

# ***HEALTH BENEFITS E-NEWS***

*Department of Human Resource  
Management  
Office of Health Benefits*

*September 16, 2020*

## **Premium Reward Program Engagement**

In an effort to increase awareness and engagement in the Premium Reward program, the Office of Health Benefits is sending an email communications to all employees actively enrolled in COVA Care and COVA HealthAware who have a valid email address in BES. Agencies may experience an increase in questions from employees about their Premium Reward status with the delivery of these communications.

The email will include directions to access the plans' websites and mobile apps to update and submit a health assessment. Also, a reminder that employees and their enrolled spouse must register with a separate account to submit a health assessment.

In addition, we are providing the attached flyer that reminds employees that they can complete a health assessment at any time during the plan year to receive a Premium Reward. Please post a copy of the flyer in common areas within the agency and share it with new hires eligible for enrollment in COVA Care or COVA HealthAware.

As a reminder, Anthem members may receive an error when using either an incompatible browser or a compatible browser with restrictions. Please advise employees who are having this issue to try a different browser.

If you have an employee who is not receiving a Premium Reward (as confirmed using the PSBREW function for employee and/or spouse) provide documentation to support a completed health assessment, and submit a request for assistance to [ohb@dhrm.virginia.gov](mailto:ohb@dhrm.virginia.gov) or fax to 804-371-0231 on the employee's behalf. Please use the Premium Reward effective date chart to confirm the reward effective date was missed before you request a review.

Please review the [Premium Reward Requirements](#) and [Premium Reward FAQs](#) for more information, including the Premium Reward effective date chart and browser issues.

**You may send inquiries to the Office of Health Benefits mailbox at [ohb@dhrm.virginia.gov](mailto:ohb@dhrm.virginia.gov)**