



Total Rewards

Quest Diagnostics

Frequently Asked Questions

We have partnered with Quest Diagnostics (Quest), a nationally recognized leader of diagnostic information services, to provide insights you need to make meaningful healthcare decisions. By completing the two components of this program (lab work and the health questionnaire), you will receive a customized report with information about your current health and an easy-to-understand Medical Summary Report to share with your physician.

If you complete your lab work and health questionnaire by October 31, 2024, you're eligible to receive a \$15 monthly wellness premium incentive in 2025 (when you enroll in a State Farm® medical plan for the 2025 plan year during Annual Enrollment in November 2024).

These FAQs address:

- [General Questions](#)
- [Lab Work Questions](#)
- [Health Questionnaire Questions](#)

Question	Answer
General Questions	
Who is Quest Diagnostics?	Quest Diagnostics (Quest) is a nationally recognized leader of diagnostic information services that help patients get the insights they need to make meaningful healthcare decisions.
What are the key dates for this program?	<ul style="list-style-type: none"> To receive the \$15 monthly wellness premium incentive, you will need to complete lab work and the Quest health questionnaire by October 31, 2024. You may schedule your lab work at your earliest convenience. Earlier is better to ensure you have enough time to complete lab work and the health questionnaire.
What do I need to do to receive my \$15 monthly wellness premium incentive for 2025 plan year?	<ul style="list-style-type: none"> You must complete the two components of the program by October 31, 2024: <ol style="list-style-type: none"> lab work: using the modality of your choice (see Lab Work Questions) the Health Questionnaire: access from your Dashboard in your Quest account at My.QuestForHealth.com The \$15 monthly wellness premium incentive will appear as a credit on your Payslip throughout 2025 if you participate in a State Farm Medical Plan. The wellness credit will be split between two pay periods each month (\$7.50 per pay period). You will not receive a wellness premium incentive if you do not participate in a State Farm sponsored plan.
Is this program mandatory?	<ul style="list-style-type: none"> Participation in this program is voluntary. Completing the lab work and the Health Questionnaire are optional. If you choose <i>not</i> to participate, you will <i>not</i> receive the \$15 monthly wellness premium incentive.
How do I register for this program?	<ul style="list-style-type: none"> Go to My.QuestForHealth.com Under Create Account, enter the Registration Key: statefarm and click the Register Now button. Confirm your identity by providing your 6-digit Employee ID/Associate ID (not alias) and Date of Birth. Your Employee/Associate ID can be found under your Outlook profile using the Search People function. Enter your name and select Show more under the Contact area. Your Employee ID/Associate ID may also be found in Workday- under your profile or on your Payslip. An email will be sent to the address you entered to verify your account. It may take several minutes to receive this email.

I already have an account with Quest. What do I do?	<ul style="list-style-type: none"> If you have an existing Quest account for previous lab services (outside of our wellness program), you will need to create a new account for this program. You may use your State Farm or personal email address to create this new account.
Where do I find my 6-digit Employee ID?	<ul style="list-style-type: none"> Your 6-digit Employee ID (also known as your Associate ID) can be found under your Outlook profile using the Search People function. Enter your name and select Show more under the Contact area. Your Employee ID/Associate ID is <u>not</u> the same as your alias. It may also be found in Workday- under your profile or on your Payslip. This information is used to confirm your identity as a State Farm employee.
How will I know that I've completed the steps to receive my \$15 monthly wellness premium incentive?	<ul style="list-style-type: none"> When you log in to the My.QuestForHealth.com site, you will see notifications to complete your lab work and/or the health questionnaire if you have not already completed them. If you see your results (MyHealth report) in the Dashboard of your Quest account at My.QuestForHealth.com you have completed all necessary steps to receive the incentive.
What if I was hired later in the year?	<ul style="list-style-type: none"> Late year new hires have a grace period. If your hire date is October 1 through the end of the year, you have until December 31, 2024 to complete the lab work and the health questionnaire to be eligible for the \$15 monthly wellness premium incentive in 2025.
I'm a Part-Time employee. Can I participate in the Quest program?	<ul style="list-style-type: none"> If you are a Part-Time Employee who works at least 5 or more consecutive months AND whose standard workweek averages at least 18 hours per week per pay period, you are eligible to participate in the Quest program. See the Benefits for Part Time Employees policy for more information.
My spouse/domestic partner and I both work at State Farm, and we're covered under the same medical plan. Do we both get the \$15 monthly wellness premium incentive?	<ul style="list-style-type: none"> The \$15 monthly wellness premium incentive applies only to the primary covered member. This incentive is a reduction of your medical premium, therefore a spouse/domestic partner who is covered as a dependent is not eligible for the incentive.

Question	Answer
Lab Work Questions	
What are my options for completing the necessary lab work?	<p>There are four options for completing your necessary lab work. My.QuestForHealth.com outlines the various options. You may be eligible for one or more of the options listed below.</p> <ul style="list-style-type: none"> • Quest Patient Service Center: You may visit a Quest Patient Service Center to complete your lab work. Search by zip code for the most convenient location and make an appointment. • Physician's office: You may use lab work obtained through your personal physician. On the scheduling page of your Quest account, you'll select Physician Form. This form must be completed and signed by your doctor. Your doctor may fax the completed form to Quest, or they can give it to you to either fax or directly upload to your Quest account. <i>Use of this form is the only way to use lab work obtained through your personal physician. (*Visits to physician's office will be processed as part of your healthcare plan or may incur an additional charge. See cost FAQ for additional information.)</i> • Self-collection: If you live more than 20 miles from a Quest Patient Service Center, you may request self-collection materials to complete your lab work. If you select this option, all necessary materials will be sent to your home, including a lancet to perform a basic finger stick. • Onsite event: If you're an employee, you may attend an onsite screening with a mobile Quest lab in our hub locations and Bloomington throughout 2024. You may view the schedule for your location in your Quest account. <i>Appointments are highly encouraged as walk-ins will be limited and not guaranteed.</i>
Do I need a lab order/script from my doctor to get this lab work through Quest?	<ul style="list-style-type: none"> • A lab order from your doctor is <u>not</u> needed to get lab work completed at a Quest Patient Service Center or at an onsite event at State Farm. By scheduling an appointment from your Quest account, the Quest lab of your choice will receive the necessary information to perform the testing as part of this program. • Proof of insurance is also not required, as this program is provided by State Farm at no cost to you.
How much does it cost to complete the lab work?	<ul style="list-style-type: none"> • There is no additional cost associated with the lab work that is provided directly by Quest (Quest Service Center locations, State Farm on-site events, and self-collection). • Most plans will cover lab work during a wellness visit, if you chose to use your physician's office. <ul style="list-style-type: none"> ○ This lab work should be processed without cost to you if billed as preventative care; however, if your visit includes other services that are not part of the typical wellness screening, those additional services may be billed separately. ○ For questions about your plan or any bill you receive, please contact the State Farm Benefits Center or your plan administrator.

I've already had lab work in 2024. Can I submit those results?	<ul style="list-style-type: none"> • Yes, lab work from 2024 may be used. Download the Physician Form from your Quest account at My.QuestForHealth.com • Simply ask the physician who completed your lab work to enter your results on the Physician Form. Be sure the physician signs and dates the form. • The form should be returned to Quest no later than October 31, 2024.
What does the lab work report include?	<ul style="list-style-type: none"> • You will receive a customized report (MyHealth report) that provides valuable insight into your current health. • The report includes tips on improving or maintaining your overall health and wellness. It also highlights related State Farm benefits to support your health journey. • The report also includes an easy-to-understand Medical Summary Report to share with your physician. • This sample report shows what type of information is included.
Who will see my lab work results?	<ul style="list-style-type: none"> • Only you can see your individual lab work results. • Your data will be filtered through Quest software in order to recommend State Farm benefits that may be helpful to you. • State Farm will <u>not</u> receive your lab work results. • Quest may share aggregate summary statistics with State Farm about population health outcomes. These are general results and will not be individually identifiable.
How soon will I get my results?	<ul style="list-style-type: none"> • Results will be available online within 3 to 5 business days of completing the lab work. If using the Physician Form, your report will be available within 7 to 10 days. • You must also complete the health questionnaire in order to see your MyHealth report, which includes your lab work results.

Question	Answer
Health Questionnaire Questions	
When do I complete the health questionnaire?	<ul style="list-style-type: none"> The health questionnaire may be completed either <i>before or after</i> the lab work is completed. However, as noted above, you must complete the health questionnaire in order to see your results in the MyHealth report. The health questionnaire contains a few questions related to recently measured blood pressure, cholesterol, glucose, etc. You may enter “do not know or unsure” to respond to these questions.
How do I access the health questionnaire?	<ul style="list-style-type: none"> Once you register for a Quest account at My.QuestForHealth.com, you'll find the health questionnaire on your Dashboard.
I answered some lab-related questions on the health questionnaire. Does this satisfy the lab work requirement?	<ul style="list-style-type: none"> This program has two distinct components: 1) lab work, and 2) health questionnaire. <i>There are a few lab-related questions on the health questionnaire, but answering these questions does not satisfy the lab work component of this program.</i> To learn more about the lab work and available screening options, see the Lab Work Questions section above.