



## Health Appraisal and Healthy Rewards Program FAQs

### 1. What is the Wellness Your Choice Milwaukee Program?

The City of Milwaukee is committed to supporting the health, wellness and safety of its employees and their families. The City's Wellness program includes a wide range of programs, services and resources including the Health Appraisal, Healthy Rewards, an onsite wellness center, traveling wellness center sites, year round coaching, access to registered dietitians, an onsite Nurse Liaison, educational sessions, group fitness classes, diabetes and weight management as well as an onsite Workplace Clinic and Injury Prevention Clinic. The City's goal is to establish a workplace culture that enhances employee lives and offers all the tools necessary to meet employees wherever they're at on their road to good health, making sure employees are well at work, well at home and well into retirement.

### 2. What is the Health Appraisal Process?

The Health Appraisal is a series of steps employees and spouses complete to increase their personal health awareness and become eligible to participate in the Healthy Rewards Program. The Health Appraisal includes labwork (done via finger stick), measurement of height, weight, waist circumference, and blood pressure, completing an interest assessment and meeting with a health educator.

### 3. Is participation in the Health Appraisal mandatory?

Participation is not mandatory; however, if employees/spouses are taking the City's 2020 health insurance they must complete the 2019 Health Appraisal process to avoid a monthly fee. Employees and spouses must complete the Health Appraisal to participate in Healthy Rewards and earn a reward.

### 4. Do I have to complete the Health Appraisal on my own time?

General city employees may use 069 time if necessary for the Health Appraisal as specified in Chapter 350 of the Milwaukee Code of Ordinances. Employees should check with their supervisor to ensure staffing needs will be met during their scheduled health appraisal.

### 5. Where can I find my Health Appraisal lab results?

Lab results are available immediately during the Health Appraisal appointment except nicotine and cotinine which are available 10 business days after the Health Appraisal appointment through the Wellness Portal [www.workforcehealth.org/cityofmilwaukee](http://www.workforcehealth.org/cityofmilwaukee). No lab results are mailed and participants must check nicotine and cotinine results through the wellness portal.

### 6. What is the difference between the Health Appraisal and Healthy Rewards?

The Health Appraisal consists of labwork, an interest assessment and meeting with a health educator. Employees and spouses must complete the **Health Appraisal** to be eligible to participate in the **Healthy Rewards Program**. Healthy Rewards is the City's outcomes/incentive based wellness program where participants earn points to receive a Health Reimbursement Account (HRA) reward. Participants earn points through optimal biometrics from the Health Appraisal and by completing a variety of health and wellness activities. Participants can earn 3 levels of points (75, 100 or 125) to earn a HRA (\$150, \$250 or \$350). Employees and spouses submit points starting July 1<sup>st</sup> and ending June 30<sup>th</sup> the following year. See the Healthy Rewards program description for more information: [www.milwaukee.gov/wywm](http://www.milwaukee.gov/wywm)

### 7. What if my Health Appraisal lab results are outside the optimal ranges for Healthy Rewards?

Participants can get rechecks at the Workplace Clinic or Wellness Center. There is also an option to complete a health action plan through the wellness portal. See the Healthy Rewards program description for more information [www.milwaukee.gov/wywm](http://www.milwaukee.gov/wywm)



**8. What biometric measures can I have rechecked?**

Blood pressure, waist circumference, fasting blood glucose, and LDL rechecks can be done at the Wellness Center or Workplace Clinic in the Zeidler Municipal Building. Call 414-777-3413 to schedule an appointment.

**9. What's new with the 2019/2020 Healthy Rewards Program?**

Participants can earn an additional 10 points for group programs and physical activities. Participants who have a meeting with a non-Voya financial representative must submit a financial visit verification form. The form is available on the wellness website: [www.milwaukee.gov/wycm](http://www.milwaukee.gov/wycm)

**10. What is the timeframe for the Healthy Rewards Program and when can points be submitted?**

The Healthy Rewards program starts on July 1st and ends June 30th of the following year. Participants follow the same timeframe for submitting points.

**11. What's a Health Reimbursement Account (HRA)?**

A Health Reimbursement Account (HRA) is an Internal Revenue Service (IRS) sanctioned employer-funded, tax advantaged health benefit plan that reimburses employees for out-of-pocket medical expenses. A HRA allows employers to give employees tax free funds that can be used for deductibles, co-pays and coinsurance payments for medical and/or dental bills, qualifying medical purchases, and pharmacy prescriptions. Funds roll over from year to year (if unused) and employees have three years to use the funds after separation from the City. The HRA is administered by the City's Flexible Spending Account (FSA) vendor, Benefit Advantage. For HRA questions contact 800-686-6829 or [claims@benadvan.com](mailto:claims@benadvan.com)

**12. What is an FSA/HRA debit card?**

The debit card allows employees to access the funds immediately at the time of service or purchase in their Health Reimbursement Account (HRA) or Flexible Spending Account (FSA) without having to complete and file forms. Employees can use the card whenever they incur an eligible expense at a qualified provider (ie. office visit copay or a prescription).

**13. Will a new FSA/HRA card be sent every year?**

No, only under certain circumstances. An employee will receive a Benefit Advantage debit card if newly enrolled in the City's Flexible Spending Account (FSA) or, if not enrolled in FSA, once they qualify for a HRA award under Healthy Rewards. Even if the funds are depleted, the debit card will be loaded with the new annual election amount at the start of each plan year or incrementally with each pay period, based on the FSA type or at the time the Healthy Reward's HRA award is earned. The card remains active until the expiration date shown on the front of the card and **should not be thrown away when funds are depleted.**

**14. Can my spouse and I both participate in the Healthy Rewards Program to earn the incentive rewards?**

You are both eligible to participate and earn a reward for a combined HRA total of \$700. Your spouse can participate without you as well. Children are not eligible to participate. Only one HRA account will be established per employee. If both the employee and their spouse complete the program, the money will be deposited into a single HRA of the person carrying the City's health insurance.

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

Initial funds are deposited in HRA accounts in February 2020 for participants who qualify for an award tier. After that, funds are deposited 4-6 weeks after an award tier is reached.

**16. Is the Healthy Rewards program voluntary and what happens if I don't participate?**

The Healthy Rewards Program is completely voluntary and there are no fees for not participating.



**17. Do I need to take the City's health insurance to participate in Healthy Rewards or other Wellness Programming?**

No, but you must complete the Health Appraisal to be eligible to participate in Healthy Rewards and earn a reward. Employees/Spouses can participate in wellness programs and services without participating in the Health Appraisal and Healthy Rewards program.

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

Log in to the wellness portal to view your current point totals [www.workforcehealth.org/cityofmilwaukee](http://www.workforcehealth.org/cityofmilwaukee)  
See the Wellness Information Packet on [www.milwaukee.gov/wycm](http://www.milwaukee.gov/wycm) for login instructions.

**19. How do I submit point documents for Healthy Rewards?**

Points can be submitted in person at the health appraisal, via email [cityofmke@froedtert.com](mailto:cityofmke@froedtert.com) and through the wellness portal [www.workforcehealth.org/cityofmilwaukee](http://www.workforcehealth.org/cityofmilwaukee). Points can also be submitted in person at the Wellness Center, Traveling Wellness Center Sites and the Workplace Clinic. Save a copy of submitted documents until point totals appear in the wellness portal.

**20. When can I sign up for Wellness/Healthy Rewards coaching sessions?**

Year-round coaching is available for employees and spouses and can be done telephonically or in person at any time. Nutrition coaching with a registered dietician is also available over the phone. To schedule onsite coaching at the Wellness Center call 414-777-3413. To schedule telephonic health or nutrition coaching call 414-777-3410. Coaching appointments can also be scheduled through the Wellness Portal (under the Healthy Rewards section): [www.workforcehealth.org/cityofmilwaukee](http://www.workforcehealth.org/cityofmilwaukee)

**21. What are other ways I can earn Healthy Rewards points?**

Aside from biometrics, participants can earn points through a variety of educational, preventive and activity opportunities such as getting a flu shot, completing an annual dental exam, having preventive health/wellness exams, participating in group or department programs, attending lunch and learns, EAP or financial wellness presentations, doing volunteer work and completing physical activities. See the Healthy Rewards Program Description for additional point opportunities: [www.milwaukee.gov/wycm](http://www.milwaukee.gov/wycm)

**22. What information for the Health Appraisal and Healthy Rewards program is shared with the City?**

Workforce Health follows the same laws and regulations as your personal physician and does not share personal health information. Workforce Health only provides aggregate data and general population health reports to the City for future program planning purposes. The City is informed of the individuals who reach 75, 100 or 125 points so the appropriate HRA amount can be awarded.

**23. How can an employee participate in the Health Appraisal or Healthy Rewards Program if they're unable to meet a standard under either program?**

Participation in the wellness program is available to all employees. If you think you might be unable to participate or meet a standard for a reward under this program, you may qualify for an opportunity to earn the same reward by different means. Email the Department of Employee Relations (DER) at [derwellness@milwaukee.gov](mailto:derwellness@milwaukee.gov). DER will work with Workforce Health to find a program that is right for you in light of your health status. Requests should be made as soon as possible during the Health Appraisal timeframe.