



What are Premium Rewards?

Premium Rewards is an incentive for participants in the COVA Care and COVA HealthAware plans who complete certain specific healthy actions within defined timeframes. An employee/retiree group participant and their enrolled spouse can earn a monthly reward of \$17 per month (\$34 for employee/retiree and spouse) if they fulfill the requirements to earn an incentive. Premium Rewards requirements for the 2023-2024 plan year are provided below and will be posted to the DHRM website.

Premium Rewards requirements for the July 1, 2023 through June 30, 2024 plan year:

Premium Rewards for the plan year starting July 1, 2023, will be available to all employees and non-Medicare-eligible retiree group participants and their covered spouses enrolled in the COVA Care or COVA HealthAware plan. Participants will only have to complete and submit an online Health Assessment as described below to receive a Premium Rewards incentive. All participants must complete or update and submit the Health Assessment between May 1 - May 15, 2023, to earn a Premium Rewards incentive effective July 1, 2023. If no Health Assessment is completed and submitted during this time, any existing Premium Rewards incentive will be terminated on June 30, 2023. Please remember that an employee/retiree group participant and their respective spouse must set up a separate online account and complete their own Health Assessment.

COVA Care and COVA HealthAware participants, including those who newly enroll during the plan year (employees/retirees and spouses) can earn an incentive after July 1 at any time during the plan year if the requirement is met.

Please note:

- Employees and/or retired non-Medicare eligible participants and spouses enrolling in COVA Care or COVA HealthAware during Open Enrollment may have to wait until July 1, 2023, to complete a Health Assessment.
- Current COVA Care or COVA HealthAware members who may be changing their plan for July 1, 2023, will need to complete their Health Assessment with their current plan administrator.

USE YOUR OWN DEVICE: We strongly encourage participants to use their own personal devices to complete a Health Assessment since the user can manage limitations such as firewalls and cookies. **Participants may receive an error when using a state issued computer to access the Health Assessment** due to the system administrator limitations. These settings cannot be changed.

Please see the information below for instructions to access the health plan's website and or mobile app to complete the Health Assessment.

COVA Care Plan:

Here are links to access your COVA Care Health Assessment Navigation Guide for the [Sydney Health Mobile App](#) and the [Anthem Member Website](#).

- Log in to www.anthem.com
- Select "*My Health Dashboard*" from the top navigation menu.
- Select "*Programs*".
- Under "*Additional Programs*", select "*Learn more*" on the WebMD Health Risk Assessment tile.
- Click "*Start your assessment*"; then click "*Take it again*" if you have previously completed an assessment.
- After completing your assessment, click on the "*Save and finalize*" button, then answer three questions and click "*Save and continue*".

You may also access the Health Assessment through the Sydney Health app on your mobile device:

- Log in to the Sydney Health app, from the welcome screen click "*Menu*" on the bottom right.
- Select "*My Health Dashboard*" from the menu list.
- Scroll down to the "*Featured Programs section*", then click "*View All*", then click on the "*WebMD Health Risk Assessment*" tile.
- Click "*Start your assessment*"; then click "*Take it again*" if you have previously completed an assessment.
- Click on the "*Save and finalize*" button, then answer three questions, then click "*Save and continue*".
- Answer the feedback questions, then click "*Finish*". Be sure to print your confirmation page, or save a screenshot for your records.

For COVA Care members with literacy, language, or technological challenges, you may contact Anthem at 1-800-552-2682 for help.

COVA HealthAware Plan:

Here is a link to your [Aetna Health Digital Reference Guide](#).

Accessing from a browser (pages 23-25 of the Aetna Health Digital Reference Guide):

- Log in to your Aetna Member Website on www.aetna.com
- Scroll down until you see “Member Resources” on the right side of the page and click on “Well-being Resources” in this section to open your Member Engagement Platform
- Once the Member Engagement Platform opens, hover over “My Health” in the menu at the top and then click on “Health Assessment”

Accessing from the Aetna Health mobile app (page 37 of the Aetna Health Digital Reference Guide):

- Log in to the Aetna Health mobile app
- Select the Improve tab
 - When accessing this tab for the first time, select Get Started
 - When accessing this tab after the first time, select Health Survey

The Member Engagement Platform will experience a system outage from Saturday, May 13, 2023 at 4:00pm EST through Sunday, May 14, 2023 at 12:00noon EST. Please plan accordingly.

For COVA HealthAware members with literacy, language, or technological challenges, you may contact the Aetna Concierge team at 1-855-414-1901 for help.

Health Assessment Confirmations:

Eligible participants should print off and retain a copy of the screenshot that confirms their Health Assessment completion. If the incentive is not credited in the timeframe provided below, the employee/retiree should contact their Benefits Administrator and provide documentation of completion. If failure to apply the Premium Rewards incentive is due to a system or report failure, consideration will be given to allow a retroactive effective date based on the individual circumstances of the request. However, it is the employee's/retiree's responsibility to watch for their Premium Rewards incentive and report any problem within a reasonable time.

How long will it take for me to get my Premium Rewards incentive?

Premium Rewards incentives will be effective on July 1, 2023, if the Health Assessment is completed between May 1 – May 15, 2023. Health Assessments submitted before May 1, 2023, will not count towards the new plan year Premium Rewards incentive. However, if the employee/non-Medicare-eligible enrollee or covered spouse does not complete the Health Assessment during this timeframe, they can still earn a Premium Rewards incentive. The following chart provides a schedule of effective dates based on the completion of the requirement:

Completion Date:	Effective Date
5/16/2023 through 6/15/2023	8/1/2023
6/16/2023 through 7/15/2023	9/1/2023
7/16/2023 through 8/15/2023	10/1/2023
8/16/2023 through 9/15/2023	11/1/2023
9/16/2023 through 10/15/2023	12/1/2023
10/16/2023 through 11/15/2023	1/1/2024
11/16/2023 through 12/15/2023	2/1/2024
12/16/2023 through 1/15/2024	3/1/2024
1/16/2024 through 2/15/2024	4/1/2024
2/16/2024 through 3/15/2024	5/1/2024
3/16/2024 through 4/15/2024	6/1/2024

Premium Rewards Participants: Your Health Assessment results are confidential and individual information will not be shared with your employer.

Benefits Administrator: If you have an employee/retiree or covered spouse who has completed the requirement but is not receiving the Premium Rewards incentive. Please review *Simple Benefits and Create Additional Pay* in Cardinal, you may submit a request for assistance on behalf of the employee/retiree/spouse to ohb@dhrm.virginia.gov or fax to 804-371-0231. Please note that confirmation of completion of the Health Assessment will be required as supporting documentation. Please use the chart to confirm that the Premium Rewards incentive effective date was missed before you request a review.