



What are Premium Rewards?

Premium Rewards is an incentive for participants in the COVA Care and COVA HealthAware plans who complete certain specific healthy actions within defined timeframes. An employee/non-Medicare retiree group participant and their enrolled spouse can earn a monthly reward of \$17 per month (\$34 for employee/non-Medicare retiree and spouse) if they fulfill the requirements to earn an incentive. Premium Rewards requirements for the 2025-2026 plan year are provided below and will be posted to the DHRM website.

Premium Rewards requirements for the July 1, 2025 through June 30, 2026 plan year:

Premium Rewards for the plan year starting July 1, 2025, will be available to all employees and non-Medicare retiree group participants and their covered spouses enrolled in the COVA Care or COVA HealthAware plan.

Complete or update and submit the Health Assessment between May 16 - May 30, 2025, to earn a Premium Rewards incentive effective July 1, 2025. If no Health Assessment is completed and submitted during this time, any existing Premium Rewards incentive will be terminated on June 30, 2025. Please remember that an employee/retiree group participant and their respective spouse must set up a separate online account and complete their own Health Assessment.

COVA Care and COVA HealthAware participants, including those who newly enroll during the plan year (employees/non-Medicare retirees and spouses) can earn an incentive after July 1 at any time during the plan year if the requirement is met.

Please note:

- Employees and/or retired non-Medicare retirees eligible participants and spouses enrolling in COVA Care or COVA HealthAware during Open Enrollment may have to wait until July 1, 2025, to complete a Health Assessment.
- Current COVA Care or COVA HealthAware members who may be changing their plan for July 1, 2025, will need to complete their Health Assessment with their current plan administrator.

USE YOUR OWN DEVICE: We strongly encourage participants to use their own personal devices to complete a Health Assessment since the user can manage limitations such as firewalls and cookies. **Participants may receive an error when using a state issued computer to access the Health Assessment** due to the system administrator limitations. These settings cannot be changed.

Please see the information below for instructions to access the health plan's website and or mobile app to complete the Health Assessment.

COVA Care Plan:

Here are links to access your COVA Care Health Assessment Navigation Guide for the [Sydney Health Mobile App](#) and the [Anthem Member Website](#).

- Log in to www.anthem.com.
- Select **My Health Dashboard** from the top navigation menu and select Dashboard from the dropdown menu.
- The My Health Check-in tile will display at the top. Click **Get started**.
- My Health Check-in can also be accessed from the Programs page and click **View assessment**.
- Click on the **submit** button when you have completed your assessment.
- After completing your assessment, you will be shown some custom recommendations based on your answers.
- Within the purple tile for My Health Check-in is a link for **View Completed Assessments**. This will allow you to print or email the date of your last completion of My Health Check-in assessment.
- If you have previously completed the assessment in the current benefit year, you will see the "Retake assessment" link.

You may also access the Health Assessment through the Sydney Health app on your mobile device:

- Log in to the Sydney Health app.
- From the Sydney Welcome screen, you can click on the "More" button, in the bottom right corner.
- From the Access Care menu, select **Access to care** dropdown arrow.
- From the Access Care menu, select **My Health Dashboard**.
- My Health Check-in will be at the top; Click **Get Started**.
- At the Welcome Page, click **View Assessment**.
- Once you have answered all the questions, click **Submit**.
- After completing your assessment, you will be shown some custom recommendations based on your answers.
- Within the purple tile for My Health Check-in is a link for **View Completed Assessments**. This will allow you to print or email the date of your last completion of My Health Check-in

assessment.

- If you have previously completed the assessment in the current benefit year, you will see the "Retake assessment" link.

For COVA Care members with literacy, language, or technological challenges, you may contact Anthem at 1-800-552-2682 for help.

COVA HealthAware Plan:

Here are links to access your COVA HealthAware Health Assessment Navigation Guide for the [Aetna Health Mobile App](#) and the [Aetna Member Website](#).

Accessing from your Aetna Member Website:

- Log in to your Aetna Member Website on www.aetna.com
- Scroll down until you see "Member Resources" on the right side of the page and click on "Well-being Resources" in this section to open your Member Engagement Platform
- Once the Member Engagement Platform opens, hover over "My Health" in the menu at the top and then click on "Health Assessment"

Accessing from your Aetna Health mobile app:

- Log in to the Aetna Health mobile app
- Select the Improve tab
 - When accessing this tab for the first time, select Get Started
 - When accessing this tab after the first time, select Health Survey

The Member Engagement Platform will experience a system outage from Saturday, May 17, 2025 at 4:00 PM until Sunday, May 18, 2025 at 12:00 PM and Tuesday, May 20, 2025 at 11:00 PM until Wednesday, May 21, 2025 at 6:00 AM. Please plan accordingly.

For COVA HealthAware members with literacy, language, or technological challenges, you may contact the Aetna Concierge team at 1-855-414-1901 for help.

Health Assessment Confirmations:

Eligible participants should print off and retain a copy of the screenshot that confirms their Health Assessment completion. If the incentive is not credited in the timeframe provided below, the employee/retiree should contact their respective health insurance administrator for resolution. The health insurance administrator will engage OHB to assist in any resolution. It is the employee's/retiree's responsibility to watch for their Premium Rewards incentive and report any problem within a reasonable time.

How long will it take for me to get my Premium Rewards incentive?

Premium Rewards incentives will be effective on July 1, 2025, if the Health Assessment is completed between May 16 – May 30, 2025. However, if the employee/non-Medicare-eligible enrollee or covered spouse does not complete the Health Assessment during this timeframe, they can still earn a Premium Rewards incentive. The following chart provides a schedule of effective dates based on the completion of the requirement:

Completion Date:	Effective Date
5/31/2025 through 6/15/2025	8/1/2025
6/16/2025 through 7/15/2025	9/1/2025
7/16/2025 through 8/15/2025	10/1/2025
8/16/2025 through 9/15/2025	11/1/2025
9/16/2025 through 10/15/2025	12/1/2025
10/16/2025 through 11/15/2025	1/1/2026
11/16/2025 through 12/15/2025	2/1/2026
12/16/2025 through 1/15/2026	3/1/2026
1/16/2026 through 2/15/2026	4/1/2026
2/16/2026 through 3/15/2026	5/1/2026
3/16/2026 through 4/15/2026	6/1/2026

Premium Rewards Participants: Your Health Assessment results are confidential and individual information will not be shared with your employer.

Benefits Administrator: If you have an employee/non-Medicare retiree or covered spouse who has completed the requirement but is not receiving the Premium Rewards incentive, you may submit a request for assistance on behalf of the employee/retiree/spouse to ohb@dhrm.virginia.gov or fax to 804-371-0231. Please note that the confirmation of completion of the Health Assessment will be required as supporting documentation. Prior to sending a request to OHB, please review Simple Benefits/ Create Additional Pay in Cardinal to confirm that the Premium Reward incentive has not been established and use the chart to confirm that the Premium Rewards incentive effective date was missed.

Premium Reward Requirements for 2026-27 Plan Year

There may be a wellness exam component added to the requirements to qualify for the Premium Reward incentive. However, specific details surrounding how the wellness exam will be factored into the Premium Rewards requirements are still being developed.

Reminder: An annual/preventive wellness exam is at \$0 member cost and should always be obtained yearly.