

Credit Support

HealthQuest activity	Time between completing activity and receiving credit	Don't see credits?
Learning Modules Personal Health Assessment Tobacco Cessation Program Financial Learning Module HealthQuest Video and Quiz Reasonable Alternative Learning Modules (Blood Pressure, Glucose, and Cholesterol)	Under 24 hours	Contact HealthQuest@cerner.com or call 1.888.274.1205, option 3
On-site Biometric Screening	1-3 weeks	Contact HealthQuest@cerner.com or call 1.888.274.1205, option 3
Home Test Kits	Up to 3 weeks (after submitted to lab)	Contact HealthQuest@cerner.com or call 1.888.274.1205, option 3
Biometric Screening at the HealthQuest Health Center by Marathon	1-3 weeks	Contact HealthQuest@cerner.com or call 1.888.274.1205, option 3
Physician Form	3-10 business days	Contact HealthQuest@cerner.com or call 1.888.274.1205, option 3
On Demand EAP Trainings and Webinars	10-14 days	Contact HealthQuest@cerner.com or call 1.888.274.1205, option 3
Well Person Exam Dental Exam Eye Exam Flu Shot Colonoscopy Mammogram	Credits are awarded 4-10 business days AFTER the medical, vision, or dental claim has been filed and processed by the vendor. Typically, you will know when the claim has been received and processed by the vendor when you receive your Explanation of Benefits (EOB).	Contact HealthQuest@cerner.com or call 1.888.274.1205, option 3
Health Coaching	4-10 days	Contact HealthQuest@cerner.com or call 1.888.274.1205, option 3
Flu Shots Received at KDHE Flu Clinic	4-10 days	Contact SEHPHealthQuest@ks.gov
Naturally Slim	4-10 days after 10-week session is complete	Contact support@naturallyslim.com
Wellness Challenges (Step, Water, etc.)	Immediately following last day to log challenge activity	Contact HealthQuest@cerner.com or call 1.888.274.1205, option 3
Wellness Champion Webinar	4-10 days after webinar concludes	Contact SEHPHealthQuest@ks.gov

HSA/HRA Reward Dollars are earned throughout the year, and are deposited in your NueSynergy account 1-2 pay periods after credits are awarded into your HealthQuest Portal. Please contact SEHPHealthQuest@ks.gov for questions regarding your reward dollars.

Access your HealthQuest account at HealthQuest.ks.gov

