Information on this document has not been edited to reflect the mid-year HealthQuest changes made by the HCC on June 16th, 2020 for the 2020 plan year. Information on this document reflects the standard 40 credit premium discount requirement, and $10 HSA reward dollar value per one (1) credit earned.

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Contact Us
Cerner HealthQuest Support: 1-888-275-1205, option 3
KDHE.benefits@ks.gov

Cerner is the Wellness Vendor for the State. Participation in HealthQuest programs is always voluntary and strictly confidential. Some of the many services offered by the HealthQuest Rewards Program include: Biometric Screenings, Health Coaching, Naturally Slim Weight Management, Wellness Champion Network, Employee Assistance Program (EAP) and Tobacco Cessation. There will be many Wellness Challenges offered in 2020 such as, walking, hydration, and fruit and vegetable consumption. Be sure to check out the HealthQuest website for additional information of all programs and services offered.

Happy HealthQuest-ing!
Frequently Asked Questions

General

• What is the HealthQuest Rewards Program?
  o The HealthQuest Rewards Program is a wellness incentive program offered by The State Employee Health Plan that promotes health and wellness through incentive and information. Participants who complete activities that promote physical, mental, and emotional wellness earn credits towards premium discounts and/or HRA/HSA reward dollars.

• What rewards does the HealthQuest Rewards Program offer?
  o For Plan A:
    ▪ Employee and Employee/Children Coverage: Employees who earn 40 credits receive the premium discount of $480 for 2021.
    ▪ Employee/Spouse and Employee/Family: Employees and spouses who earn 40 credits EACH receive the premium discount of $480 for 2021.
  o For Plans C, J, N and Q:
    ▪ Employee and Employee/Children Coverage: Employees who earn 40 credits receive the premium discount of $480 for 2021. Employees will also earn $10 in their HSA/HRA for each credit earned, up to 50 credits, or $500.
    ▪ Employee/Spouse and Employee/Family: Employees and spouses who earn 40 credits EACH will receive the premium discount of $480 dollars in 2021. Employees and spouses will also earn $10 in their HSA/HRA for each credit earned, up to 50 credits or $500 EACH, (combined total of $1,000).

• Who is eligible to participate in HealthQuest?
  o Benefits-eligible State and Non-State employees who are enrolled in the State Employee Health Plan or who have waived coverage in the plan are eligible to participate in HealthQuest. Spouses who are enrolled in the medical portion of the State Employee Health Plan are also eligible to participate.
  o All benefit eligible State and Non-State employees may participate in HealthQuest programs or activities. All employees enrolled in benefits with the State Employee Health Plan (SEHP) will be able to earn credits toward premium discounts and/or HRA/HSA reward dollars.

• Do covered children need to participate in HealthQuest in order to receive the 2021 premium discount?
  o No. Only covered employees and covered spouses need to complete the requirements for the 2021 premium discount. Dependent children can still have an annual visit with their physician covered by the plan.

• Is participation in HealthQuest required?
  o Participation in HealthQuest programs is always voluntary and strictly confidential. Participation is not mandatory, but highly encouraged.

Creating a New Account

• Is the HealthQuest program changing?
  o No. The HealthQuest Program Plan Year 2020 reflects the same challenges and incentives as last year. However, updates to the HealthQuest Portal will provide a more enhanced, integrated experience
• Will I have to re-register for the new portal even though I already participate in HealthQuest?
  o Yes. All members must create a new account in 2020.
    ▪ To register for the HealthQuest Portal, the State Employee Health Plan website has a link for HealthQuest. When you access the HealthQuest Portal link, click “Sign Up” on the left side of the page.
    ▪ You will create a username and a password
    ▪ Provide Security Questions
    ▪ Employee ID followed by EE, and Spouse will use employee ID followed by SP
    ▪ Email Address (The employee and spouse cannot use the same email address when creating accounts)
    ▪ Zip code
    ▪ For questions or concerns, please call 1-888-275-1205, option 3.

• After I registered for the new portal, I never received my verification code.
  o Verification codes are sent to your designated email within seconds of registering. If you did not receive a code, please check your spam/junk email folder. If you continue to have issues, please call consumer support at 1-888-275-1205, option 3 and a representative will help you!

• When I was creating my account, I received an error stating the date of birth and employee ID do not match.
  o For your member ID, if you are an employee, add EE to the end of your 11-character employee ID number (e.g. K1000023456EE).
  o If you are the spouse of a covered employee, add SP to the end of the 11-character employee ID number.
  o If you continue to have issues, please contact our consumer support line at 1-888-275-1205, Option 3.

• Where can I find my employee number?
  o You can find your Employee ID number on a printed pay advice, timesheet or on the main page of your Membership Administration Portal (MAP). You can also contact your Agency Human Resource office.

• When I tried to register my spouse, I received an error stating that my spouse was not on the “eligibility file.”
  o Your benefits must be in effect before you can sign your spouse up for a HealthQuest account. If you are newly hired and not yet on benefits, you may enroll your spouse as soon as your benefits become effective.

  Important: Employees and spouses MUST use separate emails when registering for HealthQuest

• I want to connect my app or device to the new portal. How do I do that?
  o On the left side of the portal dashboard, select “Your Health Measures”
    ▪ Next, click “Connect an App or Device.”
    ▪ Choose an application you would like to sync to your HealthQuest portal, and click “connect”
    ▪ From here, you will be prompted to sign into your chosen health tracking account to complete the synchronization of your health data to your HealthQuest portal.
  o You can also Download the Healthy Path app from the App store or the Google Play Store.
  o Once downloaded, search for HealthQuest, and sign in to your portal.
  o Upon our first time signing into your HealthQuest account on the Healthy Path app, you will be prompted to allow permission to your Apple Health data.
  o Click manage, and allow all permissions to begin receiving data to your HealthQuest account.
  o Please allow 24 hours for your Apple Health data to appear after connecting.
Earning Credits

- **When may I start earning credits?**
  - Right away! All benefits eligible employees (waived or enrolled) may start earning HealthQuest credits as soon as they receive email confirmation that their benefits election portal is open. Remember, to receive HealthQuest credits for preventive exams, you must be enrolled in the State Employee Health Plan.

- **I am a newly hired employee. How long do I have to get my credits?**
  - **Scenario 1:** New employees have **365 days** to earn their Premium Incentive Discount. If an employee would like to see the discount starting 1/1/21, they will need to have 40 credits populated in their account by 12/31/20. They will need to continue to accumulate 40 credits in PY 2021 to earn their 2022 Premium Incentive Discount.
  - **Scenario 2:** If a new employee cannot earn all 40 credits before the 2020 deadline, they can continue to earn credits in early 2021 (up until their 365 days). The discount will become effective once they earn the required credits. They will need to re-earn 40 credits in 2021 to earn their 2022 discount.
  - **Scenario 3:** If a new employee starts late in the program year (e.g. started in October) and wants to wait until 2021 to start earning credits toward their Premium Incentive Discount, they will see the discount in PY 2021 as soon as they reach 40 credits and will have met the required credits for 2022 PY Premium Incentive Discount.

- **How do I receive credits for my Preventive Exams?**
  - The dental, vision, and well person Preventive Exam credits are billed through the SEHP and will appear in your account after your insurance company has processed your claim and notified Cerner that you completed the activity. HealthQuest Preventive Exam credits may take up to three (3) pay periods to populate in your HealthQuest account.

- **Why am I not seeing my Preventive Exam credits in my HealthQuest portal?**
  - Only verified data from dental, eye, & biometric screening (for credits), well exams are awarded for credit. Self-reported exams will not receive credit. After you receive your preventive or well visit services, the SEHP will automatically notify HealthQuest you have completed these activities.

  - **IMPORTANT:** These activities must be completed within the current Plan year, and you must be on the SEHP to receive HealthQuest credits; if no insurance claim is filed, no credits will be awarded. There may be a delay for your credits to auto-populate due to submission by your doctor’s office or transmission from your insurance provider.

- **What is the last possible date I can earn credits for the 2021 HealthQuest Premium Incentive Discount?**
  - HealthQuest credits for the Premium Incentive Discount can be earned during the entire calendar year of 2020 (January 1st – December 31st). If you have an appointment in late December of 2020, your HealthQuest credits may not be processed until after January 1st, 2020. Well-visit services in 2020 will be processed for HealthQuest credits through Jan 31st, 2021.

- **How do I receive credit for a Preventive Exam that will not be filed through my state insurance?**
  - To receive HealthQuest credits, all Preventive Exams must be processed through SEHP claims data. If a member is covered by an outside insurance company, HealthQuest credits are not awarded. HealthQuest does offer many other activities and ways to earn credits such as wellness challenges, on-demand trainings, and health coaching.

- **Do my spouse and I EACH need to earn 40 credits, or a combination of 40 credits between the two of us to meet the Premium Incentive Discount?**
  - You and your covered spouse each need to earn 40 credits in your separate accounts. Additionally, members in Plans C, N, J and Q also earn HRA/HSA dollars per activity (up to $500 per employee and $500 per spouse) in 2020.
• Can I earn a partial Premium Incentive Discount if I don’t earn all 40 credits?
  o The Premium Incentive Discount is not pro-rated or partial, so you must earn all 40 credits each year. On plans which include a spouse, each employee and spouse accumulate toward his/her 40 credits individually. If only one collects 40 HealthQuest credits, then a partial $240 Premium Incentive Discount is earned. If both employee and the spouse collect 40 HealthQuest credits, the entire $480 Premium Incentive Discount is applied to their premium.

HealthQuest Activities

• Where do I find the Health Assessment?
  o On the left side of your HealthQuest dashboard, select “Earn your Incentive Credits”. The Wellness Assessment will then be on the left side of the page.
  o The questionnaire is worth 10 credits, takes approximately 30 minutes to complete, and the responses are used to personalize recommendations to help you achieve and maintain optimal well-being.

• How do I schedule a biometric screening?
  o On the left side of your HealthQuest dashboard, select “Complete Your Biometric Screening.”
    ▪ To schedule an On-site Screening: click “Schedule a Visit” underneath On-Site Screening.
      • You will be prompted to sign up/log in to pickatime. This login is independent from your HealthQuest portal log in.
      • From here you will be able to view and sign up for on-site biometric screenings by city.
    ▪ To request a home test kit: click “Order a Home Test Kit.”
      • You will be prompted to fill out a Home Kit Order Form. A home test kit will be mailed to your designated address. When you have completed the kit, return it in a self-addressed, stamped envelope.
    ▪ To get biometric results from a Physician: click “Print Healthy Range Incentive Form”
      • Follow instructions on the form for further completion.

• My biometric screening results tested outside of the healthy incentive range for glucose, blood pressure, or cholesterol. Can I make up these credits elsewhere?
  o Yes, you can! CCE Reasonable alternatives are provided in the case that you measure outside of the healthy incentive range. You can complete the CCE Controlling Blood Pressure module, CCE Managing Your Blood Sugar Module, and CCE Preventing High Cholesterol module in your HealthQuest portal for 6 credits each, to make up for testing outside of the healthy incentive range for glucose, blood pressure, and cholesterol.
  o You can find these modules by clicking “Earn Your Incentive Credits” on the left side of your HealthQuest portal dashboard, and viewing activities under “Healthy Range Incentives + CCE Reasonable Alternatives.”

• Where do I view my biometric screening results?
  o On the left side of your dashboard, under “Track Your Health” you will see Screening Results.

• I participated in Naturally Slim in 2019, can I participate again in the 2020 Program Year?
  o Yes. Eligible members may register and participate in the Naturally Slim program once each year for a total of 15 credits.

• I am tobacco free, can I still participate in the Twelve-Week Tobacco Cessation Workshop?
  o Yes! The workshop offers a wide variety of information on second hand smoke, smoking cessation with a family member, and reaffirms your commitment to be tobacco free. You can find this under Wellness Workshops on the dashboard.
• I have physical limitations that may prevent me from earning enough credits based on the current options on the incentive guide. How can I reach someone to discuss a reasonable alternative?
  o You may email your request to HealthQuest@Cerner.com
• I entered weight, blood pressure, and blood glucose in the Health Tracker logs. Why aren’t the entries showing up on the Screening Results page?
  o Self-reported or device captured activities show up in Health Trackers Tab while verified screening results will show up in the Screening Results Tab. Verified screening results will come from an Onsite Biometric Screening event, Home Test Kit, HealthQuest Health Center, or the Healthy Range Incentive Form.

HealthQuest HSA/HRA Dollars
• How long will it take for me to see HRA/HSA dollars in my account?
  o Once the SEHP has been notified of the completion of an activity, HSA/HRA dollars will be awarded on the next pay cycle. This process may take up to three (3) pay periods to complete.
• What is the deadline to earn the Premium Incentive Discount and HRA/HSA dollars in 2020?
  o The deadline for HealthQuest reward dollars to be earned AND deposited in NueSynergy HSA/HRA accounts for members in Plan C, J, N or Q, is November 18, 2020.
  o The deadline for earning credits toward the Premium Incentive Discount is December 31st, 2020.
• How often will HRA/HSA balances update during the 2020 year?
  o HealthQuest Reward Dollars you earn are processed throughout the year during each pay period, until November 18, 2020, and will be deposited on the next available pay period once allocated.
  o Note: The 3rd paycheck of the month does not include employer contributions such as HealthQuest reward dollars.
• Why am I not seeing my HealthQuest dollars in my NueSynergy Account?
  o When HealthQuest Reward Dollars are deposited in your HRA/HSA on the same payroll period as the regularly scheduled Quarterly Employer Contribution, these amounts are added together, and shown as an Employer Contribution in your NueSynergy account. Check your pay stub to see the individual amounts. Non-State members will see the HealthQuest dollars added to their monthly Employer Contribution.
  o Example: If enrolled in a Member Only plan, your Quarterly Employer Contribution $250. If you also earn $40 in HealthQuest contributions, your NueSynergy account will show a total $290 in employer contributions for that pay period.
• If I leave State employment, will my HealthQuest earnings be funded to my NueSynergy Account?
  o No. An active paycheck is required for the SEHP to process the HealthQuest earnings.
  o For example: If you have a retirement or resignation date, you will need to not only complete a HealthQuest activity, but also receive your HealthQuest reward dollars for the activity before your final day. After your final day of employment, you will not have an active paycheck, and will not be able to receive HealthQuest dollars for completing an activity.
• I want to contribute to the IRS max contribution, will my HealthQuest earnings cause me to be over the IRS Maximum amount?
  o The open enrollment, and initial enrollment portals take the IRS limits and HealthQuest earnings into account when presenting the maximum election amount to members when they are making elections.