

2014-2015 DelaWELL Health Management Program Year Closeout Frequently Asked Questions (FAQs)

Important Changes Effective July 1, 2015 For The DelaWELL Program

What's changing starting July 1, 2015?

All of the DelaWELL programs and services offered through Alere, including Alere's designated DelaWELL line (1-866-674-9103) and DelaWELL Health Portal (<https://delawell.alerehealth.com>), will terminate effective July 1, 2015. **Starting July 1, 2015, all of the DelaWELL wellness and disease management programs will be provided through Highmark Delaware and Aetna.** Being enrolled in a State of Delaware Group Health Plan provided by Highmark Delaware or Aetna gives you automatic, confidential access to their online resources, health coaching, online health assessments and disease management programs. Please visit www.ben.omb.delaware.gov/delawell for an overview of the 2015-2016 DelaWELL Health Management Program, including information on the services and health tools offered through Highmark Delaware and Aetna and instructions on how to enroll and participate in their programs starting July 1.

What actions do I need to take?

Starting July 1, 2015, you are encouraged to reach out to your health carrier (Highmark Delaware or Aetna) to enroll and participate in their wellness and disease management programs (visit www.ben.omb.delaware.gov/delawell for details).

What if I met the requirements for the 2014-2015 DelaWELL Silver or Gold Level Reward? When will I receive payment?

Current eligible participants who earned the DelaWELL \$100 Silver Level Reward amount between October 16, 2014 and May 31, 2015 or the DelaWELL \$200 Gold Level Reward amount between July 1, 2014 and May 31, 2015, will be paid in July 2015. Eligible employees who earned the incentive must be part of the State of Delaware Group Health Insurance Program and actively receiving a paycheck at the time of payment in order to receive the cash incentive in their July 10, 2015 pay. State non-Medicare eligible pensioners who earned the incentive must be actively receiving a pension check at the time of payment, in order to have it included in their July 2015 pension check.

What if I do not receive my 2014-2015 DelaWELL Reward payment in July 2015? Who should I contact with questions and when?

If you met the 2014-2015 DelaWELL Reward requirements but do not receive payment in July 2015, please contact the Alere External Service Desk (ESD) at 1-877-719-9004 by September 30, 2015. **Questions or concerns about missing incentive payments will NOT be honored after September 30, 2015.** The Alere ESD is open Monday through Friday from 8:00 a.m. – 11:00 p.m. and Saturday and Sunday from 9:00 a.m. – 6:00 p.m. The Alere ESD representative will ask for your name and the name of your company (please tell them “**State of Delaware**”). Alere will research your concern and provide a thorough response back to you within two weeks from the date of your call. Participants, who are deemed eligible for the DelaWELL Reward but were missing from the July 2015 payment, will receive their reward payout in either September or December 2015. The exact payout date will be communicated with eligible participants.