

RESOURCES FOR RESOLVING PREMIUM REWARD QUESTIONS

EARNING PREMIUM REWARDS:

- Employees and retiree group participants and their covered spouses enrolled in COVA Care or COVA HealthAware on July 1, 2015, who complete and submit both actions by June 30, 2015, will start their 2015-2016 plan year premium reward(s) **effective July 1, 2015**.
- Eligible COVA Care or COVA HealthAware members who were enrolled on July 1, 2015, and did not complete and submit both actions by June 30, 2015 can:
 - Update or complete a health assessment and submit valid biometric screening results through May 31, 2016, and
 - Receive their reward(s) at the beginning of the month after both actions are completed.
- Participants and their covered spouses enrolled in COVA Care or COVA HealthAware on **August 1, 2015 or later**, will not be eligible for a premium reward until **July 1, 2016 (assuming continued enrollment in one of those plans)**.

For participants who question whether they are receiving a reward(s), Benefit Administrators can look at the participant's BES record.

HOW TO USE PREMIUM REWARD TOOLS in BES

Reward data is updated weekly and can be viewed in BES. It may take up to 3 weeks for the Health Assessment and 6-8 weeks from the submission date for Physician Results Form for the activities to update in the system.

DETERMINING PREMIUM REWARD STATUS - PSB305

You can see the reward (or lack of reward) on the PSB305 screen. BES will load the reward indicator electronically and display one of the following "Reward" descriptions on the PSB305: No Reward, Participant Only, Spouse Only, or Participant and Spouse.

In addition to displaying the "Reward" description, BES will calculate the premium and report it in three parts: State amount, Participant amount, and Reward Amount. The sum of the three parts will be the total standard premium based on the participant's status, plan, membership and reward indicator.

BES will display the premium amounts as "Pr Rate" on the PSB305, on the BES Turnaround Document, and on the monthly BES Enrollment Report. A corresponding flat file named PM9103-BOM-Enrollment will also be available in the HuRMan repository.

REMINDER: The reward amount in BES will reflect the monthly reward (\$17 or \$34). This amount will be divided between the total pay periods in a month. For example, someone paid in 24 pay periods per year (2 per month) would get half of the reward in the first deposit of the month and half in the second (\$8.50 or \$17).

DETERMINING STATUS OF PREMIUM REWARD REQUIREMENTS - PSBREW

You can also check the status of the requirements by using the PSBREW transaction.

In BES, Click on the "Reward" link on the PSB305 or type **PSBREW,SSN** (use employee's or spouse's SSN) ; This will result in a screen that provides the following information for each eligible member:

- Beg Date – the date that the premium reward began (or will begin)
- End Date – the date that the reward ends (or ended)
- Amt – the amount of the premium reward
- Activity1 – this is the date that the online health assessment was completed
- Activity2 – this is the date that the biometric screening was received (based on fax or postmark date)

If we do not have a record of a new health assessment, the date under filed Activity 1 will be blank, and the reward amount will be zero for the 7/1/15 through 6/30/16 period.

WHEN TO CONTACT THE OFFICE OF HEALTH BENEFITS (OHB)

You should contact OHB when you have:

- Determined that a participant is not receiving a premium reward and he or she indicates that the requirements have been met; and
- Checked PSBREW and determined that the information doesn't match the participant's statement and documentation; and
- Allowed enough time for the systems to update the activities.

Complete and submit a **Premium Reward Review Form** to OHB, along with the documentation to support the participant's case. OHB will investigate and respond.

DO NOT CONTACT ACTIVEHEALTH REGARDING STATUS OF PREMIUM REWARDS

Registration at MyActiveHealth.com provides the opportunity to complete the online health assessment and to obtain a Physician Results Form for biometric screening results—the two requirements that must be completed to earn a premium reward. Once completed, ActiveHealth reports that information to the Office of Health Benefits (OHB) where the completion is documented (see above PSBREW). OHB determines whether a premium reward is payable and when it is payable. ActiveHealth is unable to confirm whether a premium reward is being or will be paid.

IF A PARTICIPANT OPTS OUT OF THE MYACTIVEHEALTH.COM PORTAL, CAN HE/SHE GET A PREMIUM REWARD?

If a participant completely opts out of the portal, he/she is no longer eligible for a premium reward. This would include anyone who opted out of the portal who has not opted back in by July 1, 2015. However, opting out of specific programs without opting out of the portal may allow continued eligibility for a premium reward. ActiveHealth can provide additional information about opting out of individual programs.

All adult participants must opt out individually. An employee can't opt out for a covered spouse or adult (age 18 or older) child. However, an employee who opts out of the portal will also opt out any minor child covered based on the employee's eligibility. This also means that an employee who has opted out of the portal could get a premium reward for his/her spouse who has not opted out and has completed the requirements for a premium reward, even though the employee can't get a premium reward for him/herself.