MyLife MyPlan Rewards Program for Portsmouth Public Schools

Frequently Asked Questions

1. **What disease management programs are part of the Portsmouth Public Schools MyLife MyPlan Rewards Program?**

   Portsmouth Public Schools MyLife MyPlan Rewards Program includes Respiratory Disease Management (asthma and chronic obstructive pulmonary disease), Cardiovascular Disease Management (coronary artery disease and congestive heart failure), Diabetes Management, and the Partners in Pregnancy Programs.

2. **Am I eligible to participate in this program?**

   The Portsmouth Public Schools MyLife MyPlan Rewards Program is available to Portsmouth Public Schools primary health plan subscribers.

3. **How do these programs work?**

   Eligible employees who participate and complete the program requirements will be eligible to receive incentive dollars on a healthcare debit card, and condition-related prescription medications at $0 copayment. Spouses and dependents are also encouraged to participate in these programs; however, only eligible employees can earn incentive payments.

   If an employee has any of the conditions included in the program, they should contact the Sentara Health Plans Care Coordination Line at **1-866-239-0618** for Partners in Pregnancy and **1-866-503-2730** for all other programs. It is the responsibility of the employee to reach out to Sentara Health Plans and enroll in the program in order to meet the requirements for the incentive.

4. **Will my employer be able to access my records or personal information from this program?**

   Your employer will not have any access to your personal or participation information from the Portsmouth Public Schools MyLife MyPlan Rewards Program. This is offered as a service of Sentara Health Plans, and all information will be kept confidential.

5. **When does the program begin and end?**

   The Portsmouth Public Schools MyLife MyPlan Rewards Program runs from January 1–December 31 each year.

6. **Are my spouse and dependents eligible for this program?**

   Spouses and dependents are eligible to participate in the disease management programs to improve the management of these conditions. However, only eligible employees can earn the incentive payments.

7. **What do I need to do to earn the medical incentives?**

   First, make contact with Sentara Health Plans through the Care Coordination telephone numbers: **1-866-239-0618** for Partners in Pregnancy and **1-866-503-2730** for all other programs. Tell them that you have one of the eligible conditions, and would like to participate in the program. They will assess your condition to determine how often you need to have contact with your program care manager. You will need to have contact with your care manager either by telephone or by email according to the schedule explained to you.

   In addition to the contacts with your care manager, there are other requirements that must be met to achieve the incentive. Your care manager will give you all of the program details, however some of the requirements follow:

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- Physician follow up for asthma or chronic obstructive pulmonary disease (COPD) at least once a year
- Development of an asthma/COPD management plan
- Development of an appropriate nutrition and activity plan

Cardiovascular Disease Management:

- Physician follow up for coronary artery disease (CAD) or congestive heart failure (CHF) at least once a year
- Annual testing of LDL cholesterol levels
- Annual blood pressure testing
- Development of a CAD or CHF management plan
- Development of an appropriate nutrition and activity plan

Diabetes Management:

- Physician follow up for your diabetes at least once a year
- Twice yearly A1c testing
- Annual urine microalbumin testing, eye exam, LDL cholesterol testing, and regular foot exams
- Development of a diabetes management plan
- Development of an appropriate nutrition and activity plan

Pregnancy:

- Contact a Partners in Pregnancy care coordinator to develop a pregnancy management plan
- Visit your OB doctor
- Maintain monthly contact with your Partners in Pregnancy care coordinator to update your pregnancy management plan
- Visit your doctor for a postpartum checkup after delivery

8. Do I still have to see my doctor?

Contacts with your care manager do not replace your doctor visits. We want to provide encouragement and incentives for you to follow your own doctor's treatment plan, which may include scheduled follow-up visits, medication schedule, lab and other testing, nutrition, and activity advice. We are here to support you, not replace your physician.

9. If I meet some of the requirements, but not all, are the incentive payments pro-rated?

No, all requirements must be met prior to the account funding date in order to receive incentive payments.

10. Are there any other requirements?

You must be actively employed by Portsmouth Public Schools and covered by Sentara Health Plans as a primary subscriber at the time of payment for inclusion in the program.

11. What if I have multiple conditions, such as diabetes and asthma? Will I earn double incentives?

If you have multiple conditions, you may enroll in the disease management program for each condition. Your care manager will help you with any and all disease-states that you have, however, you can only earn incentives for one disease management program. If you become pregnant while participating in a disease management program, you may earn incentives for meeting the pregnancy program criteria in addition to the incentives for disease management.

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12. Who do I contact if I have more questions?

If you have any questions, you may contact Sentara Health Plans at the Care Coordination Line at **1-866-239-0618** for Partners in Pregnancy and **1-866-503-2730** for all other programs.

13. What can I spend the incentive money on?

You can use your healthcare debit card on copayments, coinsurance, and deductibles, if applicable, for covered prescriptions, services, and condition-related medical supplies.

14. Who will issue and administer the healthcare debit card?

Sentara Health Plans partners with Health Savings Account (HSA) administrator HealthEquity® for wellness program incentive payouts. If you are enrolled in the Equity Vantage HSA plan, HealthEquity will issue your healthcare debit card and load earned incentives into your HSA account.

If you are enrolled in the Vantage or POS plan, HealthEquity will issue your healthcare debit card and load earned incentives to your card. Additional information will be provided once incentive payouts begin.

15. What if I have earned incentive money but do not have any medical expenses to use it on?

Even if you do not currently have any medical expenses, please keep your healthcare debit card. You can use this card on copayments, coinsurance, and deductibles, if applicable, for covered prescriptions, services, and condition-related medical supplies.

16. How do I get a refund to my healthcare debit card?

If you make a purchase or pay a fee with your healthcare debit card, and it is later determined that you are owed a refund for all or part of that payment or fee, the point-of-sale vendor you made the payment to can process a refund back to your card.

Sentara Health Plans is the trade name of Sentara Health Plans, Sentara Health Insurance Company, Sentara Health Administration, Inc., and Sentara Behavioral Health Services, Inc.