

# MotivateMe Retiree FAQ's

**What is the purpose of MotivateMe?** MotivateMe is an incentive program for employees and retirees who subscribe to a Fairfax County health plan. The purpose of the program is to encourage participants to *actively* engage in their health and wellbeing through a relationship with their primary care provider, educational activities, and preventive care.

**How does MotivateMe work?** Cigna subscribers track and manage their rewards through [mycigna.com](http://mycigna.com). Cigna participants are required to complete a physical with a primary care provider and Cigna's online health assessment annually to receive any rewards. **All activities must be completed AND posted on [mycigna.com](http://mycigna.com) by December 31.** We suggest completing MotivateMe activities by October. Kaiser Permanente subscribers must track their rewards using a paper "passport". The passport can be obtained by emailing LiveWell. Kaiser participants are required to complete Kaiser's total health assessment at [kp.org](http://kp.org) every year. Annual physical and biometric screening results must also be up to date in Kaiser's medical portal to meet the physical requirement. **The completed "passport" must be scanned and emailed to [LiveWell@fairfaxcounty.gov](mailto:LiveWell@fairfaxcounty.gov) by December 31. Passports can also be mailed or delivered in-person to the LiveWell office at 12000 Government Center Parkway, Suite 270, Fairfax, VA 22035. All passports must be received by December 31.**

**How do I register?** Participants don't need to register for MotivateMe. Eligible subscribers to a Fairfax County Cigna or Kaiser Permanente health plan are automatically eligible in the MotivateMe program.



**Who can participate in MotivateMe?** Fairfax County Government employees and retirees who are over the age of 18 and subscribe to a County health plan (Cigna 80%, 90%, MyChoice, or Kaiser Permanente) are eligible to participate and earn rewards.

**Participants in the Cigna Medicare Advantage plan or UnitedHealthcare (UHC) Medicare Advantage plan have access to their own wellness and incentive programs, and do NOT have access to MotivateMe.**

**What activities are required to earn rewards?** **There are two requirements to earn rewards.** Participants must have an annual physical **AND** complete their health plan's online health assessment during the calendar year. **Points must be posted to the MotivateMe portal by December 31 or rewards will not be given.** Additional points and activities can be completed or tracked before the requirements are completed, but points will not be awarded until the physical and health assessment are completed and posted. Items marked with an asterisk\* are self-reported, through the MotivateMe portal or passport. Subscribers can earn up to \$250 per year.

**Does a Medicare physical count toward the MotivateMe annual physical exam requirement?** Yes. Send your explanation of benefits (EOB) or written documentation for claims-based activities (i.e. annual physical, colonoscopy, mammogram, etc.) showing your name, exam type, provider name, and date of exam to [LiveWell@fairfaxcounty.gov](mailto:LiveWell@fairfaxcounty.gov) or mail it to Fairfax County DHR c/o LiveWell at 12000 Government Center Parkway, Suite 270, Fairfax, VA 22035. **LiveWell must receive Medicare documentation by December 31.**

**I had an annual physical this year, but haven't received credit for it. What should I do?** It may take up to 8 weeks for an annual physical or claims-based activity (i.e. colonoscopy, mammogram, etc.) to appear in the MotivateMe portal. If it has been 8 weeks and you do not see the credit in the MotivateMe portal on [mycigna.com](http://mycigna.com), please contact the dedicated Fairfax County Cigna representative for assistance. If the coding is incorrect and the activity has not posted to the MotivateMe portal by December 31, you will not receive rewards for this activity, even if the exam or activity was completed by the deadline. *Tip: Let your health care provider know that the visit is a well visit when you schedule your physical and confirm the coding before you leave the office visit.*

**Does an annual "well woman" exam through an OB/GYN count as an annual physical?** No. The annual physical must be completed through a primary care provider and is different from a well woman exam. The well woman exam may count as the annual OB/GYN exam.

**When, and how, do I receive my MotivateMe rewards?** Retirees will receive their rewards in their pension check within the first quarter of the following year.

**Are there any MotivateMe activities that retirees cannot access?** Retirees do not have access to the Employee Assistance Program (EAP) or BurnAlong, but are able to access behavioral health benefits through their health plan and are able to join the Employee Fitness & Wellness Center, as alternatives. Retirees are invited to update their life insurance beneficiaries through Ready Enroll but do not receive MotivateMe rewards for doing so.

**Where can I find the Cigna wellness screening form?** Download the form from [mycigna.com](http://mycigna.com). Return the form to Cigna using the instructions at the top of the form. It may take several weeks for the form to be processed, so plan ahead to meet the December 31st deadline. All forms must be processed and posted to the MotivateMe portal on [mycigna.com](http://mycigna.com) by December 31.

**Who can I contact with questions?** Email [LiveWell@fairfaxcounty.gov](mailto:LiveWell@fairfaxcounty.gov) or call HR Central at 703.324.3311. Plus, participate in quarterly MotivateMe webinars to learn more about the program.