


# HOW WE NOTIFY YOU OF CARE PLAN REQUIREMENTS

1

STEP



**CONFIRMATION**

wellPORTAL sends you an email or text notification to CONFIRM care plan requirements and due dates.

2

STEP



**REMINDER**

wellPORTAL sends you an email or text notification to REMIND you of care plan requirements and due dates.

3

STEP




**FOLLOW-UP**

wellPORTAL sends you an email or text notification after each care plan requirement's due date and asks you to confirm completion.

4

STEP



**PAST DUE**

wellPORTAL sends you an email or text notification when you are past due for any care plan requirements so you can complete them to avoid penalties.

You can view all pending and upcoming care plan requirements at any time by logging into your account at [www.yourwellportal.com](http://www.yourwellportal.com)

See inside for information on our Healthy Living Program!



<<NAME>>  
<<ADDR>>  
<<CITY>> <<STATE>> <<ZIP>>

## PENALTIES FOR NON-COMPLIANCE

If you do not complete any care plan requirement by the due date and have not received an extension from wellPORTAL, you are considered non-compliant.

If you are non-compliant for any care plan requirement on any of the following dates:



April 1, 2024  
July 1, 2024  
October 1, 2024

... you will be penalized as follows:

**FIRST PENALTY:** 50% reduction in your Healthy Living Incentive

**SECOND PENALTY:** 100% reduction of your Healthy Living Incentive



# 2024 WELLPORTAL HEALTHY LIVING PROGRAM

## PERKS & REWARDS

### IN-AREA

#### FINANCIAL REWARDS

##### Healthy Living Incentive (Paycheck Credit)

Employee only	\$600/year
Employee + spouse/child(ren)	\$1,200/year
Family	\$1,800/year

##### Extra HRA/HSA Funds

	HRA	HSA
Employee	Extra \$250	Extra \$500
Employee + Dependents	Extra \$500	Extra \$1,000

##### HRA Plan Only

2 free annual PCP visits\*

\*In addition to the required free annual wellness visit, for a total of three free office visits a year.

#### VIP CUSTOMER SERVICE (FROM THE WELLPORTAL PCP NETWORK)



##### VIP PHONE LINE

Easily schedule appointments and contact your PCP: 702-533-4353.



##### SAME DAY VISITS WHEN YOU'RE SICK

If you call before 10 AM



##### ON-TIME APPOINTMENTS

See your PCP within 15 minutes of your scheduled appointment time.

### OUT-OF-AREA

#### FINANCIAL REWARDS

##### Healthy Living Incentive (Paycheck Credit)

Employee only	\$600/year
Employee + spouse/child(ren)	\$1,200/year
Family	\$1,800/year

##### Extra HRA/HSA Funds

	HRA	HSA
Employee	Extra \$250	Extra \$500
Employee + Dependents	Extra \$500	Extra \$1,000

##### HRA Plan Only

2 free annual PCP visits\*

\*In addition to the required free annual wellness visit, for a total of three free office visits a year.



#### Healthy Living Program (In Area)

For NV Energy employees (and covered spouses) who reside in all Las Vegas, North Las Vegas, Henderson, and Blue Diamond zip codes.

**Healthy Living Program in-area participants must select and use a wellPORTAL PCP.** See page 2 for details.

#### Healthy Living Program (Out of Area)

For NV Energy employees (and covered spouses) who reside outside of all Las Vegas, North Las Vegas, Henderson, and Blue Diamond zip codes.

**Healthy Living Program out-of-area participants can use a wellPORTAL PCP or any PCP in the Aetna Choice POS II (Open Access) network.** See page 2 for details.

For assistance or questions you may contact WellPORTAL anytime via email at **HealthyLiving@wellPORTAL.com** or by calling the **(702) 533-4353**.

## HOW TO GET STARTED AND EARN THE HEALTHY LIVING INCENTIVE

### CREATE a Your wellPORTAL account ([www.yourwellportal.com](http://www.yourwellportal.com))

Visit [www.yourwellportal.com](http://www.yourwellportal.com), click on "CREATE ACCOUNT" and enter your NV Energy email address. You will receive an email from [notifications@wellportal.com](mailto:notifications@wellportal.com) with an activation link. **If you do not receive this activation email, check your spam folder or contact wellPORTAL at 702-533-4353.**

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### 2 SELECT A PCP IN-AREA

Log into Your wellPORTAL ([www.yourwellportal.com](http://www.yourwellportal.com)) and click "SELECT A PCP" to search for, and select, a wellPORTAL PCP. You can also select a wellPORTAL PCP by calling wellPORTAL at 702-533-4353.

### OUT-OF-AREA

Log into Your wellPORTAL ([www.yourwellportal.com](http://www.yourwellportal.com)), click "ADD PCP'S INFORMATION" and follow the on-screen instructions. You can also provide this information by calling wellPORTAL at 702-533-4353.

### Complete care plan requirements

Care plan requirements are important "to-dos" your PCP wants you to complete (for example: annual wellness visits, follow-up visits, lab work, and preventive screenings).

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#### IN-AREA

Care Plan Requirement	Who needs to complete it?	How is it completed?	When does it need to be done?
1. PCP Establishment of Care Visit (Newly Eligible)	In-area employees (and covered spouses) new to the Healthy Living Program.	Call the wellPORTAL VIP Hotline @ 702-533-4353 to schedule your appointment.	Must be completed within 90 days of your health insurance coverage effective date.
2. Annual Wellness Visit (AWV)	All in-area employees (and covered spouses).	Call the wellPORTAL VIP Hotline @ 702-533-4353 to schedule your appointment.	Must be completed no earlier than 12 months, but no later than 13 months from your last AWV.
3. Follow-up Visits, Lab Work & Preventive Screenings	As directed by your wellPORTAL PCP.	Follow the instructions outlined in the Your wellPORTAL notifications you receive.	Must be completed by the care plan requirement's due date.

#### OUT-OF-AREA

Care Plan Requirement	Who needs to complete it?	How is it completed?	When does it need to be done?
1. Annual Wellness Visit (AWV)	All out-of-area employees (and covered spouses).	Schedule your appointment with your primary care physician.	Must be completed no earlier than 12 months, but no later than 13 months from your last AWV.
2. Follow-up Visits, Lab Work, and Preventive Screenings	Out-of-area employees (and covered spouses) who meet criteria/guidelines (based on sex, age, medical history, and/or lifestyle behaviors).	Follow the instructions outlined in the Your wellPORTAL notifications you receive.	Must be completed by the care plan requirement's due date.

See next page for details on how we notify you of care plan requirements.

