

MoDOT/MSHP Health & Wellness

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Frequently Asked Questions (FAQ's)

Below are commonly asked questions related to MoDOT/MSHP's health and wellness programming. If your question isn't answered below, please remember you can reach out to your Wellness Champion for more information.

Anthem Programs

<https://www.modot.org/total-health-wellness>

MoDOT/MSHP offers eligible workers a health plan that includes a generous offering of programs. MoDOT/MSHP's Total Health & Wellness website is a great central location for in-depth information on all programs, including the it Pays to Be Well Rewards Program. You can also find your Wellness Champion or read past newsletters to get even more information on ways to be well.

Below are some specific FAQ's regarding some of Anthem's programs:

- **Lark for Diabetes Prevention** Anthem members who are identified as "at risk" will receive outbound Anthem communications with information about the program. You can also visit <https://lark.com/anthembc> to take a Prediabetes Risk Test to determine if you are at risk for prediabetes and eligible to participate.
- **LiveHealth Online** LiveHealth Online now offers virtual care for urgent care, primary care, condition management and behavioral health care. You can access and use LiveHealth Online services from the Sydney Health app.

Be Well (formerly Walker Tracker)

support@walkertracker.com

- **How do I register?** Visit <https://modotmshp.walkertracker.com> and select register now.
- **How do I join a challenge?** Often, challenge links are shared in MoDOT/MSHP communications for you to click or scan to be taken directly to the challenge. If looking for challenges after logging into your Be Well account,
 - **On web browser:** click the trophy icon on the bottom menu bar. Toggle the top menu bar to "Join" to see the scheduled challenges. Simply click "join now" for any you want to participate in. You will receive reminder emails when the challenge is going to begin.

- **On the Be Well app:** click the trophy icon on the top menu bar. You can scroll down to see All Program Challenges that are scheduled. Simply click “join” for any you want to participate in. You will receive reminder emails when the challenge is going to begin.
- **I can't login to my Be Well account.**
 - **Password reset:** If you are unsure you are using the correct username or password, you can request a reset by click “forgot username or password”. A link will be sent to the email address associated with your account. If you are unsure which email address is associated with your account, reach out to your Wellness Champion for more assistance.
 - **Account Deactivation:** if you are having trouble logging into your account after a password reset, it could be that your account was deleted due to inactivity.
 - When an account is deactivated, all data is lost.
 - To prevent account deactivation, it's important to log into your Be Well account (by opening the Be Well app or logging in at <https://modotmshp.walkertracker.com>) often; it is recommended to do so weekly. **Note: having a connected fitness device and tracking steps does not keep your account active.**
- **I was participating in a challenge but can not complete it due to medical reasons. Now what?**
 - You must meet the challenge goal to qualify for any prizes, rewards, or incentives. However, it is possible that an employee may not be able to complete the challenge goal due to circumstances beyond their control.
 - If you are not able to complete a challenge due to a medical condition, you may still apply to get the reward by completing a Medical Waiver Form. A form must be completed for each wellness activity you are requesting a waiver. Contact your Wellness Champion for more details.

Annual Preventive Medical Care

- **Why do I need an annual exam?** Preventive and routine screenings are one of the most important ways to stay proactive in your health. Regular exams with a primary care physician (PCP) along with any screenings or lab work they recommend can help you stay healthy and catch health concerns early. Receiving an annual exam between January 1, 2025 and December 31, 2025 will earn you rewards in your It Pays to Be Well rewards program.
- **What if I don't have a Primary Care Physician (PCP)?** You can easily find an in-network doctor on Anthem.com or in the Sydney Health app (select “Care” on the bottom menu bar). Your medical health plan covers preventive care at 100% when you visit an in-network care provider when being seen for preventive care.

- **How do I know if I completed a preventive care exam?** Make sure you present your Anthem health plan ID card to your doctor. Once you visit with your primary care doctor, they will submit the visit as a claim to Anthem. You can monitor your claims on [anthem.com](https://www.anthem.com) or through your Anthem *Explanation of Benefits* to make sure your claim was processed. Claims can take 30 to 90 days to process. It is also important to make sure your doctor submits the claim as preventive care, not diagnostic care.
- **What is the difference between prevention care and diagnostic care?** Preventive care helps protect you from getting sick. If your doctor recommends you have services even though you don't have symptoms, that's preventive care. Diagnostic care is when you have symptoms, and your doctor recommends services to determine what's causing those symptoms or treatment to resolve your symptoms.
- **I receive a physical for my job or through the military. Does this count?** No, annual physicals and preventive care must be submitted through the Anthem claims system to trigger a completion of this activity. Job-specific physicals will not count as a completion.
- **I usually get my preventive exam in December. Will this still count?** Yes, you can earn incentive dollars for completing an annual physical once per year. Claims that are submitted between January 1, 2025, and December 31, 2025, will count toward the 2025 It Pays to Be Well rewards program. Anthem allows one annual physical per calendar year at no additional cost to you. **You do not have to wait a full 365 days to have your next annual physical.** For example, if you had an annual physical on December 1, 2024, you can schedule another annual physical in January 2025. This is considered your one-per-calendar-year exam.

Notice Regarding Wellness Program

MoDOT & MSHP It Pays to Be Well is a voluntary wellness program available to all MoDOT & MSHP employees and spouses enrolled in an Anthem medical plan. The program is administered according to federal rules permitting employer-sponsored wellness programs that seek to improve employee health or prevent disease, including the Americans with Disabilities Act of 1990, the Genetic Information Nondiscrimination Act of 2008, and the Health Insurance Portability and Accountability Act, as applicable, among others. If you choose to participate in the wellness program, you will be asked to complete a voluntary health risk assessment that asks a series of questions about your health-related activities and behaviors and whether you have or had certain medical conditions (such as cancer, diabetes, or heart disease). You will also be asked to complete an annual physical exam. You are not required to complete the health risk assessment or to participate in the medical examinations.

However, eligible individuals who choose to participate in the wellness program will receive an incentive. Although you are not required to complete the health risk assessment or participate in the physical exam, only eligible individuals who do so will receive the incentive.

Additional incentives may be available for employees who participate in certain health-related activities. If you are unable to participate in any of the health-related activities or achieve any of the health outcomes required to earn an incentive, you may be entitled to a reasonable accommodation or an alternative standard. You may request a reasonable accommodation or an alternative standard by contacting your dedicated Wellness Champion.

The information from your health risk assessment will be used to provide you with information to help you understand your current health and potential risks and may also be used to offer you services through the wellness program. You also are encouraged to share your results or concerns with your own doctor.

Protections from Disclosure of Medical Information

We are required by law to maintain the privacy and security of your personally identifiable health information. Although the wellness program and Missouri Department of Transportation and Missouri State Highway Patrol may use aggregate information it collects to design a program based on identified health risks in the workplace, MoDOT & MSHP will never disclose any of your personal information either publicly or to the employer, except as necessary to respond to a request from you for a reasonable accommodation needed to participate in the wellness program, or as expressly permitted by law. Medical information that personally identifies you that is provided in connection with the wellness program will not be provided to your supervisors or managers and may never be used to make decisions regarding your employment.

Your health information will not be sold, exchanged, transferred, or otherwise disclosed except to the extent permitted by law to carry out specific activities related to the wellness program, and you will not be asked or required to waive the confidentiality of your health information as a condition of participating in the wellness program or receiving an incentive. Anyone who receives your information for purposes of providing you services as part of the



wellness program will abide by the same confidentiality requirements.

In addition, all medical information obtained through the wellness program will be maintained separate from your personnel records; information stored electronically will be encrypted; and no information you provide as part of the wellness program will be used in making any employment decision. Appropriate precautions will be taken to avoid any data breach, and in the event a data breach occurs involving information you provide in connection with the wellness program, we will notify you immediately.

You may not be discriminated against in employment because of the medical information you provide as part of participating in the wellness program, nor may you be subjected to retaliation if you choose not to participate.

If you have questions or concerns regarding this notice, or about protections against discrimination and retaliation, please contact your local benefits contact or Lisa Buhr at Lisa.Buhr@modot.mo.gov.

It Pays to Be Well Medical Waiver Form

MISSOURI DEPARTMENT OF TRANSPORTATION AND
MISSOURI STATE HIGHWAY PATROL



Section 1: Reason for this form

Your employer is offering rewards to MoDOT & MSHP employees and non-Medicare retirees enrolled in an Anthem medical plan. You can receive rewards by completing certain wellness programs and activities. But if you are not able to complete the wellness program due to a medical condition, you may still apply to get the reward. To do so, you and your doctor must certify that:

- It is unreasonably difficult for you to complete the current Be Well challenge due to a medical condition.
- It is medically inadvisable for you to complete in any Be Well challenge.

If either of these reasons applies to you, you can apply for the reward by filling out your portion of this form and having your doctor complete their portion. This form is only good for the current plan year. A new form will need to be completed each plan year. Please keep a copy of the complete form for your records. A form must be filled out for each wellness program you are requesting a waiver.

Section 2: Form to be completed by the member

Last name	First name	M.I.	Date of birth
Street address	City	State	ZIP code
Email		Department/Division	
Please list the wellness program or activity for which you are applying for the waiver			
By signing this form, I certify that I am unable to complete the wellness program or activity listed above due to a medical condition, or it would be medically inadvisable for me to complete the wellness program. My doctor will confirm this with a signature in Section 3 of this form. I also certify that the information on this form is true and correct.			
Signature X		Printed name	

Section 3: This section is to be completed by your doctor

Your patient has indicated that they are unable to complete the wellness program or activity listed above to receive a reward due to a medical condition, or that it would be medically inadvisable for them to attempt to complete the wellness program. If, in your professional opinion, you agree with these statements, please provide your signature as your endorsement of agreement.			
Street address	City/State	ZIP code	Phone
Doctor signature X		Printed name	

Section 4: After the form is completed, please submit to your Employee Health & Wellness Benefits specialist via email at Lisa.Buhr@modot.mo.gov.