



# LIVE WELL PROGRAM REWARDS CREDIT

## Rewards - Frequently Asked Questions (FAQs)

**Deadline to earn Rewards: midnight on August 31, 2022**

**Question:** Who do I contact if my points or activities don't look correct?

**Answer:** Please contact an Anthem Health Guide by calling **833-988-2030** or you can chat with one directly on the [website](#) or [Sydney Health mobile app](#).

**Question:** What is the deadline to complete all items in order to earn the credit?

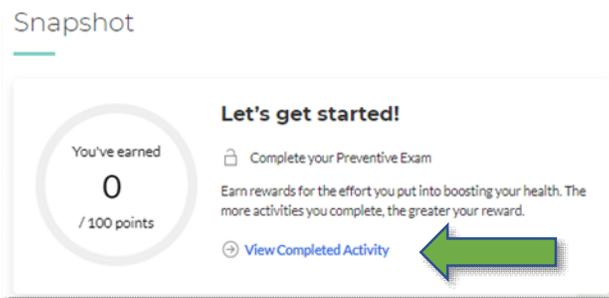
**Answer:** Eligible employees have until midnight on **August 31, 2022**, to earn 100 points and complete a preventive exam.

**Question:** If I do not complete all items to earn the rewards credit by the August 31 deadline, when is the next rewards incentive period?

**Answer:** The new rewards incentive period will not start again until 1/1/23. New employees or those who have missed the deadline can still utilize the [Sydney Health mobile app](#) or log in to [Anthem](#) and take advantage of resources and tools, but points will not start to accumulate until the new plan year starts on 1/1/23.

**Question:** I have been completing activities, but my points earned is still displaying 0/100?

**Answer:** You must complete one of the preventive exams before your points will be displayed. Points are still being accumulated but **will not show until Anthem receives your preventive exam claim**. To see your accumulated points, you can click "View Completed Activity" on your dashboard:



**Question:** Am I required to get at least one preventive exam to earn rewards credit?

**Answer:** Yes, you must complete one of the four preventive exams listed below. Please note: LabCorp for lab services is in-network. [Click here for a list of LabCorp locations](#).

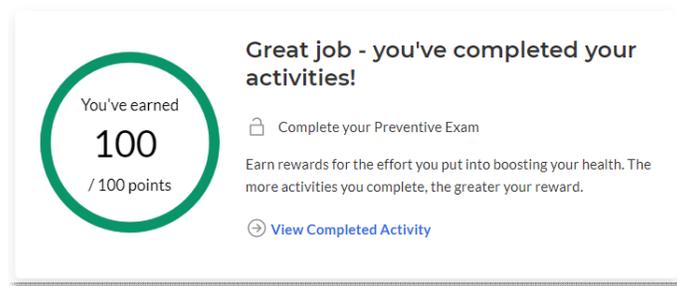
- Annual well visit (physical)
- Annual well-woman visit
- Mammogram
- Colorectal cancer exam

**Question:** How long does it take for my preventive exam to be shown as completed?

**Answer:** It can take 45-60 days from the date of your appointment to show your preventive exam as completed and relies on when your provider submits your claim to Anthem. Employees can also manually enter the date of their exam. As long as your appointment is completed prior to August 31, 2022, you will still receive credit for this item.

**Question:** How do I know I've completed all of the requirements for my premium reduction?

**Answer:** Once you have **completed your preventive exam AND earned 100 points**, you will see the following message.



**Question:** If I log my preventive exam on the day of the deadline (August 31, 2022), will my Rewards points show up in My Rewards, even though the program has ended?

**Answer:** Yes, your points for completing activities within the app are still being accumulated. Once the preventive exam is reported, any earned points will be applied towards the 100 point requirement. You will see the same message as in the graphic above. "Great job – you've completed your activities." It can take 45-60 days from the date of your appointment to show your preventive exam as completed and relies on when your provider submits your claim to Anthem.

**Question:** When will I receive my rewards?

**Answer:** Your premium reduction will be reflected in 2023.

### **Additional Information**

All employees enrolled in the Anthem medical plan can earn the health insurance premium reduction by completing healthy activities. There are two ways to access the selection of healthy activities, either through [Anthem.com](https://www.anthem.com) or the [Sydney Health mobile app](#):

- [Steps to access rewards via anthem.com \(computer access\)](#)
- [Steps to access rewards via the Sydney Health App](#)

The health insurance premium reduction of \$120 will be applied the following year. The deadline to complete these activities is August 31st, there are no extensions to this deadline.

**View the Rewards page on our website for more detailed information and demo videos.**

**CLICK ON YOUR EMPLOYER BELOW FOR DIRECT ACCESS:**

