

Annual Wellness Assessment 2024 FAQ

Q1: What is the Annual Wellness Assessment (AWA)

A1: The 2024 AWA consists of three components:

- Online health risk assessment (HRA)
- Online nicotine-free agreement
- Biometric screening

Employees, retirees, and covered spouses who individually participate in the AWA program and complete all components by July 31, 2024, will be considered “compliant” and earn health insurance premium discounts in 2025. During open enrollment, you will be able to view your discount and make elections based upon your AWA participation. The discount will be applied to your medical insurance rates starting in 2025. Retirees and their covered spouses who are enrolled in **Medical Plan B** and do not plan to switch to Medical Plan A for 2025, are automatically considered “compliant” and will receive the discount.

Q2: Who is eligible to participate in the AWA?

A2: All employees, retirees on Plan A and spouses that are enrolled in the City of Raleigh’s Blue Cross Blue Shield NC medical plan as of Jun 1, 2024. Participation is required to earn the premium discount for the 2025 plan year.

Q3: How do I complete my online Health Risk Assessment (HRA) and nicotine-free agreement?

A3: Log in to your account at member.virginpulse.com and then use it to complete these components. If you are new to the city or if this is your first time participating in the AWA, create an account at: join.virginpulse.com/wellnessforlife and complete the enrollment information. You can also request to reset username or password from this login page. The Virgin Pulse wellness portal is available year-round to access step challenges, well-being trackers, wellness resources, and more!

Q4: I recently retired from the City of Raleigh. How do I log in to my Virgin Pulse account?

A4: If you recently retired from the city and used a City of Raleigh email address for your Virgin Pulse account, you will need to call Virgin Pulse support at 888-671-9395 to reset your account to get access.

Q5: My spouse is covered under my medical plan. Is my spouse individually required to complete all three steps (biometric screening, online health risk assessment with nicotine-free agreement) to be eligible for the insurance premium discount?

A5: Yes; if your spouse is currently covered on your City of Raleigh medical plan, both you and your covered spouse must individually complete the AWA. Each component must be completed by July 31, 2024, to be considered compliant and to receive the health insurance premium discount for the 2025 plan year.

Q6: My spouse is not a City of Raleigh employee. How does my spouse create an account on the Virgin Pulse portal?

A6: Your spouse will create an account and log in to the same portal member.virginpulse.com to access their account. If they need to create an account, log in at: join.virginpulse.com/wellnessforlife. They will need to provide their own individual email during the online enrollment so that individual credit is received. If they have already created an account with Virgin Pulse, they would use their email address and password to log back into their Virgin Pulse account.

Q7: I am having trouble logging into the Virgin Pulse portal. Who do I reach out to for technical support?

A7: From join.virginpulse.com/wellnessforlife, click on the “Support” button in the bottom right-hand corner to access the live chat feature. You may also email Virgin Pulse support at support@virginpulse.com or give them a call at 888-671-9395.

Q8: How do I complete my biometric screening?

A8: Health plan participants have two options to complete their biometric screening:

Option 1: Attend an onsite biometric screening between April 1 and May 8, 2024. Visit <https://wakemed.as.me/CORBiometrics> to schedule your screening appointment as no walk-ins will be accepted. The onsite biometrics screening data will be collected and uploaded by the screening vendor.

Option 2: Have your primary care provider (PCP) complete a Biometric Screening Verified Form:

If you received a biometric screening with your PCP between Aug. 1, 2023, and July 31, 2024, you may have your PCP complete the required information and follow the steps below to submit:

- Locate the “Biometric Screening Verified Form” on your individual Virgin Pulse portal under the “Benefits” tab. Each form has a unique code for each eligible member (employee, spouse, retiree).
- Print the form and provide it to your PCP to complete.
- Once your PCP has completed the required information and signature, follow the steps below to submit your biometric screening verified form.
- All metrics listed on the form are required and must be completed.
- The form must be signed by you and your primary healthcare provider.

Follow one of the methods below to submit your completed biometric screening verified form:

1. Preferred method:

- Upload your completed form by scanning and saving to your computer.
- Log in to your Virgin Pulse account and click on the “**Benefits**” tab.
- Select “**View All**” to locate the 2024 **Biometric Screening Verified Form**.
- Click on “**Start Now**” and then select “**Upload Form**”.
- Choose your completed biometric form to upload to your Virgin Pulse portal.
- Once uploaded, you will be able to view your uploaded documents and upload dates.
- You will receive an email from Virgin Pulse confirming that your form has been received.

2. Secondary method:

- Submit the form by faxing it to 401-735-5853.
- **Your PCP may not submit the form on your behalf.**
- It is recommended that you keep a copy of the fax receipt for your records.
- You will not receive an email confirmation from Virgin Pulse if you decide to submit your biometric form through fax.
- It is your responsibility to confirm that the fax is received by Virgin Pulse before the AWA deadline.

Important: It is your responsibility to confirm that your biometric screening verified form has been received by Virgin Pulse to receive credit. Once you have submitted your Biometric Screening Verified form, please allow up to **10 business days** for confirmation. You may check your credit status by logging into your Virgin Pulse account and clicking on the “Rewards” tab. You will see a green checkmark for your successfully completed items. If your covered spouse is submitting a Biometric Screening Verified Form, they must upload and submit the form through their individual Virgin Pulse portal.

If you have not received credit after 10 business days, please check your email inbox for a message from Virgin Pulse. A Virgin Pulse customer service representative will reach out to you through email if there is any missing information or questions about your biometric form. Please read through the entire message from Virgin Pulse before responding. It is your responsibility to respond with any missing information to ensure you’ll receive credit.

To receive the 2025 premium credit, your completed form must be submitted to Virgin Pulse by the July 31, 2024, deadline. Forms will not be accepted at the onsite screenings. If there are any questions regarding the status of your biometric screening form, **please reach out to Virgin Pulse customer support at support@virginpulse.com or call 855-954-1861.**

Q9: I cannot attend my scheduled biometric screening. What should I do?

A9: If you are unable to attend your scheduled onsite biometric screening, you must make plans to attend another event. You need to cancel your scheduled appointment through your email confirmation and choose a different date using the biometric screening scheduling link <https://wakemed.as.me/CORBiometrics>. If you have any issues with scheduling your biometric screening, you may contact Lauren Naugle with WakeMed at Lnaugle@wakemed.org or at 919-350-6737.

You may also follow the steps to complete your biometric screening with your primary care provider before July 31, 2024, if you are unable to attend an onsite biometric screening date.

Q10: I am in the process of completing my online Health Risk Assessment (HRA), but my biometric screening has not yet occurred. What should I do when I am asked for my latest blood test numbers or blood pressure numbers?

A10: When completing your online HRA, you should select “no” or “next” as the answer on this section. Your biometric results will be uploaded into your secure Virgin Pulse portal after you complete your biometric screening onsite or with your primary care provider. Please allow up to 10 business days for your biometric results to be reflected on your Virgin Pulse portal. In the meantime, you can continue to complete your HRA without these numbers. You will know that you have completed the HRA when you receive a “health score” and the action is showing as completed in your “Rewards” tab.

Q11: If I know my biometric data and enter it myself when responding to HRA questions, do I still need to complete a biometric screening? Or have I met the biometric screening requirement for AWA compliance?

A11: You must complete the biometric screening through one of two options by July 31, 2024, to be AWA compliant for the biometric screening component. The options are: 1. Attend an onsite biometric screening, OR 2. Complete a biometric screening through your primary care provider and submit the biometric screening verified form.

Q12: I am a tobacco user. What do I need to do to be considered compliant for the AWA incentive?

A12: If you are a tobacco user, but want to quit and receive the premium discount, you can choose to complete a Tobacco Journey. These journeys can be found on your Virgin Pulse portal under the “Health” tab; click on Journeys then scroll down the page to find the Being Tobacco-Free Journey to begin. You will only need to complete one Journey by July 31, 2024. If you currently use tobacco and do not plan to quit, then no action is needed.

Q13: I have completed all three components for the 2024 AWA. How do I know that I am receiving the health insurance discount?

A13: You can confirm completion for the AWA by logging in to your individual Virgin Pulse account at member.virginpulse.com. Click on the “Home” tab at the top left corner of the page and then on the “Rewards” tab. This is where you can view the completion status for each of the AWA components: health risk assessment, biometric screening and nicotine-free agreement or tobacco-free journey. You will see a green checkmark next to each successfully completed item. As a reminder, you and your covered spouse must individually complete each component by July 31, 2024. During open enrollment, you will be able to view your discount and make elections based upon your AWA participation. The discount will be applied to your medical insurance rates starting in 2025. However, if you or your covered spouse only complete some and not all three AWA components before the deadline, you will not be fully compliant. This means that you will only receive a partial discount for the 2025 medical plan year.

Q14: I have completed my online health risk assessment. How do I see my results?

A14: You can view your results at any time by logging into your Virgin Pulse profile then clicking on “Health” and then “View Results”. There you will be able to view your risk categories and view tips on how to stay on track with your wellness goals.

Q15: I completed my HRA and now the website has recommended programs based on my data. What are these programs?

A15: Participating in these digital health promotion programs year-round can help improve your overall health and wellbeing. These programs are voluntary and available to you at no cost. They include a variety of topics such as activity trackers, nutrition guides, stress-reducing activities, and personalized health goals to keep you motivated. You can access these programs online through the Virgin Pulse portal or download the free Virgin Pulse app.

Q16: My appointment with my Primary Care Provider is scheduled close to the AWA deadline. Will I still receive credit if my PCP receives the results after the deadline?

A16: To receive the 2025 premium credit, your completed form must be submitted to Virgin Pulse by the July 31, 2024, deadline. Forms received after the deadline will not be processed for 2024.

Q17: I do not have a primary care provider how do I schedule an appointment before the deadline?

A17: Please visit BCBSNC and search for a primary care physician. Or email wellness@raleighnc.gov for a list of resources that may be able to assist. Keep in mind, these may require out of pocket payment, whereas a primary care provider complete physical will not.

Q18: Is there another option to complete the biometric screening?

A18: While no additional onsite biometric screenings are available, you still have the option to complete your screening with your primary care physician. Remember, you must have the provider complete the biometric screening form from your [Virgin Pulse portal](#), and you will be responsible for uploading the form to your Virgin Pulse portal **by July 31, 2024**. If you need to create an account to access the form visit join.virginpulse.com/Wellnessforlife

Primary Care Biometric Screening Option

- Visit your primary care physician to complete your annual physical and have them complete the biometric screening form

OR

- If you already completed a physical between Aug. 1, 2023, and July 31, 2024, have your primary care physician complete the biometric screening form

Q19: I received a message/call stating that I am missing AWA requirements, however my Virgin Portal shows that I have completed all three components.

A19: Sometimes errors like this can happen. However, if you and/or your spouse, if applicable, have logged into your VP account, [Virgin Pulse portal](#), and see all components completed, then you have met the requirements for the 2025 premium discount.

Q20: I submitted my biometric screening form by the July 31 deadline, but I do not see the confirmation (green check marks) in my portal.

A20: You will receive credit for completing this step as long as the form is submitted by the July 31 deadline. Virgin Pulse will review forms for accuracy and date of medical screening.

Q21: I uploaded my biometric screening form to the Virgin Pulse portal; however it has been rejected. What do I need to do?

A21: I apologize for the difficulty you are having. However, if you submitted the form by the July 31, 2024, deadline, the best way to determine why the form is rejected is to contact Virgin Pulse directly. The City of Raleigh does not track or accept the biometric screening forms. The contact number to Virgin Pulse is 855-954-1861 or you may email customer support at support@virginpulse.com.

Additional questions regarding the Virgin Pulse portal or mobile app? Call Virgin Pulse: 888-671-9395

Email: support@virginpulse.com

Live chat: support.virginpulse.com

Questions on the 2024 AWA?

Contact the Human Resources Department

Call: 919-996-3315

Email: Wellness@raleighnc.gov