



2024 Healthy Actions Digital Gift Card Incentive Program

Frequently Asked Questions (FAQ)

Health starts here:

Join NBOE Well for the 2024 Healthy Actions Program!

Active employee and their eligible spouse enrolled in one of our Aetna Medical Plans who receive two (2) of the following screenings between January 1, 2024 and December 31, 2024 will be entered into a monthly raffle for a \$75 e-gift card.

All employees:

- Annual Physical with lab work
- Routine Dental Cleaning
- Routine Eye Exam
- Colonoscopy
- Sigmoidoscopy
- Immunizations/Vaccinations (Choose ONE: flu, H1N1, pneumococcal, hepatitis b, COVID)*

Male Employees: Prostate Exam

Female Employees: Well Woman (including mammogram and/or pap smear)

*Only one immunization/vaccination visit will count towards the Healthy Actions program

To find an in-network provider and schedule your screening today, visit [Aetna.com](https://www.aetna.com)

Healthy Actions Frequently Asked Questions

NBOE is pleased to offer an incentive for benefits-eligible employees who fully engage in our programs. We commend you for your effort to improve your physical and emotional wellness!

1. Why is the district offering a monthly raffle e-gift card for my preventive screenings?

The NBOE Well initiative aims to cultivate healthy lifestyle choices and improve the overall wellbeing of NBOE employees. Studies show that early detection increases the chances of survival from some serious health conditions. For example, an annual dental cleaning including a [screening](#) for signs of mouth cancer. Early detection is crucially important and will lead to healthier actions and improve one's overall health. "When scientists

followed one company's wellness program for 15 years, they found that the number of smokers dropped by 75%. There were also half as many workers with [high blood pressure](#) and sedentary lifestyles." WebMD

2. Who is eligible to participate?

Only full-time benefit-eligible employees, and their eligible spouse, who enroll onto NBOE medical coverage can participate on the 2024 Health Actions Program.

3. How do I find my Explanation of Benefits (EOBs)?

Download your proof of visit (or EOB) from Aetna:

Step 1: Visit Aetna's website at www.Aetna.com

Step 2: Click "Login"

- Under Member Login, click "Login" to access your Aetna account. Use the credentials that you registered with (username and password). Or create an account.

Step 3: Click "Claims & Spending"

Step 4: Clicking on "Download Claims," will download an excel document for viewing claims in an excel format

OR

Step 5: To view a specific claim, click the right arrow on that claim:

- On the right-hand side, under Review of Explanation of Benefits, click "View Summary" and then "View Explanation of Benefits."

A statement will appear on screen for viewing or printing.

See example **Explanation of Benefits (EOBs)** below. Note, the services would be outline in column one under service type. Preventative screenings will always have a \$0 co- pay, see column I.



Explanation of Benefits (EOB) - This is not a bill

This statement is called your EOB. It shows how much you may owe, the amount that was billed, and your member rate. It also shows the amount you saved and what your plan paid. Look at this statement carefully and make sure it is correct. If you do owe anything, you will receive a bill from your doctor or health care provider(s). If you have access to the secure member website, you can change your delivery preference, view, print or download your EOBs online anytime.

Claim for (self) Provider: (In-Network)

Claim ID: Received on:	Amount billed	Member rate	Pending or not payable (Remarks)	Applied to deductible	Your copay	Amount remaining	Plan pays	Your coinsurance	You may owe C+D+E+H=I
Service type and date	A	B	C	D	E	F	G	H	I
PREV VISIT, EST, AGE 40-64 99396 on	500.00	107.47				107.47	107.47 (100%)		
Refer to Remarks Section			(1)						
Totals:	500.00	107.47		0.00	0.00	107.47	107.47	0.00	\$0.00

1. What can I submit as proof?

Please use the Google Form Link <https://forms.gle/mwSttBA9hf9Sz5PRA> to submit your two proofs, either an Explanation of Benefits (EOB), prescription receipt, and/or vaccine card for COVID vaccine.

2. Can my spouse, who is also NBOE employee on my plan, be entered to win an e-gift card?

Yes, the Healthy Actions Program is available to the employee, and their eligible spouse who is enrolled on benefits, not their dependent child/children.

3. My dependent, child/children, is on my medical Aetna plan, and an employee with the district, can they enter to win separately?

No, only the subscriber, and their eligible spouse can submit proof to earn a e-gift card.

4. My dependent, spouse, is on my medical Aetna plan, and an employee with the district, can they enter to win separately?

Yes, but you must submit the request on their behalf. The subscriber, and their eligible spouse can submit to earn one e-gift card each.

5. Can I earn two \$75 e-gift cards?

Yes, for you **and** your eligible spouse, as long as you meet the program requirements can earn one e-gift card each.

6. If I complete four screenings, am I eligible to earn two \$75 e-gift cards?

No, an employee can only receive one (1) \$75 gift card per calendar year and must be active or on an approved leave to receive a gift card during distribution.

7. I don't have medical coverage with the district, can I participate in Healthy Actions?

No, only employees enrolled onto NBOE medical Aetna coverage during the time of screenings can participate.

8. I only have Aetna Dental and vision coverage with the district, can I participate?

No, only employees enrolled onto NBOE medical Aetna coverage during the time of screenings can participate.

9. Can I use another screening in lieu to what is listed on the flyer?

No, you must complete one of the following applicable screenings to enter the monthly raffle.

10. I completed an annual physical and bloodwork on two separate days, is that considered two screenings?

No, an annual physical and bloodwork associated to the physical is considered one screening.

11. Can I use two dental cleanings or two vaccinations in 2024 to claim the e-gift card?

No, you must complete two different screening types to qualify. Refer to the Healthy Actions 2024 Program details for eligible screenings.

12. How do I qualify for the monthly e-gift card raffle?

You must complete two qualifying screenings, and use the Google Form Link <https://forms.gle/mwSttBA9hf9Sz5PRA> to submit proof of the Explanation of Benefits (EOBs) to the Benefits Team. Screenings may be validated with Aetna reporting as well. Once the documents are received, the submission will be reviewed and validated. Only validated submissions will be included in the monthly drawings.

13. What if I didn't win in my initial submission?

Those who didn't win will be re-entered in the following month's raffle. Employees don't need to resubmit proof.

14. When will e-gift cards be issued?

E-Gift cards will be issued during the monthly raffle once a month.

15. How will I know I "won" the e-gift card?

The Benefits Team will email you to your work email indicating you are a "winner" and e-gift cards will be sent via email to your work email. Please allow 5-7 business days after confirmation email to expect delivery.

16. Is this e-gift card taxable income?

Yes, e-gift cards are considered taxable income per IRS guidelines.

17. How will I receive my e-gift card?

E-Gift cards will be delivered via e-mail to your work email. 2024 Healthy Actions E-Gift Cards have no expiration date, and you can use it with Amazon, Target, or Walmart (while supplies last).

18. If I lose my e-gift card, can I get a replacement?

The district is not responsible for lost or stolen e-gift cards, and will not issue a replacement e-card.

19. I had a screening in 2023, can I apply it towards the 2024 Healthy Actions program?

No, all screenings or claims must be completed within January 1 – December 31, 2024 to apply for an e-gift card.

20. How do I find a Primary Care Physician (PCP) to receive my physical?

Visit: <https://www.aetna.com/individuals-families/find-a-doctor.html>