



Workforce Health

City of Milwaukee Healthy Rewards Program 2015 FAQ

General Questions:

1. How is the Healthy Rewards Program different from the Wellness Your Choice Milwaukee Program?

The Healthy Rewards program is a continuation, or Phase II, of the Wellness Your Choice Milwaukee Program. The Healthy Rewards program requires participation in Wellness Your Choice Milwaukee (Phase I) and improvement in actual biometric measurements or engagement in healthy activities/programs. For more information, refer to the "Healthy Rewards Program Description," on the [DER website](#)

2. Why did the City of Milwaukee expand Wellness Your Choice Milwaukee?

The City's goal is to help support long, healthy and active lives of employees and their families. The City is enhancing and expanding the wellness program by offering ongoing engagement opportunities for employees and their spouses/registered domestic partner to promote health awareness through activities and addressing chronic diseases.

3. What is an Outcomes-Based Wellness Incentive Program?

A program that requires biometric measurements and participation in activities that help improve your overall biometrics.

4. Is this a voluntary program and what happens if I don't participate?

The Healthy Rewards Program is completely voluntary. You will not pay any fees for choosing not to participate. You will not earn the \$250 Health Reimbursement Account (HRA) reward if you don't participate in the program. If you participate but do not earn 100 points by June 30, 2015 you will not earn the \$250 HRA reward.

5. What's an HRA?

A **Health Reimbursement Account (HRA)** is an Internal Revenue Service (IRS)-sanctioned employer-funded, tax advantaged employer health benefit plan that reimburses employees for out-of-pocket medical expenses. Using a HRA yields "tax advantages to offset health care costs" for both employees and employers and is a tax free method of distributing the reward. The account is funded by the employer and unused money carries over to the next year. The funds can be used toward deductible and co-insurance payments for medical and/or dental bills, medical purchases, and pharmacy prescriptions. The money stays with the employee for three years after separation or retirement. The FSA administrator, eflex group, will administer the HRA account.

6. What will the City know about me regarding this program?

No individual health information will be released to the City, consistent with medical privacy laws. The City will be provided aggregate data and be informed of individuals who have reached 100 points to earn the reward.



7. What are the start and end times for the Healthy Rewards Program?

Healthy Rewards is annual, ongoing program that runs from August 1, 2014 until June 30, 2015. Points for the program can be submitted starting February 1, 2015.

8. Do my spouse/partner and I both need to participate to earn the \$250 reward?

Each is independently eligible to participate and earn the reward. If you each earn 100 points, then you both qualify for the \$250 reward for a total of \$500. Your spouse can participate without you as well. Children are not eligible to participate. Only one HRA account will be set up per employee. If both the employee and their spouse complete the program, the money will be deposited into a single HRA account. If the employee and spouse work for the City, the person carrying health insurance will receive the HRA account.

9. Do I need to be on the City's health insurance plan to be eligible?

No, BUT each person must have participated in Phase I, the 3-Step Health Assessment process and completed all three steps – Blood Draw, Online Questionnaire and a 30-minute Health Assessment session within the set time parameters.

10. When will the Healthy Rewards money be deposited into my HRA?

Point submissions start February 1, 2015. Once you earn 100 points, the funds will be deposited into your account within 30 days.

11. This program looks like it's designed only for "healthy" people. Is that true?

No, this program is for everyone. The City wants to encourage participants to make healthy changes in their life. By improving just one of your biometric measures, you can earn 10 points. **Don't forget** that you can have a one-time recheck of your waist circumference and/or blood pressure in order to record a better measurement.

12. How can I check the status of my Healthy Rewards points?

Check your Healthy Reward Points at www.healthyrewardsmke.com beginning February 1, 2015.

Biometric and Activity-Related Questions:

1. If I improve more than one risk category for a biometric measure, will I earn 10 points for each risk category?

The maximum for each biometric improvement is 10 points. Being in the optimal category or improving one or more categories will give you the maximum of 10 points. Employees have the opportunity to earn a maximum of 60 points in Biometric categories. Please refer to the document: "Healthy Rewards Program Description" for more information.

2. How can an employee participate if it is unreasonably difficult for an employee to achieve 100 points due to a medical condition?

The employee may work with WFH to develop an alternative way to qualify for the reward.



3. I am just hearing about this program. How do I get started?

Visit the [DER website](#) or contact Workforce Health for more information. All program documents can be accessed on DER's website.

4. How do I submit documents after my health assessment session?

Beginning February 1, 2015 you can begin submitting documents electronically, in person, or via fax. You can also submit paperwork at the "Wellness Center" in the ZMB building or to Workforce Health Staff at the Electrical Services Building, the Canal Street Garage or the DPW Headquarters. Please save a copy of the documents you submit for your records. Details will be available closer to the date with directions on submitting points.

5. If I improve my blood pressure or reduce my waist circumference after I attend my health assessment session, can I have those biometric measures rechecked?

Yes, a one-time follow-up measure for blood pressure and waist circumference will be accepted through June 30, 2015. **Updated blood work for fasting blood glucose and LDL will not be accepted.** Follow-up checks can be done at the Wellness Center in the ZMB building or with the Workforce Health Staff at the Electrical Services Building, the Canal Street Garage or the DPW Headquarters.

6. What if I did not participate in the health assessment in 2013 and do not have any comparison labs?

If you did not participate in the 2013 Health Assessment, your biometric points will be based solely off of your 2014 Health Assessment values.

Coaching-Related Questions:

1. When are the Healthy Rewards coaching meetings available?

You can utilize any of the Workforce Health onsite staff to have a coaching meeting beginning February 1, 2015. A schedule of available appointments will be posted on the [DER website](#) and www.healthyrewardsmke.com by January 1, 2015. Telephonic appointments will also be available. You can schedule your appointment by calling 414-777-3410 or emailing cityofmke@froedtert.com.

2. Does the 30-minute Health Assessment session from Phase I count as one of the coaching sessions for Healthy Rewards?

No, that is a requirement of the Phase I 3-Step process for the Wellness Program and a precursor to participation in the Healthy Rewards program.

3. Where are the face-to-face appointments held?

The [DER website](#) and www.healthyrewardsmke.com will have a full schedule of face-to-face appointment locations after January 1, 2015.



4. How do the telephonic coaching meetings work?

You and your health coach will prearrange a date and time to talk. Appointments will be available starting February 1, 2015. More details will be available closer to the start date to schedule those meetings.

5. Where can I find my lab results and Phase I Health Assessment goals from this year or previous years?

You can log into your Wellsource account (used for Phase I online questionnaire) and look at your “Personal Wellness Profile” report for this year. Wellsource can be accessed through the following website: <http://workforcehealth.org/cityofmilwaukee>.

Miscellaneous Questions:

1. What happens when I sign the Primary Care Physician (PCP) release?

You give Workforce Health permission to provide your lab results to your PCP. You must provide your PCP’s name, affiliation (hospital, medical group), address and fax number at the time you sign the form to earn the 10 points.

2. What are other ways I can earn points?

Points can be earned by getting a flu shot, completing an annual dental exam, having preventive health and wellness exams, participating in group or department programs, attending lunch and learns, and completing physical activities.

3. How do I sign up for MYUHC.com?

Go to www.myuhc.com on your computer and have your UHC card available.

If you’re accessing MYUHC through your phone follow the directions below.

iPhone: Search “Health4Me” on the app store and download accordingly

Android: Search “Health4Me” on the Google play store and download accordingly.

4. How long do I have to turn in my points?

All opportunities to earn points will end by June 30, 2015 and all points must be submitted by that date. Participants can start submitting points on February 1, 2015.