

For more information, please contact us at:

Health Net
Post Office Box 9103
Van Nuys, California 91409-9103

Customer Contact Center:
1-800-522-0088

Email:
ucwell@healthnet.com

www.healthnet.com

University of California Wellness & Fitness Incentive Program

Frequently Asked Questions

1. Who is eligible to participate?

This program is open to any UC Health Net member age 19 and over (includes spouses, domestic partners and children).

2. Are COBRA participants eligible to participate?

Yes.

3. I am Health Net member enrolled in the UC Post Doc program or the UCSF Resident & Fellows program, can I participate in the UC Wellness & Fitness Incentive program?

No, unfortunately, only UC Health Net members who are part of groups numbers 50478, 5047 and 5522 are eligible to participate.

4. What if I'm not yet a Health Net member but plan to enroll in January?

The UC Wellness & Fitness Incentive Program will run from October 15, 2005 – April 30, 2006. Therefore, any new members who plan to sign up with Health Net effective January 1, 2006 will be eligible to participate on that date. You must be a Health Net member to

participate in the program and must be a Health Net member at the time of receiving your incentive reward.

5. I'm a new member. Why is the program available only through April 30, 2006?

The timing for the Health & Fitness Incentive Program will allow current UC Health Net members to start in 2005, but will also allow new UC Health Net members to enroll after January 1. The success of this program will determine whether Health Net will continue to offer this program to UC members in the future.

6. If I don't have online access, can I still participate in the Incentive program?

Yes, you can contact the Customer Contact Center at 1-800-522-0088. However, to be eligible for the incentive reward for completion of the Health Survey (Health Risk Assessment), you must complete the survey online. The fitness component can be tracked and submitted to Health Net in hard copy by sending the completed tracking tool to Health Net (c/o S. Garcia), 155 Grand Avenue, 3rd floor, Oakland, CA 94612.

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7. How do I sign up to participate?

You need to be a Health Net member to participate and will need to register as a Health Net member at www.healthnet.com/uc. This will grant you access to the online Health Survey (Health Risk Assessment) and will also allow you to track your fitness.

After you register and log in, go to *Make an Informed Decision > Get Decision Support > Take a Survey > Health Survey > Take a new survey> Save my results> Begin* to take the Health Survey. Remember to **save** your results.

To participate in the fitness program, you must log in, then go to *Make an Informed Decision > It's Your Life-Wellness > Wellness Programs > Balance® Weight Loss*.

If you do not have online access, you can contact the Customer Contact Center at 1-800-522-0088 or send an email to: ucwell@healthnet.com to request an information packet on the Incentive program.

8. I've never been on a fitness program before, how do I get started?

Before starting any fitness program, please consult your physician. Be sure to read the informational brochure, which includes other fitness tips, including monitoring your heart rate, warming up and cooling down and making sure that you are properly hydrated.

9. Will Health Net have discounts for fitness clubs so that I can engage in fitness-related activities?

Yes, all Health Net members will be able to access our discount program for fitness clubs. Health Net members will have access to the American Specialty Health (ASH) Fitness Centers. To find a fitness center, log-in to www.healthnet.com and go to *Make an Informed Decision > It's Your Life – Wellsite > Well Rewards* and click on Fitness Clubs. Simply input your city and state and locate the closest fitness center to your home or work address.

10. What if can't fit in 90 minutes of exercise per week?

The national recommendation for physical activity is 30 minutes or more, most days of the week (5 days). To qualify for the incentive reward, you need to exercise a minimum of 30 minutes, three times a week for a total of 90 minutes per week. The key is knowing what activities count and

make a conscientious effort to record these activities. Examples include the obvious such as walking, cycling, taking the stairs instead of the elevator, and swimming but also includes, gardening, vacuuming, and washing your car. Exercise at least 30 minutes a day for 3 days a week, and try to build up to five days a week, so that you can continue to reap the personal health rewards and benefits of staying physically fit.

11. What's considered exercise? Do I have to jog or take an aerobics class?

Brisk walking or even vigorous yard work is considered exercise. You do not have to jog or take an aerobics class for you to participate. Just be sure to keep a log of your fitness activity each week and update your progress online. If you do not have online access, make sure your log represents your fitness activity each week.

12. How many times can I earn a reward?

As a Health Net member, you are eligible to receive a one-time incentive for completion of the online Health Survey (Health Risk Assessment) and a one-time incentive for the completion of a 10-week exercise program.

13. What is the incentive reward?

You will receive a \$25 gift card for completion of the online Health Survey (Health Risk Assessment) and a \$40 gift card for completion of a 10-week fitness program through www.giftcertificatecenter.com. If you choose, you can donate your reward to a nationally recognized charity (e.g., Red Cross, Salvation Army, etc.) or purchase your gift online. In addition, if you complete the 10-week fitness program, you will be automatically entered into a raffle at the end of the program to win a bicycle, iPod Shuffle and other great prizes.

14. What do I need to do to get the \$25 gift card for completing the online Health Survey (Health Risk Assessment)?

You must be a Health Net member to qualify for the incentive. As you begin the online Health Survey, it is critical that you save your results. Health Net will be able to track and report your completion. Please allow Health Net 4-6 weeks to process your incentive.

15. What do I need to do to get the \$40 gift card for completing a fitness program?

The only requirement regarding eligibility is that you are a Health Net member at the start/completion of the program. For any 10-week period (need not be consecutive), you need to engage in physical activity for a minimum of 30 minutes a day, 3 days a week.

At the end of the program, on April 30, 2006, Health Net will identify all members who have met the requirements of successful completion of the program. For those participants completing the program online, the process will be automated and we will to issue you your Congratulations and gift card in approximately 4-6 weeks.

For those completing the program via hard copy, you will need to send or fax in your completed evaluation and tracking log to:

Get Fit!
c/o Health Net (S. Garcia)
155 Grand Ave., 3rd Floor
Oakland, CA 94612

Be sure to include your email address and/or telephone number so that we can acknowledge receipt of your information. Please allow additional time to process your request.

16. Can I get my incentive reward sent to my home address rather than an ecard?

Yes, for members who do not have online access, your incentive fulfillment instructions will be sent via mail.

17. Once I've completed the Health Survey (Health Risk Assessment) or fitness program, when can I expect to receive my incentive reward?

Please allow approximately 4-6 weeks for Health Net to generate your Congratulations and gift card award. Simultaneously, we will be holding a random drawing for a Grand Prize to participants who complete the 10-week fitness program.

18. How can I monitor my progress on the Fitness Incentive program?

If you have online access and have registered as a Health Net member on Healthnet.com/uc, you can track your progress via our web site through our online tracking tools. If you do not have online

access, keep track of your fitness program using the hard copy Fitness Tracking tool that we will make available upon request.

19. What if I just "miss" the requirements to qualify for a reward because of travel/illness?

The program runs from October 15, 2005 – April 30, 2006, therefore the Health Survey (Health Risk Assessment) and the 10-week fitness program must be completed within these dates to qualify for the incentive.

20. How do I find out if I've completed the program(s) to receive a reward?

If you have completed the online Health Survey and a 10-week fitness program, you are eligible to receive both awards. If you're unsure, email us at ucwell@healthnet.com.

21. How do I know that my information will be kept confidential?

Under Federal Law, Health Net cannot share personal health information with UC. The information exchanged between Health Net and its vendor to fulfill incentives consists of a list of individuals who qualify for the incentive only. Health Survey 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 University will be aggregate information and will not reflect any actions taken by participants.

22. Where can I get more information about the UC Wellness & Fitness incentive program?

Visit the UC custom website at www.healthnet.com/uc for program information or email us at ucwell@healthnet.com for additional program information. During regular Open Enrollment, information about this program will be available. If you are a Health Net member and would like to pick up a starter kit, just ask the representative at the OE meeting to provide you with a kit.