



Frequently Asked Questions: 2021

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Contact Us

Cerner HealthQuest Support: 1.888.275.1205, option 3
Employee Assistance Program: 1.888.275.1205, option 1
State Employee Health Plan: SEHPHealthQuest@ks.gov
Cerner: HealthQuest@cerner.com

Cerner is the Wellness Vendor for the State. Participation in HealthQuest programs is always voluntary and strictly confidential. Some of the many services offered by the HealthQuest Rewards Program include: Biometric Screenings, Health Coaching, and the Naturally Slim Weight Management Program. Many wellness challenges, such as walking and physical activity challenges, will be offered in 2021.

Each person's path to well-being is unique and personal. HealthQuest is **designed to offer all participants the opportunity to access the activities and resources offered through this program.** As part of that accessibility, if a participant feels unable to access or participate in an activity, challenge, or resource due to personal limitations, they may request reasonable alternatives to earn their HealthQuest credits and continue on their personal path to wellness. Reasonable alternatives may be requested by contacting us at SEHPHealthQuest@ks.gov.



Your journey to health starts here.

General

What is the HealthQuest Rewards Program?

The HealthQuest Rewards Program is a wellness incentive program offered by The State Employee Health Plan that promotes health and wellness through rewards and information. Participants who complete activities that promote physical, mental, and emotional wellness earn credits towards premium discounts and/or HRA/HSA reward dollars.

What rewards does the HealthQuest Rewards Program offer?

For Plan A:

- Employee and Employee/Children Coverage: Employees who earn 40 credits receive the premium discount of \$480 for 2022.
- Employee/Spouse and Employee/Family: Employees and spouses who earn 40 credits EACH receive the premium discount of \$480 for 2022.

For Plans C, J, N, and Q:

- Employee and Employee/Children Coverage: Employees who earn 40 credits receive the premium discount of \$480 for 2022. Employees will also earn \$10 in their HSA/HRA for each credit earned, up to 50 credits, or \$500.
- Employee/Spouse and Employee/Family: Employees and spouses who earn 40 credits EACH will receive the premium discount of \$480 dollars in 2022. Employees and spouses will also earn \$10 in their HSA/HRA for each credit earned, up to 50 credits or \$500 EACH, (combined total of \$1,000).

Who is eligible to participate in HealthQuest?

Benefits-eligible State and Non-state employees who are enrolled in the State Employee Health Plan or who have waived coverage in the plan are eligible to participate in HealthQuest. Spouses who are enrolled in the medical portion of the State Employee Health Plan are also eligible to participate.

All benefits-eligible State and Non-state employees may participate in HealthQuest programs or activities. All employees enrolled in benefits with the State Employee Health Plan (SEHP) will be able to earn credits toward premium discounts and/or HRA/HSA reward dollars.

Do covered children need to participate in HealthQuest in order to receive the 2022 premium discount?

No. Only covered employees and covered spouses need to complete the requirements for the 2022 premium discount. Dependent children can still have an annual visit with their physician covered by the plan.

Is participation in HealthQuest required?

Participation in HealthQuest programs is always voluntary and strictly confidential. Participation is not mandatory, but highly encouraged.



What's New in 2021?

Are there any new credit-earning activities in 2021?

Yes! Mammograms and colonoscopies have both been added as an incentivized activity and are worth 5 HealthQuest credits each.

Have any HealthQuest activities changed credit value in 2021?

Yes! There are now more credits available for you to earn than ever before. Below is a list of the new credit allocations for the listed activities in 2021:

- **Learning Modules:** 1 credit each. Now you may earn up to 12 credits (+7 from 2020).
- **EAP On Demand Webinars/Training:** 1 credit each. Now you may earn up to 10 credits (+2 from 2020).
- **KPERS Financial Health Module(s):** 1 module 5-week module worth 10 credits total. (+5 from 2020).
- **Flu Shot:** 3 credits (+2 from 2020).
- **Naturally Slim:** 10 credits (-5 from 2020).

Do I need to register a new HealthQuest account every year?

No! If you already registered your HealthQuest account in 2020, you can continue to use that account to log in and earn rewards. You do not need to re-register every year.

How many credits do I need to earn in 2021 to receive the premium discount?

In 2021, the Premium Incentive Discount Credit Requirement will return to 40 credits. Additionally, the HRA/HSA Dollars awarded for each HealthQuest credit completed will return to \$10, up to the maximum of \$500 per member.

Can I video chat with a Health coach?

Yes! Virtual Health Coach appointments now include telephonic and video options.

You can Schedule a Coaching appointment in your [HealthQuest Portal](#), or by calling 1.888.275.1205, option 3.



Creating a New Account

Will I have to re-register for the new portal even though I already participate in HealthQuest?

No! If you already registered your HealthQuest account in 2020, you can continue to use that account to log in and earn rewards. You do not need to re-register every year. If you didn't create a new account in 2020, here are the steps you can take to do so:

- To register for the HealthQuest Portal, the [State Employee Health Plan website](#) has a link for HealthQuest. When you access the HealthQuest Portal link, click "Sign Up" on the left side of the page.
 - Create a username and a password
 - Provide security questions
 - Employee ID followed by EE (e.g. K1000000000EE), and Spouse will use employee ID followed by SP
 - Email address (The employee and spouse cannot use the same email address when creating accounts)
 - Zip code
 - For questions or concerns, please call 1.888.275.1205, option 3

After I registered for the new portal, I never received my verification code.

Verification codes are sent to your designated email within seconds of registering. If you did not receive a code, please check your spam/junk email folder. If you continue to have issues, please call consumer support at 1.888.275.1205, option 3 and a representative will assist you in registering.

When I was creating my account, I received an error stating the date of birth and employee ID do not match.

For your member ID, if you are an employee, add EE to the end of your 11-character employee ID number (e.g. K1000000000EE).

If you are the spouse of a covered employee, add SP to the end of the 11-character employee ID number.

If you continue to have issues, please contact our consumer support line at 1.888.275.1205, option 3.

Where can I find my employee number?

You can find your Employee ID number on a printed pay advice, timesheet, or on the main page of your Membership Administration Portal (MAP). You can also contact your Agency Human Resource office.

When I tried to register my spouse, I received an error stating that my spouse was not on the "eligibility file."

Your benefits must be in effect before you can sign your spouse up for a HealthQuest account. If you are newly hired and not yet on benefits, you may enroll your spouse as soon as your benefits become effective.

Important: Employees and spouses MUST use separate emails when registering for HealthQuest.

I want to connect my app or device to the new portal. How do I do that?

On the left side of the portal dashboard, select "Your Health Measures."

- Next, click "Connect an App or Device."
- Choose an application you would like to sync to your HealthQuest portal, and click "connect."
- From here, you will be prompted to sign into your chosen health tracking account to complete the synchronization of your health data to your HealthQuest portal.

You can also download the Healthy Path app from the [App Store](#) or the [Google Play Store](#).

- Once downloaded, search for HealthQuest, and sign into your portal.
- Upon our first time signing into your HealthQuest account on the Healthy Path app, you will be prompted to allow permission to your Apple Health data.
- Click "Manage" and allow all permissions to begin receiving data to your HealthQuest account.
- Please allow 24 hours for your Apple Health data to appear after connecting.



Earning Credits

When may I start earning credits?

Right away! Beginning January 4, 2021, all benefits eligible employees (waived or enrolled in benefits) may start earning HealthQuest credits as soon as they receive email confirmation that their benefits election portal is open. Remember, to receive HealthQuest credits for preventive exams, you must be enrolled in the State Employee Health Plan.

I am a newly hired employee. How long do I have to get my credits?

Scenario 1: New employees have 365 days to earn their Premium Incentive Discount. If an employee would like to see the discount starting 1/1/22, they will need to have 40 credits populated in their account by 12/31/21. They will need to continue to accumulate 40 credits in PY 2021 to earn their 2022 Premium Incentive Discount.

Scenario 2: If a new employee cannot earn all 40 credits before the 2021 deadline, they can continue to earn credits in early 2022 (up until their 365 days). The discount will become effective once they earn the required credits. They will need to re-earn 40 credits in 2021 to earn their 2022 discount.

Scenario 3: If a new employee starts late in the program year (e.g. started in October) and wants to wait until 2022 to start earning credits toward their Premium Incentive Discount, they will see the discount in PY 2022 as soon as they reach 40 credits and will have met the required credits for 2022 PY Premium Incentive Discount.

How do I receive credits for my preventive exams?

The dental, vision, well-person preventive exam, and cancer screening (mammography and colonoscopy) credits are billed through the SEHP and will appear in your account after your insurance company has processed your claim and notified Cerner that you completed the activity.

Why am I not seeing my Preventive Exam credits in my HealthQuest portal?

Only verified data from dental, eye, biometric screening (for credits), mammography and colonoscopy screenings, and well exams are awarded for credit. Self-reported exams will not receive credit. After you receive your preventive or well visit services, the SEHP will automatically notify HealthQuest you have completed these activities.

IMPORTANT: These activities must be completed within the current Plan year, and you must be on the SEHP to receive HealthQuest credits; if no insurance claim is filed, no credits will be awarded. There may be a delay for your credits to auto-populate due to submission by your doctor's office or transmission from your insurance provider.

What is the last possible date I can earn credits for the 2022 HealthQuest Premium Incentive Discount?

HealthQuest credits for the 2022 Premium Incentive Discount can be earned during the entire calendar year of 2021 (January 4 - December 31).

How do I receive credit for a preventive exam that will not be filed through my state insurance?

To receive HealthQuest credits, all preventive exams must be processed through SEHP claims data. If a member is covered by an outside insurance company, HealthQuest credits are not awarded. HealthQuest does offer many other activities and ways to earn credits such as wellness challenges, on-demand trainings, and health coaching.

Do my spouse and I EACH need to earn 40 credits, or a combination of 40 credits between the two of us to meet the Premium Incentive Discount?

You and your covered spouse each need to earn 40 credits in your separate accounts. Additionally, members in Plans C, J, N, and Q also earn HRA/HSA dollars per activity (up to \$500 per employee and \$500 per spouse) in 2021.

Can I earn a partial Premium Incentive Discount if I don't earn all 40 credits?

The Premium Incentive Discount is not pro-rated or partial, so you must earn all 40 credits each year. On plans which include a spouse, each employee and spouse accumulate toward his/her 40 credits individually. If only one collects 40 HealthQuest credits, then a partial \$240 Premium Incentive Discount is earned. If both employee and the spouse collect 40 HealthQuest credits, the entire \$480 Premium Incentive Discount is applied to their premium.



HealthQuest Activities

Where do I find the Wellness Assessment?

On the left side of your HealthQuest dashboard, select “Earn your Incentive Credits.” The Wellness Assessment will then be in the “Getting Started” section.

The Wellness Assessment is worth 10 credits, takes approximately 10 minutes to complete. The responses are used to personalize recommendations to help you achieve and maintain optimal well-being.

How do I schedule a biometric screening?

On the left side of your HealthQuest dashboard, select “Complete Your Biometric Screening.”

To schedule an On-site Screening:

- Select “Schedule a Visit” underneath On-site Screening.
- You will be prompted to sign up/register to the scheduler. This login is independent from your HealthQuest Portal login.
- From here you will be able to view and sign up for on-site screenings, and add reminders to your calendar.

To request a home test kit:

- Select “Order a Home Test Kit”
- You will be prompted to sign up/register to the scheduler. This login is independent from your HealthQuest Portal login.
- Select the Home Test Kit option. You will be prompted to fill out a Home Test Kit Order Form. A Home Test Kit will be mailed to your designated address. When you have completed the kit, return it in a self-addressed, stamped envelope.

To get biometric results from a Physician: click “Print Healthy Range Incentive Form”:

- Follow instructions on the form for further completion.

My biometric screening results tested outside of the healthy incentive range for glucose, blood pressure, or cholesterol. Can I make up these credits elsewhere?

Yes, you can. Reasonable alternatives are provided in the case that you measure outside of the healthy incentive range. You can complete the Controlling Blood Pressure module, Managing Your Blood Sugar Module, and Preventing High Cholesterol module in your HealthQuest portal for 6 credits each, to make up for testing outside of the healthy incentive range for glucose, blood pressure, and cholesterol.

You can find these modules by clicking “Earn Your Incentive Credits” on the left side of your HealthQuest portal dashboard, and viewing activities under “Healthy Range Incentives + Reasonable Alternatives.”

Where do I view my biometric screening results?

On the left side of your dashboard, under “Track Your Health” you will see Screening Results.

I participated in Naturally Slim in 2020, can I participate again in the 2021 Program Year?

Yes. Eligible members may register and participate in the Naturally Slim program once each year for a total of 10 credits.

I am tobacco free, can I still participate in the Twelve-Week Tobacco Cessation Workshop?

Yes! The workshop offers a wide variety of information on secondhand smoke, smoking cessation with a family member, and reaffirms your commitment to be tobacco free. You can find this workshop under “HQ Incentive Modules” on the left side of your HealthQuest dashboard.

I have physical limitations that may prevent me from earning enough credits based on the current options on the incentive guide. How can I reach someone to discuss a reasonable alternative?

You may email your request to SEHPHealthQuest@ks.gov.



HealthQuest HSA/HRA Dollars

How long will it take for me to see HRA/HSA dollars in my account?

Your HSA Dollars will be earned throughout the year, and are deposited in your NueSynergy account 1-2 pay periods after your credits are awarded into your HealthQuest Portal.

They appear in your NueSynergy account as “Employer Contributions” and not specifically as “rewards” or “HealthQuest Dollars.” When they arrive on the same pay period as a quarterly contribution, they are netted together as one “Employer Contribution” deposit.

What is the deadline to earn the Premium Incentive Discount and HRA/HSA dollars in 2021?

The deadline for HealthQuest reward dollars to be earned AND deposited in NueSynergy HSA/HRA accounts for members in Plan C, J, N, or Q, is November 19, 2021. All credits must be earned and displayed in your HealthQuest Portal by November 19th, 2021, to be awarded HSA Reward Dollars.

The deadline for earning credits toward the Premium Incentive Discount is December 31, 2021.

How often will HRA/HSA balances update during the 2021 year?

HealthQuest Reward Dollars you earn are processed throughout the year during each pay period, until November 19, 2021, and will be deposited on the next available pay period once allocated.

Note: The 3rd paycheck of the month does not include employer contributions such as HealthQuest reward dollars.

Why am I not seeing my HealthQuest dollars in my NueSynergy Account?

When HealthQuest Reward Dollars are deposited in your HRA/HSA on the same payroll period as the regularly scheduled Quarterly Employer Contribution, these amounts are added together, and shown as an Employer Contribution in your NueSynergy account. Check your pay stub to see the individual amounts. Non-State members will see the HealthQuest dollars added to their monthly Employer Contribution.

Example: If enrolled in a Member Only plan, your Quarterly Employer Contribution of \$250. If you also earn \$40 in HealthQuest contributions, your NueSynergy account will show a total of \$290 in employer contributions for that pay period.

If I leave State employment, will my HealthQuest earnings be funded to my NueSynergy Account?

No. An active paycheck is required for the SEHP to process the HealthQuest earnings.

For example: If you have a retirement or resignation date, you will need to not only complete a HealthQuest activity, but also redeem your HealthQuest reward dollars for the activity before your final day. If you do not have an active paycheck, you will not be able to receive HealthQuest dollars for completing an activity.

I want to contribute to the IRS max contribution, will my HealthQuest earnings cause me to be over the IRS Maximum amount?

The open enrollment, and initial enrollment portals take the IRS limits and HealthQuest earnings into account when presenting the maximum election amount to members when they are making elections.

