

MyLife MyPlan Rewards

Frequently Asked Questions About the MyLife MyPlan Rewards Program for Norfolk Employees

Q: What disease management programs are part of MyLife MyPlan Rewards?

A: MyLife MyPlan Rewards includes Respiratory Disease Management (Asthma and Chronic Obstructive Pulmonary Disease), Cardiovascular Disease Management (Coronary Artery Disease and Congestive Heart Failure), Diabetes, and the Partners in Pregnancy Program.

Q: Am I eligible to participate in this program?

A: The MyLife MyPlan Rewards program is available to all Norfolk employees who are the primary health plan subscriber on a Norfolk Optima Health plan.

Q: How do these programs work?

A: Eligible employees who participate and complete the program requirements will be eligible to receive incentive dollars on a healthcare debit card. 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 Optima Health Care Coordination Line at 757-687-6340, or toll free at 1-877-817-3037. It is the responsibility of the employee to reach out to Optima Health and enroll in the program in order to meet the requirements for the incentive.

Q: Will my employer be able to access my records or personal information from this program?

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

Frequently Asked Questions, Continued

Q: I am currently in the Diabetes program, what do I need to do?

A: If you are currently enrolled in the Optima Health Diabetes Management program, please call the Optima Health Care Coordination Line listed on the back of your member ID card or toll free at 1-877-817-3037. You may also send an email to mylifemyplanrewards@sentara.com in order to confirm that you wish to enroll in the Rewards Diabetes program.

Q: Are my spouse and dependents eligible for this program?

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

Q: What do I need to do to earn the incentives?

A: The first thing to do is to make contact with the Optima Health program staff through the Care Coordination telephone numbers, listed on the back of your member ID card. 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 Health Coach. You will need to have contact with your Coach either by telephone or by email according to the schedule explained to you by your Health Coach.

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

Respiratory Disease Management:

1. Physician follow up for asthma or chronic obstructive pulmonary disease (COPD) at least once a year
2. Development of an asthma/COPD management plan
3. Development of an appropriate nutrition and activity plan
4. Employee regularly fills medications ordered by your doctor for the management of asthma/COPD (if medication is not part of your treatment plan, no pharmacy incentive will be earned).

Frequently Asked Questions, Continued

Cardiovascular Disease Management:

1. Physician follow up for Coronary Artery Disease (CAD) or Congestive Heart Failure (CHF) at least once a year
2. Annual testing of cholesterol levels
3. Annual blood pressure testing
4. Development of a CAD or CHF management plan
5. Development of an appropriate nutrition and activity plan
6. Employee regularly fills medications ordered by your doctor for the management of CAD or CHF (if medication is not part of your treatment plan, no pharmacy incentive will be earned).

Diabetes Management:

1. Physician follow up for your diabetes at least once a year
2. Twice yearly A1c testing
3. Annual urine microalbumin testing, eye exam, cholesterol testing, and foot exam
4. Development of a diabetes management plan
5. Development of an appropriate nutrition and activity plan
6. Employee regularly fills medications ordered by your doctor for the management of diabetes (if medication is not part of your treatment plan, no pharmacy incentive will be earned).

Partners in Pregnancy:

1. Contact the Health Coach within the first 3 months (14 weeks) of pregnancy
2. Visit to the OB doctor within the first 3 months (14 weeks) of pregnancy
3. Monthly contact with the Health Coach
4. Postpartum visit within 6 weeks after delivery

Note – there is no medication incentive available for this program

Frequently Asked Questions, Continued

Q: Do I still have to see my doctor?

A: Contacts with your Health Coach 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.

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

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

Q: Are there any other requirements?

A: You must be actively employed by one of the entities of Norfolk, and covered by Optima Health Insurance as a primary subscriber at the time of payment. You must provide or verify your Social Security Number as a way for Optima Health to confirm your incentive payment into a healthcare debit card.

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

A: If you have multiple conditions, you may enroll in the disease management program for each condition. Your Health Coach 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 are, or become, pregnant during this program, you may be eligible to receive incentives for both the disease management program you are enrolled in and the Partners in Pregnancy Program.

Q: Who do I contact if I have more questions?

A: If you have any questions, you may contact Optima Health at the Care Coordination Line at 757-687-6340, or toll free at 1-877-817-3037, or your Benefits Team.

Frequently Asked Questions, Continued

Q: What can I spend the incentive money on?

A: You can use your healthcare debit card on Copayments, Coinsurance, and Deductibles, if applicable, for covered prescriptions, services, and condition related medical supplies.

Q: What if I have a Flexible Spending Account (FSA)? How does that work with this program?

A: If you have a flexible spending account, this program does not replace your FSA but rather the incentives that you earn will supplement your FSA. Incentive dollars earned may be used towards Copayments, Coinsurance, and Deductibles, if applicable, for covered prescriptions, services, and condition related medical supplies. Your FSA allows you to use pre-tax dollars towards payment on a much larger variety of supplies and services.

For specific questions, contact your FSA coordinator or your Benefits Team.

Q: Who will issue and administer the healthcare debit card?

A: Optima Health has partnered with Choice Strategies, an industry leader in wellness program incentive administration. Choice Strategies will issue your healthcare debit card, add earned incentives to your card, and notify you of when funds are available. Additional information will be provided once incentive payouts begin.

Q: Will I get a new healthcare debit card with each payout?

A: You will receive one healthcare debit card with your first payout, please keep this card for the duration of the program. You will receive notification when any additional earned incentives are loaded to this same card.

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

A: 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.

Frequently Asked Questions, Continued

Q: What happens to the money I have not used on the card if I leave employment with Norfolk Consortium?

A: Upon terminating your employment with Norfolk, all funds accumulated on your healthcare debit card will be forfeited.

Q: How do I get a refund to my healthcare debit card?

A: 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.

