

## 2026 Wellness Credit Removal Frequently Asked Questions

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

- Health Risk Assessment
- Health Screening
- Attestation of primary care provider (PCP)/annual physical within the past 12 months

**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.

If you're pregnant, or if it was medically inadvisable or unreasonably difficult for you to participate in the health risk assessment, health screening or PCP/annual physical attestation, you had the option of sending 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](mailto:bofa.mywellness@support.well.co).

The medical waiver form was available on the Help Page accessed through the Well Web Portal or Well mobile app. Your provider needed to indicate whether the waiver was for the health risk assessment, the health screening, and/or the PCP/annual physical attestation.

If your waiver was only for one of the three activities, you still needed to complete the other activities by the Feb. 28, 2026, deadline to maintain your wellness credit.

Note: If the Medical Waiver Form you submitted was denied, you'll receive a notification asking you to resubmit the form with all required information.

### 2. I completed my three wellness activities by the deadline. Why don't they show as completed on My Wellness?

- It can take up to 30 days from the date of your appointment for your activities to appear as completed on My Wellness.
- If it has been more than 30 days, contact Well Member Services, Monday through Friday, 8 a.m. – 9 p.m. Eastern:
  - Start a [chat](https://app.well.co/chat) ([app.well.co/chat](https://app.well.co/chat) from the web or [well.co/chat](https://well.co/chat) from a mobile device) and a Well Guide will respond as soon as they're able to.
  - You may also email [bofa.mywellness@support.well.co](mailto:bofa.mywellness@support.well.co) or call 844-939-5100.
  - For questions about account access, contact Well from the email address registered to your account. If you don't have a Well account, use your company email address.

**3. I completed my health risk assessment by the deadline but didn't complete my health screening or my primary care provider (PCP)/annual physical attestation. Can I still complete these activities and get the credit?**

- No. To keep the credit, all three activities needed to be completed by Feb. 28, 2026.
- While you can no longer get the credit for these activities, we encourage you to have an annual physical with your primary care provider (PCP). Annual physicals provide important information about your health and may identify potential health risks.

**4. I submitted my health screening by the deadline but didn't complete my health risk assessment or primary care provider/annual physical attestation. Can I still complete these activities and get the credit?**

- No. To keep the credit, all three activities needed to be completed by Feb. 28, 2026.
- However, we encourage you get a health screening as part of your annual primary care provider (PCP) visit. Understanding important health indicators like blood pressure, cholesterol, weight and blood sugar can help you take care of yourself and help identify any potential health concerns.

**5. Why was my Wellness Activity credit removed when I completed all three activities by the Feb. 28, 2026, deadline?**

- If you were notified that your credit will be removed and you completed all three activities by Feb. 28, 2026, please contact Well Member Services, Monday through Friday, 8 a.m. – 9 p.m. Eastern:
  - Start a [chat](https://app.well.co/chat) ([app.well.co/chat](https://app.well.co/chat) from the web or [well.co/chat](https://well.co/chat) from a mobile device) and a Well Guide will respond as soon as they can.
  - You may also email [bofa.mywellness@support.well.co](mailto:bofa.mywellness@support.well.co) or call 844-939-5100.
  - Please have the date and location of your health screening and PCP visit readily available.
  - For questions about account access, contact Well from the email address registered to your account. If you don't have a Well account, use your company email address.

**6. My Wellness Activity credit was removed. How can I tell which 2026 U.S. Wellness Activity was missing?**

- Log in to [My Wellness](#) to verify your completion status for your health risk assessment, health screening, and attestation of primary care provider (PCP)/annual physical in the past 12 months.
- Teammates and covered spouses or partners who completed the health risk assessment and the health screening by Feb. 28, 2026, will keep a \$250 credit. Those who also attested to having a PCP and having had an annual physical within the last 12 months will keep an additional \$250 credit.
- If you completed the attestation by the deadline, but not the health risk assessment and health screening, your credit will be removed, and your medical premium cost will increase in April.

If you have questions, please contact Well Member Services, Monday through Friday, 8 a.m. – 9 p.m. Eastern:

- Start a [chat](https://app.well.co/chat) ([app.well.co/chat](https://app.well.co/chat) from the web or [well.co/chat](https://well.co/chat) from a mobile device) and a Well Guide will respond as soon as they can.

- You may also email [bofa.mywellness@support.well.co](mailto:bofa.mywellness@support.well.co) or call 844-939-5100.
- Please have the date and location of your health screening readily available.
  - For questions about account access, contact Well from the email address registered to your account. If you don't have a Well account, use your company email address.

**7. Can I complete the activities I'm missing after the deadline and get partial credit?**

- No. We're aligning the administration of our Wellness programs with our other benefit programs. February 28 was the deadline to complete the wellness activities to keep the wellness credit. There is no grace period.
- If you completed your health risk assessment and health screening by the deadline, you'll keep a \$250 credit.
- If you also attested to having a primary care provider (PCP) and having an annual physical with your PCP within the past 12 months, you'll keep an additional \$250 credit.
- However, if you only completed the attestation and not the Health Risk Assessment and Health Screening, you won't keep any credit.

**8. I joined the company in 2026. What's my deadline to complete the three 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](https://mywellnessbofa.com) if not on the bank network).

**9. How can my covered spouse or partner check the completion status of their 2026 U.S. Wellness Activities?**

Your covered spouse or partner can check the completion status of their wellness activities by visiting **My Wellness** (<https://app.well.co/bofa-ss0>).

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