

# 2022 Wellbeing Reimbursement Program FAQ

Frequently Asked Questions, updated 12/29/2021

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## **What is the wellbeing reimbursement program benefit?**

The Wellbeing Reimbursement Program is a benefit designed to encourage and support personal wellbeing in a way that is meaningful to you. The Wellbeing Reimbursement program provides employees reimbursement for qualified wellbeing expenses each year. This benefit covers expenses for a variety of wellbeing programs and activities such as fitness class fees, gym membership fees, fitness apps, personal training, cooking classes, financial education and more. All eligible Fairview and Ebenezer employees can take advantage of the Wellbeing Reimbursement Program. For more information read on or visit the Wellbeing Reimbursement Program SharePoint page.

## **Who is eligible for the Wellbeing Reimbursement Program?**

All employees are eligible (dependents are excluded at this time). The amount you are eligible for depends on your benefit-eligibility status.

- \$150 per year for non-benefit-eligible employees
- \$350 per year for benefit-eligible employees
- \$275 for TCMNA Medical Plan enrollees (those not enrolled in the plan would follow the \$150/\$350)

## **Are any of the Fairview affiliate brands eligible for this benefit?**

This benefit is only open to individuals employed by Fairview Health Services and Ebenezer. The following affiliates have separate Human Resources Departments and benefit plans and are not eligible for this benefit: University of Minnesota Physicians, Fairview Range, Grand Itasca, and PreferredOne.

## **What if my FTE changes and my benefit-eligibility status changes?**

- For employees moving from benefit eligible to non-benefit eligible, your wellbeing reimbursement program amount will not change; it will remain at \$350 for the current plan year. You will not have to repay any dollars spent.
- For employees moving from non-benefit eligible to benefit eligible, after your status change goes into effect, we will increase the wellbeing reimbursement amount you are eligible for to \$350.

## **Who is ThrivePass?**

ThrivePass is an external vendor partner helping us to administer the Wellbeing Reimbursement Program benefit. When you log in, you can view your account balance and submit receipts for reimbursements towards eligible wellbeing categories.

## **What do I need to do to get started?**

You can send yourself a registration email by going to [app.thrivepass.com](https://app.thrivepass.com) and click on "Register My Account" and then "I have a company email address". You will be able to enter in your work email and send yourself the activation email which has the link to register. If you need assistance, please contact

[support@thrivepass.com](mailto:support@thrivepass.com). If they are not able to answer your question, they will escalate it to Fairview Human Resources.

**I tried logging in, but I just get a blank blue screen.**

ThrivePass is not compatible with Internet Explorer. Use Google Chrome to log in and access the site. In addition, when accessing the program on your phone, use the URL [www.app.thrivepass.com](http://www.app.thrivepass.com). The mobile app is not currently active however the site is mobile optimized for use on a personal device.

**I've set up an account on ThrivePass. Now what?**

Great! Now that you have your account set up, you can view your remaining Wellbeing Reimbursement Program benefit balance.

- If you would like to be reimbursed for a class or service, click on the 'Get Reimbursed' tab, within your Wellness Wallet and follow the instructions.

**Which programs and services will be eligible under the Wellbeing Reimbursement Program?**

When you sign into ThrivePass, click on "Get Reimbursed" to view all categories that are eligible for reimbursement. Examples include:

- Nutrition Programs or cooking classes and apps (with a focus on healthier eating)
- Group fitness classes (yoga, Pilates, boot camp) or health club dues
- Fitness apps, virtual workout streaming programs (Peloton, RunKeeper, etc.)
- Weight Management Programs (Weight Watchers, Nutritional Weight and Wellness, etc.)
- Financial courses designed to educate you on budget, managing money, etc.
- Fitness or sports lessons with the intent of improving fitness
- State or National Park Passes
- Race Registrations (marathon, 5/10k, triathlon, etc.)
- Bike share memberships (Niceride)
- Mindfulness or meditation classes or apps
- Smoking Cessation Courses
- Sleep therapy or apps

**Which programs are excluded from reimbursement?**

- Programs and services covered by your health plan. Examples include chiropractic care, acupuncture, prescription drugs, behavioral counseling, alternative health, etc.
- Programs that are equivalent to those already offered for free through Fairview ([Caregiver Assurance](#), [Prenatal/parenting classes](#), etc.).
- Massage
- Adult sports leagues
- Sports equipment and wearables. Examples include things like skis, golf clubs, home gym equipment, bats, skates, heart rate monitors, fitness trackers, video gaming systems, exercise apparel and athletic shoes.
- Food and Supplements. Examples include but are not limited to: foods that are purchased through weight management programs, nutritional supplements such as protein bars, shakes, vitamins, etc.
- Registration Fees for kids swim lessons, golf fees, kids camp registrations, etc.
- Any purchases made for someone else.

**Can I still use the Fitness Advantage Program through PreferredOne or does this replace that?**

- Nothing has changed with the Fitness Advantage Program- it is still available for medical plan members.
- With ThrivePass you can have your gym membership fees reimbursed, for the cost of a single membership and after your \$20 Fitness Advantage discount (i.e. you would only get reimbursed for what you actually paid for your dues after the discount)

**When can I submit a claim for reimbursement?**

Employees can submit claims upon incurring the expense, throughout the year. Claims are processed as they come in. You will be able to see your balance and claims status when you log into your account.

**Can I submit a claim for a recurring monthly reimbursement?**

As of 1/2022, you will need to submit your receipt or proof of payment for each month of a program you are seeking reimbursement for. You can upload multiple receipts at once to the ThrivePass portal to receive a few months of reimbursement at a time.

**What is the deadline for submitting claims for the 2022 Wellbeing Reimbursement Program benefit?**

Employees will have until December 31<sup>st</sup>, 2022 to make wellbeing related purchases and to submit your claim to be reimbursed using your 2022 wellbeing reimbursement program benefit. Any purchases made on Jan. 1, 2023 or later will need to be submitted for reimbursement through your 2023 Wellbeing Reimbursement Program benefit.

**Once I submit a reimbursement claim, how long will it take to receive a reimbursement?**

Reimbursements will be included on an upcoming paycheck, typically within three weeks of submitting your claim. If there is missing or inaccurate information, this may lead to payments being delayed.

**Is this a taxable benefit?**

Yes, IRS regulations require us to consider this reimbursement as taxable income.

**I am on an MNA Medical Plan and my dependent is eligible for the wellbeing reimbursement program benefit? How can I submit their expenses for reimbursement?**

You will create your own employee ThrivePass account. Once logged in to your ThrivePass account, you will have the option to send an invite to your dependent by entering an email address for them. Your dependent will then receive an email to create an account through ThrivePass. They can then submit their expenses for reimbursement.

**Why is the TCMNA benefit different?**

The wellbeing reimbursement benefit is written into the summary plan document (SPD) for the TCMNA medical plans. Because of this, we are not able to change this plan element without labor negotiations. Therefore, employees enrolled in the TCMNA plans will not see a change in the benefit offering that goes with their plans; it will remain at \$275 per covered adult plan member (includes dependents for TCMNA plans only).

**Where can I learn more?**

- If you are experiencing issues with the site, log-in issues, or have questions about how to submit a claim, please contact [support@thrivepass.com](mailto:support@thrivepass.com).