

Blue4U FAQ's

Q: How do I log in?

A: Visit www.integratedhealth21-blue4U.com.

Q: What if I don't remember my username and password?

A: You can create a new login. Once you enter your information, it will link your information from previous years to your new login. You will be able to access prior results.

Q: How do I register (or create a new login)?

A: Go to: www.integratedhealth21-blue4u.com Once you reach this page, go to **New user? Register Here.**

Click on **Register Here** to set up your account.

NOTE: Even if you previously participated in Blue4U, you need to create a new account for the wellness incentive program.

Type in the following:

First Name as it appears on your insurance card

Last Name as it appears on your insurance card

Birthday in MM/DD/YYYY format

Company Code: TOMPKINS

Click **Continue.**

Follow the prompts for creating a username and password and entering your information, then click **Submit.**

Q: What if I am still having trouble logging in?

A: You can call IH21's Customer Service line at 888-823-3827 for assistance.

Q: I can't register online. What do I do?

A: You can call IH21's Customer Service line at 888-823-3827 for assistance. Their customer service representatives can schedule your onsite clinic appointment.

Q: Why can't I select the Physician Derived Request (PDR) Form online?

A: Please contact Benefits directly. You can email benefits@tompkins-co.org to request the form.

Q: I need to reschedule my appointment. How do I do that?

A: You can call IH21's Customer Service line at 888-823-3827, or you can choose to reschedule online through your login.

Q: When do I have to have my screening completed by?

A: You must attend an onsite clinic or a WellNow location for your screening by March 31st, 2025.

Q: I live closer to a Seneca County location; can I attend there?

A: Yes, you can. Just let them know you are a Tompkins County employee when you go for your screening.

Q: Can I attend a clinic that is for City of Ithaca or Seneca County employees?

A: Yes, just let them know you are a Tompkins County employee when you go for your screening.

Q: How do I schedule Health Coaching?

A: You can call IH21's Customer Service at 888-823-3827, or email customerservice@integratedhealth21.com. Calling is recommended.

Q: When do I need to complete Health Coaching by?

A: All Health Coaching must be completed by June 30th, 2025.

Q: How do I get my results?

A: You can view your results by logging in to your portal at www.integratedhealth21-blue4u.com.

Q: How can I receive my funds?

A: You can receive them in your HRA (**tax free**), Deferred Compensation (if you have an account sent up, **possible tax implications, please speak with Payroll regarding the tax implications**), or in a paycheck (**all required taxes apply**). Please see details on the form which will be emailed out regularly. Feel free to email benefits@tompkins-co.org and request a form if needed.

Q: I want to send my money to Deferred Comp, but I don't have an account. How can I set that up?

A: You can call NYS Deferred Compensation's Customer Service line at 1-800-422-8463 and they can assist. You can also visit nysdcp.com and choose "Log in". Then you will see an option on the right to sign up for an online account.

Q: When will I receive my funds?

A: Funds will be paid out by the final paycheck in August. HRA funds will be available at the same time.

Q: What happens if I leave employment or the health insurance plan after I finish the screening, but before the incentive funds are paid out?

A: You must still be actively employed and enrolled in the Platinum plan at the time of payout to receive your wellness incentive.