



2024 Cuyahoga County Employee Wellness Program FAQ's

Who is eligible to participate in the Wellness Program?

All benefits-eligible employees (full-time and part-time) may participate in the Cuyahoga County Wellness Program. You don't have to be enrolled in the County's healthcare benefits plans to participate! The program runs from February 6, 2024, through December 31, 2024.

Where can I find information about the employee Wellness Program?

<https://www.cuyahogacounty.gov/employee-benefits>



How do I get started?

Everyone will need to create a new account using the link below or by downloading the app.

- You will need to use an email address that you can access easily (yes, this includes a personal email address). A verification email will be sent to this email address for you to get started.

- Registration Link:

<https://join.virginpulse.com/cuyahoga>



- For the app experience:

- Download the **Virgin Pulse** App



- Next, accept the Terms and Conditions & Privacy Agreements.
- Once you have logged into the platform, you will be able to take your health risk assessment and complete a variety of activities to start working toward your 2024 goals and incentive!
 - Go to HEALTH → SURVEYS

What if I encounter problems with my registration/login?

For **login issues** and **password resets** please contact:

844-207-9672

Monday to Friday from 8am to 8pm

Email: support@virginpulse.com

For **wellness program questions** please contact:

440-592-1121

Monday to Friday 8am-4:30pm

Email: skywell@metrohealth.org

Is there an incentive for participating in the program for 2024?

Participate in the Wellness Program and complete the required activities and you can earn an incentive of up to \$500 which will be added to your pay in early 2025.

What are the dates for this year's program? The program runs from February 6 – December 31, 2024.

All program requirements must be completed by December 31, 2024.

What if I complete the program but retire or leave the County before the incentive is paid out in 2025, can I still receive the incentive since I earned it? No. You must be active on the payroll as of December 31, 2024, in order to be eligible for the incentive payment.

What are the required activities that I need to complete to receive a Wellness incentive in 2025?

We have two (2) required items that must be completed: the **Health Risk Assessment** and the **Biometric Screening**. If you do not complete the **Required** Biometric Screening or Health Risk Assessment, you will not be eligible to advance in the program and work towards earning the Wellness incentive. A Primary Care Provider well visit is required for Level 2. If you do not submit a Primary Care Provider well visit that you had within the last 3 years (1/1/2022 – 12/31/2024) you will not earn any rewards for Level 2 and beyond.

I completed my Biometric Screening, Preventive Screenings & Vaccinations before the program started. Do they count?

Yes! January 1, 2024 – December 31, 2024, is the accepted timeframe for your Biometric Screening, Preventive Screening(s) & Vaccinations. In fact, for a PCP visit, we use a 3-year timeframe.

Does Cuyahoga County see my health results or Health Risk Assessment results?

No. Your Personal Health Information (PHI) is completely confidential.

Is participating in the wellness program mandatory?

Participation in the Wellness Program is **completely voluntary**. *Keep in mind, though, that* if you choose not to participate, you are not eligible for the Wellness incentive.

Do I need to sign a Fitness Waiver before I can participate in the Wellness Program?

Yes, all employees who participate in the Wellness Program must accept the terms and conditions of the Fitness Waiver in the platform under BENEFITS → FITNESS WAIVER

Questions About Your Wellness Program? There are multiple ways to reach us:

- Email – CountyWellnessCommittee@CuyahogaCounty.us
- Voicemail – 216-698-2549
- For **account, password and tech** issues – 844-207-9672 Monday to Friday from 8am to 8pm
- Email: support@virginpulse.com
- For wellness **program questions** – skywell@metrohealth.org or 440-592-1121