

# Frequently Asked Questions

## Wellness Portal Eligibility Requirements for your Non-Blue Cross Employees

As a participant in wellness programming all your employees (age 18+) may access our online wellness platform, Be Well Vermont ([www.bluecrossvt.org/bewellvt](http://www.bluecrossvt.org/bewellvt)). Be Well Vermont offers a custom experience to engage and motivate your employees to take charge of their health and wellbeing. It also serves as a resource to promote your worksite wellness program and earn and track incentives.

We recognize that employee health and wellbeing contribute to a healthier, happier, more vibrant workplace. In support of health and wellness for your entire organization, we offer access to Be Well Vermont to your employees not covered by Blue Cross VT insurance. We have prepared the following frequently asked questions regarding the eligibility and registration process for your employees who do not have Blue Cross VT coverage.

### **Q. Why do I need to send employee information for employees not insured through Blue Cross VT?**

**A.** We have the verification information we need for the registration of your Blue Cross VT insured employees. If you want all your employees to have access to Be Well Vermont, we need information for those not covered by Blue Cross VT to ensure they are able to register.

### **Q. How often should I share information for employees not insured by Blue Cross VT?**

**A.** We recommend you send your non-blue employee information on a quarterly basis at a minimum and always prior to the start of an incentive campaign or challenge. We recommend more frequent submissions if your company has a lot of turnover activity or growth. Your health and wellness program consultant will work with you to determine the best schedule to achieve your goals.

Your submission should always be a full file and contain all of your active non-blue employees (not just new employees) to help ensure a higher accuracy of eligibility over time. You do not need to include terminated employees.

### **Q. How should I submit my employee information to Blue Cross VT?**

**A.** Please send your employee information in the Excel template we have provided and include the following fields in the order below:

- Employee ID
- First name
- Last name
- Gender
- Date of birth
- Email
- Address line 1
- Address line 2
- City
- State
- Zip

**Q. How do I securely transfer my employee information to Blue Cross VT?**

**A.** You can send a secure email using your company's secure email system to [BeWell@bcbsvt.com](mailto:BeWell@bcbsvt.com) and copy your health and wellness consultant. If your company doesn't have a secure email system outreach out [BeWell@bcbsvt.com](mailto:BeWell@bcbsvt.com) and we will send you a secure email to reply to with your non-blue file.

**Q. What happens if I include employee information for an employee who is not covered by Blue Cross VT through our organization and who has Blue Cross VT coverage through their spouses' plan?**

**A.** If the employee is listed on your non-blue file, they will automatically have access to the programs offered through you, the employer. If for some reason, the employee logs onto Be Well Vermont and they do not have access to your site, please have them contact [BeWell@bcbsvt.com](mailto:BeWell@bcbsvt.com).

**Q. Once I've submitted my non-blue employee information, do those employees have to do anything else?**

**A.** Your non-blue employees will be able to register for Be Well Vermont at [www.bewellvermont.org](http://www.bewellvermont.org). Your Blue Cross VT wellness consultant can provide you with materials that walk your non-blue employees through the wellness portal registration process.