

## Frequently Asked Questions about 2026 U.S. Wellness Activities

(COBRA participants)



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, plus keep a wellness credit of up to \$500 (up to \$1,000 for you and a covered spouse or partner) by completing and submitting your three 2025 U.S. Wellness Activities **by the Feb. 28, 2026 deadline.**

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

The three wellness activities are:

- Complete and submit your health risk assessment and health screening
- Attest to having your annual physical with a primary care provider (PCP) in the last 12 months.

**Note:** For additional information on your 2026 U.S. Wellness Activities, contact Well Member Services at [bofa.mywellness@support.well.co](mailto:bofa.mywellness@support.well.co) or call 1-844-939-5100.

### 2. Am I eligible for the \$500 credit for completing my wellness activities?

No. While you are eligible to participate in the 2026 U.S. Wellness Activities to learn more about your health, you are not eligible to receive the wellness credit toward your COBRA medical plan premium.

### 3. How do I register and log in to the My Wellness platform for the first time?

- Visit [mywellnessbofa.com](https://mywellnessbofa.com).
- Select **Join Well**.
- Select **Sign up** with email and password. Enter your preferred personal email, date of birth, and personal mobile phone number.
- Select **Activate account**.

- Create your password, enter verification code sent to your email or personal mobile phone and review legal disclosures and agreements to reach the home page.
- Learn how to complete your Wellness Activities on the **Home page > 2026 Wellness Programs**.

**4. How do I check the completion status of my wellness activities?**

If you and/or your spouse or partner are currently enrolled in a bank medical plan, you can check the status of your wellness activities by logging in to [My Wellness \(mywellnessbofa.com\)](https://mywellnessbofa.com).

**Note:** Health screening results may be delayed up to **21 days** after you complete and submit them.

**5. How does my spouse or partner join My Wellness?**

- After you send your spouse or partner an invite to join **My Wellness**, they should follow these steps:
- Visit **mywellnessbofa.com**.
- Select **Join Well**.
- Select **Sign up with email and password**, and enter the email where they received their invitation, date of birth, and personal mobile phone number.
- Select **Activate account**.
- To reach the **My Wellness** home page, create your password, enter the verification code sent to your email or personal phone, and review legal disclosures and agreements.

## Health Screening

**6. When can I schedule my health screening?**

If you and your covered spouse or partner are currently enrolled in a Bank of America medical plan, visit [My Wellness \(mywellnessbofa.com\)](https://mywellnessbofa.com) to see the options to complete your health screenings. Health screening results may be delayed up to **21 days** after you complete and submit them.

**7. What type of physician visits count for completing the health screening activity?**

Most preventive type visits count — annual checkups, for example. For more information, please contact your medical insurance provider.

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

Yes, if your provider is an in-network provider, the elements of the 2026 U.S. Wellness health screening activity (measurement of your height, weight, waist, blood pressure, A1C, and total cholesterol) are considered among certain preventive services that are required to be covered at 100%.

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

**9. Where can I view my health screening completion ?**

Health screening results can be found on [My Wellness \(mywellnessbofa.com\)](https://mywellnessbofa.com). Go to **2026 Wellness Programs** on the home screen, select **Health Assessment and Screening** and follow the instructions.

**10. I've completed my health screening, but it's still showing incomplete.**

- Results may be delayed up to 21 days after you complete and submit your health screening information. If completed through a physician form, be sure to check with your physician 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 Center at **844.939.5100** or visit [bofa.mywellness@support.well.co](mailto:bofa.mywellness@support.well.co).

**11. Can I (or my spouse or partner) visit a physician to complete a health screening?**

Yes. Certain preventive care visits may complete your health screening requirement without needing to submit a form. Appointments must be completed at least 45 days prior to your wellness deadline of Feb. 28, 2026. Contact your medical insurance provider if you have additional questions. Additional screening options are available on [My Wellness](https://mywellnessbofa.com) ([mywellnessbofa.com](https://mywellnessbofa.com)).

**12. I'm concerned that someone is going to see my results or my spouse/partner's results. Who gets a copy of the wellness activity results?**

The privacy and security of your personal information is extremely important to Bank of America and Well. Your health information, including your health risk assessment and health screening results, is kept confidential. Personal results aren't shared with Bank of America or medical carriers in any identifiable format.

## Technical Questions

**13. How do I reset my password?**

Go to [My Wellness](https://mywellnessbofa.com) ([mywellnessbofa.com](https://mywellnessbofa.com)) if you don't recall your password. Select 'Forgot password' to create a new password and verify your password through a verification code. Once you enter the verification code, you will see the web home page.

## Additional Resources

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

To complete your screening at a CVS MinuteClinic, you must have the CVS-specific form with you — either paper or electronic — to ensure the screening is processed correctly.

Download the required form on [My Wellness](https://mywellnessbofa.com) ([mywellnessbofa.com](https://mywellnessbofa.com)).

**Note:** CVS MinuteClinic is not considered an "in network" provider for employees and their spouse/partner 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.

**15. Is my health information confidential, and how is it shared?**

The privacy and security of your personal information is extremely important to Bank of America and Well. Your health information is kept completely confidential and not shared with Bank of America or medical carriers in any identifiable format. Well will provide a report to Bank of America with information only reflecting the rewards earned by each participant at the end of the program year to award the incentives. Bank of America will receive aggregate reporting to help guide future wellness program design.

**16. What is the Well Member Services phone number and service hours?**

For additional information, contact Well Member Services at [bofa.mywellness@support.well.co](mailto:bofa.mywellness@support.well.co); Chat with a Well Guide at [app.well.co/chat](https://app.well.co/chat), or call **844.939.5100**, Monday through Friday, 8 a.m. – 9 p.m. Eastern. Emails will be answered in the order that they are received, generally within one business day.

**17. What is the GHR Service Center phone number and service hours?**

- Contact the GHR Service Center by phone, **800.556.6044**, Monday through Friday from 8 a.m. – 8 p.m. Eastern (excluding certain holidays).

**18. What is the Quest Diagnostics phone number and service center hours?**

- Contact Quest Diagnostics by phone, **855.324.7471**, Monday through Friday from 7 a.m. – 7 p.m. and Saturday 7:30 a.m. – 2 p.m. Central.

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