

# MotivateMe Employee FAQ's

**What is the purpose of MotivateMe?** MotivateMe is an incentive program for employees and retirees who subscribe to a Fairfax County health plan. The purpose of the program is to encourage participants to *actively* engage in their health and wellbeing through a relationship with their primary care provider, educational activities, and preventive care.

**How does MotivateMe work?** **Cigna subscribers** track and manage their rewards through [mycigna.com](https://mycigna.com). Cigna participants are required to complete a physical with a primary care provider and Cigna's online health assessment annually to receive any rewards. **All activities must be completed and posted on [mycigna.com](https://mycigna.com) by December 31.** We suggest completing MotivateMe activities by October. **Kaiser Permanente subscribers** must track their rewards using a paper "passport". The passport can be downloaded from the LiveWell website on FairfaxNet or by contacting LiveWell. Kaiser participants are required to complete Kaiser's total health assessment at [kp.org/tha](https://kp.org/tha) every year. Annual physical and biometric screening results must also be up to date in Kaiser's medical portal to meet the physical requirement. **The completed "passport" must be scanned and emailed to [LiveWell@fairfaxcounty.gov](mailto:LiveWell@fairfaxcounty.gov) by December 31.**

**How do I register?** Participants don't need to register for MotivateMe, specifically. Eligible subscribers in a Fairfax County health plan are automatically enrolled in the MotivateMe program.

**Who can participate in MotivateMe?** Fairfax County Government employees and retirees who are over the age of 18 and subscribe to a county health plan (Cigna 80%, 90% or MyChoice or Kaiser Permanente) are eligible to participate and earn rewards. Retirees who subscribe to a UnitedHealthcare or Cigna Medicare Advantage plan are ineligible to participate in MotivateMe.

**What activities are required to earn rewards?** **There are two requirements to earn rewards.** Participants must have an annual physical **AND** complete their health plan's online health assessment during the calendar year. **Points must be posted to the MotivateMe portal by December 31 or rewards will not be given.** Additional points and activities can be completed or tracked before the requirements are completed, but points will not be awarded until the physical and health assessment are completed and posted. Items marked with an asterisk are self-reported, through the MotivateMe portal or passport.\* Subscribers can earn up to \$250 per year.

**Does my CDL exam or public safety physical through Occupational Health count as the annual physical? No. All physical exams must be completed through a primary care provider.** The goal of MotivateMe is to encourage employees and retirees to build a relationship with a primary care provider and remain **actively engaged** in their health and wellbeing throughout the year.

**I had an annual physical this year, but haven't received credit for it. What should I do?** It may take approximately 8 weeks for claims-based activities such as an annual physical or cancer screening (mammogram, colonoscopy, etc.) to appear in the MotivateMe portal. If it has been 8 weeks and you do not see the credit in the MotivateMe portal on [mycigna.com](https://mycigna.com), please contact the dedicated Fairfax County Cigna representative for assistance. If the coding is incorrect and the activity has not posted to the MotivateMe portal by December 31, you will not receive rewards for this activity, even if the exam or activity was completed by the deadline. *Tip: Let your health care provider know that the visit is a well visit when you schedule the exam and confirm the coding before you leave the office visit.*

**Does an annual "well woman" exam through an OB/GYN count as an annual physical?** No. The annual physical must be completed through a primary care provider and is different from a well woman exam. The well woman exam may count as the annual OB/GYN exam.

**When, and how, do I receive my MotivateMe rewards?** Rewards will be available in March of the following year. Employees enrolled in Kaiser or the CIGNA 80%, or 90%, plans will receive their rewards in a healthcare Flexible Spending Account (FSA). Employees enrolled in the CIGNA MyChoice plan will receive the rewards into their Health Savings Account (HSA). Maximum HSA contribution amounts apply.

**Do I have to have a healthcare flexible spending account in order to receive rewards?** No. Rewards will be placed into an existing healthcare flexible spending account or, if you do not have one, Fairfax County will open an account on your behalf, using just the MotivateMe rewards.

**What do you mean "tobacco free"?** Being tobacco free includes not vaping or using any form of tobacco for smoking (cigarettes, cigars, bidis, JUUL, etc.) or smokeless tobacco.

**Where can I find the Cigna wellness screening form?** Download the form from [mycigna.com](https://mycigna.com) or from the [LiveWell website](https://mycigna.com). Return the form to Cigna using the instructions at the top of the form. It may take several weeks for the form to be processed, so plan ahead to meet the December 31st deadline. All forms must be processed and posted to the MotivateMe portal on [mycigna.com](https://mycigna.com) by December 31.

**Who can I contact with questions?** Email [LiveWell@fairfaxcounty.gov](mailto:LiveWell@fairfaxcounty.gov) or call HR Central at 703.324.3311. Plus, participate in quarterly MotivateMe webinars to learn more about the program.