

## Frequently Asked Questions about 2024 U.S. Wellness Activities

Bank of America continues to deliver on our commitment to be a Great Place to Work by providing benefits, programs and resources to support your wellness. Learn more about your health, plus keep a wellness credit of up to \$500 (up to \$1,000 for you and a covered spouse or partner) through our three voluntary 2024 U.S. Wellness Activities.

### Why should I participate in the 2024 U.S. Wellness Activities?

Not only will you learn more about your health, nutrition and the importance of physical activity, you'll also have the opportunity to keep a wellness credit of up to \$500 toward your annual medical plan premium by completing and submitting all three voluntary 2024 U.S. Wellness Activities by the Feb. 29, 2024, deadline.

### What are the three voluntary 2024 U.S. Wellness Activities?



- Complete and submit your health questionnaire and health screening to keep a \$250 credit.
- Attest that you have a primary care provider (PCP) and have had an annual physical with your PCP within the last 12 months (either in-office or virtual Teladoc Primary 360 provider) to keep an additional \$250 credit.

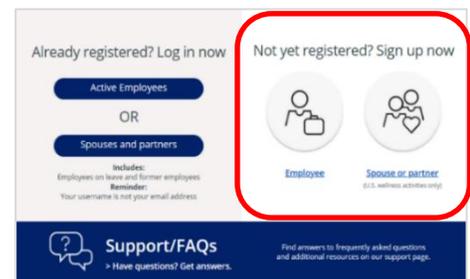
When your covered spouse or partner completes their activities (same as yours), keep up to an additional \$500 wellness credit when they finish and submit on [My Wellness](#), by Feb. 29, 2024.

**Note:** You can complete each of these activities in the order that makes sense for you. However, to keep the additional \$250 credit for attesting to having a PCP and having had an annual physical within the past 12 months, **you must also complete the health questionnaire and health screening.**

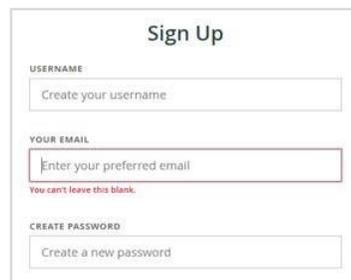
## Get started on your 2024 U.S. Wellness Activities

### How do I register for My Wellness:

1. If you're new to My Wellness, select **Employee** below **Not yet registered?** **Sign up now.** Then, enter your first name, last name, Bank of America Person Number and click the "Continue" button. If you don't know it, search for "person number" on Flagscape and use the [Person Number lookup tool](#).



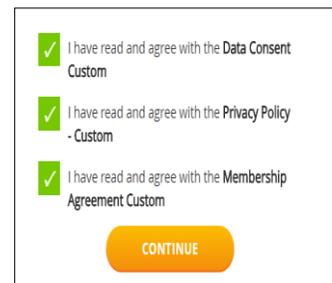
For a covered spouse or partner, click **Spouse or Partner** below **Not yet registered? Sign up now**. They will need to enter their first name, last name, date of birth and the state of the Bank of America employee, and click the “Continue” button. Then, follow the prompts to create your unique username and password. Click Continue.



2. On the following screen, review the Data Consent, Privacy Notice and Membership Agreement.

**Note:** *Virgin Pulse, our administrator for wellness activities, is a HIPAA-compliant vendor, and the personal health information you provide on this site won't be shared with Bank of America.*

3. At the bottom of the page, **check the boxes** to agree with Data Consent, Privacy Notice and Membership Agreement, then click **Continue**.



4. Complete the **Sign Up** registration form on the following page by entering a username, email address and password.

- You'll use this username and password to log in to [My Wellness](#) in the future.
- Use a personal email address or a bank email address – whichever you prefer.

Once you are registered on [My Wellness](#) and have logged in before, click the **Active Employee button** and use the same username and password that you created.

Employees can access the [My Wellness](#) platform one of three ways:

**How do I log in to My Wellness:**

Once you are registered on [My Wellness](#) and have logged in before, click the **Active Employee button** and use the same username and password that you created.

Employees can access the [My Wellness](#) platform one of three ways:

- **On the Bank of America network:**
  - You have access to Single Sign On (SSO).
  - With an SSO, you will not need to provide a username or password.
- **Off the Bank of America network:**
  - You will need to go through an authentication process. Go to [My Wellness](#), provide your Standard ID and password, and then authenticate through Flagscape Authenticator.
  - **Note:** If you are using a personal mobile device it is recommended that you use the Virgin Pulse mobile app for best experience and web page resolution (see below for instructions).
- **Through the Virgin Pulse app:**
  - Once you've downloaded the Virgin Pulse mobile app from iTunes or Google Play, enter the username and password that you may have created for the Wellness 2023 Activities (or if you participated in the 2023 Get Active! Challenge).
  - If you don't have a current account, create one by following the instructions provided.

**When can I start completing my 2024 U.S. Wellness Activities?**

*If you have medical coverage in 2023 and are electing medical coverage for 2024:*

- You can complete and submit the three voluntary wellness activities on [My Wellness](#), starting in October.

*If you enroll in medical coverage for the first time during 2024 Annual Benefits Enrollment:*

- Begin your three voluntary wellness activities on [My Wellness](#) on Jan. 1, 2024, when your medical coverage begins.
- Your covered spouse or partner can also begin their wellness activities on [My Wellness](#) when your medical coverage begins on Jan. 1, 2024.

*If you enroll in medical coverage outside of the 2024 Annual Benefits Enrollment:*

- You can start the wellness activities on the day your medical coverage takes effect. You have two months after your medical coverage takes effect to complete the activities.

**When is the deadline to complete and submit the 2024 U.S. Wellness Activities?**

The deadline to complete and submit all three voluntary wellness activities is Feb. 29, 2024, or two months after your medical coverage takes effect.

**What happens if I miss the voluntary wellness activities deadline?**

By not completing all three activities, you and your covered spouse or partner will pay more per month for your medical coverage. If you miss the Feb. 29, 2024, deadline, you have the opportunity to earn back part of the credit by completing and submitting the three voluntary wellness activities after the deadline.

## Health questionnaire

**What is the health questionnaire?**

The health questionnaire is a series of questions to help you assess your personal health. At the end of the questionnaire, you'll receive a summary of your overall health to share with your primary care provider (PCP). The questionnaire is not a substitute for seeing your PCP annually nor will it provide a medical diagnosis.

**Where do I find the health questionnaire online?**

To complete and submit your health questionnaire, go to [My Wellness](#), look through the **Wellness cards** for your **Health Screening** card.

**When can I complete the health questionnaire?**

Complete the health questionnaire between March 1, 2023, and Feb. 29, 2024. This also applies to your covered spouse or partner.

## Health screening

**What type of visits count for completing the health screening wellness activity?**

If you're currently enrolled in one of our national medical plans and complete an in-network preventive care visit between March 1, 2023, and Feb. 29, 2024, the health screening portion of your wellness activities will automatically be registered as completed — with no forms to fill out or submit. Medical providers will supply that information to [My Wellness](#) for an automatic completion of that wellness activity.

**Will my health screening be covered at 100% if I go to my doctor?**

Yes, if your provider is an in-network provider, the measurement of your height, weight, waist, blood pressure and total cholesterol are considered preventive services that are covered at 100%.

**Note:** You will be billed if your doctor provides other services or runs other tests outside of what is considered a preventive care visit.

**What is the difference between a health screening and a primary care visit/annual physical?**

Your health screening includes measurement of your height, weight, waist, blood pressure and total cholesterol.

An annual physical is an exam with your PCP (or someone working under their supervision) either in a provider office or virtually. An exam would typically include a review of medical history, checking of vital signs, and examination of the heart, lungs, head, neck, abdomen and extremities. It may also include screenings, such as a health screening, skin exam or depression screening.

While a health screening can provide immediate information about your health, it should not take the place of an annual physical with your primary care physician.

**Where do I get the form to complete my health screening at CVS MinuteClinic®?**

To complete your screening at a CVS MinuteClinic, you must have the CVS-specific form with you — either paper or electronic — to ensure the screening is processed correctly. To download the required form:

- From an **internet browser** or from the **Virgin Pulse mobile app**: Sign in to [My Wellness](#) > **Program** > **View All** > **Health Screening: Medical clinic** > **Start Now** to download the form.

**Note:** Kaiser Permanente members cannot complete their health screening at a **CVS MinuteClinic®**.

**What happens if I (or my covered spouse or partner) fail the health questionnaire or health screening?**

Wellness activities are not assessed on a pass-fail basis. The results are intended to provide a personalized summary of your health. As long as you complete and submit both the health questionnaire and health screening by the deadline, you will keep the \$250 wellness credit, regardless of results.

**If biometrics from my health screening are incorrect, how do I have them corrected?**

If biometrics appear to be incorrect, contact your medical provider.

## Attestation

**What is the third voluntary Wellness Activity – the attestation?**

An attestation is one of the three voluntary 2024 U.S. Wellness Activities that a teammate must complete and submit to keep the additional \$250 credit toward their annual medical plan premium. In order to keep the full \$500 credit, the teammate must also complete and submit the health questionnaire and the health screening.

Teammates should confirm online that they have a primary care provider (PCP) and have had an annual physical with their PCP within the last 12 months. Teammates can schedule an in-office visit with their PCP or schedule a virtual annual physical with a Teladoc Primary 360 board-certified doctor who can serve as your virtual PCP.

**Note:** If selecting Teladoc, schedule your appointment soon as possible as their appointment times fill up quickly.

## Primary care provider (PCP)

### I don't have a primary care provider, how do I find one?

If you are enrolled in one of the following bank medical plans, click on the appropriate link below to find a primary care provider (PCP) in your network:

- [Find Aetna network providers \(Aetna DocFind\)](#)
- [Find Anthem network providers \(Anthem\)](#)
- [Find UnitedHealthcare network providers \(UnitedHealthcare\)](#)
- [Find Kaiser Permanente network providers](#)

[Teladoc Primary360](#) board-certified doctors can also serve as your virtual primary care provider. Schedule your appointment soon as possible as their appointment times fill up quickly

### How do I find a primary care provider who is accepting new patients?

Contact the Customer Service number located on your medical plan ID card.

## Activities results and completion status

### Where can I view my health screening results?

Health screening results are shown on [My Wellness](#) > [Home](#) > [Stats](#). On the mobile app, the [Stats](#) page is located at the top of the navigation menu on the [Home](#) tab.

### How can I check my voluntary wellness activities completion status?

If you and/or your spouse or partner are currently enrolled in a bank medical plan, you can check the status of your health questionnaire, health screening and primary care provider/annual physical attestation by visiting [My Wellness](#) > [Home](#) > [Rewards](#), starting in October. Health screening results may be delayed up to **one week** after you complete and submit them.

For all others, you can check the completion status of your voluntary wellness activities once your medical coverage begins by visiting the Rewards page on [My Wellness](#).

### I've completed my health questionnaire and/or health screening, but it's still showing incomplete. What do I need to do?

Results may be delayed up to one week after you complete and submit your health questionnaire and health screening information. If completed on a physician form, be sure to check with your provider first to verify that they submitted the form on your behalf. Otherwise, check the completion status a week later. If you have questions, contact the My Wellness Member Services Center at **833.525.5788** or [boa.support@virginpulse.com](mailto:boa.support@virginpulse.com).

### Who gets a copy of my health questionnaire, screening results or attestation?

The privacy and security of your personal information is extremely important to Bank of America and Virgin Pulse. Your health information, as reflected in your health questionnaire, health screening and/or attestation, is kept confidential and personal results aren't shared with Bank of America or medical carriers in any identifiable format. Screening results will only be shared with your medical carrier or other third parties who have developed specific programs for Bank of America employees and will only be used to provide you with important information about your health.

However, whether or not these activities are completed is shared by Virgin Pulse to Bank of America in order to administer the wellness program. Please review the Virgin Pulse Privacy Statement located in the footer of each page of the website.

## Additional Resources

### **If I am pregnant or have a medical condition, am I required to complete and submit all three voluntary Wellness Activities to be eligible for the wellness credit?**

If you are pregnant, or if it is medically inadvisable or unreasonably difficult for you to participate in the health questionnaire, health screening or PCP/annual physical attestation, you may fax a Healthcare Provider Medical Waiver Form, signed by your health care provider, to **401.633.7536**. The medical waiver form is available on [My Wellness > Programs > U.S. Wellness Activities Medical Waiver > Start Now](#).

Your provider will indicate whether the waiver is for the health questionnaire, the health screening, and/or the PCP/annual physical attestation. If your waiver is only for one of the three activities, you will need to complete the other activities by the Feb. 29, 2024, deadline to maintain your wellness credit.

Your Medical Waiver Form could be denied if all required fields are not completed. You will receive a notification asking you to resubmit the form with all required information. If you are unable to submit your Medical Waiver Form by fax, you can mail it to:

Virgin Pulse  
ATTN: Member Services  
75 Fountain Street, Suite 310  
Providence, RI 02903

## Have a technical question?

### **How do I reach My Wellness Member Services Center if I have a question?**

Contact My Wellness Member Services Center by email, [boa.support@virginpulse.com](mailto:boa.support@virginpulse.com), or by phone, **833.525.5788**, Monday – Friday, 8 a.m. – 9 p.m. Eastern.

### **Why do I need to provide my username and password when accessing the Virgin Pulse mobile application, but not when accessing from my work computer?**

For active teammates, Single Sign On (SSO) is enabled only for web access, not for the Virgin Pulse mobile application. Users will continue to enter their username (not email ID) and password. If you need help with your username or password, click on the “Forgot Username” or “Forgot Password” links on the mobile sign-in screen.

### **My spouse or partner and I share an email address. Why can't we both use the same email address for our profiles on My Wellness?**

Having an individual email address allows you to easily identify information specific to you. Your email address is connected to your profile on [My Wellness](#), which provides access to some of your personal health information, including weight, blood pressure and cholesterol measurements. Your email address is used to communicate with you about administrative tasks for your unique profile on [My Wellness](#), including password resets and other needs.

**How do I reset my password on My Wellness?**

Go to [My Wellness](#), where you'll be asked for your date of birth and person number before you reset your password. Spouses or partners will be asked to enter the teammate's birth date, their own date of birth and the state in which the teammate works. For more help, check out our step-by-step process in the [2024 Wellness Getting Started Guide](#).

**What happens to my My Wellness account if I leave Bank of America?**

You will lose access to the account within one to two weeks of your last day of employment with Bank of America, and will no longer be able to access [My Wellness](#).

This communication provides information about certain Bank of America compensation and benefit programs and plans. Receipt of this document does not automatically entitle you to any programs offered by Bank of America.

Every effort has been made to ensure the accuracy of this communication. However, if there are discrepancies between this communication and the official program, plan documents and policies and/or award agreements, those documents and policies will always govern. Bank of America retains the discretion to interpret the terms or language used in any of its communications according to the provisions contained in the program, plan documents and policies and/or award agreements. Bank of America also reserves the right to amend or terminate any plan, program or policy in its sole discretion at any time for any reason.