



Active Employees



(WellPoints Period: October 1, 2013 – August 31, 2014)

Frequently Asked Questions

Wellness Program Disclosure

If it is unreasonably difficult for you to achieve the standards for a reward under the wellness program due to a medical condition, or if it is medically inadvisable for you to attempt to achieve the standards for the reward under this program, call the Benefits Service Center at 1-855-656-9114, and we will work with you to develop another way to qualify for the reward.

The logo for WellPoints, featuring the word "WELLPOINTS" in a bold, blue, sans-serif font.

Q: Who is eligible to participate in the City of Dallas WellPoints Incentive Program?

A: All permanent, full-time or part-time City of Dallas employees who are currently enrolled in the City's medical insurance plan are eligible to participate in the incentive program.

Q: When is the deadline to earn WellPoints?

A: The deadline to earn WellPoints towards a 2015 medical premium reduction is August 31, 2014. Employees can start earning WellPoints October 1, 2013, to August 31, 2014.

Q: What is the least number of WellPoints an employee can earn to receive a lower premium rate?

A: You must earn a minimum of 250 points. Otherwise, you will pay the higher medical premium rate.

Q: Can employees participate in the City of Dallas WellPoints Program if they are not on the City of Dallas medical insurance plan?

A: Employees who are not currently on the City of Dallas medical plan are not eligible to participate in the City of Dallas WellPoints incentive program.

Q: Will I be required to obtain an annual physical in order to participate in City of Dallas WellPoints incentive program?

A: Employees participating in the City of Dallas incentive program are required to obtain an annual physical with their healthcare provider. Annual physicals are 100-percent covered once per calendar year with a UnitedHealthcare (UHC) in-network physician.

Q: Can my family members participate to earn WellPoints?

A: WellPoints is a wellness incentive program designed for City of Dallas employees. Your dependents (spouse, partner, children, etc.) cannot participate in this program on your behalf; only your participation will be recognized for the purposes of earning WellPoints. However, your family members are encouraged to partner with you in making healthy lifestyle behavior changes.

Q: How will my annual physical be verified in order to receive WellPoints?

A: If an employee received a physical with a UnitedHealthcare in-network Physician, UnitedHealthcare will capture this as a claim. Employees who receive an annual physical from Concentra TotalCare Health & Wellness Center (onsite clinic at City Hall) or an out-of network physician will need to get section four (Annual Physical) of the Biometric Target Screening & Annual Physical Verification Form signed by the physician. You can find this form at www.cityofdallasbenefits.com. **Be sure to inform your physician to code your visit as an annual physical.**

Q: What should employees bring with them at their annual physical?

A: Print out a copy of the Biometric Target Screening Verification & Annual Physical Physician Verification Form, which is available at www.cityofdallasbenefits.com.

Q: Will I be required to complete the online health assessment in order to receive WellPoints?

A: Yes, employees participating in WellPoints will be required to complete the online health assessment located at www.myuhc.com. Employees can start taking the online health assessment on October 1, 2013.

Please Note: You have to wait six months after the last time you completed the assessment to take it again (e.g. an employee completed the health assessment in August; the employee can retake the health assessment again in February.)

Q: What is a WellPoints Passport?

A: The WellPoints Passport is a booklet that employees can use to keep track of their points earned during the 2013-2014 WellPoints year. Employees are required to bring their WellPoints Passport to City of Dallas wellness activities, events and learning seminars. A member of the City of Dallas Benefits Service Center will provide a verification stamp on the passport during the event.

Q: When can I turn in my WellPoints Passport?

A: Once you have earned a minimum of 250 points, bring your passport to the Benefits Service Center (City Hall, Room 1D-South). **Passports are accepted and verified the last week of every month until August 31, 2014.** A Benefits representative will verify your points with your required documents. **Please Note:** Turning in booklets via mail or inter-office is not recommended. You are required to get your passport verified with a representative and sign a WellPoints Passport form to verify you turned in your passport.

Q: What if I lose my WellPoints Passport?

A: Employees are responsible for their own WellPoints Passport. Remember: The WellPoints Passport is a booklet used by employees participating in wellness events and activities. Lost passports will not be replaced.

Q: How will employees be able to see their points earned?

A: Employees can log on to www.myuhc.com. Once logged in, employees will click on the Health & Wellness tab and the "I Get" icon. This section will display your points earned.

Q: Can I earn points for meeting some of my biometric target numbers?

A: Yes, employees can earn points by meeting two or more targets:

- 0-1 Target: 0 Points
- 2 Targets: 50 Points
- 3 Targets: 75 Points
- 4 Targets: 100 Points

Biometric Target Screening Values

- BMI (Less than 30)
- Blood Pressure (Systolic: Less than 140; Diastolic: Less than 90)
- Fasting LDL (Less than 130)
- Fasting Glucose (Less than 100)

Q: How will employees know if they are eligible to participate in UnitedHealthcare Disease Management Program?

A: Eligible employees will receive an outreach call from a UnitedHealthcare nurse in order to enroll in the program. Verification of an employee participation will be tracked by UnitedHealthcare.

Q: How do I receive points for participating in the YMCA Diabetes Prevention Program?

A: Print and email announcements will be distributed regarding the program requirements and enrollment information for eligible employees interested in the YMCA Diabetes Prevention Program. The program will help eligible employees who are at high risk of developing type 2 diabetes reduce their risk.

Q: How long will it take me to complete an online coaching program?

A: The online programs are designed to create a personalized experience for each individual; therefore, it may take more than three months to complete some online programs. Each program consists of 12 activities and five tracker entries within an online program. You can log on to www.myuhc.com, click on the Health and Wellness tab, and select the “I DO” icon to participate in online coaching programs.

Q: How will gym/fitness center participation be verified?

A: Employees can earn points by participating in an exercise program such as Jazzercise, Zumba, kickboxing, aerobics, boot camp, swimming activities or workouts at a gym. You must show documentation that you have actively participated in the classes or workouts a minimum of 24 times. You can ask your trainer or instructor (where you participated in the class) for documentation of your attendance. Gym/club tracking records can be obtained from the gym. Please attach your documentation to the WellPoints Exercise Verification Form located at www.cityofdallasbenefits.com.

Q: What activities would qualify as a Behavioral Change?

A: Exercise activities such as boot camps, weight loss programs, WellAware-sponsored fitness activities, gym fitness center participation, and community races and walks would qualify under this category.

Q: How do I print out my Weight Watchers monthly tracking report?

- A:
1. Log on to your weight watchers account
 2. Click on the “My Plan” icon
 3. Go to “My Tools” and select the Tracking Tools icon
 4. Next you will click on “Progress Reports” on the left-hand side
 5. Select the Monthly Summary tab
 6. Print the Monthly Summary

Q: What documents are required to show verification of participation in Behavioral Change activities?

A: Accepted documents include receipt of payment, exercise verification forms (located on www.cityofdallasbenefits.com), and a copy of a bib and a picture of an employee participating in a race. A picture of an employee participating in a community walk is acceptable. We must be able to clearly see that you attended the walk.

Weight Loss Programs: Employees must submit verification of active participation in weight loss program (e.g., Weight Watchers Monthly Meetings: Employee must submit verification of their attendance to monthly meetings for a minimum of 12 times. Weight Watchers leader can sign the Weight Watchers Verification form. Verification of other weight loss programs must be accompanied by valid documentation and approved by the wellness coordinator.

Lose & Win: Verified by City of Dallas wellness coordinator.

Community Races and Walks: Receipt of participation in community races or walks, bibs or a picture of the participant at the event will be acceptable proof. Boot camps will be accepted as long as participant can show proof (e.g., receipt).

WellAware-sponsored Events: Wellness representative will verify employee attendance.

Q: Will notifications be sent out to inform employees of upcoming, points-eligible events and activities?

A: Yes, there will be online, email and print announcements of various health and wellness activities. Employees can check the WellAware home page located on the City of Dallas intranet, or they can visit www.cityofdallasbenefits.com and click Wellness under Channels link.

Q: What is the process of getting bonus points for City Departmental-sponsored activities?

A: Departments that host wellness activities such as walks, health fairs or fitness activities must complete a WellAware Departmental Wellness Event Approval Form prior to the event. The forms can be retrieved from www.cityofdallasbenefits.com under Featured Documents. The form must be submitted to the City of Dallas Benefits Service Center (City Hall, Room 1D-South) 15 days prior to the event date for approval.

Q: Where can I find more information about the City of Dallas WellPoints Program?

A: Log on to www.cityofdallasbenefits.com. Click on the Wellness channel and then Featured Documents.