1) How do I qualify for the Premier Wellwise Wellness Incentive?

To be eligible for the Premier Wellwise 2011 Wellness Incentive, you must meet both of the following criteria for benefit expenses incurred between January 1, 2011 and December 31, 2011:

a. The only claims paid for each person (subscriber and dependents) covered under the Premier Wellwise Health Plan were for those services allowed under the Preventive Care Benefit set forth in the Plan Document. If you had any claims outside the Preventive Care Benefit, you will not be eligible for the Wellness Incentive.

b. No other medical or prescription claims were filed for you and your dependents. This includes any claims submitted for payment (even if submitted directly by your provider); claims submitted and denied; and claims applied toward your annual deductible.

2) How do I qualify for the Premier Wellwise Non-smoker Incentive?

You are eligible to file for the $50 Non-Smoker Incentive if you were a non-smoker for the entire calendar year. The $50 Non-Smoker Incentive is available to the subscriber only; non-smoking dependents are not eligible. The total $50 payment is made regardless of the number of months you were enrolled in the plan during 2011 (i.e., it will not be pro-rated if you enrolled in the plan after January 2011).

3) How much will I be paid?

Payment Amount – Premier Wellwise Wellness Incentive
Incentives are prorated based upon the number of months enrolled during 2011.

<table>
<thead>
<tr>
<th>Category</th>
<th>Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subscriber Only</td>
<td>$200.00</td>
</tr>
<tr>
<td>Subscriber Plus One Dependent</td>
<td>$400.00</td>
</tr>
<tr>
<td>Subscriber with two or more Dependents</td>
<td>$500.00</td>
</tr>
<tr>
<td>Non-Smoking Incentive (Subscriber only)</td>
<td>$50.00</td>
</tr>
</tbody>
</table>

For new or terminated enrollees, Premier Wellwise Wellness Incentives will be pro-rated based upon the number of months enrolled during 2011.

Payment Amount – Premier Wellwise Non-smoker Incentive
The $50 payment is available regardless of the number of months you were enrolled in the plan during 2011.
4) What do I need to do to get my Incentive payment?

Instructions for Active Employees or Employees on a Leave of Absence:
To receive the Premier Wellwise Wellness and/or Non-Smoker Incentive, you must confirm your eligibility by completing and submitting the Premier Wellwise Wellness and/or Non-Smoker affidavit online by following the steps below. Affidavits received by mail will not be accepted.

1) Go to www.blueshieldca.com/oc
2) Click on Premier Wellwise Benefits (Employees) on the left side
3) Under “Premier Wellwise Wellness and Non-Smoker Incentives”, click on the button as indicated in your Incentive Letter:
   - If your reference number in the Incentive Letter begins with AW, then click on the button “Wellness and Non-Smoker Incentives Form”
   - If your reference number in the Incentive Letter begins with AN, then click on the button “Non-Smoker Incentive Form”
4) Follow the instructions to complete the form. If you qualify for both incentives, make sure to check both boxes on the “Premier Wellwise Wellness and Non-Smoker Incentives Form.” If you only qualify for the Wellness Incentive, check that box only. (The “Non-Smoker Form” will only have one check box.) To verify your identity, you will need to enter the following information:
   - Your last name
   - Your birth year (4 digits)
   - Your unique reference number, which will be included on the Incentive Letter
5) Enter your e-mail address to receive a confirmation receipt via e-mail and future notifications about Premier Wellwise Wellness or Non-smoker Incentives (if you are eligible). Entering your e-mail is optional and your e-mail will not be used for any other purposes.

Instructions for retirees are on the following page.
Instructions for Retirees:
To receive the Premier Wellwise Wellness and/or Non-Smoker Incentive, you may confirm your eligibility through ONE of the following methods:

Option #1: Complete and submit the Premier Wellwise Wellness and/or Non-Smoker affidavit online by following the steps below:

1) Go to www.blueshieldca.com/oc
2) Click on Premier Wellwise Benefits (Employees) on the left side (Note: as retirees were still on the Premier Wellwise plan in 2011, please use this link instead of Wellwise Retirees)
3) Under “Premier Wellwise Wellness and Non-Smoker Incentives”, click on the button as indicated in your Incentive Letter:
   • If your reference number in the Incentive Letter begins with RW, then click on the button “Wellness and Non-Smoker Incentives Form”
   • If your reference number in the Incentive Letter begins with RN, then click on the button “Non-Smoker Incentive Form”
4) Follow the instructions to complete the form. If you qualify for both incentives, make sure to check both boxes on the “Premier Wellwise Wellness and Non-Smoker Incentives Form.” If you only qualify for the Wellness Incentive, check that box only. (The “Non-Smoker Form” will only have one check box.) To verify your identity, you will need to enter the following information:
   • Your last name
   • Your birth year (4 digits)
   • Your unique reference number, which will be included on the Incentive Letter
5) Enter your e-mail address to receive a confirmation receipt via e-mail and future notifications about Premier Wellwise Wellness or Non-smoker Incentives (if you are eligible). Entering your e-mail is optional and your e-mail will not be used for any other purposes.

Option #2: Sign and date the affidavit(s) included in the Incentive letter for the wellness incentives that you are eligible for and mail the signed affidavit(s) using the enclosed return envelope to:

Blue Shield of California
6300 Canoga Ave., Floor 9, 09-924C
Woodland Hills, CA 91367-2580
Instructions for subscriber who is incapacitated or has deceased:
If you are completing the affidavit on behalf of a subscriber who is incapacitated or has deceased, **you may not submit the affidavit online.** To confirm the subscriber’s eligibility, you will need to:

- Sign and date the affidavit for the incentives that the subscriber is eligible for
- Mail the signed affidavit along with a copy of the Power of Attorney or other legal document authorizing you to sign on behalf of the subscriber who is incapacitated or deceased using the enclosed return envelope to:

  Blue Shield of California  
  6300 Canoga Ave., Floor 9, 09-924C  
  Woodland Hills, CA 91367-2580

5) What are deadlines for mailing or submitting affidavit(s) online?

  Affidavits received by May 25, 2012: payment will be made on June 22, 2012.  
  Affidavits received by July 27, 2012: payment will be made on August 31, 2012.

6) When will I receive the Incentive payment?

  **Active Employees**- You will receive a taxable payment via your County of Orange paycheck. The incentive payment will be paid as follows:

  Affidavits received online by May 25, 2012: payment will be included in your June 22, 2012 paycheck.  
  Affidavits received online by July 27, 2012: payment will be included in your August 31, 2012 paycheck.

  **Retirees or Employees on Leave of Absence**- Blue Shield of California will issue your incentive payment and send it to you by mail. The incentive payment will be issued as follows:

  Affidavits received online or by mail by May 25, 2012: payment will be mailed by June 22, 2012.  
  Affidavits received online or by mail by July 27, 2012: payment will be mailed by August 31, 2012.

  You should include this payment on your 2012 individual tax return. If you have questions regarding the payment itself, contact the Blue Shield of California Customer Service Department at 1-888-235-1767, Monday through Friday, from 7:00 a.m. to 7:00 p.m., Pacific Time.

7) I did not get the full Premier Wellwise Wellness and/or Non-Smoker Incentive to which I was entitled. Why didn’t I get the whole amount?

  **Taxes:** (for active employees only) Because the incentive is taxable, the amount you actually receive will be less than the full amount

  **Enrolled Mid Year or Partial Year:** If you were not enrolled in Premier Wellwise for the full calendar year, you receive a prorated amount for the Wellness Incentive according to the number of months you were in the plan in 2011.
8) I didn’t file a claim with Blue Shield of California last year, but I used my Catalyst’s prescription benefits. Why don’t I qualify for the Incentive?

To be eligible for the Wellness Incentive, claims cannot be filed against the health plan, and this includes use of the Catalyst’s Prescription Drug program. This requirement is explained in the Incentive Letter from the County that accompanies this Q&A, the County of Orange New Employee Orientation, and in the Benefits Enrollment Guide.

9) I didn’t file any claims but my spouse did. Can we get half the Incentive?

No. The criteria stated on your Incentive Letter from the County and in Question #1 of this Q&A applies to both the subscriber and their dependents.

10) Both my spouse and I are non-smokers, and/or we are Employee Married to Employee. May we both get the incentive?

No. The $50.00 Premier Wellwise Non-Smoker Incentive is offered to subscriber only.

11) Will my incentive be taxed?

Yes. The Premier Wellwise Wellness and Non-smoker Incentives are taxable. Incentive payments for Employees will be taxed and included on their County of Orange paycheck. Retirees and Employees on a Leave of Absence should include Incentive payments on their 2012 individual income tax returns.

12) What if the subscriber has deceased and receives an Incentive Letter, can the spouse receive the incentive?

Yes. The 2011 Incentive is still available but the check will be made payable to the deceased subscriber. You must mail the signed affidavit(s) along with a copy of the Power of Attorney or other legal document authorizing you to sign on behalf of the subscriber who is incapacitated or deceased using the return envelope enclosed with the Incentive Letter. You may not submit the affidavit(s) online.

13) What should I do if I want to file an appeal to receive my 2011 Premier Wellwise Incentive? If you feel that you should have qualified for the Premier Wellwise Wellness Incentive but only received a non-smoking affidavit, send the following information by July 31, 2012, to:

Blue Shield of California
6300 Canoga Ave., Floor 9, 09-924C
Woodland Hills, CA 91367-2580

-Written request explaining why you feel that you should receive the incentive; and/or
-Letter from the provider who submitted the claim, stating that the claims was submitted in error without the employee’s consent.
14) What should I do if my address has changed or is different from the address on the Incentive Letter that I received from the County?

Active Employees- Please contact your Human Resources Department if your address has changed or is different than the address listed on this letter.

Retirees- Please contact the County of Orange Benefits Center at 1-866-325-2345 if your address has changed or is different than the address listed on this letter.

Employees on a Leave of Absence- Please contact your Human Resources Department if your address has changed.

15) Who do I call if I have any questions about my submitted benefit claims?

If you have any questions about your benefit claims submitted for 2011, please call the Blue Shield of California Customer Service Department at 1-888-235-1767. They can provide the dates, billed charges, and/or provider information for these 2011 claims.