









TCSIG 2020 HEALTH EVALUATIONS

FREQUENTLY ASKED QUESTIONS

-  **WHO CAN PARTICIPATE? EMPLOYEES, RETIREES, SPOUSE & DEPENDENTS AGE 18+ on the TCSIG MEDICAL PLAN.** Full-time waivers and dependent children are welcome to participate but are not eligible for gift cards. Kaiser members are not eligible to participate.
-  **DO I HAVE TO REGISTER BEFORE I CAN PARTICIPATE? YES** – You must register/login with WellnessFX to generate a lab slip before you can participate. <https://www.wellnessfx.com/welcome/tcsig>
-  **I CAN'T REMEMBER IF I ALREADY HAVE AN ACCOUNT, HOW DO I CHECK? VISIT WELLNESSFX** at <https://www.wellnessfx.com/welcome/tcsig> and enter your **Last Name, Last Four of SS# and Date of Birth.**
- If you have an account it will say “You have already created an account” and you can click “sign in” to proceed. (If you already have an account, but can't remember your login email/password, **DO NOT CLICK “Create an Account”**. This will create a duplicate account and you will not be able to schedule an appointment. For support please **CHAT WELLNESSFX** from their website, or, call TeamCare at 866-724-0032)
 - If you have never created an account it will say “Continue as (Your Name)” and you can create your account.
 - If you receive a message that says “Sorry, that doesn't match our records”, call TeamCare at 866-724-0032.
-  **I FORGOT MY PASSWORD, HOW DO I UPDATE IT? SELECT “RESET PASSWORD”** on the Sign-in page. (**DO NOT SELECT “Create an Account”**. This will create a duplicate account and you will not be able to schedule an appointment.) The password requirements are very specific, please be sure to pay attention to the prompts when creating your new password to ensure you meet all the criteria.
-  **DO I HAVE TO SCHEDULE AN APPOINTMENT BEFORE I CAN ATTEND AN ONSITE EVENT? YES** – While walk-in appointments will be seen if time allows, scheduled appointments are given priority and will be seen first.
-  **WHEN WILL I GET MY RESULTS? ABOUT 3-5 DAYS** – You will receive an email notification from WellnessFX once your results are in.
-  **HOW DO I GET MY \$50 GIFT CARD?** – **TCSIG ADMINISTRATIVE STAFF** will distribute the gift cards after your screening has been completed. Onsite participant's gift cards will be sent in about a week, and Quest participants in about a month.
-  **MY EMAIL ADDRESS OR NAME HAS CHANGED, HOW CAN I UPDATE IT? CHAT WELLNESSFX** using the “Chat with us” button on their website, or call TeamCare at 866-724-0032.



For additional support contact TeamCare at teamcare@delapro.com or 866-724-0032.
You may also contact WellnessFX at 415-799-4436 or support@wellnessfx.com.



**EARN MORE AT THE
TCSIG WELLNESS CENTER!**

EARNING AN ADDITIONAL \$25 GIFT CARD IS AS EASY AS 1-2-3!

1. Log in to your WellnessFX account to access your results.

2. Fax or Email your results to the TCSIG Wellness Center:

EMAIL: BHoward@AcornHealthSolutions.com

FAX: 530-822-5503 (Please include your phone number.)

NOTE: Your results can be faxed directly from WellnessFX!
Simply click “**Fax Results**” to complete the request form.

3. No appointment needed! TCSIG Wellness Center staff will contact you to complete a call and process your \$25 gift card.



- Waivers and Dependent Children are not eligible for gift cards
- Gift cards will be distributed once your call has been completed
- To have your results mailed to you please call 866-724-0032



TCSIG 2020

HEALTH EVALUATIONS

LOCATION	DATE(S)	TIME	WEEKDAY	ADDRESS	CITY
Brittan Elementary School	April 7	7:00-9:00	Tuesday	2340 Pepper Street	Sutter
Browns Elementary School	March 24	7:00-10:00	Tuesday	1248 Pacific Avenue	Rio Oso
Capay Elementary & Lake Elementary @ Capay	April 22	7:00-9:30	Wednesday	7504 Cutting Avenue	Orland
Colusa County Office of Education	April 23	7:00-10:00	Thursday	345 5th Street, Suite A	Colusa
CORE Butte Charter School	March 11	7:00-9:30	Wednesday	2847 Notre Dame Blvd	Chico
CORE Charter & AeroSTEM @ CORE Charter	February 12	7:00-10:00	Wednesday	321 16th St.	Marysville
Feather River Community College	April 16 & 17	7:00-10:00	Thurs & Fri	570 Golden Eagle Ave.	Quincy
Franklin Elementary School District	March 17	7:30-10:00	Tuesday	332 N. Township Road	Yuba City
Glenn County Office of Edu-Orland	March 25	7:00-9:00	Wednesday	676 E. Walker St.	Orland
Glenn County Office of Edu-Willows	March 26	7:00-9:00	Thursday	311 S. Villa Avenue	Willows
Lake Tahoe Community College	April 29 & 30	7:00-11:00	Wed & Thurs	One College Dr	S. Lake Tahoe
Long Valley Charter & Fort Sage @ Long Valley	May 6	7:00-9:30	Wednesday	436-965 Susan Drive	Doyle
Modoc Joint USD & New Day Academy	April 21	6:30-10:30	Tuesday	906 W. 4th Street	Alturas
Pierce Joint Unified School District	April 9	7:30-9:30	Thursday	540-A Amanda St.	Arbuckle
Plumas County Office of Education	May 5	7:30-10:00	Tuesday	50 Church St	Quincy
Plumas Lake Elem @ Cobblestone Elem	April 3	7:00-9:30	Friday	1718 Churchhill Dr.	Plumas Lake
Sierra County Office of Edu & Sierra Plumas JUSD	April 15	7:00-10:00	Wednesday	109 Beckwith Rd	Loyalton
Sutter County Supt. Of Schools	March 18 & 19	7:00-10:00	Wed & Thurs	970 Klamath Lane	Yuba City
Sutter Union High School District	April 1	7:00-11:00	Wednesday	2665 Acacia Ave.	Sutter
TCSIG Admin Office -Round #1 (NEW ADDRESS!)	Feb. 13 & 14	7:30-11:00	Thurs & Fri	400 Plumas Blvd #220	Yuba City
TCSIG Admin Office - Round #2 (NEW ADDRESS!)	May 14	7:30-11:00	Thursday	400 Plumas Blvd #220	Yuba City
Woodland College-Lake County Campus	February 25	7:00-10:00	Tuesday	15880 Dam Rd Ext.	Clearlake
Woodland College-Woodland Campus	February 26	7:00-10:00	Wednesday	2300 E. Gibson Rd	Woodland
Yuba City Charter School	February 11	7:30-10:30	Tuesday	256 Wilbur Ave	Yuba City
Yuba City Unified School District	Feb. 19 & 20	8:00-11:30	Wed & Thurs	750 Palora Avenue	Yuba City
Yuba College-Marysville	February 27	7:00-10:00	Thursday	2088 North Beale Road	Marysville
Yuba Community College-District Office	February 28	7:00-10:00	Friday	425 Plumas Rd, 2nd Fl.	Yuba City
Yuba County Office of Education	March 3 & 4	7:00-10:00	Tues & Wed	935 14th Street	Marysville

EVALUATIONS ARE OPEN TO EMPLOYEES, SPOUSES & DEPENDENTS AGE 18+ ON THE TCSIG MEDICAL PLAN ONLY

You may also participate at **ANY Quest Diagnostics** by May 15th! To learn more please visit **WellnessFX** at <https://www.wellnessfx.com/welcome/tcsig>.

For questions contact TeamCare at 866-724-0032 or teamcare@delapro.com.

