Wellness Program Zero Copay Process

- Member completes required wellness activities.
- Once the claims system validates that all of the wellness activities are complete the claims system will automatically transfer the member to a no PCP copay status within 3 business days.

**Kaiser Permanente**

- Complete required activities by the 3rd Sunday of the month, member earns wellness reward the first business day of the next month (Example - Completed: March 15; $0 PCP visits Effective: April 1)
- Complete required activities after the 3rd Sunday of the month, member earns wellness reward the first business day of the following month (Example - Completed: March 16; $0 PCP visits Effective May 1)

**UnitedHealthcare**

- Member completes required wellness activities.
- How the form is submitted will determine the time it takes to process
  - Mail – 7 business days
  - Upload – 3 business days
  - Fax – 3 business days
- Member will be switched to a no PCP Copay plan by the 15th of the month.
- The member’s coverage under the new plan will show effective the 1st of the month.
- New cards showing a $0 PCP copay will be generated and will be sent to members within 10 business days

2/3/2015