

Frequently Asked Questions: 2022

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Table of Contents

[General](#)

[What's New in 2022?](#)

[Creating a New Account](#)

[Earning Credits](#)

[HealthQuest Activities](#)

[HealthQuest HRA/HSA Reward Dollars](#)

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 Wondr Weight Management Program. Many wellness challenges, such as walking and physical activity challenges, will be offered in 2022.

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 (SEHP) 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?

Plan A:

- Employee and Employee/Children Coverage: Employees who earn 40 credits receive the premium discount of \$480 for 2023.
- Employee/Spouse and Employee/Family: Employees and spouses who earn 40 credits EACH will receive the full premium discount of \$480 for 2023.

Plans C, J, and N:

- Employee and Employee/Children Coverage: Employees who earn 40 credits receive the premium discount of \$480 for 2023. Employees will also earn \$10 in their HRA/HSA 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 full premium discount of \$480 dollars in 2023. Employees and spouses will also earn \$10 in their HRA/HSA 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 SEHP or who have waived coverage in the plan are eligible to participate in HealthQuest programs and activities. Spouses who are enrolled in the medical portion of the SEHP are also eligible to participate.

All benefits-eligible state and non-state employees enrolled in benefits with the SEHP will be able to earn credits toward premium discounts and/or HRA/HSA reward dollars.

Do covered children need to participate in HealthQuest to receive the 2023 premium discount?

No. Only covered employees and covered spouses need to complete the requirements for the 2023 premium discount.

Is participation in HealthQuest required?

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



What's New in 2022?

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

No! If you already registered your HealthQuest account in 2021, 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 2022 to receive the Premium Incentive Discount?

In 2022, the Premium Incentive Discount Credit Requirement is 40 credits. Additionally, the HRA/HSA dollars awarded for each HealthQuest credit completed is \$10, up to the maximum of \$500 each per covered employee and spouse.

Can I video chat with a Health Coach?

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

You can Schedule a Health 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 2021, 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 2021, here are the steps you can take to do so:

- To register for the HealthQuest Portal, the [SEHP 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)
 - 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.

Tip: Employees may register on their first day of employment, and covered spouses may register the first day benefits are active.

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.

I'm a new employee, and I successfully registered myself for HealthQuest, but my spouse was unable to successfully register.

Employees may register on their first day of employment, and covered spouses may register the first day benefits are active. If you are newly hired and don't have benefits yet, 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 may also download the Healthy Path app from the [App Store](#) or the [Google Play Store](#).

If you have a HealthQuest account, click "Log In," and use the same credentials you use for the HealthQuest Wellness Portal.

If not, click "Sign Up" and follow these prompts:

- Enter your email address and click "Submit."
- Enter the activation code sent to the email address you provided, and click "Submit."
- Confirm your Date of Birth and Employee ID, then click "Continue."
- Fill in all fields on the Create an Account page, then click "Create Account."
- Agree to the Terms of Use and Privacy Policy.



Earning Credits

When can I start earning credits?

Right away! Beginning January 3, 2022, 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 SEHP.

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

As a new employee, you have 365 days from the first day of employment to earn 40 credits toward your premium discount. Here are 2 scenarios for a 2022 new employee:

1. If you earn 40 credits before December 31, 2022, you will earn the premium discount on the next 1-2 pay periods. You will keep your discount for the remainder of 2022 **AND** for calendar year 2023! You will then need to earn 40 credits in 2023 for the 2024 discount.
2. If you reach 40 credits earned in 2023, still within your first 365 days of employment, you will earn the premium on the next 1-2 pay periods. You will keep your discount for the remainder of 2023 **AND** all of calendar year 2024! You will then need to earn 40 credits in 2024 for the 2025 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. They will appear in your account after your insurance company has processed your claim and notified Cerner that you completed the activity.

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 earned.

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-person exams are awarded credit. Self-reported exams will not receive credit. After you receive your preventive or well-visit services, the SEHP will automatically notify HealthQuest that you have completed these activities. This process can take 2-6 weeks. Please contact SEHPHealthQuest@ks.gov if you do not see preventive exam credits in this time frame.

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 2023 HealthQuest Premium Incentive Discount?

HealthQuest credits for the 2023 Premium Incentive Discount can be earned January 3 - December 31, 2022.

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 HealthQuest accounts to earn the full \$480 premium discount in 2023.

If only the employee or spouse on a plan earn 40 credits in 2022, a partial premium discount of \$240 will be applied in 2023.

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

The Premium Incentive Discount is not prorated. You must earn 40 credits in 2022 to earn the 2023 premium discount. On plans which include a spouse, each employee and spouse accumulates toward his/her 40 credits individually.



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 is located in the “Getting Started” section.

The Wellness Assessment is worth 10 credits and 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 the correct schedule underneath On-site Screening.
- You will be prompted to sign up/register for 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 for 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. Reasonable alternatives are provided if your measures are 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, enabling you to earn the same credits awarded for measures within the healthy incentive range.

Locate these modules by clicking “Earn Your Incentive Credits” on the left side of your HealthQuest portal dashboard and viewing activities under “Screening & Preventive.”

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 Wondr, formerly known as Naturally Slim, in 2021. Can I participate again in the 2022 program year?

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

I am tobacco free. Can I still participate in the 12-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 HRA/HSA Reward Dollars

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

Your HRA/HSA reward dollars will be earned throughout the year and are deposited in your MetLife account 1-2 pay periods after your credits are awarded on your HealthQuest portal.

What is the deadline to earn the Premium Incentive Discount and HRA/HSA reward dollars in 2022?

The deadline for HRA/HSA reward dollars to be earned AND deposited in the MetLife HRA/HSA accounts for members in Plan C, J, and N, is November 18, 2022.

All credits must be earned and displayed in your HealthQuest portal by November 18th, 2022, to be awarded HRA/HSA reward dollars.

The deadline for earning credits toward the Premium Incentive Discount for 2023 is December 31, 2022.

How often will HRA/HSA balances update during the 2022 year?

HRA/HSA reward dollars you earn are processed and awarded throughout the year during each pay period, until November 18, 2022, and will be deposited within 1-2 pay periods after credits are earned.

Note: The 3rd paycheck of the month does not include employer benefit contributions such as HRA/HSA reward dollars.

Why am I not seeing my HRA/HSA reward dollars in my MetLife Account?

When HRA/HSA 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 MetLife account. Check your pay stub to see the individual amounts. Non-state members will see the HRA/HSA reward dollars added to their monthly Employer Contribution.

Example: If enrolled in a Member-only plan, your Quarterly Employer Contribution is \$250. If you also earn \$40 in HealthQuest contributions, your MetLife 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 MetLife Account?

No. An active paycheck is required for the SEHP to award 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 HRA/HSA reward dollars for the activity before your final day. If you do not have an active paycheck, you will not be able to receive HRA/HSA reward 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 contributions for HealthQuest rewards do count toward the IRS maximums for HSAs. 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 making elections.