



## 2021 WELL ALL WAYS INCENTIVE PROGRAM

### Frequently Asked Questions

The Well ALL Ways Incentive Program is an important part of Marathon's commitment to the health and wellness of our employees and their spouses/domestic partners. The program provides incentives as a reward for voluntarily completing an annual preventive physical, online health assessment and other wellness activities. Eligible employees can earn up to a \$600 payroll stipend and opportunities to be entered in quarterly drawings

#### ELIGIBILITY

**Q: Am I eligible to participate in the Well ALL Ways Incentive Program?**

All regular full-time and part-time employees are eligible to participate. Speedway employees, contractors, interns and casual employees are excluded from participation in the program.

**Q: Can I still participate in the program if I'm not a member of an MPC Health Plan?**

Yes. All eligible employees may participate and earn the incentives regardless of health plan coverage.

**Q: Can family members participate in the program?**

Spouses/domestic partners who are enrolled in a 2021 MPC Health Plan are eligible to participate in the program. This includes those spouses/domestic partners enrolled in a Marathon Petroleum Health Plan, Marathon Petroleum Dental Plan or Marathon Petroleum Vision Plan.

**Q: Are retirees eligible for the incentive program?**

No. Retirees are not eligible for the Well ALL Ways Incentive program.

**Q: Are new employees eligible for the incentive program?**

Regular full-time and part-time employees hired in 2021 are eligible to earn the incentive if all requirements are completed between their new hire activation date and the Dec. 31, 2021 deadline.

#### PROGRAM INCENTIVES

**Q: What incentives can I earn for participation?**

The Well ALL Ways Incentive Program offers the following for completing healthy actions:

- **Payroll Stipend:** Eligible employees can earn a \$400 taxable payroll stipend for the completion of an online health assessment and an annual preventive physical by their primary care provider in 2021. Submission of a completed 2021 Preventive Physical Form is required. Employees can earn an additional \$200 if an eligible spouse/domestic partner registers on the wellness portal, has an annual preventive physical, and submits a completed 2021 Preventive Physical Form. Spouses/domestic partners need to register on the portal but do not need to complete the online health assessment as part of the incentive. All requirements must be completed no later than Dec. 31, 2021.
- **Healthy Activity Points:** Eligible employees and spouses/domestic partners can complete wellness activities to earn Healthy Activity Points. Quarterly drawings for \$50 gift cards will be held for participants who earned 250 points in that quarter. An additional drawing will be held for participants who earn 1,000 total Healthy Activity Points in 2021.

**Q: Do I need to complete my online health assessment to be eligible for the incentive?**

Yes. Along with submitting the preventive physical form, employees must complete the online health assessment to receive the incentive.

**Q: If my spouse/domestic partner and I are both MPC employees, can we each earn the \$400 incentive?**

Yes. You can each earn the full incentive by each of you completing an annual preventive physical and online health assessment.

**Q: How will my spouse/domestic partner receive their incentive?**

The incentive for a spouse/qualified domestic partner will be paid out in the employee's paycheck. Spouse/domestic partner incentive payments are only awarded after the employee has successfully completed their own requirements.

**Q: How will I know when I'm being awarded the incentive(s)?**

Log in to your wellness portal account at [www.mympcwellallways.com](http://www.mympcwellallways.com) and click on the "My Current Progress" tab at the top. If both the annual preventive physical and the online health assessment are marked as complete, you should have already received your incentive or payment will be issued in one to two pay periods.

## **GETTING STARTED**

**Q. What is the Well ALL Ways wellness portal?**

The wellness portal, managed by our well-being partner, StayWell, is a digital platform where eligible employees and spouses/domestic partners engage in the wellness program. The portal can be found at [www.mympcwellallways.com](http://www.mympcwellallways.com). Once you register, you will have access to a personalized dashboard where you can:

- Track your incentive progress
- Access a wealth of well-being resources like workout videos and recipes
- Sign up for health coaching
- And much, much more

**Q. Am I required to register for the wellness portal to participate in the program?**

Yes. Both employees and eligible spouses/domestic partners must register on the portal. Registration allows participants to complete the health assessment and/or earn points toward Well ALL Ways incentives. You must sign up at [www.mympcwellallways.com](http://www.mympcwellallways.com) to participate.

**Q. I participated in the Well ALL Ways Incentive Program last year. Can I use my same login information for the portal this year?**

Yes. If you participated in the program in 2020 and created an account on the portal, your information will carry over to 2021. All new participants must register as new users on the Well ALL Ways portal.

**Q: How do I register on the portal?**

Follow these steps to register for a new portal account.

1. Visit [www.mympcwellallways.com](http://www.mympcwellallways.com).
2. Click the button that represents your participant status (either MPC Eligible Employee or Eligible Spouses/Domestic Partners).
3. Select your affiliation from the drop-down.
4. Enter your name, date of birth and employee ID.
  - a. Spouses/domestic partners will enter the employee's ID but will need to add an "S" at the end (*Example: 12345678S*).
5. Provide your email address (this email address will be your username).
6. Create a password.
7. Click to accept the Terms of Service.
8. Click "Sign Up".
9. Accept GINA and Privacy Policy terms.

The health assessment will begin immediately after you finish the above. You can take the health assessment now or select "Complete Later" if you prefer to skip it at this time. You will then be prompted to select an e-learning Session Level and join a team to complete the registration process. To get started, select "TEAM OF ONE". You can always create or join a team later!

**Q. Can I register for the portal from my smartphone?**

Yes. You can register using the My StayWell app. To register as a new user on the app:

- Download the My StayWell app from the App Store or Google Play.
- Enter your email. If prompted for a company code, enter "marathon".
- Check your email for a verification message and enter the numerical code provided into the app.
- Follow the instructions on the app to finish your account registration, filling out the remaining account information such as affiliation, name and password.

### **ANNUAL PREVENTIVE PHYSICAL**

**Q: When do I need to complete an annual preventive physical?**

Your annual physical must be completed by your primary care provider any time in 2021 (January 1 to December 31). You will need to submit a completed 2021 Preventive Physical Form by Dec. 31, 2021 to earn the incentive.

**Q: Who falls under the definition of a primary care provider?**

To receive the wellness incentive, the primary care provider must be the physician, nurse practitioner or physician's assistant who you and/or your family visits for general medical needs including personal illness, well visits and management of chronic diseases (i.e., diabetes or high cholesterol). This primary care provider is your "family doctor" and may include approved providers such as cardiologists, endocrinologists and OB/GYNs.

**Q: Can I complete my annual preventive physical virtually and earn the wellness incentive?**

Yes. Your primary care provider may offer telemedicine visits as an option for your annual preventive physical as a safety precaution due to the COVID-19 pandemic. If you have a physical from home through a virtual call, a completed Preventive Physical Form, including the provider's signature and contact information, is still required to earn the incentive.

**Q: What if I do not have a primary care provider?**

MPC Health Plan members can visit [Anthem.com](https://www.anthem.com) to locate in-network primary care providers in their area. Non-Health Plan members should contact their own Health Plan Administrator.

**Q: I receive an annual physical for my job. Does this count toward the wellness incentive?**

No. Only a preventive physical with your primary care provider qualifies to earn the incentive. Work-related physicals do not qualify to earn the incentive.

**Q: How much does an annual preventive physical cost?**

An annual preventive physical with an in-network primary care provider should be covered at 100% through Marathon-sponsored health plans.

**Q: Will I be eligible to earn the wellness incentive if my visit with my primary care provider is considered "diagnostic" and not "preventive"?**

Yes. You will still be eligible to earn the incentive if your primary care provider completes the required sections on the preventive physical form. Preventive physicals can be considered a "diagnostic" visit if the provider determines there is something that needs to be further examined. In some cases, diagnostic visits may not be covered in full and the participant could be subject to charges associated with the visit.

**Q: What should I do if I was charged for my annual preventive physical?**

Reach out to your physician's office and ask if your preventive physical was coded correctly. If needed, you can also reach out to your health plan carrier, such as Anthem, to ask if the claim was processed correctly.

**PREVENTIVE PHYSICAL FORM DOCUMENTATION REQUIRED**

**Q: What documentation is required when submitting for an annual preventive physical?**

A completed 2021 Preventive Physical Form must be submitted by Dec. 31, 2021. You and your physician must both complete and sign the form for it to be processed successfully. An Explanation of Benefits (EOB) from your insurance provider is not required.

**Q: Where can I find the 2021 Preventive Physical Form?**

The form is available at [www.mympcwellalways.com](http://www.mympcwellalways.com) by clicking "Print or Submit 2021 Preventive Physical Form". You can also log in to your wellness portal to download the form from the preventive physical slider on the dashboard or by visiting the "My Current Progress" tab. Print and take the form to your preventive physical and have your primary care provider complete and sign.

**Q: Does my primary care provider need to complete the form with my biometric values?**

While your biometric values are not required for your form to be processed, it is recommended that your provider includes them on the form so they can be uploaded to the portal. You will be able to see your vitals year over year and any improvements as you practice healthy habits.

**Q: What if I forget to bring the Preventive Physical Form to my appointment?**

A completed form, including the primary care provider's signature and contact information, is required to receive the wellness incentive. If you forget your form, revisit your primary care provider to obtain their signature.

**Q: How do I submit the required paperwork?**

You can securely upload your 2021 Preventive Physical Form online at [www.mympcwellalways.com](http://www.mympcwellalways.com) by clicking "Print or Submit 2021 Preventive Physical Form". You can also log in to your portal account and click the preventive physical slider link or the "My Current Progress" tab. The form is submitted to StayWell's partner, TotalWellness, for processing. If you are unable to submit online, you can send a secure fax to 402-939-0604.

**Q: What is the deadline to submit the required documentation to be eligible for the incentive?**

The deadline to submit your 2021 Preventive Physical Form to qualify for the 2021 incentive is Dec. 31, 2021. Late submissions will not be accepted.

**Q: How do I know if my form was received and processed?**

You will receive an email to the address provided on your form within two business days of submission. The email will confirm whether it was successfully processed or to notify you about any issues. If you do not receive a confirmation notice within two business days, please submit your form again.

**Q: Where can I see that I have earned the credit for submitting my form?**

Participants who have already submitted their form will see the credit on their portal dashboard. To check completion status, log in to [www.mympcwellalways.com](http://www.mympcwellalways.com) and click the "My Current Progress" tab. Credit for submitted forms will be posted within 10 business days of receipt.

**Q. What steps can I take to be sure my form is processed?**

Make sure you have printed clearly and double-check that your form includes signatures from you **and** your primary care provider. Include a valid email address on your form to receive notification confirming whether your form has been successfully processed. Proper submission instructions are included on the form.

**ONLINE HEALTH ASSESSMENT**

**Q. What is the online health assessment?**

The online health assessment is a 10-minute online questionnaire that is designed to help you discover how your everyday habits affect your health. The results and recommendations will identify habits you can adjust to feel your best.

**Q. When do I need to complete the online health assessment?**

You need to complete the online health assessment by Dec. 31, 2021 to receive the incentive.

**Q. How do I complete a health assessment?**

The online health assessment must be completed at [www.mympcwellalways.com](http://www.mympcwellalways.com). If you are a new user, you will be asked to complete the health assessment immediately following registration. You can also choose to complete it later. You can take the health assessment at any time in 2021 by clicking the link found on the left-side menu from your dashboard.

**HEALTHY ACTIVITY POINTS & TRACKING**

**Q. Where do I view and track activities to earn Healthy Activity Points?**

Start by logging in to the portal from [www.mympcwellalways.com](http://www.mympcwellalways.com) and click the "My Current Progress" tab to view all the point-eligible activities. Click on an activity for more details. Some activities will award points automatically (e.g. health coaching), whereas others are self-reported (e.g. flu shot and preventive screenings). You can check the tab to track your progress toward your payroll stipend and points.

**Q: Can I earn points for activities I completed prior to 2021?**

No. All activities including preventive screenings must be completed in 2021.

**Q: If I have physical disabilities, will I still be able to earn the incentive?**

Yes. The Well ALL Ways Incentive Program focuses on self-awareness and preventive care and has been developed to accommodate all levels of fitness and abilities.

**Q. What Level should I participate in this year?**

You can choose to join multiple levels this year to enjoy new e-learning sessions. After you complete your health assessment, you'll be asked which level you'd like to join. Guidance instructions are included to help you choose. You can also switch levels anytime by clicking the double arrow icon in the upper-right of your dashboard.

**Q: Can I participate in this program via my smartphone?**

Yes. You can visit the wellness portal using a Web browser on your smartphone. Or use the My StayWell app to register, take your health assessment, complete activities, and track your Healthy Activity Points on the go. The app is available on Google Play or the App Store.

**Q: How do I sync my device tracker to the program?**

To sync a device from your desktop computer, simply click the transmitter icon in the upper right navigation on the portal and select "Sync Devices/Apps". Select "Choose Source" and select the device source you'd like to connect. You will be prompted to enter the login credentials for your selected device/app.

In the My StayWell app, click the More icon, and select "Sync Device."

**Q: Which device trackers work with the program?**

Most major device trackers are compatible with the platform. These include Nokia (Withings), iHealth, Fitbit, MapMyFitness, Runkeeper, Strava, Movable, Misfit, Garmin, Fatsecret, MyFitnessPal, Vitadock, Microsoft Health, Apple Health kit (mobile app only). You must use the My StayWell app to sync to an Apple device.

**Q: Can I connect multiple trackers?**

Yes, but the platform will not combine your tracker totals. It only pulls the highest number from your trackers each day, and you can manually go back and adjust if necessary.

**ADDITIONAL INFORMATION AND RESOURCES**

**Q: Who is StayWell?**

StayWell is an independent company with more than 35 years of experience in the health and wellness industry. They are a team that knows how to engage, educate and motivate people to become active participants in their own health and well-being. StayWell is our partner in administering the Well ALL Ways Incentive Program, managing the wellness platform, and bringing you exciting new ways to earn incentive points.

**Q: How will StayWell manage my privacy?**

As a business associate of Marathon, StayWell is under contractual obligation to protect the information they maintain and adhere to HIPAA privacy and security regulations.

**Q: Who will see my personal health information?**

The self-reporting tracker tool will not ask for personal health information or test results. The online health assessment will collect results and those will be tabulated. StayWell will provide Marathon only combined group data and no personal individual data will be shared with Marathon.

**CONTACT INFORMATION**

**Q: Who do I contact if I have a question about the Well ALL Ways Incentive Program?**

- A Well ALL Ways Champion can provide assistance if your site or organization has one.
- Your HR Manager or HRC can also provide assistance.
- Contact Well ALL Ways at [WellALLWays@MarathonPetroleum.com](mailto:WellALLWays@MarathonPetroleum.com) or 866-808-5706.
- For questions regarding the portal, contact StayWell Customer Service by emailing [MPCSupport@StayWell.com](mailto:MPCSupport@StayWell.com) or calling 877-711-9311.
- StayWell Customer Service hours are 8:30 to 8 pm ET.