREW. Also, if you have a first name that is two names, if there is a space between them on your paycheck, make sure you include that space in the registration ID, ie: LAURIE ANN. If you do not have a social security number on file with BHR, the system will not allow you to create an account. WebMD recommends using Chrome as your browser.

Call the WebMD Helpline at **1.800.721.2749** if you have tried these solutions.

## **REWARDS**

**9. Who is eligible to earn a reward?**

To be eligible for the reward, the employee must be the primary policyholder of the health plan when earning the reward (2021-22) and enrolled as the primary policyholder when the reward is distributed (2022-23).

**10. I am employed by the State and am covered under my state-employed spouse's plan. Can I earn the rewards?**

Only the employee that is the primary policyholder can earn the rewards. You will need to complete the spouse qualifications of the online health assessment and onsite biometric screening for your state-employed spouse to earn the Reward 1 - \$500.

**11. What is the deadline for completing activities to be eligible for the rewards?**

The deadline is April 1, 2022. The reward status displayed on your beneFIT well-being portal on April 1 is the reward you will receive. It is recommended that you verify your completion status before the deadline to ensure all activities have been credited toward your reward.

**12. What rewards can I earn for participating in the beneFIT well-being program?**

The primary policyholder can earn up to \$900 in State contributions. There are two separate reward opportunities:

- **Reward # 1:** \$500 HSA or HRA Contribution: You and your covered spouse, if applicable, complete the online Health Assessment and the onsite Biometric Screening.
- **Reward # 2:** Earn up to \$400 HSA or HRA Contribution Complete well-being points to earn additional dollars.

Reward delivery will be based on the health plan you select during open enrollment in May 2023 and will be delivered after the start of the new plan year in July.

- **Low-deductible health plan:** You will receive reimbursement of up to \$500 in a health reimbursement account (HRA)
- **High-deductible health plan:** You will receive \$500 in a health savings account (HSA) if you are eligible based on IRS rules. Employees who do not qualify for the HSA can either elect

one of the low-deductible health plans and receive the funds in an HRA or choose a high deductible health plan and decline the HSA.

**13. If my spouse is covered by my health plan, does he/she need to complete the well-being qualifications for me to earn the reward?**

Yes, both the employee and the covered spouse must complete the biometric screening and online health assessment for the primary policyholder to be eligible for Reward #1 - \$500. Reward #2 is completed only by the primary policyholder.

**14. Do I need to complete Reward #1 before I can earn Reward #2?**

No, each reward can be earned independently from the other.

**15. I have earned 350 points toward my reward #2, is that what I will receive?**

Rewards are awarded in 100-point increments. For example, if you have 350 points, you will earn a \$300 award since the dollars are earned in \$100 increments. The points displayed on your portal as of April 1 will be used to determine how much you receive in July 2022.

## **BIOMETRIC SCREENING**

**16. What are the options for completing the biometric screening qualification?**

- The [on-site biometric screening events](#) are available and your completion status will automatically update your portal, **or**
- Schedule an annual wellness preventive exam with your primary health care provider, follow the instructions on the [Physician Form](#), and complete with your doctor. The employee must submit the form with all required information and signatures to Total Wellness before April 1, 2022, and confirm that it has been received and approved by checking your portal account. It states on the form that it is the employee's responsibility to ensure the form has been received. If you do not receive confirmation of receipt within 48 hours, you will need to resubmit.

\*We recommend that you submit it by March 1 to allow for the 10-day processing period.

**17. How do I schedule my on-site biometric screening?**

Schedule your biometric screening after creating your account at [webmdhealth.com/beneFIT](http://webmdhealth.com/beneFIT).

**18. How long will it take for my screening results to appear?**

Health Screening results can take up to 14 business days to be loaded onto the portal and marked complete on your account.

**19. How do I cancel/reschedule my on-site screening appointment?**

- Option #1: Click on the link contained in the confirmation or reminder email. The link will take you to a sign-in page where you can create a password and sign in to see your appointment. You can use the cancel or reschedule options next to your appointment.
- Option #2: If you cannot locate the confirmation/reminder email, you may cancel/reschedule by [returning to this website](#) and clicking on the "Sign In" option in the upper right of the screen. This will take you through the steps listed above.

**20. What date range can the Physician Form be completed to qualify for the biometric screening qualification?**

The Physician Form must be dated between April 2, 2021, and April 1, 2022.

**21. Does the physician form need to include all values for the form to be approved?**

Yes, all values must be included on the form to meet the biometric screening qualification.

## **EARNING POINTS**

**22. I have completed several activities, when will points be displayed in my portal?**

Due to the number of different activities and vendor partners, timeframes will differ. Activities done on the wellbeing portal powered by WebMD will show up within days, while points for activities through the SD Department of Health, Wellmark, ComPsych Guidance Resources and others may take 30 days or more to appear. Preventative exams will depend on clinic filing timelines and insurance processing, so expect longer delays for these points to appear.

**23. Do I need to submit the Physician Form to earn points for my annual wellness preventive exam?**

You do not need to submit a form to earn points for an annual wellness preventive exam or cancer screening. These points will be populated by your clinic submitting a claim to the health plan vendor, Wellmark, and Wellmark submitting a report to the beneFIT well-being program vendor, WebMD.

**24. After I earn my first 100 points and \$100 reward, when will I receive the funds.**

Reward delivery will be based on the health plan you select during open enrollment in May 2023 and will be delivered after the start of the new plan year in July.

**25. I have completed my annual wellness preventive exam and one of the approved cancer screenings after July 1, 2021. When will my points be displayed on the portal?**

Preventive care points are awarded for one cancer screening and one wellness preventive exam. The clinic will need to submit the claim to your health plan/Wellmark, Wellmark will then submit a report to our beneFIT well-being vendor, WebMD. This process will take up to 10-12 weeks, depending on how quickly your clinic submits the claim.

**26. Can I earn points for two separate cancer screenings?**

As indicated on the portal, you can earn 50 points for an annual wellness preventive exam and you can also earn 50 points for one of the cancer screenings listed below.

- Breast Cancer Screening
- Cervical Cancer Screening
- Colorectal Cancer Screening

**27. I have my annual wellness exam every year in May, will I be able to earn points this year?**

With a new 3<sup>rd</sup> party administrator for health coverage and a new well-being partner this year, only appointments after July 1, 2021, will be eligible to earn points. Because the process to award points relies on multiple partners, allow 10-12 weeks for points to display. Plan ahead to ensure you have ample time to earn points for these activities.

**28. Do I have to wait one year since my last annual wellness preventive exam?**

No, you are eligible for one annual wellness preventive exam at any time during the plan year, which runs from July 1, 2021 – June 30, 2022.

**29. How do I claim my reward dollars after attending lunch and learns, workshops, webinars, etc.?**

For all approved points activities, our partners will capture participant log-in information and submit it to WebMD. Please note, you must log in to activities using the individual link that was sent to you at registration.

*\*NOTE: Using someone else's link or watching webinars in groups will result in points only being awarded to the person who logged in.*

**DEVICE CONNECTION**

**30. Can I connect my fitness tracker to my beneFIT well-being account to earn well-being points?**

Yes. Several types of fitness trackers can be connected to the beneFIT well-being program portal at [webmdhealth.com/benefit](http://webmdhealth.com/benefit). Click on the icon in the upper right corner and then click on "Sync Devices and Apps".

**31. Apple and Google devices are not on the list of fitness trackers. Can I connect my device?**

In order to sync Apple and/or Google devices with the web portal, you will need to download the web portal app and then link your Apple Health kit.

1. Download the WebMD Wellness At Your Side App from App Store or Google Play
2. Enter your Connection Code: southdakota
3. Then click "Continue"
4. Username and Password are the same as what you use in your beneFIT Wellness Portal. After entering, click "Sign In".

**Connecting Apple Devices:**

A user must have an iOS device with the Wellness At Your Side app installed.

Upon logging into the Wellness At Your Side app for the first time, you will be asked if you want to allow access to health data. Select "ok" and then select the data you would like to share.

**Connecting Google Devices:**

A user must have an Android device with the Wellness At Your Side app installed.

Upon logging into the Wellness At Your Side app for the first time, you will be asked if you want to allow access to health data. Select "ok" and then select the data you would like to share.

**NOTE:** if you have already downloaded the app OR if you are not seeing your steps making it into the site, please delete and reinstall the app following the directions listed up above.

**32. I have connected my fitness tracker, but my points are not displaying?**

Please allow at least 24 hours for the activity minutes to sync. Points for connecting a device may take several days to display.

\*Apple and Google devices may experience longer time periods to display points.

## HEALTH COACHING

### **33. How does Lifestyle Coaching through WebMD work?**

Certified health experts work with you in many different topic areas including reducing stress, improving sleep quality, weight management, quitting smoking, and much more. Your health coach will work with you to create a personalized plan to help you reach your goals. You can call and talk to a coach or schedule a call at 1-800-721-2749.

### **34. What is the difference between the Lifestyle Health Coaching through WebMD and the Wellmark Care Team health coach?**

With the Wellmark Care Team, you have a dedicated care manager nurse and an integrated team of specialists including pharmacists, behavioral health specialists, and care advocates who are here to help. Anyone can get support, including members who experience serious illnesses, complex chronic conditions including diabetes, heart disease, asthma, and others, high-risk pregnancies, premature babies, transplants, traumatic injuries, major surgeries, cancer, behavioral health conditions, and more. This program is free, voluntary, and confidential. To learn more or to enroll, call 800.846.9183.

Lifestyle Coaching through WebMD can be used by any member. Topic areas include reducing stress, improving sleep quality, weight management, quitting smoking, and much more. WebMD Health and Wellness Coaches help you set realistic goals, get motivated, break through barriers, and create a support structure. You can call a coach at 1.800.721.2749

### **35. How do I know if I am eligible to participate in the Wellmark Care Team?**

If you have a health condition, you can call the Wellmark Care Team at any time to request support at 800.846.9183.