



# 2025 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 January 1, 2025, through December 31, 2025.

## 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 register/sign-up once for the first time 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:  
[Enrollment - Identify](#)



- For the app experience:
  - Download the **Personify Health** App on the App Store or on Google Play
- 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 2025 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@personifyhealth.com](mailto:support@personifyhealth.com)

For **wellness program questions** please contact:

440-592-1121

Monday to Friday 8am-4:30pm

Email: [skywell@metrohealth.org](mailto:skywell@metrohealth.org)

**Is there an incentive for participating in the program for 2025?**

Yes. Participate in the Wellness Program and complete the required activities and you can earn an incentive from \$100 up to \$500, which will be added to your pay in early 2026.

**What are the dates for this year's program?** The program runs from January 1 – December 31, 2025. Some requirements must be submitted by 11/22/25. For more details, please visit the Rewards and Employee Forms sections on the Personify Health platform.

**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, 2025, to be eligible for the incentive payment.

**What are the required activities that I need to complete to receive a Wellness incentive in 2026?**

We have three (3) required items that **must** be completed: the **Health Check Survey, Biometric Screening, and the Fitness Waiver (valid for 2 years)**. If you do not complete the **Required** Biometric Screening or Health Check Survey, you will not be eligible to advance in the program and work towards earning the Wellness incentive. **A Primary Care Provider (PCP) well visit is required for Level 2 and beyond. It is required to receive the maximum incentive.** If you do not submit a PCP well visit that you had between 1/1/2023 and 11/22/2025, 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?**

January 1, 2025 – December 31, 2025, is the accepted timeframe for your Preventive Screening(s) & Vaccinations.

For a PCP visit, you have a nearly 3-year timeframe. Visits from 1/1/2023 to 11/22/2025 are accepted.

PCP visit, and biometric screening must be submitted by November 22, 2025.

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

No. Your Personal Health Information (PHI) is completely private and confidential and can be seen only by the external professionals working on behalf of MetroHealth Skywell and Personify Health.

**Is participating in the wellness program mandatory?**

Participation in the Wellness Program is **voluntary**. *Keep in mind, though, that* if you choose not to participate, you will not be eligible for a Wellness incentive payment.

**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

Fitness Waiver are valid for 2 years, but all participants will be required to sign a new one if revised.

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

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