

Podcast Transcription

Fly By Night Episode 12: Captain Kevin Biggins Anthem Health Rewards

Captain Chris Lee Welcome back to our podcast. My guest today is R&I Committee Vice Chairman Captain Kevin Biggins. Thanks for coming Kevin.

Captain Kevin Biggins Thanks for having me Chris.

Captain Chris Lee Today you want to talk about the Anthem Health Rewards program. What can you tell me about that program?

Captain Kevin Biggins Sure. So, it's a program that lives in our CBA under Section 27 and it involves a wellness reward that's available to pilots and their eligible spouses for completing the online assessment on Anthem and also completing two activities or programs listed as well.

Captain Chris Lee Which one of our insurance programs does this the wellness benefit work with?

Captain Kevin Biggins It's only for the CDHPs, which is the purple and orange plan. It's not available to anybody on the buy up plan or any international based pilot.

Captain Chris Lee And this reward's available to the pilot and the spouse?

Captain Kevin Biggins It is. It's an individual award for the pilot and a spouse. It's three hundred dollars for each person for a total of six hundred dollars if you are married with your eligible spouse per calendar year.

Captain Chris Lee OK and what does a pilot or the spouse have to do to be eligible for this reward?

Captain Kevin Biggins There's two parts to this reward. There's the health assessment part and then there's the activity part and the health assessment is a questionnaire that you log on to Anthem and it takes about 15 minutes to answer the questions. You don't need to answer all the questions but you do need to take the assessment and complete it. One thing to know about the assessment is that all the information that you give per the CBA is protected health information and will not be used by the company or by Anthem for any purpose other than the administration of the group health plan for the pilots.

Captain Chris Lee How do they log in to do this?

Captain Kevin Biggins So what you do is you need to have a log in and so your spouse would need one as well. They would need to register if they haven't done so already. You create a username and you log in. Use your username and password and you go on and you select under the tab at the top of the Anthem page, there's a tab under care. You click on that tab under care, you click on the health and wellness benefits and you scroll down on that page further down and you'll see take my health assessment now and you'll click on that and that will lead you to the assessment.

Captain Chris Lee Once a pilot logs in does the spouse get to log in in the same account or does it have to be different?

Captain Kevin Biggins The spouse would need to log in separately. They would need to create a register of their own account and they log in separately under that, do the same process as you do and they take their own health assessment. Another note about that, once you complete the health assessment we highly recommend that you either screenshot it, print it out, save it to PDF and keep a record of that so you have that in case you need it down the line. The second part for you and your spouse to complete are the two wellness activities or programs. These include but are not limited to the tobacco free program, getting a flu shot and an annual physical and also certain preventative screenings.

Captain Chris Lee Does the FAA medical count?

Captain Kevin Biggins It does not count. Going to your FAA doctor unfortunately does not count as one of the two activities that you must complete. If you want a complete list of all of them they do live in the pilot enrollment guide and the pilot benefit book and those are located at fdx.alpa.org under the R&I tab.

Captain Chris Lee When should a pilot expect to receive their wellness reward after they complete these requirements?

Captain Kevin Biggins Typically it takes about 60 days. However, this year we've had some issues and some delays with that due to Anthem and a new vendor they selected. It might take longer but the standard amount of time should be about 60 days.

Captain Chris Lee Is there a way to verify that they have completed it?

Captain Kevin Biggins One is to log on to Anthem, that same website and go under care like you did before to take the assessment. Scroll down to health and wellness center. From there you can scroll further down past the assessment part and go to get my rewards. That will take you to the rewards website. Once you get to the rewards website you can select completed activities and that'll show you the ones that you've completed and a dollar amount next to it. Additionally to that, you can also give Anthem a call at the number on your I.D. card. They can also verbally tell you over the phone if you've completed those items that you think you have.

Captain Chris Lee What's the deadline for completing these program requirements?

Captain Kevin Biggins There's been a change in that this year. So due to some of the issues that Anthem has had with their new vendor there's been some communications and some delays of information getting passed back and forth. This year we've been aware of that as well as the company and typically the time period you have is from January 1st until September 30th and that's the standard time frame you have to start and complete the benefits in each calendar year. This year because of all the delays ALPA asked the company and they agreed to extend it one month. So, for this year and this year only you have until October 31st to complete the assessment and the two items off the program checklist.

Captain Chris Lee How's the pilot and spouse participation in this program?

Captain Kevin Biggins We keep track of all the pilots that are in the CDHPs and eligible for the reward. And as of this time there's only a few, a very small percentage of pilots and

their spouses that have completed the assessment and the two items and we just want to encourage people out there to go get that done. We recommend getting that done as soon as possible so you can get those moneys into your account sooner.

Captain Chris Lee They really are leaving money on the table if they just don't do it.

Captain Kevin Biggins Absolutely and again this is a process that's in our CBA, we bargained for it in the last contract. We want to see the pilots and their spouses get that money into their health equity account.

Captain Chris Lee Once a pilot or spouse logs on to their account and they see something that might not seem correct to them what should they do?

Captain Kevin Biggins There's a couple different avenues. If you feel like the information is not correct on the wellness reward website or you haven't received the funds in a timely manner we recommend that you contact the Pilot Benefits Administration, call Anthem let them know about it and you can also reach out to us at the ALPA office via PDR or phone call. Any one of those avenues will start the process of remedying what you think might not be correct.

Captain Chris Lee I appreciate you being here today. And for those of you out there if you have any questions or topic ideas please don't hesitate to e-mail us at fdxpodcast@alpa.org and as always be safe out there and we'll see you next time.