FREQUENTLY ASKED QUESTIONS

Program Overview

What is UnitedHealth Personal RewardsSM?
UnitedHealth Personal Rewards is a new points-based, personalized incentive program designed to help DPS employees who are covered under a UnitedHealthcare medical plan meet their health goals by rewarding health and wellness activities. It is designed to help maintain and improve health while earning rewards.

Why is DPS offering UnitedHealth Personal Rewards?
DPS is committed to creating a culture of wellness in which DPS employees take action to improve and/or maintain their long-term health.

What happens if I do not participate?
You automatically receive points for any eligible health action you complete. You also will receive scorecards in January, July and October unless you choose to opt out of the scorecard mailing on the UnitedHealth Personal Rewards website uhcrewards.healthinsight.com/DPSG.

How does UnitedHealth Personal Rewards work?
Under UnitedHealth Personal Rewards, DPS employees can earn credits toward rewards by completing health and wellness activities in the following categories:

- Overall Wellness: You can Know Your Numbers– [BMI (Body Mass Index), LDL (cholesterol), Blood Pressure and Fasting Blood Sugar or A1C] – through local events or preventive care appointments with your doctor. You automatically earn points for numbers at or below a specific value. Otherwise, points can be earned by taking part in relevant Telephonic Wellness Programs. You must have your provider report your numbers on the Provider Notification Form, or you may submit copies of lab test results along with a Member Notification form. These forms can be found by visiting the Information Center at myuhc.com.
- Additional Opportunities: If you are identified as meeting certain health conditions, you may have more opportunities to earn points.

Due to a medical condition, I am unable to meet target numbers or complete a health action under UnitedHealth Personal Rewards. What should I do?
If it is unreasonably difficult due to a medical condition for you to achieve a target number or complete a health action under UnitedHealth Personal Rewards, or if it is medically inadvisable to do so, you can ask your provider for an exemption. If your provider approves an exemption, you will receive the points associated with that health action. Your provider must complete, sign and submit the Provider Notification Form. Be sure to have your provider check the box on the reverse side of the form next to any health action(s) from which you are exempt. The Provider Notification form is available at the Information Center at myuhc.com.

Important Dates

When can I begin earning points?
The program year begins on Jan. 1, 2012.

When is the deadline to earn points?
The deadline to earn points is Dec. 31, 2012. All eligible health actions must be completed by Dec. 31, 2012, to be credited toward your gift card.

When should I enroll in a program course?
It is recommended that you enroll in Telephonic Wellness course(s) after you Know Your Numbers. Since most courses last six to 12 weeks, it is recommended that you enroll in a Telephonic Wellness Program no later than Sept. 1, 2012, so that you have time to complete it before the Dec. 31, 2012, deadline. Note that Healthy Weight is a comprehensive program and may take longer to complete.

Is there a deadline for submitting forms?
Yes. All completed forms must be faxed no later than Feb. 11, 2013. Please follow directions very carefully; your points will not be credited if your form is incomplete.
**When do I get my rewards?**
You will receive your first gift card in July 2012. This gift card is reflective of points captured on your scorecard as of July 1. You’ll receive your final rewards in March 2013, which will be reflective of the remaining points you have earned in the program. Gift cards have a minimum value of $50.

**Points and Rewards**

**What are the rewards?**
Rewards are points earned by DPS employees for completed health and wellness activities, which will be paid out under this program via gift cards. Gift cards have a minimum value of $50.

<table>
<thead>
<tr>
<th>Membership</th>
<th>Points and Rewards</th>
<th>Rewards Distributed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee enrolled on last day of plan year</td>
<td>1 point = $1, minimum of 50 points, maximum of 500 points or $500</td>
<td>July 2012 and March 2013</td>
</tr>
</tbody>
</table>

**Will I be receiving two separate gift cards in the mail?**
No, only one gift card will be sent to each employee. If you receive a gift card in July 2012, it will be updated with additional earned rewards during the March 2013 reward cycle.

**What health actions can I earn points for completing?**
Health actions include visiting your doctor for annual preventive care or attending a Know Your Numbers event. You can automatically earn points for numbers at or below a specific value, or, if you are unable to meet a test value for automatic points, you can earn points by participating in free Telephonic Wellness Programs. The first step to earn points is to visit your doctor for annual preventive care or attend a Know Your Numbers event.

**How many points can I earn for each health action?**

<table>
<thead>
<tr>
<th>Points</th>
<th>Health Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>25</td>
<td>Be tobacco/nicotine free or complete a cessation program</td>
</tr>
<tr>
<td></td>
<td>Achieve target LDL (cholesterol) value or complete wellness course</td>
</tr>
<tr>
<td></td>
<td>Achieve target fasting blood sugar (glucose) or A1c value, or complete wellness course</td>
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<tr>
<td></td>
<td>Achieve target blood pressure value or complete wellness course</td>
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<tr>
<td></td>
<td>Depending on your age, gender and health condition:</td>
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<tr>
<td></td>
<td>• Enroll in the Healthy Pregnancy Program (during your 2nd trimester)</td>
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<tr>
<td></td>
<td>• Complete mammography</td>
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<tr>
<td></td>
<td>• Complete cervical cancer screen</td>
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<tr>
<td></td>
<td>• Complete colorectal screen</td>
</tr>
<tr>
<td></td>
<td>• Complete asthma disease management program</td>
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<tr>
<td></td>
<td>• Complete coronary artery disease management program</td>
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<tr>
<td></td>
<td>For diabetics:</td>
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<tr>
<td></td>
<td>• Complete dilated eye exam</td>
</tr>
<tr>
<td></td>
<td>• Complete second Hemoglobin A1c (HbA1c) test</td>
</tr>
<tr>
<td></td>
<td>• Complete creatine test or protein urine test</td>
</tr>
<tr>
<td>50</td>
<td>Achieve target BMI value or complete wellness course</td>
</tr>
<tr>
<td></td>
<td>Enroll in the Healthy Pregnancy Program (during your first trimester)</td>
</tr>
<tr>
<td>100</td>
<td>Complete Your Health Assessment at myuhc.com</td>
</tr>
<tr>
<td>250</td>
<td>Visit your doctor for annual preventive care or attend a Know Your Numbers event</td>
</tr>
</tbody>
</table>

**Cancer screenings may apply depending on your health condition, your health history and/or the last screen performed. How are these points determined?**
Your UnitedHealthcare claims have been taken into account when calculating your cancer screening health action points. If your UnitedHealthcare claim has been submitted in the following time frames, you are eligible for points:

- Colorectal cancer screening (any gender, 50+), including:
  - Colonoscopy, Jan. 1, 2003 – Dec. 31, 2012, every 10 years; or
  - Flex Sigmoidoscopy, Jan. 1, 2008 – Dec. 31, 2012, every five years; or

Preventive screenings completed in the timeframes above count toward your 2012 points. If your cancer screenings were completed more than two years ago or you completed them through another health insurance carrier, you may submit the Member Notification Form found in the Information Center at myuhc.com along with the appropriate documentation listed on that form to qualify for points.

**Do I have to see a certain provider to earn points?**
No, you can earn points for seeing both network and non-network providers. However, we recommend you visit network providers whenever possible as network providers typically cost less.

**I completed my Health Action, when may I expect to see results on my online scorecard?**
UnitedHealth Personal Rewards gathers data from many sources to capture your completed Health Actions. Please call the number on back of your ID card if your Health Action completion is still not appearing after these timeframes:
- 30 days after the health assessment is completed
- 10 business days after Provider or Member Forms are submitted
- 30 days after completion of a Telephonic Wellness Course
- 45 days after completion of a Disease Management Course
- 90 days after you complete your Preventive Visit and Cancer Screenings. Note that we gather this information through claims submitted by your provider.

**Program Eligibility**

**Do I need to enroll?**
No. You are automatically enrolled in UnitedHealth Personal Rewards when you chose to participate in a United Healthcare medical plan.

**Is there a cost to me to participate in UnitedHealth Personal Rewards?**
No. The program is provided at no additional cost to DPS employees.

**Are my dependent children or spouse eligible to participate in UnitedHealth Personal Rewards?**
No. Only DPS employees enrolled in a UnitedHealthcare medical plan are eligible to participate.

**Tracking Your Progress**

**How can I track my outstanding/completed health actions and points?**
You have access to an online scorecard that you can view at any time to track your health actions and points. Your scorecard will list your completed and outstanding health actions, total number of points earned and additional opportunities to earn more points. You will need to register on the personalized UHC site using your name as listed on your UHC ID card. You may see your online scorecard at uhcrewards.healthinsight.com/DPSG. You also will receive your own personalized scorecard in the mail in January, July and October.

**Is my online scorecard available online?**
Starting Feb. 9, you may access your online scorecard through myuhc.com. You can view a display of the link.
Do I need to submit proof every time I complete a health action?
For all health actions except preventive care visits at a provider’s office, your scorecard is automatically updated once your claims are processed. For screenings at a provider’s office, you must submit the Provider Notification Form to earn points. We recommend that you keep proof of completed health actions in case you need to later submit an appeal for missing points.

I completed a health action and it does not appear on my scorecard. Can I request points for the completed health action?
Yes. To request points for a health action you believe you have successfully completed and that does not appear on your scorecard 90 days after the date of service, submit the Member Notification Form. You will be asked to provide proof (as listed on the Member Notification Form) that the health action was completed.

Who can see my information?
The employee’s scorecard and point information can only be seen by the employee. This also applies to your claims information. Our business practices are in full compliance with the privacy requirements under the Health Insurance Portability and Accountability Act (HIPAA).

Preventive Care/Know Your Numbers

What is measured at a preventive care visit or Know Your Numbers event?
These screenings provide a measurement of your BMI (Body Mass Index), LDL (cholesterol levels), blood pressure and fasting blood sugar (glucose) or Hemoglobin A1c.

How do I earn points for knowing my numbers?
You earn points by submitting all four of your biometric results [BMI (height/weight), LDL, Blood Sugar and Blood Pressure] through Program Forms. Forms can be found visiting the Information Center at myuhc.com.

Where do I go for preventive care?
Preventive care measurements can be obtained through your physician during an office visit or annual routine physical. If you schedule an annual routine physical, remember to download the Provider Notification Form from the Information Center at myuhc.com, and bring it with you. You are responsible for following up with your physician to ensure he or she completes the form so you can submit it to the program for points.

Telephonic Wellness Programs

What Telephonic Wellness Programs can I earn points for completing?
The automatic points values for BMI, LDL (cholesterol), blood pressure and fasting blood sugar, or A1c, can be found in your online scorecard. You may enroll in free Telephonic Wellness Programs if your results do not automatically achieve points and you are unable to obtain an exemption from your provider. You may earn points by completing the following free courses:
- BMI: Healthy Weight, Nutrition, Heart Health, Exercise or Diabetes
- LDL (cholesterol): Nutrition or Heart Health
- Fasting blood sugar (glucose) or A1c: Healthy Weight, Nutrition, Exercise or Diabetes
- Blood pressure: Healthy Weight, Exercise, Stress or Heart Health

**If I am unable to meet multiple target numbers, can I enroll in more than one Telephonic Wellness Program at a time?**

You can only enroll in one Telephonic Wellness Program at a time; however, some wellness programs apply to more than one biometric value. For example, if you are unable to meet both the target BMI and LDL (cholesterol) numbers, and you complete the Nutrition wellness program, you’ll receive 75 points for both values (50 points for BMI and 25 points for LDL). A telephonic wellness coach can help you decide which program is best for you.

**What do I need to know before I self-enroll in a Telephonic Wellness Program?**

It will be helpful to know the numbers that you would like to improve as well as your personal health goals or the goals that your doctor has recommended to you.

**How do I self-enroll or find out more about a Telephonic Wellness Program?**

To enroll or find out more about a Telephonic Wellness Program, call 800-478-1057. A UnitedHealthcare representative may ask you which target number(s) you were unable to meet or for details about your chronic condition, and connect you to the program that’s right for you. You will not need to share your exact numbers; however doing so may help your wellness coach understand your health goals.

If you are identified as qualifying in a wellness program through your submitted numbers, a UnitedHealthcare representative may also contact you.

**How long does it take to complete a Telephonic Wellness Program?**

Each program takes between two and six months to complete, and on average includes three to five calls (of approximately 20–30 minutes) scheduled at your convenience with a wellness coach. It’s important to enroll in a wellness program no later than Sept. 1, 2012, so that you have time to complete it before the Dec. 31, 2012, deadline. Note that Healthy Weight is a comprehensive program and may take longer to complete.

Depending on availability, coaches may schedule an appointment with you Monday through Thursday, 7 a.m. to 10 p.m., Friday, 7 a.m. to 7 p.m., and Saturday, 8 a.m. to 1 p.m. Central Time.

**Do telephonic wellness coaches speak other languages?**

There are some Spanish-speaking coaches. Wellness coaches also have access to AT&T language tools to help facilitate discussions.

**I already know that I won’t meet a target number. Can I skip the preventive care visit and just enroll in a wellness program?**

No. To receive points for completing the wellness program, you must also have completed a preventive care visit or Know Your Numbers event between Jan. 1, 2012, and Dec. 31, 2012.

**I completed an applicable Telephonic Wellness Program in January 2012, but I do not plan on seeing my physician for an annual visit. Will I still get points for completing wellness programs?**

No. But you can get credit for completing the appropriate Telephonic Wellness Programs as long as you see your physician for preventive care anytime during the program year (Jan. 1–Dec. 31, 2012) and your Provider Notification Form is submitted for your biometric test results.

**Can I earn points for completing online wellness programs?**

Members can only earn points toward health actions for completing a Telephonic Wellness Program.

**Can I earn points for joining Weight Watchers, my local fitness center or any other outside vendor wellness program?**

No. Points are only earned for completing Telephonic Wellness Programs. However, please note that if you successfully meet a number for automatic points at any time during the program year (Jan. 1–Dec. 31, 2012), you can earn points by submitting the Provider Notification Form completed by your provider.

**I am unable to meet a target number or obtain a provider exemption, and I don’t want to complete a Telephonic Wellness Program. Can I still earn points?**
Yes. If you are unable to meet a target number for automatic points, you may take steps to improve your health and have your numbers rechecked at a later date at your provider’s office. If you meet a target number for automatic points at that time and your provider completes the Provider Notification Form, you will receive points for the target number you have achieved. Please note that if your provider does not bill your second screening as preventive care, you may incur out-of-pocket expenses.

Health Situations and Their Impact on UnitedHealth Personal Rewards

I’m healthy. How can I benefit from UnitedHealth Personal Rewards?
UnitedHealth Personal Rewards benefits members who want to maintain their current health as well as those who want to improve their health. As long as you are tobacco free, if you complete your Health Assessment, your biometric screening and earn points for BMI, LDL (cholesterol), fasting blood sugar (glucose) or A1c, blood pressure points, you will earn the maximum 500 points ($500) toward your rewards.

I’m pregnant. Can I earn points if I enroll in the Healthy Pregnancy Program during my third trimester?
No, you will not earn any points for enrolling during your third trimester. We recommend you enroll as soon as you become pregnant to earn points under UnitedHealth Personal Rewards, which can earn you 50 points for first trimester (weeks 1-12) enrollment and 25 points for second trimester (weeks 13-24) enrollment.

Does my pregnancy qualify me for any exemptions?
If you enroll in the Healthy Pregnancy Program, you are exempt from meeting the four targeted numbers. You will automatically earn the points associated with meeting the target biometric values for BMI, LDL (cholesterol), fasting blood sugar/A1c and blood pressure. You are also exempt from completing a mammogram (if you are age 40 or older) or a cervical cancer screen (ages 21-65) and will automatically earn the associated points. Please note you must enroll in the Healthy Pregnancy Program to qualify for these exemptions.

Please note that if you choose not to enroll in the Healthy Pregnancy Program, you may also have your provider complete the Provider Notification Form to receive the exemptions described above. Also, please note that a Pregnancy (prenatal) Wellness visit will earn points towards the Preventive Visit Health Action.

Does a previous illness qualify me for any exemptions?
Participants who have had a double mastectomy are exempt from completing a mammogram and will automatically earn the associated points. Likewise, participants who have had a hysterectomy are exempt from completing a cervical cancer screen and will automatically earn the associated points. These procedures are identified through UnitedHealthcare claims. If you had these procedures performed through a different health care plan, you may submit the appropriate documentation along with the Provider Notification Form to be exempted and granted points.

I’m 25 and at high risk for breast cancer. My doctor has instructed me to have a mammogram. Will I earn points?
Yes, you will earn points regardless of your age or gender.

I’m a diabetic and typically have a Hemoglobin A1c (HbA1c) test four times a year. Will I earn points each time I complete the test?
No. You will earn points for the second Hemoglobin A1c test only. The maximum number of points you can earn during the program year (Jan. 1–Dec. 31, 2012) for completing your second Hemoglobin A1c test is 25. Points are earned once, the first time a health action is completed. This applies to all health actions.

I met my target LDL value during an annual preventive visit in January 2012. Later in the year, I had a second screening and was not able to meet the target value for LDL again. Will I lose the points I received for achieving the LDL value in January?
No, points are not taken away. Your scorecard will reflect the most recent value that meets the biometric target.

My doctor does not require me to test for those numbers this year, how do I get my points?
Ask your provider to check an exception box for each appropriate number, date and sign the Provider Notification Form. Results do not need to be filled in for this exception. To submit, follow the directions on the form.
Next Steps

What should I do next to participate in UnitedHealth Personal Rewards?

- Register to view your online scorecard at uhcrewards.healthinsight.com/DPSG. You’ll need to register for this site using your name as listed on your UHC ID card. Starting Feb. 9, you may also access this link through myuhc.com.
- Review your outstanding and completed health actions on your online scorecard.
- Complete your Health Assessment at myuhc.com.
- Complete a preventive office visit with your physician early in 2012 so that you have adequate time to complete telephonic wellness activities. Remember to download the Provider Notification Form from the Information Center at myuhc.com and bring it with you on your annual routine physical.
- If your numbers do not meet the values for automatic points and are unable to obtain an exception or exemption from your provider:
  - Determine the numbers you would like to improve (you might need to call your physician to get your test results).
  - Enroll in a telephonic wellness course no later than Sept. 1, 2012, so you have time to complete the course by the Dec. 31, 2012, deadline. To enroll, call 800-478-1057.
- Earn points by completing a reward-eligible Telephonic Wellness course.
- If you are currently enrolled in a Telephonic Wellness Program, continue your active participation. You may earn points for completing these programs by the Dec. 31, 2012, deadline.

More Information

I still have questions. Where do I go for more information?

- To track activities and monitor points earned throughout the year, you may register to view your online scorecard at uhcrewards.healthinsight.com/DPSG.
- The Information Center at myuhc.com will house the most up-to-date frequently asked questions (FAQ) about UnitedHealth Personal Rewards.
- To enroll in a Telephonic Wellness Program call 800-478-1057.
- To enroll in Quit for Life smoking cessation call 866-784-8454.
- To enroll in Healthy Pregnancy call 800-411-7984.
- To download forms, visit the Information Center at myuhc.com.
- You can also contact UnitedHealthcare Customer Care at 866-473-9030 Monday – Friday 8 a.m. - 8 p.m. Eastern Time.