



**Disney Healthy Pursuits Wellness Rewards Program
2019-2020
(10/1/2019 to 12/31/2020)**

Questions & Answers

1) Who is eligible to participate in the Disney *Healthy Pursuits* Wellness Rewards Program?

All active U.S.-based (and U.S. expat) Employees, Cast Members and their spouses/domestic partners are eligible to participate in the Disney *Healthy Pursuits* Wellness Rewards Program.

2) Who is eligible to earn rewards and how do I qualify to earn wellness rewards?

You must be an active full-time or part-time U.S.-based (and U.S. expat) employee or Cast Member, or a spouse/domestic partner, and be enrolled in a 2020 Disney medical option.

You must complete the Personal Health Assessment (PHA) by December 31, 2020 to qualify to receive preventive, BP and BMI rewards under the Program.

For details on the Wellness Rewards Program, please refer to the [2020 Wellness Rewards Flyer](#).

3) How do I access the PHA? Are there special registration instructions for my spouse or partner?

You and your covered spouse or partner will take the PHA through the [myCigna](#) website or mobile app.

You must register if this is the first time you or your spouse/partner will be accessing the PHA:

- Log in to www.mycigna.com.
- Confirm your identity by entering either your Alternate Member ID (AMI) number (found on the front of your Cigna ID card) or your Social Security number (SSN), or by answering four security questions.
- Your spouse or domestic partner can register using your AMI or SSN. Spouses and domestic partners should not enter their own SSN.
- Each person should create their own User Name and Password.

Once you complete the registration process, you can complete the PHA online or via the myCigna mobile app.

4) How do I access the biometric screening site? Are there special registration instructions for my spouse or partner?

Take the Quick Link from the employee portal or go to My.questforhealth.com, and enter Registration Key “Disney” to set up your account.

You’ll need your employee PERNR and birthdate to verify eligibility, then you will create a username and password to continue. Follow the instructions to complete your registration.

You’ll need to create a separate account for your spouse/partner. On the “Confirm Your Eligibility” screen, enter the following:

Box 1: Employee PERNR followed by spouse/partner 8-digit birth date with no spaces or special characters

Box 2: Spouse/partner birth date in MM/DD/YYYY format

Box 3: Non-Employee

Once you (and your spouse or partner) are registered, you’ll be able to access the site to schedule an onsite biometric screening or flu shot, make a screening appointment at a Quest Patient Service Center, or download a form to take with you to your doctor’s office to report your screening results.

5) How do I earn the Preventive reward?

To earn the \$100 Preventive Reward you must:

- Complete a biometric screening onsite, at a physician’s office, or Quest Patient Service Center

- Sign up or access forms at My.questforhealth.com (Registration Key: Disney)

OR

- Complete one of the following: OB/GYN exam, cervical screening (pap or HPV test), colon screening, mammogram, prostate screening or skin cancer screening
 - Kaiser/HMSA members: Take the Disney preventive exam/biometric screening form found on Cigna.com/Disney to your provider’s office for completion, then submit by mail, fax, or upload to myCigna as directed on the form.
 - Allegiance/Cigna members: Your claims will automatically qualify you for the preventive reward

6) How do I earn BP or BMI rewards?

To earn the BP or BMI wellness reward, you'll need to achieve the following in-range blood pressure and/or weight (based on the results of your biometric screening):

- A blood pressure less than 140/90
- A Body Mass Index (BMI) less than 27

You and your enrolled spouse/partner will each earn \$100 for each goal you achieve. The maximum reward for meeting both the BP and BMI requirements between October 1, 2019 and December 31, 2020 is \$200 per individual

7) Do I need to enter my results from the biometric screening into my Personal Health Assessment (PHA)?

If you completed an onsite biometric screening: results will be electronically uploaded into your PHA.

If you complete a screening at a Quest Patient Service Center: results will be provided to Cigna, uploaded into your PHA and be available for viewing in 5-6 business days

If you complete a biometric screening at doctor's office: have your doctor complete the Physicians Results Form (Disney Cigna/Allegiance members) or the Preventive Exam/Biometric Screening Form (Disney Kaiser/HMSA members) so that your results are sent to Cigna to be uploaded into your PHA. Please note: biometric values manually entered into the PHA will not satisfy the requirements for validated biometric screening results to earn your rewards.

8) Where can I complete a biometric screening?

You must have your biometric screening done at one of the following approved locations:

- **Onsite:** Screenings are offered at benefits showcases and biometric screening events held at certain Disney locations throughout the year. To find an onsite screening location near you, go to My.questforhealth.com (Registration Key: Disney)
- **Doctor's Office:**
Disney Cigna/Allegiance members: Go to My.questforhealth.com (Registration Key: Disney) to download the **Physician Results Form** your doctor must complete.
Disney Kaiser/HMSA members: Go to Cigna.com/Disney or Benefits.Disney.com to download the **Preventive Exam/Biometric Screening form**.
- **Quest Patient Service Center:** Go to My.questforhealth.com (Registration Key: Disney) and schedule your screening appointment at a local quest laboratory at no cost to you.

9) How can I earn the BMI reward?

If your initial biometric screening taken at an approved screening location shows your BMI is in the range of less than 27, you earn the BMI reward immediately and it will generally be paid to your Health Savings Account (HSA) or Health Reimbursement Account (HRA) within four to six weeks.

10) I did not qualify for the BMI reward at my first biometric screening. What do I need to do to earn it?

You can earn your \$100 BMI reward if you do any of the following between October 1, 2019 and December 31, 2020:

- **Get re-screened:** Get re-screened at an onsite event or other approved location when you achieve a BMI of less than 27 within the same program year.
- **Lower your BMI by 5%:** Lower your baseline BMI reading by at least 5%. Your baseline reading is the oldest screening results dated up to 14 months prior to the new re-screening date.
- **Set – and meet – a goal with a health coach:** Team up with a health coach from the Disney *Healthy Pursuits* Wellness Team, and set *and meet* a new health goal within the plan year.
- **Complete one of the following online programs:** (visit myCigna.com and access Wellness> My Health Assistant – Online Coaching Program):
 - Eat Better
 - Enjoy Exercise
 - Lose Weight
- **Get an exemption from your doctor:** If your doctor recommends that meeting the target of a Body Mass Index under 27 is currently medically inappropriate for you, you can submit a form signed by your doctor. Go to Cigna.com/Disney to download the **Request for Program Alternative Form** for your doctor to complete and submit by fax, mail or online upload as directed on the form.

11) How can I earn the blood pressure reward?

If your initial biometric screening taken at an approved screening location shows your blood pressure is within the healthy range below 140/90, you earn the blood pressure reward immediately and it will generally be paid to your HSA or HRA account within four to six weeks.

12) I did not qualify for the blood pressure reward at my first biometric screening. What do I need to do to earn it?

You can earn your \$100 Blood Pressure reward if you do any of the following between October 1, 2019 and December 31, 2020:

- **Get re-screened:** Get re-screened at an onsite event or other approved location when you achieve a blood pressure reading of less than 140/90 within the same program year.
- **Set – and meet – a goal with a health coach:** Team up with a health coach from the *Disney Healthy Pursuits* Wellness Team, and set *and meet* a new health goal within the plan year.
- **Complete one of the following online programs:** (visit mycigna.com and access Wellness> My Health Assistant – Online Coaching Program):
 - Eat Better
 - Enjoy Exercise
 - Lose Weight
 - Conquer Stress
 - Feel Happier
- **Get an exemption from your doctor:** If your doctor recommends that meeting the target numbers is currently medically inappropriate for you, you can submit a form signed by your doctor. Go to Cigna.com/Disney to download the **Request for Program Alternative Form** for your doctor to complete and submit by fax, mail or online upload as directed on the form. Your doctor must certify that the Program requirements of attaining a systolic blood pressure less than 140 mmHg and/or a diastolic blood pressure that is less than 90 mmHg between October 1, 2019 and December 31, 2020 are inconsistent, inaccurate, inappropriate, or unattainable based upon your medical condition.

13) My spouse/partner and I both work for Disney. Which one of us participates in the Wellness Program as the spouse, and which one as the Disney Employee or Cast Member?

You should each take the PHA under your own ID – even if you’re listed as a dependent under your spouse’s/partner’s Disney medical coverage. In that case, the wellness rewards each of you earn will be credited to the HSA or HRA of the Employee/Cast Member (not the dependent) who enrolls in 2020 medical coverage through Disney. If you’re each enrolled separately, your rewards will be paid to your individual accounts.

14) Is there a deadline to earn 2020 wellness rewards?

You will have from October 1, 2019 to December 31, 2020 to earn 2020 wellness rewards.

15) How will my rewards be paid?

Any 2020 wellness rewards you and your spouse/partner earn will be credited to your Optum Bank HSA or HRA, depending on the Disney medical option you choose for 2020. Generally, wellness rewards will be credited to your account within four to six weeks after earning them and completing the PHA.

16) Can I choose to have my wellness rewards added to my paycheck instead of credited to my HSA or HRA?

No. Wellness rewards are only payable directly to an HSA or HRA account.

17) How can I receive wellness rewards as soon as possible in 2020?

If you're eligible to earn wellness rewards be sure to complete the PHA, a preventive exam or cancer screening, a biometric screening and demonstrate healthy results no later than November 12, 2019 to have your rewards paid to your HRA or HSA in January 2020.

18) After November 2019, how soon after I earn wellness rewards will the money be credited to my HSA or HRA?

Any 2020 wellness rewards you earn after November 12, 2019 will generally be paid four to six weeks after they are earned.

19) I qualified for a reward – where can I go to see if it's been posted to my HSA or HRA?

You should first confirm your rewards have been properly recorded on myCigna.com. If your biometric activity or PHA completion is not showing as completed within six weeks after the date of your screening and after you have completed the PHA, call the Disney Benefits Center at 1-800-354-3970.

To verify if your rewards have been posted to your HSA or HRA, select the Optum Bank link found in Related Links on the right-hand side of Cigna's Wellness Rewards page, in the Contacts page on Benefits.Disney.com, or directly at Optumbank.com/Disney.

20) What happens if I earn rewards, but leave Disney before they are posted to my HSA/HRA?

If you leave Disney after earning wellness rewards, but before the money is credited to your account, you won't receive payment. You must be actively employed by Disney at the time your rewards are posted.

21) Who do I call if I have a question about the status of my 2019/2020 wellness rewards?

For questions about rewards earned October 1, 2019 through December 31, 2020, call the Disney Benefits Center at 1-800-354-3970 (toll-free). Representatives are available Monday-Friday from 8:30am to 8:30pm ET (5:30am to 5:30pm PT).

Any rewards from the 2019-2020 program year that remain unpaid 90 days after the end of the program year cannot be paid.

22) What happened to my biometric screening results from last year?

If you're enrolled in a Disney medical option, you can find your results from last year by accessing myCigna.com and selecting Wellness>My Health Dashboard.

23) Will the Company receive my personal health information and, if so, how will they use it?

Disney takes your privacy seriously. Any personal health information you provide will remain confidential and will be handled by Cigna and other designated health care partners according to their strict privacy guidelines. Our health care plan vendors will use this information solely to identify programs and resources that may help you achieve your health goals. No personally identifiable information will be provided to Disney at any time.

Disney will only receive aggregate data, which is used to identify opportunities to provide specific programs in targeted areas based on these identified needs.

24) Can a dependent restrict access to their information so the employee won't see it?

If a dependent would like to request a privacy restriction so that the employee who covers them cannot see any of their information, they can do so by calling the phone number on the back of their Cigna ID Card to request a HIPAA restriction. The customer service representative will direct the depend to the "Request for Restriction of Use and Disclosure of Private Health Information form, which can be found by using the following path via Cigna.com>Find a form>Privacy Forms>Cigna Health Care Privacy Forms>Request for Restriction of Use. Once the form is received the Member Rights Repository will be updated with a notation and all applicable downstream systems will be updated accordingly.

25) Who can I call for questions related to health coaching from the Disney *Healthy Pursuits* Wellness Team?

You may call Cigna at **1-800-577-7498** and say "Disney *Healthy Pursuits* Wellness Team" or press 2 to connect with a *Healthy Pursuits* Coach. Onsite coaching is available at many Disney locations. Coaching locations and times may vary.