2026 | CCG Wellness Program Guide

Columbus GEORGIA

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table of contents

2026 Program Overview 3
Who Can Participate

Personal Health Assessments (PHA) 4
Participation Incentives
PHA Locations and Dates

Privacy and Disclosure of Medical Information 5

PHA Scheduling 6

Appointment Scheduling 7
What Can Be Treated
How to Schedule an Appointment
How to Schedule on the Mobile App

HealthPassport 8

Health Coaching 9-10
Individualized Care Plans

Tobacco Cessation and Surcharge FAQs 11
Avoiding the Tobacco Surcharge
Tobacco Cessation Program Options

FAQs ..... 12 -13

Contact Information 14

CareATC | THE POWER TO BE WELL.

Helping to keep you and your family healthy

The Columbus Consolidated Government (CCG), partnered with CareATC, invites you to invest in your health with our Wellness Program.

This program is a benefit at no cost to you. Through the Wellness Program, employees have the opportunity to learn more about their health. You'll receive a Personal Health Assessment (PHA) complete with actionable steps you can take to improve your health and reduce your risk of developing heart disease and other conditions. Though not required, spouses can choose to have a PHA done through the Health and Wellness Center (HWC).

Who can participate in the Wellness Program?

Employees and spouses enrolled in the CCG healthcare plan can participate in the Wellness Program. Employees must participate to receive the 2026 Wellness program incentive.

Be on the lookout for details about the CareATC PHA

$0 Health care that offers incentives

Free Personal Health Assessments (PHA) with benefits

The Columbus Consolidated Government offers employees the opportunity to undergo free Personal Health Assessments (PHA). In addition to receiving personalized information regarding key health indicators such as HDL cholesterol, triglycerides, glucose levels, blood pressure, BMI and waist circumference, employees have the opportunity to receive incentives for their participation.

Visa Gift Card Incentive

All CCG employees participating in the PHAs will receive a **$25 gift certificate and one day of Wellness**. This includes those employees who are not on the CCG healthcare plan but get their PHA done at their personal PCP. This does not include dependents (spouses and children) nor part time employees.

2026 Incentive

The Wellness Incentive Option allows employees to have **zero premium increase** in their healthcare coverage for the 2026 plan year. Participation in the Wellness Incentive Option is voluntary, although encouraged. **Non-participation will result in a 22% medical premium increase for the 2026 plan year.** Wellness participation includes completing a PHA and participating in coaching if deemed at risk.

Program Overview

Privacy

The Columbus Consolidated Government Wellness Program is a voluntary program available to all employees on the CCG healthcare plan. The Columbus Consolidated Government Wellness Program is administered according to federal rules permitting employer-sponsored wellness programs that seek to improve employee health or prevent disease, including the Americans with Disabilities Act of 1990, the Genetic Information Nondiscrimination Act of 2008, and the Health Insurance Portability and Accountability Act (HIPAA), as applicable, among others. If you choose to participate in the wellness program you will be asked to complete a biometric screening, which will include a blood test. You are not required to participate in the blood test or other medical examinations.

However, employees who choose to participate in the wellness program will receive an incentive of a zero premium increase in their healthcare coverage for the 2026 plan year for completing the biometric screening and health coaching, if deemed eligible. Although you are not required to complete these activities, only employees who do so will receive the incentive.

If you are unable to participate in any of the health-related activities to earn an incentive, you may be entitled to a reasonable accommodation or an alternative standard. You may request a reasonable accommodation or an alternative standard by contacting CareATC at **706.438.4595** or **wellness@careatc.com.**

The information from your biometric screening will be used to provide you with information to help you understand your current health and potential risks, and may also be used to offer you services through the wellness program, such as coaching. You also are encouraged to share your results or concerns with your own doctor.

Protections from disclosure of medical information

CareATC is required by law to maintain the privacy and security of your personally identifiable health information and medical records. Although CareATC and Columbus Consolidated Government may use aggregate information it collects to design a program based on identified health risks in the workplace, CareATC will never disclose any of your personal information except as necessary to respond to a request from you for a reasonable accommodation needed to participate in the wellness program, as expressly permitted by law. Medical information that personally identifies you that is provided in connection with the wellness program will not be provided to your supervisors or managers and may never be used to make decisions regarding your employment. Your health information will not be sold, exchanged, transferred, or otherwise disclosed except to the extent permitted by law to carry out specific activities related to the wellness program, and you will not be asked or required to waive the confidentiality of your health information as a condition of participating in the wellness program or receiving an incentive. Anyone who receives your information for purposes of providing you services as part of the wellness program will abide by the same confidentiality requirements. The only individual(s) who will receive your personally identifiable health information are CareATC Health Center staff in order to provide you with services under the wellness program. Appropriate precautions will be taken to avoid any data breach. In the event a data breach occurs involving information you provide in connection with the wellness program, we will notify you immediately. You may not be discriminated against in employment because of the medical information you provide as part of participating in the wellness program, nor may you be subjected to retaliation if you choose not to participate.

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Write Your Own Wellness Story

Take the First Step Toward a Healthier You. **Schedule a PHA.**

Complete Your PHA at the CCG Health & Wellness Center

June 3 - September 12, 2025

CCG Health & Wellness Center
1124 Broadway
Columbus, GA 31901

Tuesday, Wednesday, Friday
7:00am - 11:30am

PHA's are BY APPOINTMENT ONLY. Walk-ins are not permitted.

For those not completing a PHA in the HWC, Physician Attestation forms must ***be submitted by September 12, 2025*** *to avoid a premium surcharge.*

Non-participation *will result in a 22% medical premium increase for the 2026 plan year. Wellness participation includes completing a PHA and participating in coaching if deemed at risk.*

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Important Information About Your Upcoming PHA

A Personal Health Assessment (PHA) takes a snapshot of your current health. By participating in a PHA, you and your provider will be able to identify potential health risks before they could become problematic. A PHA includes a check of your blood pressure, height, weight, waist measurement, and blood draw.

2 Easy Steps

1 Schedule

Visit **www.careatc.com/activate** or download the CareATC app and follow the registration prompts.

3 Easy Ways:

CareATC app
Select "Schedule Appointment", then select PHA Draw.

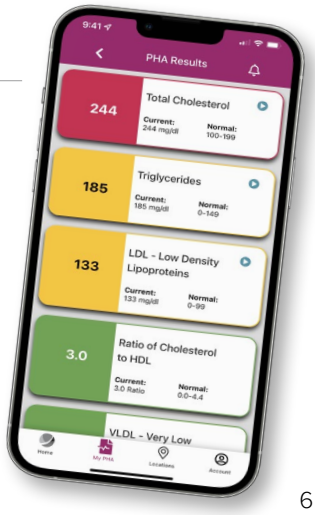
Online Patient Portal
www.careatc.com/patients, login, and select "Schedule a PHA". Select "At a Health Center" if scheduling a PHA at the CCG HWC. Select "Outside Provider" to download Physician Attestation form if utilizing outside provider.

706.438.4595

2 Schedule a PHA Review

with a CareATC provider to identify any potential health issues and discuss a plan of action you might need to improve or maintain your health.

After your PHA, view your results and personalized results video within 48 hours on the CareATC app or Patient Portal. The paper booklet results arrive by mail within 2 weeks.



Under HIPAA regulations, all patient information is confidential.

Your Appointment, **Your Way**

3 Easy Scheduling Options

With the mobile app, take your wellness with you - anywhere, anytime!

We're here when you need us.

Scheduling appointments for in-person and virtual services has never been easier or more convenient with three scheduling options:

- Call **706.438.4595**
- Patient Portal at **www.careatc.com/patients**
- **CareATC mobile app**

CCG Health & Wellness Center

1124 Broadway, Columbus, GA 31901

Activate your account.

Create your patient account in minutes to get full access to your CareATC benefits. It's important each member on your health plan age 18+ create their own account.

Get Started

1. Visit **www.careatc.com/activate** or download the **CareATC mobile app** and follow the registration prompts.
2. **Verify your identity** with a short quiz. Personal info should match your employer records.
3. **Create your account.** Set your username and password. Provide a recovery phone and email.

Questions? Call 706.438.4595.

Under HIPAA regulations, all patient information is confidential.

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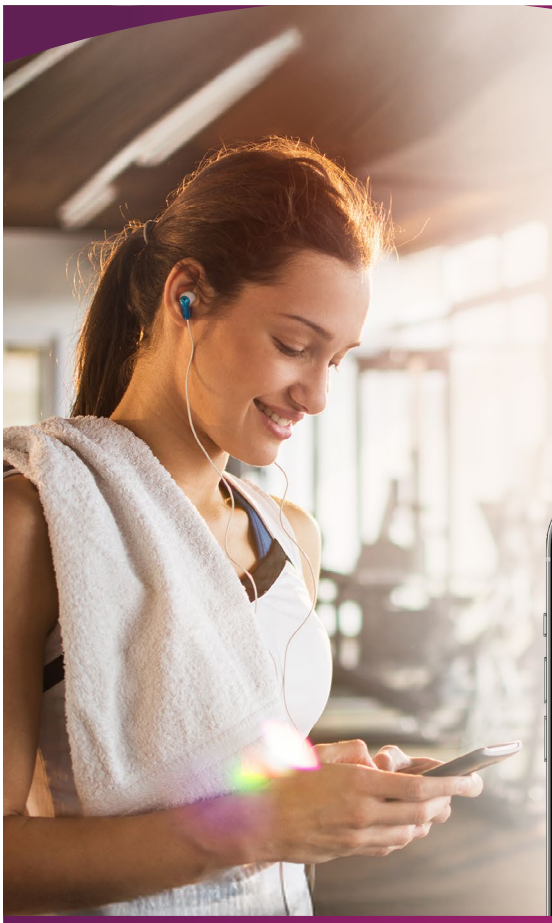

Ready Set Earn

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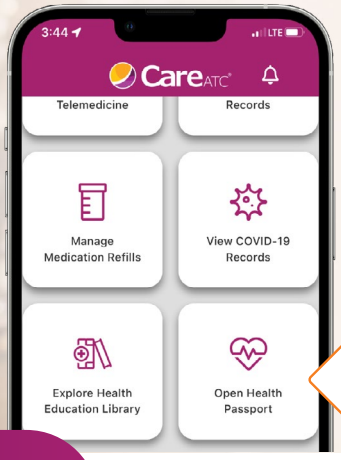


Select

Register and Create Your Profile for:

- Incentives
- Events
- Challenges
- Resources

Download the CareATC App or visit CareATC Patient Portal
www.careatc.com/patients

Visit HealthPassport to view your wellness program incentive requirements and coaching eligibility.

healthpassport™
Well on your way to savings, perks and good health

How do I log in to HealthPassport?

- You must first activate your CareATC account.
- Download the CareATC app or visit www.careatc.com/patients and select **Activate Your Account**.
- Follow the prompts to verify your identity and setup your account.
- Once registered and logged in, select the **HealthPassport** icon.

Why use HealthPassport?

- Monitor incentive earnings
- Find wellness topics and activities
- Enter fitness data
- Track your progress

How do I track my steps and exercise?

Sync your device to HealthPassport by following the instructions on the right.

How to sync your device:

- Log in to the CareATC mobile app or Patient Portal and select **HealthPassport**
- Select **Connect Health & Fitness Devices**
- Select the compatible device you wish to connect and give permision to share your step data. Allow 15 minutes after initial sync for your data to appear.
- Use the **Contact Us** page for any questions.

Need assistance? Call 800.993.8244

Health Coaching

Many chronic diseases are caused by key risk behaviors. By making healthy choices, the likelihood of getting a chronic disease is reduced and quality of life is improved. Simple lifestyle changes are powerful and transformative with far-ranging effects. People can show significant and measurable improvements in their health and quality of life.

Key Features:

- Face-to-face meetings with a virtual option
- Outcome-based models
- Health education materials

Individualized Care Plans

Not a one-size-fits-all approach, participant care plans are developed using individualized health information and evidence-based best practices. Since health targets vary from person-to-person, our coaches customize their approach to generate the best health outcomes for each individual.

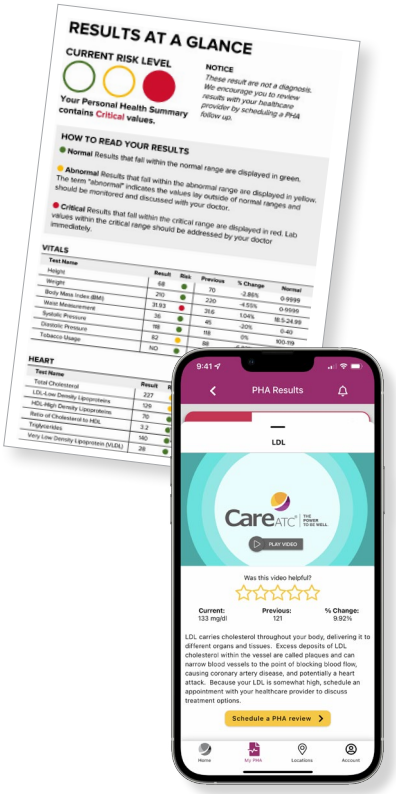
Readiness to Change

Our coaches are experts in assessing participants' readiness to change, making sure vision, motivators, barriers, strategies, and conditions to support success are clear.

Focused on Total Well-Being

Our care plans are designed to address important lifestyle issues like weight-loss, tobacco use, fitness, and nutrition while actively managing chronic conditions such as cardiac, pulmonary, and metabolic disease.

Meeting Health Coaching Compliance



If you are Health Coaching eligible based on your 2025 PHA results, you must:

- Enroll and attend scheduled appointments, working towards your personalized health goals **before April 1, 2026**.
- When enrolled, if you cannot attend a scheduled appointment or miss your appointment, you must contact the coach or return the coach's outreach call to be rescheduled. Failure to do so will result in non-compliance and a medical premium increase for the remainder of the year.
- *Health Coach will make 2 outreach attempts to contact you to reschedule your first 2 missed appointments.*
- *After your 3rd missed appointment, you must contact the coach to reschedule to avoid being considered non-compliant.*
- Once you decline to continue coaching or are removed from coaching for being non-compliant per above, you will not have the opportunity to re-enroll for the remainder of the calendar year.

CareATC Tobacco Cessation Program

What is CareATC's Tobacco Cessation Program?

Are you ready to quit smoking, but not sure how to quit? This 4-session, self-paced program will guide you through the steps on the journey towards successfully quitting smoking. Each session contains a video guiding you towards the tobacco cessation journey, then followed by a short quiz to complete. Once you have completed all four videos and four quizzes, your credit for completion will automatically be applied.

What do I need to do?

To avoid the tobacco surcharge, you must complete all four videos and all four quizzes.

How do I access the cessation program?

- Visit www.careatc.com/patients and login. If you are new, follow the prompts to verify your identity and set up your account.
- Select the HealthPassport icon to access HealthPassport.
- Scroll down and click on "Tobacco Cessation" (middle box on top row). Click box on right labeled "View Coaching Program"
- Click on Session 1: "Tobacco Cessation Overview Video" to begin and complete task.
- Click on Quiz next to begin and complete task. Continue the same steps to complete sessions 2, 3, and 4.

Show Me The App!

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FAQs

Wellness Incentive Option Frequently Asked Questions

Q. What is the Wellness Incentive Option?

A: The Wellness Incentive Option allows employees to have zero premium increase in their healthcare coverage for the 2026 plan year. A description of the Wellness Incentive Option and participation guidelines are included here.

Q. What happens if I do not participate in the Wellness Incentive Option?

A: Participation in the Wellness Incentive Option is voluntary, although encouraged. Non-participation will result in a medical premium increase for the 2026 plan year.

Q. How is wellness participation defined?

A: Complete a Personal Health Assessment, which includes a biometric screening, and participate in coaching if deemed at risk.

Q. What is involved in the Personal Health Assessment?

A: The Personal Health Assessment (PHA) includes a biometric screening, which includes blood pressure, height and weight, waist circumference measurement and a blood draw.

Q. Why should I complete a Personal Health Assessment?

A: The Personal Health Assessment gives you an overall look at your biometric values. Awareness is the first step to making healthy changes that can reduce your risk for disease and improve your quality of life.

Q: Who will perform my biometric screening?

A: CareATC will be completing the screenings. They utilize medical professionals to deliver a high-quality health screening experience with the use of industry-leading technology and information.

Q: Can I choose to visit my primary care physician to complete the blood draw and biometric screening?

A: Yes. Your primary care physician can complete the blood draw and the biometric screening. You may access the Physician Attestation form by visiting **www.careatc.com/patients** to print and take this form to your Primary Care Physician. Please follow instructions listed on Page 6 to schedule your PHA with your Primary Care Physician. If you are an employee not on CCG healthcare coverage, please email **PAform@careatc.com** to request the Physician Attestation form to be eligible to earn a Wellness Day. Please follow instructions outlined on the Physician Attestation form. Completed forms should be submitted to **PAform@careatc.com** or returned via mail or fax as stated on form instructions by September 12, 2025. Your PHA results will never be shared with COLUMBUS CONSOLIDATED GOVERNMENT. Additionally, you are responsible for ensuring your provider submits the Physician Attestation form to CareATC between June 3 and September 12, 2025.

Q: Will COLUMBUS CONSOLIDATED GOVERNMENT ever see or have access to my personal test results?

A: No. Protecting your privacy is as important to COLUMBUS CONSOLIDATED GOVERNMENT as it is to you. Individual screening results and specific health risks are confidential. Your screening results are managed independently by CareATC and will never be shared with COLUMBUS CONSOLIDATED GOVERNMENT. CareATC does provide COLUMBUS CONSOLIDATED GOVERNMENT an aggregate report of the entire screened population. This is unidentified aggregated data that enables us to shape our plans and programs to meet the health needs of employees. CareATC also provides notification to COLUMBUS CONSOLIDATED GOVERNMENT Human Resources Department confirming your completion status, which allows us to determine your eligibility for the wellness premium incentive.

Continued next page

Q: What happens with my data once I register and complete the personal health assessment?

A: Your Personal Health Assessment results are not shared with anyone but you. Once you complete the wellness screening, CareATC notifies COLUMBUS CONSOLIDATED GOVERNMENT Human Resources Department of your completion status. The completion status indicates that you have completed the Personal Health Assessment. Your personal information is kept private in accordance with the Notice of Privacy Practice and HIPAA requirements.

Q: How will I receive my results?

A: You will receive a booklet in the mail at your home address. You can also check the patient portal or mobile app to review your results and watch PHA Results Videos, a personalized video detailing the results.

Q: Who is eligible to participate in the COLUMBUS CONSOLIDATED GOVERNMENT Wellness Incentive Option?

A: Only employees or retirees enrolled in the COLUMBUS CONSOLIDATED GOVERNMENT medical plan (Silver or Gold) are eligible for the Wellness Incentive Option. Spouses are not required to complete a Personal Health Assessment.

Q: I am a Pre-65 retiree. Do I have to complete a Personal Health Assessment?

A: Pre-65 retirees who are enrolled in the Silver or Gold medical plan are required to complete the Personal Health Assessment to receive the Wellness premium for 2026. Pre-65 retirees enrolled in the Medicare Advantage plan do not have to complete a Personal Health Assessment.

Q: I am not enrolled in the COLUMBUS CONSOLIDATED GOVERNMENT medical plan. Do I need to participate in a Personal Health Assessment?

A: No. But if you are considering enrolling in the medical plan for 2026, this will be the opportunity to complete the Personal Health Assessment as well.

Q: How do I schedule an appointment for my Personal Health Assessment?

A: Three ways to schedule:

706.438.4595

www.careatc.com/patients

CareATC app

Activate your account to schedule by visiting www.careatc.com/activate or by downloading the CareATC app and following the registration prompts.

Q: Can I opt out of the COLUMBUS CONSOLIDATED GOVERNMENT'S Employee Health Benefit Plan entirely?

A: Yes. You may opt out of the health plan during open enrollment. Please remember that if you choose to opt-out, you will not be eligible for medical coverage during the plan year unless you have a qualifying life event.

Q: I will be on leave during the time of the scheduled Personal Health Assessments. Can I schedule an appointment with the Health & Wellness Center to complete a Personal Health Assessment?

A: Yes. You may schedule an appointment with the Health & Wellness Center or you may have your primary care physician complete the blood draw and biometric screening. Please follow instructions outlined on the Physician Attestation form. Completed forms should be submitted to PAform@careatc.com or returned via mail or fax as stated on form instructions.

Q: What is the deadline for completing a Personal Health Assessment?

A: All PHAs must be completed by September 12, 2025. For those employees who prefer to have their primary care physician perform the PHA, Physician Attestation forms can be completed by the PCP and will be accepted from June 3 - September 12, 2025.

Q: Is there an incentive for completing a Personal Health Assessment?

A: You will receive personalized feedback regarding your health status. Your insurance premium will not increase and you will be eligible to earn a $25 gift card. Employees will also earn a Wellness Day for completing a Personal Health Assessment.

Questions about the Wellness Program?

Contact the NFP Customer Service Benefits Hotline 844.505.9158.

Need information about the CCG Health and Wellness Center?

Call 706.438.4595, or go online at www.careatc.com/patients, or use the CareATC mobile app to log in to your account using your user name and password. You can also schedule an appointment and view your medical records.

If you are a new user, go to www.careatc.com/activate. Follow the prompts to verify your identity and setup your account. Make sure your information matches what Human Resources Department has on file for you.

Questions about Health Coaching?

Call 706.434.8263 to speak with your CareATC Health Coach.

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