

MotivateMe Webinar



Welcome!

- Please remain on mute throughout the presentation
- General questions can be placed in the chat box
- This presentation will be recorded and posted to FairfaxNET
- Please email personal questions to LiveWell@fairfaxcounty.gov
- Contact us: 703.324.3311 (TTY 711)

Overview

- What is Motivate*Me*
- Healthcare Plans
- Sign Me Up!
- Motivate*Me* Reward Options
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What is MotivateMe?

MotivateMe is an incentive reward program where employees and retirees who subscribe to an eligible Fairfax County health plan can earn up to **\$250** each year for participating in healthy activities.

Purpose:

The purpose of the program is to encourage participants to **actively engage** in their health and wellbeing, throughout the year, by building a relationship with their primary care provider, participating in educational activities, and taking preventative action through various screenings.

Eligibility

Eligible Plans

Cigna

90% Co-Insurance Plan

80% Co-Insurance Plan

MyChoice CDHP Plan

Kaiser Permanente

HMO Plan

Medicare Advantage Plan

Ineligible Plans

Cigna

True Choice Core Medicare Advantage Plan

United Health Care

Group Medicare Advantage Plan

These plans have their own wellbeing program that include activities such as annual physicals and screenings, discount programs, telehealth services, and incentives.

Sign Me Up!

How do I register?

Participants don't need to register for *MotivateMe*. Subscribers to an eligible Fairfax County health plan, are automatically eligible to earn *MotivateMe* rewards.

Who can participate?

Fairfax County Government employees and retirees who are over the age of 18 and subscribe to an eligible County health plan are eligible to participate and earn rewards. Legal spouses covered under a county health plan are also eligible to earn the subscriber rewards. Dependents are not eligible to earn the subscriber rewards.

Questions?



MotivateMe Reward Options

Gatekeeper: **Mandatory Activity**

- Annual Physical

Occupational Health Physicals and Well Women Exams do NOT count towards the Annual Physical Gatekeeper

Participants must complete the annual physical, and at least two additional activities in full, to receive rewards.

Additional Rewards: **Choose 2**

- Preventative Cancer Screenings
 - ✓ We reward 1 screening per year
- Omada
 - ✓ Complete 16 lessons
- Dental Exams
 - ✓ Must complete both dental exams
- Vision Exams
- EAP and Behavioral Health Visits
 - ✓ Complete at least 3 visits

Motivate*Me* Rewards

Where can I stay up-to-date on LiveWell programs and events?

- Read NewsLink, visit our website, register to receive our monthly newsletter

How should my annual physical be coded?

- Accepted: “annual physical” and “annual wellness exam”
- Not Accepted: “current patient visit”, “new patient visit”, “visit related to illness or injury”, “office visit”, and “well women exam”.

Can I receive credit for more than 1 screening?

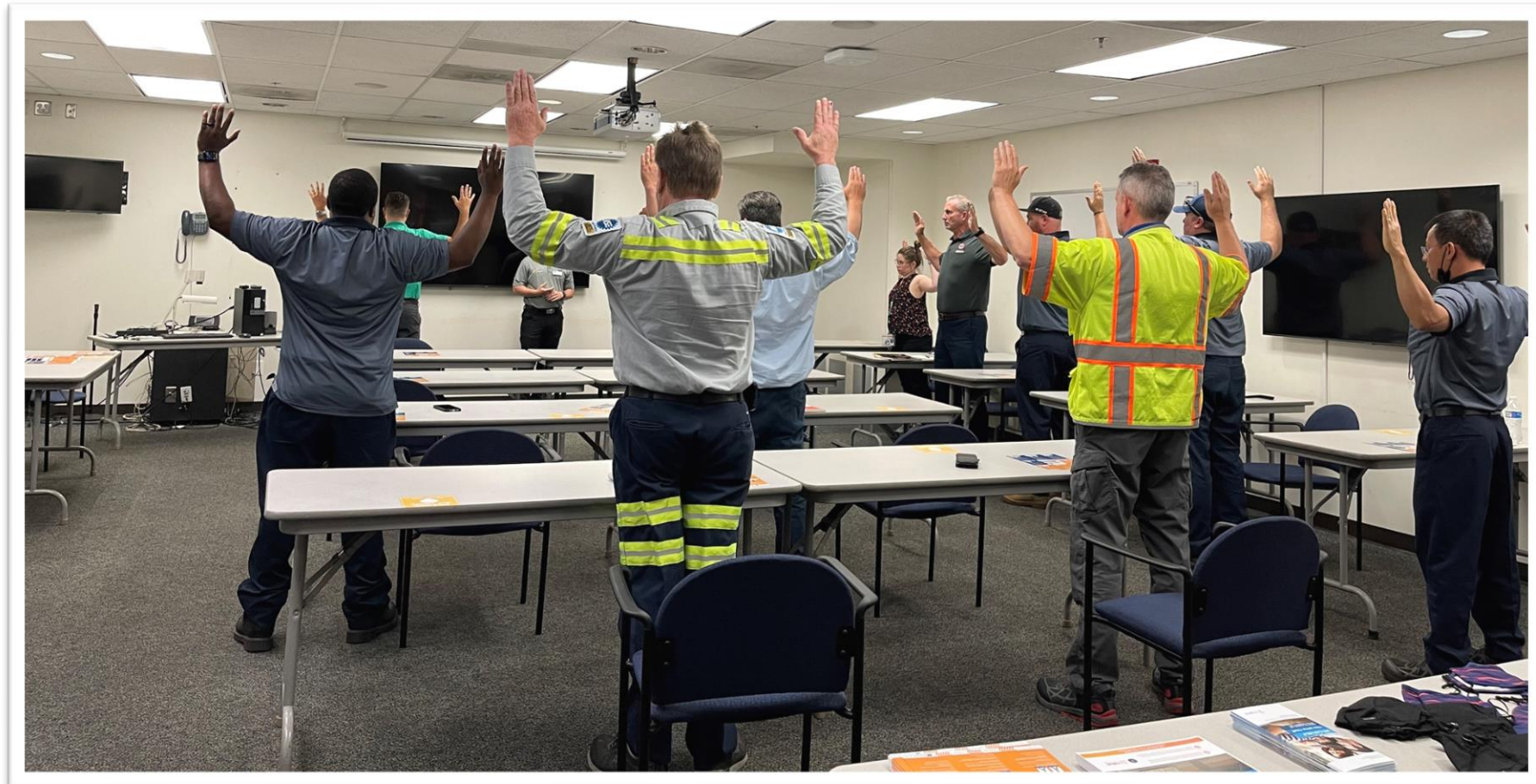
- No, we currently only reward 1 screening per year.

Motivate*Me* Rewards

If my spouse and I both have individual health plans with the county, can we earn rewards for one another?

No. If you and your spouse are each eligible to earn MotivateMe rewards as the primary policy holder, you are ineligible for the spousal reward options. The spouse must be covered under the subscriber to be eligible for spousal rewards.

Questions?



Managing My Rewards

Cigna Members

Cigna members can manage their Motivate*Me* rewards through their health plan's portal, mycigna.com.

Annual physicals, cancer screenings, telephonic health coaching, screening forms, and Omada will automatically update to the portal once it has been processed and paid by Cigna.

All self-reported rewards must be manually entered into the portal by the subscriber.

Kaiser Permanente Members

Kaiser members can manage their Motivate*Me* rewards on the provided [paper passport](#).

Annual physicals must be signed off by the physician. All other rewards will be signed off by the subscriber. Once completed, the passport will be emailed or mailed to [LiveWell](#).

MotivateMe Deadline

FIRM DEADLINE: December 31st, 11:59 pm EST

Cigna Members

All activities must be completed and posted to the Cigna wellness portal. [Annual physicals and screenings can take up to 8 weeks, while self reported items can take up to 72 hours to post on the portal.](#) We recommend completing all activities by the end of October.

Kaiser Permanente Members

All activities must be completed and recorded on the Kaiser passport, and received by LiveWell@Fairfaxcounty.gov, by December 31st at 11:59 pm EST.

Reward Distribution

Rewards will be available March of the following year

Where will my rewards go?

- Flexible Spending Account (FSA) – Kaiser, Cigna 80%, or Cigna 90%
- Health Savings Account (HSA) – Cigna MyChoice
- Pension check – Retirees

Have a concern?

You will have until May 1st following reward distribution to contest any issues by emailing LiveWell@fairfaxcounty.gov.

Reward Distribution Cont.

What if I do not have an FSA or HSA?

- If you have not elected an FSA or HSA with your health plan, our partner TASC will open an FSA on your behalf to hold only those rewards earned through MotivateMe.
- In March, when rewards are distributed, TASC will send you an email or mail you a letter with your FSA debit card and information on managing and accessing your account. It may appear as “junk” mail. Do not throw it away.
- Note: If you have an active FSA, you may not receive notification or a new card. Check your account balance in March/April to see if rewards have been added above your individual contributions.

Reward Distribution Cont.

I just elected to open an HSA, why don't I see my rewards?

A participant in the MyChoice plan who earns MotivateMe rewards must have an active Health Savings Account (HSA) that is available to accept contributions at the time rewards are originally distributed. You must complete the security protocol to set up your account. If the account is not set up, there is no place to distribute the rewards and are therefore forfeited.

I have an active HSA, why don't I see my rewards?

If your account is maxed out for your annual contribution limits, the funds cannot be added and are therefore forfeited.

Reward Distribution Cont.

What are the 2024 HSA and FSA contribution limits?

HSA- \$4,150 (individual), \$8,300 (two-party/family), +\$1,000 more (55+)

- Note: Rewards will not be deposited into a maxed-out HSA's

FSA- \$3,050 (traditional and limited purpose)

- Note: Rewards may be deposited into maxed-out FSA's. It is the account holder's responsibility to not exceed the IRS limits.

LiveWell distributes MotivateMe rewards into HSA's and FSA's so that employees are not taxed on their rewards.

Questions?



Using My Rewards

Using Funds:

- Pay for services or items directly with your FSA or HSA card
- Pay out of pocket and submit receipts for reimbursement online

Reward Expirations:

Rewards placed into an FSA account will expire March 15th of the following year.

- I.E. You receive 2024 rewards in March 2025, they will expire March 15, 2025.

Rewards must be spent on IRS approved services or items

Leaving Fairfax County Gov.

What happens to my rewards if I retire, leave, or terminate employment with the county?

If you retire (and do not maintain eligible coverage), leave, or terminate employment with the county prior to receiving rewards, your rewards will be forfeited.

If you retire (and do not maintain eligible coverage), leave, or terminate employment with the county after receiving rewards:

- HSA: the funds remain in your account
- FSA: you will be subject to the standard FSA guidelines. Contact Benefits or visit FairfaxNet for more information.

Motivate*Me* for Retirees


Retirees on Medicare

If Medicare is your primary insurance and the county plan is your secondary, we will need documentation of your annual physical and cancer screenings (mammogram, colon, prostate, or cervical) if applicable. The Cigna system may not recognize a service paid for completely by Medicare.

Please send LiveWell@fairfaxcounty.gov one of the following by 12/31:

- Explanation of Benefit (EOB) that states your full name, provided service, and date of service
- Documentation from the doctor on a script pad or letterhead stating your name, provided service, date of service, name of doctor, and signature of doctor

MotivateMe Portal



Customer Login

Username [Forgot Username?](#)

Password [Forgot Password?](#)

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Incentives Spotlight*

It may take up to 30 days for incentives to show as completed.

Recommended Most popular Recently completed

[Download and Submit Forms](#)

\$30 Employer's award

Get a mammogram (max of 1 cancer screening reward per year)

Let's Go

\$30 Employer's award

Get a colon cancer screening (max of 1 cancer screening reward per year)

Let's Go

\$30 Employer's award

Get a cervical cancer screening (max of 1 cancer screening reward per year)

Let's Go

\$10 Employer's award

Make progress toward one health goal per year

Let's Go

*If you're unable to meet a goal's objectives, you may still be able to earn the award by completing an alternate activity. Select a goal to see its alternate activities.

[View all incentives](#) ➤

Showing Available Incentives ▾

[Download and Submit Forms](#)

It may take up to 30 days for incentives to show as completed. If you're unable to meet a goal's objectives, you may still be able to earn the award by completing an alternate activity. Select a goal to see its alternate activities.

[Clear](#) | [Select All](#)

Filter by Category

- ☒ 🍏 Food (0)
- ☒ ⚡ Stress (0)
- ☒ 🌙 Sleep (0)
- ☒ 🏃 Exercise (0)
- ☒ 📊 Weight (0)
- ☒ 🏠 Prevention (5)
- ☒ ⭐ Specialized (7)

Filter by Health Topic

- ☒ Pre-Diabetes and Diabetes (1)
- ☒ Pregnancy (2)
- ☒ Cancer (3)

Show 12 Incentives

▶ Required Goals

You must complete these goals before you and other eligible family members can receive awards.

▶ Preventive Care

▶ Self Reported Activities

▶ Digital Health Coaching

▶ Extra Goals

Extra goals can be earned above and beyond your global cap.

▼ Self Reported Activities

Employer's award Earned
\$0 out of \$70 ⓘ

Visit your dentist for a dental/oral examination.

Show your commitment to living a healthy lifestyle by participating in a health and wellness activity.

Complete a wellness activity and self report the date that you completed the goal.

\$10
Employer's award
(each)

Available
01/01/24 - 12/31/24

2 out of 2 remaining

Tell us more about your completed goal

To report a health goal, simply choose the date of the activity, check the certification box and submit. Note- you must be logged in to your own myCigna account. You cannot report on behalf of another person.

I completed this goal on:

Month Day Year

☐ I certify that I've completed this goal on the date provided.

NOTE: Please allow up to 24 hours for this goal to show as completed.

Complete Goal

MotivateMe Portal

Complete personalized Health Assessment. Employee must also complete Annual Physical to be rewarded

\$100

Employer's
award

A confidential questionnaire that asks you about your health and well-being and provides a personalized assessment of your current health. As a reminder and to protect your privacy, anyone taking the health assessment needs to register on myCigna, and then log in with their own user ID and password.

✔ Completed on April 01, 2022

You've successfully completed this goal.

Visit an optometrist, ophthalmologist, or other eye health professional for a vision exam.

\$5

Employer's
award

If you participated in a health and wellness activity, it shows your commitment to a healthy lifestyle. Tell us about it.

✔ Completed on March 25, 2022

You've successfully completed this goal.

Complete my annual physical (preventive exam)

\$0

Employer's
award

A preventive exam that's used to reinforce good health, address potential and chronic problems.

✔ Completed on March 25, 2022

You've successfully completed this goal.

Contacts



Who Can I Contact With Questions?

- For login or website questions, use the links below the login area of mycigna.com for assistance.
- For program and reward questions, email LiveWell@fairfaxcounty.gov or call 703.324.3311.
- For Cigna claim or benefit questions, call the number on the back of your Cigna card.

Please contact us at LiveWell as your first point of contact!

THANK YOU!

Questions?

