

2026 U.S. Wellness Activities — Frequently Asked Questions (FAQs)



Table of Contents

Overview	2
Getting started on your 2026 U.S. Wellness Activities	3
Health risk assessment	4
Health screening.....	4
Annual physical with PCP attestation	5
Primary care provider (PCP)	5
U.S. Wellness Activities results and completion status	6
Additional resources.....	6
Have a technical question?.....	7

Overview

What are the three 2026 U.S. Wellness Activities?

Bank of America continues to deliver on our commitment to be a Great Place to Work by providing benefits, programs and resources to support your wellness. Learn more about your health and keep a wellness credit of up to \$500 (or up to \$1,000 for you and a covered spouse or partner) by completing and submitting your three 2026 U.S. Wellness Activities by the **Feb. 28, 2026**, deadline.

You can complete your 2026 U.S. Wellness Activities on My Wellness with Well. You will no longer use Personify Health (formerly Virgin Pulse).

Complete your 2026 U.S. Wellness Activities with Well



Keep \$250

A. Complete and submit your health risk assessment + health screening for this year.



Keep an additional \$250

B. Attest to your annual physical with a primary care provider (PCP).



Keep up to an additional \$500

C. Invite your covered spouse or partner to join Well (2026 Wellness Programs > Invite dependents), so they can complete their activities.

To keep the credit, you must complete both A and B by the deadline. If only B is completed, you won't keep any credit. The same is true for any covered spouse or partner, if applicable.

Automatically receive credit for your health screening and PCP attestation — with no forms to fill out or submit when you complete your annual physical with your PCP. You must be currently enrolled in one of Bank of America's national medical plans.

How do the 2026 U.S. Wellness Activities work?

- Complete and submit your health risk assessment and health screening on [My Wellness](https://mywellnessbofa.com) (or mywellnessbofa.com if not on the bank network) to keep a \$250 credit.
- Attest that you have a primary care provider (PCP) and have had an annual physical with your PCP within the last 12 months to keep an additional \$250 credit. (Your physical can occur in-office or through a virtual visit, with programs like [Teladoc Health's Primary Care](#).)
- When your covered spouse or partner completes and submits their three activities on mywellnessbofa.com by the **Feb. 28, 2026, deadline**, you keep an additional wellness credit of up to \$500!

Automatically receive credit for your health screening and PCP attestation activities — with no forms to fill out or submit — when you complete your annual physical with your PCP. You must be currently enrolled in one of Bank of America’s national medical plans.

While Bank of America’s onsite screenings can provide immediate information about your health, they should never take the place of an annual physical with your PCP.

Why should I participate in the 2026 U.S. Wellness Activities?

Not only will you learn more about your health, nutrition and the importance of physical activity, but you’ll also have the opportunity to keep a wellness credit of up to \$500 toward your annual medical plan premium by completing and submitting all three 2026 U.S. Wellness Activities by the **Feb. 28, 2026, deadline**.

Getting started on your 2026 U.S. Wellness Activities

How do I register and log in to My Wellness?

For detailed My Wellness registration and log in information, review the step-by-step instructions provided in the [2026 U.S. Wellness Activities — Getting Started Guide](#).

When can I start completing my 2026 U.S. Wellness Activities?

- If you have medical coverage in 2025 and are continuing coverage for 2026, you can complete and submit your three wellness activities on [My Wellness](#) (or [mywellnessbofa.com](#) if not on the bank network), starting in October.
- If you enroll in medical coverage for the first time during 2026 U.S. Annual Benefits Enrollment, you can begin your three wellness activities on [My Wellness](#) on **Jan. 1, 2026**, when your medical coverage begins.
- Your covered spouse, partner, or other adult dependent can also begin their 2026 U.S. Wellness Activities on [mywellnessbofa.com](#) in October or when your medical coverage begins on **Jan. 1, 2026**.
Note: You will need to invite your spouse or partner to join My Wellness if they are not already a Well member. Step-by-step instructions are provided in the [2026 U.S. Wellness Activities — Getting Started Guide](#).
- If you newly enroll in medical coverage on or after Jan. 1, 2026, you can start your wellness activities on the day your medical coverage takes effect. You have two months after your medical coverage takes effect to complete the activities on [My Wellness](#) where you can also find your exact deadline.

What is the deadline to complete and submit the 2026 U.S. Wellness Activities?

- If you have medical coverage in 2025 and are continuing medical coverage for 2026, you can complete and submit the three U.S. Wellness Activities starting in October on [My Wellness](#). Your deadline is **Feb. 28, 2026**.
- Your covered spouse or partner can also begin their wellness activities on [mywellnessbofa.com](#), starting in October. Their deadline to submit all three wellness activities is also **Feb. 28, 2026**.

- If you and a covered spouse or partner are newly enrolled in medical coverage for the first time during 2026 U.S. Annual Benefits Enrollment, you can begin your three wellness activities on [My Wellness](#) (or [mywellnessbofa.com](#) if not on the bank network) on **Jan. 1, 2026**, when your medical coverage begins. Your deadline is two months after your medical coverage takes effect.

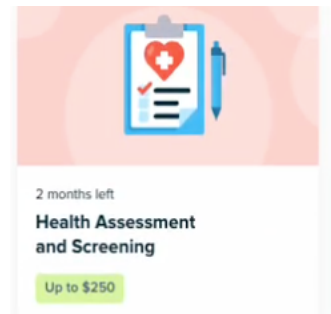
Health risk assessment

What is the health risk assessment?

The health risk assessment is a series of questions to help you assess your personal health. After you finish, you'll receive a summary of your overall health. The assessment is not a substitute for seeing your PCP annually, and it will not provide a medical diagnosis.

Where do I find the health risk assessment?

To complete and submit your health risk assessment, visit [My Wellness](#) (or log in to [mywellnessbofa.com](#) if not on the bank network). Then, go to **2026 Wellness Programs** on the home screen and select **Health Assessment and Screening**. Follow the instructions to complete.



When can I complete the health risk assessment?

You can complete and submit the health risk assessment beginning in early October and submit by your deadline of Feb. 28, 2026. These dates also apply to your covered spouse or partner.

Health screening

What types of visits complete the health screening wellness activity?

If you're currently enrolled in one of our national medical plans and complete your annual physical visit with your primary care provider (PCP) between March 1, 2025, and Feb. 28, 2026, the health screening and PCP attestation activities will automatically be registered as completed, with no forms to fill out or submit. Medical providers will supply that information to [mywellnessbofa.com](#) for an automatic completion of that wellness activity.

Note: *If you do not complete your health screening with your PCP, you will need to complete your annual physical with your PCP attestation activity separately.*

Will the cost of my health screening be covered at 100% if I go to my doctor?

Yes, if your primary care provider (PCP) is an in-network provider, the measurements that complete the 2026 U.S. Wellness Activities' health screening (height, weight, waist, blood pressure, total cholesterol, body mass index and A1c) are considered among certain preventive services that are covered at 100%.

Note: *You will be billed if your doctor provides other services or runs other tests outside of what is considered a preventive care visit.*

What is the difference between a health screening and a primary care visit/annual physical?

Your health screening includes the measurement of your height, weight, waist, blood pressure, body mass index, A1c and total cholesterol. An annual physical is an exam with your PCP (or someone working under their supervision) in a provider office or through a virtual appointment. An exam would typically include a review of medical history, checking of vital signs, and examination of the heart, lungs, head, neck, abdomen and extremities. It may also include screenings, such as a health screening, skin exam or depression screening.

While a health screening can provide immediate information about your health and satisfies the health screening wellness activity, it should not take the place of an annual physical with your PCP.

The attestation activity — that you have a PCP and have had an annual physical with them in the last 12 months — will need to be completed separately.

What happens if I (or my covered spouse or partner) fail the health risk assessment or health screening?

Wellness activities are not assessed on a pass/fail basis. The results are intended to provide a personalized summary of your health. If you complete and submit both the health risk assessment and health screening by the deadline, you will keep the \$250 wellness credit, regardless of results.

If biometrics from my health screening are incorrect, how do I have them corrected?

Contact your medical provider if biometrics appear to be incorrect.

Where do I get the form to complete my health screening at a CVS MinuteClinic®?

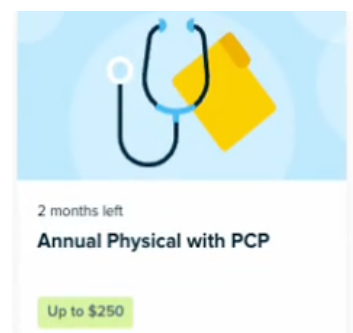
To complete your screening at a CVS MinuteClinic, you must have either a paper or digital copy of the CVS-specific form with you to ensure the screening is processed correctly. From **My Wellness > 2026 Wellness Programs > Health assessment and screening card > Health screening > CVS Minute Clinic**.

- *Note: CVS MinuteClinic is not considered an “in network” provider for employees and their spouses/partners living in Alabama, Delaware, Ohio and Rhode Island, who are enrolled in the Anthem medical plan. Any services provided by CVS MinuteClinic for these members will be considered out-of-network, and you may incur a fee for services.*

Annual physical with primary care provider (PCP) attestation**What is an annual physical with PCP attestation?**

An attestation is one of the three 2026 U.S. Wellness Activities that a participant must complete and submit to keep the additional \$250 credit toward their annual medical plan premium. In order to keep the full \$500 credit, the participant must also complete and submit the health risk assessment and the health screening.

Complete the attestation on [My Wellness](#) (or mywellnessbofa.com if not on the bank network) that you have had an annual physical with your PCP within the last 12 months.



Employees and covered spouses or partners, currently enrolled in one of Bank of America’s national medical plans, automatically receive credit for their health screening and PCP attestation — with no forms to fill out or submit — when they complete their annual physical with their PCP from March 1, 2025, to their wellness activities deadline.

Teammates can schedule an in-office visit with their PCP or schedule a virtual annual physical with a [Teladoc Health’s Primary Care](#) board-certified doctor who can serve as your virtual PCP.

Note: Schedule your Teladoc Health appointment as soon as possible, as appointment times fill up quickly.

Primary care provider (PCP)

How do I find a primary care provider?

If you are enrolled in one of the following bank medical plans, select the appropriate link below to find a PCP in your network:

- [Find Aetna network providers](#)
- [Find Anthem network providers](#)
- [Find UnitedHealthcare network providers](#)
- [Find Kaiser Permanente network providers](#)

You can also use these resources to find a PCP:

- [Teladoc Health’s Primary Care](#) board-certified doctors can serve as your virtual PCP.
 - Schedule your appointment soon as possible, as appointment times fill up quickly.
- Ask your [Well Guide](#) to set up a primary care doctor appointment for you.
 - Kaiser Permanente members cannot schedule their primary care provider (PCP) visit through Well.

How do I find a primary care provider who is accepting new patients?

Contact the customer service number located on your medical plan ID card.

U.S. Wellness Activities results and completion status

How can I check my U.S. Wellness Activities completion status?

If you and/or your spouse or partner are currently enrolled in a bank medical plan, you can check the status of your health risk assessment, health screening and PCP/annual physical attestation by visiting [My Wellness](#) (or [mywellnessbofa.com](#) if not on the bank network), starting in October. Go to **2026 Wellness Programs** on the home page. Both the **Health Assessment and Screening** and **Annual Physical with PCP** cards will be marked “Complete” if you’ve completed all activities.

What do I need to do if I've completed my health risk assessment and/or health screening, but it's still showing incomplete?

Results may take up to 21 days to post after you complete and submit your health risk assessment and health screening information. If completed on a physician’s form, check with your provider first to verify that they submitted the form on your behalf. Otherwise, check the completion status a week later. If you have questions,

contact Well Member Services via chat within the mobile app, email bofa.mywellness@support.well.co or call **1-844-939-5100**. Well Member Services is available Monday through Friday, 8 a.m. to 9 p.m. Eastern.

Who gets a copy of my health risk assessment, health screening results and/or attestation?

The privacy and security of your personal information is extremely important to Bank of America and Well. Your health information, as reflected in your health risk assessment, health screening and PCP/annual physical attestation are kept confidential, and personal results are not shared with Bank of America or medical carriers in any identifiable format.

Screening results will only be shared with your medical carrier or other third parties who have developed specific programs for Bank of America employees and will only be used to provide you with important information about your health. However, whether or not these activities are completed is shared with Bank of America by Well in order to administer the wellness program. Please review the [Well Health Privacy Well Health Privacy Policy](#).

Additional resources

If I'm pregnant or have a medical condition, am I required to complete and submit all three U.S. Wellness Activities to be eligible for the wellness credit?

- If you're pregnant, or if it is medically inadvisable or unreasonably difficult for you to participate in the health risk assessment, health screening or PCP/annual physical attestation, you can send a picture of a Healthcare Provider Medical Waiver form, signed by your health care provider, through chat to a Well Guide or to bofa.mywellness@support.well.co.
- The medical waiver form is available on the Help Page accessed through the Well Web Portal or Well mobile app.
- Your provider will indicate whether the waiver is for the health risk assessment, the health screening, and/or the PCP/annual physical attestation. **If your waiver is only for one of the three activities, you will need to complete the other activities by the Feb. 28, 2026, deadline to maintain your wellness credit.**

***Note:** Your Medical Waiver Form could be denied if all required fields are not completed. You will receive a notification asking you to resubmit the form with all required information.*

Have a technical question?

Contact Well Member Services through the chat function on the home screen of the web or mobile platform, email bofa.mywellness@support.well.co or call **1-844-939-5100**. Well Member Services is available Monday through Friday, 8 a.m. to 9 p.m. Eastern.

Can both me and my spouse or partner use the same email address for our profiles on My Wellness?

Having an individual email address is recommended since it allows you to easily identify information specific to you. Your email address is connected to your profile on [My Wellness](#) (or mywellnessbofa.com off the bank network), which provides access to some of your personal health information, including weight, blood pressure and cholesterol measurements. Your email address is used to communicate with you about administrative tasks for your unique profile on My Wellness, including password resets and other needs.

How do I rejoin Well if I previously requested my account be deleted?

To register, you'll need to contact Well Member Services at **844.939.5100** or bofa.mywellness@support.well.co, Monday through Friday, from 8 a.m. – 9 p.m. Eastern.

Note: It will take 3–5 business days to reinstate your account.

How do I reset my password on My Wellness?

If you're using SSO on the Bank of America network, you will not need a password. If you are signing in through mywellnessbofa.com off the network or through the Well mobile app, select **Forgot password** and enter the email address you use to access Well or your mobile phone number.

What happens to my My Wellness account if I leave Bank of America?

You will lose access to the account within one to two weeks of your last day of employment with Bank of America, and will no longer be able to access [My Wellness](#).

Why do I need to provide my username and password when accessing the Well mobile application, but not when accessing from my work computer?

For active teammates, single sign-on (SSO) is enabled only for web access, not for the Well mobile application. Users will continue to enter their email address and password. If you need help with your username or password, select the **Forgot Username** or **Forgot Password** links on the mobile log-in screen.

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