

California's Valued Trust Wellness Program FAQ 2021-2022



Kaiser Permanente

Frequently Asked Questions

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

What if I am interested in being a CVT Kaiser Wellness Plan Champion?

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 can contact Robin Wood at robinw@cvtrust.org with their proposed activity.

Question

Who's eligible for the rewards program?

Answer

California's Valued Trust subscribers and spouses or domestic / civil 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 for rewards.

Question

What are the dates of the rewards program?

Answer

The rewards program runs from 10/1/2021 through 9/30/2022. This means you need to be current on or complete the required activities during these dates in order to earn rewards.

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 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 completed my 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

Question

Will my employer get any of my specific health information?

from your health screenings will not be shared with California's Valued Trust.

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 can help you maintain your total health and feel your best. This assessment is an online survey designed to help you understand how your lifestyle may be affecting your health. Once you finish the assessment, you'll get a summary of where your health stands and suggestions on what you can do better. You'll also get to choose specific health goals to keep you on track. You can take it as often as you'd like, but you can only earn any available awards for it once during the reward period.

Question

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

Answer

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.

Question

What are the healthy lifestyle programs?

Answer

The healthy lifestyle programs are engaging, digital programs that can help you improve habits and create healthy, positive changes. You'll be able to access the online wellness programs to get advice, encouragement, and tips to support your progress. The programs include missions, which are simple activities that will help you form healthy habits in these areas:

- Weight
- Tobacco
- Nutrition
- Stress
- Diabetes
- Mood
- Sleep
- Exercise
- Alcohol

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. New with this program, to receive credit for the healthy lifestyle programs, you'll need to check in for the first week of activities for any mission. **IMPORTANT:** Make sure to give yourself enough time to

Question

I selected the “Do It” button under the healthy lifestyle programs and clicked into an individual mission, but it showed 4 weeks of check-ins to complete the mission. Why does it show 4 weeks instead of just one week?

Question

How many check-ins are required for one week of a mission?

Question

What is my activity dashboard?

Question

What are coins?

Question

What is Wellness Coaching by Phone?

Question

Is the information from my wellness coaching sessions confidential?

complete your activities before the wellness program ends.

Answer

For this wellness program, you need to check in for only the first week of activities to earn credit toward your reward. You're welcome to continue to participate in your mission and check in for additional weeks to keep developing healthy habits.

Answer

Each mission has its own unique number of check-ins for the week. Start now to check in for the first week of activities for a mission, and earn credit for the healthy lifestyle programs before the wellness program ends.

Answer

The activity dashboard can be used to see your progress in the healthy lifestyle programs, which are available once you complete the Total Health Assessment. You can also access your dashboard here to continue the missions that you've joined.

Answer

Coins — which are like points — can be used to track your own engagement and progress. You can earn coins for different activities like joining missions, completing the Total Health Assessment, or logging in. Each action will give you a certain number of coins when you reach different milestones. The more coins you get, the more you can monitor your engagement with your missions.

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. 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. Wellness coaching is available for quitting tobacco, stress management, physical activity, weight management, and healthy eating.

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

Question

What health screening activities can I complete to earn credit?

Question

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

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?

Question

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

electronic security methods designed to prevent unauthorized access to your information.

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. Note: It may take up to 4 weeks for a screening to appear as completed on the website.

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

Answer

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

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.

Answer

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
- Customer Name
- Daytime phone number

Please allow two business days for a response.

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

How will I know I earned a reward card?

Answer

Once you've completed all required activities will see a green check mark and the word "Done" next to each. The Rewards Lobby will show fireworks and state, "Hooray! You have earned all your Rewards!"

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 four weeks to get your reward card.

Question

Do reward cards expire? If so, when?

Answer

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 10/1/2021 through 9/30/2022 and is open to all California's Valued Trust subscribers and spouses or domestic/civil partners 18 and older 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 or the healthy lifestyle programs as often as you would like, 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.