

## 2023 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 eligible 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 gift card drawings.

#### ELIGIBILITY

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

All regular full-time and part-time MPC employees are eligible to participate. Contractors, co-ops/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 enrollment.

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

Spouses/domestic partners who are enrolled in a 2023 MPC Health Plan are eligible to participate in the program. This includes those spouses/domestic partners enrolled in a Marathon Petroleum Medical 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 2023 are eligible to earn the incentive if all requirements are completed between their start date and the Dec. 31, 2023 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 with their primary care provider in 2023. Submission of a completed 2023 Preventive Physical Form is required. All requirements must be completed no later than Dec. 31, 2023.
  - Employees can earn an additional \$200 taxable payroll stipend if an **eligible spouse/domestic partner** (see above for eligibility details) registers on the wellness portal, has an annual preventive physical, and submits a completed 2023 Preventive Physical Form. Spouses/domestic partners need to register on the portal, but do not need to complete the online health assessment to earn the incentive. All requirements must be completed no later than Dec. 31, 2023.
- **Quarterly Gift Card Drawings:** Eligible employees and spouses/domestic partners can complete various wellness activities to earn Healthy Activity Points. For every 100 points earned, participants earn one (1) entry into quarterly drawings for \$50 gift cards. Entries will carry over for each quarterly gift card drawing for points earned in previous quarters.

**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. Each employee can earn the full incentive by each of you completing the employee requirements – 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)?**

You can find the status of your incentive on the homepage of the wellness portal. Log in to your portal account at [www.mympcwellallways.com](http://www.mympcwellallways.com) and scroll down to the Wellness Incentive Program section on the homepage. If the \$400 payroll stipend reward is marked as 100% complete, you should have already received your incentive or payment will be issued in one to two pay periods. You will also receive an email confirming you have earned the incentive once all requirements are met.

## **GETTING STARTED**

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

The wellness portal, managed by our well-being partner, WebMD, 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
- Sign up for health coaching
- And much, much more

**Q. Am I required to register on 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 2022 and created an account on the portal, you can login with your username and password created during registration.

**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. Click "Create Account".
4. Enter your employee ID (no leading zeros) in the registration ID field.
  - a. Spouses/domestic partners will enter the employee's ID followed by their own date of birth (mmdd) and legal first name with no spaces or special characters (Example: employee ID – 123456; spouse DOB – 09/27/1970; spouse name – Robert = **1234560927Robert**).
5. Create a username and password.
6. Enter your date of birth (mm/dd/yyyy).
7. Provide your email address.

8. Click to accept the Terms and Conditions and Privacy Policy.
9. Click "Go".
10. Answer the introductory questions.
11. Complete the health assessment under the "Recommended for You" section.

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

Yes. You can register using the *Wellness At Your Side* app. To register as a new user on the app:

- Download the *Wellness At Your Side* app from the App Store or Google Play
- Enter the connection code: **marathon**
- Click "Create Account"
- Follow the instructions on the app to finish your account registration, filling out the remaining account information, name, and password (see above).

## **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 2023 (Jan. 1 to Dec. 31). You will need to submit a completed 2023 Preventive Physical Form by Dec. 31, 2023 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. If you have a physical through a virtual (video) call, a completed 2023 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 a physical each year 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 administrator, such as Anthem, to ask if the claim was processed correctly.
- Q. Do I have to wait a full year (365 days) to complete my annual preventive physical in 2023?**  
No. If you are enrolled in MPC's Medical Plan, you are covered for one preventive physical per calendar year (Jan. 1 – Dec. 31). You are able to schedule your preventive physical earlier in the year than the previous year, although we recommend still trying to spread your visits out as close to one year as possible.

### **PREVENTIVE PHYSICAL FORM DOCUMENTATION REQUIRED**

- Q: What documentation is required when submitting for an annual preventive physical?**  
A completed 2023 Preventive Physical Form must be submitted by Dec. 31, 2023. You and your physician must both complete and sign the form for it to be processed successfully.
- Q: Where can I find the 2023 Preventive Physical Form?**  
The form is available at [www.mympcwellalways.com](http://www.mympcwellalways.com) by clicking "Print or Submit 2023 Preventive Physical Form". You can also log in to your wellness portal account to download the form from the "MPC Resources" tab under the "Earn the Payroll Stipend" section. 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 (preferred) your 2023 Preventive Physical Form online at [www.mympcwellalways.com](http://www.mympcwellalways.com) by clicking "Print or Submit 2023 Preventive Physical Form". You can also log in to your portal account and submit form on the "MPC Resources" tab under the "Earn the Payroll Stipend" section. The form is submitted to WebMD's partner, TotalWellness, for processing. If you are unable to submit online, you can send a secure fax to 402-939-0858.
- Q: What is the deadline to submit the required documentation to be eligible for the incentive?**  
The deadline to submit your 2023 Preventive Physical Form to qualify for the 2023 incentive is Dec. 31, 2023. 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 of 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 account. To check completion status, log in to your portal account at [www.mympcwellalways.com](http://www.mympcwellalways.com) and scroll down to the Wellness Incentive Program section to see if your preventive physical is listed as

complete by clicking “continue”. Your 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 your risk areas and the 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, 2023 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). Complete the health assessment right from the portal dashboard or from the hamburger icon in the upper right corner.

### **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 scroll down to the Wellness Incentive Program section and click “continue” under Quarterly Gift Card Drawing 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 this section to track your progress toward points and drawing entries.

**Q: Can I earn points for activities I completed prior to 2023?**

No. All activities including preventive screenings must be completed in 2023.

**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: 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 *Wellness At Your Side* 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 hamburger icon in the top right corner select “Sync Devices & Apps”. Select the device source you’d like to connect. Then select “Connect Account”. You will be prompted to enter the login credentials for your selected device/app.

In the *Wellness At Your Side* app, click the hamburger in the upper right corner, select “Sync Devices & Apps”. Select the device source you’d like to connect. Then select “Connect Account”.

**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, Polar, MyFitnessPal, Vitadock.

**NOTE:** You must use the *Wellness At Your Side* app to sync to an Apple or Google device. Upon logging in to the app for the first time, click “ok” to share data, then select the data you would like to share.

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

Yes, but the platform may combine your tracker totals resulting in totals that are higher than the actual. If your totals are off, you can manually go back and adjust if necessary.

**ADDITIONAL INFORMATION AND RESOURCES**

**Q: Who is WebMD?**

WebMD Health Services is part of the WebMD family and has been designing well-being programs for employers and health plans for over 20 years. WebMD’s mission is to enable people to live better lives by empowering decisions and actions that improve well-being and health outcomes.

WebMD is MPC’s partner in administering the Well ALL Ways Incentive Program, managing the wellness platform, and bringing you exciting new ways to earn incentive points.

**Q: What is WebMD ONE?**

WebMD ONE is an online platform that takes a thoughtful and personal approach to connecting individuals with the best solutions for their well-being needs. WebMD ONE offers personalized recommendations that help each individual set goals.

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

As a business associate of Marathon, WebMD 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 tools will not ask for personal health information or test results. The online health assessment will collect results and those will be tabulated. WebMD will provide Marathon with combined group data only 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.
- For questions regarding the portal or incentive status, contact WebMD Customer Service by calling 877-711-9311 or use the “Contact Us” option on the portal.
  - WebMD Customer Service hours are M-F, 8:30 am to 8 pm ET.
- [Create a case](#) in Workday and a Well ALL Ways professional will assist you.
- Contact Well ALL Ways at [WellALLWays@MarathonPetroleum.com](mailto:WellALLWays@MarathonPetroleum.com) or 866-808-5706.