

**Premium Reward Program Details
Frequently Asked Questions
July 2017 to June 2018 Plan Year**

1. Who's eligible for a premium reward?

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

2. How much can I earn by completing requirements for a premium reward?

- Monthly premiums in COVA Care or COVA HealthAware will be reduced by \$17 per month when an employee, non-Medicare retiree or covered spouse completes their Health Assessment with ActiveHealth;
- 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. What is the requirement to earn a premium reward?

- Complete or update your online Health Assessment with ActiveHealth.

4. How do I complete the requirements?

- Go to www.myactivehealth.com/cova to complete or update your health assessment;
- Call ActiveHealth at 1-866-938-0349 to complete your Health Assessment over the phone with a Customer Service Advocate if you do not have Internet access or require assistance;
- ActiveHealth must have the employee or spouse in their system, in order to deliver the Health Assessment. New hires and/or spouses added during open enrollment to COVA Care or COVA HealthAware may have to wait until July 1, 2017 to create their MyActiveHealth account, depending on timing of the eligibility file sent by DHRM to ActiveHealth.

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

- Your Premium Reward will be effective July 1, 2017, if you complete your Health Assessment from May 1, 2017 through May 15, 2017;
- After May 15th, members can earn a Premium Reward. Please see below for more details on the effective dates:
 - a. Complete Health Assessment by 6/15 the reward is effective 8/1;
 - b. Complete Health Assessment on or after 6/16 the reward is effective 9/1
 - c. Please refer to the DRHM website for a full chart regarding effective dates

6. If I'm currently receiving a premium reward, what will happen at the end of this plan year (June 30, 2017) if I take no action?

- Anyone who is receiving a premium reward based on fulfilling current requirements will keep their reward through June 30, 2017;
- If the new requirement has not been met, the premium reward will stop effective July 1. (See question #3);

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

- Check the completion date of your Health Assessment on the Health Assessment page at MyActiveHealth.

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

- Please review the health care premium amount on your paystub. Please see next question to resolve an issue.

9. Think you've earned a premium reward, but you're not receiving it? Contact your agency Benefits Administrator and provide proof that you're eligible.

- Submit a copy of your ActiveHealth Health Assessment completion page.