



THE TEXAS A&M UNIVERSITY SYSTEM

2025-26 Two-Step Wellness Program FAQ

The **Two-Step Wellness Program*** on **WebMD ONE** can help you improve your health and wellness and save money. Complete an **annual wellness exam and one activity from your personalized checklist** in the **Two-Step Wellness Program** by June 30, 2026, to earn the lowest premium on your medical coverage for the plan year beginning September 1, 2026.

How does it work?

- Tasks are determined and prioritized by the United States Preventive Task Force guidelines which can be found [here](#).
- WebMD does not share any of your data with The Texas A&M University System. Your answers are used to recommend benefits to you, for a more personalized benefits and WebMD ONE portal experience.
- For questions, please call 888-321-1492 or click the "[Contact Us](#)" link at the bottom of the platform on any page to send a message.
- Newly enrolled employees and spouses have a grace period of the current plan year plus one additional plan year to complete their incentive tasks. **The plan year begins on September 1 and ends on August 31.**

*Active employees and spouses who have coverage with The Texas A&M University System A&M Care Plan (with original coverage date prior to 09/01/2025) are eligible to participate in the Two-Step Wellness Program. Graduate student employees enrolled in the Grad Plan, employees enrolled in the J Plan, and retirees already receive the lower premium and are not eligible to participate in the incentive program. Rewards for activities completed in the current fiscal year (09/01/2025 - 08/31/2026) will be credited through the next fiscal year (09/01/2026 - 08/31/2027).

1. Employees can access WebMD ONE via the [TAMUS SSO](#). Employees & spouses can access WebMD ONE via the [webpage](#) or mobile app. Click on the **“Incentive”** tile on the **My Health** home page. Next, click **“Get Started”** to take you to your Incentive Lobby.

2025-26 TAMUS Two-Step Wellness Program Expires 8/31/2026

0 Steps Earn your next Reward in 2 Steps

0 2

CONTINUE

2. View the **TAMUS Two-Step Wellness Program** and track your progress via the progress bar as you complete your two steps.

3. Click the carrot to the right to expand the checklist to view your **“Step 1”** annual exam. Click on the activity to learn more on how to complete and timing for credit to appear.

Incentive
2025-26 TAMUS Two-Step Wellness Program

0 Steps

0 2

Next Reward ★ 2

TAMUS Two-Step Wellness Program
VIEW YOUR PERSONALIZED CHECKLIST BELOW and complete 2 steps in the checklist items (in any order), one of which must be a Wellness Exam.
2 Steps needed

Complete your two items by June 30, 2026 in order to receive the lowest premium on your medical coverage for the plan year beginning September 1, 2026.

Please note: Your activity status will update to 'Complete' upon our receipt of your claims from the respective carriers. Please allow up to 90 days from your date of service for your activity status to update.

4. Click the carrot to the right to expand the checklist to view your **“Step 2”** activity options including preventive exams applicable to your gender/age and more.

Note: once an activity is complete, it will appear at the bottom with a green checkmark in the completed section.

COMPLETED

✔ Step 2: Choose a Second Wellness Activity
You completed this on 4/28/2025

EARN STEPS

Complete the following by August 31, 2026

Step 1: Annual Exam REQUIRED Earn a maximum of 1 Step

Step 2: Choose a Second Wellness Activity Earn a maximum of 1 Step

Take the Health Assessment
Complete your Health Assessment by 06/30/2026 to receive your premium incentive for the plan year beginning 09/01/2026. 1 Step

Cervical Cancer Screening
Call to set up a Cervical Cancer Screening with your primary care physician by 06/30/2026. Click here for more details. 1 Step

Dental Exam
It is a good idea to get routine preventive cleanings by a dental hygienist. Click here for more details. 1 Step

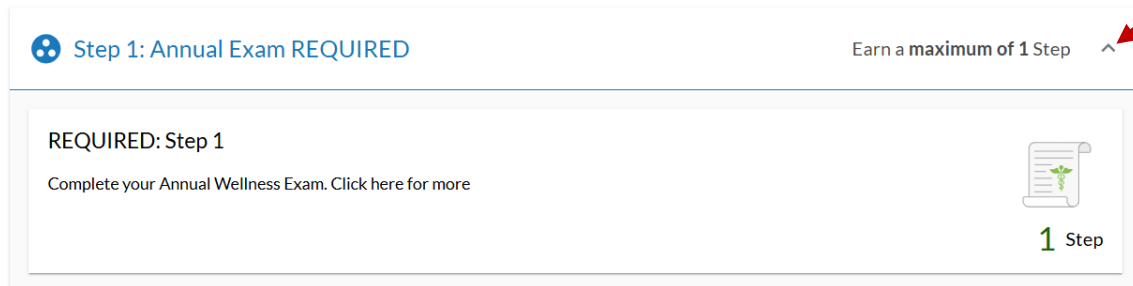
Eye Exam
It is a good idea to get regular eye exams. It can spot issues like diabetes or high blood pressure before noticeable symptoms come along. 1 Step

You may see up to fourteen of the following activities, but remember, you only need to complete two activities to earn your reward.

Jump to a section:

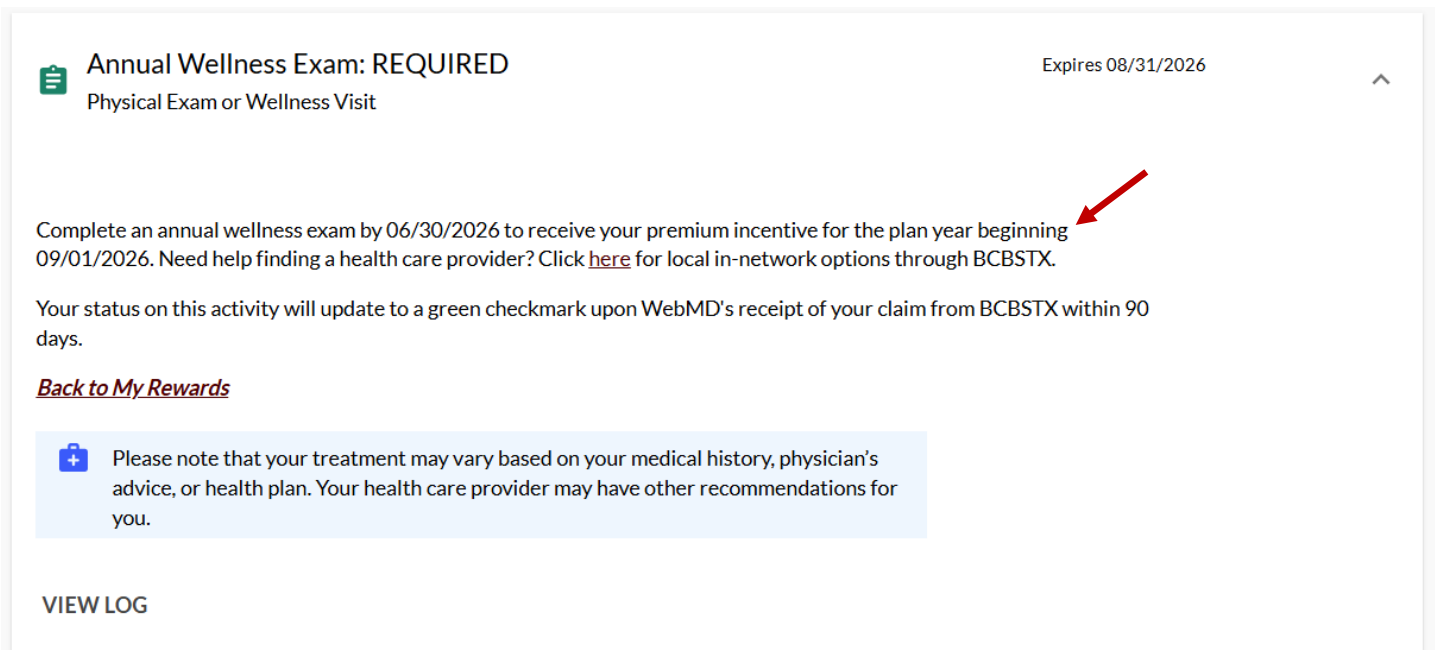
- [Annual Wellness Exam or Well Woman Exam \(if applicable\)](#)
- [Health Assessment](#)
- [Preventive Screenings \(Breast, Cervical, Colon\)](#)
- [Preventive Skin Care Exam](#)
- [Flu Shot](#)
- [Nutritional Counseling](#)
- [MDLIVE](#)
- [Dental Exam](#)
- [Vision Exam](#)
- [Wondr Program](#)
- [2nd.MD](#)
- [Register Your Fitness Device with WebMD](#)

1. Click on **Step 1: Annual Exam REQUIRED**. Next, click on the activity for more details.



A screenshot of a reward card. At the top left, it says "Step 1: Annual Exam REQUIRED" with a blue plus icon. At the top right, it says "Earn a maximum of 1 Step" with an upward arrow icon. Below this, the text reads "REQUIRED: Step 1" and "Complete your Annual Wellness Exam. Click here for more". On the right side, there is a document icon with a green cross and the text "1 Step". A red arrow points to the "Earn a maximum of 1 Step" text.

2. On this page, you will see more details on how to complete your **Annual Exam** by **06/30/2026** and how to find an in-network provider.





A screenshot of a detailed reward card. At the top left, it says "Annual Wellness Exam: REQUIRED" with a clipboard icon and "Physical Exam or Wellness Visit". At the top right, it says "Expires 08/31/2026" with an upward arrow icon. The main text reads: "Complete an annual wellness exam by 06/30/2026 to receive your premium incentive for the plan year beginning 09/01/2026. Need help finding a health care provider? Click [here](#) for local in-network options through BCBSTX." A red arrow points to the word "here" in the link. Below this, it says: "Your status on this activity will update to a green checkmark upon WebMD's receipt of your claim from BCBSTX within 90 days." There is a link "[Back to My Rewards](#)". At the bottom left, there is a blue box with a plus icon and the text: "Please note that your treatment may vary based on your medical history, physician's advice, or health plan. Your health care provider may have other recommendations for you." At the bottom left, there is a link "VIEW LOG".

How long will it take to receive credit? This item will be marked complete once the claim has been processed. Claims processing can take up to 90 days.



- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.

EARN STEPS

Complete the following by August 31, 2026

 Step 1: Annual Exam REQUIRED	Earn a maximum of 1 Step	▼
 Step 2: Choose a Second Wellness Activity	Earn a maximum of 1 Step	▼

- Click the **Take the Health Assessment** tile and complete the questionnaire. Note, you must complete all four sections of the Health Assessment to receive credit – About You, Health Behaviors, Emotional Health, and Clinical.

 Step 2: Choose a Second Wellness Activity	Earn a maximum of 1 Step	^
Take the Health Assessment Complete your Health Assessment by 06/30/2026 to receive your premium incentive for the plan year beginning 09/01/2026.		 1 Step

How long will it take to receive credit? The Health Assessment will typically show as complete on your checklist immediately after completion in the WebMD ONE system.

Preventive Screenings (Breast, Cervical, Colon)

- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.

EARN STEPS

Complete the following by August 31, 2026

Step 1: Annual Exam REQUIRED	Earn a maximum of 1 Step
Step 2: Choose a Second Wellness Activity	Earn a maximum of 1 Step

- Based on your gender/age, view any applicable exams recommended specifically for you. Example shows breast and colon cancer screenings.

Step 2: Choose a Second Wellness Activity Earn a maximum of 1 Step

Take the Health Assessment
Complete your Health Assessment by 06/30/2026 to receive your premium incentive for the plan year beginning 09/01/2026. **1 Step**

Breast Cancer Screening
Call to set up a Breast Cancer Screening with your primary care physician by 06/30/2026. Click here for more details. **1 Step**

Cervical Cancer Screening
Call to set up a Cervical Cancer Screening with your primary care physician by 06/30/2026. Click here for more details. **1 Step**

- Once you click on any applicable preventive screening above, you will see details of recommendations shown below (breast cancer screening example) to complete by **06/30/2026**. If your physician has provided a clinical reason why you cannot receive a preventive screening, update your record via the **Add Exam** button.

Breast Cancer Screening Mammogram Expires 06/31/2026

Mammogram

- Recommended every 2 years for women ages 40 - 74

When was your last mammogram?
Add your last mammogram and we'll let you know if your next one is due soon.

ADD EXAM

Having this routine check-up allows your doctor to evaluate your breast health. For help finding an in-network provider, click [here](#).

Your status on this activity will update to a green checkmark upon WebMD's receipt of your claim from BCBSTX within 90 days.

If your physician has provided a clinical reason why you cannot receive a preventive screening, update your record via the Add Exam button in the lower righthand corner.

[Back to My Rewards](#)

Please note that your treatment may vary based on your medical history, physician's advice, or health plan. Your health care provider may have other recommendations for you.



[VIEW LOG](#) **ADD EXAM**

How long will it take to receive credit? This item will be marked complete once the claim has been processed. Claims processing can take up to 90 days.

- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.

EARN STEPS


Complete the following by August 31, 2026

 Step 1: Annual Exam REQUIRED	Earn a maximum of 1 Step	▼
 Step 2: Choose a Second Wellness Activity	Earn a maximum of 1 Step	▼

- Click on the **Skin Care Exam** activity in the checklist.


Skin Care Exam

Call to set up a Preventive Skin Exam with your primary care physician by 6/30/26. Click here for more details.



1 Step

- Here you will find more details on how to complete this activity by **06/30/2026**. Then, schedule an appointment with an in-network dermatologist.
- Call to set up your **Preventive Skin Exam** with your primary care physician or dermatologist. *Certain skin cancer exams are not covered at 100% and you could incur a copay for your visit.*

 Skin Care Exam Expires 08/31/2026

Skin Cancer Screening


Skin Cancer Screening

- Recommended every year for persons of all ages

For help finding an in-network provider, click [here](#).

Please note: Your status on this activity will update to a green checkmark upon WebMD's receipt of your claim from BCBSTX. Please allow up to 90 days from your date of service for your status to update.

[Back to My Rewards](#)

 Please note that your treatment may vary based on your medical history, physician's advice, or health plan. Your health care provider may have other recommendations for you.



[VIEW LOG](#)

How long will it take to receive credit? This item will be marked complete once the claim has been processed. Claims processing can take up to 90 days.

- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.

EARN STEPS


Complete the following by August 31, 2026

 Step 1: Annual Exam REQUIRED	Earn a maximum of 1 Step	▼
 Step 2: Choose a Second Wellness Activity	Earn a maximum of 1 Step	▼

- Click on the **Flu Shot** activity in the checklist.

Flu Shot

Schedule an appointment for a Flu Shot! Click here for more details.



1 Step

- Here you will find more details on how to complete this activity by **06/30/2026**. Then, schedule an appointment with your in-network primary care physician, your local in-network pharmacy, or check with your campus or agency for any on-site flu clinics.
- According to national guidelines, everyone over 6 months old should get the flu vaccine. Young children, pregnant women, people with certain chronic health conditions, and people 65 years and older are especially prone to serious flu complications.
- If you received a flu shot outside of the A&M Care Plan (medical or prescription), you can submit your flu shot via the **Add Exam** button.

Flu Shot
Flu Shot

Expires 08/31/2026

Flu Shot

- Recommended every year for persons of all ages

When was your last flu shot?


Add your last flu shot and we'll let you know if your next one is due soon.

ADD EXAM

You must get your covered flu shot at your [in-network](#) physician's office, an [in-network](#) pharmacy, or an on-site flu clinic hosted by your A&M System campus or agency. The flu shot must be submitted as a claim (BCBSTX/Express Scripts) and will update within 90 days.

If you received a flu shot outside of the A&M Care Plan, you may submit your flu shot completion appointment date via the Add Exam button in the lower righthand corner.

[Back to My Rewards](#)

 Please note that your treatment may vary based on your medical history, physician's advice, or health plan. Your health care provider may have other recommendations for you.

VIEW LOG



ADD EXAM

How long will it take to receive credit? This item will be marked complete once the claim has been processed. Claims processing can take up to 90 days.

- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.

EARN STEPS


Complete the following by August 31, 2026

 Step 1: Annual Exam REQUIRED	Earn a maximum of 1 Step	▼
 Step 2: Choose a Second Wellness Activity	Earn a maximum of 1 Step	▼

- Click on the **Nutritional Counseling** activity in the checklist.


Nutritional Counseling

Complete a nutritional counseling session with a nutritionist or dietician by 06/30/2026.



1 Step

- Here you will find details on how to complete this activity by **06/30/2026**.
- You can schedule a covered nutritional counseling session with an in-network registered dietician, or H-E-B Nutrition services. Preventive nutrition services are considered covered under the A&M Care Plan.
- To book a one-on-one dietician consultation with H-E-B Nutrition Services:
 - Visit heb.com/wellness/nutrition-services, or
 - Call (855) 803-9355 or email nutritionservices@heb.com for more information.

 Nutritional Counseling Expires 08/31/2026

Nutrition Counseling


Nutrition Counseling

- Recommended every year for persons of all ages

Schedule a consultation to tackle your personal health goals. Complete a nutritional counseling session with a nutritionist or dietician by 06/30/2026. For help finding an in-network provider, click [here](#).

Please note: Your status on this activity will show complete upon receipt of your claim from BCBSTX. Please allow up to 90 days from your date of service for your status to update.

[Back to My Rewards](#)

 Please note that your treatment may vary based on your medical history, physician's advice, or health plan. Your health care provider may have other recommendations for you.



[VIEW LOG](#)

How long will it take to receive credit? This item will be marked complete once the claim has been processed. Claims processing can take up to 90 days.

- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.

EARN STEPS

Complete the following by August 31, 2026


 Step 1: Annual Exam REQUIRED	Earn a maximum of 1 Step	▼
 Step 2: Choose a Second Wellness Activity	Earn a maximum of 1 Step	▼



- Click **Register for MDLIVE** for details on how to register.

Register for MDLIVE

Access care for non-emergency medical issues, 24 hours a day, seven days a week. Click here for more information to register.



1 Step

- Register for MDLIVE by **06/30/2026**. You must enter your Legal Name and subscriber number (alpha prefix included) exactly as they appear on your **Blue Cross and Blue Shield of Texas** insurance ID card during the registration process. (Ex. TXW000000000)

Register for MDLIVE

Access care for non-emergency medical issues, 24 hours a day, seven days a week. Click **here** to register for MDLIVE by 06/30/2026. Registration can be completed on your smartphone or computer. It may take up to 7 days from completion to update your checklist as complete. To earn incentive credit, you must enter your name and Unique Identification Number (UIN) with the appropriate prefix exactly as they appear on your BCBSTX insurance card during registration (ex. TXW000000000).

Back to My Rewards



Expires 8/31/2026

How long will it take to receive credit? It may take up to 7 days after registering for the item to be marked as complete.

- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.

EARN STEPS


Complete the following by August 31, 2026

 Step 1: Annual Exam REQUIRED	Earn a maximum of 1 Step	▼
 Step 2: Choose a Second Wellness Activity	Earn a maximum of 1 Step	▼

- Click on the **Dental Exam** activity in the checklist

Dental Exam

It is a good idea to get routine preventive cleanings by a dental hygienist. Click here for more details.



1 Step

- Here you will find details on how to complete this activity by **06/30/2026**.
- If you received a dental exam outside of the A&M Dental PPO or Dental HMO plan, you may submit your visit information via the **Add Exam** button.

Dental Exam Expires 08/31/2026

Dental Exam

Dental Exam

- Recommended every 6 months for persons of all ages

When was your last dental exam?


Add your last dental exam and we'll let you know if your next one is due soon.

ADD EXAM

It is a good idea to get routine preventive cleanings by a dental hygienist. During your dental exam, your dentist will check for signs of other issues, like bone disease and oral cancer. Schedule an appointment with your dentist today. For help finding an in-network provider through Delta Dental, click [here](#).

If you received a dental exam outside of the A&M Dental PPO or Dental HMO plan, you may enter your appointment date via the Add Exam button in the lower righthand corner.

[Back to My Rewards](#)

 Please note that your treatment may vary based on your medical history, physician's advice, or health plan. Your health care provider may have other recommendations for you.





[VIEW LOG](#) **ADD EXAM**

How long will it take to receive credit? This item will be marked complete once the dental claim has been processed by Delta Dental.

- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.

EARN STEPS


Complete the following by August 31, 2026

 Step 1: Annual Exam REQUIRED	Earn a maximum of 1 Step 
 Step 2: Choose a Second Wellness Activity	Earn a maximum of 1 Step 

- Click on the **Eye Exam** activity in the checklist


Eye Exam

It is a good idea to get regular eye exams. It can spot issues like diabetes or high blood pressure before noticeable symptoms come along.



1 Step

- Here you will find details on how to complete this activity by **06/30/2026**.
- If you received an eye exam outside of the A&M Care or Superior Vision by MetLife plans, you may submit your visit information via the **Add Exam** button.

 Eye Exam
Vision Exam

Expires 08/31/2026

Vision Exam

- Recommended every year for persons of all ages

When was your last vision exam?

Add your last vision exam and we'll let you know if your next one is due soon.


ADD EXAM

It is a good idea to get regular eye exams. It can spot issues like diabetes or high blood pressure before noticeable symptoms come along. For help finding an in-network BCBSTX provider, click [here](#) or Superior Vision by MetLife click [here](#).

Your status on this activity will update to a green checkmark upon WebMD's receipt of your claim from BCBSTX within 90 days.

If you received an eye exam outside of the Superior Vision by MetLife plan, you may submit the date of your appointment via the Add Exam button in the lower righthand corner.

[Back to My Rewards](#)

 Please note that your treatment may vary based on your medical history, physician's advice, or health plan. Your health care provider may have other recommendations for you.

VIEW LOG



ADD EXAM

How long will it take to receive credit? This item will be marked complete once the claim has been processed by BCBSTX or Superior Vision by MetLife. Claims processing can take up to 90 days.

- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.

EARN STEPS

Complete the following by August 31, 2026


 Step 1: Annual Exam REQUIRED	Earn a maximum of 1 Step	▼
 Step 2: Choose a Second Wellness Activity	Earn a maximum of 1 Step	▼



- Click on the **Wondr Health** activity in the checklist

Wondr Health Program

The Wondr Health program focuses on maintaining a healthy lifestyle. Participate in the Wondr Health Program by 06/30/2026. Click here for more details.



1 Step

- Here you will find details on how to complete this activity by **06/30/2026**.
- **What to Expect:** The Wondr Health program focuses on maintaining a healthy lifestyle. If admitted into the Wondr Health program, you'll earn credit for this checklist activity following the **completion of 5 program sessions**. Please note all 5 sessions must be completed within the FY2026 program year.

Wondr Health Program

The Wondr Health Program focuses on maintaining a healthy lifestyle. Participate in the Wondr Health Program by 06/30/2026. See if you meet Wondr's qualifying criteria by clicking **here**. If admitted into the program, you'll earn your premium incentive following the completion of 5 program sessions.

Back to My Rewards





Expires 8/31/2026

How long will it take to receive credit? WebMD will receive member's completion of each session via a file. Once a member completes their 5th program session within the same plan year, their checklist should update within to 45-90 days.

- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.

EARN STEPS


Complete the following by August 31, 2026

 Step 1: Annual Exam REQUIRED	Earn a maximum of 1 Step 
 Step 2: Choose a Second Wellness Activity	Earn a maximum of 1 Step 

- Click **2nd.MD Registration** for details on how to register.

2nd.MD Registration

Get a second opinion from a nationally known, board-certified specialist through 2nd.MD. Click [here](#) for more details to register.



1 Step

- Register for **2nd.MD** by **06/30/2026**.

2nd.MD Registration

Get a second opinion from a nationally known, board-certified specialist through 2nd.MD when facing a new diagnosis or possible surgery, or if you suffer from a chronic condition that has been diagnosed with minimal success in treatment. Click [here](#) to register for 2nd.MD by 06/30/2026. It may take up to 1 week from completion to show credit for this activity.

[Back to My Rewards](#)

Expires 8/31/2026

How long will it take to receive credit? It may take up to 7 days after registering for the item to be marked as complete.

- In **Step 2: Choose a Second Wellness Activity**, click the carrot to the right to expand the checklist.


EARN STEPS

Complete the following by August 31, 2026

Step 1: Annual Exam REQUIRED	Earn a maximum of 1 Step	▼
Step 2: Choose a Second Wellness Activity	Earn a maximum of 1 Step	▼

- Click the **Register Your Fitness Device with WebMD** tile for details on how to register.

Connect a new device or app to your WebMD profile



1 Step

- Review the list of options and click on the device that you would like to connect.

Available

Get connected! Simply choose your device, sync with WebMD, and start tracking

Wellness at Your Side DETAILS	Apple Health DETAILS	Health Connect / Google Fit DETAILS
BodyTrace Blood Pressure CONNECT	BodyTrace Scale CONNECT	Fitbit CONNECT
Garmin Connect CONNECT	iHealth CONNECT	MapMyFitness CONNECT
MyFitnessPal CONNECT	Omron CONNECT	Polar CONNECT
RunKeeper CONNECT	Strava CONNECT	Withings CONNECT
YOO CONNECT		

How long will it take to receive credit? It will typically show as complete on your checklist immediately after connection is complete in the WebMD ONE system.

Important Note

If you are currently receiving the premium credit because you successfully completed the FY2025 program, you must complete two activities in the current plan year (FY2026) to receive credit for the following plan year (FY2027).

Newly Enrolled Rules

Newly Enrolled members are not required to complete the activities to earn credits in FY2026. The A&M System will automatically grant credits for newly enrolled members in Workday for FY2026. Newly enrolled employees and spouses have a grace period of the current plan year plus one additional year to complete their incentive tasks. **The plan year begins on September 1 and ends on August 31.**

Exception Process

Please contact your workstation Benefits Partner and request an exception for the wellness exam if you have an exception scenario (e.g., pregnancy, etc.) which won't allow you to complete this activity to receive the incentive.

Privacy Information

- **What does WebMD do with your Health Assessment data?** WebMD does not share any of your data with Texas A&M University System. Your answers are used to recommend The Texas A&M University System benefits to you, for a more personalized benefits and the WebMD ONE portal experience.
- **How is your information protected?** WebMD maintains the confidentiality of your information as required by privacy regulations such as HIPAA. All personal health information is held in a secure database and is not shared with TAMUS.
- The [TAMUS Security & Data privacy FAQ](#) is available to TAMUS members on both the WebMD ONE portal and mobile app.