

FREQUENTLY ASKED QUESTIONS FOR THE 2019 NRHS EMPLOYEE WELLNESS INCENTIVE PROGRAM

Q1 What is the new 2019 NRHS Employee Wellness incentive program and Incentive?

The employee wellness incentive program will help raise your awareness of your current health status and determine ways you can continue or improve upon your health journey. To achieve this follow the steps below:

1. Get your blood drawn for a **fasting*** Lipid Profile and HbA1c at any NRHS lab location. NRHS will offer one free Lipid Profile and HbA1c to all employees January 1, 2019 through December 16th, 2019 at any NRHS lab location.

*Don't eat or drink anything but water 12 hours before lab appointment.
2. Schedule your wellness visit with a primary care provider or wellness nurse. **(Be sure to mention you are scheduling your annual wellness visit for the NRHS employee wellness incentive program)**. If you do not have a provider you may have to schedule an established patient appointment and then schedule your wellness visit separately.
3. Bring your NRHS wellness visit form with you to the appointment. The form is enclosed with your lab results, located on MyLink or go to www.mywellatwork.com and click on NRHS employee wellness incentive button.
4. Complete the Employee Information section at the top before the visit.
5. **Bring your lab test results with you to the visit. The provider or wellness nurse may not have access to your lab. Take a picture of your lab results and save to your phone or tablet for future reference.**
6. Review lab results that have been completed after December 31st, 2018 with the provider or wellness nurse. Any abnormal results during the wellness visit may lead to an additional appointment with your provider.
7. **Any additional tests or issues addressed during this visit may incur additional charges.**
8. Have provider or wellness nurse complete the Provider Information, sign and date the NRHS Wellness visit form.
9. Return your completed NRHS wellness visit form to Rachel Pieper by December 31, 2019. **Keep a copy for your records.**
10. The incentive is a \$50 NRHS Visa award card.

Q2 Who is eligible for the NRHS employee wellness incentive program?

All NRHS active employees full-time, part-time and PRN.

Q3 Is this program voluntary or do I have to participate?

The wellness incentive program is completely voluntary.

Q4 Will my health information be kept confidential?

Yes.

Q5 Where can I get my lab drawn for the program and how do I get the results?

Lab can be completed at any Norman Regional lab location (for a list of lab locations, visit www.normanregional.com/services/laboratory-services). Your final lab results will be sent to you through interdepartmental mail from the Health Promotion Department. Please do not call the lab for results.

Q6 Where do I find the Employee Wellness Incentive Program Visit Form?

The NRHS wellness visit form is enclosed with your lab results, found on MyLink and on www.mywellatwork.com under the NRHS employee wellness incentive button. You will need the NRHS wellness visit form for the incentive. A copy of the form with the instruction sheet will be provided with your lab results.

Q7 What labs do I need to have for the incentive?

Go to any NRHS lab location to get your ***fasting** lipid profile and HbA1c drawn. NRHS will offer one free Lipid Profile and HbA1c from January 1, 2019 through December 16th, 2019. *Fasting means do not eat or drink anything except water 12 hours before lab appointment.

Q8 What if I already had my lab drawn at a doctor visit? Can I still use it?

Yes. You may only use the fasting lipid profile and HbA1c that was drawn from January 1, 2019 – December 31, 2019 for your wellness exam visit.

Q9 What if I forget my labs for the wellness visit?

The lab results are the employee’s responsibility to bring to the wellness visit. Your provider or wellness nurse may not have access to your lab results. To have a good conversation with your primary care provider or wellness nurse the lab results are essential. Take a picture of your lab results and save to your phone or tablet for future reference.

Q10 What do I say when I call my primary care provider to schedule a wellness visit?

“I am scheduling my wellness visit for the NRHS employee wellness incentive program.”

Q11 What if I don’t have a primary care provider?

If you are looking for a new primary care provider or do not have one please use our Community Call Center to locate a provider for the wellness exam! Call 515-5000. Or visit www.normanregional.com to find a provider.

Please note you will have to make an appointment to become an established patient with a NRHS primary care provider. You may have to make another appointment for the NRHS employee wellness visit.

Q12 What if I am covered under another insurance, e.g. spouse?

Contact your insurance provider to review coverage for annual wellness visits.

Q13 What happens if the provider or wellness nurse finds something wrong during the wellness visit?

Any additional tests or issues addressed during the wellness visit may incur additional charges. We encourage you to make a follow-up appointment with your provider to address other tests and issues.

Q14 Who do I contact if I receive a bill for my wellness visit?

Email NRHS_Wellnessincentive@nrh-ok.com with your name, date of wellness visit, primary care provider information, and your contact information.

Q15 Where do I submit my completed NRHS wellness visit paperwork?

Send completed NRHS wellness visit paperwork by interdepartmental mail to Rachel Pieper, Informatics, fax it to (405)515-5043, or scan and email it to: rpieper@nrh-ok.com. All paperwork will be time marked on date and time it is received.

Q16 How will I get my wellness incentive and when?

If you complete all steps in the wellness incentive program and remain actively employed on date of payment, you will qualify for a \$50 NRHS Visa award card. The award will be sent via interdepartmental mail only. Processing will take four to six weeks from the time your form is received.

Q17 Who do I contact if I do not receive my wellness incentive?

You will contact Rachel Pieper at rpieper@nrh-ok.com or call (405)307-2160.

Q18 Will I have to pay taxes on the \$50 Visa gift card?

Yes. The award card value will be included as a taxable income in your paycheck and will appear as a separate earning under Well GC and deduction of WellGCD.

Q 19 Who do I contact if I still have questions about the new wellness incentive program?

For information about the NRHS employee wellness incentive program please email

NRHS_WellnessIncentive@nrh-ok.com. A member of the wellness committee will respond as quickly as possible.