

Sentara Well-being Rewards



Frequently Asked Questions

What is the Sentara Well-being Rewards program?

The Sentara Well-being Rewards program is a voluntary incentive program offered by Sentara Health Plans. It is designed to engage members in healthy behaviors to improve and maintain their well-being. By completing healthy activities, eligible members can earn up to \$250 annually.

Why is Sentara Health Plans launching the Well-being Rewards program?

At Sentara Health Plans, we improve health every day. This program is designed to support and inspire members in their journey to overall health.

Who is eligible for the Sentara Well-being Rewards program?

Eligible members include subscribers (member ID number ending in *01) ages 18 and older in small, mid-market, and large fully insured plans. Subscribers (member ID number ending in *01) ages 18 and older with Individual & Family Health Plans coverage are also eligible.

How do I know if I am eligible?

- Confirm you have a fully insured plan or Individual & Family Health Plan. View your benefits summary from your plan documents to confirm if you are enrolled in a small, mid-market, or large fully insured plan, or an Individual & Family Health Plan.

- Confirm you are a subscriber. Your member ID card will show that you are a subscriber if *01 appears at the end of your member number. These documents are available at sentarahealthplans.com and the Sentara Health Plans mobile app. You may also contact your employer's benefits administrator or Sentara Health Plans member services at the number listed on the back of your member ID card.
- Exclusions Apply: You are not eligible for Sentara Well-being Rewards if you qualify for another wellness rewards program offered in partnership with Sentara Health Plans and WebMD Health Services. You are not eligible for Sentara Well-being Rewards if your health insurance premium is not paid in full every month.

How does the program work?

Eligible members can earn rewards of up to \$250 annually by completing specific well-being activities. For active members, funds are loaded, as earned, each month onto a prepaid Mastercard*. Rewards may be considered income and are subject to applicable taxes. For all your healthcare benefits to remain active, including being eligible for Sentara Well-being Rewards, your health insurance premium must be paid in full every month. Incentive data is calculated on the last day of each month and only active member data is sent to the prepaid card vendor for payout(s).

*Use your card everywhere Mastercard is accepted in the U.S. Card is issued by The Bancorp Bank, Member FDIC, pursuant to license by Mastercard International Incorporated. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. Your use of the prepaid card is governed by the Cardholder Agreement, and some fees may apply. This is not a gift card. Please note that prepaid cards are subject to expiration, so pay close attention to the expiration date of the card.

How do I get started?

This program is administered in partnership with WebMD® Health Services on the WebMD ONE portal. Accessing the WebMD ONE portal is simple. Go to the Sentara Health Plans member website, sentarahealthplans.com, or the Sentara Health Plans mobile app.

- Visit sentarahealthplans.com and sign into your member account or register for an account. Once signed into your Sentara Health Plans member account, find the "Get Healthy" menu option, and select "Wellness Tools" to sign into the WebMD ONE portal.
- You will be asked if you have an existing Personal Health Record at WebMD.com (most users do not). Continue to the next page, enter your birthday and email. Customize your experience by answering well-being questions.

What activities do I need to complete on the WebMD ONE Portal to earn rewards?

Eligible activities will be listed in the Rewards Lobby of your WebMD ONE Portal. Select the activities that are most meaningful to your health and well-being goals. Activities may include**:

Complete a Personal Health Assessment	\$50
Get Preventive Screenings	
Annual Physical	\$50
Colorectal Cancer Screening	\$25
Mammogram	\$25
Prostate Cancer Screening	\$25
Skin Cancer Screening	\$25
Connect with Condition Management	
Diabetes	\$50
Cardiovascular	\$50
Respiratory	\$50
Partners in Pregnancy	\$50
Explore WebMD ONE (complete all 3)	
Sign Up for a Newsletter	\$25
View Health Topic	
Find a Recipe	

Complete a Daily Habit (max of 4 for up to \$200)	
Asthma	\$50
Back Health	\$50
Thrive at 65+	\$50
Balance Your Diet	\$50
CAD	\$50
COPD	\$50
Cope with the Blues	\$50
Diabetes	\$50
Enjoy Exercise	\$50
Heart Failure	\$50
High Blood Pressure	\$50
Keep Stress in Check	\$50
Lose Weight	\$50
Maternal Health (1, 2, or 3)	\$50
Pregnant Partner Support	\$50
Quit Tobacco	\$50
Sleep Well	\$50
Stay Connected	\$50
Work Life Balance	\$50

Required Activity: You will not be able to receive rewards until you have completed the Sentara Well-being Rewards Program Overview Acknowledgment. Report that you have acknowledged and understand important program FAQs to accept rewards which are subject to taxation by visiting the Rewards Lobby of your WebMD ONE Portal and selecting Required Activity.

**The most updated list of activities can be found in the WebMD ONE Rewards Lobby.

When are payments for completed activities loaded onto the prepaid card?

Payments for completed activities are loaded onto the prepaid card each month. For example, activities completed between January 1 and January 30 will be sent to the card vendor on February 1 for payment fulfillment. Please note that processing of payment fulfillment may take up to 14 business days. Additionally, preventive screenings are credited as claims are processed by insurance. This may take up to 90 days after your appointment date. Complete screenings early in the program year to allow time for processing. Claims not processed by the program deadline are not eligible for rewards payments.

How will I receive my prepaid card?

Within 30 days of completing your first reward and the Program Overview Acknowledgment, you will receive an email*** from the program. Follow the instructions provided in the email to confirm a mailing address for receipt of a physical card through the U.S. Mail. As you complete activities, corresponding rewards will be added to your card on a monthly basis. You may earn up to \$250 annually. The prepaid Mastercard is subject to applicable taxes.

Where can I track my activities and rewards progress?

Track your activities and rewards progress on the Rewards Lobby, which can be found on the WebMD ONE portal. Once signed in, members can select "Rewards" from the home page or main menu to view completed activities.

Are rewards subject to taxes?

Yes. Rewards earned from the Sentara Well-being Rewards Program are considered income and subject to taxes. You should consult your tax preparation professional for more information.

Who funds the rewards for this program?

Rewards are funded by Sentara Health Plans.

Can onsite wellness screenings provided by my employer or Sentara Health Plans count as my annual physical?

No. Preventive screenings are credited by claims data alone.

Should I keep my card after I have used my funds?

Yes. Keep your originally issued card (until expired) as funds earned in the future will reload to the same card. If you accidentally misplace your card, contact the number listed below.

Do funds expire?

Unspent funds will roll over each year until the prepaid card expires. Pay close attention to the expiration date of your card. Fees may apply for closure, reissue, conversion, etc. Thoroughly read and understand the Limit and Fee Schedule and terms provided by Onbe and Mastercard. You will be able to request a new card before expiration by using the contacts below.

When is the deadline to earn rewards?

Fully-Insured: Reward years for fully insured members corresponds to your employer's plan or coverage year. For example, an eligible member with a plan effective date of February 1 will have from February 1 to January 31 to earn rewards. Eligible members with a plan effective date of April 1 will have from April 1 to March 31 to earn rewards, etc.

Individual & Family Health Plans: Eligible individual plan members will have from January 1 to December 31 to earn rewards.

Visit your "Benefits Summary" to view your plan's effective date. This document is available at sentarahealthplans.com and the mobile app. You may also contact your employer's benefits administrator or Sentara Health Plans member services at the number listed on the back of your member ID card.

How do reward years align with the coverage year for members?

Reward years for fully insured members corresponds to the employer's plan or coverage year. For example, an eligible member with a plan effective date of January 1 will have from January 1 to December 31 to earn rewards. Eligible members with a plan effective date of February 1 will have from February 1 to January 31 to earn rewards, etc.

Reward years for Individual & Family Health Plans members is January 1 to December 31 each year. Eligible individual plan members will have from January 1 to December 31 to earn rewards.

Who do I contact if I have more questions?

For general questions, email wellness@sentara.com or contact Sentara Health Plans member services at the number listed on the back of your member ID card.

For portal navigation, contact WebMD Health Services at **1-866-513-2507**.

For gift card questions, contact Onbe at **1-866-230-3809**.



***The confirmation email will be delivered to the email address you entered when registering on your WebMD ONE portal. Please be sure to register with an active email address to receive notifications. You may update your email address at any time by visiting the settings menu on your portal.