2021-2022 Cigna Health Awareness Incentive Program

This document provides guidelines and frequently asked questions for the Newport Mesa Unified School District’s Health Awareness Incentive Program for active employees and their spouses enrolled in the District-sponsored Network (HMO), Select Network, or Open Access Plus (OAP) plans effective October 1, 2021 - September 30th, 2022.

Q1. What is the Health Awareness Incentive Program?
A1. During the October 1, 2021 plan year, employees and/or spouses enrolled in the District-sponsored Network (HMO), Select Network, or Open Access Plus (OAP) Cigna medical plans are eligible to receive a $100 debit card when they:
   1. Complete the Health Assessment on myCigna.com between the dates of 10/1/2021 and 9/30/2022
   2. Complete their annual Wellness Screening (aka annual physical, biometrics, well-visit) with their doctor between the dates of 10/1/2021 and 9/30/2022
   3. Have their doctor complete a Wellness Screening Form
   4. Submit the Wellness Screening Form to Cigna by December 31, 2022 and
   5. Redeem their reward on myCigna.com

Q2. What is the purpose of the Health Awareness Incentive Program?
A2. Newport Mesa Unified School District is committed to helping employees and their families improve and/or maintain a healthy lifestyle. Completing the online Health Assessment and receiving a Wellness Screening with your doctor are key steps in taking ownership of your health.

Q3. What is a Health Assessment?
A3. The myCigna.com Health Assessment is a questionnaire to assess your health based on your medical history, lifestyle habits, and work and life activities. The short assessment will provide a score out of 100, let you know what you are doing well, and provide guidance in potential areas of improvement. Your results are 100% confidential.

Want to know more about the Health Assessment? View this additional Health Assessment Information and the Health Assessment Privacy Statement.

Q4. What is a Wellness Screening?
A4. A Wellness Screening (aka annual physical / biometrics) is a series of confidential health tests (blood pressure, total cholesterol, height/weight, BMI, etc.), facilitated by your doctor and designed to offer insight into your health status. These test allow for identification of risks that will help you take action to improve your health.

Additional Q&A on following pages...

Visit the NMUSD Employee Wellness Web Page for more well-being opportunities, programs, and resources! Direct questions to Troy Bacon, your NMUSD Well-Being Coordinator, at wellness@nmusd.us.
Q5. When will the Health Awareness Incentive Program go into effect?  
A5. Effective October 1, 2021 employees and/or spouses enrolled in one of the aforementioned District-sponsored Cigna medical plans will be able to access the online program platform, Health Assessment, and Wellness Screening form on myCigna.com. Some doctors have long lead times for appointments so you are encouraged to book your annual physical as soon as possible.

Q6. Who is eligible for the incentive?  
A6. Any active employees and/or spouses enrolled in the District-sponsored Network (HMO), Select Network, or Open Access Plus (OAP) medical plan are eligible to participate and earn the $100 reward.

Q7. Are new hires eligible to participate in the program?  
A7. Yes. When you are hired and enroll in the Network (HMO), Select Network, or Open Access Plus (OAP) medical plan through Newport Mesa Unified School District you are eligible to participate and earn the reward.

Q8. I have family members enrolled on the Cigna medical plan as well. Can my spouse or dependent child earn the incentive?  
A8. Spouses are eligible, but other dependents are not.

Q9. How much will I be awarded for participating?  
A. For completing the steps laid out in Q1/A1 you will be rewarded a $100 debit card incentive. You will not receive your reward until you complete the final step of redeeming your reward from myCigna.com.

Q10. How long do I have to complete my Health Assessment and Wellness Screening?  
A10. The Health Assessment and Wellness Screening must be completed between October 1, 2021 and September 30, 2022. Wellness Screening forms must be completed by your physician and received by Cigna by December 31, 2022 in order to be eligible for the incentive.

Q11. When should I schedule my Wellness Screening with my doctor?  
A11. As soon as possible. It can take several weeks to get an appointment, especially during the summer months.

Q12. How do I begin participating in the Health Awareness Incentive Program?  
A12. You must register and log on to www.myCigna.com to access the program. From the home page, you will hover over “Wellness” and then click on the “Wellness & Incentives” link to view the goals you must complete to earn incentive dollars. Please view the Incentives Page User Guide for additional details.

Q13. Where do I find my Wellness Screening Form to take to my doctor?  
A13. When you log on to www.myCigna.com and go to the Wellness & Incentives page. From there on the right side under “Related Links”, click “Wellness Screening Form”. This is the form you will need completed and signed by your doctor. You may also click this link: Wellness Screening Form

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Q14. Will I be charged a copay for my visit?
A14. The Wellness Screening is included at no cost to you as part of your preventive care benefit under your medical plan through Newport Mesa Unified School District. You should indicate to your doctor that the visit is preventive in nature to ensure that you are not charged. Note that if during your visit you begin to discuss medical issues or concerns with your doctor, the visit can become diagnostic and you may be charged a copay.

Q15. My doctor is requesting a fee for completing my Wellness Screening Form. Is this acceptable?
A15. Some doctors do charge an administrative fee for completion of a Wellness Screening Form. While this is not a common practice it is within their rights to do so.

Q16. Once my physician has completed my form, where do I send it?
A16. Forms can be mailed, faxed, or submitted online per the instructions at the top of the Wellness Screening Form:
   1. MAIL: Cigna Customer Service PO Box 5201-5201 Scranton, PA 18505
   2. FAX: 1.877.916.5406 (Enter on the fax cover sheet: “CONFIDENTIAL”)
   3. ONLINE: Electronically upload your form at myCigna.com. You may access this section from the “Wellness & Incentives” page. Under “Related Links”, click on “Submit Completed Form Electronically” and follow the directions to upload the file from your computer.

**IMPORTANT**
It is the employee's responsibility to ensure Cigna receives their wellness screening form.

Q17. Will NMUSD have access to my personal health information?
A17. Privacy is important and we respect the privacy of your information. Your individual health information and results will not be shared with NMUSD. Cigna will review aggregate, population-level trends to help NMUSD tailor future wellness initiatives to support the specific needs of NMUSD employees.

Q18. I received my results and found out that I’m at risk for certain health factors. What resources are available to help me improve my health?
A18. Cigna coaches and online programs provide tools and information to support you in your health goals. For example, if you are interested in improving your nutrition/exercise habits, reducing stress, losing weight or just learning how to develop healthier habits for a healthier you, Cigna can help you with that. Cigna also has resources available to support the management of chronic health conditions such as diabetes, heart disease, and depression. Whatever your goals may be, Cigna has resources to support you. To get started, call 1.855.246.1873 or visit www.myCigna.com.

Q19. How will I know if I qualified to receive the incentive reward?
A19. Once you mail/fax/submit online the Wellness Screening Form and complete the Health Assessment you can look for your incentive reward on www.myCigna.com. On the “Wellness & Incentives” page there will be a “Redeem your dollars” link. Allow three weeks after submitting your form for your Wellness Screening to show as complete, and three days for the Health Assessment to show as complete.

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Q20. I have submitted my Wellness Screening Form and completed the Health Assessment and I do not see my incentive award reflected on www.myCigna.com. What should I do?
A20. Once your completed Wellness Screening Form has been submitted, it may take up to 3 weeks to reflect completion in your myCigna.com profile. It can take 2-3 days for Health Assessment completions to show. If you still do not see your reward after this time, you can call customer service at 1.800.CIGNA24 to inquire about the status and determine if there was an issue with your form (incomplete information, form not received, etc.)

Q21. How do I redeem my $100 debit card?
A21. On the "Wellness & Incentives" page, click the "Redeem your dollars" link which will take you to the page to redeem your debit card. You may view more detailed instructions in the Incentive Page User Guide.

Q22. Once I've redeemed my debit card on myCigna.com, how long will it take for me to receive it in the mail?
A22. Debit cards will be mailed to the address you provide and will arrive within 7-10 business days in a nondescript, white envelope. If 10 business days have passed and you haven't received it, call 855-807-5890.

Q23. Can I complete the goal more than one time?
A23. Eligible participants may earn ONE $100 reward for the Health Awareness Incentive Program during the October 1, 2021 to September 30, 2022 plan year.

Q24. Will I be taxed for the $100 debit card incentive?
A24. Gift cards are cash equivalents and therefore considered taxable as income. Contact your Tax Advisor for reporting requirements.

Q25. Where can I go with questions regarding the Health Awareness Incentive Program?
A25. If you have any questions you may contact Cigna customer service at 1.800.CIGNA24 or Troy Bacon, your NMUSD Well-being Coordinator, at wellness@nmusd.us.

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