



2017 Wellness Credit Program FAQs

1. Why is Magellan offering a wellness credit in 2017?

As a healthcare company, we know how important physical and emotional health is to a person's quality of life. We also know how poor lifestyle choices and lack of preventive care can dramatically impact that quality of life. That's why we continue to invest in prevention and wellness programs, including incentives such as the \$31.25 per pay period wellness credit. We want to actively support your efforts to get and stay healthy.

2. Who is eligible for the wellness credit?

All regular Magellan employees, including part-time employees and MFLC rotational counselors, enrolled in a Magellan medical plan are eligible for the wellness credit.

Employees not enrolled in a Magellan medical plan are not eligible for the wellness credit, but may receive a free flu shot and biometric screening through the onsite flu shot and biometric screening clinics, or off-site biometric screenings at participating LabCorp labs or Safeway Pharmacies. Register using the online scheduler—see FAQs below.

3. What do I need to do to qualify for the wellness credit?

All eligible employees must complete the following initial requirements by December 31, 2016 to receive the wellness credit beginning in January 2017:

- Receive a flu shot or return a medical waiver; and
- Complete a biometric screening.

We will provide details about an additional wellness requirement later in 2017. If you do not receive a flu shot or submit a medical waiver by 12/31/16, you will not be eligible for the wellness credit, even if you complete a biometric screening. The wellness credit will be applied to the next paycheck after the biometric screening is confirmed (assuming you received a flu shot by 12/31/16).

- If you were hired after 12/1/16, you are not required to receive a flu shot, although we recommend you do so as soon as possible.
- If you were hired between Jan. 1, 2017 and June 1, 2017, you will be eligible for the wellness credit once we receive documentation your biometric screening is complete.
- If you were hired after June 1, 2017 you will be eligible for the wellness credit once we receive documentation that your biometric screening is complete.

It's important you receive your flu shot and biometric screening sooner rather than later to avoid any delay in receiving the credit. If you do not complete the requirements by the due date, you will not be eligible for the wellness credit.

4. Last year I had to complete a personal wellness plan to continue to receive the wellness credit. Will I have to do that in 2017?

Yes, we will provide additional details about the personal wellness plan requirement later in 2017. But to be eligible for the wellness credit beginning in January 2017, you need to receive a flu shot and complete a biometric screening.

4. Steps for Completing Flu Shot and Biometric Screening Requirements:

- a. Determine which of the following options is most convenient:

Option 1: Onsite Clinic

Provides both a Biometric Screening AND a Flu Shot (Schedule using online scheduler)

Option 2: Offsite locations (select your option for a biometric screening and a flu shot from the choices below)

Biometric Screening:

- LabCorp lab (online scheduler includes required documentation forms)
- Physician Results Form (online scheduler includes forms)
- Safeway Pharmacy (register using the online scheduler after November 1)

Flu Shot:

- At your local pharmacy – present your Magellan Rx ID card
 - At your doctor's office – present your Magellan Medical ID card
- b. If you used any of the options above, the provider will send a Completion Report to Magellan. There will be no paperwork for you to send to Magellan, however it is your responsibility to ensure that the physician results form is submitted to BioIQ in time to begin receiving the wellness credit in January. Save your receipt(s) just in case it's needed. If you have questions about the status of your form, contact Magellan@cafewell.com.
- c. The flu shot must be received or a medical waiver returned by 12/31/16.
- d. Check your paycheck for the wellness credit. The wellness credit is applied to the pay period after confirmation of your flu shot and biometric screening.

5. Where can I go for more information or if I have questions?

For more information on the wellness credit program, visit the [Wellness page](#) on MyMagellan/MyBenefits.

Online Scheduler

1. What is the online scheduler?

Provided by Magellan's health and wellness provider, CaféWell, the online scheduler is how you sign up for an onsite event, schedule a biometric appointment at a LabCorp lab or Safeway Pharmacy, or to request a Physician Results Form for a biometric screening at your physician's office.

2. When will the online scheduler be available?

The online scheduler will open in early September and be available 24/7. If you are signing up for an onsite clinic, the scheduler for that clinic will close seven days before the date of the clinic or when the clinic date is full.

3. How do I access the online scheduler?

The scheduler and biometric screening paperwork can be accessed from the Magellan LifeResources website at <https://www.magellanassist.com/default.aspx>. Full step by step instructions can be found here.

4. Do I need to use the online scheduler?

Yes, if you plan to:

- Attend an onsite clinic (flu shot and biometric screening)
- Go to a LabCorp lab – Lab Visit (biometric screening only)
- Request a “Physician Results Form” to complete your biometric screening at your doctor’s office
- Schedule an appointment at a Safeway Pharmacy

No, if you:

- Are receiving your flu shot at a local pharmacy
- Are receiving a flu shot from your physician. If your medical provider is also completing your biometric screening, you will need to download the Physician Results Form for your biometric screening.

5. Will I receive confirmation of my appointment?

Yes, as long as you enter an email address. You can use your work or personal email address.

6. Will I receive a reminder of my appointment?

Yes, as long as you entered an email address, you’ll receive a reminder 48 hours prior to your appointment.

7. I’m a newly hired employee. What do I need to do? Am I eligible for the wellness credit?

Employees who are new to Magellan have the opportunity to participate in the wellness credit program. Dates and requirements are dependent upon your hire date. Refer to the section above on “Wellness Credit Program” and “What do I need to do to qualify for the wellness credit.”

8. Can my spouse participate and do they need to use the online scheduler?

Spouses enrolled in a Magellan medical plan can participate by receiving their flu shot at a local pharmacy or their physician’s office. The online scheduler for biometric screening is only available to employees. Spouses enrolled in a Magellan medical plan can schedule an annual exam with their doctor (refer to the benefit plan for details).

9. What if I am having difficulty with the online scheduler?

You have two options for assistance:

- On the Café Well home page, click “Help” at the bottom of the screen and then “Submit a Request” at the top of the next page; or
- Email an inquiry to magellan@cafewell.com.

Through either option you will receive assistance with:

- Registration
- Account information or access
- Results status
- Username reset

- Changing screening method

If you already have a CaféWell account, the next time you login to CaféWell you will be asked to update your registration credentials. You will only need to do this once, afterwards you will be able to go directly from your Magellan LifeResources account at <https://www.magellanassist.com/default.aspx> to CaféWell.

- When you go to CaféWell you'll be asked "Already have an Account?" Click "Sign in Here"
- Enter your CaféWell username or email address (the email address used for your Magellan LifeResources account and CaféWell password to log in). If you don't remember your password, you can use your email address to reset it.

Biometric Screening

1. What are biometric screenings?

Biometric screenings are a series of health tests that provide insight into the status of your health and alert you to any potential health risks that if not addressed, can lead to serious chronic conditions such as diabetes or heart disease. The biometric screenings will assess:

- Blood pressure
- Cholesterol level
- Blood Glucose (sugar) level
- Body Mass Index (BMI)

2. Why should I participate in a biometric screening?

Simply put – what you don't know *can* hurt you. These screenings provide important information about your current health and potential medical risks. For example, if your screening reveals that your blood glucose is not within the medically acceptable range, it could indicate you're at risk for diabetes, a debilitating disease that if left untreated can lead to complications such as kidney failure and blindness. The sooner you know you may be at risk, the sooner you can take steps to improve your health and mitigate that risk.

3. Do I need to fast prior to my biometric screening?

An 8-12 hour fast is highly recommended. It is okay to drink water while fasting. We recommend that you are well hydrated prior to your screening.

4. Who is eligible for a biometric screening?

Magellan employees are eligible for a free, confidential biometric screening. You do not have to be enrolled in a Magellan medical plan to participate at an onsite screening event.

5. Do I need to send my paperwork to Magellan?

You do not need to send paperwork to Magellan if you use the online scheduler or if you received your flu shot using your Magellan medical or pharmacy benefit. However, a situation may occur where the paperwork is not received, so be sure to keep your receipts. BioIQ, Magellan Rx Management, and Magellan medical vendors will manage the paperwork for biometric screenings and flu shots. As always, no personal health information is provided to Magellan.

If you used a Physician Results Form, you or your doctor will need to fax it to the BioIQ number on

the form. It is your responsibility to ensure that BioIQ receives the report. If BioIQ does not receive your form until after the deadline, your credit may be delayed.

6. Are the screenings confidential?

Yes, your individual results are confidential and are not shared with Magellan. Only a summary of total employee results is shared so we can better understand the needs of our general employee population and design health and wellness programs accordingly.

7. What can I expect to learn from the results?

You can expect to learn if your blood pressure, cholesterol, glucose and body mass index (BMI) are within medically acceptable ranges for your age and gender. These measures are important indicators of your overall health, and can help identify potential health risks that, if not addressed, could lead to serious chronic conditions such as diabetes and heart disease.

8. If my results indicate that I am at risk for diabetes, what should I do?

You should schedule an appointment with your doctor or other health care provider to review the results and discuss what actions should be taken. We also encourage you to complete a Health Risk Assessment offered through Magellan CaféWell®, to get a more complete assessment of your health status, which can also be shared with your physician.

9. What resources are available to help me improve my health?

Magellan has several resources to help you including free health and wellness coaching sessions through Magellan CaféWell®. CaféWell® also offers an online suite of tools that includes wellness planners and trackers, community chats, “ask the coach” blogging, and video coaching and courses all dedicated to helping you make positive health changes. The social engagement on the CaféWell platform provides motivation and support for weight management, stress management, preventive health, tobacco cessation and overall healthy living. Visit Magellan *LifeResources* at <https://www.magellanassist.com/default.aspx> for more information.

10. Where can I go to complete a biometric screening?

You can complete your biometric screening at either an onsite clinic, LabCorp lab, Safeway Pharmacy (starting in November), or through your doctor. See the next section for more details on each of these options.

Magellan Onsite Clinic

1. What is included at an onsite clinic?

The event staff will obtain a blood sample by a finger stick, check your blood pressure, measure your height and weight and administer a flu shot.

2. How long will my appointment take?

Appointments will take about 20 minutes.

3. How will I know when my results are ready to be viewed and where do I view them?

You will receive your results on the day of your onsite appointment. Your results will also be available in your secure BioIQ account approximately five business days after your appointment. Your BioIQ account is accessed on the same BioIQ website that you use to make your appointment.

4. Are walk-ins welcome?

If space is available, yes. However, it is highly recommended that you make an appointment.

5. How do I check the date, time, and/or location of my onsite screening?

Go to [Magellan LifeResources](#) and click on the link on the welcome page under “Schedule Your Biometric Screening to go to the online scheduler. The date, time, and location will be listed on your Health Dashboard.

6. How do I change my screening appointment or cancel?

Go to [Magellan LifeResources](#) and click on the link on the welcome page under “Schedule Your Biometric Screening” to go to the online scheduler. Click “Edit” located on your Health Dashboard and make your selection to either change or cancel your appointment.

LabCorp Patient Service Center Location (Lab Visit)

1. Will I be charged for the lab visit?

No, if you schedule your appointment with the online scheduler found on the Magellan *LifeResources* CaféWell website, you will not be charged for the lab visit.

2. What do I need to bring to my lab visit?

You need to bring your lab form and a photo ID to the appointment. If you do not bring both, you will not be able to complete your biometric screening.

3. Where can I find my lab form?

Download your lab form from your online scheduling account. Use the Magellan *LifeResources* CaféWell website to access the online scheduler. Once you are logged into the online scheduler, you will have the option on your dashboard to “Download and Print your lab form.”

4. How long before my results are ready and how do I view my results?

The online scheduler will send you an email with instructions on how to view your labs results online about five business days after your lab visit.

Physician Results Form

1. What is the Physician Results Form?

The Physician Results Form is used when to confirm your biometric screening when your physician completes your biometric screening. Your wellness credit will not be applied to your paycheck until your biometric screening is confirmed (provided you receive a flu shot or return a medical waiver by 12/31/16). Therefore, we recommend you complete the screening as early as possible.

2. How can I download my Physician Results Form?

As soon as you select the Physician Results Form option, you will receive an email with your Physician Results Form as an attachment. You can also download your Physician Results Form within your online scheduler account. To download the form, login to the online scheduler. In your Health Dashboard, you will see a link to download your Physician Results Form.

3. What information must be included on the Physician Results Form?

The form must be completely filled out and must be legible. The physician must include his/her name, phone number, UPIN/NPI and signature. Additionally, the form must include your Cholesterol (Total Cholesterol and HDL), Glucose, Height, Weight and Blood Pressure. The form must indicate if the labs are fasting or non-fasting and must include the date the examination took place. If your Physician Results Form is incomplete or illegible, you will receive an email notification from BioIQ informing you that your Physician Form is incomplete or illegible with instructions on how to successfully submit a completed Physician Results Form.

Any form that cannot be processed because it is incomplete or illegible will not be used to qualify you for the wellness credit.

4. How can I confirm my paperwork was received and how long does it take for the Physician Results Form to be processed so I can view my results?

Within 10-15 days of faxing your Physician Results Form, you will receive an email notification from BioIQ that confirms your paperwork has been processed. BioIQ does not provide fax receipts. Once your paperwork has been processed, you can view your results by logging into your BioIQ account.

5. What if I completed a screening by a physician prior to 9/1/16?

Only physician exams received after 8/31/16 will qualify you for the 2017 wellness credit. If you received an exam prior to 9/1/16, you will need to complete another biometric screening before you are eligible for the 2017 wellness credit.

Safeway Pharmacy

1. Will I be charged for the pharmacy appointment?

No, if you schedule your appointment with the online scheduler found on Magellan LifeResources CaféWell website.

2. How do I schedule an appointment?

Use the Magellan LifeResources CaféWell website to access the online scheduler. Once you are logged into the online scheduler, select the pharmacy screening option, select the most convenient pharmacy location, then select the appointment date and time. You will receive a message that your pharmacy visit has been confirmed. You will also receive an email from BioIQ that will include a confirmation number.

3. What should I bring to my appointment?

The confirmation number and a photo ID must be brought to your appointment. The confirmation number can be shown to the pharmacist by printing a copy of your confirmation email or by showing the email on a Smartphone.

4. How long before my results are ready and how do I view my results?

You will receive an email with instructions on how to view your results online within 10-15 days after your appointment. After this time, you can always login to the online scheduler to view your results.

Flu Shot

1. Why should I get a flu shot?

Anyone can get sick with seasonal flu (also called traditional flu). It is a highly contagious respiratory illness caused by the influenza virus. While some people may only experience mild symptoms, others experience more severe illness, which results in time away from work and school and increased visits to the doctor. According to the Centers for Disease Control and Prevention (CDC), more than 200,000 people are hospitalized each year due to the flu. The single best way to prevent seasonal flu is to get vaccinated each year. It lowers your risk of getting the flu and helps to prevent the spread of the virus to others.

2. Do I have to pay for my flu shot?

Because your health and well-being are important to us, we are offering flu shots free of charge at onsite clinics or by using your Magellan pharmacy or medical benefits. If you are not enrolled in a Magellan medical plan, you are still able to participate at an onsite event for a free flu shot and biometric screening. If you are not enrolled in a Magellan medical plan, flu shots received at places other than the onsite clinic will not be paid for by Magellan. Flu shot vouchers are not available.

3. How will flu shots be distributed at my site?

To make it easier for you to get your flu shot, we have organized [onsite clinics](#) at several Magellan locations throughout October.

4. What if I work from home or can't attend a clinic?

If you can't attend an onsite clinic, you can still get your free flu shot by using your Magellan pharmacy or medical benefit. If you are enrolled in a Magellan medical plan, you or your covered dependents can get a flu shot at an in-network provider's office or a retail pharmacy at no cost. If you visit a doctor or use a pharmacy that is not in our network, you can still get a flu shot at no cost, but you may have to pay up front and submit a claim reimbursement form.

5. If I am pregnant, can I receive a thimerosal-free (t-free) flu shot onsite?

Yes, there will be a limited number of t-free vaccines available only in states where mandated: California, Washington, Missouri, Delaware, New York. If you are pregnant, we recommend you discuss this with your physician.

6. If I am over age 65, what flu shot formula will be available to me onsite?

The vaccines available onsite will be trivalent only. Quadrivalent or high dose will not be available. If you are over age 65, we recommend you discuss this with your physician.

7. How can my dependents get a free flu shot?

If your dependents are covered under a Magellan medical plan, they are eligible to receive a flu shot free of charge. Your Magellan pharmacy or medical benefit will be billed for the cost of the flu shot.

8. Are flu shot vouchers available in 2017?

No, flu shot vouchers are not available.

9. How do I use my Magellan Pharmacy Benefit?

We encourage employees to use their Magellan pharmacy benefit. Using the pharmacy benefit is as simple as locating a pharmacy that administers flu shots and presenting your pharmacy ID card.

Using your pharmacy ID card will also allow Magellan to receive quick reporting for your wellness credit.

10. I missed the flu shot clinic at my office. Does this mean I'm not eligible for the wellness credit?

No. Employees enrolled in a Magellan medical plan have until 12/31/16 to receive a flu shot at their local pharmacy or doctor's office or to return a medical waiver. Remember that you will also need to complete a biometric screening to be eligible for the wellness credit. (See above "wellness credit Program" and "What I need to do to be eligible for the wellness credit.")

11. I don't want to put a virus or foreign substance into my body.

It is a personal choice whether to receive the flu shot. Some common reasons people give for choosing not to receive a flu shot are a concern that the vaccine will give them the flu, the vaccine is not safe, they are personally not at risk for catching the flu, or the flu isn't that serious. Here are some things to consider:

- The viruses in the flu shot are either killed (inactivated) or recombinant (meaning they do not contain virus particles). That means the flu shot cannot cause the flu.
- The Centers for Disease Control (CDC) and the Food and Drug Administration (FDA) monitor the safety of all vaccines licensed for use in the United States. Through this careful monitoring, they are able to quickly act on anything that causes concern.
- Some populations such as children, older people and people with certain medical conditions are more at risk for becoming ill with the flu. Even if you don't fit into any of these categories, you most likely are around children, older people and people with certain medical conditions at some point during the flu season.
- The flu is a serious, contagious respiratory illness that can lead to death – even in otherwise healthy individuals. If not vaccinated, the flu virus can be easily and unknowingly spread, exposing those at high risk in addition to healthy family members and coworkers. The flu is especially contagious because it can be passed from person to person even before an individual knows that he or she is sick.

The best way to prevent the spread of flu to other healthy family members and coworkers is by getting vaccinated each year.

12. Where can I get more information about the flu vaccine?

For information on flu vaccine, how it works, possible side effects and more, visit the [Centers for Disease Control and Prevention website](#).

13. I am not medically able to receive the flu shot. Where can I find the medical waiver?

The waiver can be found [here](#). You and your physician must complete and sign this form in order to receive the credit. The form must be faxed, as directed, no later than 12/31/2016 if you wish to receive credit.

Additional FAQs for MFLC Rotational Counselors

1. How can I get the wellness credit if I am an OCONUS MFLC Rotational Counselor?

If you are on OCONUS assignment during the Sept. 1 – Dec. 31 completion time frame, you can get the flu shot and biometric screening upon your return to the U.S. The \$31.25 per paycheck wellness

credit will be applied prospectively after your information is confirmed. However, you may also obtain the flu shot and biometric screenings while on assignment if physician or clinic resources are available to you in your location.

2. If I am an MFLC Rotational Counselor but between rotations and not enrolled and not in a benefits-eligible status, can I obtain the flu/biometrics during the designated time frame and still get the wellness credit?

Yes. If you enroll in a medical plan at a later date once you become benefits-eligible, you will be eligible to receive the credit on a prospective basis once you enroll in a medical plan.