Q. Although the preventive care is 100% covered, United Healthcare denies coverage for preventive tests done at the time of routine annual checkup. What shall we do?

A. CenturyLink’s 100% paid preventive care schedule follows the Patient Protection and Affordable Care Act (PPACA) guidelines for coverage of preventive care, including lab work. Not all lab tests are approved for 100% coverage, but instead are covered at normal plan benefits (80% after the deductible). If a lab test has actually been denied, rather than applied to the deductible, contact United Healthcare Customer Service to have the claim reviewed.

Q. Is the maximum amount of Wellness rewards for an employee $900?

A. For non-represented and legacy CenturyLink bargaining employees, the Well Connected incentives equal $600 each for employees and their covered spouses/domestic partners (total of $1,200). There is an additional benefit of 50% up to $25 per month ($300 each annually) for Fitness Reimbursement (total of $600). For legacy Qwest bargaining employees, the maximum wellness incentive that can be earned each year is $500 and is only available to employees. The Fitness Reimbursement is also 50% up to $25 per month ($300 annually) for the employee only.

Q. Does the spouse need to be covered by a CenturyLink health care plan to participate in the wellness program and be eligible for the $600 reward?

A. Yes, your spouse or eligible domestic partner must be enrolled in your CenturyLink medical plan to be eligible for the wellness program.

Q. When will we receive more details about the new wellness incentives, including how Real Appeal or Rally will work?

A. Real Appeal is available to employees now. More details can be found on the Well Connected HRLink page or by going to www.centurylink.com/realappeal. The new Rally platform and updated Health Survey will be available beginning January 1, 2016. More details about Rally will be coming beginning in December and will continue into 2016. The updated 2016 incentive design schedule is available in the 2016 Annual Enrollment Benefits Guide and also on HRLink.

Q. If I opt out of the health care plans can I still participate in the wellness incentives?

A. Yes, as an active employee you are eligible for the wellness incentives. However, spouses of non-represented or legacy CenturyLink bargaining employees must be enrolled in a CenturyLink medical plan to be eligible for the incentives.
Q. Is the $300 fitness reimbursement the total available for both the employee and spouse, or is it $300 each?

A. For non-represented and legacy CenturyLink bargaining employees with a spouse or domestic partner enrolled in a CenturyLink medical plan, the employee and the covered spouse/domestic partner are eligible for 50% up to $25 per month ($300 annually).

Q. Is the wellness incentive considered taxable income?

A. Yes, the wellness incentives are considered taxable income at the time they redeemed, per the IRS. A payroll file is sent on a quarterly basis from UHC to CenturyLink’s payroll system to apply taxes for both the employee and the covered spouse.

Q. Why can’t you submit your full year fitness center dues at one time instead of month to month? And are there any plans to change this?

A. To receive reimbursement, you must confirm at least 12 workout dates for each month (effective 1/1/16; currently employees must complete a minimum of 4 workout dates per month).

While we continue to improve the online system, at this time the most efficient way to confirm coverage, requirements and eligible expenses is to process dues monthly. There are tips to streamline the process provided on HRLink.

Q. My husband and I do not have benefits through CenturyLink. Can we take advantage of reimbursement for gym memberships?

A. CenturyLink employees are eligible for the wellness and fitness program even if you are not enrolled in a CenturyLink medical plan. However, for your spouse to be eligible both you and your spouse would have to be enrolled in a CenturyLink medical plan.

Q. Would CenturyLink ever think about paying 50% of a weight loss program, such as weight watchers, nutrisystem, or Jenny Craig?

A. While the Company does not pay for the actual program, employees can earn a $200 incentive when completing the Weight Watcher program in 2016.

Q. In keeping with our wellness emphasis to attain a "healthier you", why are the fitness rooms on site being eliminated? If this is cost issue, employees are willing to pay.
A. Our intent would not be to eliminate fitness rooms. We can discuss Real Estate if there are questions specific to a particular location.

Q. Will a similar program be offered internationally? Will there be a similar option to select a program that includes the fitness rebate? How does the international staff access the $600 rebate for healthy life choices?

A. The Well Connected and fitness programs are currently U.S.-based programs only. However, we are looking at ways to offer similar benefits to non-U.S. employees in the future.

Q. Are there any plans to include a Fitness Center while expanding the Monroe campus, and/or provide shower facilities in all CenturyLink buildings to encourage and facilitate regular exercise, promote local-based exercise programs and create a healthier employee base?

A. Plans are in place for a Fitness Center to be located across the street, but not on the CenturyLink campus.