

Frequently Asked Questions about 2025 Wellness Activities

(COBRA participants)

1. What are the three 2025 U.S. Wellness Activities?

- Complete and submit your health questionnaire.
- Complete and submit your health screening.
- Attest that you have a primary care provider (PCP) and have had an annual physical with your PCP within the last 12 months (either in-office or virtual Teladoc Health Primary 360 provider).

Note: For additional information, call the My Wellness Member Services Center at **XXX.XXX.XXXX**.

2. How do I register and log in to the My Wellness platform?

- If this is your first time registering and logging in to [My Wellness](#), review the step-by-step instructions provided in the [2025 Wellness Getting Started Guide](#).

3. How does my spouse or partner access My Wellness?

- Visit [My Wellness](#).
- On the enrollment page, your spouse or partner should enter their first name, last name, their date of birth and your work state.
- Accept the agreements and select **Continue**.
- On the next screen, your spouse or partner should select a username, password and complete the remaining enrollment fields.
- Select **Create My Account** to complete the registration process.
- Refer to the 2025 U.S. Wellness Activities [Getting Started Guide](#) for step-by-step instructions.

4. How do I check the completion status of my wellness activities?

- If you and/or your spouse or partner are currently enrolled in a bank medical plan, you can check the status of your wellness activities by logging in to [My Wellness](#), starting in October. Health screening results may be delayed up to **21 days** after you complete and submit them.

5. Am I eligible for the wellness activities credit of up to \$500?

- No. While you are eligible to participate in the 2025 U.S. Wellness Activities to help you learn more about your health, you are not eligible to receive the wellness credit toward your COBRA medical plan continuation coverage premium.

Health Screening

6. When can I schedule my screening? When can my spouse or partner schedule his/her screening?

- If you and your covered spouse or partner are currently enrolled in a Bank of America medical plan, visit [My Wellness](#) > **Programs** > **View All** to see the options to complete your health screening, starting in October. If not currently enrolled, you and your covered spouse or partner will be able to see your screening options on the date that your medical coverage begins.

7. What type of physician visits count for completing the health screening activity?

- Most preventive type visits count— annual checkups, for example. For additional questions, contact your medical insurance provider.

8. 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 preventive.

9. Where can I view my 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.

10. I've completed my questionnaire and/or screening, but it's still showing incomplete.

- Results may be delayed up to 21 days after you complete and submit your health screening information. If completed via a physician form, be sure to check with your physician first to verify that they submitted the form on your behalf. Otherwise, check the completion status a week later. If you have questions, contact My Wellness Member Services Center at **XXX.XXX.XXXX** or [X.com](#).

11. If biometrics from my health screening are incorrect, how do I have them corrected?

- Think your biometrics are incorrect? Contact your medical provider to have measurements corrected.

12. Can I (or my spouse or my partner) visit a physician to complete a health screening?

- Yes. Certain preventive care visits may complete your health screening requirement without needing to submit a form. Appointments must be completed at least 45 days prior to your wellness deadline of Feb. 28, 2025. Contact your medical insurance provider if you have additional questions. Additional screening options are available on [My Wellness](#).

13. I'm concerned that someone else is going to see my results/questionnaire (or my spouse's or partner's results/questionnaire). Who gets a copy of my/our wellness activity results?

- The privacy and security of your personal information is extremely important to Bank of America and Virgin Pulse. Your health information, including health questionnaire and health screening results, is kept confidential and personal results aren't shared with Bank of America or medical carriers in any identifiable format. Please review the Virgin Pulse Privacy Statement located in the footer of each page of the website.

Technical Questions

14. How do I reset my password?

- 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. Review the step-by-step process in the [2025 Wellness Getting Started Guide](#).

15. How often do I have to change my password?

- As a safety measure, you must re-set your Virgin Pulse password every 90 days.

16. I've noticed that the mobile app times out periodically?

- To protect your data, the mobile app is set to timeout after 15 minutes of inactivity.

17. How do I find my person number?

- Visit Bank of America's [Employee Virtual Assistant](#) and chat with a service desk representative. If you have additional questions, contact the GHR Service Center at **800-556-6044**.

Additional Resources

18. Is my health information confidential, and how is it shared?

- The privacy and security of your personal information is extremely important to Bank of America and Virgin Pulse. Your health information is kept completely confidential and not shared with Bank of America or medical carriers in any identifiable format. Virgin Pulse will provide a report to Bank of America with information only reflecting the rewards earned by each participant at the end of the program year to award the incentives.

Bank of America will receive aggregate reporting to help guide future wellness program design. Please review the Virgin Pulse Privacy Statement located in the footer of each page of the website.

19. Where do I get the form to complete my health screening at 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](#) > **Program** > **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**®.*

20. What is the MyWellness Member Services phone number and service hours?

- Contact My Wellness Member Services Center by email, [X.com](#), or by phone, **XXX.XXX.XXXX**, Monday-Friday, 8 a.m. – 9 p.m. Eastern. Emails will be answered in the order that they are received, generally within one business day.

21. What is the GHR Service Center phone number and service hours?

- Contact the GHR Service Center by phone, **800.556.6044**, Monday through Friday from 8 a.m. – 8 p.m. Eastern.

22. What is the Quest Diagnostics phone number and service center hours?

- Contact Quest Diagnostics by phone, **855.324.7471**, Monday through Friday from 7 a.m. – 7 p.m. and Saturday 7:30 a.m. – 2 p.m. Central.

23. What is the Kaiser Permanente Rewards phone number and support center hours?

- Contact the Kaiser Permanente Rewards Support Center by phone, **866.300.9867**, Monday through Friday, from 8 a.m. – 5 p.m. Pacific.

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