

MotivateMe

Housekeeping:

- All participants will remain on mute
- General questions can be placed in the chat box. We will be monitoring the chat throughout the presentation
- This presentation will be recorded and posted, along with the slide deck, and available to the public, so please email personal questions to LiveWell@fairfaxcounty.gov

Overview

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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 \$200 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.

Healthcare Plans

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, silver&fit, meal services following hospital stays, house calls, etc.

Sign Me Up!

How do I register?

Participants don't need to register for MotivateMe, specifically. 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

Gatekeepers: **MANDATORY**

- Annual Physical
- Online Health Assessment- found on mycigna.com or kp.org/tha

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

Additional Rewards: **OPTIONAL**

- Annual Physical and Online Health Assessment by a spouse covered on a county health plan
- Cancer Screenings (Mammogram, Colon, Prostate, or Cervical)
- Telephonic Health Coaching (also available by email)
- Omada
- Dental Exams
- Vision Exam
- LiveWell Sponsored Workshops/Webinars
- Tobacco Cessation Program or Tobacco Free Pledge

MotivateMe Reward Options

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.

MotivateMe Reward Options

What counts towards the LiveWell sponsored workshop or webinars?

- Workshops are in-person events, while webinars are virtual events.
- All MotivateMe reward eligible sessions are identified with an asterisk sign (*) or noted in the description with “Participants are eligible to earn MotivateMe 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 “spouse annual physical and spouse online health assessment”.



Questions?

Managing My Rewards

Cigna Members

Cigna members can manage their MotivateMe rewards through their health plan's portal, mycigna.com. Annual physicals, cancer screenings, telephonic health coaching, and Omada will automatically update to the portal once it has been processed and paid by Cigna. All other rewards must be manually entered into the portal by the subscriber.

Kaiser Permanente Members

Kaiser members can manage their MotivateMe 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 portal. **Annual physicals and screenings can take up to 6 weeks, while self reported items can take up to 72 hours to post on the portal.** We recommend completing all activities by the start of November.

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

Contesting

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 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 2021 HSA and FSA contribution limits?

- HSA- \$3,600 (individual), \$7,200 (two-party/family), +\$1,000 more (55+)
 - Note: Rewards will not be deposited into a maxed-out HSA's
- FSA- \$2,750 (traditional and limited purpose), \$5,000 (dependent care)
 - 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:

1. Pay for services or items directly with your FSA or HSA card
2. 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 2021 rewards in March 2022, they will expire March 15, 2023.

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.

MotivateMe for Retirees

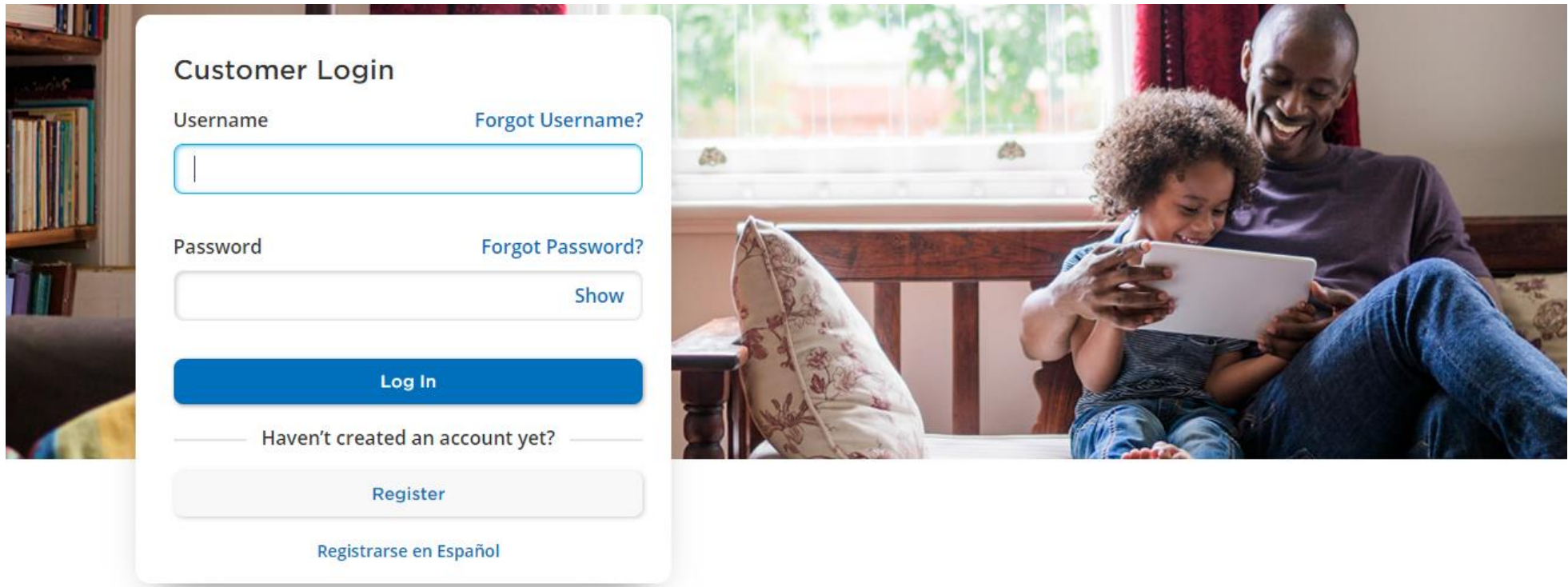
Retirees on Medicare

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?](#)

 [Show](#)

[Log In](#)

— [Haven't created an account yet?](#) —

[Register](#)

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[Wellness](#) ▼

Your Required Goals*

Complete all of the goals shown to start earning awards.

Not completed [Recently completed](#)

Complete my annual physical
(preventive exam)

[Get Started](#)

*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](#) 

OVERVIEW

GOALS

Step 1

Earn \$100 toward an employer's award by completing these start-up goals

You must complete the following goals before you can earn awards for other goals.



Complete my annual physical (preventive exam)

Available: 01/01/2020 - 12/31/2020

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

You will be credited when your claim is processed and posted to the MotivateMe portal.

! Must complete this first



\$100

EMPLOYER'S AWARD

Complete personalized Health Assessment must also complete Annual Physical to receive award

Available: 01/01/2020 - 12/31/2020

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

[Complete my health assessment](#)



\$20

(\$10 EACH)
EMPLOYER'S AWARD

Participate in a LiveWell Workshop (on-site instructor lead or multi-week workshops) (2 per year)

Available: 01/01/2020 - 12/31/2020

This goal is offered by your plan administrator. To learn more about the award requirements, refer to your plan information or call Cigna Customer Service at the toll free number printed on the back of your Cigna ID card.

[Report my goal activity](#)



\$10

(\$5 EACH)
EMPLOYER'S AWARD

Attend a LiveWell sponsored Webinar (2 per year)

Available: 01/01/2020 - 12/31/2020

This goal is offered by your plan administrator. To learn more about the award requirements, refer to your plan information or call Cigna Customer Service at the toll free number printed on the back of your Cigna ID card.

[Report my goal activity](#)



Questions?

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, email Keisha.Lewis@cigna.com.

THANK YOU!