



# Well-being Incentive Program Frequently Asked Questions

Northrop Grumman wants you to be your best, which is why we encourage you and your family to proactively manage your well-being. Below are frequently asked questions (FAQs) about the 2024 Well-being Incentive Program.

Please note the Well-being Incentive Program doesn't apply to Baltimore and Sunnyvale represented employees. Baltimore and Sunnyvale represented employees should instead review the Annual Physical Incentive Program FAQs.

## Table of Contents

- General Well-being Incentive Program Questions..... 1
- Information for Anthem Plan Members ..... 3
- Information for Cigna Global Plan Members..... 4
- Information for Kaiser Permanente Plan Members..... 4

## General Well-being Incentive Program Questions

1. **Who is eligible to participate in the Well-being Incentive Program?**  
 Employees enrolled in a Northrop Grumman Health Plan (NGHP) Anthem, Cigna Global or Kaiser Permanente medical plan option are eligible to participate in the Well-being Incentive Program. Covered spouses or domestic partners who are enrolled in the medical plan may also participate in the activities to earn the incentive. Participants in the HMSA, Kaiser Hawaii and Tricare Supplement plans aren't eligible for the well-being incentive. If you're no longer an active employee before your incentive has been paid, you won't receive an incentive. This is true even if you satisfied the Well-being Incentive Program requirements prior to the date you ceased to be an active employee. COBRA participants aren't eligible for the Well-being Incentive Program.
2. **Who administers the Well-being Incentive Program?**  
 As of Jan. 1, 2024, the program is administered by Quantum Health. Quantum Health is a healthcare navigation service available to all benefits-eligible U.S. employees.
3. **What is the incentive and how do I receive it?**  
 Upon completing the requirements, you'll earn a \$500 well-being incentive. You'll receive the incentive as a contribution to your Fidelity Health Savings Account (HSA). If you aren't enrolled in an HSA-eligible plan or haven't set up your HSA, you'll receive the incentive in your paycheck as taxable income.
4. **How can I check the status of my incentive?**
  - Visit [myquantumforngc.com](https://myquantumforngc.com) and register or log in to your account.
  - Once logged in, select the "Wellbeing" tab on the left-hand side.

- Select “Get Started.”
- Once in your Wellbeing Portal, navigate to the “Incentives” tab.
  - If this is your first time logging in, you must read and accept the Consent. You’ll also be asked to complete your profile. If you don’t want to fill out the information at that time, select “Continue.”
  - If you’ve previously logged in, navigate to the “Incentives” tab.
- Your Wellbeing Checklist shows the percentage of completion. You’ll also see a list of activities. Once an activity has been completed, a green check mark will appear.

**5. What if my activity completion isn’t displaying correctly?**

If you have a question about your activity completion or current incentive status, contact your Care Coordinators either via phone at 800-894-4194 or by using the secure messaging portal or live chat at [myquantumforngc.com](https://myquantumforngc.com). If your status is incorrect on Sept. 30, 2024, you’ll have until Dec. 29, 2024, to contact your Care Coordinators. After this date, Care Coordinators are unable to make any adjustments.

**6. What if my biometric screening results are incorrect?**

If you’ve received your biometric screening results and disagree with the accuracy of them, please call your Care Coordinators at 800-894-4194 to request an incentive appeals form.

**7. How can I view the incentive activities for others enrolled in my medical benefits?**

The protection of health information for you and those on your medical plan is extremely important. Your covered spouse or domestic partner will need to grant you access to view their incentive activities. Instruct your spouse or domestic partner to log in to their Quantum Health account. Once logged in, they’ll navigate to “Settings,” and select “Wellness/Prevention.” Then, they can turn on access for you to view their incentive checklist.

**8. What if I’m unable to complete an activity because of a medical condition?**

If a medical condition (e.g., pregnancy, transplant, cancer) makes it unreasonably difficult to complete a particular incentive activity, you can call your Care Coordinators at 800-894-4194 to request an alternative activity. Care Coordinators can provide a waiver form for your healthcare provider to complete in order to receive credit.

**9. Do I have to pay out-of-pocket for my annual physical or preventative care screenings?**

Your medical plan pays for the cost of your annual physical and eligible preventative care screenings and prescription drugs – with no out-of-pocket expense. This benefit also applies to your covered family members. Routine annual physicals are covered once per plan year (January through December), so you don’t need to wait 12 months between exams. There may be some preventative care screenings that wouldn’t be covered at 100% due to Anthem’s clinical guidelines. Ask your doctor which screenings may be best for you.

**10. Will Northrop Grumman see my health information?**

In accordance with privacy and security rules under the Health Insurance Portability and Accountability Act (HIPAA), the individual results of your annual physical—as well as any other health services you receive—are never shared with Northrop Grumman. In addition, Northrop Grumman is unable to see your biometric values and only receives

aggregate data for the entire member population. Safeguards are in place to protect the privacy and security of your medical information.

**11. I'm a new hire and received an annual physical before I started at Northrop Grumman. Can this count towards the program requirement?**

No, you must receive your annual physical exam while employed at Northrop Grumman and covered under the NGHP.

## Information for Anthem Plan Members

**1. What are the Well-being Incentive Program requirements?**

To earn the well-being incentive, you must complete one of the requirements below. If you cover a spouse or domestic partner in your plan, you'll earn an additional incentive if they complete one of the requirements.

- Option 1: Complete an annual physical **OR**
- Option 2: Complete a wellness assessment through Quantum Health (online or via the app) **AND** a biometric screening through Quest Diagnostics (in-person or via an at-home kit)

**2. What is the deadline for the annual physical requirement (option 1)?**

You and/or your covered spouse or domestic partner (if applicable) must receive an annual physical between Oct. 1, 2023, and Sept. 30, 2024. The annual physical claim must be processed as a preventative care claim and reported to Quantum Health by Anthem no later than Oct. 31, 2024. If the claim isn't processed appropriately and/or Quantum Health isn't notified by Oct. 31, 2024, you won't receive the incentive.

**3. Do I need to bring any forms with me to my annual physical appointment?**

No, there are no forms that you or your doctor need to complete.

**4. What are the deadlines for the wellness assessment and biometric screening (option 2)?**

You and/or your covered spouse or domestic partner (if applicable) must complete a wellness assessment on Quantum Health between Jan. 1, 2024, and Sept. 30, 2024. In addition, you and/or your covered spouse or domestic partner (if applicable) must complete a biometric screening through Quest Diagnostics either in-person or via an at-home kit. In-person visits must take place between Jan. 1, 2024, and Sept. 30, 2024. At-home kits must be ordered by Sept. 2, 2024, and returned to Quest Diagnostics by Sept. 30, 2024. If you opt for an at-home kit, after activating and completing your collection, you'll need to drop off your specimen using the pre-printed return envelope at a FedEx drop box Monday through Friday before 3 p.m. Please note, you need to drop off your specimen the same day you complete your collection. Check with your facility's mailroom to determine if there's a FedEx drop box on-site.

**5. How do I complete the Quantum Health wellness assessment?**

- a. Visit [myquantumforngc.com](https://myquantumforngc.com) and register or log in to your account.
- b. Once logged in, select the "Wellbeing" tab on the left-hand side.
- c. Select "Get Started."

- d. Once in your Wellbeing Portal, you can access the wellness assessment from the home page or navigate to the “Incentives” tab.
  - If this is your first time logging in, you must read and accept the Consent. You’ll also be asked to complete your profile. If you don’t want to fill out the information at that time, select “Continue.”
  - If you’ve previously logged in, navigate to the “Incentives” tab.

**6. How do I complete the biometric screening?**

To schedule an in-person appointment at a Quest Diagnostics location or to request your free at-home kit, visit [myquantumforngc.com](https://myquantumforngc.com). Once logged in, select the “Wellbeing” tab on the left-hand side. You can also use the Quantum Health app. When you register with Quest Diagnostics, you must use your MyID (e.g., “M11111”). If you cover a spouse or domestic partner, they must use your MyID and add an “S” to the end (e.g., “M11111S”).

## Information for Cigna Global Plan Members

**1. What are the Well-being Incentive Program requirements?**

To earn the well-being incentive, you must complete an annual physical. If you cover a spouse or domestic partner in your plan, they can also complete an annual physical to earn the incentive.

**2. What are the program deadlines?**

You and/or your covered spouse or domestic partner (if applicable) must receive an annual physical between Oct. 1, 2023, and Sept. 30, 2024. The annual physical claim must be processed as a preventative care claim and reported to Quantum Health by Cigna Global no later than Oct. 31, 2024. If the claim isn’t processed appropriately and/or Quantum Health isn’t notified by Oct. 31, 2024, you won’t receive the incentive.

**3. Do I need to bring any forms with me to my annual physical appointment?**

No, there are no forms that you or your doctor need to complete.

## Information for Kaiser Permanente Plan Members

**1. What are the Well-being Incentive Program requirements?**

To earn the well-being incentive, you must complete the requirements below. If you cover a spouse or domestic partner in your plan, they can also complete the requirements to earn the incentive.

- Complete the Kaiser Permanente Wellness Program Agreement.
- Remain current on key preventive screenings.

**2. What is the deadline for the Kaiser Permanente Wellness Program Agreement?**

For Kaiser Permanente to send your completion results to Quantum Health, both you and/or your covered spouse or domestic partner (if applicable) must complete the Kaiser Permanente Wellness Program Agreement between Jan. 1, 2024, and Sept. 30, 2024.

**3. How do I complete the Kaiser Permanente Wellness Program Agreement?**

- Visit the Kaiser Permanente website and select “Sign on.”
- Sign in with your Kaiser Permanente user ID and password or register for an account.
- Review the information provided and select “Next.”
- Check “Yes” to accept the Kaiser Permanente Wellness Program Agreement.
- Click “Myself” if signing the agreement for yourself or “Someone Else” if signing for a dependent.
- Enter your electronic signature and date and click “Submit.”
  - By clicking “submit” you authorize Kaiser Permanente to share your incentive information with Quantum Health.

**4. What key preventive screenings are required?**

You and/or your covered spouse or domestic partner (if applicable) must complete your health screenings according to the frequency outlined below:

- Body Mass Index (BMI) (once per year)
- Blood pressure (once per year)
- Total cholesterol (as prescribed by your Kaiser Permanente provider, but no less frequently than every five years)
- Blood glucose (fasting blood sugar or A1c as prescribed by your Kaiser Permanente provider, but no less frequently than every five years)

**5. How do I know if I’m current on my health screenings?**

You can determine your health screening status by contacting your Kaiser Permanente healthcare provider or by contacting customer service at 866-300-9867 or [rewardscustomerservice@kp.org](mailto:rewardscustomerservice@kp.org).

**6. How do I complete a screening?**

Schedule an appointment with your Kaiser Permanente provider by calling the number on the back of your Kaiser Permanente ID card, or by calling Member Services in your region. You can also schedule an appointment online or email your doctor to request your screenings.

**7. How do I report completion of myself and/or my covered spouse or domestic partner’s preventive health screenings?**

Upon authorizing Kaiser Permanente to release your incentive information to Quantum Health (please see question 3 above), Kaiser Permanente will automatically notify Quantum Health of completed wellness screenings for you and your covered spouse or domestic partner (if applicable).

*This FAQ document is for information purposes only. The plan document will control in the event there are inconsistencies.*