



City of Tucson – MotivateMe 2020-2021 Frequently Asked Questions

Q. What is MotivateMe?

A. MotivateMe rewards you with points for taking actions to improve your health. Earn 250 points to receive your first \$150 gift card raffle entry. Earn an additional raffle entry for every additional 100 points you earn.

Q. Who is eligible?

A. Employees who are enrolled as primary subscribers in the City’s active employee medical program may join.

Q. Will my personal results be shared with my employer?

A. No. Only Cigna and your providers have access to your health information. The City receives statistics that reflect combined numbers of all plan participants and uses the data to design wellness programs that bring value to plan participants.

Q. How do I get started and track my progress?

A. Access MotivateMe through mycigna.com. Click on “wellness”, then “incentive awards”.

Q. I want to earn points by taking the health assessment. How do I access it?

A. You also access the health assessment through mycigna. Click on “wellness” and then “my health assessment”.

Q. How do I earn the biometric points?

A. Take the Wellness Screening Form to your preventive care visit, and have your physician complete it and submit it to Cigna (electronically, by fax, or by mail). You can find the form on mycigna within MotivateMe in the “biometric health screening goal”.

Q. When will myCigna show that I have completed the activities?

A. Some activities take time to process and show up in MotivateMe:

Health Assessment:	Up to 2 business days
Biometrics:	LabCorp or Quest claims are posted to MotivateMe in approximately 5 business days. Physician- completed forms may take up to 6 weeks.
Telephonic Health Coaching:	5 business days after completing the program
Preventive Care:	6-8 weeks



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Q. How do I sign up for Cigna coaching?

A. Representatives at 800-244-6224 can help you sign up. Eligibility requirements may apply.

Q. If I completed a goal prior to July 1st, 2020, will that count?

A. Only activities completed between July 1, 2020 and June 30, 2021 are eligible for points under this year's program.

Q. How are monthly winners selected?

A. Winners are selected at random through an electronic generator that pulls ID numbers from a list of participants who meet requirements.

Q. When are winners announced?

A. Please allow up to 8 weeks from the end of the month in which you reach 250 points for winners to be announced. For example, we will announce and deliver gift cards to August winners by the end of October.

Q. How will I know if I won, and how will I receive my \$150 gift card?

A. If your ID number is one of the lucky winners, you will receive an email to your City email address with details. If you don't have a City email address, we will reach out through a personal email address or by phone.