

Frequently Asked Questions

What is MotivateMe®?

MotivateMe® is a voluntary incentive-based program and platform that tracks and records your wellness sponsored activities. MotivateMe® provides you with encouragement and resources to aid you in getting the most you can from your wellness benefits.

How to access MotivateMe®?

Beginning January 1st, log on to myCigna.com or the myCigna mobile app, create a log in or sign in. Register and complete a Health Assessment. This is a required step to enroll in the program and to be eligible to receive any credit. From there you must complete one preventive exam or screening and at least one CTA sponsored wellness activity, then select health programs and other activities that you want to participate in to receive your full credit amount.

What is a Health Assessment?

A health assessment is an easy-to-use online questionnaire about your health and well-being. You'll be asked for basic biometric information like your weight and blood pressure. Plus, questions about your satisfaction with your life and job, your safety habits, your stress levels and how you feel about your overall health.

The health assessment analyzes your answers and creates a personal health report. The report includes information, recommendations, and connections with health improvement opportunities. You can print a summary of this report to share with your doctor, ask questions, and learn more about your health.

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What is a Preventive Care/Wellness Screening?

Preventive Care is age/gender specific screenings i.e. annual physical, dental exam, cervical cancer screening, prostate cancer screening, mammogram, or colonoscopy. A Preventive Care screening is a required part of the voluntary incentive-based program.

What classifies as a Self-Reported Activity?

A self-reported activity is a wellness-approved activity that is not connected to a Cigna insurance claim. Wellness activities that need to be self-reported include participation in sponsored runs, Wellness seminars, and other Wellness programming.

What are Health Coaching Programs?

Cigna Health Coaching Programs are accessible online with a team of health coaches that work with you to set and reach your personal health goals. Coaching programs offer a variety of support options such as smoking cessation, weight management and stress management, at no additional cost. These programs provide tools and help manage certain conditions.

How long will it take for my wellness activity to be reported and for my incentive to be received?

Generally, it takes 30-45 business days for a wellness activity to appear on your myCigna platform and associated credits to be received. All activities must be completed by October 31, 2025, for credit to be awarded.