2015 Wellwise Wellness and Non-Smoker Incentives
Questions & Answers (Q&A)

Retirees

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

To be eligible for the Wellwise 2015 Wellness Incentive, you must meet both of the following criteria for benefit expenses incurred between January 1, 2015 and December 31, 2015:

a. The only claims paid for each person (subscriber and dependents) covered under the 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 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 subscribers that were enrolled in a Wellwise Retiree Health Plan in 2015. 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 2015 (i.e., it will not be pro-rated if you enrolled in the plan after January 2015).

3) How much will I be paid?

**Payment Amount – Wellwise Wellness Incentive**

<table>
<thead>
<tr>
<th>Subscriber Only</th>
<th>$200.00</th>
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</thead>
<tbody>
<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>
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</tbody>
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For new or terminated enrollees, Wellwise Wellness Incentives will be pro-rated based upon the number of months enrolled during 2015.

**Payment Amount – Wellwise Non-Smoker Incentive**

The $50 payment is available regardless of the number of months you were enrolled in the plan during 2015.
4) What do I need to do to get my Incentive payment?

To receive the Wellwise Wellness and/or Non-Smoker Incentive, you may confirm your eligibility through ONE of the following methods:

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

1) Go to www.blueshieldca.com/oc
2) Click on the “Go” button under “Retiree Wellwise Incentives” (located in the center of the home page).
3) Then, 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”. (The color of the button is blue.)
   - If your reference number in the Incentive Letter begins with RN, then click on the button “Non-Smoker Incentive Form”. (The color of the button is gold.)

4) Follow the instructions to complete the form. **If you qualify for both incentives, make sure to check both boxes on the “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 first name
   - 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 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
Woodland Hills, CA 91367-2580
Instructions for subscriber who is incapacitated or deceased:
If you are completing the affidavit on behalf of a subscriber who is incapacitated or 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 for which the subscriber is eligible
- 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  
  Woodland Hills, CA 91367-2580

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

The first affidavit deadline submission date is May 22, 2016 and the second is July 24, 2016. Any affidavit received after July 24 may be denied.

6) When will I receive the Incentive payment?

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 22, 2016: payment will be mailed by June 17, 2016.  
- Affidavits received online or by mail by July 24, 2016: payment will be mailed by August 26, 2016.

You should include this payment on your 2016 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 Wellwise Wellness and/or Non-Smoker Incentive to which I was entitled. Why didn’t I get the whole amount?

If you were enrolled in the Wellwise Retiree Health Plan mid-year or for a partial-year and were not enrolled for the full calendar year you will receive a prorated amount for the Wellness Incentive according to the number of months you were in the plan in 2015.

8) I didn’t file a claim with Blue Shield of California last year, but I used my Optum/Catamaran 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 Optum/Catamaran’s Prescription Drug program. This requirement is explained in the Incentive Letter from the County, the County of Orange New Retiree 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 we are enrolled in the County’s Retiree Married to Retiree (RMR) program. May we both get the incentive?

Yes. The $50.00 Wellwise Non-Smoker Incentive is available to both retirees in the RMR Program. Please contact the Blue Shield of California Customer Service Department at 1-888-235-1767 for assistance in processing your affidavit.

11) Will my incentive be taxed?

Yes. Retirees should include Incentive payments on their 2016 individual income tax returns.

12) What if the subscriber is deceased and receives an Incentive Letter? Can the spouse receive the incentive?

Yes. The 2015 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 deceased using the return envelope enclosed with the Incentive Letter. You may not submit the affidavit(s) online. To confirm the subscriber’s eligibility, you will need to:

- Sign and date the affidavit for the incentives for which the subscriber is eligible
- 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
  Woodland Hills, CA 91367-2580

13) What should I do if I want to file an appeal to receive my 2015 Wellwise Wellness Incentive?

If you believe that you should have qualified for the Wellwise Wellness Incentive but only received a non-smoker affidavit, send the information below by July 24, 2016 to:

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

- Written request explaining why you believe 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 retiree’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?

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

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 2015, 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 2015 claims.