

PROGRAMS AND PRODUCTS

Will wellness credits roll over due to COVID-19? New 4/13

There are no plans to carry over Wellness Credits at this time. This will be evaluated again later in the summer.

Are fully insured or self-funded customers able to use their Wellness Credits to pay for premium? New 4/21

Customers are able to use their wellness dollars towards their premium as long as:

- Wellness amount is limited only to any dollars that UHC is administering.
- Only dollars that are earmarked for the groups use toward wellness initiatives will be in play.
- if the Wellness dollars are already committed to purchase a service from Optum, they cannot be reallocated to cover UnitedHealthcare premium.

Can wellness credits be used for supplies like hand sanitizers and thermometers that are part of return to work or return to office programs? New 4/25

Yes, UnitedHealthcare wellness credits may be used to purchase hand sanitizers, thermometers or other supplies use to provide a healthy and a safe workplace as employees are returning to the workplace.

What specific items will UnitedHealthcare allow wellness credits to be used for? Update 7/24

An employer can use their wellness credits for purchase of COVID related safety items (outlined below) provided those credits are spent by October 22, 2020.

- **Employer Premiums for Health Insurance – ASO / FI customers** can use through their wellness funds to pay for their medical premium.
- **Personal protective equipment (PPE) to prevent worker exposure** – Face masks, face covering, face shields, gloves.
- **Employee Screening** – Thermometers, Thermometer Gun, disposable Thermometers.

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Last updated 10/19/2020

- **Personal Use & Cleaning Products** — Tissue and no-touch disposal receptacles; hand sanitizer products and no-touch dispensers; disinfectants: and products that meet EPA’s criteria for use against SARS-Cov-2 and are appropriate for the surface.
<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- **Cleaning Services of facilities**
- **Materials to COVID-proof Facility including signage**
- **COVID-19 testing** —in the employer’s office for employees returning to work
- **Fees for vendor** — to conduct testing or collect test samples

Can a UnitedHealthcare Preventive Plan or other MEC-only plan that does not have stop loss add stop loss insurance? NEW 3/26

MEC plans are subject to the new legislation. However, many of these plans do not have stop loss insurance. It would be up to the plan sponsor, who is the fiduciary to speak with their consultant or broker to assess market solutions best for their respective plan situation.

Are testing and testing related visit claims covered for UnitedHealthcare Preventive Plan members? Update 10/19

The Preventive Plan does include waiver of cost sharing including co-payments, coinsurance and deductibles for medically appropriate COVID-19 testing and testing related visits at physician offices or telehealth in and out of network. Inpatient testing is out of scope. Testing must be ordered by a physician or appropriately licensed health care professional for purposes of the diagnosis or treatment of an individual member and provided at approved locations in accordance with CDC guidelines. Coverage is effective for claims as of March 18, 2020 and will remain in place through the public health emergency period, now January 20, 2021.

Can members who have the Gym Check-in programs still earn their rewards without going to the gym under the national epidemic? New 4/13

Yes, members whose employers offer **Gym Check-In** rewards can now earn their reward without going to the gym. Due to the widespread gym closures as a result of COVID-19, Rally Health has introduced a new way for users to earn Gym Check-In rewards without going to the gym.

The Activity Check-In reward now appears in lieu of the Gym Check-In reward. The Physical Activity Check-In card appears on the Program Overview page, prompting users to do something active 12 times per month and indicate that activity in a one-question mini survey to earn a reward.

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Users can see the **Start Date** and **End Date** of the activity as well as the potential reward they can earn for completing the activity. Just like the **Gym Check-In** reward, these dates are based on the calendar month.

To help address member questions UnitedHealthcare has a new member FAQ. The FAQ includes information on how members can continue to get their rewards during this this time and provides both a support email and phone number for members to call for support. You may request it from your UnitedHealthcare representative.

Have changes been made to Rally to help members during the COVID-19 national emergency? Update 5/8

Yes.

- To provide UnitedHealthcare Employer & Individual (E&I) members with additional support related to COVID-19, specific campaigns now appear as the first three tiles on the Home View carousel.
- Also, the COVID-19 Resources page for E&I members now contains a **Your Primary Care Provider** section to direct members to reach out to their primary care provider (PCP) if they, or a family member, has symptoms.
- E&I members whose employers offer **Gym Check-In** rewards can now earn their reward without going to the gym.
- A new banner now appears across the top of the Rally Health app reminding users to follow local, state, and national guidelines if they choose to engage in Missions.
- To help address member questions UnitedHealthcare has a new member FAQ. The FAQ includes information on how members can continue to get their rewards during this this time and provides both a support email and phone number for members to call for support. You may request it from your UnitedHealthcare representative.

Can eligible UnitedHealthcare (New York, New Jersey) and Oxford (New York, New Jersey, Connecticut) members still earn rewards for the Sweat Equity program during the COVID-19 pandemic? Update 7/15

Yes, eligible members may continue their participation in the Sweat Equity program. To help make participation easier during this time when many gyms have closed and organized in-person fitness classes and events have been canceled, beginning March 1, 2020 through the end of your state's declared emergency, members may record their home-based exercise activities (one per day: virtual

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fitness (app, video), walk, run, bike ride, home workout equipment, etc.) on their Sweat Equity reimbursement form.

We are temporarily waiving the following program requirements, which would not apply to home-based exercise activities:

- submission of documentation supporting the cardio benefits of the equipment, class, facility or event used by the member;
- receipts for fitness-related expenses incurred;
- facility/instructor attestation as a qualification for reimbursement of eligible exercise-related expenses.

When recording home-based workouts on the reimbursement application (claim form):

- Under **Fitness Events, Facility Visits and Classes**, indicate “home” for **Session Type** or leave blank;
- Under **Fitness Event, Class, Session, Facility Information**, indicate “home” for **Organization name** or leave blank;
- Under **Fitness Facility/Instructor Information**, indicate “home” for **Facility employee/Class instructor name** or leave blank.

All other program requirements will continue to apply.

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