



## FAQ reference document to help answer employee questions on Reta Wellness program changes effective 2021

**Q**

**Why did Reta decide to change the Reta Wellness program for 2021?**

**A**

Actually, Reta has historically made annual changes to benefit programs including the wellness program. That's because every year Reta evaluates all benefits and other healthcare and wellness programs to make sure our carriers, providers and partners are providing the highest quality of services and outcomes for the best possible costs for our Reta Catholic employers. Reta does this evaluation through careful analysis of cost and quality effectiveness based on employee usage, competitive pricing in the marketplace and by listening to your employer and other employers under the Reta Trust umbrella. As a result of this process, one of the changes we will be making for 2021 is with the Reta Wellness program through WebMD.

**Q**

**When will the current Reta Wellness program end and the new one begin?**

**A**

The Reta Trust will be transitioning to a new wellness program for 2021 effective July 1, 2021 to integrate with the Reta medical plans. That means, December 31, 2020 will be the last day the WebMD program, services and the WebMD website will be available to Reta members.

**Q**

**So, the current wellness program ends 1/1/21 and the new integrated Reta Wellness programs begin on 7/1/21. Will Reta offer a wellness plan for the six months in between?**

**A**

Yes. In a very fun and healthy way. Plan on taking advantage of the *Reta Wellbeing* program coming your way from January to July 2021. And that will bring you right up to the starting date of the new *Reta Wellness* programs that begin on July 1, 2021. The interim *Wellbeing* program for the first half of the new year will promote and emphasize the importance of preventative medicine, virtual mental healthcare visits and Covid19 counseling and education for members through Reta's current healthcare carriers.

**Q**

**I am currently participating in the Reta Wellness program that will not be offered after this year. What do I have to do before year-end?**

**A**

If you or your covered spouse are currently participating in WebMD, keep it up. Step it up. Continue to earn rewards for the rest of 2020. If you are not participating in WebMD, get started. It's not too late to get healthier and collect rewards as you make progress. You still will be eligible for rewards that you earn in 2020 that will be paid in January 2021. Partial rewards will also be paid out based on calendar year participation.

**Q**

**How do I receive partial reward payouts that I have earned?**

**A**

If you qualify for partial rewards you will receive them automatically. No action required. To qualify, members must earn at least \$200 toward the Engaging in Your Health reward to receive a partial reward after the 2020 program concludes. Partial rewards will be sent on Visa prepaid cards in early 2021.

**Q**

**I have a Visa pre-paid reward card. What do I have to do to collect my rewards?**

**A**

Please submit any and all rewards card inquiries to <https://www.prepaidcardstatus.com/>. You can click on the contact customer care via phone or web support link in the lower left. The card number is not a required field, so if you have not yet received your card, you do not need this. If you call 866-230-3809, you can press 1 (after you choose which language you want) to report a lost or stolen card. There is an expiration date on the pre-paid cards, and customer service will not be able to help members after that date. Funds cannot be recovered after the expiration date.

**Q**

**What is the December deadline for biometrics testing?**

**A**

Yes, there is a deadline for biometrics testing. You must complete a biometric screening or preventive exam by December 13, 2020 to earn credit for rewards.

**Q**

**How will I be able to save my tracked goals and personal data from WebMD?**

**A**

This is also referred to as your WebMD *Personal Health Record* or *PHR*. Because WebMD Wellness expires on January 1, 2021, you will no longer be able to view your tracked goals or health information through My Enroll. However, you may take a few screenshots from your most used pages to keep for your records. Or you can transfer certain information to WebMD's public website by following these steps:

1. Login to *Reta Enroll* then click on the WebMD quick link.
2. Navigate to settings from the three-dot icon at the top right of the homepage
3. On the General Information section of your settings, you will see a section for "WebMD.com PHR Access" and a link to set up your Health Record Access at WebMD.com. Click on that link to follow the steps toward transferring your Health Record.

**Q**

**What about the Health Coaching program we currently have?**

**A**

Although the current Health Coaching program will also be coming to an end at the close of 2020, Reta will be offering new wellness programs with various coaching options. You can expect an announcement early in 2021 with more details on the new wellness programs. You may continue to complete additional coaching sessions through the remainder of 2020 and receive any needed support by calling WebMD at 866-302-6343.

**Q**

**I have a few other related questions about what to do before year-end. Who should I go to?**

**A**

If you have questions or need assistance, WebMD customer service representatives are available to help through December 31, 2020. Please call 866-302-6343 before the end of 2020 should you need assistance or call the Reta Benefits Hotline at 877-303-7382 with additional questions.

**Q**

**How does the change to a new Reta Wellness program for 2021 impact the Weight Watchers (WW) program?**

**A**

The WW Digital Only Program will remain available at least through July 1, 2021. Only those programs that included WebMD participation with WW will end at year end 2020. For more information on WW visit [ww.com/us/wwhs](http://ww.com/us/wwhs) and enter Employer ID: 14573524.

**Q**

**How do we redeem our Fitbit devices with WebMD rewards?**

**A**

Members who qualify have until January 31, 2021 to redeem Fitbit devices with earned WebMD rewards. After that date, all device codes will expire and will no longer be available for redemption. To order your device, please log into [www.fitbit.com/welcome/retatruster2020](http://www.fitbit.com/welcome/retatruster2020) and enter your unique promo code, which is the letters RETA, your birth year and the last four digits of your social security number. For those members who complete the HQ Plus Reward by December 31, 2020, your codes will become active on January 4, 2021.

**QUESTIONS?**

**COMMENTS?**

**CONTACT US**

If you have any questions, comments or need more information, we stand ready to help. You can reach out to any of us any time. **Kathryne McGowan**.

**Josh Costa**. Reta Account managers **Gia Brack** or **Martha Maza**.