



2027 Small Steps Today
A Stronger Tomorrow

myOCWellness Guide

www.ocfl.net/myOCWellness

Questions? Email: Wellness@ocfl.net



Transform Your Tomorrow

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myOCWellness

This year is about meaningful change—one choice, one habit, one moment at a time. The myOCWellness program is here to educate, support and empower employees and their families to improve and maintain their overall health and well-being through healthy lifestyle choices and to create a culture of wellness with an emphasis on prevention.

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.

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

Employees and spouses can earn incentive points by completing annual exams and other health-related activities. 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. Additionally, employees who earn 130 points can also receive a Wellness Day off in 2028.



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



Earn Rewards

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

myOCWellness Incentives

Only employees and/or spouses on the County's Medical Insurance plan qualify for the myOCWellness Program Incentives.

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.

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

myOCWellness premium reductions only apply to active employees.

If eligible, the Wellness Flex Credit, used for a reduction in your medical insurance, premium will be applied automatically starting the first pay period of January 1, 2028.

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.

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



Wellness Day Off

Using your Wellness Day Off

- Eligible employees will have from January 1st, 2028, to December 31st, 2028, to use their Wellness Day Off.
- The Wellness Day Off will appear in your myOCTime under accruals.

Wellness Day Off

myOCTime (formerly Kronos)
-under "accruals"

Totals Accruals Audit Signoff and Approvals

Accrual Code	Accrual Available Balance	Accrual Placed Totals	Accrual Ending Balance
FLUATING HOLIDAY			
SICK DAY			
PERSONAL			
TERM			
WELLNESS DAY OFF	0.0	0.0	0.0

myOCWellness

- Amount = 0 – Means you qualify and your Wellness Day Off is ready for use
WELLNESS DAY OFF 0.0
- Amount = -99 – Means you Do Not Qualify for a Wellness Day Off
WELLNESS DAY OFF -99.0
- Negative Amount (IE... -8, -10, -12...etc.) means Wellness Day off was used
WELLNESS DAY OFF -8.0
- Wellness Day Off can only be used during the subsequent calendar year and hours cannot be paid out.
- A dependent spouse cannot earn the Wellness Day Off even if they are an Orange County Employee.

Cigna Wellness Experience

Cigna Healthcare Wellness Experience

User Guide

We'll help you make small, everyday changes to your wellness that are focused on the areas you want to improve the most. Engage daily to build healthy habits, have fun with coworkers and experience the lifelong rewards of better health and wellness.

Have questions? We're here to help.

Chat live with customer service. Sign in to my[Cigna.com](https://myCigna.com) to start a chat.

Available: Monday–Friday, 9 am–8 pm ET

Saturday–Sunday, 9 am–5 pm ET

Cigna Healthcare Customer Service available 24/7. 1-800-244-6224

OCG Cigna Representatives

OCRep@cignahealthcare.com



**Kick start your
wellness**

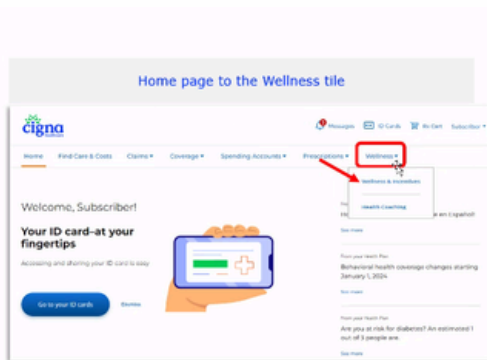
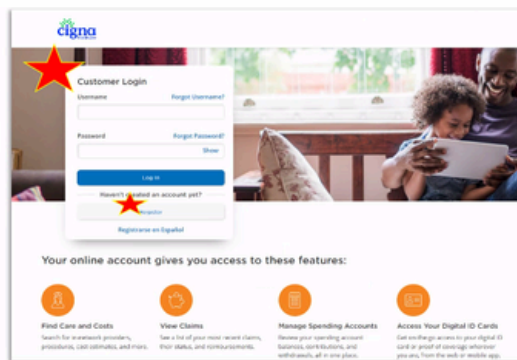


Sign up and get started



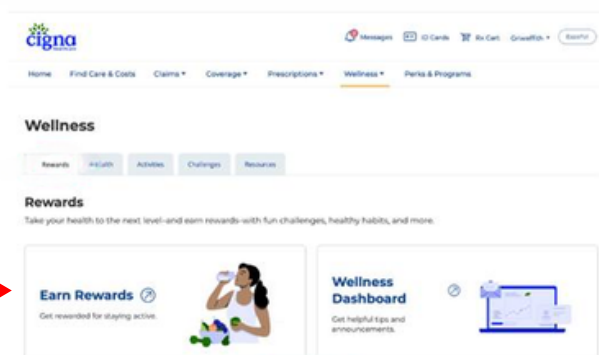
Step 1

- Register or sign in to **myCigna.com**
- Click on the Wellness tab at the top right of the home page
- Choose “Wellness Home” from the drop down box



Step 2

- From the Wellness & Rewards page, click on “Earn Rewards”



Step 3

- The first time you log into the well-being platform, it will prompt you to complete the Well-being Solution (Personify Health) acknowledgment/registration.
- After completing the registration, it will auto-sign you into the platform in a 2nd browser page.
- After the first time (completing registration), any of the boxes under the 5 platform wellness tabs (Rewards, Health, Activities, Challenges, or Resources) will auto-sign you in to the Personify platform.



Do not change the ID # on the Sign Up page

myCigna app

Sign up and get started



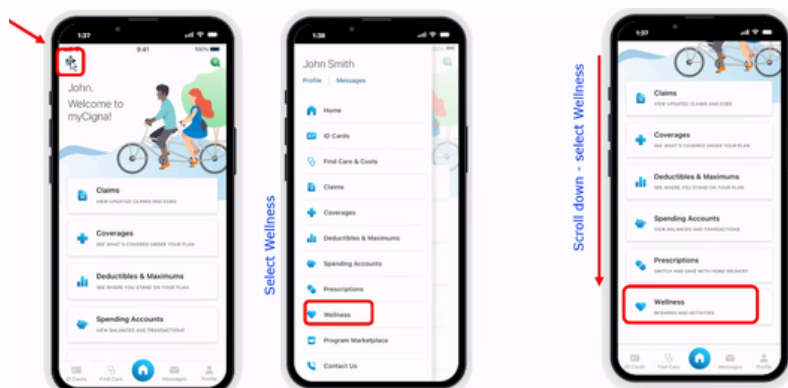
Step 1

- Register or sign in to the myCigna app



Step 2

- Open the menu in the upper left corner and scroll to the Wellness tile or scroll down the home screen to the Wellness section



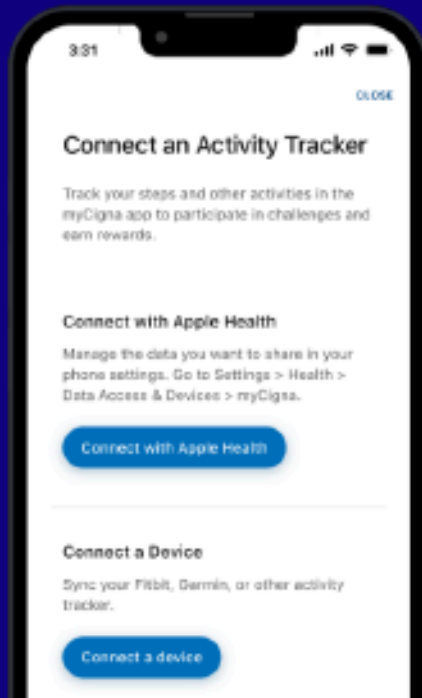
Step 3

- Choose "Wellness Home" from the drop down box
- From the Wellness & Rewards page, click on "Earn Rewards"
- The first time you log into the well-being platform, it will prompt you to complete the Well-being Solution (Personify Health) acknowledgment/registration.
- After completing the registration, it will auto-sign you into the platform in a 2nd browser page.
- After the first time (completing registration), any of the boxes under the 5 platform wellness tabs (Rewards, Health, Activities, Challenges, or Resources) will auto-sign you in to the Personify platform.

Do not change the ID # on the Sign Up page

Connect a device or app

Sign in to **myCigna** to connect a tracking device or app.



Compatible devices and apps

There are a wide variety of tracking devices and apps that will help you get credit for validated steps, active minutes, sleep, meditation sessions and more. So, pick your favorites, connect them to your account and start tracking your activity. Sign in to your account to see all of the options available to you. Here are just a few:



WITHINGS

STRAVA

iHealth[®]

GARMIN[®]



fitbit

POLAR.

Gatekeeper Goals

Preventive Gatekeeper Goals: Employee must complete both priority goals to unlock any incentives, including their spouse's incentives if applicable.

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

Health Assessment Survey Goal

- The Health Assessment Survey must be completed by employee.
- 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 & incentives < Health
 3. Click on Health Assessment
 4. Health Assessment Survey will appear on the home screen
 5. Click "Start Now"
 6. 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.

Home Health Social Media More



Health Assessment 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.

Start Now

Gatekeeper Goals

Annual Provider Ordered Lab Work OR Onsite Nurse Biometric Screening

Annual Provider Ordered Lab Work

- Blood tests are common and can help doctors check for many conditions and diseases, as well as how well your organs are functioning and how well treatments are working.
 - Lab work completed at Quest or LabCorp will automatically be reported via Cigna claims. Complete lab work by 9/30/27.
 - For lab work or biometrics completed anywhere other than Quest or LabCorp, employees must upload the Biometric Screening Form on your Personify Health portal.
1. Print Biometric Screening Form
 2. Take the form to your appointment
 3. Form must be completed and signed by the administering nurse or provider
 4. Upload form on your Personify portal ([Instructions Here](#)) May take 4-6 weeks to process.

Onsite Nurse Biometric Screening

- *For a biometric screening, we strongly encourage you to see your provider. While onsite nurse screenings are available, their availability is limited. Please note that each individual may only receive one onsite screening.*
- Complete onsite biometrics with the Wellness Team's AdventHealth Centra Care nurses during their scheduled visits.
- The nurse needs to complete the downloaded Biometric Screening Form found in your Personify Health Portal.
- You will then submit the completed and signed form to ensure your biometrics are received.
- Upload form on your Personify portal ([Instructions Here](#)) May take 4-6 weeks to process.

Gatekeeper Goals

THRIVE or Choose One Program

The completion of the THRIVE or Choose One program will count toward the gatekeeper goal, satisfying the lab work goals. The programs must be fully completed by 9/30/2027 in order to earn points for the 2026/2027 program year.

- **THRIVE Program**

<https://www.adventhealth.com/hospital/adventhealth-orlando/diabetes-institute>

Call: 407-303-2720

Email: cfd-s.diabetes.care.program@adventhealth.com

- **Choose One Cardiovascular Program**

<https://www.orlandohealth.com/campaigns/choose-one>

Call: (407) 407-3046

Email: ChooseOne@OrlandoHealth.com



Incentive Points

Incentive Points Are Recorded: Automatically via Cigna Claims

This process can take 30-90 days for points to show.

Please note that preventive screenings are marked as complete on the date of service.

Self-Reported

- Goals can be found on [myOCWellness \(Ocfl.net\)](https://myOCWellness.Ocfl.net)
- Make sure to self-report the correct Goal – This cannot be undone.
- Spouses must create their own account and self-report their own goals.

To self-report your points, follow the steps below:

1. Go to myCigna.com
2. Go to the Wellness Tab < Wellness < Wellness Home < Earn Rewards
3. Log into Personify Health
4. Scroll down and click on “Self-Reported Activities”

Self-Reported Activities

ACTIONS:

0/4

Education & Engagement
5 Points
Complete up to 4 times per quarter

5

0/11

Screenings & Wellness Activities
10 Points
Complete up to 11 times

10

7. Choose the category you are reporting the activity under
 - Click on “Take Me There” tab
 - Input first name and last name
 - Scroll down and choose your wellness activity
 - Enter the date of completion
 - Click on the box that indicates all of the information provided is correct and truthful
 - Click “Submit”

- Points recorded automatically appear within 30-90 days, depending on when the claim is submitted by your provider. 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.

- Points will be awarded based on the date of service.

If your points are not showing up after completing the two gatekeeper goals, please contact

- one of our Onsite Cigna Representatives:

- OCRep@Cignahealthcare.com

- 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.
- 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.
- Employees hired in August 2027, and September 2027 will not be able to earn points for the current program plan.
- 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 the Cigna Well-Being Solution Reasonable Alternative and Waiver Form. Please email Wellness@ocfl.net to see if you are eligible.
- All your medical information is kept confidential with your medical providers. Orange County only sees the points you have earned.
- 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 and/or 130 points, we encourage you to continue engaging in wellness tasks, but you don't need to do anything further. You will NOT be officially notified when you reach a point threshold.

When self-reporting points, you understand that additional documentation may be required to authenticate your request. You also understand that any misrepresentation of the facts or the failure to provide proper documentation may result in retroactive termination of incentive points and premium reduction(s).

Preventive Care Goals



For assistance with locating an in-network PCP, call 1-800-244-6224, or log into www.myCigna.com

GOAL	REPORTING	POINTS	MAXIMUM
Health Assessment Survey myCigna.com	Automatically	0	Max of 1
Annual Provider Ordered Lab Work OR Onsite Nurse Biometric Screening	Automatically	30	Max of 1
Annual Physical or Well Visit	Automatically	30	Max of 1
Screening – Breast Cancer	Automatically	20	Max of 1
Cervical Cancer Screening	Automatically	20	Max of 1
Screening – Colon Cancer	Automatically	20	Max of 1
Screening – Prostate Cancer	Automatically	20	Max of 1
Flu vaccine	Automatically	10	Max of 1
Preventive Dental Exam Cigna Dental Group: 3337200 1-800-244-6224	Automatically if on the Cigna Dental Insurance	10	Max of 2

Please note that this year, preventive screenings are marked as complete on the date of service.

Preventive Care

Scheduling Information



Do I have to wait 365 days before a physical?



Orange County Government's medical insurance plan, covered under Cigna Healthcare, covers routine annual checkups, wellness exams, and preventive screenings as part of Preventive Care.

- Annual checkups are covered as Preventive Care
- The plan does not require a full year between visits
- The plan allows for annual checkups, not strictly every 365 days
- The provider may contact Cigna prior to an appointment to confirm timing. The member may also call to confirm.

1-800-244-6224

What's covered under preventive care?

Annual checkups, most routine vaccinations, and certain preventive health screenings are paid 100% when you stay in-network. But if a problem is found -- one that requires more testing -- there may be some cost to you. More testing or care, when needed, is considered diagnostic and not preventive. For diagnostic care, your out-of-pocket costs depend on your coverage and what tests or services are needed.

To earn myOCWellness incentive points, screenings must be billed as preventive. If a screening is billed as diagnostic, it won't count toward your points.

Preventive Dental Care: Oral Exam & Adult Cleanings offered twice per calendar year.

Contact Cigna Rep :
OCRep@cignahealthcare.com



Health Coaching & On-Platform Goals



GOAL	REPORTING	POINTS	MAXIMUM
Cigna Individualized Health Coaching. Email CoachingOC@Cigna.com to get started! Make progress towards or achieve a personal health goal	Automatically	30	Max of 2
Complete the THRIVE Diabetes Program Complete the THRIVE Diabetes Program with Advent Health (Will trigger Required Biometric Screening)	Automatically	60	Max of 1
Complete the Choose One – Cardiovascular Program Complete the Choose One – Cardiovascular Program with Orlando Health. (Will trigger Required Biometric Screening)	Automatically	60	Max of 1
Cigna Cancer Care Support Program – Oncology Consult Service Work one-on-one with a Case Manager to understand your condition, and get help with coordinating care and treatment options, so you can focus on getting better. If you qualify, a case manager will contact you.	Automatically	30	Max of 1
myOCWellness Challenges Participate in the myOCWellness (Personify Health) challenge and track once a week for all the weeks of the challenge and stay on top of your lifestyle goals.	Automatically	5	Max of 4

Self-Reported Goals



Education & Engagement Activities

These activities fall under the Education & Engagement category and are worth 5 points each. Explore a mix of great opportunities throughout the year.

The program runs from October 1, 2026, to September 30, 2027

You can complete up to 4 Education & Engagement Activities per quarter.

Detailed attendance reports are kept for validation of participation by Wellness Administration for auditing purposes.

GOAL	REPORTING	POINTS	MAXIMUM
Wellness & Behavioral Health Webinars	Self-Reported	5	Max of 4
Financial Wellness Webinars (Provided by TCA)	Self-Reported	5	Max of 2
Recorded Webcasts Certificate of completion must be emailed to wellness@ocfl.net	Self-Reported	5	Max of 3
Mindfulness Events Must be hosted by the Wellness Team	Self-Reported	5	Max of 1
OC Wellness Expo	Self-Reported	5	Max of 1
OC Health Summits Health Summit hosted by the Wellness Team	Self-Reported	5	Max of 1
Volunteer Hours Complete a minimum of 4 hours of volunteer service with a non-profit organization.	Self-Reported	5	Max of 2

Self-Reported Goals



Screening & Wellness Activities

These activities fall under the Screenings & Wellness Activities category and are your path to better health—and bigger point totals! Activities are worth 10 points each. The program runs from October 1, 2026, to September 30, 2027

Detailed attendance reports are kept for validation of participation by Wellness Administration for auditing purposes.

When you complete a 10 Point Goal activity, be sure to note the date you completed it. This helps ensure your points are accurately recorded and keeps you on track toward your wellness goals!

GOAL	REPORTING	POINTS
Screening – Skin Cancer	Self-Reported	10 Max of 1
Head & Neck Cancer Screening	Self-Reported	10 Max of 1
Annual vision/eye exam Group: 0236252 (Superior Network) Member Services: 1-833-393-5433	Self-Reported	10 Max of 1
Onsite Nurse Visits - Blood pressure screening	Self-Reported	10 Max of 3
Advent Health Corp 5K 2027 or Community Organized 5K or Greater Event	Self-Reported	10 Max of 1
OCG Life Balance Series via myOCLearn	Self-Reported	10 Max of 1
Financial Empowerment Center Counseling Session	Self-Reported	10 Max of 1

How to Self-Report Goals



Self-Reported Goals

- Goals can be found on [myOCWellness \(Ocfl.net\)](https://myOCWellness.Ocfl.net)
- Make sure to self-report the correct Goal – This cannot be undone.
- Spouses must create their own account and self-report their own Goals.
- To self-report your points, log into mycigna.com and follow the steps below:
 1. Go to myCigna.com
 2. Go to the Wellness Tab < Wellness < Wellness Home < Earn Rewards
 3. Log into Personify Health
 4. Scroll down and click on “Self-Reported Activities”

Self-Reported Activities

ACTIONS:

- Education & Engagement**
0/4 5 Points
Complete up to 4 times per quarter
- Screenings & Wellness Activities**
0/11 10 Points
Complete up to 11 times

7. Choose the category you are reporting the activity under
 - Click on “Take Me There” tab
 - Input first name and last name
 - Scroll down the and choose your activity
 - Enter the date of completion
 - Click on the box that indicates all of the information provided is correct and truthful
 - Click “Submit”

Screenings & Wellness Activities: Earn 10 points each! Program Runs Oct 1, 2026–Sep 30, 2027

First Name * Employee First Name

Last Name * Employee Last Name

Screening & Wellness * Skin Cancer or Head & Neck Cancer Screenings

Completion Date * 10-02-2026

Earn points and boost your health with Screening & wellness Activities! Program runs oct 1, 2026–Sep 30, 2027

☐ * By clicking the box, I confirm that all of the information provided is correct and truthful.

SUBMIT

Point Opportunities!



Quarterly Newsletters

- Newsletter that focuses on upcoming events, programs, and highlights wellness initiatives throughout the county.

Events Calendar

- Go to [OrangeNet](#)
- Click on "Events" tab to find the calendar.

myOCWellness Page

- [myOCWellness](#)

Cigna Events Calendar

- Log in to your [myCigna.com](#) portal
- Click on the Social Tab on the homepage
- Go to "Events Calendar"

Contact Information

General Program Assistance

Wellness@ocfl.net

Onsite Health Coaches

CoachingOC@Cigna.com

Onsite Registered Nurse

OCNurse@Adventhealth.com

Onsite Cigna Representatives

OCRep@Cignahealthcare.com

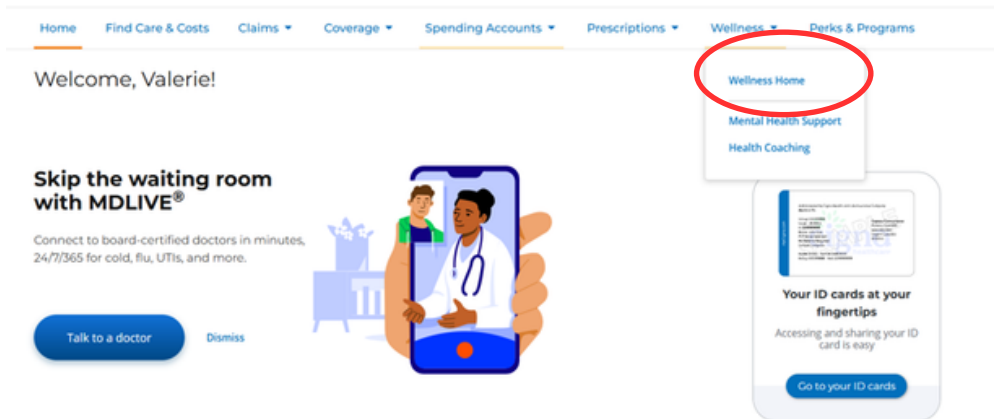
Track Your Progress

[Visit www.mycigna.com](http://www.mycigna.com)

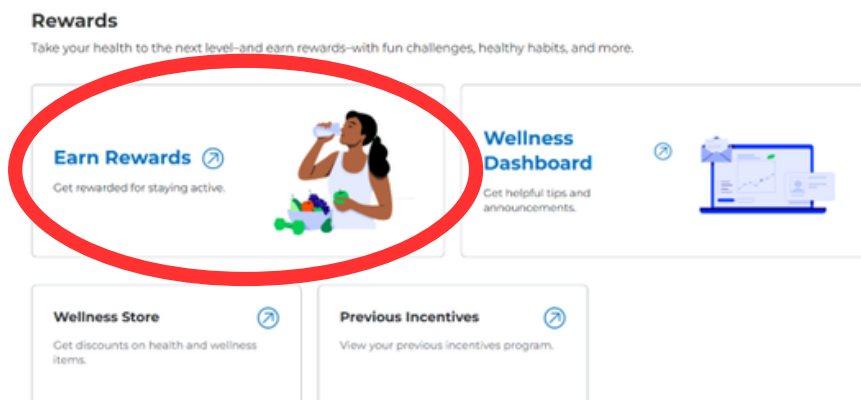


Cigna Biometric Form Instructions

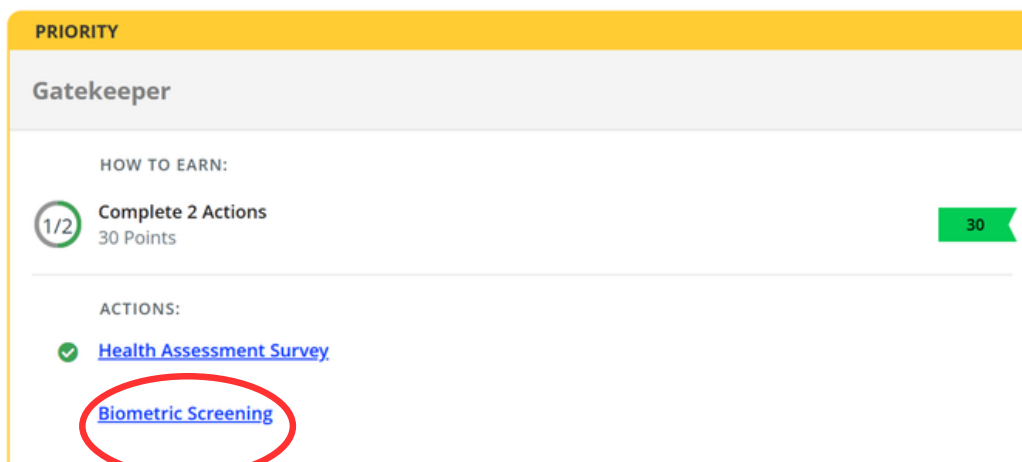
1. Log into www.myCigna.com
2. Click on “Wellness” then “Wellness Home”



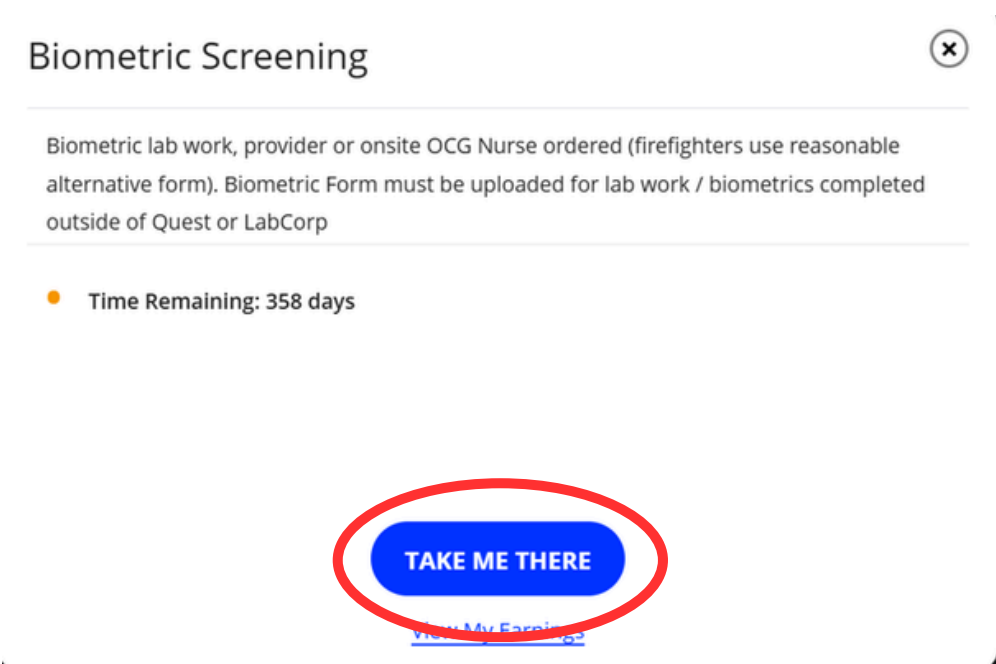
3. Click on “Earn Rewards”



4. Once logged into Personify Health, scroll down to “Gatekeeper” and click on “Biometric Screening”



5. Click “Take Me There”



6. On this page you can download and upload your form to receive credit for biometrics or lab work that was completed outside Quest or LabCorp

