

## 2013 SHBP Wellness Appeals Process

Starting **July 1, 2013**, if you are advised, or discover, that you or your covered Spouse, or both, have not completed one or more components of the 2013 SHBP Wellness Requirements, and you disagree with this conclusion, you may file an appeal. Depending on which 2013 Wellness Requirement(s) you are appealing, you will need to submit one or more of the following appeals (as applicable).

**Deadline: Appeals, along with the requested documents, must be submitted by August 2, 2013. The appeal forms are available at <http://dch.georgia.gov/shbp-plan-documents>.**

**Instructions:** Cigna members must use the Cigna form for their Online Health Assessment Appeal and UnitedHealthcare (UHC) members must use the UHC form for their Online Health Assessment Appeal. Both Cigna and UHC members may use the same Biometric and Online Health Education Module Appeal Forms.

To verify completion of the 2013 Wellness Requirements, Cigna members may call the number on the back of their medical ID cards and UHC members may check their online scorecard at <https://uhcrewards.healthinsight.com> or call the number on the back of their medical ID card.

### **Cigna Online Health Assessment Appeal Process (Cigna members only)**

If you have been advised, or discover, that you or your covered Spouse, or both, did not complete the Online Health Assessment component of the 2013 SHBP Wellness Requirements by May 31, 2013, 4:30pm, EDT, and you wish to appeal that determination, you must complete the following steps for each person:

- 1) Log into your myCigna.com account and verify that you completed your online Health Assessment between January 1, 2013 and May 31, 2013, 4:30pm, EDT. (If you did not complete the Online Health Assessment during this period, you did not meet the 2013 Wellness Requirement.)
- 2) Print a copy of the Online Health Assessment Confirmation Statement. To locate and print a copy of the Confirmation Statement:
  - a) Log into your myCigna.com account;
  - b) On the navigation tool bar under “Manage My Health,” click “My Health Assessment”;
  - c) When redirected to “My Health and Wellness Center,” under “My Health Assessment,” click “View Confirmation”; *and*
  - d) Click on “Confirmation ID” for the Confirmation Statement.

- 3) Complete the Member/Covered Spouse Information section of the 2013 Cigna Health Assessment Appeal Form.
- 4) Fax a copy of the Online Health Assessment Confirmation Statement (per #2 above) and the completed 2013 Cigna Online Health Assessment Appeal Form (per #3 above) to Cigna at 1-860-735-7125 by August 2, 2013.

### **UHC Health Assessment Appeal Process (UHC members only)**

If you discover that you or your covered Spouse, or both, did not complete the Online Health Assessment component of the 2013 SHBP Wellness Requirements by May 31, 2013, 4:30pm, EDT, and you wish to appeal that determination, you must complete the following steps for each person:

- 1) Log into your myuhc.com account and verify that you completed the Online Health Assessment between January 1, 2013 and May 31, 2013, 4:30pm, EDT. (If you did not complete the Online Health Assessment during this period, you did not meet the 2013 Wellness Requirement.)
- 2) Print a copy of the Online Health Assessment Completion Statement. To locate and print a copy of the Completion Statement:
  - (a) Log into your myuhc.com account;
  - (b) On the home page click “health assessment”;
  - (c) Click the red button “Review your health assessment results”;
  - (d) At the bottom of the results page click “continue”;
  - (e) Click “print out this page”.
- 3) Complete the Member/Covered Spouse Information section of the 2013 UnitedHealthcare Online Health Assessment Appeal Form.
- 4) Fax a copy of the Online Health Assessment Completion Statement (per #2 above) and the completed 2013 UHC Online Health Assessment Appeal Form (per #3 above) to UHC at 1-732-312-5311 or mail the requested documents to: Member Health Action Notification, P.O. Box 40, West Long Branch, NJ 07764 by August 2, 2013.

## **Biometric Screening Appeal Process (both Cigna and UHC members)**

If you have been advised, or discover, that you or your covered Spouse, or both, did not complete one or more of the Biometric Screening components of the 2013 SHBP Wellness Requirements, or that your 2013 Physician Screening Form(s) were incomplete or not received by May 31, 2013, 4:30pm, ET, and you wish to appeal that determination, you must complete the following steps for each person:

- 1) Obtain a copy of the fully completed and dated 2013 Physician Screening Form submitted by the physician; *and either*
- 2.) (a) Obtain a copy of the 2013 Physician Screening Form fax confirmation page from the physician's office, *or*  
  
(b) Have the physician's office complete the Physician's Office Attestation Form confirming that the 2013 Physician Screening Form was completed, dated and faxed between November 1, 2012, and May 31, 2013, 4:30pm, ET; *and*
- 3) Complete the Member/Covered Spouse Information section of the 2013 SHBP Biometric Screening Appeal Form.
- 4) Fax a copy of:
  - (a) the completed and dated 2013 Physician Screening Form (per #1 above), *and*
  - (b) the Screening Form fax confirmation page (per #2.a above) *or* the completed and dated Physician's Office Attestation Form (per #2.b above), *and*
  - (c) the completed 2013 SHBP Biometric Screening Appeal Form (per #3 above) to 1-860-256-6767 by August 2, 2013.

## **Online Health Education Module Appeal Process (both Cigna and UHC members)**

If you have been advised, or discover, that you or your covered Spouse, or both, did not complete the Online Health Education Module component of the 2013 SHBP Wellness Requirements by May 31, 2013, 4:30pm, ET, and you wish to appeal that determination, you must complete the following steps for each person:

- 1) Log into your AHealthierSHBP.com account and verify that you completed at least one Online Health Education Module between January 1, 2013 and May 31, 2013, 4:30pm, ET. (If you did not complete the Online Health Education Module during this period, you did not meet the 2013 Wellness Requirement.)
- 2) Print a copy of the Online Health Education Module Confirmation Statement. To locate and print a copy of the Confirmation Statement:
  - (a) Access your “mylearning dashboard” at AHealthierSHBP.com;
  - (b) Select the “mylearning” link in the top right corner;
  - (c) Enter your information as a returning visitor using the same information provided originally;
  - (d) Print the completion code from your mylearning dashboard.
- 3) Complete the Member/Covered Spouse Information section of the 2013 SHBP Online Health Education Module Appeal Form.
- 4) Fax a copy of the Online Health Education Module Confirmation Statement (per #2 above) and the completed 2013 SHBP Online Module Appeal Form (per #3 above) to 1-860-735-7125 by August 2, 2013.



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