



FAQ FREQUENTLY ASKED QUESTIONS



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

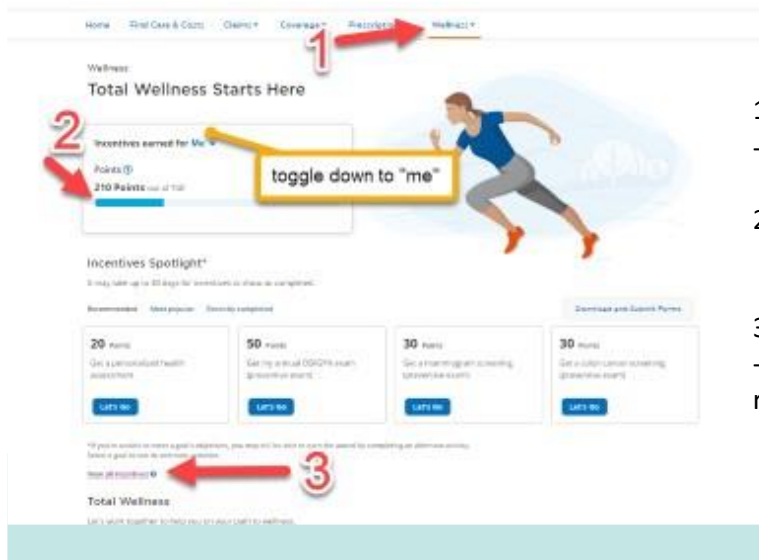
This is a multi-year health initiative program designed to engage Orange County Government employees and their families in improving their health and well-being, while creating a work environment in which positive health is promoted, encouraged, and rewarded. Employees and/or spouses can earn points 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.

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 “Wellness”, then click on “Wellness and Incentives.” Toggle down to “me” to see how many points you have. Points are awarded through medical claims, attendee files or self-reported on the myCigna app or mycigna.com.

Click on “view my incentives”, then click on “goals.”

Tracking Points www.mycigna.com (desktop)



1. Click on “Wellness”
-click on “Wellness and Incentives”
2. Toggle down to “me”
-to see how many points, you have
3. Click on “View all Incentives”
-to see specific goals or to self-report

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 **2026** 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 incentives.

5. How long do I have to earn my points?

The period to earn points is from October 1, 2024, to September 30, 2025.

6. What are the Gatekeeper Goals?

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

You may already have completed eligible appointments, but you will not be able to see your points come through until you complete these goals.

Preventive Gatekeeper Goals:

1. Employees **and** spouses must complete the Health Assessment in [myCigna.com](https://mycigna.com)
2. Employees must complete an annual well physical preventive exam with your PCP **or** an annual well woman preventive exam
3. Employees must complete physician ordered lab work **or** Onsite Nurse biometric screening
4. The completion of the THRIVE or Choose One program will count toward the gatekeeper goals, satisfying the well visit physical or well woman annual exam, and the lab work goals.

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

The Health Assessment is found on mycigna.com or on your myCigna App.

1. Log-in to myCigna
2. Hover over the Wellness tab
3. Click Health Assessment.
4. Select Take My Assessment.
5. Read the Welcome screen and select Next to begin.
6. Read and select I Agree to the Privacy Statement. Note: You must select I Agree to complete the assessment.
7. Select the answers to your Gender, Race, and Date of Birth and hit Next.
8. Complete all 5 categories by answering all of the questions. You will receive a Congratulations screen indicating the completion of each category.
9. You may Save and Exit the Health Assessment at any time but be aware that you may need to repeat incomplete categories.
10. Once you have completed the Health Assessment, you will receive a score. This score indicates that the Health Assessment 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.

8. 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.

9. 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 Cigna Health Assessment to unlock your points. If you are still having issues, please contact one of our Onsite Cigna Representatives: **Michael Bradley**, 407-403-8108
OCRep@Cigna.com

10. Where do I sign up?

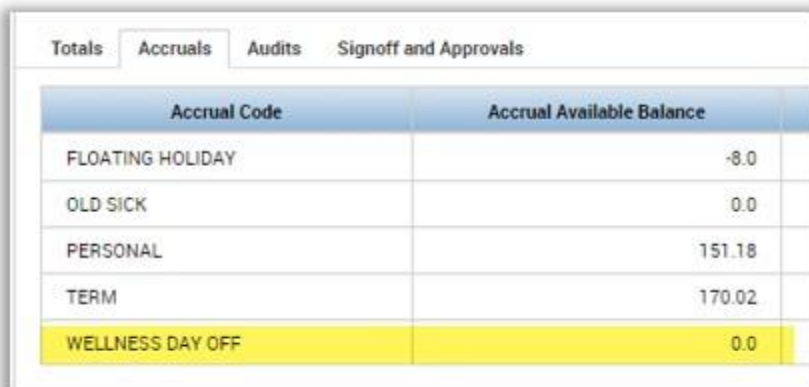
If you are enrolled in Orange County's Cigna Medical Insurance plan you are automatically enrolled in the program.

11. When do I start receiving the discount?

The discount and other myOCWellness incentives will be applied automatically starting on January 1st, 2026.

12. 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	

13. What is the deadline to use the 2025 Wellness Day Off?

Eligible employees will have from January 1st, 2025, to December 31st, 2025, to use their Wellness Day Off.

14. 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 2026.

15. If 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.

16. 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 Prevention Examination".

17. 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 premium based on the points earned by the employee and/or spouse.

18. I am a firefighter. Will my annual physical and biometrics with Centra Care count?

Yes, the annual physical and biometrics with Centra Care will count. Please contact Wellness@ocfl.net if you have any questions regarding your firefighter annual physical.

19. 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).

20. 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.

21. 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.

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

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

23. 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 our Affidavit form. Please email Wellness@ocfl.net to see if you are eligible.

24. 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.

25. 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.

26. 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.

27. Which "screenings" count?

Screenings include any of the following age-appropriate, preventive exams:

- Mammogram (breast cancer).
- Colon Screening (colon cancer).
- Prostate Screening (prostate cancer).
- Cervical Cancer Screenings (cervical cancer).
- Skin Cancer Screening (skin cancer).

28. 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.

29. 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.

30. 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.

31. What Disease Management Programs count?

There are two programs that count toward this goal. One of the programs is the THRIVE Diabetes Care Program, through AdventHealth, for more information email [cfds-diabetes.care.program@adventhealth.com](mailto:cfds.diabetes.care.program@adventhealth.com) or call: 407-303-2720. The THRIVE program is worth 60 points.

The second program we have is Choose One, the cardiovascular program through Orlando Health worth 60 points. For more information call or email: (407) 407-3046 or email ChooseOne@OrlandoHealth.com.

32. 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 tasks, but you don't need to do anything further.

33. 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.

34. If I attend a wellness event, how do I report it to receive incentive points?

Currently the Financial Wellness Summit, Wellness Expo, Health Summits, IOA Corp 5k and Wellable Challenges are all self-reported goals on mycigna.com or the myCigna Mobile app. Orange County and/or Cigna will verify attendance files for accurate reporting.

35. How do I self-report goals on myCigna?

- Log into mycigna.com (you must have an account)
- Click on "Wellness" at the top of your screen
- Scroll down and click on "Wellness and Incentives"
- Click on "View all Incentives"
- Scroll down and click on "Self-Reported Activities"
- Scroll down to the item you are reporting
- Input the date you completed the goal and click on "Complete Goal"

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

Yes, if you receive a blood pressure screening from our Onsite Wellness Nurse, you can earn 10 points for each screening (max of 2) by self-reporting this goal on mycigna.com or the myCigna App.

37. 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 the tremendous opportunity to earn those points during the earning period.

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

You must attend at least 3 coaching sessions and demonstrate that you are progressing toward your goals or meet your goal(s) as reported by the health coach.

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

If your appointment takes place any time during October 1st and September 30 you will earn points for the exam. Please allow time for the claim to process, as points do not show up immediately.

40. What if my health assessment 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 are confidential and will not be shared with anyone.

41. 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 gym facilities.

42. Do we get points for participating in Vanguard’s Financial Webinars?

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

43. 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.

44. 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 up to 40 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. *

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

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

46. Where do Agency employees submit the affidavit?

They can email the form to Wellness@ocfl.net.

47. 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.

48. 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.

49. Will new employees be able to earn points towards 2026 premium reductions?

Yes. New employees will have an opportunity to submit an affidavit and provide documentation to receive points towards their goals completed prior to joining the County. For more information, please email Wellness@ocfl.net. The deadline to submit the affidavit along with all required documentation to Wellness@ocfl.net is October 1st.

50. Will new employees hired in August and September be able to earn points towards premium reductions?

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.

51. Will new employees hired in October, November, or December be able to earn points towards premium reductions 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.

52. 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](#)

