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

To be eligible for the 2014 Wellwise Wellness Incentive, you must meet both of the following criteria for benefit expenses incurred between January 1, 2014 and December 31, 2014:

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 2014 calendar year; or
• You smoked at some time during the 2014 calendar year and you also participated in a smoking cessation program at some point in 2014; or
• You smoked at some time during the 2014 calendar year and you enrolled in and began a smoking cessation program. To earn the Incentive using this method, you must enroll in and begin a program by May 24, 2015 (first affidavit deadline) or July 26, 2015 (second affidavit deadline).

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 2014 (i.e., it will not be pro-rated if you enrolled in the plan after January 2014).

Important: The Wellwise Non-Smoker Incentive is completely separate from the attestation you may have completed as part of the OC Healthy Steps program during Open Enrollment last November. You must meet the eligibility criteria and complete the process described in the answer to question #5 below to receive the $50 Wellwise Non-Smoker Incentive for 2014.

3) Where can I enroll in a smoking cessation program?

If you are interested in a smoking cessation program, there are many low or no cost options available through the following resources:

**American Cancer Society**
• Offers free telephonic counseling – call Quit-4-Life or (866) 784-8454
• Variety of self-help materials are available at www.cancer.org

**American Lung Association**
• Offers a free online smoking cessation program at www.ffsonline.org
• Group clinics are available for a fee
California Smokers Helpline
- Offers free telephonic coaching for California residents: Call 1-800-NOBUTTS to get started
- Provides referrals to other local County resources at www.nobutts.org/CountyListings.aspx

4) How much will I be paid?

**Payment Amount – Wellwise Wellness Incentive**

<table>
<thead>
<tr>
<th>Subscriber Only</th>
<th>$200.00</th>
</tr>
</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>
</tr>
</tbody>
</table>

For new or terminated enrollees, Wellwise Wellness Incentives will be pro-rated based upon the number of months enrolled during 2014.

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

The $50 payment is available regardless of the number of months you were enrolled in the plan during 2014.

5) What do I need to do to get my Incentive payment?

To receive the Wellwise Wellness and/or Non-Smoker Incentive, you must confirm your eligibility by completing and submitting the 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](http://www.blueshieldca.com/oc)
2) Click on the “Go” button under “Active 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 **AW**, then click on the button **“Wellness and Non-Smoker Incentives Form”**. (The color of the button is green.)
   - If your reference number in the Incentive Letter begins with **AN**, then click on the button **“Non-Smoker Incentive Form”**. (The color of the button is orange.)
4) Follow the instructions to complete the form. **If you qualify for both incentives, make sure to check both boxes on the “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 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 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. Please contact Blue Shield of California Customer Service Department at 1-888-235-1767 for instructions. You will be required to provide 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.

6) What are deadlines for submitting affidavit(s) online?

The first affidavit deadline submission date is May 24, 2015 and the second is July 26, 2015. Any affidavit received after July 26 may be denied.

7) 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 24, 2015: payment will be included in your June 19, 2015 paycheck.
Affidavits received online by July 26, 2015: payment will be included in your August 28, 2015 paycheck.

**Employees on Leave of Absence or those who are no longer employed by the County** - 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 by May 24, 2015: payment will be mailed by June 19, 2015.
Affidavits received online by July 26, 2015: payment will be mailed by August 28, 2015.

You should include this payment on your 2015 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.

8) 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?

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

– OR –

**Enrolled Mid Year or Partial Year:** If you were not enrolled in a Wellwise Health Plan 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 2014.

9) I didn’t file a claim with Blue Shield of California last year, but I used my 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 Catamaran’s Prescription Drug program. This requirement is explained in the Incentive Letter from the County, the County of Orange New Employee Orientation, and in the Benefits Enrollment Guide.

10) 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.
11) 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 Wellwise Non-Smoker Incentive is offered to the subscriber only.

12) Will my incentive be taxed?

Yes. The Wellwise Wellness and Non-Smoker Incentives are taxable. Incentive payments for Employees will be taxed and included on their County of Orange paycheck.

Employees on a Leave of Absence or who are no longer employed by the County should include Incentive payments on their 2015 individual income tax returns.

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

Yes. The 2014 Incentive is still available but the check will be made payable to the deceased subscriber. If you are completing the affidavit on behalf of a subscriber who is incapacitated or has deceased, you may not submit the affidavit online. Please contact Blue Shield of California Customer Service Department at 1-888-235-1767 for instructions. You will be required to provide 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.

14) What should I do if I want to file an appeal to receive my 2014 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 26, 2015 to:

Blue Shield of California
6300 Canoga Ave., Floor 9, 09-924C
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 employee’s consent.

15) 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 and Employees on a Leave of Absence - Please contact your Human Resource Services representative if your address has changed or is different from the address listed on your Incentive letter.

If you are no longer employed by 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 listed on your Incentive letter.

16) 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 2014, 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 2014 claims.