

## Frequently Asked Questions about myOCWellness

### **Brief Overview of myOCWellness:**

myOCWellness is multi-year healthcare strategy designed to elevate employees' and their families' engagement in improving their own health with emphasis on prevention. The overall goal is for employees and/or their spouses to earn 70 points individually by completing annual exams and other health-related tasks. Once an employee and/or spouse earns at least 70 points individually, they will be eligible to reduce their 2021 Cigna medical insurance premiums by \$20 each (\$40 for both) per pay period. The credit will go toward medical insurance premiums on a bi-weekly basis beginning Jan. 1, 2021.

To see how many points you have earned go to: [mycigna.com](https://mycigna.com)  
For additional questions please email: [wellness@ocfl.net](mailto:wellness@ocfl.net)

For more Information, visit the [myOCWellness Orangenet page](#).

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## 1. What is myOCWellness and what is the purpose of it?

This is a multi-year health initiative designed to engage Orange County Government employees and their families in improving their health and well-being, while creating a work environment in where positive health are promoted, encouraged, and rewarded. Employees and/or spouses can earn points for certain health and wellness activities; with enough points, employees earn credits toward reducing their medical insurance premium.

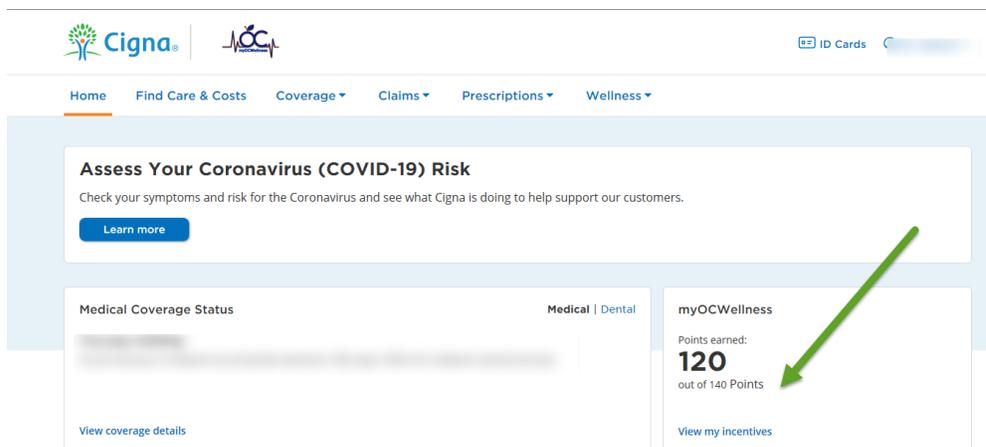
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## 2. How do I see how many points I have earned and how points awarded?

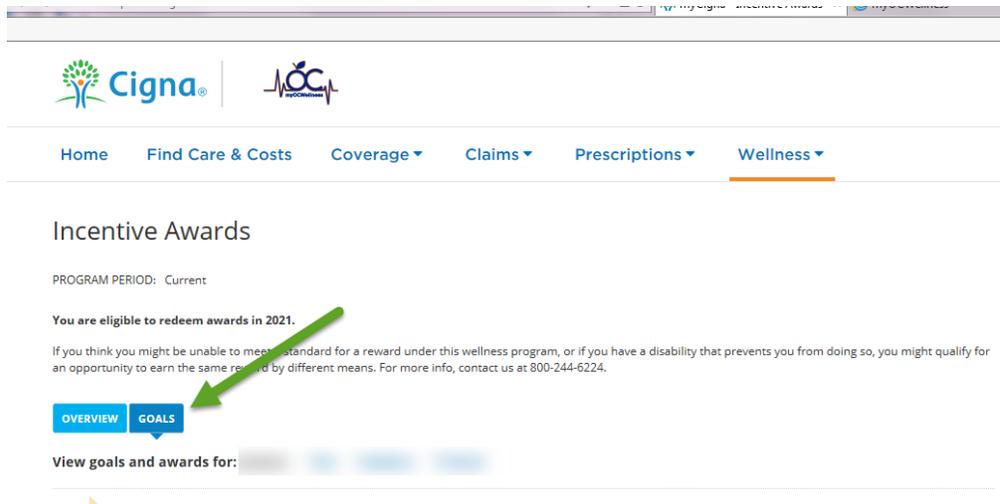
Go to [mycigna.com](https://mycigna.com) or the myCigna app to see how many points you have earned and other ways you can keep earning points. Click on “view my incentives”, then click on “goals” to see the list of opportunities. Points are awarded through medical claims, attendee files or self-reported on the myCigna app or [mycigna.com](https://mycigna.com).

Click on “view my incentives”, then click on “goals.”

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The screenshot shows the myCigna website interface. At the top, there are logos for Cigna and Orange County Government, along with an ID Cards button. A navigation bar includes Home, Find Care & Costs, Coverage, Claims, Prescriptions, and Wellness. The main content area features a 'Assess Your Coronavirus (COVID-19) Risk' section with a 'Learn more' button. Below this is a 'Medical Coverage Status' section with a 'View coverage details' link. To the right, the 'myOCWellness' section displays 'Points earned: 120 out of 140 Points' and a 'View my incentives' link. A green arrow points to the 'View my incentives' link.



The screenshot shows the 'Incentive Awards' section of the myCigna website. It includes the Cigna and Orange County Government logos and a navigation bar with Home, Find Care & Costs, Coverage, Claims, Prescriptions, and Wellness. The 'Incentive Awards' section displays 'PROGRAM PERIOD: Current' and a message: 'You are eligible to redeem awards in 2021.' Below this, there is a paragraph of text and two buttons: 'OVERVIEW' and 'GOALS'. A green arrow points to the 'GOALS' button. At the bottom, there is a 'View goals and awards for:' section with a blurred area.

### **3. How much money will I save if I earn 70 points?**

If a member (employee and/or spouse) earns the 70 points **individually**, they will reduce their 2021 Cigna medical insurance premiums by \$20 each (\$40 for both) per pay period.

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### **4. How long do I have to earn my points?**

The Coronavirus has had a significant impact on the timeline to earn points. As a result and for this year only, the period to earn points is from January 1, 2019 to September 30, 2020. You will receive credits for health and wellness activities you have already completed and still have the opportunity to earn all 70 points virtually if needed.

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### **5. How quickly should I expect to see my points displayed on my profile?**

Points will appear within 30-90 days, depending on when the claim is submitted by your provider. As most things are reported through our claims, medical professionals have 90 days to submit their claims to Cigna. You can verify the status of your claim by going to [mycigna.com](http://mycigna.com) and reviewing your Explanation of Benefits (EOB).

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### **6. What should I do if my points are not reflected on mycigna.com or the myCigna app for a wellness activity, I completed during the program period?**

If your points are not showing up, please contact one of our Onsite Cigna Representatives: **Michael Bradley**, 407-836-3271 [Michael.Bradley@cigna.com](mailto:Michael.Bradley@cigna.com)

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### **7. Where do I sign up?**

If you are enrolled in Orange County's Cigna Medical Insurance plan you are automatically enrolled in the program.

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### **8. I do not go to a Primary Care Physician (PCP). Will a visit to my specialist count?**

A visit to a specialist will not count. In order to earn the points with your PCP, the reason for the visit must be coded as an "Annual Prevention Examination".

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### **9. Does it matter if I have the high or low medical plan?**

It does not matter if you are on the high or low plan. Members on either plan will receive the same reduction in premium based on the points earned by the employee and/or spouse.

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### **10. I am a firefighter. Will my annual physical with Centra Care count?**

Yes, the annual physical with Centra Care will count. A file is automatically reported to Cigna on a yearly basis.

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### **11. I'm not married. Do my children count?**

Unfortunately, children are not included in this incentive program due to the GINA Act (Genetic Information Nondiscrimination Act).

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### **12. Do my points roll over into the next year?**

No. Points do not roll over from year-to-year. With the start of each new fiscal year (October 1 – September 30), the new cycle for earning points begins.

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### **13. What if I earn more points than required?**

The minimum points to qualify for the incentive and the reduction in your medical insurance premium is 70. More points are encouraged, but will not result in additional incentives.

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### **14. I am not on the County's medical benefits plan, do I qualify for a discount with another insurance?**

Only members (employee and spouse only) on the County's Medical Insurance plan qualify for the discount.

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### **15. What if I completed my Annual Preventative Exam or various other preventive exams prior to enrolling in the Cigna coverage? Would it count towards my points?**

Yes, it can/they can count towards credit. An affidavit, which can be obtained through [Wellness@ocfl.net](mailto:Wellness@ocfl.net) has to be completed and submitted prior to September 1<sup>st</sup>, 2020.

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### **16. My spouse is a County employee with his/her own benefits. Can they earn points too?**

Yes. County employees on the County's Cigna Medical Insurance plan qualify for the incentive.

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### **17. Which "screenings" count?**

Screening include any of the following age-appropriate, preventive exams:

- Mammogram (breast cancer);
- Colon Screening (colon cancer);
- Prostate Screening (prostate cancer);
- Cervical cancer screenings (cervical cancer).

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### **18. Do I have to do the blood work for my Annual Preventative Exam for it to count?**

In general, lab work is included along with your annual preventative examination, at no additional cost to you. However, your PCP will determine whether you need to complete a new order or not. While it is important to know your numbers, you will be eligible for your annual preventative points with or without the lab work.

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### **19. What's the catch?**

There's no catch! myOCWellness was developed to encourage our members and their families to be proactive with their health and wellness. At the same time, employees who meet their goals receive an incentive.

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### **20. Is my information still confidential?**

All your medical information is kept confidential. Orange County only sees the points you have earned.

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### **21. What is "Wellbeing Activities Cigna Apps and Activities"?**

This is a mobile activities app, created by Cigna that helps you stay motivated and challenge yourself. You have to reach 1,000 points on the app for this goal to be awarded. The Cigna

Apps and Activities App can be downloaded on your electronic device using the Apple Store or Google Play. If you need assistance, contact one of our Onsite Cigna Representatives:

**Michael Bradley**, 407-836-3271 [Michael.Bradley@cigna.com](mailto:Michael.Bradley@cigna.com)

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## **22. Where can I find the Health Assessment?**

The Health Assessment can be found on [mycigna.com](http://mycigna.com) or on your myCigna App. If you need assistance, contact one of our Onsite Cigna Representatives:

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## **23. If I have received my flu shot elsewhere, does this count?**

The only way your flu shot will count is if it was run through Cigna as a medical insurance claim. If you presented your insurance card when you received your flu shot it should count toward your points.

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## **24. What Disease Management Programs count?**

Currently there are two programs that count toward this goal. One of the programs is the THRIVE Diabetes Care Program, through AdventHealth, for more information email [FH.Diabetes.Care.Program@Adventhealth.com](mailto:FH.Diabetes.Care.Program@Adventhealth.com) or call 407-303-2720.

The other program we have is Florida Oncology Connections, in partnership with Florida Cancer Specialists. For more information call 855-327-6112 or go to [www.FLCancer.com/CareManagement](http://www.FLCancer.com/CareManagement).

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## **25. Will I be notified when I reach my 70 points?**

You will NOT be officially notified when you reach the point threshold. We encourage you to be diligent to keep track of your points go to [mycigna.com](http://mycigna.com) or the myCigna Mobile app.

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## **26. Do I need to tell my doctor/dentist about this program?**

You can tell our doctor or dentist about the program. But it is not necessary to consult with your medical professionals about this program because it is an internal Orange County run program. As a result, your providers may not be aware that the program exists.

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## **27. If I attend a wellness event, how do I report it to receive incentive points?**

Currently the Wellness Expo, IOA Corp 5k and OCG Walking Challenges are all self-reported goals on [mycigna.com](http://mycigna.com) or the myCigna Mobile app. All other wellness events (Health Summits, Financial Wellness Workshops, etc. are reported through attendance file feeds)

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## **28. Do I get points for doing a biometric screening with my Onsite Wellness Nurse, Betsy?**

Unfortunately no. These biometric screenings do not count toward myOCWellness points.

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## **29. What discount do I qualify for if I get close to the goal points, but do not reach the goal?**

There is no financial incentive associated with earning less than the full 70 points. You do have the tremendous opportunity to earn those points during the qualifying period – January 1, 2019 through September 30, 2020.

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**30. How many health coaching sessions do I have to complete to qualify for the health coaching points?**

There is not a specific number of sessions you must attend. However, you do have to demonstrate that you are progressing toward your goals or meet your goal(s) as reported by the health coach.

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**31. What if my PCP, Annual Preventative Examination appointment is close to the deadline? How would I get points for my annual check-up?**

As long as your appointment takes place any time during January 1, 2019 and September 30, 2020, you will earn points for the exam.

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**32. What if my health assessment results show that I am “unhealthy”, do I still get points?**

Yes, you are still awarded the points for participating in the assessment. The assessment is a tool to gauge what you need to work on in your health and wellness. The results of your health assessment are confidential and will not be shared with anyone.

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**33. Do we get points for exercising at the Orange County Wellworks Gyms or Magic Gyms?**

Currently, myOCWellness does not include points for using our gym facilities.

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**34. Do we get points for participating in Vanguard’s Financial Webinars?**

Currently, myOCWellness does not include points for participating in Vanguard’s Financial Webinars.

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**35. Do we get points for participating in Employee Assistance Webinars or courses?**

Currently, myOCWellness does not include points for participating in ComPsych’s online Webinars or courses.

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**36. Do we get points for participating in myOCLearn courses?**

Yes, if you enroll in and complete courses under the Life Balance series you can earn up to 40 points.

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