

## 2026 U.S. Wellness Activities FAQs for Newly Enrolled teammates and covered spouses or partners.



Bank of America supports your physical wellness by focusing on prevention. Understanding your numbers and providing programs, like the 2026 U.S. Wellness Activities program, can help you take care of yourself and your loved ones. Let's get started!

### 1. How do I register and log in to My Wellness?

- Bank of America teammates can create an account on [Well](#) to access **My Wellness**, the home for the U.S. Wellness Activities, onsite Flu and Health Screening clinics and the Global Get Active! Challenge. When visiting **My Wellness**, you'll find important health metrics, educational information, as well as resources to support your wellness.
- For detailed **My Wellness** registration and log-in information, review the step-by-step instructions provided in the [2026 U.S. Wellness Activities — Newly Enrolled Getting Started Guide](#).

### 2. How do I download the Well mobile app to my personal device?

Bank of America teammates enrolled in a bank national medical plan – Aetna, Anthem or United HealthCare – can download the Well Digital app from the App Store or Google Play to their personal device by following these steps:

- Select Activate account.
- Enter your personal mobile phone number, Bank of America email address, and date of birth (no activation code is needed).
  - If not actively at work (such as on a leave of absence), enter preferred personal email address.
- Select Continue.
- Create your password, enter the verification code sent to your email or phone, review legal disclosures and agreements.
- You will then see the Well home page.
- Have questions? Contact Well Member Services through the web home screen, email

[bofa.mywellness@support.well.co](mailto:bofa.mywellness@support.well.co) or call 1-844-939-5100.

**3. How does a covered spouse or partner join My Wellness?**

- If a covered spouse or partner is not a Well member, the bank teammate must invite them to create a Well account before they can complete their 2026 U.S. Wellness Activities and keep an additional credit of up to \$500.

From **My Wellness** (or [mywellnessbofa.com](http://mywellnessbofa.com) if not on the bank network), the bank teammate should:

- Select the **Invite a dependent** card.
- Enter the **covered spouse or partner's** email address.
- **Well will send an invitation** to the covered spouse or partner.

After covered spouse or partner receives the invitation, they can join Well by following 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 a password, enter the verification code sent to an email or personal phone, and review legal disclosures and agreements.

**Your 2026 Wellness Activities**

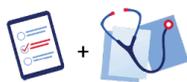
**4. What are the three 2026 U.S. Wellness Activities?**

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 last 12 months.

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

**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.

**5. What do I need to do to complete my three U.S. Wellness Activities?**

- Bank of America teammates complete and submit their health risk assessment and health screening on [My Wellness](#) (or log in to **mywellnessbofa.com** if not on the bank network).
- Attest that they have a primary care provider (PCP) and have had an annual physical with their PCP within the last 12 months to keep an additional \$250 credit. (The physical can occur in-office or through a virtual visit, with programs like [Teladoc Health's PrimaryCare360](#).)
- When your covered spouse or partner completes and submits their three activities on **mywellnessbofa.com** within two months of the effective date of your medical coverage, you keep an additional wellness credit of up to \$500!

**Did you know...**

If you are enrolled in a bank medical plan and complete an annual visit with your PCP by your U.S. Wellness Activities deadline, your health screening and PCP attestation activities will automatically be marked as complete, **with no forms to fill out or submit!**

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

- Newly enrolled teammates, as of Jan. 1, 2026, can start on their three wellness activities on [My Wellness](#) (or log in to **mywellnessbofa.com** if not on the bank network) when their medical coverage begins.
- Newly enrolled covered spouses or partners can also begin their 2026 U.S. Wellness Activities on **mywellnessbofa.com** after their medical coverage begins on **Jan. 1, 2026**, and after they have opened a Well account.
- Newly enrolled teammates and covered spouses or partners have two months after medical coverage takes effect to complete the activities on [My Wellness](#) (or **mywellnessbofa.com** if not on the bank network).

**7. When is my deadline to complete and submit my 2026 U.S. Wellness Activities?**

- The three U.S. Wellness Activities must be completed **within two months** of the effective date of the medical coverage to keep the wellness credit.
- Confirm your deadline by visiting [My Wellness](#) (or **mywellnessbofa.com** if not on the bank network).

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

- If a bank teammate and their spouse or partner are currently enrolled in a bank medical plan, they can check the status of their wellness activities by logging in to [My Wellness](#) (or to **mywellnessbofa.com** if not on the bank network).

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

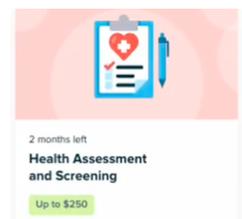
**9. Why should I participate in the 2026 U.S. Wellness Activities?**

- Not only will you learn more about your health, nutrition and the importance of physical activity, 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 **within two months of the effective date of your medical coverage**.

**Health risk assessment**

**10. 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.



**11. Where do I find the health assessment online?**

- 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.

**12. When can I complete the health risk assessment?**

- You can complete and submit the health risk assessment **within two months of the effective date of your medical coverage** to keep the wellness credit. These dates also apply to your covered spouse or partner.

**13. How do I view my health risk assessment results?**

- Visit [My Wellness](#) and select > **My Health** > **Wellness** > **Your Summary**.

## Health screening

**14. Will 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 of your height, weight, waist, blood pressure, total cholesterol, body mass index and A1c are considered among certain preventive services that are covered at 100%.
- You will be billed if your doctor provides other services or runs other tests outside of what is considered a preventive care visit.

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

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

**16. 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.

**17. 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.
- To download the required form: Sign in to [My Wellness](#) > **2026 Wellness Programs** > **Health assessment and screening card** > **Health screening** > **CVS Minute Clinic**.

- 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.
- Kaiser Permanente members cannot complete their health screening at a CVS MinuteClinic.

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

- If biometrics appear to be incorrect, contact your medical provider.

**19. 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.
- As long as you complete and submit both the health risk assessment and health screening by your deadline, you will keep a wellness credit of up to \$250, regardless of results.

## Attestation

**20. What is the third 2026 U.S. Wellness Activity — the attestation?**

- The attestation is one of three 2026 U.S. Wellness Activities that you must complete and submit by your deadline to keep the additional \$250 credit toward your annual medical plan premium.
- Confirm online that you have a primary care provider (PCP) and have had an annual physical with your PCP within the last 12 months.
- You can schedule an in-office visit with your PCP or schedule a virtual annual physical with a [Teladoc Primary360](#) board-certified doctor who can serve as a virtual PCP.
- To keep the full Wellness credit of up to \$500, you must also complete and submit the health risk assessment and the health screening by your deadline.

## Primary care provider (PCP)

**21. If I visit my primary care provider (PCP) to complete my health screening, do I still need to visit an onsite health screening?**

- No, if you visit your PCP for your annual visit, you do not need to complete an onsite health screening visit. During your PCP visit, you are typically screened for the same measurements as you would be screened for at an onsite.

**22. I don't have a primary care provider (PCP), how do I find one?**

- If you are enrolled in one of the following bank medical plans, click on the appropriate link below to find a PCP in your network:
  - [Find Aetna network providers \(Aetna DocFind\)](#)
  - [Find Anthem network providers \(Anthem\)](#)
  - [Find UnitedHealthcare network providers \(UnitedHealthcare\)](#)
  - [Find Kaiser Permanente network providers](#)
- [Teladoc Primary360](#) board-certified doctors can also serve as your virtual PCP. Schedule your appointment soon as possible as appointment times fill up quickly.

**23. How do I find a PCP who is accepting new patients?**

- Contact the Customer Service number located on your medical plan ID card.

## Results and completion status

**24. Where can I view my health screening results?**

- Health screening results are shown on [My Wellness](#) > MyHealth > Wellness > Your Summary. On the mobile app, the Stats page is located at the top of the navigation menu, on Home tab.

**25. How can I check my 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 log in to [mywellnessbofa.com](http://mywellnessbofa.com) if not on the bank network).
- 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.
- Your health screening results may take up to **one week** to appear in your Well account after you complete and submit them.

**26. I've completed my health risk assessment and/or health screening but it's still showing incomplete. When will I see my results in Well?**

- Results may take up to 21 days to post after you complete and submit your health risk assessment and health screening.
- 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](mailto: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.

**27. Who gets a copy of my health questionnaire, screening results 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 questionnaire, health screening and/or attestation, is kept confidential and personal results aren’t shared with Bank of America 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 these activities are completed is shared by Well to Bank of America in order to administer the wellness program. Please review Well Privacy Policy located on the Profile page.

## Additional resources and support

**28. If I am 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, send a photo 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](mailto: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 PCP will indicate whether the waiver is for the health risk assessment, 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 your deadline to maintain your wellness credit.
- 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.

**29. 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](https://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.

**30. 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](#).

**31. How do I reach My Wellness Member Services Center if I have a question?**

- 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.

**32. 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).

**33. 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.

**34. 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](https://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.

**35. 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](#).

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.

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