

## Frequently Asked Questions about 2025 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 and keep a wellness credit of up to \$500 (or up to \$1,000 for you and a covered spouse or partner) by completing and submitting your three 2025 U.S. Wellness Activities.

### What are the three 2025 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 (in-office or virtual Teladoc Health Primary 360 provider) to keep an additional \$250 credit.

When your covered spouse or partner completes and submits their activities on My Wellness by the **Feb. 28, 2025, deadline** (same as yours), keep up to an additional \$500 wellness credit!

**Note:** You can complete each of these three 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.**

### Why should I participate in the 2025 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 2025 U.S. Wellness Activities by the **Feb. 28, 2025, deadline.**

### How do I register and log in to My Wellness?

- For detailed My Wellness registration and log in information, review the step-by-step instructions provided in the 2025 Wellness Getting Started Guide.

## **2. When can I start completing my 2025 U.S. Wellness Activities?**

- If you have medical coverage in 2024 and are electing medical coverage for 2025, you can complete and submit the three wellness activities on My Wellness, starting in October.
- If you enroll in medical coverage for the first time during 2025 Annual Benefits Enrollment, you can begin your three wellness activities on My Wellness on **Jan. 1, 2025**, 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, 2025**.
- If you enroll in medical coverage outside of the 2025 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 2025 U.S. Wellness Activities?**

The deadline to complete and submit all three wellness activities is **Feb. 28, 2025**, or two months after your medical coverage takes effect.

### **If I miss the wellness activities deadline, can I still earn a partial credit?**

- By not completing and submitting all three activities on My Wellness by the **Feb. 28, 2025**, deadline, you and your covered spouse or partner **will pay more per month** for your medical coverage.
- **Earn back a partial \$500 credit** (or a partial \$1,000 credit if you and your spouse or partner both participate) by completing and submitting the three wellness activities on My Wellness after the **Feb. 28, 2025**, deadline.

## **Health questionnaire**

### **What is the health questionnaire?**

The health questionnaire is a series of questions to help you assess your personal health. After you finish, 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 checklist or the health questionnaire announcement card**.

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

- Complete and submit the health questionnaire between March 1, 2024, and Feb. 28, 2025. These dates also apply to your covered spouse or partner.

## **Health screening**

### **What type of visits complete 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, 2024, and Feb. 28, 2025, the health screening portion of your wellness activities will automatically be registered as completed — 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 the cost of my health screening be covered at 100% if I go to my doctor?**

- Yes, if your provider is an in-network provider, the elements of the 2025 U.S. wellness health screening activity (measurement of your height, weight, waist, blood pressure and total cholesterol) are considered among certain preventive services that are required to be 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 the 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) in a provider office or through a virtual appointment. 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 and satisfies this wellness activity, it should not take the place of an annual physical with your primary care physician. The attestation that you have a primary care provider (PCP) and have had an annual physical with your PCP in the last 12 months activity will need to be completed separately.

**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. If 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.

**Where do I get the form to complete my health screening at a 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 > **Programs > 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**

## **Attestation**

### **What is an attestation?**

- An attestation is one of the three 2025 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 Health Primary 360 board-certified doctor who can serve as your virtual PCP.

**Note:** Schedule your Teladoc Health appointment soon as possible as appointment times fill up quickly.

### **Primary care provider (PCP)**

#### **How do I find a primary care provider?**

- If you are enrolled in one of the following bank medical plans, select 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 Health's Primary360 board-certified doctors can also serve as your virtual primary care provider. Schedule your appointment soon as possible as appointment times fill up quickly **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 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 **21 days** after you complete and submit them.

- For all others, you can check the completion status of your 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 21 days 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.

**If I am pregnant or have a medical condition, am I required to complete and submit all three 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 at 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. 28, 2025, 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, select 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, review the step-by-step process in the 2025 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