

COVA: Health and Wellness Incentive Frequently Asked Questions

#1 Q: If I change medical plans from COVACare to COVAHealthAware or vice versa while completing requirements to earn one of the Health and Wellness incentives, does my participation in the health coaching incentive programs still count toward meeting the requirements?

A: Yes, all of your completed call sessions will still count toward the program requirements. For the Bariatric pre-surgery education program, the new medical plan will be alerted of your enrollment and participation by ActiveHealth. The eligible member does not need to inform their new medical plan of their participation. Make sure to update your physician that your medical plan has changed so they have your current information on file.

#2Q: If my bariatric surgeon has their own pre-surgery education program and I participate, will that count toward me earning the health and wellness incentive for my bariatric surgery?

A: No, only participation and completion of the ActiveHealth bariatric pre-surgery education program qualifies you to receive the incentive.

#3Q: If a member is enrolled in one of the Healthy Insights Health and Wellness Incentive Programs and stops taking their medications regularly, what happens? Do they have to meet the program requirements again?

Program requirements such as testing and exams must be met on an annual basis. Medication compliance is assessed during each quarterly call. If the member confirms they are no longer taking medications as prescribed by their physician, the nurse will explore the reason for stopping and the member will be encouraged to speak with their MD. AHM sends the pharmacy vendor an annual reconciliation file in October of all compliant members. Removal of the incentive for any non-compliant members will be determined by the RX vendor at that time. Member must meet all program requirements before incentive will resume.

This concludes the Q&A portion of the Health and Wellness Incentives webinar. Thank you for your time and participation today and we look forward to everyone joining in January for our review of MyActiveHealth.com and the COVA Premium Reward.