

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

*Department of Human Resource  
Management  
Office of Health Benefits*

*October 24, 2019*

## **UPDATE – Access to Online Health Assessment**

Thank you for your patience as access to the online health assessment for purposes of earning a premium reward has been corrected. Following is information that you can share with your employees to facilitate completion of the online assessment to ensure their premium reward is processed.

COVA Care Plans:

- Login at: [www.anthem.com](http://www.anthem.com)
- From the Menu on the top left under Care, select Health & Wellness Center
- Under Digital Tools, select Health Assessment

This can be accessed using the following browsers unless the browser administration has placed restrictions:

- Mozilla Firefox for Windows: latest version
- Apple Safari for Mac, latest version
- Google Chrome for Windows, latest version
- Microsoft Edge for Windows, latest version
- Microsoft Internet Explorer for Windows, version 11

NOTE: If participants are accessing the health assessment from their own device, they control administrative limitations (such as cookies). If participants are accessing the health assessment from a state agency computer, they may be limited to using Internet Explorer. Check your “cookies” as your systems administrator may have some blocked; therefore, please attempt using other browsers for access. For example, DHRM can access the health assessment using Internet Explorer but cannot access the health assessment through Google Chrome.

COVA HealthAware Plan:

- Instructions can be found in the [Aetna Health Digital Reference Guide](#) at [www.covahealthaware.com](http://www.covahealthaware.com)
- Login at [www.aetna.com](http://www.aetna.com)
- From the menu on the top left, select Stay Health, then select Discover a Healthier You
- Once the Member Engagement Platform opens, select Health Assessment from the activity cards on the main screen or within the Records in the top menu
- Within the Aetna Health mobile app, select improve then select Health Survey

If any of your employees attempted to complete the online health assessment but did not have access, please encourage them to complete it as soon as possible using the above instructions. In those cases, send the date that they attempted to complete the assessment to [ohb@dhrm.virginia.gov](mailto:ohb@dhrm.virginia.gov). We will review their request and consideration will be given to starting the premium reward retroactively if it is determined that the health assessment was not available when they attempted to complete it. Otherwise, effective immediately, the effective date of the premium reward will be based on the following schedule:

<b>Completion Date:</b>	<b>Effective Date</b>
5/16/2019 through 6/15/2019	8/1/2019
6/16/2019 through 7/15/2019	9/1/2019
7/16/2019 through 8/15/2019	10/1/2019
8/16/2019 through 9/15/2019	11/1/2019
9/16/2019 through 10/15/2019	12/1/2019
10/16/2019 through 11/15/2019	1/1/2020
11/16/2019 through 12/15/2019	2/1/2020
12/16/2019 through 1/15/2020	3/1/2020
1/16/2020 through 2/15/2020	4/1/2020
2/16/2020 through 3/15/2020	5/1/2020
3/16/2020 through 4/15/2020	6/1/2020

***Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at [ohb@dhrm.virginia.gov](mailto:ohb@dhrm.virginia.gov)***