

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

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Overview

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)

Why should I complete the U.S. Wellness Activities?

You'll learn important information about your health, and you'll keep a wellness credit of up to \$500 toward your annual medical plan premium by completing all three U.S. Wellness Activities by the deadline. **Activities completed after the deadline won't count, which means your wellness credit will be removed, and your medical plan premium will increase.**

How do U.S. Wellness Activities work?

Complete your Health Risk Assessment and Health Screening on [My Wellness \(mywellnessbofa.com\)](https://mywellnessbofa.com) by the deadline to keep a credit of up to \$250.

Attest by the deadline that you've had an annual physical with your PCP in the last 12 months to keep an additional a credit of up to \$250.

To keep the \$250 credit for the Annual Physical with PCP Attestation, teammates must also complete both the Health Risk Assessment (questionnaire) and the Health Screening by the deadline. If they don't, they won't keep any credit.

When your covered spouse or partner completes their three activities on [My Wellness \(mywellnessbofa.com\)](https://mywellnessbofa.com) by the deadline, you keep an additional wellness credit of up to \$500!

Activities completed after the deadline won't count, which means your wellness credit will be removed, and your medical plan premium will increase.

Employees and covered spouses or partners who are currently enrolled in a bank medical plan will automatically receive credit for completing their Health Screening and Annual Physical with PCP Attestation when they have a preventive visit with their PCP between March 1, 2026, and February 28, 2027.

- Confirm with your provider the importance of your visit being billed as an Annual Physical (preventive visit). Otherwise, it will not count toward your wellness activity. Keep in mind it may take up to 45 days for your activity to show as completed.
- You can schedule an in-office visit with your PCP or a virtual Annual Physical with a [Teladoc Health's Primary Care](#) board-certified doctor who can serve as your virtual PCP.

Getting started on your U.S. Wellness Activities

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.

Start completing your Wellness Activities by going to **Wellness Programs** on the home screen.

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 should follow the steps above to join. They'll need to register using the email address that you provided.

How do I download the Well app?

- Bank of America teammates and a covered spouse or partner enrolled in a bank medical plan with Aetna, Anthem or United HealthCare can download the Well Digital app to their personal device from the App Store or Google Play. Once you've downloaded the app:
 - Select **Activate account**.
 - Enter your personal mobile phone number, Bank of America email address (if on leave of absence or otherwise not actively at work, enter preferred personal email address), and date of birth (no activation code is needed).
 - Select **Continue**.
 - Create your password, enter the verification code sent to your email or phone, and review legal disclosures and agreements.
 - Then, you'll see the Well home page.

Note: *If you spouse or partner doesn't already have a Well account, you'll need to first invite them to join by going 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.*

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

To re-register, you'll need to contact Well Member Services. It will take 3–5 business days to reinstate your account.

- Chat with a Well Guide on the Well app.
- Email: bofa.mywellness@support.well.co. Emails are 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.

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

- If you and your spouse or partner are currently enrolled in a bank medical plan and are continuing coverage for 2027, you can start your three wellness activities on [My Wellness](https://mywellnessbofa.com) (mywellnessbofa.com) on Oct. 1, 2026.
- If you and your spouse or partner are enrolling in a bank medical plan with coverage beginning on Jan. 1, 2027, you can start your three wellness activities on [My Wellness](https://mywellnessbofa.com) when your medical coverage begins on **Jan. 1, 2027**.
Note: You'll need to invite your spouse or partner to join My Wellness if they are not already a Well member. 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.
- If you newly enroll in medical coverage on or after Jan. 1, 2027, you can start your wellness activities on the day your medical coverage takes effect. You'll have two months after your medical coverage takes effect to complete the three activities on [My Wellness](https://mywellnessbofa.com), where you can also find your exact deadline.

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

- If you and your spouse or partner are currently enrolled in a bank medical plan and are continuing medical coverage for 2027, your deadline is **Feb. 28, 2027**.
- If you and your spouse or partner newly enroll in medical coverage during 2027, your deadline is generally two months after your medical coverage takes effect. Log in to [My Wellness](https://mywellnessbofa.com) to see your deadline.
- Complete all three wellness activities by your deadline on **My Wellness** to keep your wellness credit up to \$500. **Activities completed after the deadline won't count, which means your wellness credit will be removed, and your medical plan premium will increase.**

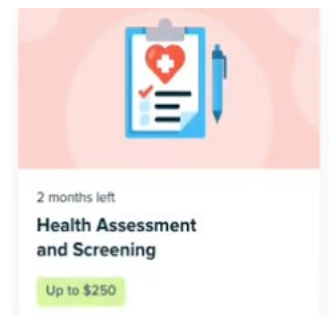
Health Risk Assessment

What is the Health Risk Assessment?

It's a series of questions to help you assess your personal health. Once completed, you'll receive a summary of your overall health. The assessment is not a substitute for seeing your PCP annually, and it won't provide a medical diagnosis.

How do I complete the Health Risk Assessment?

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



Health Screening

What types of provider visits will automatically complete the Health Screening?

- If you're currently enrolled in a bank medical plan and have a preventive visit with your primary care provider (PCP) between March 1, 2026, and Feb. 28, 2027, your Health Screening and Annual Physical with PCP Attestation will automatically be marked as completed.
- Confirm with your provider the importance of your visit being billed as an Annual Physical (preventive visit). Otherwise, it will not count toward your wellness activity. Keep in mind it may take up to 45 days for your activity to show as completed.
- Medical providers will provide completion data to My Wellness.

Note: If you do not complete your Health Screening with your PCP, you'll need to complete your Annual Physical with PCP Attestation 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 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. Other services, like diagnostic care, are subject to your health plan's deductibles/copays and coinsurance. Refer to your Summary Plan Description for specific information.*

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, total cholesterol, body mass index and A1C.
- An annual physical is an exam with your PCP, which would typically include reviewing your medical history, checking your vital signs, and examining your 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 qualifies as completion of your Health Screening, it should not take the place of an Annual Physical with your PCP.

Note: *if you don't complete your Health Screening with your PCP, you'll need to separately complete the Annual Physical with PCP Attestation by your deadline on My Wellness.*

What happens if I (and/or my covered spouse or partner) fail the Health Risk Assessment or Health Screening?

Wellness activities are not assessed on a pass/fail basis. They're intended to provide a personalized summary of your health. If you complete both by the deadline, you'll keep the \$250 wellness credit, regardless of your results.

If biometrics from my Health Screening are incorrect, how do I have them corrected?

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

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

Download the CVS MinuteClinic form — either paper or electronic — from **My Wellness (mywellnessbofa.com)** > **Wellness Programs** > **Health Assessment and Screening** card > **Health screening** > **CVS Minute Clinic** and take it to your appointment 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 and Rhode Island. You may incur a fee for services. Kaiser Permanente members cannot complete their health screening at a CVS MinuteClinic.*

Annual Physical with Primary Care Provider (PCP) attestation

What is an Annual Physical with PCP attestation?

To complete this wellness activity, you need check a box on [My Wellness \(mywellnessbofa.com\)](https://mywellnessbofa.com) by your deadline to confirm (attest) that you've had an Annual Physical with your PCP in the last 12 months.

Primary care provider (PCP)

If I visit my primary care provider (PCP) to complete my Health Screening, do I still need to schedule an onsite Health Screening?

No, if you see your PCP for a Health Screening, you don't need to complete an onsite Health Screening. During your PCP appointment, you would typically be screened for the same key health numbers as you would be at an onsite event.



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

If you are enrolled in a bank medical plan with one of the following carriers, 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.

Note: Kaiser Permanente members cannot schedule their primary care provider (PCP) visit through Well.

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 wellness activities by visiting [My Wellness](#) (mywellnessbofa.com) > **2027 Wellness Programs**. There will be a check mark and the word "Completed" on the cards for the activities you've completed.
- It can take up to 45 days from the date of your Health Screening and/or PCP appointment for your activities to be marked as completed on My Wellness.

What should I do if I've completed my Health Risk Assessment and/or Health Screening and it's still showing as incomplete?

- Results may take up to 45 days to post after you complete your activities.
- If you used a physician's form, check with your provider first to verify that they submitted the form on your behalf.
- Then, check the completion status a week later.
- To submit the form yourself:
 - Take a clear picture of your completed Physician Results Form.
 - Log in to **My Wellness** (mywellnessbofa.com) > **2027 Wellness Programs** > **Health Assessment and Screening** > **Complete your health screening** > **Health Screening Physician Visits/Forms** (which takes you to your Quest dashboard page) > **Upload Form**.
 - Follow the instructions to locate the Form and click **Submit**.

If you still have questions, contact Well Member Services:

- Chat with a Well Guide on the Well app.
- 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.

Where can I view my Health Risk Assessment results?

- Health Risk Assessment results are shown on [My Wellness](#) > **MyHealth** > **Wellness** > **Your Summary**.
- It can take up to 45 days from your appointment date for your activities to show as completed on My Wellness.

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, Health Screening and Annual Physical with PCP Attestation are confidential.
- Personal results are not shared with Bank of America. Well only shares your wellness activity completion status with Bank of America for Wellness Program administration in accordance with the [Well Health Privacy Policy](#).
- Screening results are shared with your medical carrier or other third parties who provide specific Bank of America employee benefit programs and are only used to provide you with important information about your health.

Additional resources

If I'm pregnant or have a medical condition, am I required to complete 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 Annual Physical with PCP Attestation, you can 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.
- The medical waiver form is available on **My Wellness > Help**.
- Your provider will indicate whether the waiver is for the Health Risk Assessment, the Health Screening, and/or the Annual Physical with PCP Attestation. **If your waiver is only for one of the three activities, you will need to complete the other activities by your deadline to keep your wellness credit.**

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

Have a technical question?

Can both me and my spouse or partner use the same email address to join My Wellness?

- Each of you should register with your own email address so you can easily identify information specific to you. Your email address is used to communicate with you about administrative tasks for your profile on My Wellness, including password resets and other needs.

How do I reset my password on My Wellness?

- If you're using SSO on the Bank of America network, you don't need a password.
- If you're logging in through mywellnessbofa.com outside the bank network or through the Well 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 your 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 the web portal from my work computer?

For active teammates, single sign-on (SSO) is enabled only for the web portal, not for the Well app. If you need help with your username or password, select the **Forgot Username** or **Forgot Password** links on the log-in screen.

How do I contact Well Member Services?

- Chat with a Well Guide on the Well app.
- 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**. Well Member Services is available Monday through Friday, 8 a.m. to 9 p.m. Eastern.

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.

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).

How do I contact the 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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