



THE TEXAS A&M UNIVERSITY SYSTEM

2024 Two-Step Wellness Program FAQ

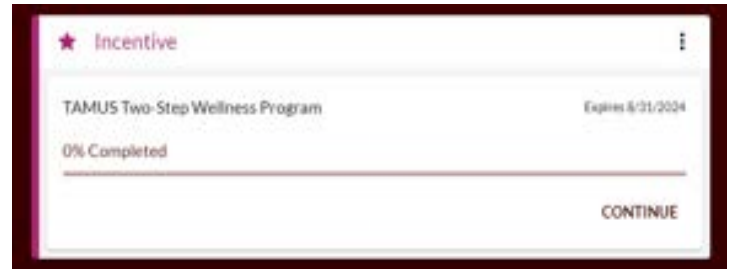
The Two-Step' Wellness Program* on WebMD ONE can help you improve your health and wellness and save money. Complete an **annual wellness exam and one activity from your personalized checklist** in the **Two-Step Wellness Program** by June 30, 2024 to earn the lowest premium on your medical coverage for the plan year beginning September 2024.

How does it work?

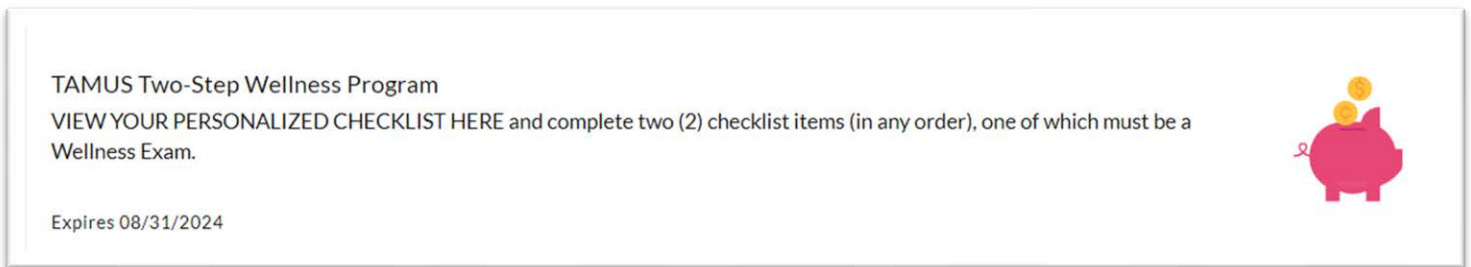
- Tasks are determined and prioritized by the United States Preventive Task Force guidelines which can be found [here](#).
- WebMD does not share any of your data with Texas A&M University System. Your answers are used to recommend benefits to you, for a more personalized benefits and WebMD ONE portal experience.
- For questions, please call 888-321-1492 or click the "[Contact Us](#)" link at the bottom of the platform on any page to send a message.
- Newly enrolled employees and spouses have a grace period of the current plan year plus one additional plan year to complete their incentive tasks. **The plan year begins on September 1 and ends on August 31.**

*Active employees and spouses who have coverage with the Texas A&M University System A&M Care Plan (with original coverage date prior to 09/01/2022) are eligible to participate in the Two-Step Wellness Program. Graduate student employees enrolled in the Grad Plan, employees enrolled in the J Plan and retirees already receive the lower premium and are not eligible to participate in the incentive program. Rewards for activities completed in the current fiscal year (09/01/2023 - 08/31/2024) will be credited through the next fiscal year (09/01/2024 - 08/31/2025).

1. Employees can access WebMD ONE via the [TAMUS SSO](#). Employees & spouses can access WebMD ONE via the [webpage](#) or mobile app. Click on the “**Incentive**” tile on the **My Health** home page. Next, click “**Continue**” to take you to your Incentive Lobby.

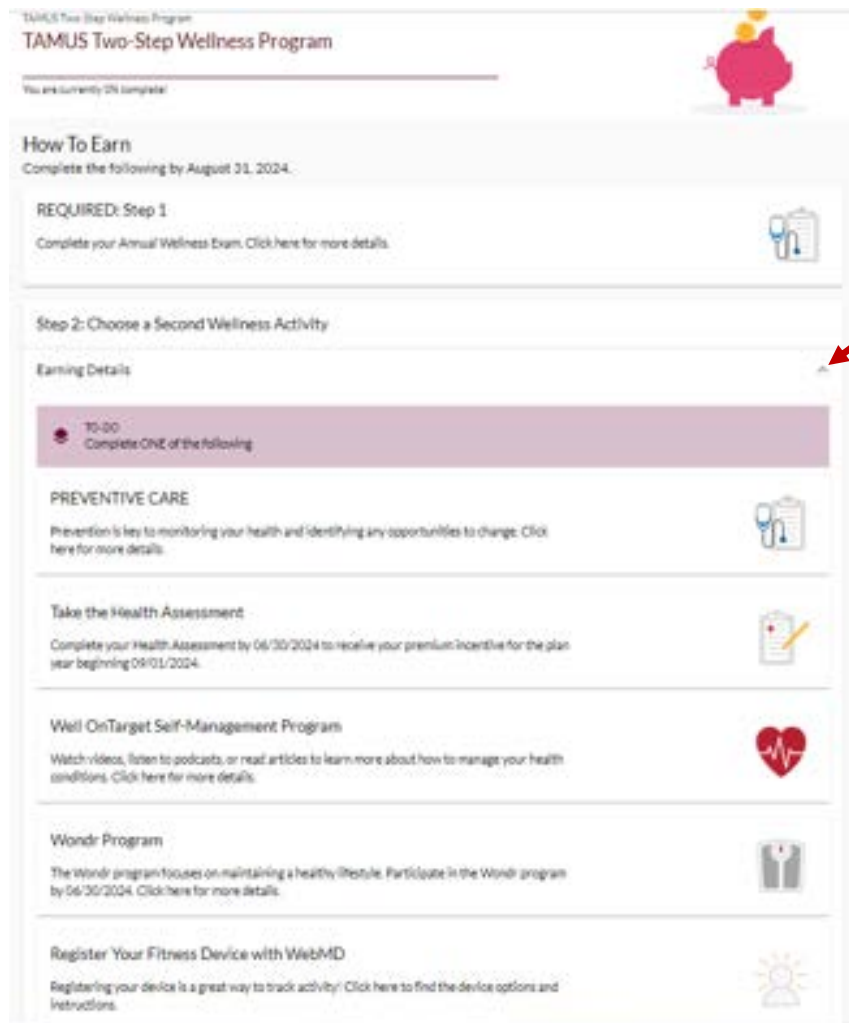


2. Click on the **TAMUS Two-Step Wellness Program** tile to view your personalized checklist and complete your activities.



3. Click the carrot to the right to expand the checklist to view your “Step 2” options. Click into each activity to learn more on how to complete and timing for credit to appear.

4. PREVENTIVE CARE: click this tile to reach the Health Goals Page for all preventive exams/care items that included as part of your “Step 2” options.



You may see up to fourteen of the following activities, but remember, you only need to complete two activities to earn your reward.


Jump to a section:

- [Annual Wellness Exam](#)
- [Health Assessment](#)
- [Preventive Screenings \(Breast, Cervical, Colon\)](#)
- [Preventive Skin Care Exam](#)
- [Flu Shot](#)
- [Nutritional Counseling](#)
- [MDLIVE](#)
- [Well onTarget](#)
- [Dental Exam](#)
- [Vision Exam](#)
- [Wondr Program](#)
- [2nd.MD](#)
- [Register Your Fitness Device with WebMD](#)



1. Click on **REQUIRED: Step 1**

REQUIRED: Step 1

Complete your Annual Wellness Exam. [Click here for more details.](#)



2. Click on **Annual Wellness Exam: REQUIRED** and the carrot to the right to see more details and how to find a provider.

 **Annual Wellness Exam: REQUIRED** Expires 08/31/2024 

Physical Exam or Wellness Visit


Physical Exam or Wellness Visit

- Recommended every year for persons of all ages

Complete an annual wellness exam by 06/30/2024 to receive your premium incentive for the plan year beginning 09/01/2024. Need help finding a health care provider? Click [here](#) for local in-network options through BCBSTX.

Your status on this activity will update to a green checkmark upon WebMD's receipt of your claim from BCBSTX within 90 days.

[Back to My Rewards](#)

 Please note that your treatment may vary based on your medical history, physician's advice, or health plan. Your health care provider may have other recommendations for you.

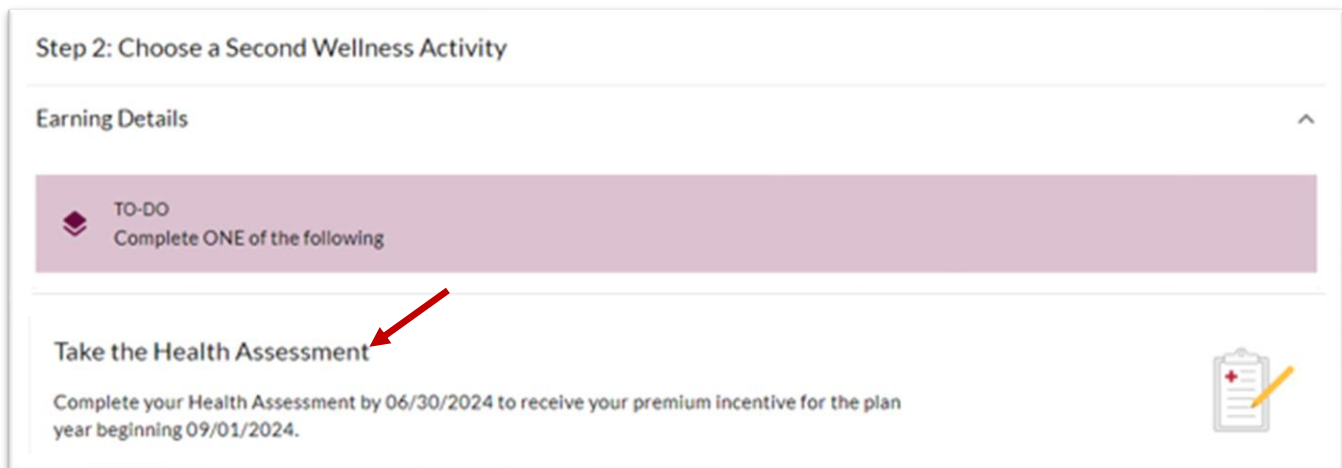
3. Complete an Annual Wellness Exam with your primary care physician by **06/30/2024**.

How long will it take to receive credit? This item will be marked complete once the claim has been processed. Claims processing can take up to 90 days.

- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.



- Click the **Take the Health Assessment** tile and complete the questionnaire. Note, you must complete all four sections of the Health Assessment to receive credit – About You, Health Behaviors, Emotional Health, and Clinical.



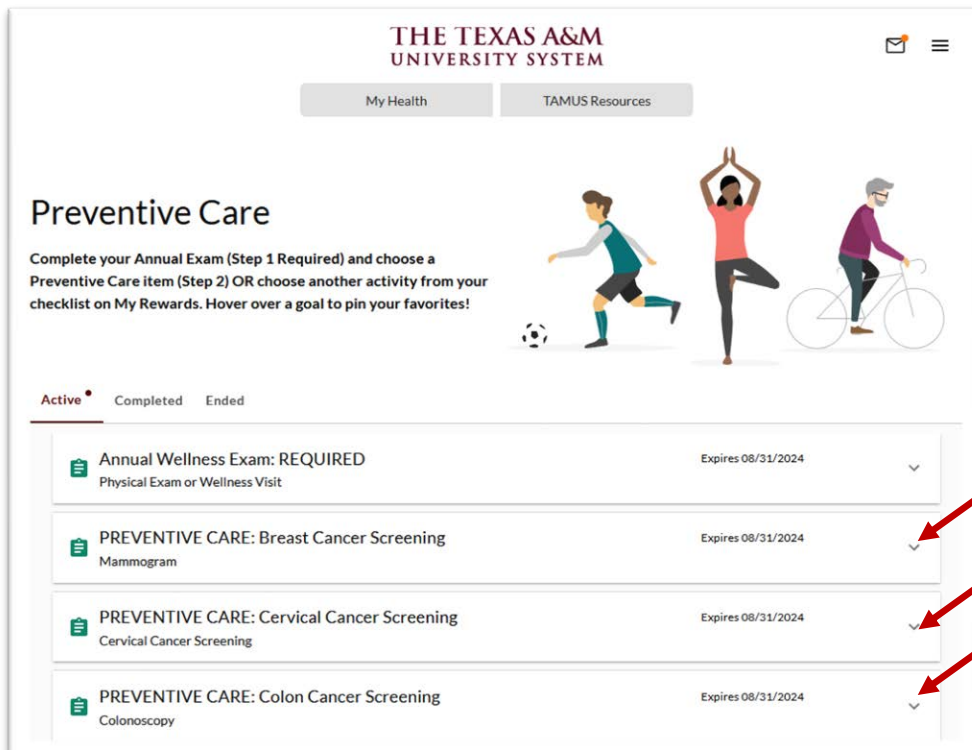
How long will it take to receive credit? The Health Assessment will typically show as complete on your checklist immediately after completion in the WebMD ONE system.

Preventive Screenings (Breast, Cervical, Colon)

- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.
- Click the **PREVENTIVE CARE** tile to view your personalized preventive care options.

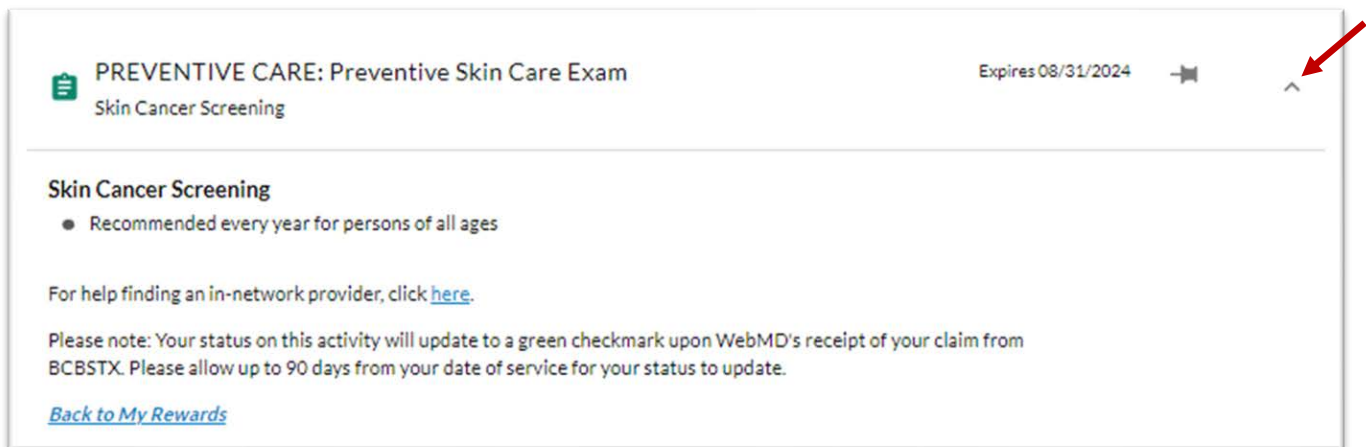


- Click the down carrot next to each Preventive Care option to review details on how to complete. Complete a preventive screening by **06/30/2024**. If your physician has provided a clinical reason why you cannot receive a preventive screening, update your record via the **Add Exam** button.



How long will it take to receive credit? This item will be marked complete once the claim has been processed. Claims processing can take up to 90 days.

- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.
- Click the **PREVENTIVE CARE** tile to view your personalized preventive care options.
- Click the carrot next to **PREVENTIVE CARE: Preventive Skin Care Exam** on the Health Goals page to find out more details on how to complete. Complete a preventive screening by **06/30/2024**. Then, schedule an appointment with an in-network dermatologist or your personal dermatologist.



The screenshot shows a card for the activity 'PREVENTIVE CARE: Preventive Skin Care Exam' with the sub-heading 'Skin Cancer Screening'. It includes an expiration date of 'Expires 08/31/2024' and a red arrow pointing to a small upward-pointing caret icon in the top right corner. The card content includes: 'Skin Cancer Screening', 'Recommended every year for persons of all ages', a link 'here' for finding an in-network provider, a note about claim processing from BCBSTX, and a 'Back to My Rewards' link.

- It is recommended to get a Preventive Skin Exam once a year.
- Call to set up your Preventive Skin Exam with your primary care physician or dermatologist. *Certain skin cancer exams are not covered at 100% and you could incur a fee for your visit.*

How long will it take to receive credit? This item will be marked complete once the claim has been processed. Claims processing can take up to 90 days.

- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.
- Click the **PREVENTIVE CARE** tile to view your personalized preventive care options.
- Click the carrot next to **PREVENTIVE CARE: Flu Shot** on the Health Goals page to find out more details on how to complete. Then, schedule an appointment with your primary care physician or check with your campus or agency for any on-site flu clinics. Complete a preventive screening by **06/30/2024**.

PREVENTIVE CARE: Flu Shot Expires 08/31/2024

Flu Shot

- Recommended every year for persons of all ages

You must get your covered flu shot at your [in-network](#) physician's office, an in-network pharmacy, or an on-site flu clinic hosted by your A&M System campus or agency. The flu shot must be submitted as a claim (BCBS/Express Scripts) and will update within 90 days.

If you received a flu shot outside of the A&M Care Plan, you may submit your flu shot completion appointment date via the Add Exam button in the lower righthand corner.

[Back to My Rewards](#)

Please note that your treatment may vary based on your medical history, physician's advice, or health plan. Your health care provider may have other recommendations for you.

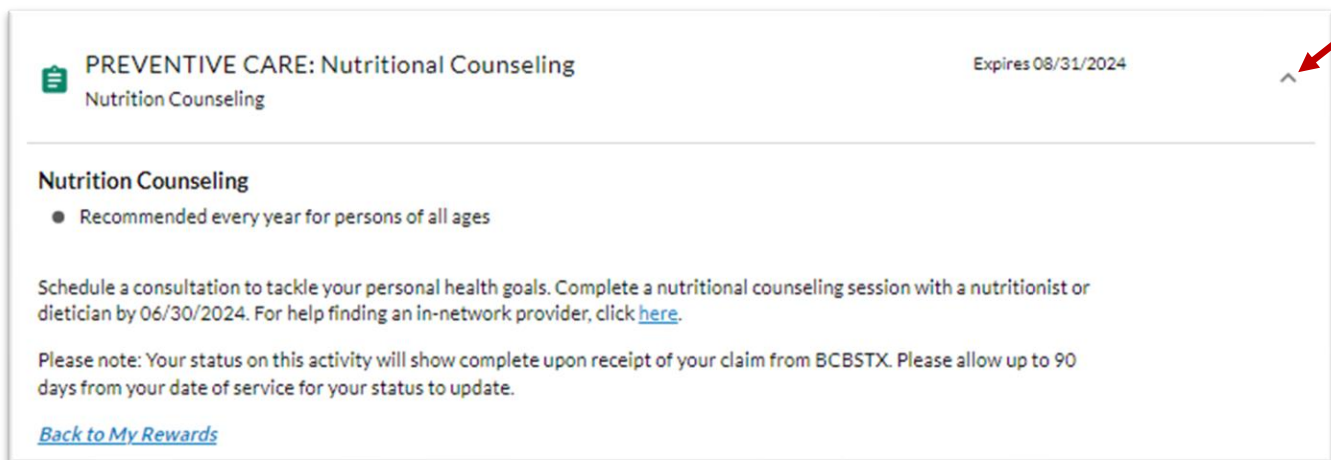
History

VIEW LOG ADD EXAM

- According to national guidelines, everyone over 6 months old should get the flu vaccine. Young children, pregnant women, people with certain chronic health conditions, and people 65 years and older are especially prone to serious flu complications.
- If you received a flu shot outside of the A&M Care plan, you can submit your flu shot via the **Add Exam** button.

How long will it take to receive credit? This item will be marked complete once the claim has been processed. Claims processing can take up to 90 days.

- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.
- Click the **PREVENTIVE CARE** tile to view your personalized preventive care options.
- Click the carrot next to **PREVENTIVE CARE: Nutrition Counseling** on the Health Goals page to find out more details on how to complete. Complete a nutritional counseling session by **06/30/2024**.



PREVENTIVE CARE: Nutritional Counseling Expires 08/31/2024

Nutrition Counseling

- Recommended every year for persons of all ages

Schedule a consultation to tackle your personal health goals. Complete a nutritional counseling session with a nutritionist or dietician by 06/30/2024. For help finding an in-network provider, click [here](#).

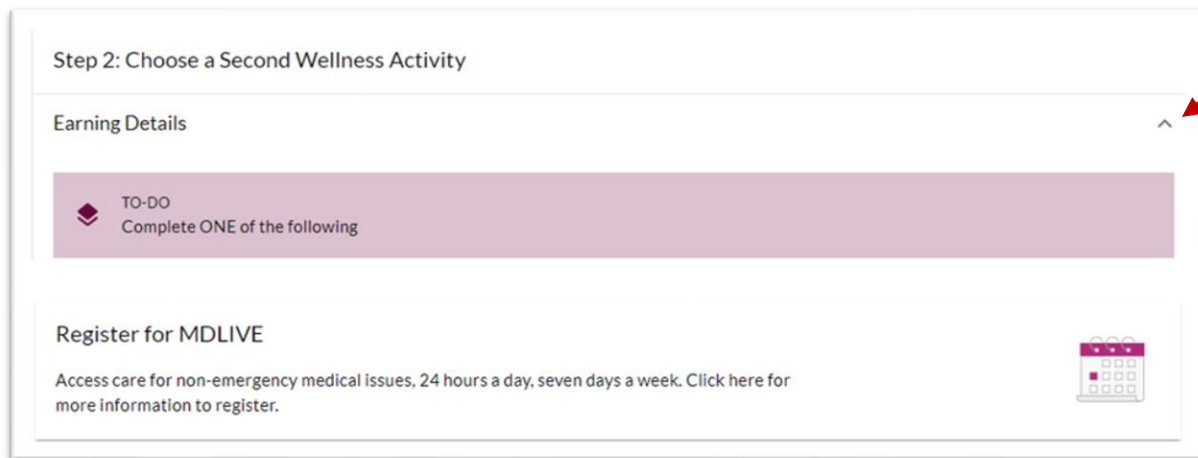
Please note: Your status on this activity will show complete upon receipt of your claim from BCBSTX. Please allow up to 90 days from your date of service for your status to update.

[Back to My Rewards](#)

- You can schedule a covered nutritional counseling session with an in-network registered dietician, or H-E-B Nutrition services. Preventive services are considered covered under the A&M Care plan.
- To book a one-on-one dietician consultation with H-E-B Nutrition Services:
 - Visit heb.com/static-page/nutrition-services, or
 - Call (855) 481-1149 or email nutritionservices@heb.com for more information.

How long will it take to receive credit? This item will be marked complete once the claim has been processed. Claims processing can take up to 90 days.

- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.
- Click **Register for MDLIVE** for details on how to register.



Register for MDLIVE

Access care for non-emergency medical issues, 24 hours a day, seven days a week. Click **here** to register for MDLIVE by 06/30/2024. Registration can be completed on your smartphone or computer. It may take up to 14 days from completion to update your checklist as complete. To earn incentive credit, you must enter your name and Unique Identification Number (UIN) with the appropriate prefix exactly as they appear on your BCBSTX insurance card during registration (ex. TXW000000000).

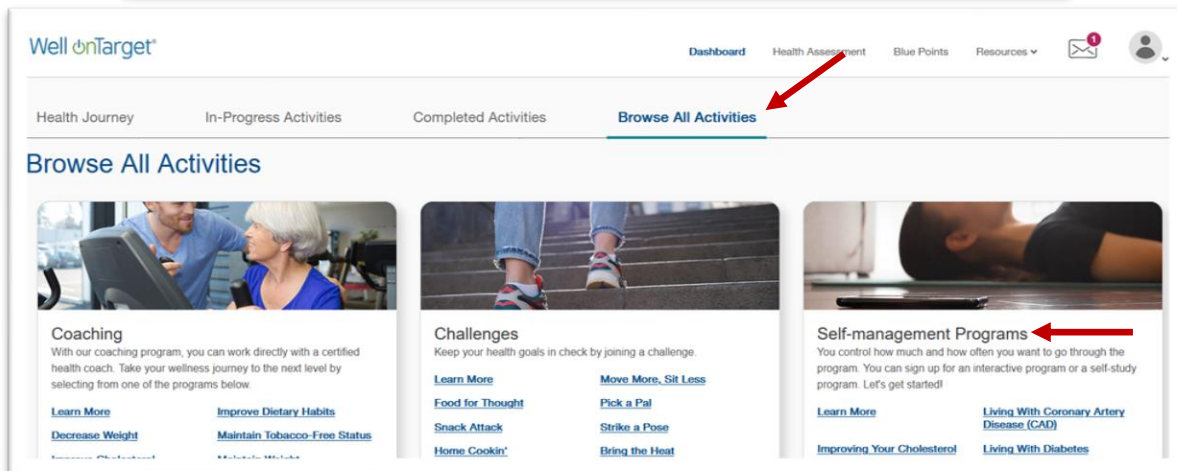
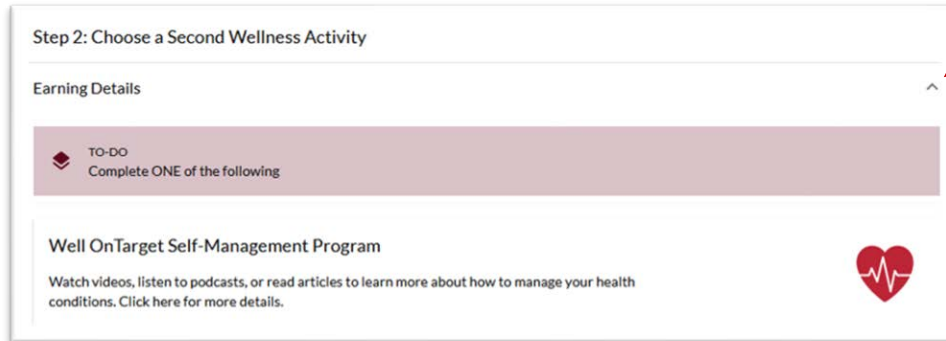
[Back to My Rewards](#)

- Register for MDLIVE by **06/30/2024**. You must enter your Legal Name and subscriber number (alpha prefix included) exactly as they appear on your **Blue Cross and Blue Shield of Texas** insurance ID card during the registration process. (Ex. TXW000000000)

How long will it take to receive credit? It may take up to 14 days after registering for the item to be marked as complete.

Well onTarget Self-Management Program

- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.
- Click **Well onTarget Self-Management Program** for details on how to register.
- Bypass the Well onTarget Health Risk Assessment by clicking “**I’ll do this later.**”
- Once you get to the Well onTarget dashboard, click **Browse All Activities** to access the menu of **Self Management Programs**. Complete a Well onTarget self-management program by **06/30/2024**.



Interactive programs (6 weeks to complete):

- Achieving Your Healthy Weight
- Improving Your Blood Pressure
- Living With Diabetes
- Managing Your Stress
- Improving Your Sleep
- Maintaining Your Healthy Weight
- Nutrition For Better Health
- Quitting Tobacco
- Staying Tobacco Free
- Improving Your Oral Health
- Staying Financially Fit
- Enhancing Your Physical Activity

Educational programs (do-at-your-own pace):

- Healthy Bones and Joints
- Improving Your Cholesterol
- Managing Your Metabolic Syndrome
- Preventive Health: Reducing Your Risks
- Preventing Diabetes
- Living with Asthma
- Living with Chronic Obstructive Pulmonary Disease (COPD)
- Living with Congestive Heart Failure
- Living with Coronary Artery Disease
- Healthy Pregnancy (Five Programs)

How long will it take to receive credit? It may take up to 45 days after fully completing a program for the item to be marked as complete.

- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.
- Click the **PREVENTIVE CARE** tile to view your personalized preventive care options.
- Click the carrot next to **PREVENTIVE CARE: Dental Exam** on the Health Goals page to find out more details on how to complete. Complete a dental preventive exam by **06/30/2024**.

PREVENTIVE CARE: Dental Exam Expires 08/31/2024

Dental Exam

- Recommended every year for persons of all ages

It is a good idea to get routine preventive cleanings by a dental hygienist. During your dental exam, your dentist will check for signs of other issues, like bone disease and oral cancer. Schedule an appointment with your dentist today. For help finding an in-network provider through Delta Dental, click [here](#).

If you received a dental exam outside of the A&M Dental PPO or Dental HMO plan, you may enter your appointment date via the Add Exam button in the lower righthand corner.

[Back to My Rewards](#)

Please note that your treatment may vary based on your medical history, physician's advice, or health plan. Your health care provider may have other recommendations for you.

History

VIEW LOG ADD EXAM

- If you received a dental exam outside of the A&M Dental PPO or Dental HMO plan, you may submit your visit information via the **Add Exam** button.

How long will it take to receive credit? This item will be marked complete once the dental claim has been processed by Delta Dental.

- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.
- Click the **PREVENTIVE CARE** tile to view your personalized preventive care options.
- Click the carrot next to **PREVENTIVE CARE: Eye Exam** on the Health Goals page to find out more details on how to complete. Complete a preventive vision exam by **06/30/2024**.

PREVENTIVE CARE: Eye Exam Expires 08/31/2024
Vision Exam

Vision Exam

- Recommended every year for persons of all ages

It is a good idea to get regular eye exams. It can spot issues like diabetes or high blood pressure before noticeable symptoms come along. For help finding an in-network provider, click [here](#) or Superior Vision click [here](#).

Your status on this activity will update to a green checkmark upon WebMD's receipt of your claim from BCBSTX within 90 days.

If you received an eye exam outside of the Superior Vision plan, you may submit the date of your appointment via the Add Exam button in the lower righthand corner.

[Back to My Rewards](#)

Please note that your treatment may vary based on your medical history, physician's advice, or health plan. Your health care provider may have other recommendations for you.

History


VIEW LOG **ADD EXAM**


- If you received an eye exam outside of the A&M Care or Superior Vision plans, you may submit your visit information via the **Add Exam** button.


How long will it take to receive credit? This item will be marked complete once the claim has been processed by BCBSTX or Superior Vision. Claims processing can take up to 90 days.

- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.
- Click the **Wondr Health Program** tile for details on how to apply.

Step 2: Choose a Second Wellness Activity

Earning Details 

 TO-DO
Complete ONE of the following

Wondr Health Program 

The Wondr Health Program focuses on maintaining a healthy lifestyle. Participate in the Wondr Health Program by 06/30/2024. Click here for more details.

Wondr Health Program

The Wondr Health Program focuses on maintaining a healthy lifestyle. Participate in the Wondr Health Program by 06/30/2024. See if you meet Wondr's qualifying criteria by clicking [here](#). If admitted into the program, you'll earn your premium incentive following the completion of 5 program sessions.

[Back to My Rewards](#)

What to Expect: The Wondr Health program focuses on maintaining a healthy lifestyle. If admitted into the Wondr Health program, you'll earn credit for this checklist activity following the **completion of 5 program sessions**. Please note all 5 sessions must be completed within the FY2024 program year.


How long will it take to receive credit? WebMD will receive member's completion of each session via a file. Once a member completes their 5th program session, their checklist should update within to 45-90 days.

- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.
- Click the **2nd.MD Registration** tile for details on how to register. Complete your 2nd.MD registration by **06/30/2024**.

Step 2: Choose a Second Wellness Activity

Earning Details 

 TO-DO
Complete ONE of the following

2nd.MD Registration 

Get a second opinion from a nationally known, board-certified specialist through 2nd.MD. Click [here](#) for more details to register.

2nd.MD Registration

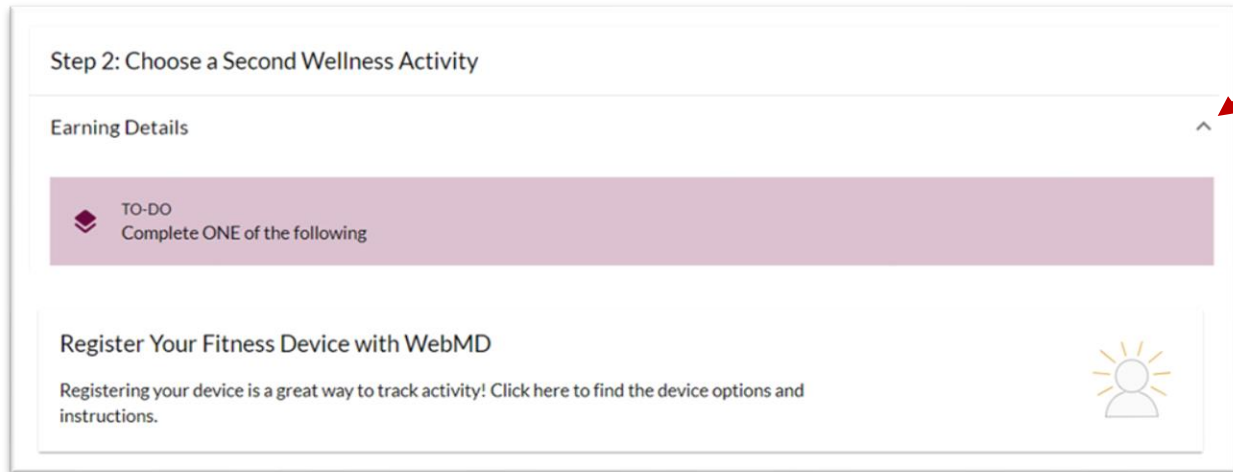
Get a second opinion from a nationally known, board-certified specialist through 2nd.MD when facing a new diagnosis or possible surgery, or if you suffer from a chronic condition that has been diagnosed with minimal success in treatment. Click [here](#) to register for 2nd.MD by 06/30/2024. It may take up to 1 week from completion to show credit for this activity.

[Back to My Rewards](#)

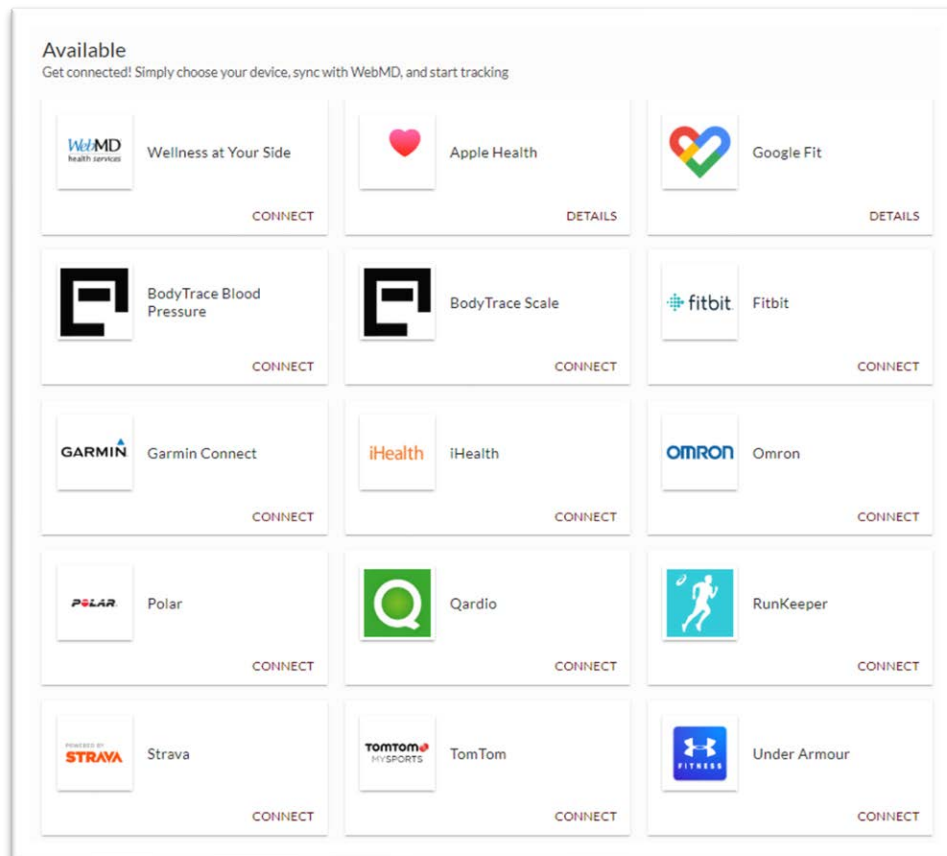
Expires 8/31/2024

How long will it take to receive credit? It may take up to 14 days after registering for the item to be marked as complete.

- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.
- Click the **Register Your Fitness Device with WebMD** tile for details on how to register.



- Review the list of options and click on the device that you would like to connect.



How long will it take to receive credit? It will typically show as complete on your checklist immediately after connection is complete in the WebMD ONE system.

Important Note

If you are currently receiving the premium credit because you successfully completed the FY2023 program, you must complete two activities in the current plan year (FY2024) to receive credit for the following plan year (FY2025).

New Hire Rules

New Hire members are not required to complete the activities to earn credits in FY2024. The A&M System will automatically grant credits for new hire members in Workday for FY2024. Newly enrolled employees and spouses have a grace period of the current plan year plus one additional year to complete their incentive tasks.

The plan year begins on September 1 and ends on August 31.

Exception Process

Please contact your workstation Benefits Partner and request an exception if you have an exception scenario (e.g., pregnancy, etc.) which won't allow you to complete the necessary criteria to receive the incentive.

Privacy Information

- **What does WebMD do with your Health Assessment data?** WebMD does not share any of your data with Texas A&M University System. Your answers are used to recommend The Texas A&M University System benefits to you, for a more personalized benefits and the WebMD ONE portal experience.
- **How is your information protected?** WebMD maintains the confidentiality of your information as required by privacy regulations such as HIPAA. All personal health information is held in a secure database and is not shared with TAMUS.
- The [TAMUS Security & Data privacy FAQ](#) is available to TAMUS members on both the WebMD ONE portal and mobile app.