



# Frequently Asked Questions



**Q:** What is changing with the USG Well-being incentive credit?

**A:** Effective August 30, 2021, USG Well-being is increasing the earning maximum from a \$100 to \$200 well-being credit.

**Q:** What is the purpose of this change?

**A:** USG values employee and family health and well-being and would like to reward those who have already received the COVID-19 vaccine and those who receive it through December 31, 2021.

**Q:** Is this incentive available to all USG employees?

**A:** To receive the credit, you must be a current full-time employee or spouse enrolled in a USG healthcare plan during the pay period in which the credit is paid.

Retirees, their spouses, other qualified adults, dependents, graduate research assistants and temporary staff are not eligible for the USG Well-being credit. To see if you are eligible, please call our partner Virgin Pulse at 833-724-4874. USG has partnered with Virgin Pulse for well-being services.

*Please note:* If at any time the eligible employee's benefit status changes (leave of absence, appointment change, etc.), the employee's eligibility to participate and/or receive reimbursements may also change.

**Q:** Can I still participate in well-being activities if I waive the USG healthcare plans?

**A:** Yes, if you are a full-time employee that waives the USG healthcare plans, you can still access the USG Well-being platform and participate in challenges. You are not eligible to earn the well-being credit, which includes the COVID-19 vaccine credit, but you are encouraged to participate to have the opportunity to adopt healthy behaviors. Part-time, temp employees, graduate research assistants and retirees can participate in your campus onsite well-being programs and USG webinars. However, they do not qualify to participate in the USG Well-being program or for the well-being credit.

**Q:** I have opted out of the USG health insurance, but I have opted in for critical illness, hospital indemnity and disability coverage. Would I be eligible to earn credit under the USG Well-being program?

**A:** No. To receive the credit, you must be a current full-time employee or spouse enrolled in a USG healthcare plan during the pay period in which the credit is paid.

**Q:** Will proof of vaccination be required?

**A:** Proof of vaccination will not be required as part of the self-attestation. However, if you or your spouse completes the self-attestation form stating that you are fully vaccinated, you may be asked to provide documentation of your vaccination status at some time in the future.

**Q:** My spouse and I are both on a USG healthcare plan and vaccinated. Will we both receive the \$200 maximum well-being credit?

**A:** Yes. Both you and your spouse are each eligible to receive a \$200 well-being credit, bringing your family total to \$400. The employee will receive the well-being credit on their paycheck for any activities completed for both themselves and/or their spouse.

**Q:** Does my spouse need to register on the USG Well-being platform?

**A:** Yes, both employee and spouse need to register and have an account on the **USG Well-being platform** in order to receive the well-being credit. Nothing is needed to be done to “link” the accounts, but both employee and spouse will need to verify that the COVID-19 vaccination credit is reflected on their account.

**Q:** My spouse and I are both employees of USG and on a USG healthcare plan. Who will receive the well-being credit?

**A:** The spouse who is the primary policyholder will receive the well-being credit for any activities completed for both themselves and/or their spouse.

**Q:** If an employee gets their first vaccine prior to September 30 but the second one is after, do they still get this additional amount?

**A:** Employees and spouses have until December 31, 2021, to complete the vaccine and earn the \$200 USG Well-being credit.

**Q:** What about booster shots? Will those be incentivized?

**A:** At this time, USG Well-being is just rewarding on full vaccination (completing the second dose of a two-dose COVID-19 vaccine (e.g., Pfizer or Moderna) or a single dose of a one-dose vaccine (e.g., Johnson & Johnson).

**Q:** I've already maxed out my \$100 well-being credit for the year. Will getting the vaccine automatically put me at \$200 well-being credit?

**A:** Yes. For the remainder of 2021, receiving the vaccine will qualify you for the \$200 well-being credit maximum. If you are at the previous \$100 well-being credit maximum, when you get the vaccine in 2021, your balance will change to \$200.

**Q:** I received my final vaccine several weeks ago and I'm not seeing my credit on the platform. What should I do?

**A:** It can take up to six to eight weeks after you receive your final vaccine for the credit to be updated in the platform; however, you can go in and complete the self-attestation form to ensure your vaccination status gets updated. See instructions below.

**Q:** Am I required to take the Health Assessment in order to receive my \$200 well-being credit?

**A:** USG is encouraging all USG Well-being participants to take the Health Assessment survey for information about their health. However, the Health Assessment survey will not be required to earn the credit.

**Q:** How do I register/participate in USG Well-being?

**A:** Before you can start earning your well-being credit, you need to have an active account with Virgin Pulse. To get started, you need to create a new username and password. If you haven't already enrolled, follow the steps below:

- **Employees:** access through OneUSG Connect – Benefits at [oneusgconnect.usg.edu](https://oneusgconnect.usg.edu) > click on **Manage My Benefits** > click on the USG Well-being tile from the home page.
- **Employees or Spouses:** access directly at [ourwellbeing.usg.edu](https://ourwellbeing.usg.edu).
- Download the Virgin Pulse mobile app (sponsor code: **USG**).

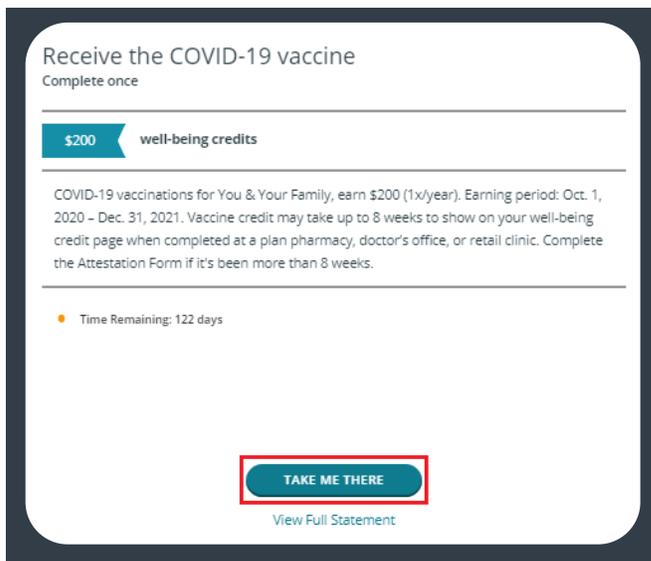
## Q: How do I claim my COVID-19 vaccine well-being credit?

**A:** To receive the COVID-19 credit, employees and/or spouse must register or be registered on the **USG Well-being platform** prior to December 31, 2021.

Anthem, Kaiser and CVS are sending files with vaccine information for their plan members. Kaiser Permanente members who complete KP activities are required to accept the wellness agreement at <http://kp.org/engage> to receive well-being credit.

Employees/spouse who receive their vaccine outside of the healthcare plan will be required to self-attest through the USG Well-being platform that they received the vaccine in order to receive the credit. Self-attestation must be completed by December 31, 2021, to earn up to the \$200 maximum credit. If the vaccine or attestation is completed on or after January 1, 2022, the credit will be **\$10**.

- To access the self-attestation form, sign in to the USG Well-being platform and select **My Rewards**.
- From there, you'll see all the ways to earn well-being credit.
- Select **Receive the COVID-19 vaccine** and then **Take Me There**.
- Complete the attestation form.



### COVID-19 Vaccine Attestation Form

First Name \*

Last Name \*

I completed the full COVID-19 vaccine \*  YES  
 NO- Please submit this form only after you have completed the vaccine.

Date you received the COVID-19 vaccine \*

Record your COVID-19 vaccination shot completion to receive a reward. If you completed through USG health plan or CVS pharmacy you may have already been credited. Check your rewards statement. If it's been more than 10 weeks and your credit has not been applied please complete this form. Reward can only be earned 1 time by either attestation form or if we received information.

\* By clicking the box, I hereby affirm that I have accurately and truthfully answered the question above. I also understand that if I attest that I am fully vaccinated, I may be asked to provide documentation of my vaccination status (e.g., a copy of my vaccine card or other similar official document confirming my vaccination status).

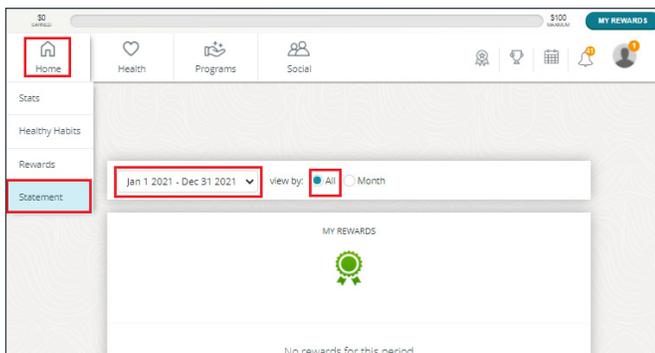
**Q:** What if I have already received my \$10 COVID-19 vaccine credit?

**A:** Anyone who completed and was rewarded for the COVID-19 vaccine on the **USG Well-being platform** prior to August 30, 2021, will receive an update in their account by the end of September showing the \$200 well-being credit. If the vaccine is received after August 30, 2021, they must self-attest or if the vaccine is provided through a USG Health Plan they can expect to see the \$200 well-being credit balance to show in their account approximately eight weeks following their final shot.

**Q:** How can I verify that my COVID-19 vaccine credit is showing in my USG Well-being account?

**A:** To verify vaccine credit, you'll first need to sign in to your account on the **USG Well-being Platform**. Once you're signed in:

- From the top tool bar, hover over **Home** and select **Statement** from the drop-down menu.
- Make sure the date range is the 2021 calendar year and select **View by: All**.



You should see your COVID-19 vaccine listed as earned (note: this will be increased from \$10 to \$200).

If it doesn't appear on your statement, you'll want to complete the self-attestation form.

**Q:** When will I receive the USG Well-being credit for participating in activities only?

**A:** Any USG Well-being credit earned through September 30, 2021—up to \$200—will be applied to your last paycheck in November 2021. COVID-19 vaccination earnings from October 1-December 31, 2021, will be in the last paycheck in April 2022. These will count toward the 2022 program year, and this may max out your 2022 earnings. Well-being credits outside of the COVID-19 vaccination from October 1, 2021-September 30, 2022, will be in your final November 2022 paycheck. To confirm you received the well-being credit on that paycheck, log in to **OneUSG Connect** and review your paycheck. Look for **USG Well-being credit**, located in the **Hours and Earnings** panel.

A biweekly paid employee's checks will look similar to below:

HOURS AND EARNINGS			
Description	Rate	Current Hours	Earnings
Regular			50.00
Well-being Incentive			50.00
Regular			0.00
Sick Leave Non-Exempt			0.00
Well-being Incentive			50.00
Holiday Non-Exempt			0.00
Vacation Non-Exempt			0.00

A monthly paid employee's checks will look similar to below:

Description	Rate	Current Hours	Earnings	Hours	YTD Earnings
Education Support Leave					
Non-Ex					
Regular			50.00		100.00
Well-being Incentive			50.00		0.00
Regular			50.00		0.00
Well-being Incentive			50.00		0.00
Retro Holiday			0.00		
Retro Pay			0.00		
Retro Sick			0.00		
Retro Vacation			0.00		
Vacation Non-Exempt			0.00		
TOTAL:					

If you don't see your credit after your last November paycheck, contact One USG Connect Support at [usgwellbeing@usg.edu](mailto:usgwellbeing@usg.edu) or 877-251-2644. Regular business hours are Monday through Friday, from 8 a.m. to 5 p.m., except holidays.