

NBOE Well Frequently Asked Questions (FAQ) 2025

NBOE cares about you! That's why we launched NBOE Well.

You perform at your best when your health is in check. The 2025 wellness goal is to:

- #1) Encourage you to connect with your primary care physician (PCP)
- #2) Help you discover and manage any medical conditions you may have



Who can participate in the NBOE Well program?

All employees enrolled in NBOE's Aetna medical plan are eligible to participate. However, we encourage all employees to stay up to date with your annual exams and health screenings.

Where is the best place to locate all NBOE Well program information? <https://nboehrs.com/wellness/>

Why Preventive Care?

- You get one body, and you want to keep it moving. Getting older shouldn't mean you stop. One of the best ways to stay on the move is with preventive health care.
- Understand the difference between preventive care (well visits) and diagnostic services (sick visits).
 - Don't let cost keep you from having an annual physical and preventive care. Under the Affordable Care Act (ACA), you can get certain preventive health care services covered at 100%, without any cost to you.
 - Diagnostic (non-preventive or "sick") services are also covered, but you may have to pay a copayment, coinsurance, or deductible.

What is Preventive Care?

General preventive care consists of an annual wellness exam, which can include blood pressure and blood work. Other items that may be addressed include:

- Depression screening
- Flu shot and other immunizations
- Healthy diet behavioral counseling
- Obesity screening
- Tobacco cessation screening/behavioral counseling
- Healthy diet behavioral counseling – with cardiovascular disease risk factors

Age and gender preventive care typically includes:

- Colorectal cancer screenings – Beginning at age 45-75
- Mammography screening – Every 1-2 years for women over the age of 40
- Well-woman routine visit – Pap Smear for women 21-65 years old

Why Wellness?

1. Engaging with your primary care physician for an annual physical is an important step for your health. This can help you feel better, avoid serious health conditions, and empower you to better manage your health.
2. Reduce the number of unknown health risks, which also reduces the likelihood of a catastrophic health event.
3. Fight rising health care costs.
4. Address lifestyle issues in a confidential and non-threatening manner.

Why PCP Engagement?

- Immediate care for you if you have high cholesterol, diabetes, or high blood pressure.
- Better survival rate when cancer is detected at an earlier stage.
- Have a private discussion with your physician about how to better manage your health.
- Connect to your physician resources to:
 - Lose weight
 - Stop smoking
 - Reduce and manage stress
 - Help with substance abuse

How do I find a PCP?

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

Employees enrolled in the NBOE Aetna Medical Plan are encouraged to take advantage of these valuable Health & Wellness resources through the plan.

- [Aetna Health Your Way-Achieve](#) One-stop shop personal dashboard where Aetna members can take a health assessment, connect health & fitness apps/devices, work toward health goals, and earn up to \$100 a year in gift cards for engaging in wellness activities.
- [FitOn Health](#) gives Aetna medical plan participants credits to take advantage of fitness classes or access to gyms.
 - Enroll at fitonhealth.com/aetna using your NBOE email address and information on record with HRS. If you have questions contact support@fitonhealth.com.
- [Noom](#) is a personalized healthy-lifestyle program, delivered through your mobile phone, that uses psychology and small goals to change your habits, so that you can lose weight, get better sleep and reduce stress.
 - Noom uses body scan technology, which can pinpoint goals based upon your individual photo submitted through the app.
 - Learn more about your body's daily macronutrient intake (carbs, fats, proteins) through Noom's analysis tool.

Click the Noom link above and enter code **SVFIRF** to activate.

- [CVS Health Virtual Care](#) Schedule virtual visits to obtain care for common cold, rashes, minor injuries, mental health and more.

CVS Virtual Care is all virtual/video (not telephonic) via CVS.com/virtual-care/nboewell, the CVS App and embedded within the Aetna app after clicking "Quick Care." CVS Virtual Care is the umbrella term for 24/7 Care, Virtual Primary Care, and Mental Health. The link on the ID cards is comprehensive of all three services.

The CVS Virtual Care Customer Support phone number (**1-877-993-4321**) is presented throughout the experience if you need assistance, but the link is the best way to schedule services.

You can also view a [webinar overview](#) of the services before you need them.

- [AbleTo via Aetna](#) Virtual mental health care to help deal with stress, anxiety, depression, personal health, grief/loss, substance use disorders and more.
 - Visit Aetna's website at <https://member.ableto.com/aetna/> or call **1-844-330-3648**, Monday - Friday 9AM - 8PM EST
 - Eight-week program with two telephonic or video chat sessions per week.
- [Brightline](#) Employees with children enrolled in an NBOE Aetna medical plan have access to counseling, coaching and/or behavioral therapy for their children and teens.

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- [Maven](#) provides virtual care for Aetna members and their partners at no cost through the Aetna Enhanced Maternity Program, with resources for fertility and family building such as IVF, IUI, egg-freezing; adoption and surrogacy; pregnancy and postpartum.
 - Fertility & Family Building
 - Maternity & Newborn Care
- [Maven Menopause](#) From managing ongoing menopause symptoms to forming healthy habits with lifelong benefits, Maven offers 24/7/365 dedicated support from providers who specialize in the menopause journey like OB-GYNs, pelvic floor physical therapists, mental health providers, etc.
- [Hinge Health Virtual Physical Therapy \(PT\)](#) provides a digital evaluation and personalized program developed by licensed PTs.
- [Transform Diabetes Care 2.0](#) is a 12-month program that helps keep employees' diabetes in check. If you are managing diabetes, you're enrolled automatically in this free program.
 - If you wish to opt out, you can call Aetna Medical Member Services at **1-855-223-8791**.

The programs below are **available to ALL employees.**

You do not have to be enrolled on the medical plan.

- [Headspace for Educators](#)
- [Employee Assistance Program \(EAP\)](#) – offered through Charles Nechtem Associates (CNA)
 - Immediate access to CNA’s toll-free line for e-counseling 24 hours a day, 7 days a week, 365 days a year by calling **1-800-531-0200** or via e-mail at inquiries@charlesnechtem.com
 - For more information click <http://www.charlesnechtem.com/>. Use company name “**The Newark Public Schools**” when registering and logging in.
- [Rethink Care](#)
 - The mobile app provides digital courses on meditation, reducing stress and anxiety, improving physical health, taking short breaks, and more. 370+ mini-courses and 9,000+ video/audio sessions, tips, articles, and exercises are based on decades of experience in neuroscience, mindfulness, emotional intelligence, positive psychology, and adult learning theory.



- [9-8-8 Suicide and Crisis Lifeline](#)
 - **9-8-8 is the three-digit number for call** (multiple languages), **text** or **chat** (English only) that connects people to the existing National Suicide Prevention Lifeline, where compassionate, confidential, accessible care and support are available for anyone experiencing mental health-related distress.
 - Available through every land line, cell phone, and voice-over internet device in the U.S.

