

## **Wellness Discount Program FAQ**

**Q:** What is the Wellness Discount Program?

**A:** The Wellness Discount Program is a way for you to earn a discount on your monthly health premium by taking an active role in your health.

**Q:** Do I have to participate in the Wellness Discount Program?

**A:** No. Participation is completely optional, by participating and completing the steps before the cutoff date you can save money on health costs, the choice is yours.

**Q:** Am I eligible to participate in the Wellness Discount Program?

**A:** If you have active Aetna medical insurance through Dent Wizard you are eligible to participate. \*If your insurance is not currently active you will have to wait until it becomes active.

**Q:** Can my Spouse/Domestic Partner participate?

**A:** Yes, if your Spouse/Partner is actively enrolled as your dependent in medical insurance they may participate.

**Q:** Can my child participate?

**A:** Children regardless of age are not eligible to participate.

**Q:** Can I participate at any time during the year?

**A:** No, participation is open and tracked by Aetna at set times of the year. Typically in the fall around our Annual Open Enrollment period. Announcements will be made to let you know the opening and closing dates of the program.

**Q:** I did the Biometrics and Assessment the last time it was open, do I need to do the process again?

**A:** Yes. You must re-do the process for each year to be eligible for the discount.

**Q:** What steps do I need to complete?

**A:** Follow the instructions that are sent with the announcement of the program but basically you contact Quest Labs for an appointment to have your Biometric Screening (blood draw, height, weight, blood pressure) done, you will be notified of the results through Quest typically in 3-5 days, you then complete an Assessment on [aetna.navigator.com](http://aetna.navigator.com) (the Dent Wizard Aetna member website). That's it, that is all you need to do.

**Q:** What steps does my Spouse/ Partner have to complete?

**A:** They will need to complete the same steps that you do as stated above.

### **Q & A on the Biometric Screening process:**

**Q:** I am trying to schedule a biometric screening with Quest for my Spouse/Partner and Quest says they do not have a record of my Spouse/Partner what is the problem?

**A:** \*\*Be sure that Dent Wizard has the social security number for your Spouse/Partner on file. You will be unable to schedule an appointment if the number is missing, it can take a few days for Quest to update their information once you give it to Dent Wizard so please be sure to do this in advance of scheduling the appointment.

**Q:** Quest is asking for a Unique ID what is a Unique ID?

**A:** The Unique ID is the last 6 digits of your social security number or if it is your Spouse/Partner it would be the last 6 digits of their social security number.

**Q:** Do I have to use a Quest Lab for my biometrics?

**A:** No, if you have had your biometrics done somewhere else you will need to visit the Quest website and print a physician's form, then take it to your doctor and have the form completed. You will then need to fax the completed form to the Quest fax number at the top of the page. Biometric tests would have to be completed during the Wellness Discount Program open and close dates to be eligible. *Please note, if your doctor ordered you to have testing for something other than a wellness check you may be responsible for the cost of the test.*

**Q & A on the Assessment process:**

**Q:** I have forgotten my log-in information (username/password) for the Aetna Navigator website who can help?

**A:** You will need to contact The Aetna Navigator technical assistance team at 800-225-3375

**Q:** Should my Spouse/Partner take their Assessment under my aetn navigator.com user name and log-in?

**A:** No, your Spouse/Partner must register/log-in on the Aetna Navigator website with their own information to take the assessment.

**Q:** It says that I have already taken the assessment what should I do?

**A:** Choose retake the assessment.

**Q:** I think I have completed my assessment how do I know for sure that it is finished?

**A:** Log out and then back in and choose take assessment, it will show the last date and time that you completed it.

### **Q & A on the Pay Discount**

**Q:** I think I have completed both steps can someone in the HR/Benefits office tell me if I have completed both steps?

**A:** We only know who completed both steps after receiving the tracking report from Aetna. The report tells us only who has completed both steps of the process and is eligible for the discount. Once we receive the report we load the discounts at that time.

**Q:** How can I tell if my discount has been added?

**A:** Log-in to ADP and look under myself, benefits, enrollments, choose view/print benefits statement and change the date in the Benefits as of \* box. If your discount has been applied you will see it here. You can also look at your check stubs. It will show as a credit, BDE-Well Disc EMP \$-20.00 for employee and BDD-Well Disc Dep \$-10.00 for Spouse /Domestic Partner.

**Q:** When will I see the discount on my paycheck?

**A:** Your discount will be added to your check following your successful completion of both steps and processing.

**Q:** I did not complete both steps before the deadline, can the deadline be extended?

**A:** No, Aetna will no longer track information after the deadline cutoff date/time.

\*Call the HR Hotline at 314-592-1957 if you have a question about when your benefits affective date and if you qualify.

\*\* Call the HR Hotline at 314-592-1957 if your spouse does not have a social security number.