

# Wellness Incentive Program

## Additional Biometric Screening Details

For the most accurate biometric screening results, follow these steps:

- Fast for a minimum of 8 hours, preferably 12 hours before your blood draw
- Stay hydrated: Drink plenty of water to assist with the blood draw process
- Consider screening in the morning after an overnight fast
- Avoid exercise the morning of your blood draw
- Note that glucose and blood pressure are optional measures, and may not be covered as preventive through your medical plan

## Registration Tips

The registration key is "**MetallicProgram**" (no space, case sensitive).

If calling Quest, use "MetallicProgram" instead of employer/company name for verification.

Click to view [Registration video](#)

## NEW PARTICIPANTS

From your Well-being Journey, click Schedule to be redirected to Quest Diagnostics

1. The registration key is "MetallicProgram" (no space, case sensitive)
2. Enter your medical plan member ID and birth date as instructed
  - a. Member ID is 9 digits; enter numbers only (for example: 123456789)
  - b. Do NOT include letters or -00 when registering on Quest Diagnostics
3. Proceed to select your screening method

## RETURNING PARTICIPANTS

From your Well-being Journey, click Schedule to be redirected to Quest Diagnostics

1. Log in with the Username and Password created in prior year
  - a. If needed, use "Forgot Your Password" or "Forgot Your Username" links
2. If your medical plan member ID has changed, please follow New Participants instructions

Additional details by screening method follows:

### QCard (Home test kit)

Quest Diagnostics Qcard is an option to test within the comfort of your home. Click to view [Qcard demo video](#).

- You must register and order the Qcard by the end of the second month your medical plan begins.
  - Register by going to your Well-being dashboard during activity eligibility period and click Schedule on the Complete your Biometric tile. You will be redirected to Quest log in.
- **NOTE: Qcard must be returned and processed by the third month to qualify.**
  - It will take 7-10 business days for your Qcard to arrive at the location you specify, and 7-10 business days to get back to Quest for processing.
  - It may take up to 45 days from ordering date to results posting to your profile. Remember, biometric screening must be started and completed during your activity eligibility period to qualify.
- Height and Weight are required metrics.
  - Your results will not process if these values are not provided.
  - Blood pressure is optional. If you do not know your blood pressure, it does not need to be entered. You may choose to visit a local pharmacy to obtain your blood pressure.

### *Physician Results Form*

A Physician Form is a form your provider would complete with blood work results collected during your activity eligibility period. Click to view [Physician Form demo video](#)

- You must register each year and download your unique form for your provider to complete.
  - Register by going to your Well-being dashboard during activity eligibility period and click Schedule on the Complete your Biometric tile. You will be redirected to Quest log in.

**NOTE:** The date range "Testing and Measurements Must be Completed" on the physician fax is NOT your individual activity eligibility period, but the length in which the entire program is available to all members.

- Your individual activity eligibility period is the first few months of your group's medical plan effective date.
  - Check with your employer to determine your effective date and confirm activity eligibility period.
- **Biometrics blood draw must be both collected and received within your specific activity eligibility period.**
  - Total Cholesterol, Height and Weight are required metrics and your results will not process if these values are not provided.
  - Glucose and blood pressure are optional measures.
  - Work with your provider to ensure preventive coding is used for your blood draw claim. To understand what is, or is not, covered as a preventive service, please call the Customer Service number on the back of your medical plan member ID card.
- Physician signature is required as validation on form and results will not process if signature is missing.
  - Completed and signed form may be faxed to Quest at 1 (844) 560-5221, or electronically uploaded through your Quest profile.
- It is strongly suggested that you retain a completed and signed copy of the form.
- If you have additional questions about the status of your results form/fax, you can call Quest customer service, three business days after the fax was submitted, at 1 (855) 623-9355.
  - Refer to "MetallicProgram" when asked for employer name.

### *Patient Service Centers*

Quest Diagnostics Labs Patient Service Centers are facilities where you can get blood work performed. Click to view [Patient Service Center demo video](#).

- You must pre-register and schedule an appointment prior to visiting your local Quest labs Patient Service Center.
  - Register by going to your Well-being dashboard during activity eligibility period and click Schedule on the Complete your Biometric tile. You will be redirected to Quest log in.
- During scheduling, you'll be able to search for, and select, Patient Service Center locations nearest to you.

### *Need Further Assistance?*

You may call Quest customer service for assistance with your screening options.

If you Call Quest at 1 (855) 623-9355, you will be asked for your employer name.

**Refer to "MetallicProgram" when asked for employer name.**

For additional assistance, please call the Customer Service number on the back of your medical plan member ID card.