



Program FAQs

What are Pathways? Do I have to participate?

We recognize each individual participant has their own pathway to wellbeing. This year, we are evolving our program to allow participants to seek care and stay healthy in a more individual way. Southwest General Wellness Pathways are options for benefit-eligible employees and covered spouses to earn incentives in the Southwest General Wellness Program.

The Southwest General Wellness Program is voluntary, but if you do not participate, you may not qualify for incentives on your healthcare costs.

How do I qualify for each Pathway?

Benefit-eligible employees and covered spouses can qualify for a Pathway simply by completing all of the requirements for that Pathway. These include well visits and preventive care. The more employees and spouses participate in their own health, the greater incentive they can earn.

Do I have to meet any wellness goals this year?

This year, participants in the program will not be asked to meet any specific wellness goals, just complete an annual well visit for your screening. Well visits should include height, weight, blood pressure, cholesterol, and glucose. Participants will submit physician screening forms to Southwest General Wellness and biometric data will be collected for reporting purposes only.

Will my covered spouse participate in the program? What about my covered dependents?

Yes, if your spouse will be on the medical plan in 2024, they will be asked to complete a well visit and as many of the Pathways requirements they wish to qualify for an incentive. Child dependents do not need to participate in the program.

Will my employer see my results?

No. Southwest General Wellness is committed to your privacy and security. Your protected health information is kept private and never shared with your employer. Human Resources will only receive the Pathway you and your spouse earn (if applicable) in order to correctly calculate your healthcare contributions. Biometric screening data collected will be aggregated into reporting to review health trends within the population.

Is this program legal?

The Southwest General Wellness program is in compliance with the Affordable Care Act, ADA, GINA, and EEOC rulings and regulations. These regulations allow employers to adjust healthcare costs for those on the health plan who meet certain health goals.

What if my spouse and I complete different Pathways? What will our incentive be?

Options are available to earn incentives based on employee and spouse participation in the Southwest General Wellness Program. Information on incentives will be made available later in 2023.



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What if I am a new hire? Can I qualify for a Pathway?

If you are hired before 7/1/2023, you may complete requirements to qualify for any Pathway you wish.

If you are hired after 7/1/2023, you will not be asked to qualify for any Pathways. You (and your covered spouse, if applicable) will be given the Pathway 2 incentive. You will then be asked to qualify for a Pathway in 2024 for the 2025 benefit year. If you anticipate a status change in 2023 and will take benefits for 2024, please contact Southwest General Wellness Coordinator Anna Rose at arose@swgeneral.com for information and options to earn credit.

Do I need to submit anything for my preventive care or well visit?

Well Visits: Participants should submit a physician screening form completed by 12/1/2023. It may be emailed/scanned to Wellness Coordinator Anna Rose (arose@swgeneral.com); faxed to 440.816.5113; or interoffice mailed to office C04.

Preventive care: If you use Southwest General's insurance, and your preventive care exam is within the recommended timeframe, it will be carried over for you! Otherwise, if you have a preventive care item that is due and you complete it using SWG's insurance, confirmation will come over on a file 30-60 days after your exam is completed. If you had a preventive care item completed on other insurance, but it is still within the program timeframe, you may submit proof it was completed for credit. Any documentation needed should be submitted to SWG Wellness by December 31, 2023.

How will I know when things are added?

Items submitted directly to WC Anna Rose will be uploaded weekly. You will receive an email letting you know results and/or credit have been added to your account. Preventive care exam credit is updated monthly based on files from insurance providers and an email will be sent out once the uploads are completed. You may review your journey through the Pathways in the SWG Wellness Portal in the "Incentives" tab.

What if I can't take part in any of the listed requirements?

If any of the requirements unreasonably difficult or medically inadvisable, SWG Wellness will work with you and your physician to find an appropriate alternative. Please contact Anna Rose (arose@swgeneral.com) to discuss options.

What if I have another question?

Contact Wellness Coordinator Anna Rose at arose@swgeneral.com or x5936 for help.