

FAQ



Overview

The myOCWellness program is designed to encourage employees to engage with their health professionals, become educated about their numbers, and achieve health goals through behavioral changes. This program is voluntary.

By enrolling in Orange County's medical Insurance plan, you are automatically enrolled in this program.

Employees and/or their spouses can earn 70 points individually by completing annual exams and other health-related tasks. Once an employee and/or spouse earns at least 70 points individually, the points convert into a \$20 or \$40 (for both) reduction toward 2028 Cigna medical insurance premiums per pay period. The Wellness Credit will go toward medical insurance premiums on a bi-weekly basis beginning Jan. 1, 2028.

Earn points from Oct 1, 2026 to Sept 30, 2027

Incentives are applied the following year January 1, 2028

Incentive Levels:

Emerald (70 points)

- \$520/\$1,040 Wellness Flex Credit per employee and/or spouse per year (\$20/\$40 per pay period)

Blue Diamond (130 points)

- \$520/\$1,040 Wellness Flex Credit per employee and/or spouse per year (\$20/\$40 per pay period)
- Wellness Day Off (*full work shift*)
 - * Cannot be earned by spouses
 - * Must be enrolled in county medical at time of reward
 - * Can only be used in subsequent calendar year and hours cannot be paid out

To see how many points, you have earned go to: mycigna.com

For additional questions please email: wellness@ocfl.net

For more Information, visit the [myOCWellness page](#), or scan QR code



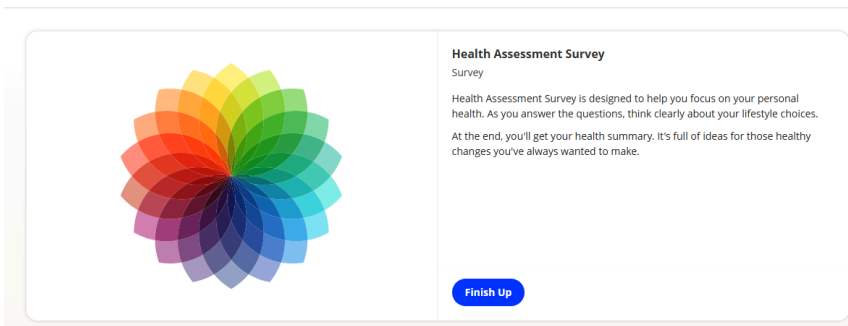
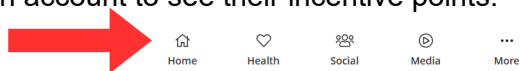
Questions:

1. What is myOCWellness and what is the purpose of it?

This is a multi-year health initiative program designed to engage Orange County Government employees and their families in improving their health and well-being, while creating a work environment in which positive health is promoted, encouraged, and rewarded. Employees and/or spouses can earn points for certain health and wellness activities; with enough points, employees earn a wellness credit toward reducing their medical insurance premium and a wellness day off. Employee must be enrolled in the County's medical insurance plan to receive the incentives.

2. How do I see how many points I have earned and how points are awarded?

Go to mycigna.com or the myCigna app to see how many points you have earned and other ways you can keep earning points. Click on the “Home” tab at the top of the homepage, then choose “Rewards”. Spouses must create their own account to see their incentive points.



3. How much money will I save if I earn 70 points?

If a member (employee and/or spouse) earns the 70 points individually, they will reduce their 2028 Cigna medical insurance premiums by \$20 each (or \$40 for both) per pay period.

4. Who is eligible to participate in the program?

Employees and spouses currently enrolled in the County's medical insurance program are eligible to participate in the program and earn and receive incentives.

5. What are the Gatekeeper Goals?

The below goals are required to unlock all your myOCWellness incentive points.

Preventive Gatekeeper Goals

- Employees must complete the Health Assessment Survey in myCigna.com
- Employees must complete provider ordered lab work or Onsite Nurse biometric screening. Complete lab work by 9/30/27.
- The completion of the THRIVE or Choose One program will count toward the gatekeeper goal, satisfying the lab work goals. Completion of the programs must be fully completed by 9/30/2027 in order to earn points for the 2026/2027 program year.

6. Where can I find the Cigna Health Assessment Survey and how can I complete it?

- The Health Assessment Survey is required for employees to complete to unlock all incentive points.
- Incentive points are not awarded for completing the Health Assessment Survey.
- Once enrolled in the County's medical plan and benefits have been processed, you will be able to create an account on myCigna.com to complete the assessment.
- After completing the assessment, it may take up to 7 business days for the points to be awarded. Steps to complete the Health Assessment Survey:
 1. Log in to myCigna.com
 2. Go to the Wellness tab < Wellness Home<Earn Rewards
 3. Health Assessment Survey will appear on the home screen
 4. Click "Start Now"
 5. Select "Start the Survey"
- Once you have completed the Health Assessment, you will receive a score. This score indicates that the Health Assessment Survey has been marked as complete, it does not have any effect on your incentives. You will also be presented with topics you may find helpful to improve your health and well-being based on your answers in the assessment.
- The assessment is a tool to gauge just for you and shares the information on what you need to work on in your personal health and wellness. The results of your health assessment are confidential and will not be shared with anyone.



Health Assessment Survey

Survey

Health Assessment Survey is designed to help you focus on your personal health. As you answer the questions, think clearly about your lifestyle choices.

At the end, you'll get your health summary. It's full of ideas for those healthy changes you've always wanted to make.

[Finish Up](#)

7. How quickly should I expect to see my points displayed on my profile?

Points will appear within 30-90 days, depending on when the claim is submitted by your provider. As most things are reported through our claims, medical professionals have 90 days to submit their claims to Cigna. You can verify the status of your claim by going to mycigna.com and reviewing your Explanation of Benefits (EOB). Once the claim is processed it may take an additional 17-21 days to show up on the platform.

8. What should I do if my points are not reflected on mycigna.com or the myCigna app for a wellness activity I completed during the program period?

If your points are not showing up, please ensure you have first completed the priority Gatekeeper Goals to unlock your points. If you are still having issues, please contact one of our Onsite Cigna Representatives: OCRep@Cignahealthcare.com

9. Where do I sign up?

If you are enrolled in Orange County's Cigna Medical Insurance plan you are automatically enrolled in the program.

10. When do I start receiving the incentives?

The myOCWellness incentives will be applied automatically starting on January 1st, 2028. Employees must be enrolled in the County's medical insurance plan to receive the incentives.

11. How can I use the Wellness Day Off?

The Wellness Day Off will appear in your myOCTime under accruals. See example below.

Totals Accruals Audits Signoff and Approvals		
Accrual Code	Accrual Available Balance	
FLOATING HOLIDAY	-8.0	
OLD SICK	0.0	
PERSONAL	151.18	
TERM	170.02	
WELLNESS DAY OFF	0.0	

12. What is the deadline to use the 2027 Wellness Day Off?

Eligible employees will have from January 1st, 2027, to December 31st, 2027, to use their Wellness Day Off.

13. Is there anything else I need to do after reaching 130 points? How are the incentives applied?

There is nothing else you need to do if you have already reached your desired myOCWellness incentive level. myOCWellness incentives are automatically applied starting in January 2028.

14. I am not on the county's medical insurance plan, can I still earn a Wellness Day Off?

No, unfortunately the wellness day off only applies to eligible employees currently enrolled in the county's medical insurance plan.

15. I do not go to a Primary Care Physician (PCP). Will a visit to my specialist count?

A visit to a specialist will not count. To earn the points with your PCP, the reason for the visit must be coded as an "Annual Preventive Wellness Examination".

16. Does it matter if I have the high, low, or SureFit medical plan?

It does not matter if you are on the high, low or SureFit plan. Members on either plan will receive the same reduction in premiums based on the points earned by the employee and/or spouse.

17. I am a firefighter. Will my annual physical and biometrics with Centra Care count? Yes, Fire Fighters MUST upload their Reasonable Alternative and Waiver Form provided at their Centra Care appointment to receive credit. Fire fighters must be enrolled in the County's medical insurance plan to participate in the myOCWellness incentive program.

18. I'm not married. Do my children count?

Unfortunately, children are not included in this incentive program due to the GINA Act (Genetic Information Nondiscrimination Act).

19. Do my points roll over into the next year?

No. Points do not roll over from year-to-year. With the start of each new fiscal year (October 1 –September 30), the new cycle for earning points begins.

20. What if I earn more points than required?

The minimum points needed to qualify for the Emerald level is 70 points, which is the reduction in your medical insurance premium. If you earn 130 or more points you will qualify for the Blue Diamond level, which includes all the other incentives and a Wellness Day Off.

21. I am not on the County's medical benefits plan; do I qualify for incentives with another insurance?

Only members (employee and spouse only) on the County's Medical Insurance plan qualify for the incentives.

22. Can I earn points for dental exams even if I am not under the county's dental insurance plan? Yes, if you are currently enrolled in the County's medical insurance plan but not the county's dental insurance plan, you can earn points by completing a Reasonable Alternative and Waiver Form. Please email Wellness@ocfl.net to see if you are eligible.

23. My spouse is a County employee with his/her own benefits. Can they earn points too?

Yes. County employees on the County's Cigna Medical Insurance plan qualify for the incentives.

24. My spouse is a county employee but is a dependent on my county medical insurance. Can they earn points too?

Yes. Covered dependent spouses can earn points towards the \$20 Wellness Flex Credit. The credit will be applied to your paycheck if they earn at least 70 points individually.

25. My spouse is a county employee but is a dependent on my county medical insurance. Can they earn the Wellness Day Off?

No. Spouses cannot earn the Wellness Day Off even if they are an Orange County Employee.

26. What's the catch?

There's no catch! myOCWellness was developed to encourage our members and their families to be proactive with their health and wellness. At the same time, employees who meet their goals receive an incentive.

27. Is my information still confidential?

All your medical information is kept confidential with your medical providers. Orange County only sees the points you have earned.

28. If I have received my flu shot elsewhere, does this count?

The only way your flu shot will count is if it was run through Cigna as a medical insurance claim. If you presented your insurance card when you received your flu shot, it should count toward your points.

29. Will I be notified when I reach my 70 points?

You will NOT be officially notified when you reach the point threshold. We encourage you to be diligent and keep track of your points on mycigna.com or the myCigna Mobile app. Once you reach your 70 or 130 points, we encourage you to continue engaging in wellness activities, but you don't need to do anything further.

30. Do I need to tell my doctor/dentist about this program?

You can tell your doctor or dentist about the program, but it is not necessary to consult with your medical professionals about this program because it is an internal Orange County run program. As a result, your providers may not be aware that the program exists.

31. Do I get points for doing a blood pressure screening with my Onsite Wellness Nurse, Betsy or Chelsea?

Yes, if you receive a blood pressure screening from our Onsite Wellness Nurse, you can earn 10 points for each screening (max of 3) by self-reporting this goal on mycigna.com or the myCigna App.

32. What discount do I qualify for if I get close to the goal points, but do not reach the goal?

There is no financial incentive associated with earning less than the full 70 points. You do have a tremendous opportunity to earn those points during the earning period.

33. How many health coaching sessions do I have to complete to qualify for the health coaching points?

You must demonstrate that you are progressing toward your goals or meet your goal(s) as reported by the health coach.

34. What if my appointment is close to the deadline or on September 30th?

Please note that preventive screenings are marked as complete on the date of service. Completed preventive screenings on 9/30/27 will count toward the current program plan.

Points will be awarded based on the date of service. Preventive screenings after 9/30/27 will not count toward this plan year incentive.

35. What if my health assessment survey results show that I am “unhealthy”, do I still get points?

Yes, you are still awarded the points for participating in the assessment. The assessment is a tool to gauge what you need to work on in your health and wellness. The results of your health assessment survey are confidential and will not be shared with anyone.

36. Do we get points for exercising at the Orange County Wellworks Gyms, OCG Parks & Rec Centers or any gym?

Currently, myOCWellness does not include points for using any gym facilities.

37. Do we get points for participating in Vanguard's Financial Webinars?

Currently, myOCWellness does not include points for participating in Vanguard's Financial Webinars.

38. Do we get points for participating in Employee Assistance Webinars or courses?

Yes, you can earn points for attending ComPsych Behavioral Health Webinars. You can find these webinars on our Orangenet in the Events Calendar. Wellness/Behavioral Health Webinars are worth 5 points each for a max of 4 and you can self-report this goal on mycigna.com or the myCigna App.

39. Do we get points for participating in myOCLearn courses?

Yes, if you enroll in and complete courses under the Life Balance series for the first time, you can earn 10 points. *The Life Balance Series can only be completed once for points. Employees can still retake the classes again at any time however, they will not be awarded points for completing the series a second time. *

40. Is everyone able to participate in the myOCLearn: Life Balance courses?

No, unfortunately only BOCC employees can access the myOCLearn platform.

41. Where do Agency employees submit the affidavit?

Affidavits are no longer available. Please contact Wellness@ocfl.net for questions.

42. If I'm currently eligible but not enrolled in the County's medical plan but plan to enroll for the next plan year, can I still earn points towards a premium reduction?

No, employees must be currently enrolled in the program to be eligible to participate and earn points.

43. If I've earned my 70 points but I've retired from the county, will I be able to be eligible for a premium reduction for my retiree benefits?

No, myOCWellness premium reductions only apply to active employees.

44. Will new employees be able to earn points towards 2028 premium reductions?

If you are a new hire and completed an Annual Preventative Exam or various other preventive exams prior to enrolling in the Cigna coverage, these screenings will not count towards credit. Complete preventive screenings by 9/30/27 to earn incentive points.

Employees hired in August and September will not be able to earn points for the current program plan. Starting Oct 1, points can be earned for the new upcoming program plan.

45. If I have a break in the County's Cigna Medical Insurance coverage, am I still eligible for incentives the following year?

No, points will be forfeited if there is a break in coverage.

46. Will new employees hired in October, November, or December be able to earn points towards a premium reduction in the new plan year?

No. Employees hired between October and December will not be able to participate in myOCWellness premium reductions for the new plan year. Remember the measurement period is from October 1 through September 30 for the next plan year. Therefore, you will begin earning points for the plan year beginning two years out.

47. Why are payroll taxes applied to my wellness credit?

Per the IRS, wellness incentive payments are not excluded from taxation. This includes employer-provided cash rewards for participating in a wellness program, as well as reimbursements of premiums for participating in wellness programs under a Section 125 cafeteria plan.

The IRS states that any award or prize given by an employer is taxable to an employee as wages, and will be included on their W-2 and subject to federal tax withholdings, as well as Social Security and Medicare taxes - For more information : IRS Reminds Employers: Wellness Incentives Are Taxable



**TRANSFORM YOUR TOMORROW
SMALL STEPS TODAY
A STRONGER TOMORROW**

