

COMPLETE YOUR HEALTH EVALUATION AT QUEST DIAGNOSTICS!

February through May 29, 2020

Tri-County Schools Insurance Group Health Evaluations are offered to you at **NO COST** and are **100% CONFIDENTIAL**. The comprehensive screening panel includes testing for cardiovascular disease, diabetes, liver and kidney disease and more.

WHO CAN PARTICIPATE? EMPLOYEES, RETIREES, SPOUSES & DEPENDENTS AGE 18+ ON THE TCSIG MEDICAL PLAN

Note: Full-time waivers and dependent children are welcome to participate but are not eligible for incentives. Kaiser members are not eligible to participate.

FAST REWARDS! Participants will receive a **\$50 VISA GIFT CARD** in about a week! (Quest participants will receive their gift card about a month after screening.)

SEND YOUR RESULTS TO THE TCSIG WELLNESS CENTER TO EARN MORE! **FAX** or **Email** your results to the TCSIG Wellness Center *and* complete a call to receive an **ADDITIONAL \$25 GIFT CARD!** **No appointment needed**, the Wellness Center staff will call you! Gift cards will be distributed once your call has been completed.



SCHEDULE YOUR APPOINTMENT WITH WELLNESSFX!

This is a different provider from 2019. Please follow these instructions to get started:

- Visit <https://www.wellnessfx.com/welcome/tcsig>
- If you participated in 2016 or 2017 **you already have a WellnessFX account**. Click “Sign in”. **IMPORTANT:** If you don’t recall the email/password previously used, **DO NOT CLICK “Create an Account”**. This will create a duplicate account and you will not be able to schedule an appointment.
 - To retrieve the **email address** used contact TeamCare at **866-724-0032** or WellnessFX at **415-799-4436**.
 - To reset your **password**, select “Reset Password” and an email will be sent to you with a link to reset.
- **If you are NEW to WellnessFX** enter your **LAST NAME**, **LAST 4 of SS#** and **DATE OF BIRTH**, then follow the prompts.
- Select “Visit a nearby lab” to choose your Quest location
- **PRINT** your lab slip and visit ANY Quest Diagnostics by May 29, 2020











For accurate results, **FAST 12 hours** prior to your screening, **drink plenty of water** and **follow your doctor’s instructions** for any medical conditions or prescribed medication.

TeamCare Support: 866-724-0032 / teamcare@delapro.com
WellnessFX Support: 415-799-4436 / support@wellnessfx.com / “Chat with us” online



TCSIG 2020 HEALTH EVALUATIONS

FREQUENTLY ASKED QUESTIONS

-  **WHO CAN PARTICIPATE? EMPLOYEES, RETIREES, SPOUSE & DEPENDENTS AGE 18+ on the TCSIG MEDICAL PLAN.** Full-time waivers and dependent children are welcome to participate but are not eligible for gift cards. Kaiser members are not eligible to participate.
-  **DO I HAVE TO REGISTER BEFORE I CAN PARTICIPATE? YES** – You must register/login with WellnessFX to generate a lab slip before you can participate. <https://www.wellnessfx.com/welcome/tcsig>
-  **I CAN'T REMEMBER IF I ALREADY HAVE AN ACCOUNT, HOW DO I CHECK? VISIT WELLNESSFX** at <https://www.wellnessfx.com/welcome/tcsig> and enter your **Last Name, Last Four of SS# and Date of Birth.**
- If you have an account it will say “You have already created an account” and you can click “sign in” to proceed. (If you already have an account, but can’t remember your login email/password, **DO NOT CLICK “Create an Account”**. This will create a duplicate account and you will not be able to schedule an appointment. For support please **CHAT WELLNESSFX** from their website, or, call TeamCare at 866-724-0032)
 - If you have never created an account it will say “Continue as (Your Name)” and you can create your account.
 - If you receive a message that says “Sorry, that doesn’t match our records”, call TeamCare at 866-724-0032.
-  **I FORGOT MY PASSWORD, HOW DO I UPDATE IT? SELECT “RESET PASSWORD”** on the Sign-in page. (**DO NOT SELECT “Create an Account”**. This will create a duplicate account and you will not be able to schedule an appointment.) The password requirements are very specific, please be sure to pay attention to the prompts when creating your new password to ensure you meet all the criteria.
-  **DO I HAVE TO SCHEDULE AN APPOINTMENT BEFORE I CAN ATTEND AN ONSITE EVENT? YES** – While walk-in appointments will be seen if time allows, scheduled appointments are given priority and will be seen first.
-  **WHEN WILL I GET MY RESULTS? ABOUT 3-5 DAYS** – You will receive an email notification from WellnessFX once your results are in.
-  **HOW DO I GET MY \$50 GIFT CARD?** – **TCSIG ADMINISTRATIVE STAFF** will distribute the gift cards after your screening has been completed. Onsite participant’s gift cards will be sent in about a week, and Quest participants in about a month.
-  **MY EMAIL ADDRESS OR NAME HAS CHANGED, HOW CAN I UPDATE IT? CHAT WELLNESSFX** using the “Chat with us” button on their website, or call TeamCare at 866-724-0032.



For additional support contact TeamCare at teamcare@delapro.com or 866-724-0032.
You may also contact WellnessFX at 415-799-4436 or support@wellnessfx.com.



EARN MORE AT THE TCSIG WELLNESS CENTER!

EARNING AN ADDITIONAL \$25 GIFT CARD IS AS EASY AS 1-2-3!

1. Log in to your WellnessFX account to access your results.

2. Fax or Email your results to the TCSIG Wellness Center:

🔺 **EMAIL:** BHoward@AcornHealthSolutions.com

🔺 **FAX:** 530-822-5503 (Please include your phone number.)

NOTE: Your results can be faxed directly from WellnessFX! Simply click “**Fax Results**” to complete the request form.

3. No appointment needed! TCSIG Wellness Center staff will contact you to complete a call and process your \$25 gift card.



- Waivers and Dependent Children are not eligible for gift cards
- Gift cards will be distributed once your call has been completed
- To have your results mailed to you please call 866-724-0032