

Frequently Asked Questions

- **WHAT IF I'M HAVING TROUBLE WITH THE ENGAGE WELLNESS PORTAL?**

The Engage Wellness Portal functions best when using Mozilla Firefox or Google Chrome browsers. If you are using Internet Explorer and having issues, please try a different browser.

If you still need help, call 1-832-201-8500 (option 4) or email info@dhsgroup.com. Leave as much detail as possible about the problem including your name and phone number. It may take up to 24 hours for DHS to respond.

- **WHO QUALIFIES FOR THE WELLNESS PROGRAM AND INCENTIVES?**

Every employee, spouse, and retiree enrolled in an MMIA medical plan.

- **I'M A NEW EMPLOYEE. DO I QUALIFY FOR THIS PROGRAM?**

New employees may participate in the Get Wellthy program if they complete the activities within the allotted timelines. Biometric screenings, cancer screenings, and immunizations gotten before joining the MMIA Employee Benefits program will not count toward this wellness program. If you are a new employee and have missed your city or town's on-site health screening, you may schedule one for a nearby It Starts With Me screening or make an appointment at a Montana Health Center before September 30, 2018. (See, "How do I schedule my biometric screening" below.)

- **DOES EACH QUALIFYING MEMBER ON THE PLAN NEED TO CREATE THEIR OWN LOGIN ON THE NEW HEALTHSPECTIVE ENGAGE PORTAL?**

Yes. In order to qualify and collect any incentive money, individuals must create their own HealthSpective Engage login by going to <https://portal.healthspective.com/mmia>.

- **WHEN IS MY CITY OR TOWN HAVING THEIR BIOMETRIC SCREENING EVENT?**

- The It Starts With Me (ISWM) biometric screening schedule will be available at www.mmia.net/getwellthy.
- The Montana Health Center biometric screenings can be completed anytime between July 1 and September 30. You can schedule your appointment prior to July 1, but make sure the date selected is between July 1 and September 30, 2018.

- **HOW DO I SCHEDULE MY BIOMETRIC SCREENING?**

- It Starts With Me: visit www.itstartswithme.com or call 1-866-932-6467. (Company code: 8242741)
- Montana Health Center: visit www.carehere.com or call 1-855-200-6822. (First time registration code: MMNA3)

- **HOW DO I SCHEDULE MY FOLLOW UP CALL WITH A GET WELLTHY HEALTH COACH?**

Wait 1-2 weeks after your biometric screening for your screening results to show up on the Engage portal. Log in to HealthSpective Engage and select "Schedule A Follow-Up" on the "Engage With A Get Wellthy Health Coach" incentive tile. Select a day and time that work best for you to complete the 15-minute follow-up call. You have 45 days from the day your screening results appear in the Engage portal to complete your call.

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- **WHICH IMMUNIZATIONS AND PREVENTIVE CANCER SCREENINGS THAT QUALIFY FOR THE INCENTIVE?**

Visit www.mmia.net/getwellthy for a complete list. MMIA is following Center for Disease Control and U.S. Preventive Services Task Force recommendations to determine eligible immunizations and cancer screening. Talk to your provider about which services are right for you. Immunizations and/or cancer screenings must run as a claim through Allegiance or Proact and will then be automatically reported to the portal. This could take two months or more.

- **WHAT IS MY TIMELINE TO COMPLETE EACH ACTIVITY?**

- Engage Health Risk Assessment & Video: Before June 30, 2019. *If you do this activity before July 1, 2018, the Incentives will not show up as available until after July 1, 2018.*
- Biometric Screening: July 1–September 30, 2018.
- 80% Employee Participation: July 1–September 30, 2018. *Incentives will be reported to Engage in October.*
- Engage with a Get Wellthy Health Coach: Within 45 days of biometric screening results showing on the Engage Portal
- Immunization or Cancer Screening: July 1, 2018 – June 30, 2019.

- **WHEN CAN I COLLECT MY INCENTIVES?**

Incentives for some activities will become available in the Engage portal immediately. Others could take up to two months to appear. Data will all automatically be uploaded to the Engage portal. You can begin cashing in rewards as soon as you see a dollar amount available next the “My Rewards” in the top right corner, or you can wait for incentives to add up.

- **HOW DO I COLLECT MY INCENTIVES?**

Log on to your Engage account at <https://portal.healthspective.com/mmia>. Select “MY REWARDS” in the top right corner and choose from direct deposit, a list of digital vendor gift cards, or both.

- **WHAT IS THE TOTAL POSSIBLE INCENTIVE AMOUNT FOR THE 2018 WELLNESS PROGRAM?**

The total possible incentive amount is \$250.

- **IS THE ENGAGE PORTAL SECURE?**

Dynamic Health Strategies (DHS) is the company that runs HealthSpective Engage. DHS complies with the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) and its amendments. DHS has implemented safeguards to ensure the protection of Protected Health Information (“PHI”) and is SOC-2 certified. Safeguards include various protections such as administrative procedures; physical data safeguards; electronic data access security; and network security that comply with legal requirements, are currently being used to ensure the protection of private health information.

- **WHAT HAPPENS TO MY REWARDS IF I AM NO LONGER AN ENROLLED ON AN MMIA MEDICAL PLAN?**

If you are not enrolled on an MMIA medical plan, you will not have access to the Engage portal and will not be eligible to retrieve incentives.

- **MY SCREENING, IMMUNIZATION, OR INCENTIVE DOLLARS AREN'T SHOWING UP. WHAT DO I DO?**

If you experience issues with the Engage portal, call DHS Group who manages the HealthSpective Engage portal by emailing info@dhsgroup.com or calling 1-832-201-8500 option 4.