



2026 Cuyahoga County Employee Wellness Program FAQ's

Who is eligible to participate in the Cuyahoga County 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 Wellness Program runs from January 1, 2026, through December 31, 2026.

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](#)
A QR code that, when scanned, directs the user to the enrollment website for the wellness program.
- For the App experience:
 - Download the **Personify Health** App on the App Store or on Google Play
 - Sponsor is 'Cuyahoga'
- Next, accept the Terms and Conditions & Privacy Agreements.
- Once you have logged into the wellness platform, you will be able to take your On-Line Health Check Survey and complete a variety of activities to start working toward your 2026 goals and incentives!
 - Go to **HEALTH** tab → **SURVEYS** → **HEALTH CHECK SURVEY**
- The Health Check Survey **must** be completed by 12/31/2026.

What if I encounter problems with my registration/login?

For registration/login issues, password resets, and technical issues contact **Personify Health**:

Monday to Friday from 8 am to 8 pm

Email: support@personifyhealth.com

(844) 207-9672

For Cuyahoga County Wellness Program questions?

Contact the **Skywell Team**:

Monday to Friday 8 am - 4:30 pm

Email: skywell@metrohealth.org

(440) 592-1121

Is there an incentive for participating in the Wellness Program for 2026? 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 2027.

What are the dates for this year's Wellness Program? The Wellness Program runs from January 1, 2026 – December 31, 2026. Some requirements must be submitted by **11/20/2026**. For more details, please visit the Rewards and A Guide to Your Wellness Program section on the Personify Health wellness platform.

What if I complete the Wellness Program but retire or leave the County before the incentive is paid out in 2027, can I still receive the incentive since I earned it? No. You must be active on the payroll as of December 31, 2026, to be eligible for the wellness incentive payment.

What are the required activities that I need to complete to receive a wellness incentive in 2026? The Wellness Program has **four different levels of incentives** you can earn throughout the year. We have three (3) required items that must be completed: the **On-Line Health Check Survey, Biometric Screenings, and the Fitness Waiver**. If you do not complete the **Required** Biometric Screenings, On-Line Health Check Survey and Fitness Waiver, you will not be eligible to advance in the Wellness Program and work towards earning the Wellness incentive. **A completed Primary Care Provider (PCP) visit is required for Level 2 and beyond. It is required to receive the maximum incentive.** If you do not submit a completed PCP visit that you had between **01/01/2024 and 11/20/2026**, you will not earn any rewards for Level 2 and beyond.

The following descriptions provide more details about the required items:

- 1. On-Line Health Check Survey** - A brief questionnaire that asks lifestyle, health, and wellness-related questions. This helps personalize certain aspects of the Wellness Program.
- 2. Biometric Screenings** - These screenings can be completed through your primary care provider (PCP) or at one of our onsite biometric screening events (TBA later this year). It provides a snapshot of your health by measuring key values including Glucose, Cholesterol, (Total, HDL & LDL, triglycerides), BMI (body mass index), height, weight, and blood pressure.
- 3. Fitness Waiver** - This waiver is mandatory whether you participate in the wellness platform or not, and if you engage in any wellness-related activity (e.g., onsite fitness center, biometric screenings, flu shot clinic, fitness classes, and volunteering for wellness points, etc.). You must accept the terms and conditions of the Fitness Waiver. It does not waive your right to file a claim for anything outside of wellness-related activities. The Fitness Waiver is valid for 2 years, but all participants will be required to sign a new one if revised. It is available on the wellness platform, and a paper version may be available at wellness-related events and on the Cuyahoga County website.
- 4. Primary Care Provider (PCP) Visit** - **A completed PCP visit is required to earn the full \$500 incentive and can be from within the past three years 01/01/2024 –11/20/2026.** The purpose of this requirement is to encourage prevention, early detection, and maintain a relationship with a primary care provider (Physician, Nurse Practitioner, or Physician Assistant) in Internal Medicine, Family Practice, or OB/GYN).
- 5. Earn the Points Associated with Each Level** - Please refer to the Cuyahoga County Wellness Program Summary for details. **The deadline to earn points on the wellness platform is 12/31/2026.**

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

For a completed PCP visit, you have a nearly 3-year timeframe. Visits from **01/01/2024 to 11/20/2026** are accepted.

The following Health Forms must be submitted by November 20, 2026 by 11:59 pm EST.

- Completed PCP Visit** must be dated between **01/01/2024 –11/20/2026** and documents must verify your full name (first and last name) and your provider's name and specialty. Documents must verify your provider (Physician, Nurse Practitioner, or Physician Assistant) in Internal Medicine, Family Practice, or OB/GYN).

- **All other Health Forms** (e.g., biometric screenings, preventive screenings, vaccinations, chronic condition management, blood donations, and smoking cessation programs) must be completed between **01/01/2026 – 11/20/2026**.
- **All Health Forms** must be submitted on the wellness platform. All Health Forms and proof of completion cannot be accepted via email.
 - Go to **BENEFITS** tab → **VIEW ALL** → **ALL HEALTH FORMS**

Does Cuyahoga County see my health results or On-Line Health Check Survey 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 Team 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 on the wellness platform.

- Go to **BENEFITS** tab → **FITNESS WAIVER**

The Fitness Waiver is 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:*

- **Cuyahoga County**
 - Email: CountyWellnessCommittee@CuyahogaCounty.gov
 - Voicemail: (216) 698-2549
- **Personify Health**
 - **Account, password, and technical issues:** (844) 207-9672 Monday to Friday from 8 am to 8 pm
 - **Technical issues only:** support@personifyhealth.com
- **Skywell Team**
 - **Wellness Program questions:** skywell@metrohealth.org or (440) 592-1121

**Holiday hours and schedules may impact Cuyahoga County, Personify Health, or Skywell Team operations, which can affect communication or turnaround time to inquiries.*