**Frequently Asked Questions**

**Healthe Living with Rewards 2017**

### Section 1: General Information

<table>
<thead>
<tr>
<th>Question</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the Healthe Living with Rewards Program (HLwR)?</td>
<td>3</td>
</tr>
<tr>
<td>Who is eligible for Healthe Living with Rewards?</td>
<td>3</td>
</tr>
<tr>
<td>Do I have to participate in the 2017 Healthe Living with Rewards program?</td>
<td>3</td>
</tr>
<tr>
<td>What is the Healthe at Cerner Portal?</td>
<td>3</td>
</tr>
<tr>
<td>What is Cerner Wellness?</td>
<td>3</td>
</tr>
</tbody>
</table>

### Getting Started with Healthe Living with Rewards

<table>
<thead>
<tr>
<th>Question</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>How do I get started with Healthe Living with Rewards?</td>
<td>3</td>
</tr>
<tr>
<td>Why do I need a Cerner Health login and identity?</td>
<td>4</td>
</tr>
<tr>
<td>Why do I need a Cerner Health identity to access the Healthe at Cerner Portal?</td>
<td>4</td>
</tr>
<tr>
<td>Why is my Cerner Health login not the same as my network login?</td>
<td>4</td>
</tr>
<tr>
<td>Does my spouse/domestic partner (DP) need to have a unique email address within Cerner Health?</td>
<td>4</td>
</tr>
<tr>
<td>I created a sub record for my spouse/domestic partner (DP) within Cerner Health, how do they get their own account so they can participate in Healthe Living with Rewards?</td>
<td>4</td>
</tr>
<tr>
<td>I am new to Cerner Health Benefits. How do I participate?</td>
<td>5</td>
</tr>
<tr>
<td>By what date must I enroll in Cerner health benefits to be eligible to participate in the 2017 Healthe Living with Rewards program?</td>
<td>5</td>
</tr>
<tr>
<td>What happens if I leave Cerner before I have the opportunity to redeem my points?</td>
<td>5</td>
</tr>
</tbody>
</table>

### Earning Points

<table>
<thead>
<tr>
<th>Question</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>What do I receive for the points I earn?</td>
<td>5</td>
</tr>
<tr>
<td>How long do I have to earn points?</td>
<td>5</td>
</tr>
<tr>
<td>Where can I see my incentive points?</td>
<td>6</td>
</tr>
<tr>
<td>What are the ways I can earn points?</td>
<td>6</td>
</tr>
<tr>
<td>When can I earn points?</td>
<td>6</td>
</tr>
</tbody>
</table>

### Section 2: Earning Points toward your Premium Reduction

<table>
<thead>
<tr>
<th>Question</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>How many points can I earn toward my premium reduction?</td>
<td>6</td>
</tr>
<tr>
<td>Where and when will my premium reduction be reflected?</td>
<td>6</td>
</tr>
<tr>
<td>How do the premium reductions affect my payroll taxes?</td>
<td>6</td>
</tr>
</tbody>
</table>

### Premium Reduction: General Information

<table>
<thead>
<tr>
<th>Question</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the Wellness Evaluation?</td>
<td>6</td>
</tr>
<tr>
<td>How many premium reduction points does a primary subscriber earn for participating in the Wellness Evaluation?</td>
<td>6</td>
</tr>
<tr>
<td>How many Health Reimbursement Account points (HRA) can a spouse/domestic partner (DP) earn for step tracking and strength training?</td>
<td>7</td>
</tr>
<tr>
<td>What if I want to participate in the Wellness Evaluation, but I am unable to?</td>
<td>7</td>
</tr>
<tr>
<td>Who receives the results from the Wellness Evaluation?</td>
<td>7</td>
</tr>
<tr>
<td>Will I be able to see my lab results?</td>
<td>7</td>
</tr>
<tr>
<td>Can I share my results with my Primary Care Provider?</td>
<td>7</td>
</tr>
<tr>
<td>Will my personal health information be kept private?</td>
<td>7</td>
</tr>
</tbody>
</table>

### Premium Reduction: Wellness Evaluation

<table>
<thead>
<tr>
<th>Question</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the PHA?</td>
<td>8</td>
</tr>
<tr>
<td>Should I complete the PHA prior to having my Screening (lab and biometrics)?</td>
<td>8</td>
</tr>
<tr>
<td>What are my options for completing the Screening (lab and biometrics) component of the Wellness Evaluation?</td>
<td>8</td>
</tr>
<tr>
<td>How will my Screening experience vary depending on the completion option I choose?</td>
<td>8</td>
</tr>
<tr>
<td>What panel of lab tests will be performed?</td>
<td>8</td>
</tr>
<tr>
<td>Do I need to fast before my Screening (lab and biometric) appointment?</td>
<td>9</td>
</tr>
<tr>
<td>What do I do if I need to reschedule my Screening appointment?</td>
<td>9</td>
</tr>
<tr>
<td>What if I completed my Screening (all labs and biometrics components) with my physician between December 1, 2016 and January 14, 2017 (outside of the program timeframe)?</td>
<td>9</td>
</tr>
<tr>
<td>Some measures of my labs and biometrics are out of range due to a current pregnancy. What are my options?</td>
<td>9</td>
</tr>
</tbody>
</table>
Section 3: Earning Points toward your Health Reimbursement Account (HRA)

3.1 What is a Health Reimbursement Account (HRA)?

3.2 How can I view my Health Reimbursement Account (HRA) dollar deposits?

3.3 How do Health Reimbursement Account (HRA) points get to my Cerner HealthPlan Services account?

3.4 Does my HRA roll over from year to year?

3.5 I have additional questions about my Health Reimbursement Account. Who do I contact?

Health Reimbursement Account: Physical Activity

3.6 What devices can I connect to the Healthe at Cerner Portal?

3.7 Can I self-report steps?

3.8 Can I convert steps for other movement activity?

3.9 How do I self-report strength training?

Health Reimbursement Account: Brain Health

3.10 What is MyBrainSolutions?

 Healthe at Cerner is pleased to offer all Cerner associates and their spouses/domestic partners the opportunity to train their brains with MyBrainSolutions. The tool will take you through a series of exercises to train your brain and keep it sharp. Use this resource for just 10 minutes a day, three times a week, for four weeks, and it will help you to stay resilient and better manage stress. As a bonus, primary subscribers can earn Healthe Living with Rewards points for playing the brain games and exercises.

3.11 How do I log on to the MyBrainSolutions site?

3.12 How can I earn HLwR points through engaging with MyBrainSolutions?

3.13 I’ve participated in MyBrainSolutions, but I did not connect my Cerner Health identity to the site. How can I make the connection?

3.14 What are Mindful Minutes?

Health Reimbursement Account: Results

3.15 How are screening results points calculated?

3.16 Some measures of my labs and biometrics are out of range due to a current pregnancy. What are my options?

Section 4: Spouse/Domestic Partner (DP) Information

4.1 As a spouse/DP, how do I enroll in the Healthe Living with Rewards Program?

4.2 As a spouse/DP, do I have my own account in the Healthe at Cerner Portal?

4.3 As a spouse/DP, do I have my own Cerner Health Plan Services Health Reimbursement Account (HRA)?

4.4 As a spouse/DP, how can I earn points?

Section 5: Issues and Support

5.1 The 2017 Healthe Living with Rewards Program has closed, but I see a discrepancy – what do I do?

5.2 I have a question and/or problem with my Health Reimbursement Account. Who do I contact?

5.3 I have a medical condition that prevents me from participating in components of the Healthe Living with Rewards program. What are my options?
Section 1: General Information

Healthe Living with Rewards Explained

1.1 What is the Healthe Living with Rewards Program (HLwR)?

Healthe Living with Rewards (HLwR) is a wellness point-based incentive program designed for the primary subscriber, their spouse/domestic partner (DP) enrolled in Cerner’s 2017 U.S. Health Benefits. The program consists of the ability to earn points for premium reductions for the following year and for additional funding of your Health Reimbursement Account (HRA) by completing wellness and preventive care activities. In 2017, HLwR will continue to be accessed through the Healthe at Cerner Portal (https://healtheatcernerportal.cerner.com/).

1.2 Who is eligible for Healthe Living with Rewards?

To be eligible for the Healthe Living with Rewards program, you must be actively employed at Cerner and enrolled in Cerner’s U.S. Health Benefits as the primary subscriber or as a spouse/domestic partner (DP) enrolled in Cerner’s U.S. Health Benefits. You are also eligible if you are a terminated Cerner associate participating in COBRA (Consolidated Omnibus Budget Reconciliation Act) and elected health benefits for yourself and, if applicable, your spouse/DP.

1.3 Do I have to participate in the 2017 Healthe Living with Rewards program?

No. Participation is voluntary.

1.4 What is the Healthe at Cerner Portal?

The Healthe at Cerner Portal is an interactive web-based hub for tracking and engaging in your health and wellness. The Healthe at Cerner Portal is built within the Cerner Wellness platform (rebranded from PureWellness following acquisition by Cerner in 2013). Cerner Health Benefits is a client to Cerner Wellness and sponsors the Healthe at Cerner Portal for its members. If needed, click here for instructions on how to join the Healthe at Cerner Portal.

1.5 What is Cerner Wellness?

Cerner Wellness is a comprehensive, NCQA certified, web-based wellness solution, allowing for efficient administration and management of corporate wellness programs and health plan member engagement strategies. The system boasts customizable, flexible wellness solutions for health plans, healthcare providers, resellers and employers, including an online Personal Health Assessment (PHA), risk advisor, tracking tools, patient education resources, employee incentive programs, coaching modules, home health device integration, mobile phone integration, wellness workshops, team challenges and a full reporting suite.

Getting Started with Healthe Living with Rewards

1.6 How do I get started with Healthe Living with Rewards?

In order to participate in the 2017 Healthe Living with Rewards program, eligible primary members and spouses/domestic partners (DP) MUST enroll in the program by logging into the Healthe at Cerner Portal.
Portal within the program dates (January 15, 2017 – November 30, 2017). Once you have successfully logged into the Healthe at Cerner Portal and accepted the Terms of Use, you have successfully completed your Healthe Living with Rewards enrollment. Each participant must enroll within his/her own Healthe at Cerner Portal account. All Healthe Living with Rewards program details and content can be accessed through the Healthe at Cerner Portal.

Enrolling in the Healthe Living with Rewards Program

- **Scenario 1**: You have already created your Cerner Health identity and activated your Cerner Health Benefits Member Identification Card (as a member of Cerner Health Benefits)
  - You are ready to go! Log in the Healthe at Cerner Portal to start earning points within the program dates (January 15, 2017 – November 30, 2017)

- **Scenario 2**: You have NOT created your Cerner Health identity and/or activated your Cerner Health Benefits Member Identification Card (as a member of Cerner Health Benefits)
  - Instructions for Associates enrolled in Cerner’s U.S. Health Benefits

*Note: If you receive an error while enrolling in the Healthe at Cerner Portal, then you might not be enrolled yet. Please see question 1.12 “I am new to Cerner’s health benefits” below.*

1.7 Why do I need a Cerner Health login and identity?

Your Cerner Health identity allows you to participate in the Healthe at Cerner-sponsored programs and services. For instance, it allows you to connect to Cerner HealthPlan Services, the Healthe at Cerner Portal, the Healthe Clinics, Price Transparency, Your Medical Ally and MyBrainSolutions.

1.8 Why do I need a Cerner Health identity to access the Healthe at Cerner Portal?

The Healthe at Cerner Portal uses your Cerner Health identity to streamline the login process and identify you.

1.9 Why is my Cerner Health login not the same as my network login?

While Cerner is the sponsor of many of the programs and services, the Cerner Health identity is independent. Please note, if you forget your password and your security questions, due to the sensitivity of the health information contained within your personal health record, the Cerner Health team cannot reset your account.

If you cannot access your account, please contact Consumer Care 1-888-252-8150.

1.10 Does my spouse/domestic partner (DP) need to have a unique email address within Cerner Health?

Yes. Each person is required to have his or her own identity. If you have established your spouse/DP as a subaccount you will need to transfer ownership of that subaccount to them so that they can participate in programming. They will use their Cerner Health identity to access their Healthe at Cerner Portal account to participate in Healthe Living with Rewards.

1.11 I created a sub record for my spouse/domestic partner (DP) within Cerner Health, now how do they get their own account so they can participate in Healthe Living with Rewards?

Once you accept your invitation to participate in Healthe Living with Rewards, if you have previously created your spouse/DP as a subaccount, you will need to transfer ownership of their subaccount to them. When viewing the subaccount in cernerhealth.com, click on “Transfer Ownership” under the Settings tab. Each household member is required to have a personalized health record; for members
over the age of 18, a full independent record is encouraged and easily established with basic demographic data including an email address.

1.12 I am new to Cerner Health Benefits. How do I participate?

*2017 premium discount for new enrollees:* New enrollees to Cerner Health Benefits in the 2017 program year will receive the 2017 health plan premium discount.

Earning 2017 Health Reimbursement Account points is separate from the 2017 premium discount opportunities. All the activities a new enrollee completes and points he or she earns through enrollment and participation in the 2017 Healthe Living with Rewards Program will apply toward 2017 HRA increase opportunities or toward 2018 premium reduction as applicable.

1.13 By what date must I enroll in Cerner health benefits to be eligible to participate in the 2017 Healthe Living with Rewards program?

Eligible participants who enroll in the Plan after September 12, 2017 will receive the full premium reduction in 2018, as if they participated in the program in 2017. The eligible participant must complete the required program components in 2018 to earn a premium reduction in 2019. Eligible participants who enroll in the Plan after September 12, 2017 will not be able to earn HRA points in the 2017 program. They will be able to fully participate in 2018 Healthe Living with Rewards to earn HRA points and 2019 premium reduction points.

1.14 What happens if I leave Cerner before I have the opportunity to redeem my points?

If you leave Cerner and enroll in COBRA, you will be contacted and offered the opportunity to complete the program components and continue eligibility for premium discounts/HRA dollars. If you do not elect COBRA after your termination or loss of coverage, you are no longer eligible to participate in the program and points are forfeited. Incentive points have no cash value.

**Earning Points**

1.15 What do I receive for the points I earn?

The points you earn (see all point opportunities in the 2017 Points Guide) are applied as discounts toward your health plan premium costs and also additional dollars towards your Health Reimbursement Account. Each point is equal to one dollar.

**Premium Reduction:** The primary subscriber can earn up to $500 toward premium reductions for the following year’s premiums.

- *The primary subscriber must complete both steps of the Wellness Evaluation (PHA & Screening) in order to receive the maximum premium reduction points.*

**Health Reimbursement Account:**

- The primary subscriber can earn up to $500 applied toward the his or her HRA.
- If the primary subscriber has a participating spouse/domestic partner (DP), he/she can earn up to $700 applied to the primary subscriber’s HRA (spouse/DP can earn a maximum of $200 of the $700).

1.16 How long do I have to earn points?

You can accumulate points (up to the designated point maximums) from January 15, 2017 through November 30, 2017. Your points are reconciled during the month of December 2017 to ensure that you receive proper premium reductions in the 2018 plan year. Your earned HRA dollars will be available in the weeks following the program launch and will roll over to the following year in the event they are not fully used (as long as you are continuously covered by Cerner Health Benefits per the Summary Plan Description).
1.17 Where can I see my incentive points?
During the program year, a “Points Summary” is viewable in the Healthe at Cerner Portal under the “My Points” tab in the top Navigation Bar.

1.18 What are the ways I can earn points?
Primary subscribers have the ability to choose how to earn points based on the point opportunities shown in the official 2017 Healthe Living with Rewards Points Guide. Points either go toward your 2018 Premium Reduction or your Health Reimbursement Account. If the primary subscriber has a participating spouse/domestic partner (DP), the spouse/DP can enroll in the program and earn an additional 200 HRA points by steps tracking and strength training.

1.19 When can I earn points?
For those eligible for 2017 Healthe Living with Rewards, the new program will run January 15, 2017 - November 30, 2017. Activities completed prior to January 15 (December 1, 2016 - January 14, 2017) will NOT be eligible for points in the 2017 program, with the following exceptions:

**Screening (Labs and Biometrics)**
Labs and biometrics completed with your provider from December 1, 2016 - January 14, 2017, will be allowable within the 2017 Healthe Living with Rewards program. Screening results must be submitted via the Physician Screening Results Form.

**Preventive Care Activities**
Preventive Care activities (including mammogram, pap screening, colonoscopy, flu vaccine, dental exam, vision exam) completed from December 1, 2016 - January 14, 2017, can be self-reported in the Healthe at Cerner Portal starting January 15 with the program launch.

**Section 2: Earning Points toward your Premium Reduction**

**Premium Reduction: General Information**

2.1 How many points can I earn toward my premium reduction?
*Primary members* can earn a maximum of 500 premium reduction points, 300 of which must come from completing both steps of the Wellness Evaluation (Personal Health Assessment (PHA) & Screening).

2.2 Where and when will my premium reduction be reflected?
Premium Reduction points earned within the 2017 program will be deducted from your 2018 premium contributions. Premium Reductions will be reflected in your 2018 pay advices.

2.3 How do the premium reductions affect my payroll taxes?
The reductions in your health plan premium contributions are exempt from payroll taxes. The program complies with the Employee Retirement Income Security Act of 1974 (ERISA).

**Premium Reduction: Wellness Evaluation**

2.4 What is the Wellness Evaluation?
The Wellness Evaluation is an inventory of your current health status and professional advice on how to achieve or maintain optimum health. It consists of the following components:
- Personal Health Assessment (PHA)
- Screening (labs and biometrics)
In the 2017 program, primary subscribers can earn premium reduction points for completion of their wellness evaluation.

2.5 How many premium reduction points does a primary subscriber earn for participating in the Wellness Evaluation?

- **Personal Health Assessment (PHA):** 100 premium reduction points upon completion
- **Screening (labs and biometrics):** 200 premium reduction points upon completion

*Reminder: The full amount of premium reduction points cannot be earned unless both steps of the Wellness Evaluation are completed; 300 of the available 500 points must come from the Wellness Evaluation components.*

2.6 How many Health Reimbursement Account points (HRA) can a spouse/domestic partner (DP) earn for step tracking and strength training?

Spouses/DPs can earn a maximum of 200 HRA points for completing any of the following:

- **Steps:** 1 point for completion of 5,000 steps, up to 4 points a day. Max of 200 points.
- **Strength:** 1 point for completing a strength training exercise, up to 1 point a day. Max of 100 points.

*See Section 4 for additional information on spouse/DP participation*

2.7 What if I want to participate in the Wellness Evaluation, but I am unable to?

If you are unable to participate due to a Cerner-approved leave, Short Term or Expatriate assignment or have been authorized by your medical care provider to postpone your Wellness Evaluation, please:

1. Log a Ticket at ask.cerner.com
   - i. Search: “Benefits and Wellness – HR Service Center”
   - ii. Type of Request: Wellness Program

2.8 Who receives the results from the Wellness Evaluation?

Only you and your Personal Wellness Coach team or your Healthe Clinic team have the ability to view the actual results. Cerner Benefits will receive total points accumulation to properly administer the earned discounts through payroll. Cerner Corporation does not receive person-specific Wellness Evaluation results. Cerner receives only de-identified information in aggregate form for Health Benefits administration.

2.9 Will I be able to see my lab results?

Yes. Your lab results will be viewable in the “Screening Results” under the “Health Measures” tab on the top blue Navigation Bar within the Healthe at Cerner Portal.

2.10 Can I share my results with my Primary Care Provider?

Yes. We strongly encourage you to share your PHA and lab results with your provider. You can print your PHA and your lab results at any time.

2.11 Will my personal health information be kept private?

Yes. Personal health information received through the program is stored in a safe and secure manner. Cerner Benefits will not have access to any of your medical records. The only information that will be visible to Cerner Benefits resulting from the program will be the total number of points that you receive, so that the proper premium reduction and HRA dollars can be awarded.
**Premium Reduction: Personal Health Assessment (PHA)**

2.12 What is the PHA?

The Personal Health Assessment (PHA) is an online questionnaire designed to gather information about your personal health and initiate informed communication between you and your Personal Wellness Coach, if applicable. It can also help to guide the workshops the Healthe at Cerner Portal may recommend for you. You will complete your PHA within the Healthe at Cerner Portal.

2.13 Should I complete the PHA prior to having my Screening (lab and biometrics)?

Yes, you should complete your PHA prior to your Screening.

**Premium Reduction: Screening (labs and biometrics)**

2.14 What are my options for completing the Screening (lab and biometrics) component of the Wellness Evaluation?

To learn more about your Screening Options, login to the Healthe at Cerner Portal and click “2 – Complete Your Screening” to display all options.

2.15 How will my Screening experience vary depending on the completion option I choose?

Your Screening experience may vary based on where or how you choose to complete it:

- **Option 1 (Healthe Clinic Members Only & Innovations Associates Only):** Schedule an on-campus appointment with the Healthe Clinic
  - Venipuncture is the method used in the Healthe Clinics for lab collection, which requires a few days to process results
  - Upon review of your PHA and Screening results, a member of your Care Team will contact you regarding next steps, which may include one of the following:
    - A follow-up visit with your doctor to discuss your results and risks
    - A follow-up visit with a wellness coach to discuss your results and opportunities

- **Option 2:** On-campus appointment with a Health Coach
  - You will have a finger stick blood draw and point of care processing. You will receive explanation of your lab and biometric measures at that Screening visit
  - You will have the option to participate in ongoing coaching following your Screening

- **Option 3:** Order an at-home draw kit from CoreMedica
  - You will send in your at-home draw kit package to the CoreMedica lab for processing
  - The CoreMedica lab will submit the results to Cerner for the Healthe at Cerner Portal
  - You will have the option to participate in a follow-up coaching session

- **Option 4:** Submit labs and biometrics results from a recent provider visit via the Physician Screening Results Form
  - Your results will be loaded into the Healthe at Cerner Portal
  - You will have the option to participate in a follow-up coaching session

2.16 What panel of lab tests will be performed?

A basic lab panel to screen for potential chronic conditions. This panel includes: Total Cholesterol, Low Density Lipoproteins (LDL), High Density Lipoproteins (HDL), Triglycerides, and Hemoglobin A1C or Fasting Glucose.
2.17 Do I need to fast before my Screening (lab and biometric) appointment?

Yes. In order to produce accurate readings, it is required that you fast (not eat any food) before your appointment. Fasting times vary depending on where or how you obtain your screening.

- **Healthe Clinic**: Fast for 12 hours (8-10 hours if pregnant)
- **On-campus Health Coach**: Fast for 9 hours (6 hours if pregnant)
- **CoreMedica test kit**: Fast for 9 hours (6 hours if pregnant)

While fasting, we recommend you drink plenty of water the day before your visit as well as 30 minutes immediately prior to, but no coffee, soda, or milk, as these may alter your assessment results. **If you are pregnant**, please take all medications as prescribed by your physician. If you are under medical directions from your doctor to avoid fasting, please follow your doctor’s orders.

2.18 What do I do if I need to reschedule my Screening appointment?

If you registered for an on-campus appointment with a Health Coach, you will have the ability to reschedule your appointment through the Healthe at Cerner Portal based on appointment availability.

1. Log into the Healthe at Cerner Portal
2. Choose “2 - Complete Your Screening” from the Image Slider below the blue Navigation Bar
3. Select the location in which you scheduled your original appointment
4. When the calendar opens, your appointment date will appear in green as “Registered”
5. Select that date and then “Unregister” for your scheduled appointment and select a new date and time

Please be sure to reschedule at least 24 hours in advance and remember to remove your original Outlook calendar invite from your calendar.

If you registered for a Healthe Clinic appointment, the Healthe Clinic cancellation and rescheduling guidelines will apply.

2.19 What if I completed my Screening (all labs and biometrics components) with my physician between December 1, 2016 and January 14, 2017 (outside of the program timeframe)?

For those eligible for 2017 Healthe Living with Rewards, the new program will run January 15, 2017 - November 30, 2017. Activities completed prior to January 15 (December 1, 2016 - January 14, 2017) will not be eligible for points in the 2017 program, with the following exceptions:

- **Screening (Labs and Biometrics)**
  - Labs and biometrics completed with your provider from December 1, 2016 - January 14, 2017, will be allowable within the 2017 program. Screening results must be submitted via the Physician Screening Results Form.

- **Preventive Care Activities**
  - Preventive Care activities (including mammogram, pap screening, colonoscopy, flu vaccine, dental exam, vision exam) completed from December 1, 2016 - January 14, 2017, can be self-reported in the Healthe at Cerner Portal starting January 15, with the program launch.

2.20 Some measures of my labs and biometrics are out of range due to a current pregnancy. What are my options?

- **Screening performed at Healthe Clinic or at an On-Campus Screening Visit:**
  - Please indicate your pregnancy at the time of your visit
- **Screening performed with an at-home draw kit from CoreMedica:**
• Please email CernerPhysicianForms@cerner.com with your name, date of your collection and Member ID information

- Screening performed at a recent provider visit and submitted via the Physician Screening Results Form
  - Indicate pregnancy status on the Physician Screening Results Form:
    - Note: All results must still be included

**Note:** Points for LDL Cholesterol and triglycerides measures will be arbitrated as appropriate for members who take the above measures to denote their pregnancy.

### 2.21 Can I submit more than one set of lab results?

No. Screening results are accepted one time per program year. The opportunity for improvement points is available for year-over-year results. With your Screening results in the 2017 program, you'll be able to earn those improvement points (for improvement when compared to your 2016 Screening results).

### Premium Reduction: Classes, Workshops & Activities

#### 2.22 What is a Wellness Workshop?

Wellness Workshops are week-by-week, guided programs designed to provide you with the means to establish and maintain healthy habits. Through a series of program-specific articles, tips sheets, videos, wellness tools and interactive tasks, each workshop offers the information necessary to make healthy changes, and the guidance to take action in further developing and advancing these healthy behavioral changes.

- Wellness Workshops can only be taken one at a time
- Wellness Workshops range in duration from 1 week to 12 weeks
- Premium Reduction points associated with successful completion of a Wellness Workshop by a Primary Subscriber range in value from 10 points to 120 points

For additional information on Wellness Workshops, including how to earn points, reference the Wellness Classes, Workshops and Mindful Minutes document.

#### 2.23 Can I earn points for a Wellness Workshop I started in the last program year?

Yes. Wellness Workshops started outside of the program year are eligible for points as long as they are completed within the current program year. If a Wellness Workshop participant has been inactive for 3 weeks, he or she will be automatically unenrolled from the Wellness Workshop and must take steps to re-enroll in the course.

#### 2.24 Can I take more than one Wellness Workshop at a time?

No. Wellness Workshops cannot be taken concurrently.

#### 2.25 What is a Wellness Class?

Wellness Classes are offered to Cerner associates as educational events related to health and wellness topics. Primary subscribers to Cerner Health Benefits can earn Premium Reduction points for attending Wellness Classes. Primary subscribers can earn 25 points for each class attended, up to a maximum of 150 Premium Reduction points within the Healthe Living with Rewards program. Please note Wellness Class points are uploaded to the Healthe at Cerner Portal on a bi-weekly basis.

For additional information on Wellness Classes, including how to sign up and earn points, reference the Wellness Classes, Workshops and Mindful Minutes document.
2.26 **What is blooom?**

blooom is an online registered investment advisor. They’re like a doctor who quickly and simply tells you what is healthy – and what’s unhealthy – in your current Cerner 401(k) Retirement Plan. If you choose, blooom will manage your 401(k) ongoing without moving your account from Fidelity.

Please see [this document](#) for more information on blooom services including how to earn HLwR points.

2.27 **How do I earn HLwR points for volunteering?**

Primary subscribers who complete 5 hours of volunteering for U.S.-based, not-for-profit 501(c)(3) organizations will earn 25 Premium Reduction points. See [this document](#) for details on how to log time and eligible organizations.

2.28 **What is Your Medical Ally?**

Your Medical Ally, powered by ConsumerMedical, is a benefit to help you obtain trusted, current and personalized information and support regarding your health + care needs. This valuable service provides research, available treatment options and things to consider for any medical diagnosis or health topic – this is information to share with others involved in your health care planning, such as your physician and family.

ConsumerMedical is an independent, complimentary and confidential service available to you through Cerner Health Benefits. It provides personalized information on any medical topic and the support you need to answer the health care questions that matter most to you and your family.

2.29 **How do I Earn points with Your Medical Ally?**

For a complete overview of Your Medical Ally, including how to Order a Service and earn HLwR Points, please [see this document](#).

**Premium Reduction: Preventive Care**

2.30 **How do I self-report a preventive care activity?**

Reference the [How to Self-Report a Preventive Care Activity Document](#).

2.31 **I am unable to self-report a preventive care activity on the “Self-Reported Activities” page because I do not fit the demographic alignment outlined on the Points Guide for that activity (mammogram, pap, or colonoscopy). My physician has recommended the screening for me as a preventive measure based on my individual circumstances. What are my options to report this activity within the program?**

If one of these screenings has been recommended by your physician as a preventive measure (and you are unable to self-report), you can request arbitration for that preventive screening activity by logging a ticket:

1. Log a Ticket at ask.cerner.com
   iii. Search: “Benefits and Wellness – HR Service Center”
   iv. Type of Request: Wellness Program

**Section 3: Earning Points toward your Health Reimbursement Account (HRA)**

3.1 **What is a Health Reimbursement Account (HRA)?**

Dollars that can be used to pay healthcare expenses of the covered associate and their eligible dependent(s). These dollars can be used to pay deductible and cost-share portions as well as for
qualified medical expenses in accordance with the IRS section 213D at places such as pharmacies, dental offices and eye doctors.

3.2 How can I view my Health Reimbursement Account (HRA) dollar deposits?

To view your Health Reimbursement Account, visit https://cernerhps.com/home/ and log in. Navigate to the “Balances” tab on the right hand side and click “HRA.” You can refine search criteria by Claim Type and Date Range.

3.3 How do Health Reimbursement Account (HRA) points get to my Cerner HealthPlan Services account?

In the weeks following the launch of the program, daily systematic point-to-dollar conversions will begin so you can see them reflected close to real-time upon earning the points within the Primary Subscriber’s HRA.

3.4 Does my HRA roll over from year to year?

Yes. A primary subscriber’s Health Reimbursement Account (or HRA) dollars roll over year to year as long as that individual is continuously covered by Cerner Health Benefits per the Summary Plan Description.

3.5 I have additional questions about my Health Reimbursement Account. Who do I contact?

Contact Cerner HealthPlan Services at 1-877-765-1033.

Health Reimbursement Account: Physical Activity

3.6 What devices can I connect to the Healthe at Cerner Portal?

Please see a list of devices in the Personal Device Integration FAQ.

3.7 Can I self-report steps?

Yes. Use the steps log within the Healthe at Cerner Portal to log steps for each applicable day.

3.8 Can I convert steps for other movement activity?

Yes. Participants can convert other movement activity (such as swimming or biking) into steps and log those converted steps for points.

3.9 How do I self-report strength training?

Primary subscribers and participating spouses/domestic partners are able to earn HRA points for logging strength activity into the Healthe at Cerner Portal. To log strength activity, navigate to the Healthe at Cerner Portal, choose “Strength Training Log” under “Exercise” tab on the top blue navigation bar. From there, enter the date of strength activity, enter activity details and select “Save.”
Health Reimbursement Account: Brain Health

3.10 What is MyBrainSolutions?

Healthe at Cerner is pleased to offer all Cerner associates and their spouses/domestic partners the opportunity to train their brains with MyBrainSolutions. The tool will take you through a series of exercises to train your brain and keep it sharp. Use this resource for just 10 minutes a day, three times a week, for four weeks, and it will help you to stay resilient and better manage stress. As a bonus, primary subscribers can earn Healthe Living with Rewards points for playing the brain games and exercises.

3.11 How do I log on to the MyBrainSolutions site?

1. Visit https://www.mybrainsolutions.com/cerner
2. Click “Sign in with Cerner Health”
3. Indicate whether or not you are enrolled in Cerner US Health Benefits
   a. If you a member of Cerner US Health Benefits, enter your 11-digit member number located on your Cerner Health & Wellness Card
   b. If you are not a member of Cerner US Health Benefits, indicate “No” and continue to site

For more detailed instructions, see this document.

Note: If you wish to earn Healthe Living with Rewards points for MyBrainSolutions, you MUST indicate “Yes” as being enrolled in Cerner US health benefits and enter your 11-digit member ID.

3.12 How can I earn HLwR points through engaging with MyBrainSolutions?

- Earn 3,000 Mindfulness Meditation exercise brain points (75 points)
- Earn 3,000 brain points for other MyBrainSolutions exercises and assessments (75 points)

3.13 I've participated in MyBrainSolutions, but I did not connect my Cerner Health identity to the site. How can I make the connection?

Please contact ConsumerCare at 1-888-252-8150 for assistance.

3.14 What are Mindful Minutes?

Mindful Minutes are 15-minute telephonic mindful meditation sessions guided by Healthe at Cerner professionals. Healthe Clinic team members will lead you in meditation and mindfulness practices to help you reset your stress response, improve sleep and increase feelings of well-being.

For additional information on Mindful Minutes sessions, including how to sign up and earn points, reference the Wellness Classes, Workshops and Mindful Minutes document.

Health Reimbursement Account: Results

3.15 How are screening results points calculated?

- You can receive points for Blood Pressure, Triglycerides and LDL Cholesterol categories based on results that are one of the following options:
  a. Within healthy range:
     a. Blood Pressure <120 systolic and <80 diastolic
     b. Triglycerides <150
     c. LDL Cholesterol <130
  b. With a risk category improvement (high risk to moderate risk OR moderate risk to low risk) from your previous year’s HLwR results.
c. With a 5% improvement from your previous year’s HLwR results

To view the ranges, visit the Healthe at Cerner Portal, and navigate to the Health Logs under the Health Measures tab. Results points are uploaded per the upload schedule.

3.16 Some measures of my labs and biometrics are out of range due to a current pregnancy. What are my options?

See the answer to this question here.

**Section 4: Spouse/Domestic Partner (DP) Information**

4.1 As a spouse/DP, how do I enroll in the Healthe Living with Rewards Program?

In order to participate in the Healthe Living with Rewards Program, you will need to enroll in the program within the program dates (January 15, 2017 – November 30, 2017).

**Instructions for Associates enrolled in Cerner’s U.S. Health Benefits**

4.2 As a spouse/DP, do I have my own account in the Healthe at Cerner Portal?

Yes. Because the Healthe at Cerner Portal contains personal health records and personal health information you have your own unique account.

4.3 As a spouse/DP, do I have my own Cerner Health Plan Services Health Reimbursement Account (HRA)?

No. Points earned for the Health Reimbursement Account (HRA) will go towards the Primary Subscriber’s Health Reimbursement Account.

4.4 As a spouse/DP, how can I earn points?

Spouses/DPs can earn up to 200 points toward their Primary Subscriber’s Health Reimbursement Account (HRA) by steps tracking and strength training.

- **Steps**: 1 HRA point upon completion of 5,000 steps, up to 4 points a day (max of 200 points).
  
  You can connect a personal tracking device to the Healthe at Cerner Portal.

- **Strength**: 1 HRA point upon completion of a strength training exercise, up to 1 point a day (max of 100 points).

**Section 5: Issues and Support**

5.1 The 2017 Healthe Living with Rewards Program has closed, but I see a discrepancy – what do I do?

Participants will have an opportunity to participate in Point earning activities through November 30, 2017. Participants must report discrepancies in their Point allocations by **December 8, 2017** by contacting the HR Service Center, providing all required documentation and demonstrating his/her completed activity for which he/she would like to receive credit. No Points will be awarded for discrepancies reported after **December 8, 2017**. Additionally, no Points will be awarded for activities that were self-reportable during the program timeframe (January 15, 2017 – November 30, 2017).

5.2 I have a question and/or problem with my Health Reimbursement Account. Who do I contact?

Contact Cerner HealthPlan Services at 1-877-765-1033.
5.3 I have a medical condition that prevents me from participating in components of the Healthe Living with Rewards program. What are my options?

Cerner Health Benefits is committed to helping you achieve your best health. Rewards for participating in Healthe Living with Rewards are available to all eligible primary members and spouses/domestic partners. If you think you might be unable to meet a standard for a reward under Healthe Living with Rewards, you might qualify for an opportunity to earn the same reward by different means. Please request arbitration by logging a ticket and we will work with you (and if you wish, with your doctor) to identify an alternative with the same reward that is right for you in light of your health status.

1. Log a Ticket at ask.cerner.com
   v. Search: “Benefits and Wellness – HR Service Center”
   vi. Type of Request: Wellness Program