

# 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](https://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 by December 31, 2021. Documentation must be received by LiveWell by December 31, 2021.** 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](https://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, 2021. 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, 2021.**

**How do I register?** Participants don't need to register for MotivateMe, specifically. Eligible subscribers to a Fairfax County Cigna or Kaiser Permanente health plan are automatically enrolled 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, 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, 2021 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. Participants can earn up to \$200 per year.

**Does a Medicare physical count toward the MotivateMe annual physical exam requirement?** Yes. Please send your explanation of benefits (EOB) showing your name, exam type, and date of exam to [LiveWell@fairfaxcounty.gov](mailto:LiveWell@fairfaxcounty.gov) by December 31. The Medicare physical or an annual physical that is billed through Cigna or Kaiser will qualify the annual physical requirement.

**I had an annual physical this year, but haven't received credit for it. What should I do?** It can take up to 5 weeks for an annual physical to appear in the wellness portal. If it has been 5 weeks and you do not see the credit in your wellness portal, please contact [LiveWell@fairfaxcounty.gov](mailto:LiveWell@fairfaxcounty.gov). *Tip: Let your health care provider know that the visit is a well visit when you schedule the exam and confirm the coding before you leave the office visit.*

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

**What do you mean "tobacco free"?** Being tobacco free includes not vaping or using any form of tobacco for smoking (cigarettes, cigars, bidis, JUUL, etc.) or smokeless tobacco.

**How many doses of the COVID-19 vaccine do I need to earn rewards?** In order to earn rewards through MotivateMe, participants should receive the complete COVID-19 vaccine within the current calendar year (i.e. one or two doses), depending upon the vaccine manufacturer, in accordance with CDC guidelines.

**Who can I contact with questions?** Please email [LiveWell@fairfaxcounty.gov](mailto:LiveWell@fairfaxcounty.gov) or call HR Central at 703.324.3311.