

Premium Reward Program Details
Frequently Asked Questions
July 2019 to June 2020 Plan Year

1. Who's eligible for a premium reward?

- All employees, non-Medicare retiree group participants and their spouses who are covered under the COVA Care or COVA HealthAware plans.
- New or existing participants and their covered spouses can earn a reward at any time after plan enrollment.

2. What is the requirement to earn a premium reward, and how much can I earn by completing requirements for a premium reward?

- Complete a Health Assessment. We strongly recommend printing off your completion confirmation.
- The monthly premium will be reduced by \$17 for an employee, non-Medicare retiree group participants or covered spouse through June 30, 2020 after completion of a health assessment.
- When both the participant and the spouse participate, there's a total savings of \$34 per month. Even more important, participation is a step toward better health!

3. How do I complete the requirements?

To earn or continue a Reward BEGINNING July 1, 2019:

- Complete or update your health assessment during Open Enrollment, **May 1-15, 2019**. Health assessments submitted **before May 1, 2019 will not count for the new plan year**. Visit www.myactivehealth.com/cova to complete or update your online health assessment. **Any existing Premium Reward will be discontinued on June 30 if this requirement is not met.**
- NOTE: You must be active in the ActiveHealth portal to access your Health Assessment. See your Benefits Administrator if you are not in the system. **First time user?** Employees/retirees and eligible spouses will each need to create their own account at www.myactivehealth.com/cova using their ID number. This is available on your health plan ID card (do not include the three-letter prefix) or from your Benefits Administrator.
- If you do not have internet access, you may call ActiveHealth at 1-866-938-0349 to complete your health assessment over the phone with a customer service representative.

To earn a Reward AFTER July 1, 2019:

- Complete a health assessment by the 15th of any month, and you will receive a reward in six to eight weeks.
- Health Assessments completed between **May 16, 2019, and June 30, 2019**, should be submitted to ActiveHealth (see link/contact information above).
- Beginning July 1, 2019, visit the **COVA Care or COVA HealthAware** plan website to complete your online health assessment.

New employees and/or spouses added during Open Enrollment to COVA Care or COVA HealthAware may have to wait until July 1, 2019 to complete a Health Assessment, starting July 1, 2019, will be administered by the member's health plan.

4. How long will it take for me to get my premium reward?

- Your Premium Reward will be effective July 1, 2019, if you complete your Health Assessment from May 1, 2019 through May 15, 2019.
- After May 15th, members can still earn a Premium Reward. See below for more details on the effective dates:
 - Complete Health Assessment by 6/15, and the reward is effective 8/1.
 - Complete Health Assessment on or after 6/16, and the reward is effective 9/1.
 - Refer to the DRHM website for a full chart regarding effective dates.

5. If I'm currently receiving a premium reward, what will happen at the end of this plan year (June 30, 2019) if I take no action?

- Anyone who is receiving a premium reward based on fulfilling current requirements will keep their reward through June 30, 2019.
- If the new requirement has not been met, the premium reward will stop effective July 1, 2019. (See question #3).

6. How do I confirm if I've earned the Premium Reward credit?

- Check the completion date of your Health Assessment by viewing your Health Assessment completion certificate located in the Messages section on MyActiveHealth.com/COVA through July 31, 2019.
- After 7/1/2019, your health plan will administer your health assessment. Print off the completion confirmation.

7. How can I confirm that I am receiving the Premium Reward?

- Review the health care premium amount on your paystub. See next question to resolve an issue.

8. Think you've earned a premium reward, but you're not receiving it? Contact your agency Benefits Administrator and provide proof that you have completed the health assessment.

- Remember you have until July 31, 2019 to visit the Messages Center on MyActiveHealth.com/COVA and download an electronic copy and/or print your Health Assessment completion certificate. Provide this to your Benefits Administrator.
- Provide evidence to your agency Benefits Administrator of your completion of the health assessment.