



# MY HEALTH MATTERS! STEPS TO SUCCESS – 2009 CHALLENGE FREQUENTLY ASKED QUESTIONS

*County of San Bernardino*





### Q. WHO IS ELIGIBLE TO PARTICIPATE?

The program is open to any active County of San Bernardino Health Net member age 18 and over. This includes employees, spouses, domestic partners, children age 18 and over; COBRA beneficiaries, and employees on disability leave.

**Note:** Employees who are on disability leave must be current Health Net members to participate. The program is not open to County of San Bernardino retirees or employees on leave of absence.

### Q. WHO IS ELIGIBLE TO RECEIVE A REWARD?

County of San Bernardino active employees, COBRA employees, and employees on disability leave who are enrolled Health Net members are eligible to receive incentive rewards.

**Note:** County of San Bernardino dependents (spouses, domestic partners, dependent children and COBRA dependents) are not eligible to receive incentive rewards. They may, however, participate in Health Net programs offered under the My Health Matters! Steps to Success – 2009 Challenge.

### Q. WHEN DOES THE MY HEALTH MATTERS! STEPS TO SUCCESS – 2009 CHALLENGE BEGIN AND END?

The program begins January 1, 2009 and ends on July 1, 2009. You do not have to attend a Wellness Expo to participate in the program.

### Q. WHAT IF I PARTICIPATED IN THE MY HEALTH MATTERS! PROGRAM BEFORE, CAN I PARTICIPATE AGAIN?

**YES!** Even if you participated in the 2006 or 2007 MHM! programs, we encourage you to participate in the STEPS TO SUCCESS – 2009 CHALLENGE program and earn rewards!

### Q. HOW DO I SIGN UP TO PARTICIPATE IN THE MY HEALTH MATTERS! STEPS TO SUCCESS – 2009 CHALLENGE?

You must be a Health Net member (as previously defined) to participate and will need to register as a Health Net member at [www.healthnet.com/csb](http://www.healthnet.com/csb), click the “Register now” link. Fill in the online form and click the “Register” button.

To start participation in one of Health Net’s wellness programs, return to [www.healthnet.com/csb](http://www.healthnet.com/csb) and go to the My Health Matters! page.

### Q. WHAT IF I DON’T HAVE ONLINE ACCESS?

The County of San Bernardino will make every effort to provide you with online access. To be eligible for the reward for completion of the Health Risk Questionnaire and online wellness program, you must complete them online.

### Q. WHAT ARE THE HEALTH NET COMPONENTS OF THE COUNTY’S “MY HEALTH MATTERS!” PROGRAM?

The components consist of the following programs:

1. **Health Risk Questionnaire (HRQ)** – with reward for completion and submission of the Health Risk Questionnaire. If you already completed the HRQ, simply update it to be eligible for the reward.
2. **Health Net Wellness Programs** – Fitness, Weight Management, Stop Smoking.

### Q. HOW DO I FIND THE HRQ & WELLNESS PROGRAMS ON THE HEALTH NET WEBSITE?

1. Go to [www.healthnet.com/csb](http://www.healthnet.com/csb), then click the My Health Matters! button.
2. **To access the HRQ and wellness programs** click the appropriate link listed on the web page.
3. After clicking the link you’ll be instructed to enter your user name and password to proceed to our protected website.  
**Note:** First time visitors taking the Health Risk Questionnaire (HRQ) will need to fill in the personal WebMD registration page before being directed to the HRQ.

**TIP:** Do not log into the Health Net website until after you click on the appropriate link.

### Q. HOW MANY TIMES CAN I EARN A REWARD AND EARN AN OPPORTUNITY TO BE ENTERED INTO A DRAWING IN THE MHM! STEPS TO SUCCESS – 2009 CHALLENGE?

- As a Health Net member, you are eligible to receive a one-time \$50 gift card for completion of the online Health Risk Questionnaire.

You will also be eligible for additional reward opportunities.

- **Attend a MHM! Expo** for an opportunity to win a \$250 gift card while taking advantage of health screenings and more. The drawing will occur at the completion of each MHM! Expo. There will be seven scheduled Expos for the County of San Bernardino employees and seven Health Net members selected (one at each Expo).
- **Complete a Health Net wellness program** – either online, by phone or on-site – programs on exercise, losing weight, or stopping smoking. Upon completion, you'll be entered into a drawing for a \$250 gift card. The drawing will occur monthly and will include those individuals who completed a designated Health Net wellness program. To allow individuals the time to complete a multi-session program, drawings will occur in February, March, April, May, June and July 2009. If you are not selected as a winner in a monthly drawing, your name will be kept active until the last drawing in July 2009.
- **Complete multiple components of the My Health Matters! program** and be entered into a drawing for an opportunity to win a \$500 gift card. Two Health Net members will be selected from the qualifiers for this category. Drawing will occur in July 2009.

### Q. HOW MANY OPPORTUNITIES DO I HAVE TO GET MY NAME SELECTED FROM A DRAWING?

Employees will have multiple opportunities to be entered into reward drawings. You can be selected more than once as a drawing winner for completion of program activities. See the county's Intranet site for more details.

### Q. SHOULD I COMPLETE THE HEALTH RISK QUESTIONNAIRE PRIOR TO ENROLLING IN A WELLNESS PROGRAM?

Yes, it is highly recommended that you complete the Health Risk Questionnaire first as a way to identify areas of health risk and select which wellness program best fits your needs.

### Q. IS THERE A DEADLINE TO COMPLETE THE HEALTH RISK QUESTIONNAIRE AND WELLNESS PROGRAM TO QUALIFY FOR THE REWARD?

Yes, the HRQ, wellness program **and any required 30-day survey must be completed and submitted to Health Net no later than July 1, 2009<sup>1</sup>**. There will be no exceptions. Surveys or programs completed after the July 1, 2009 deadline will not qualify for the reward.

### Q. WHAT CAN I GET WITH THE GIFT CARDS?

The gift cards are good at over 200 merchants nationwide. Depending on the retailer you choose, you can use your gift card in-store or online. Please check with your retailer of choice to see if they accept gift cards for online purchases prior to selecting your reward. You can even donate your reward to a nationally recognized charity (e.g. Red Cross, Salvation Army, etc.) by redeeming for the Charity Choices gift card.

### Q. HOW LONG DOES IT TAKE TO RECEIVE MY REWARD?

Please allow Health Net 10-15 business days to process your award after completion of the Health Risk Questionnaire and/or one of the wellness programs.

<sup>1</sup>**Note:** Health Net's wellness programs have multiple educational and behavioral components. Participants must begin a wellness program no later than April 30, 2009 to qualify for an incentive reward and to complete any required 30-day survey prior to July 1, 2009.

**Q. HOW WILL I RECEIVE MY REWARD NOTIFICATION AND INCENTIVE FULFILLMENT INSTRUCTIONS?**

You will receive an e-mail from Health Net's vendor, IncentOne, using the sender name awards@incentone.com with the subject line "MY HEALTH MATTERS! Award." This e-mail will provide instructions to select a gift card or use the reward towards an on-line purchase from a selection of over 200 merchants and their products.

**Q. CAN I GET MY INCENTIVE REWARD SENT TO MY HOME ADDRESS RATHER THAN AN ECARD?**

If you do not have e-mail or web access you will receive a paper award notification from Health Net's vendor, IncentOne. Your paper award notification will contain information to redeem your award through the Health Net redemption site or by calling IncentOne at 1-800-443-8237 and having a customer service representative guide you through the redemption process over the phone.

**Q. WHO DO I CONTACT IF I DO NOT RECEIVE MY REWARD WITHIN 15 BUSINESS DAYS AFTER COMPLETING THE HEALTH RISK QUESTIONNAIRE AND/OR A WELLNESS PROGRAM?**

You can contact Health Net at CSB\_MyHealthMatters@healthnet.com.

**Q. HOW DO I KNOW THAT MY INFORMATION WILL BE KEPT CONFIDENTIAL?**

Under Federal Law, Health Net cannot share personal health information with the County of San Bernardino, including names of participants in these programs. The information exchanged between Health Net and its participating vendors is limited to what is necessary to fulfill the incentive to qualify for the reward. Health Risk Questionnaire data is stored and protected in a secure database, and information is sent through a secure connection, which encrypts all communications. The information shared with the county will be aggregate information and will not disclose the identity of individual participants nor reflect any actions taken by individual participants.

**Q. WHERE CAN I GET MORE INFORMATION ABOUT THE COUNTY OF SAN BERNARDINO'S "MY HEALTH MATTERS!" PROGRAM?**

If you are a Health Net member and would like additional program information, the contact information for the County of San Bernardino is:

Elena Zamuner, Human Resources Analyst, (909) 387-5578 and

Debra Taylor, Human Resources Analyst, (909) 387-6027.

You may also contact the Wellness Advocate Representative in your department. Additionally, program information is available on the County of San Bernardino's Intranet site <http://countyline/hr/benefits/MyHealthMatters/htm>.



# PARTICIPATION IN THE MY HEALTH MATTERS! STEPS TO SUCCESS – 2009 CHALLENGE IS EASY!

All you have to do is:

- 1) Register for access to the Health Net website at [www.healthnet.com/csb](http://www.healthnet.com/csb).
- 2) Return to [www.healthnet.com/csb](http://www.healthnet.com/csb), click on the My Health Matters! button (on the left navigation bar).
- 3) Follow the instructions to complete both an HRQ and one wellness program.

## Contact information:

County of San Bernardino:

Elena Zamuner, Human Resources Analyst,  
(909) 387-5578

Debra Taylor, Human Resources Analyst,  
(909) 387-6027

Health Net:

Email your questions to:

[CSB\\_MyHealthMatters@Healthnet.com](mailto:CSB_MyHealthMatters@Healthnet.com)