

Frequently Asked Questions about U.S. Wellness Activities

(COBRA participants)

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

Health Risk Assessment

Health Screening

Attest to having an Annual Physical with your Primary Care Provider (PCP) in the last 12 months (Annual Physical with PCP Attestation)

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

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

3. How do I join My Wellness?

- Go to **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 > Wellness Programs**.

4. How can my spouse or partner join My Wellness?

Log in to **My Wellness > Home page > 2027 Wellness Programs > Invite a Dependent**, then enter your spouse or partner's email address. They'll receive an email inviting them to join **My Wellness**. They'll need to register using the email address that you provided.

6. How do I check my completion status?

Log in to [My Wellness \(mywellnessbofa.com\)](#) > **Wellness Programs**. Once you complete your Health Screening, it may take 45 days to show as completed.

7. Where can I complete my Health Screening?

Visit [My Wellness \(mywellnessbofa.com\)](#) to see the options for completing your Health Screening. Health Screening results may take **45 days** to show as completed.

8. What type of physician visits count for completing the Health Screening?

Most preventive visits count, including Annual Physicals.

9. 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 in-network, the Health Screening (measurement of your height, weight, waist, blood pressure, total cholesterol, body mass index and A1C) is considered a preventive service that is covered at 100%.

Note: *You will be billed if your doctor provides other services or runs other tests that are not considered preventive.*

10. Where can I view my Health Screening completion?

Log in to [My Wellness](https://mywellnessbofa.com) (mywellnessbofa.com) > **2026 Wellness Programs > Health Assessment and Screening** and follow the instructions.

11. What should I do if I've completed my Health Screening, but it's still showing incomplete.

- After you complete your health screening, it may take up to 45 days to show as completed.
- If you used a physician form, check with your provider first to verify that they submitted the form on your behalf.
- Then, check the completion status a week later.
- If you still have questions, contact Well Member Services:
 - Chat with a Well Guide on the Well app or portal.
 - Email: bofa.mywellness@support.well.co (Emails will be answered in the order that they are received, generally within one business day.)
 - Call **844.939.5100**, Monday through Friday, 8 a.m. – 9 p.m. Eastern.

12. Can I (or my spouse or partner) visit a physician to complete the Health Screening?

Yes. A preventive care visit may automatically complete your Health Screening. Appointments must take place at least 45 days prior to your wellness deadline. Additional screening options are available on [My Wellness](https://mywellnessbofa.com) (mywellnessbofa.com).

13. Who gets a copy of my 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 confidential. Personal results aren't shared with Bank of America or medical carriers in any identifiable format.

Technical Questions

14. How do I reset my password?

Go to [My Wellness](https://mywellnessbofa.com) (mywellnessbofa.com) > **Forgot password** to create a new password and verify your password through a verification code.

Additional Resources

15. Where is the form to complete my Health Screening at CVS MinuteClinic®?

Download the CVS Minute Clinic form — either paper or electronic — from [My Wellness](https://mywellnessbofa.com) (mywellnessbofa.com) **Wellness Programs > Health Assessment and Screening card > Health screening > CVS Minute Clinic** to ensure the screening is processed correctly.

Note: CVS MinuteClinic is not considered an “in network” provider for Anthem members who live in Alabama, Delaware, Ohio or Rhode Island. You may incur a fee for any services at a CVS Minute Clinic.

16. Is my health information shared with anyone or is it confidential?

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.

17. How do I contact Well Member Services?

- Chat with a Well Guide on the Well app or portal.
- Email: bofa.mywellness@support.well.co (Emails will be answered in the order that they are received, generally within one business day.)
- Call **844.939.5100**, Monday through Friday, 8 a.m. – 9 p.m. Eastern.

18. How do I contact the GHR Service Center?

Call **800.556.6044**, Monday through Friday from 8 a.m. – 8 p.m. Eastern (excluding certain holidays).

19. How do I contact Quest Diagnostics?

Call **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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