



Wellness Your Way Rewards Program - Frequently Asked Questions

Getting Started

Q: Where can I find out more information about how this rewards plan works?

A: You can learn more about the Wellness Your Way rewards plan by visiting <https://www.kent.edu/hr/benefits/wellness-rewards>. You will also find more detailed information about the program on the Be Well portal. The 2020 program information will be live on the portal by December 1, 2019 for its January 1, 2020 effective date.

Q: How will my completed activities be tracked?

A: All wellness reward activities will be tracked by our partner in wellness, Be Well Solutions. For activities held at Kent State that require participants to register, we will share that registry (sign in sheet) with Be Well so that they may add in your points. For activities you may be doing outside of Kent State (eye or dental exams, weight management program, Jazzercise class, etc..), you will need to download and complete a verification form with required signatures and submit back to Be Well. There is an explanation of how to report each activity on the Be Well web portal along with point values for various activities.

Q: How can I access the Be Well Solutions web portal?

A: If it is your first time logging in to the Be Well Solutions web portal, go to <https://portal.bewelldata.com/> and use the following login credentials:

- Username: FlashLine username with first letter moved to the end. (Example: csmith23 = smith23c)
- Password*: The format for your ten-character password is MMMYYXXXX. (Example: below = APR9065432)
- MMM = the first three UPPER CASE letters of your birth month. (i.e. April = APR).
- YY = the last two digits of your birth year. (i.e. 1990 = 90).
- XXXXX = the last five digits of your Kent State University (Banner) ID number. (i.e. 898765432 = 65432)

You will be prompted to change your password and complete your profile. If you have already set yourself up on the Be Well portal, simply go to <https://portal.bewelldata.com> to sign in with your username and password.

If you have questions or forgot your password, you may contact Be Well directly at 1-888-935-7378.

Q: When will completion of Tier One and Tier Two activities become eligible for the wellness rewards incentive payment?

A: You may start your Tier One activities as early as September 1, 2019 but no later than April 30, 2020, to receive the first \$100 wellness rewards incentive payment. Completion of Tier Two activities will be eligible to go toward a \$200 wellness reward incentive payment starting January 1, 2020 and should be completed no later than Oct. 15, 2020. Do note, Tier Two incentive rewards will not be paid out until Tier One activities are completed.

Tier One

Q: What if I prefer to see my primary care physician for my “Know Your Numbers” biometric health screening?

A: Biometric health screenings can be completed with your primary care physician rather than onsite. Just make sure to bring with you the “Physician Screening Form” that can be found under “Wellness Reward Program” on the Be Well website, and have your doctor provide the measurements required on the form (Glucose, Total Cholesterol, LDL Cholesterol, HDL Cholesterol, Triglycerides, Blood Pressure, Height and Weight and/or Body Mass Index [BMI]). Your physician may charge an office co-pay. Worksite screenings with Be Well are at no cost to full-time, benefits eligible employees.

Q: It says the completion period for Tier One activities is January 1 – April 30, 2020, but what if I already completed the Health Risk Assessment and recently participated in an onsite Biometric Health Screening prior to Jan. 1?

A: Health Risk Assessments and Biometric Health Screenings between Sept. 1, 2019 and Dec. 31, 2019 will automatically be credited toward your 2020 incentive points. So, if you completed the Tier One activities within those dates, you should receive your first \$100 wellness reward incentive payment in the Feb. 15, 2020 pay. Remember, if you choose to do your screening with your primary care physician (PCP), you will have to have the “Physician Screening Form” completed by your PCP and submit it to Be Well to receive your points.

Q: How do I locate and fill out the Health Risk Assessment (HRA) needed to complete Tier One?

A: The HRA can be found and completed on the Be Well Solutions web portal under “My Wellness”. If you register to attend one of the onsite “Know Your Numbers” Health Screenings with Be Well, please fill out the HRA ahead of time. If you forget or are unable to do so, Be Well will provide a paper version of the HRA for you to fill out onsite. If you complete your health screening with your primary care physician, you must fill out the HRA on the Be Well web portal to receive credit towards Tier One for this activity.

Q: Are there any additional steps under Tier One besides getting a health screening and completing the Health Risk Assessment?

A: Yes. Complete the Kent State of Wellness Program Consent, Waiver and Release Agreement, along with Waiver of Workers Comp Benefits (applicable only to recreational or fitness activities), and submit to Employee Wellness at wellness@kent.edu or fax to 330-672-5447. The Consent, Waiver and Release agreement can be downloaded from the Be Well portal. These three steps will satisfy the requirements for Tier One.

Tier Two

Q: Do I have to wait until I have completed Tier One to start working on Tier Two?

A: No! You can begin doing Tier Two activities as early as January 1, 2020. You just will not be eligible for the Tier Two wellness reward incentive payment until Tier One activities are completed.

Q: Do I have to do all of the Tier Two activities to earn the second wellness reward incentive payment?

A: No, this is Wellness Your Way! There are over 1,000 points available in Tier Two, and you only have to earn 350 points to receive your Tier Two incentive. Choose the activities that fit into your lifestyle and enjoy wellness your way.

Q: For Tier Two activities, what is the difference between “Point Value” and “Max points”?

A: The “Point Value” of an activity denotes how many reward points you can receive for completing and reporting that activity one time. “Max Points” are the maximum allowable rewards points per that activity per year. So, if the “Point Value” for a given activity is 50 points, and the “Max Points” is also 50 points, that activity is only eligible for reward points once a year (for an example, see “Tobacco Cessation Program”). If the “Point Value” for an activity is 10 points, but the activity has a “Max Points” value of 50, that activity can be completed 5 times within a year for a total of 50 reward points for that activity (for an example, see “Health Coaching”).

Q: What if I already live an active lifestyle and exercise on my own?

A: That’s great! The wellness rewards program was designed to be inclusive of various lifestyles. You can earn points for activities that you may already do, such as having a routine dental cleaning, an annual vision and/or dental exams. There is also a “Wellness Your Way” option where you can fill out a form describing your own self-directed or chosen wellness activity, such as training for a 5K, daily meditation, or team sports/intramurals. You can also earn points for participating in yoga and other group classes at Kent State or offsite, as well as participating in walk/run/rides for a specific cause that you support. These activities do not have to be university affiliated as we realize and support a healthy lifestyle within and outside of the workplace. We encourage all employees to try a couple new activities, even if you are already living a healthy lifestyle.

Q: I notice you can earn points for a smoke- and tobacco-free declaration. What if I have never smoked or used tobacco?

A: If you have never smoked or used tobacco, then you can fill out the smoke- and tobacco-free declaration form and earn 25 points just for being smoke- and tobacco-free! You do not have to be a former smoker to earn points for this healthy lifestyle choice.

Q: Will it be more challenging to achieve 350 points in Tier Two if I work at a regional campus?

A: There are a few activities that will take place only at the Kent Campus, such as the Fit for Life program and some of our lunchtime activities offered at the Student Recreation and Wellness Center. The good news is, almost all other activities can be completed no matter where you are geographically located. Biometric health screenings and other exams can be completed with your primary care physician, webinars can be accessed electronically, activities such as yoga and group exercise classes can be done offsite, health coaching and nutrition counseling can be offsite or telephonic, and all of the group challenges extend to the regional campuses! If you are concerned about how you can make this work for you and fit into your schedule, we can help! Feel free to send questions to wellness@kent.edu.

General Questions

Q: When are verification forms needed, where can I find them, and where do I need to send them once they are completed?

A: All verification forms can be found on the Be Well Solutions web portal. Go to the “My Wellness” tab and click on “Wellness Reward Program” and select the green “Tier Two” bar. Information and forms can be downloaded for individual activities from the “What to Submit” column. Completed verification forms* can be submitted directly from the portal, emailed, faxed, or mailed to Be Well Solutions using the following contact information:

Email to: ksu@bewellsolutions.com

Fax to: (440) 498-1366

Mail to: Be Well Solutions
30625 Solon Rd. Suite C
Cleveland, OH 44139

**Tier One “Consent, Waiver and Release Agreement” should be submitted directly to Employee Wellness via email to wellness@kent.edu or fax to 330-672-5447.*

Q: Once I have completed a tier, when can I expect to receive my wellness reward incentive payment?

A: All wellness reward incentive payments will be paid out within two pay cycles after Be Well Solutions certifies to Kent State University that you have hit the required point values. The first payment for individuals that have completed their Tier One activities for 2020 early (Sept. 1 – Dec 31, 2019) is targeted to be disbursed on or about Feb. 15, 2020.

Q: Will my personal health information remain private?

A: Be Well Solutions is HIPAA, ACA, ADA, and GINA compliant. Plus, the Be Well web portal is secure and confidential. No personal health information is ever shared with Kent State University regarding any employee. Employee Wellness is only informed when an employee has become eligible for their Tier One and Tier Two rewards for payout purposes.

Q: Am I required to participate in the wellness rewards program?

A: No, participation is completely voluntary.

Q: If I am enrolled in a high deductible health plan for 2020 that also has a health savings account (HSA), can I have my wellness reward payment deposited into the HSA vs. my paycheck?

A: Yes. You may elect to have your wellness reward deposited into the HSA account by visiting the portal at <https://portal.bewelldata.com> and electing the radio button to have the money deposited to your HSA. Please make your election by January 11, 2020.

If you have any additional questions, don't hesitate to call Be Well Solutions at 1-888-935-7378 or email them at KSU@bewellsolutions.com. You may also email Kent State University Employee Wellness at wellness@kent.edu.