



CITY OF SAVANNAH INCENTIVE PROGRAM

# FREQUENTLY ASKED QUESTIONS



**Q: Who is Quantum Health?**

**A:** Think of us as your personal healthcare team, working with you and your doctors to ensure you receive the right care at the best cost. Whether you have questions about your benefits, billing, claims or activities to earn the SAV4Health Premium Discount in 2024, we're here to help. If you need assistance, you can contact your Quantum Health Care Coordinators at (866) 360-7926.

**Q: Who is eligible to participate in the City of Savannah incentive program?**

**A:** Employees who are enrolled in your company's participating health plan may participate in the activities approved by your employer to earn the incentive. Spouses enrolled in the company medical plan may also participate in the activities but will not be eligible to earn the incentive.

**Q: Is participation mandatory?**

**A:** Participation is voluntary; however, to receive the SAV4Health Premium Discount in 2024, you must complete your activities by Nov. 15, 2023.

**Q: How will I be rewarded for activity completion?**

**A:** An incentive is a reward that members have an opportunity to earn based on the completion of wellness activities. Through your employer, you can earn the SAV4Health Premium Discount starting January 2024.

# City of Savannah Incentive Program Frequently Asked Questions



## Q: How do I complete my activities?

**A:** To get started:

- **Go** to your member portal at [cityofsavannahhealthplan.com](http://cityofsavannahhealthplan.com).
- **Select** the My Health tab.
- **Review** your incentives, complete your activities, and check completion status. **OR** call your Care Coordinators at (866) 360-7926 to assist.

Ways to complete activities:

- **Biometric Screening:** Under the My Health tab, click on "Complete My Activities" and click "Complete a Biometric Screening." To enter your biometrics, under the My Health tab, click on "Complete My Activities" and select "Get Started." Enter your completed biometric values. Once you're finished, click "Submit," and your biometrics will automatically update. Be sure to complete your biometric screening by Nov. 15, 2023.
- **Wellness Assessment:** Under the My Health tab, click on "Complete My Activities." Under the Wellness Assessment activity, click "Get Started" to begin your assessment.
- **Complete an Annual Checkup:** Once you complete your annual checkup with your primary care provider (PCP), go to My Health and click on "Complete My Activities" to either enter the date of your checkup or verify you've received credit for this activity. *(Note: It could take up to 60 days for claims to process and update your status.)*
- **Tobacco Attestation:** Under the My Health tab, click on "Complete My Activities," choose "Tobacco Attestation," and click "Get Started." Read and confirm the tobacco statement, choose the response that applies to you, and click "Submit."
- **Tobacco Cessation:** Under the My Health tab, click "Tobacco Cessation" and follow the instructions on the page. For more information on the program, download the FAQ document on the Tobacco Cessation page.

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## Q: How long do I have to complete my activities?

**A:** You will need to complete your activities by Nov. 15, 2023, in order to be eligible to earn the SAV4Health Premium Discount awarded in 2024. If you have questions regarding the completion deadline, call your Care Coordinators at (866) 360-7926 to assist.

# City of Savannah Incentive Program Frequently Asked Questions



**Q: Where do I go to see completion status?**

**A:** On your My Health page, you will find a list of activities for your incentive(s). Once an activity has been completed, a green check mark will appear.

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**Q: When will I receive my SAV4Health Premium Discount?**

**A:** If you complete all four activities by Nov. 15, 2023, you will receive your SAV4Health Premium Discount in 2024.

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**Q: What if I'm unable to complete an activity because of a medical condition?**

**A:** Members who call their Care Coordinators requesting an alternative activity because a medical condition (most common: pregnancy, transplant, cancer) makes it unreasonably difficult to complete a particular incentive activity will receive a waiver form for their primary care provider (PCP) to complete in order to receive credit.

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**Q: What if my activity completion is not displaying correctly?**

**A:** If you have a question about your current incentive status, contact your Care Coordinators either via phone at (866) 360-7926 or live chat at [cityofsavannahhealthplan.com](http://cityofsavannahhealthplan.com). If your status is not correct at the program's deadline, you will have 90 days to contact your Care Coordinators. We will be unable to make any adjustments or receive proof of completion after the 90-day period.

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**Q: What if my biometric screening results are incorrect?**

**A:** If you have received your biometric screening results and disagree with the accuracy of them, please call your Care Coordinators to request an Incentive Appeals Form.

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**Q: Can I lose credit for my activity?**

**A:** For the activities completed in the current program year, you will not lose the credit you've already earned. You may need to repeat some activities to earn credit for the new program year.

# City of Savannah Incentive Program Frequently Asked Questions



**Q: Will my employer see my health information?**

**A:** Because of HIPAA privacy law, your employer is unable to see your personal biometric values. Your employer will only receive aggregate data for the entire member population. More detail about your personal information can be found within your employer's Equal Employment Opportunity Commission (EEOC) statement.

[cityofsavannahhealthplan.com](http://cityofsavannahhealthplan.com)

**(866) 360-7926**  
(Monday-Friday, 8:30 a.m.-10 p.m. ET)

Download the app  
**MyQHealth -**  
**Care Coordinators**

