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2023 QE Frequently Asked Questions

Qualifying Lab Work

1. Can I get my Qualifying Labs done at my physician's office?

- NO. A special process is needed for the Lab Work Results to be combined properly with the Blueprint for Wellness Health Questionnaire. Therefore, only designated Sites can conduct the Lab Work. **Remember, you must fast for your labs.**
- Designated Lab Draw Sites include Quest Patient Service Centers or IMM. Refer to <https://manateeyourchoice.com/> for details.

2. Can I get other lab work done at the same time as my Qualifying Labs?

- YES. Additional labs can be drawn at a Quest Patient Service Center.
- If your physician needs additional labs, you will need a lab slip from your physician.

3. How soon after my lab draw do I have to get my wellness exam?

- Fasting lab work must be completed no more than 60 days prior to your wellness exam.

4. Are the lab results sent to my doctor?

- Results are not sent to your Physician UNLESS you provide your Physician's FAX # upon scheduling online appt. Otherwise, you must submit your Lab Work Results to your Physician during your wellness exam.

5. Will the results be mailed to my home?

- YES. The results will be online and mailed to your home.
- Results can be accessed on the Blueprint for Wellness portal within 3-5 days of lab draw.
- If your results are not received in the mail or posted in time for your Wellness Exam call 748-4501 x6412 for a copy of your results.

6. What do I do if I forgot my username and password to access my Blueprint for Wellness results?

- Under the Returning User Sign In Box, select "Forgot Password" or "Forgot User Name". Complete the prompts. Enter the email address you provided upon creating your login for the first time this year. An email will be sent to that email address, and you will be given instructions to reset your password. When complete, the Returning User Sign In Box will re-appear - now login with your user name and new password.
- Call 1-855-623-9355 (Quest Customer Service) for further assistance.

7. Do I have to go online and create a lab slip before I can get a lab draw at Quest?

- YES. For labs done at a Quest Patient Service Center location, an Electronic Requisition (EREQ) needs to be created online by scheduling a walk-in or appointment time through the [Blueprint for Wellness](#) system.

Wellness Exam & QE Form

8. What happens if I do not complete the Screenings portion of the QE Form?

- The screening portion of the QE Form must be completed in its entirety. Check the form for completion before uploading it into the enrollment system.
- An incomplete QE form will affect your plan level for the upcoming plan year.

9. For the skin screening, do I need to see a dermatologist?

- NO. The skin screening is done by your primary care physician. You may choose to see a specialist, but a co-pay will apply.

10. It has not been a FULL Year (12 months) since I completed my Wellness Exam and Age Based Screenings – Can I complete them early?

- YES. The Health Plan will cover the cost of Wellness Exams and Age Based Screenings conducted annually, one per calendar year. For example: If an exam was received in 2021, then you can get your exam anytime in 2022. If the physician's office states you must wait a full 12 months, ask them to contact the phone # on the back of your insurance card to verify benefits – you have the Manatee YourChoice Health Plan not Aetna.
- If you receive an EOB Explanation of Benefit showing denial of claim contact Member Services at 877-580-5019 for correction.

11. My mammogram and colonoscopy screenings have been scheduled, but not yet completed. As long as the date is written on my Wellness Exam Form, is that acceptable?

- NO. The wellness exam and all screenings must be completed by August 31, and the form should not be submitted until the exam and screenings are complete (Form Submission Deadline is 8/31). If exams or screenings are noted as being scheduled after 8/31, after the qualifying event period, the QE forms will be processed as INCOMPLETE and your plan level for the upcoming plan year will be affected.

12. I had a colonoscopy 3 years ago before I became active under the YourChoice Health Plan. Do I have to complete the colonoscopy again to qualify?

- NO. For Qualifying purposes you do not have to complete the colonoscopy again. The colonoscopy qualifying criteria is every 10 years starting at age 50. Be sure the date of the colonoscopy is filled in on the QE Form, along with a signed doctor's note confirming the date if you are new to the Health Plan.

13. Is there co-pay for the colonoscopy?

- NO. There is no co-pay for the colonoscopy, initial evaluation, screening, and prep medication.

14. I was billed for the initial evaluation, what should I do?

- Call the phone # on the back of your Insurance Card and advise customer service that you were billed for this preventative visit. The claim will be reprocessed, do not pay the bill.

15. Do I need to have a pap exam every year?

- A pap is completed every 3 years, **or** as recommended by your doctor. If the pap is not recommended, be sure to have a doctor's note accompany your wellness exam form.

QE Confirmation

16. Will I receive a confirmation letter after completing my QE Form and submitting applicable qualifying paperwork?

- NO. Qualifying confirmation letters will not be sent. However, at Annual Enrollment, you can visit the enrollment site at <https://manateeyourchoice.com/> to check your and your dependent's plan levels.
- To confirm your qualifying paperwork has been received, contact your Insurance Coordinator.

17. Can children qualify for their own individual plan?

- YES. Each child living in the same household is allowed to qualify for their own individual plan based on the Qualifying Events they complete, independent of their siblings.

Retirement

18. I am planning to retire prior to August 31 this year. Do I have to complete Qualifying Events?

- YES. If you are under age 65 and not eligible for Medicare, you do need to complete Qualifying Events for the upcoming Plan Year.

Quitting Tobacco

19. I am currently in the Best Plan, but just quit using tobacco and want to upgrade to the Ultimate Plan. What do I need to do?

- To start the upgrade process, you must call Vanessa Rene at 941-748-4501 ext. 6418 for your lab work test requisitions and instructions.

Health Bucks

20. How can I earn Health Bucks in 2022?

- The only Health Bucks program in 2022 is the Health Improvement & Incentive Program (HiIP). Currently, active employees ONLY, can earn up to \$600 for participating in the following activities: Prescription for Health, Blueprint for Wellness Labs, Get to Know MYC, Happy Body, and Happy Mind. Visit <https://manateeyourchoice.com/HiiP> to learn more. The deadline to register for HiIP activities is June 30, 2022.

New Enrollees

21. If I was hired this year, do I need to complete Qualifying Events?

- No, you will remain in the ultimate or best plan level this year and next year. You will however, need to complete QE next year to qualify for the plan level the following year.