

## Frequently Asked Questions about myOCWellness

### **Brief Overview of myOCWellness:**

myOCWellness is multi-year healthcare strategy designed to elevate employees' and their families' engagement in improving their own health with emphasis on prevention. The overall goal is for employees and/or their spouses to earn 70 points individually by completing annual exams and other health-related tasks. Once an employee and/or spouse earns at least 70 points individually, they will be eligible to reduce their 2022 Cigna medical insurance premiums by \$20 each (\$40 for both) per pay period. The Wellness Credit will go toward medical insurance premiums on a bi-weekly basis beginning Jan. 1, 2022.

To see how many points you have earned go to: [mycigna.com](https://mycigna.com)

For additional questions please email: [wellness@ocfl.net](mailto:wellness@ocfl.net)

For more Information, visit the [myOCWellness Orangenet page](#)

# QUESTIONS:

- [1. What is myOCWellness and what is the purpose of it?](#)
- [2. How do I see how many points I have earned and how points awarded?](#)
- [3. How much money will I save if I earn 70 points?](#)
- [4. How long do I have to earn my points?](#)
- [5. How quickly should I expect to see my points displayed on my profile?](#)
- [6. What should I do if my points are not reflected on mycigna.com or the myCigna app for a wellness activity, I completed during the program period?](#)
- [7. Where do I sign up?](#)
- [8. I do not go to a Primary Care Physician \(PCP\). Will a visit to my specialist count?](#)
- [9. Does it matter if I have the high or low medical plan?](#)
- [10. I am a firefighter. Will my annual physical with Centra Care count?](#)
- [11. I'm not married. Do my children count?](#)
- [12. Do my points roll over into the next year?](#)
- [13. What if I earn more points than required?](#)
- [14. I am not on the County's medical benefits plan, do I qualify for a discount with another insurance?](#)
- [15. What if I completed my Annual Preventative Exam or various other preventive exams prior to enrolling in the Cigna coverage? Would it count towards my points?](#)
- [16. My spouse is a County employee with his/her own benefits. Can they earn points too?](#)
- [17. Which "screenings" count?](#)
- [18. Do I have to do the blood work for my Annual Preventative Exam for it to count?](#)
- [19. What's the catch?](#)
- [20. Is my information still confidential?](#)
- [21. What is "Wellbeing Activities Cigna Apps and Activities"?](#)
- [22. Where can I find the Health Assessment?](#)
- [23. If I have received my flu shot elsewhere, does this count?](#)
- [24. What Disease Management Programs count?](#)
- [25. Will I be notified when I reach my 70 points?](#)
- [26. Do I need to tell my doctor/dentist about this program?](#)
- [27. If I attend a wellness event, how do I report it to receive incentive points?](#)
- [28. Do I get points for doing a biometric screening with my Onsite Wellness Nurse, Betsy?](#)
- [29. What discount do I qualify for if I get close to the goal points, but do not reach the goal?](#)
- [30. How many health coaching sessions do I have to complete to qualify for the health coaching points?](#)
- [31. What if my PCP, Annual Preventative Examination appointment is close to the deadline? How would I get points for my annual check-up?](#)
- [32. What if my health assessment results show that I am "unhealthy", do I still get points?](#)
- [33. Do we get points for exercising at the Orange County Wellworks Gyms or Magic Gyms?](#)
- [34. Do we get points for participating in Vanguard's Financial Webinars?](#)
- [35. Do we get points for participating in Employee Assistance Webinars or courses?](#)
- [36. Do we get points for participating in myOCLearn courses?](#)

37. [Is everyone able to participate in the myOCLearn: Life Balance courses?](#)
38. [Where do Agency employees submit affidavit?](#)
39. [If I'm currently eligible but not enrolled in the County's 2021 medical plan but plan to enroll for 2022, can I still earn points towards a premium reduction?](#)
40. [If I've earned my 70 points but I've retired from the county, will I be able to be eligible for a premium reduction for my retiree benefits?](#)
41. [How does the \\$20 premium reduction benefit employees who are enrolled in the high plan, employee-only medical coverage, which currently costs less than \\$20 per pay period?](#)
42. [Will new employees hired in August and September be able to earn points towards 2022 premium reductions?](#)
43. [Will new employees hired in October, November, or December be able to earn points towards 2022 premium reductions?](#)
44. [Why are payroll taxes applied to my wellness credit?](#)
45. [Can I earn points for my Coronavirus \(COVID-19\) Vaccination?](#)

## 1. What is myOCWellness and what is the purpose of it?

This is a multi-year health initiative designed to engage Orange County Government employees and their families in improving their health and well-being, while creating a work environment in where positive health are promoted, encouraged, and rewarded. Employees and/or spouses can earn points for certain health and wellness activities; with enough points, employees earn wellness credit toward reducing their medical insurance premium.

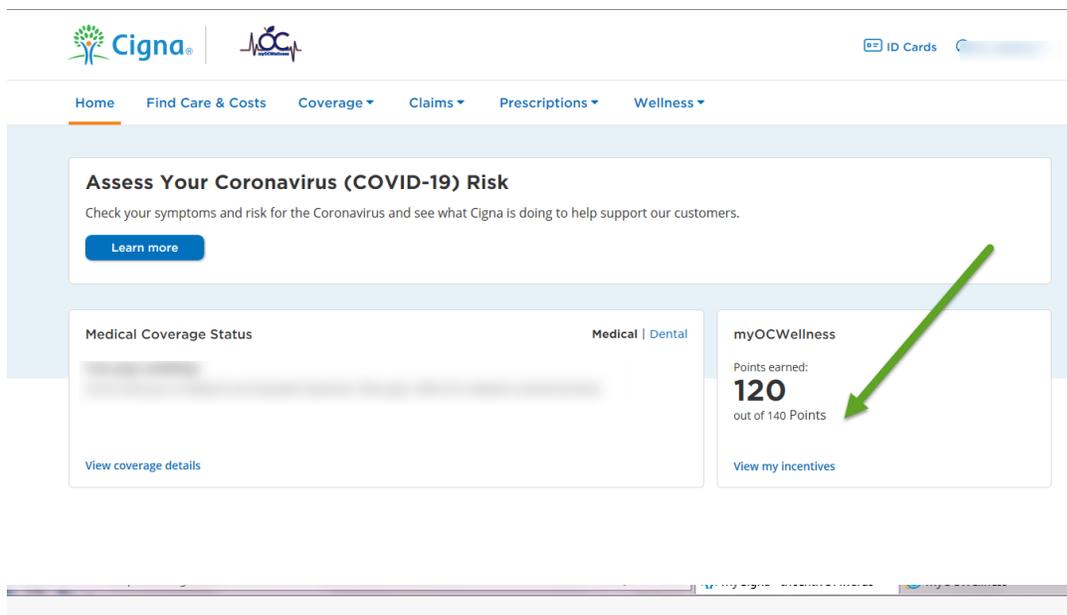
[Top](#)

## 2. How do I see how many points I have earned and how points are awarded?

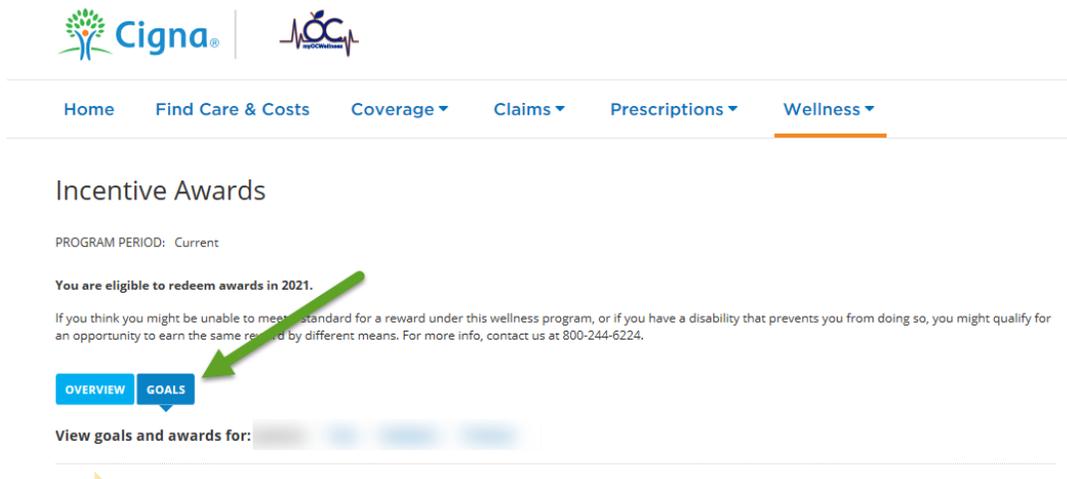
Go to [mycigna.com](https://mycigna.com) or the myCigna app to see how many points you have earned and other ways you can keep earning points. Click on “view my incentives”, then click on “goals” to see the list of opportunities. Points are awarded through medical claims, attendee files or self-reported on the myCigna app or [mycigna.com](https://mycigna.com).

Click on “view my incentives”, then click on “goals.”

[Top](#)



The screenshot shows the Cigna myOCWellness dashboard. At the top, there are logos for Cigna and Orange County Government, along with an ID Cards icon. A navigation bar includes links for Home, Find Care & Costs, Coverage, Claims, Prescriptions, and Wellness. The main content area features a section titled "Assess Your Coronavirus (COVID-19) Risk" with a "Learn more" button. Below this, there are two panels: "Medical Coverage Status" (Medical | Dental) and "myOCWellness". The myOCWellness panel displays "Points earned: 120 out of 140 Points" and a "View my incentives" link. A green arrow points from the "View my incentives" link to the "120 out of 140 Points" text.



The screenshot shows the "Incentive Awards" page on the Cigna myOCWellness dashboard. It features the Cigna and Orange County Government logos and a navigation bar with links for Home, Find Care & Costs, Coverage, Claims, Prescriptions, and Wellness. The page title is "Incentive Awards". Below the title, it says "PROGRAM PERIOD: Current". A section titled "You are eligible to redeem awards in 2021." includes a paragraph of text: "If you think you might be unable to meet the standard for a reward under this wellness program, or if you have a disability that prevents you from doing so, you might qualify for an opportunity to earn the same reward by different means. For more info, contact us at 800-244-6224." Below this text are two buttons: "OVERVIEW" and "GOALS". A green arrow points from the "GOALS" button to the text "You are eligible to redeem awards in 2021." Below the buttons, there is a section titled "View goals and awards for:" followed by a blurred area.

### **3. How much money will I save if I earn 70 points?**

If a member (employee and/or spouse) earns the 70 points **individually**, they will reduce their **2022** Cigna medical insurance premiums by \$20 each (\$40 for both) per pay period.

[Top](#)

### **4. How long do I have to earn my points?**

The period to earn points is from October 1, 2020 to September 30, 2021. You will receive credits for health and wellness activities you have already completed and still have the opportunity to earn all 70 points virtually if needed.

[Top](#)

### **5. How quickly should I expect to see my points displayed on my profile?**

Points will appear within 30-90 days, depending on when the claim is submitted by your provider. As most things are reported through our claims, medical professionals have 90 days to submit their claims to Cigna. You can verify the status of your claim by going to [mycigna.com](http://mycigna.com) and reviewing your Explanation of Benefits (EOB). Once the claim is processed it may take an additional 17-21 days to show up on the platform.

[Top](#)

### **6. What should I do if my points are not reflected on mycigna.com or the myCigna app for a wellness activity, I completed during the program period?**

If your points are not showing up, please contact one of our Onsite Cigna Representatives: **Michael Bradley & Deon Hillman**, 407-836-3271 [OCRep@Cigna.com](mailto:OCRep@Cigna.com)

[Top](#)

### **7. Where do I sign up?**

If you are enrolled in Orange County's Cigna Medical Insurance plan you are automatically enrolled in the program.

[Top](#)

### **8. I do not go to a Primary Care Physician (PCP). Will a visit to my specialist count?**

A visit to a specialist will not count. In order to earn the points with your PCP, the reason for the visit must be coded as an "Annual Prevention Examination".

[Top](#)

### **9. Does it matter if I have the high or low medical plan?**

It does not matter if you are on the high or low plan. Members on either plan will receive the same reduction in premium based on the points earned by the employee and/or spouse.

[Top](#)

### **10. I am a firefighter. Will my annual physical with Centra Care count?**

Yes, the annual physical with Centra Care will count. A file is automatically reported to Cigna on a monthly basis.

[Top](#)

### **11. I'm not married. Do my children count?**

Unfortunately, children are not included in this incentive program due to the GINA Act (Genetic Information Nondiscrimination Act).

[Top](#)

**12. Do my points roll over into the next year?**

No. Points do not roll over from year-to-year. With the start of each new fiscal year (October 1 – September 30), the new cycle for earning points begins.

[Top](#)

**13. What if I earn more points than required?**

The minimum points to qualify for the incentive and the reduction in your medical insurance premium is 70. More points are encouraged, but will not result in additional incentives.

[Top](#)

**14. I am not on the County's medical benefits plan, do I qualify for a discount with another insurance?**

Only members (employee and spouse only) on the County's Medical Insurance plan qualify for the discount.

[Top](#)

**15. What if I completed my Annual Preventative Exam or various other preventive exams prior to enrolling in the Cigna coverage? Would it count towards my points?**

Yes, it can/they can count towards credit. An affidavit, which can be obtained through [Wellness@ocfl.net](mailto:Wellness@ocfl.net) has to be completed and submitted prior to September 30th.

[Top](#)

**16. My spouse is a County employee with his/her own benefits. Can they earn points too?**

Yes. County employees on the County's Cigna Medical Insurance plan qualify for the incentive.

[Top](#)

**17. Which "screenings" count?**

Screening include any of the following age-appropriate, preventive exams:

- Mammogram (breast cancer);
- Colon Screening (colon cancer);
- Prostate Screening (prostate cancer);
- Cervical cancer screenings (cervical cancer).

[Top](#)

**18. Do I have to do the blood work for my Annual Preventative Exam for it to count?**

In general, lab work is included along with your annual preventative examination, at no additional cost to you. However, your PCP will determine whether you need to complete a new order or not. While it is important to know your numbers, you will be eligible for your annual preventative points with or without the lab work.

[Top](#)

**19. What's the catch?**

There's no catch! myOCWellness was developed to encourage our members and their families to be proactive with their health and wellness. At the same time, employees who meet their goals receive an incentive.

[Top](#)

**20. Is my information still confidential?**

All your medical information is kept confidential with your medical providers. Orange County only sees the points you have earned.

[Top](#)

## **21. What is “Wellbeing Activities Cigna Apps and Activities”?**

This is a mobile activities app, created by Cigna that helps you stay motivated and challenge yourself. You have to reach 1,000 points on the app for this goal to be awarded. The Cigna Apps and Activities App can be downloaded on your electronic device using the Apple Store or Google Play. If you need assistance, contact one of our Onsite Cigna Representatives: **Michael Bradley & Deon Hillman**, 407-836-3271 [OCRep@Cigna.com](mailto:OCRep@Cigna.com)

[Top](#)

## **22. Where can I find the Health Assessment?**

The Health Assessment is found on [mycigna.com](http://mycigna.com) or on your myCigna App.

[Top](#)

## **23. If I have received my flu shot elsewhere, does this count?**

The only way your flu shot will count is if it was run through Cigna as a medical insurance claim. If you presented your insurance card when you received your flu shot it should count toward your points.

[Top](#)

## **24. What Disease Management Programs count?**

There are three programs that count toward this goal. One of the programs is the THRIVE Diabetes Care Program, through AdventHealth worth up to 70 points. For more information call 407-303-2720 or email [FH.Diabetes.Care.Program@Adventhealth.com](mailto:FH.Diabetes.Care.Program@Adventhealth.com).

The second program we have is Choose One, the cardiovascular program through OrlandoHealth worth 50 points. For more information call 877-482-4667, email [R-ChooseOne@OrlandoHealth.com](mailto:R-ChooseOne@OrlandoHealth.com), or go to <https://www.orlandohealth.com/chooseone>.

The third program we have is Florida Oncology Connections, in partnership with Florida Cancer Specialists, worth 50 points. For more information call 855-327-6112 or go to [www.FLCancer.com/CareManagement](http://www.FLCancer.com/CareManagement)

[Top](#)

## **25. Will I be notified when I reach my 70 points?**

You will **NOT** be officially notified when you reach the point threshold. We encourage you to be diligent to keep track of your points go to [mycigna.com](http://mycigna.com) or the myCigna Mobile app. Once you reach your 70 points, we encourage you to continue engaging in wellness tasks but you don't need to do anything further.

[Top](#)

## **26. Do I need to tell my doctor/dentist about this program?**

You can tell our doctor or dentist about the program. But it is not necessary to consult with your medical professionals about this program because it is an internal Orange County run program. As a result, your providers may not be aware that the program exists.

[Top](#)

## **27. If I attend a wellness event, how do I report it to receive incentive points?**

Currently the Financial Wellness Workshops, Wellness Expo, Health Summits, IOA Corp 5k and OCG Walking Challenges are all self-reported goals on [mycigna.com](http://mycigna.com) or the myCigna Mobile app. Orange County and/or Cigna will verify attendance files for accurate reporting.

[Top](#)

**28. Do I get points for doing a biometric screening with my Onsite Wellness Nurse, Betsy?**

Unfortunately no. These biometric screenings do not count toward myOCWellness points.

[Top](#)

**29. What discount do I qualify for if I get close to the goal points, but do not reach the goal?**

There is no financial incentive associated with earning less than the full 70 points. You do have the tremendous opportunity to earn those points during the qualifying.

[Top](#)

**30. How many health coaching sessions do I have to complete to qualify for the health coaching points?**

There is not a specific number of sessions you must attend. However, you do have to demonstrate that you are progressing toward your goals or meet your goal(s) as reported by the health coach.

[Top](#)

**31. What if my PCP, Annual Preventative Examination appointment is close to the deadline? How would I get points for my annual check-up?**

As long as your appointment takes place any time during October 1<sup>st</sup> and September 30 you will earn points for the exam. Please allow time for the claim to process, as points do not show up immediately.

[Top](#)

**32. What if my health assessment results show that I am “unhealthy”, do I still get points?**

Yes, you are still awarded the points for participating in the assessment. The assessment is a tool to gauge what you need to work on in your health and wellness. The results of your health assessment are confidential and will not be shared with anyone.

[Top](#)

**33. Do we get points for exercising at the Orange County Wellworks Gyms, Magic Gyms or any gym?**

Currently, myOCWellness does not include points for using gym facilities.

[Top](#)

**34. Do we get points for participating in Vanguard’s Financial Webinars?**

Currently, myOCWellness does not include points for participating in Vanguard’s Financial Webinars.

[Top](#)

**35. Do we get points for participating in Employee Assistance Webinars or courses?**

Currently, myOCWellness does not include points for participating in ComPsych’s online Webinars or courses.

[Top](#)

**36. Do we get points for participating in myOCLearn courses?**

Yes, if you enroll in and complete courses under the Life Balance series for the first time, you can earn up to 40 points. Please note, the Life Balance Series can only be completed once for points. Employees can still retake the series at any time however, they will not be awarded points for completing the series beyond the first time.

[Top](#)

**37. Is everyone able to participate in the myOCLearn: Life Balance courses?**

No, unfortunately only BOCC employees can access the myOCLearn platform.

[Top](#)

**38. Where do Agency employees submit affidavit?**

They can email the form to [Wellness@ocfl.net](mailto:Wellness@ocfl.net)

[Top](#)

**39. If I’m currently eligible but not enrolled in the County’s medical plan but plan to enroll for the next plan year, can I still earn points towards a premium reduction?**

Yes, email [wellness@ocfl.net](mailto:wellness@ocfl.net) to find out how you can track your progress, submit your documentation, and earn the premium reduction in next plan year.

[Top](#)

**40. If I’ve earned my 70 points but I’ve retired from the county, will I be able to be eligible for a premium reduction for my retiree benefits?**

No, myOCWellness premium reductions only apply to active employees.

[Top](#)

**41. How does the \$20 premium reduction benefit employees who are enrolled in the high plan, employee-only medical coverage, which currently costs less than \$20 per pay period?**

Premiums are projected to increase but have not been finalized by the Board of County Commissioners at this point. We want to encourage all member to be proactive in their own health by completing myOCWellness elements such as annual physicals, oral examinations, age appropriate screenings, health assessments etc. Any activity where they can earn the threshold point’s level (70) under myOCWellness will go a long way in keeping their insurance premiums as low as possible. Members who do not earn the threshold points will be charged the higher medical insurance premium in the next plan year.

[Top](#)

**42. Will new employees hired in August and September be able to earn points towards 2022 premium reductions?**

Yes. New employees hired in August and September will have an opportunity to submit an affidavit and provide documentation in order to receive points towards their goals. For more information please email [Wellness@ocfl.net](mailto:Wellness@ocfl.net). The deadline to submit the affidavit along with all required documentation to [Wellness@ocfl.net](mailto:Wellness@ocfl.net) is October 4th.

[Top](#)

Hire Date	Deadline
August 9, 2021	October 4, 2021
August 23, 2021	
September 7, 2021	
September 20, 2021	

**43. Will new employees hired in October, November, or December be able to earn points towards premium reductions in the new plan year?**

No. Employees hired between October and December will not be able to participate in myOCWellness premium reductions for the new plan year. Remember the measurement period is from October 1 through September 30 for the next plan year. Therefore, you will begin earning points for the plan year beginning two years out.

[Top](#)

**44. Why are payroll taxes applied to my wellness credit?**

Per the IRS, wellness incentive payments are not excluded from taxation. This includes employer-provided cash rewards for participating in a wellness program, as well as, reimbursements of premiums for participating in wellness programs under a Section 125 cafeteria plan.

*The IRS states that any award or prize given by an employer is taxable to an employee as wages, and will be included on their W-2 and subject to federal tax withholdings, as well as Social Security and Medicare taxes - For more information : [IRS Reminds Employers: Wellness Incentives Are Taxable](#)*

[Top](#)

**45. Can I earn points for my Coronavirus (COVID-19) Vaccination?**

Yes, employees and/or spouses who have been fully vaccinated can earn up to 20 points each. In order to report your vaccination, please log into your myCigna.com account and self-report the completion of your goal.

[Top](#)