2017 HealthQuest Rewards Program

The State Employee Health Plan (SEHP) offers the HealthQuest Rewards Program. If you are enrolled in the medical portion of the SEHP, you and your covered spouse can earn credits by participating in HealthQuest wellness activities. If you are enrolled in Plan A or Plan C, and you and your covered spouse earn enough credits, you will earn a discount to your medical plan premiums. If you are enrolled in Plan C, you and your covered spouse also can earn additional employer contributions to your Health Savings Account (HSA) or Health Reimbursement Account (HRA).

HealthQuest is an optional program; you are not required to participate in order to be covered under the SEHP.

Information about Plan Year 2017 (January 1 - December 31)

Employees and covered spouses each have until Sunday, December 31, 2017 to complete the Health Assessment (worth 10 credits) and earn 40 total HealthQuest Credits to earn the $480 premium incentive discount for Plan Year 2018. Remember for those enrolled in Employee/Spouse and Employee/Family coverage, BOTH the employee and spouse need to earn 40 credits to receive the full $480 reduction. (Source: January 2017 Direct Mailing)

For Plan C members and covered spouses, the deadline for credits to be posted and for you to receive HSA/HRA dollars for completing HealthQuest (HQ) activities is November 9, 2017. This means credits must be posted in the HQ portal by November 9, 2017 to receive the HSA or HRA contributions. Activities that are posted after November 9, 2017 will only receive HQ credits. (Source: September 18 2017 HealthQuest Email to Members and June 15, 2017 Benefits Updates newsletter)

Steps to complete HealthQuest Program

Step 1 - Visit the HealthQuest Rewards Portal to see your current credit balance (Here is how to create your account.) You can review the credits you have earned in the HealthQuest Portal, under Incentives Summary.

Step 2 - Complete your Health Assessment online (worth 10 points).

Step 3 – If you have not reached 40 credits and all your points are posted, review the incentive guide for credit opportunities and take action.
According to the HealthQuest program FAQ, the process to post credits takes about 4-5 weeks from the date of your appointment/activity. You will be notified via HealthQuest email of credits posted into your portal.

If you have questions about credits, review the Premium Incentive FAQs, email healthquest@kdheks.gov or contact the HealthQuest helpline at 1-888-275-1205 Option 3 available 24/7.

Step 4 – Need additional HealthQuest Program support?

Call: 1-888-275-1205 Option 3 (available 24/7)
Email: kdhe.healthquest@ks.gov or
Visit: KU HealthQuest website

Frequently Asked Questions

I am new to the HealthQuest Rewards program. How do I start?

Visit the HealthQuest Welcome Brochure including Program Overview and Registration Guide. If additional assistance is needed, HealthQuest support is available 24/7 at 1-888-275-1205, option 3.

What is the HealthQuest Premium Discount?

Employees and covered spouses who earn enough HealthQuest credits will receive a reduction in the following year’s SEHP medical plan premiums.

- Employees with employee only or employee and children coverage who earn 40 HealthQuest credits, including completing the Health Assessment Questionnaire, will receive a $480 reduction in 2018 SEHP medical plan premiums.

- For employees with employee and spouse or employee and full family coverage, the employee and covered spouse will each need to earn 40 HealthQuest credits, including completing the Health Assessment Questionnaire, to get the full $480 reduction in 2018 SEHP medical plan premiums. If only one completes the requirements, the 2018 premium incentive discount will be $240.

HealthQuest Credits for the 2018 Premium Incentive Discount must be earned by 12/31/2017.

Why is earning the HealthQuest Premium Incentive Discount important?

This discount reduces the premium you pay for SEHP medical coverage. 2018 semi-monthly premiums, without and with the HealthQuest discounts. Rates are effective 01/01/2018.
How many credits do I currently have?

- To check how many credits you have, log into your HealthQuest Rewards account. (Here is how to create your account.)
- To review the points you have earned in the HealthQuest Portal, click in “Plan A/C Incentives” tab and Incentive Summary.

Employees and spouses enrolled in Plans A and C have until Sunday, December 31, 2017 to complete the Health Assessment (worth 10 credits) and earn a total of 40 credits to receive a $480 premium discount in 2018.

Plan C members have until Thursday, November 9, 2017 to complete activities to earn additional 2017 HSA/HRA employer contributions, up to $500 per employee and covered spouse (after November 9, 2017 all activities will count only as HealthQuest credits).

If you need assistance with your HealthQuest account, please call the HealthQuest Help Desk at 1-888-275-1205 option 3, available 24/7.

How do I get credits for attending my doctor appointments/preventative exams?

As of 1/1/2017, dental, vision and well women/man preventative exams do not have to be self-reported. HealthQuest credits will appear after your insurance company processes your claim and notifies Cerner that you completed the activity. According to the HealthQuest program FAQ, this process takes about 4-5 weeks from the date of your appointment/activity. You will be notified by email of credits posted into your portal.

If you have questions about pending credits, please email healthquest@kdheks.gov. If you have not received your credit after 6 weeks, please email benefits@ku.edu so KU Benefits can follow up with appropriate HealthQuest contacts.

Biometric Screenings at KU – How do I sign up and what dates are available?

Sign up for an appointment at your HealthQuest Rewards account (Log In and click on “Step 2 Biometric Screenings” and “Onsite Screening”) or call 1-888-275-1205, option 3, available 24/7. Appointments are highly recommended. Walk-ins may be subject to a wait time which may vary.

Biometric screenings are available statewide, including on the KU Lawrence Campus.

KU 2017 Biometric Health Screening Events – KU- Lawrence campus

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<tr>
<th>Date</th>
<th>Time</th>
<th>Place</th>
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<tr>
<td>Tuesday, 11/07/17</td>
<td>8am – 1pm</td>
<td>Kansas Union, Big 12 Room</td>
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I cannot attend a Biometric Health Screening at KU-Lawrence Campus. What are my other options?

HealthQuest offers three ways to obtain biometric numbers to complete an online health assessment:

1. Attend an onsite biometric health screening event at another screening site. The statewide schedule is available here. Biometric values will be auto-populated in the HealthQuest website.

2. Biometric Results from Physician. The SEHP will cover one preventive exam per calendar year in full (with no co-pay). Print the Biometric Values Form to take with you to your appointment. Employees may use test results from visits occurring between January 1, 2017, and December 31, 2017.

3. At-Home test kit. To order an at-home test kit, log into your account on the wellness portal at https://kansashealthquest.cernerwellness.com, click “Step 2” in the image slider at the top of the page. This will take you to all biometric options. Choose the In Home Mailer Option.

   • The last day to order a kit is October 9th for Plan C members and November 1st for Plan A members.
   • In order to have your results processed and loaded to the Cerner portal, once you receive your kit, members must have their kits returned by November 9th for Plan C members and December 1st for Plan A members.
   • If you utilize the home test kit option, you will not receive credits for blood pressure value or cotinine results. Biometric values will be auto-populated into the HealthQuest portal approximately 2 weeks from the date you ship the kit back for processing.

Need additional HealthQuest Program support?

1-888-275-1205 Option 3 (available 24/7)

Email: kdhe.healthquest@ks.gov