



California's Valued Trust

FAQs for:

2019-2020 Wellness Program for Kaiser Permanente Members



**September 4, 2019**

**Document Version 1.0**

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Proprietary and Confidential Information of Kaiser Permanente

## Wellness Program for 2019-2020 - FAQs

### Question

What do I need to do to earn rewards?

### Answer

You'll need to complete specific wellness activities defined by California's Valued Trust's program. To view a list of these activities, go to the "My Rewards" page.

### Question

CVT Kaiser Wellness Plan Champions

### Answer

California's Valued Trust will give a \$50 gift card to any eligible member in the plan who agrees to conduct a health-related activity at their district. Members are to contact Robin Wood at robinw@cvtrust.org to let her know what you'll be doing.

### Question

Who's eligible for the rewards program?

### Answer

California's Valued Trust subscribers and spouses or domestic / civil union partners 18 and older who are enrolled in the Kaiser Permanente health plan through California's Valued Trust can participate in the program through this website. Adult dependent children are not eligible to earn rewards.

### Question

What are the dates of the rewards program?

### Answer

The rewards program runs from 10/1/2019 through 9/30/2020. This means you need to be current on or complete all of the required activities during these dates in order to earn rewards.

### Question

Does Kaiser Permanente offer special resources for students, staff, and teachers?

### Answer

At Kaiser Permanente, we're committed to empowering health in the places where people live, learn, work, and play. Thriving Schools is our all-in engagement to improve health for students, staff, and teachers. On this site, you'll find the tools and ideas to help you create healthier school environments, build habits for healthy eating and active lifestyles, and support teacher and staff wellness. [Click HERE to learn more about Thriving Schools.](#)

### Question

What happens if I register but do not complete the required activities?

### Answer

Completing any portion of the program may be beneficial to your health and well-being. However, if you do not complete all of the required activities, you will not earn the available rewards cards.

### Question

How do I report I finished a wellness activity?

### Answer

When you finish any activities (for example, the Total Health Assessment and health screenings) you don't have to report that you completed them. They will automatically post to the wellness

website and you'll see a green check mark and the word "Done" next to that activity. Note: It may take up to 4 weeks for certain activities to appear as complete. Only screenings received at Kaiser Permanente facilities will post to the website.

**Question**

How do I know I have completed all the activities required?

**Answer**

Once you've completed all your activities, the Rewards Lobby will show fireworks and state, "Hooray! You have earned all your Rewards!"

**Question**

What do I do if my mailing address is wrong?

**Answer**

If your mailing address is wrong, contact Kaiser Permanente Rewards Customer Service at 1-866-300-9867 or email them at RewardsCustomerService@kp.org .

**Question**

What do I do if my email address is wrong?

**Answer**

If your email address is wrong, go to kp.org to update it:

Log in with your kp.org user ID and password.  
Click on your name on the top right and select "Profile and Preferences."  
Click "View all of your personal information" under "Personal information."  
Click "Email address" and then "Change your email address."  
Enter your updated email address and click "Save."

Please note: It can take up to 1 month to update the address in our system.

**Question**

I completed my activities near the end of my program. Can I still log back on to the site to see my rewards even after my program end date?

**Answer**

Yes. The site will continue to be updated with your data for 30 days after the program ends. If your program has ended and you would like to confirm that your activity was marked as complete, go to the "History" tab. Here you can see your completed activities for up to 60 days after the completion of your program.

**Question**

What is the Wellness Program Agreement and what happens if I don't agree?

**Answer**

When you register on this website, we'll ask you to accept the Wellness Program Agreement in order to be eligible for rewards. The agreement gives us permission to use and disclose information with the people who run the wellness program relating to your completion of the wellness program activities in

order to earn and receive a reward. If you do not accept this agreement, you won't be able to earn rewards.

**Question**

Can I change my mind about my decision to accept or reject the Wellness Program Agreement?

**Answer**

Yes, you can go back to the Wellness Program Agreement at any time during the program period and can change your authorization status. Click your name at the top right corner with the drop-down arrow and choose Wellness Program Agreement. When it brings you to the Wellness Program Agreement, you will see your current status. Click on the "change status" button. If you previously accepted, you can click "No" and submit, which means you won't be able to participate in your wellness program and earn rewards. If you click "Yes" and submit you will be able to participate in your wellness program and earn rewards.

**Question**

Will Kaiser Permanente or my employer know that I have taken the Total Health Assessment or a healthy lifestyle program or gotten health screenings?

**Answer**

Kaiser Permanente will track whether you complete the wellness activities. If you accepted the Wellness Program Agreement, we will tell California's Valued Trust when you have completed wellness activities. This allows you to receive the wellness program rewards. (Please note: If you didn't accept the Wellness Program Agreement, you will not receive rewards.) Your individual responses on the Total Health Assessment and your individual results from your health screenings will not be shared with California's Valued Trust.

**Question**

Will my employer get any of my specific health information?

**Answer**

No. Individual results or values (for example, your biometric or cancer screening results) from your wellness activities will not be shared with California's Valued Trust . Health information will be shared on an aggregate and de-identified basis only.

**Question**

What is the Total Health Assessment?

**Answer**

The Total Health Assessment is an easy-to-use online questionnaire that gives you an in-depth look at your overall health. It has 4 parts — biometrics, body, mind, and lifestyle — and once you complete them all, you'll get a customized plan to help you make healthy lifestyle changes. You can complete them in any order.

**Question**

**Answer**

Can I take the Total Health Assessment more than once?

**Question**

Yes. You can take it as often as you'd like, but you can only earn any available rewards for it once during the reward period.

**Answer**

What if I completed the Total Health Assessment before I was offered a reward for doing so?

**Question**

You can't earn the Total Health Assessment reward retroactively, but you can take it again, as often as you'd like. So, if you completed the assessment before the program start date, just take it again before the program end date to qualify. Answers within the questionnaire will be pre-populated from data submitted in other program questionnaires including the previous version, provided the data has not expired.

**Answer**

What are the healthy lifestyle programs?

Healthy lifestyle programs are customized online programs from Johnson & Johnson Health and Wellness Solutions designed to help you reach your personal health goals. The programs can help you:

- Lose weight with Balance
- Quit smoking with Breathe
- Eat healthy with Nourish
- Reduce stress with Relax
- Take charge of your pain with Care for Pain
- Manage diabetes with Care for Diabetes
- Manage depression symptoms with Care for Depression
- Explore ways to sleep better with Dream

**Question**

How many healthy lifestyle programs can I take?

**Answer**

You can do all of the healthy lifestyle programs, but you can only get rewards for completing one of them during the reward period.

**Question**

How often can I take each healthy lifestyle program?

**Answer**

You can take each healthy lifestyle program once every 201 days, but you can only earn a reward once during the reward period.

**Question**

What is Wellness Coaching by Phone?

**Answer**

Wellness Coaching by Phone is a no-cost Kaiser Permanente service provided through convenient phone sessions. A wellness coach is a health education professional who gives you personal guidance to help you achieve specific wellness goals and support positive change. All of our wellness coaches are trained to provide coaching services based on clinical guidelines and

adult learning theory. You can check in with your coach periodically to get the help you need to stay on track. Information about the wellness coaching services you receive will be included in your electronic health record and be accessible by your Kaiser Permanente care team.

**Question**

What is a wellness coach and what topics can I get coached on?

**Answer**

A wellness coach is a health professional who can teach you new ways to support positive change. This is someone who can help you increase your motivation, build your confidence, and become your healthy best. Wellness coaching is available for quitting tobacco, stress management, physical activity, weight management, and healthy eating.

**Question**

Is the information from my wellness coaching sessions confidential?

**Answer**

Information about the wellness coaching services you receive will be included in your electronic health record and accessible by your Kaiser Permanente care team. We protect the privacy and security of your personal health information through procedural, physical, and electronic security methods designed to prevent unauthorized access to your information.

**Question**

How do I know if I'm current on my health screenings?

**Answer**

When you go to the "My Rewards" page, you'll see a list of the required health screenings. If you see a green check mark and the word "Done" next to a screening, that means you're up-to-date for that health measure. If you do not see a green check mark and the word "Done", then you have not completed the health screening and will need to contact your doctor's office. Note: It may take up to 4 weeks for a screening to appear as completed on the website.

**Question**

What do I do if I need to update some or all of my health screenings?

**Answer**

To find out how to get the screenings you need at a Kaiser Permanente facility, please call your doctor's office or the customer service number on the back of your Kaiser Permanente ID card.

**Question**

**Answer**

How do I report completion of a health screening to earn credit?

When you get a health screening, you don't have to report that you completed it. It will automatically post to this website within 4 weeks, after which you'll see a green check mark and the word "Done" next to the activity. Your screenings must be completed by the end of the program period in order for you to earn the reward.

**Question**

My doctor does not recommend a screening because of my current health condition, or the screening does not apply to me. Can I still participate? Will I still be eligible for the incentive?

**Answer**

Yes. If a current health condition prevents you from taking any or all screenings, or if a screening is no longer required for your age and gender, please call Rewards Customer Service at 1-866-300-9867 or email them at RewardsCustomerService@kp.org to request a waiver for that activity. Rewards Customer Service will email or mail you a form and guidelines to complete it. Once we receive your completed form, it may take up to 30 days for your completion status for that activity to show on the website.

**Question**

What health screening activities can I complete to earn credit?

**Answer**

Here's a list of the health screenings you must complete, or already be current on, to earn credit for this activity toward your reward. Credit for these activities can only be earned when they are completed at a Kaiser Permanente facility. Go to the "My Rewards" page to read more about each activity and its deadline.

Biometric screenings:  
Blood pressure  
Body mass index (BMI)  
Blood glucose  
Total cholesterol  
Cancer screenings appropriate for your age and gender (breast, cervical, colon)

**Question**

Who can I call for questions related to the wellness program?

**Answer**

You can contact the Robin Wood, robinw@cvtrust.org, or via phone at 1-559-437-2060, with specific questions related to the wellness program. She can give you guidance on which activities you need to complete and answer reward-related questions.

Alternatively, you can contact Kaiser Permanente Rewards Customer Service at 1-866-300-9867 or email them at RewardsCustomerService@kp.org and provide the following information:

Your name  
A brief statement of your question or issue

The CVT Wellness Program  
Daytime phone number

Please allow 2 business days for a response.

**Question**

How will I know I earned a reward card?

**Answer**

Once you've completed all required activities for a card you will see a green check mark and the word "Done" next to each activity under that reward. The Rewards Lobby will show fireworks on the reward card.

**Question**

Where will my reward cards be sent?

**Answer**

Your reward cards will be sent to the address you had on file with your employer at the time you earned the reward. You can verify your address by clicking "Profile," located at the top right corner of this page next to your name.

**Question**

Who issues the reward cards?

**Answer**

The rewards administrator sends reward cards by standard first-class mail. From the date you've completed all the activities in the program, it may take up to six weeks to get your reward card.

**Question**

Do reward cards expire? If so, when?

**Answer**

Yes, your reward cards expire 12 months from date issued. You will not have access to the funds after the card expires, so pay close attention to the expiration date printed on the front of each card. Please call the phone number on the back of your reward cards for specific information regarding terms and conditions.

**Question**

Are rewards taxable?

**Answer**

Participants who earn rewards are responsible for any applicable taxes that may be due on the amounts received. Reward program enrollees should ask their personal tax adviser for specific tax information.

**Question**

Disclaimer

**Answer**

The rewards program runs from 10/1/2019 through 9/30/2020 and is open to all California's Valued Trust employees who are Kaiser Permanente members. The program is available to all eligible individuals regardless of their health status. If you think you can't meet a requirement for a reward because of your health, please contact Rewards Customer Service to request a waiver. You can take the Total Health Assessment as often as you would like, or the healthy lifestyle programs once every 201 days, but you can only earn rewards for them, if available, once



during the reward period. Reward cards expire 12 months from date issued.

Workforce health programs and rewards are separate services that are not health plan benefits and may be discontinued at any time.