

# 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.

### How do I know if I am eligible?

- Confirm you have a fully insured 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.
- 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](https://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 **1-800-543-3359**.

### How does the program work?

Eligible members can earn rewards of up to **\$250** annually by completing specific well-being activities. Funds are loaded, as earned, each month onto a prepaid Mastercard\*. Rewards may be considered income and are subject to applicable taxes.

## 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\*:

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

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

## 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 service date (doctor visit). 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, 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.

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

### **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.

### **Who funds the rewards for this program?**

Rewards are funded by Sentara Health Plans.

### **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 contacting Onbe online or by phone at **1-866-230-3809**.

### **When does the Sentara Well-being Rewards program launch?**

The program launches on January 1, 2024, for fully insured groups with a plan year or contract year from January 1 to December 31. Start dates for groups with different plan years will vary. 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 **1-800-543-3359**.

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

Reward years correspond 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.

### **Who do I contact if I have more questions?**

For general questions, email **wellness@sentara.com** or contact Sentara Health Plans member services at **1-800-543-3359**.

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

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



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

*\*\*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.*