



LOMA LINDA UNIVERSITY
HEALTH

December 30, 2013

TO: LLUMC, LLUBMC, LLUHC, LLUSS, LLIECHE Employees

FROM: Department of Risk Management

RE: Wholeness Plan - Health Risk Assessment and Biometric Screening

With our health plan open enrollment process this year, you were automatically re-enrolled in our Wholeness Plan. At that time, we announced the establishment of a new health screening process that will provide employees with information and resources that will empower each person to be actively involved in managing his or her health. Through this employee engagement, we hope to provide each person with the opportunity to maintain or improve his or her own well-being.

In order for you and your covered spouse to continue your participation in our Employee Wholeness Health Plan, you must complete 1) an online health risk assessment (HRA) and 2) biometric screening. These requirements must be completed by March 31, 2014. To complete both of these tasks, you will need to go to the following web site and create an account: <https://LLUH-HRA.com>. Your user name and password information is contained in the FAQs section of this document. You will need the EID number on your employee badge for this process. For more detailed information, a user's guide has been posted on the VIP website and the PeoplePortal.

Completing the Health Risk Assessment

After you have set up an account, you may complete the HRA at your convenience. The HRA includes 62 questions about your health and lifestyle. Most people complete the HRA in about 15 minutes. You may complete the HRA at work or at home. If you complete the HRA at work, you will be paid for this time. You will not be paid for any time that you spend completing the HRA at home.

Scheduling an Appointment for Your Biometric Screening

We have contracted with an independent vendor to offer onsite biometric screening services for eligible employees and spouses. Biometric screening will be done by individual appointment. Spouses will need to make separate appointments as all information will be kept separate and confidential. Biometric screening events will be held at various times including early mornings, nights and evenings. Events will also be held on Sundays. The tests offered require no fasting, but you will receive additional biometric values if you have not eaten during the 9 hours prior to the screening. Therefore, fasting is best when possible. Screening will include: measured height and weight, calculated BMI, total cholesterol, HDL, LDL, triglycerides, blood glucose, and

blood pressure. All blood measurements will be obtained by a simple finger-stick process. To schedule your screening, you will need to log on to the biometric appointment scheduler

at: <https://LLUH-HRA.com>. When you log on, you will see a listing of the available dates, appointment times and screening locations. The site also includes more information about the screening process. When you arrive for your screening appointment, both you and your spouse will need your EID number.

After you have completed your HRA and biometric screening, your screening results will be automatically transmitted into your HRA in approximately 14 days. When this process is complete, you and/or your spouse will be able to access this web site to obtain a comprehensive report on your health status. It is our hope that you will carefully review this report and use this information to improve your health and contribute to your own well-being.

With the new health risk assessment and biometric screening process, individual privacy will always be maintained. **Information collected through the health risk assessment and biometric screening will not be included in the LLUH electronic medical record. Any personal information or medical screening results provided by an employee will not be disclosed to another individual, an employer or a healthcare provider without authorization.** Individual screening information will only be used by the Plan Administrator to communicate directly with a health plan member regarding a personal health care issue. Aggregate data will be analyzed and used to identify opportunities to improve the health of our entire workforce.

Wellness and prevention has been a part of our legacy on the Loma Linda campus for over 100 years. We believe in the value of a healthy lifestyle. Through the HRA and screening process, we would like to partner with you to build on this legacy. We want each person to be engaged in their personal health and to experience the benefits of improved well-being. When you need healthcare services, we also want you to obtain the right care at the right time to avoid preventable conditions and to empower you to effectively manage conditions that you may presently have.

The following pages include information in response to a number of frequently asked questions about the HRA and biometric screening. We hope that you find this information to be useful. If you have any other questions about this process, you may contact customer service at the Department of Risk Management by calling (909) 651-4010. If it is more convenient, you may also send an e-mail message to: RiskManagementHealthPlans@llu.edu.

Health Risk Assessment and Biometric Screening

FREQUENTLY ASKED QUESTIONS

Q: Is there a cost for the HRA or biometric screening?

ANSWER: No. These services are free.

Q: Do my children have to complete an HRA and/or biometric screening for the Wholeness Health Plan?

ANSWER: No. The HRA and biometric screening is a requirement for employees and their enrolled spouses only.

Q: What happens if I or my spouse does not complete the HRA or the biometric screening?

ANSWER: The HRA *and* the biometric screening need to be completed by both of you to qualify for the Wholeness Health Plan. If this requirement is not met, you and your family will be moved into the Base Health Plan.

Q: Can I complete these activities when I am at work?

ANSWER: Yes. Employees are invited to complete the HRA and biometric screening during their regularly scheduled work day and will be paid for this time. If you are planning to be away from your job in order to participate in the screening, you will need to make scheduling arrangements with your supervisor.

The HRA and screening should be completed during the first quarter of 2014. If an employee cannot leave his/her job duties to complete the screening during any regular work day during the quarter, he/she may stay clocked-in and complete the screening before or after hours, on a regularly scheduled work day, with supervisor approval. If an employee wants to voluntarily complete the screening with a spouse on the weekend or during an unscheduled day for personal convenience, the employee will not be paid for this time. Employees who voluntarily choose to complete the on-line HRA at home or outside of their regular work hours will not be compensated for this time.

Q: How long does this whole process take to complete?

ANSWER: Setting up your biometric screening appointment online should take 5 minutes. Your actual biometric screening appointment may take up to 25 minutes and the health risk assessment will take 10-15 minutes to complete.

Q: Do I have to complete all online activities at one time?

ANSWER: No. You may visit the web site and sign up for your biometric screening appointment at any time. This web site will also provide you with access to the on-line health risk assessment. You may complete the HRA at your convenience. You can also complete a portion of the HRA and return to the site to finish it at a later time.

Q: What are my usernames and passwords?

ANSWER: To schedule your biometric testing: Username: lluh Password: wholeness

To complete the HRA - Employee Username: 8-digit EID # on ID badge; Password: wholeness

Please note: Spouses will need to go through a self-registration process using the “sign-up” button at the bottom of the page. Spouses will then use their personal email address as their username and create their own password.

Q: What if I need web site assistance during the online process?

ANSWER: You will be able to access assistance via email or telephone at:

LLUHELPDESK@WELLSOURCE.COM or (909) 651-4010

Q: What if I do not have internet access at my home to complete the needed processes?

ANSWER: Contact (909) 651-4010 to find out about access to an LLUH computer lab.

Q: Are there any forms I will need to sign during this process?

ANSWER: Yes. If you would like to preview these documents, they can be found on the PeoplePortal <https://peopleportal.llu.edu> and the “Frequently Used” section of the VIP page. These forms will be provided for you to sign at the screening.

Q: What if I have an extraordinary circumstance which prevents me and/or my spouse from completing the requirements?

ANSWER: If you have an extraordinary circumstance that may require a special accommodation, please call Risk Management at (909) 651-4010.

Biometric Screening FAQs

Q: What is a biometric screening, and why should I Know My Numbers?

ANSWER: A biometric screening is designed to raise awareness of your health factors—to “Know Your Numbers”. A screening is not a diagnostic process and does not replace tests that your personal care provider would perform or the advice and treatment he/she would provide. A biometric screening is a combination of measurements and readings about certain health factors that may be helpful in identifying potential risk factors for chronic diseases or conditions, like heart disease, hypertension, or diabetes. Most of the risk factors identified through on-site screening events have no symptoms, so participating in this event can help you proactively identify possible risk factors which can lead to chronic illness. Or, you could simply confirm your health status and gain peace of mind.

Q: What tests will be performed at the onsite biometric screening event?

ANSWER: LLUH has contracted with an independent vendor to offer onsite biometric screening services for eligible employees and spouses. The tests offered this year require no fasting, but you will receive additional biometric values if you come fasting. Therefore, fasting is best when possible. Screening will include: measured height and weight, calculated BMI, total

cholesterol, HDL, LDL, triglycerides, blood glucose, and blood pressure. All blood measurements will be obtained by a simple finger-stick process.

Q: What if I or my spouse cannot come to a biometric screening appointment during work hours?

ANSWER: Biometric Screening events will be held at various times including early mornings, nights and evenings. Events will also be held on Sundays. When you log on to the Biometric Scheduler through <https://LLUH-HRA.com> you will see a listing of all available dates, appointment times and locations.

Q: What will I need to bring to my biometric screening appointment?

ANSWER: Employees and spouses will need to bring the 8-digit EID number located on the employee's ID badge.

Q: Does the biometric screening replace going to my doctor for an annual physical?

ANSWER: No. Worksite screenings do not replace a complete preventive annual exam with a physician. It is meant to alert you to potential risk factors and you are encouraged to follow-up with your personal healthcare provider for further advisement, action, or possible diagnoses if indicated.

Q: How accurate is the finger-stick analysis compared to that performed by a laboratory?

ANSWER: Results obtained from the Cholestech finger-stick process are comparable to those obtained by reference laboratories.

Q: Will my screening results be kept confidential?

ANSWER: Yes, all information is treated as confidential medical information. You allow Health Solutions and the plan administrator to receive this information by signing the Screening Consent Form. Your personal results will not be shared with your employer.

Q: What if I don't agree with the Screening Consent Form?

ANSWER: Health Solutions is the independent vendor that has been contracted to provide the screening services. You will need to sign a *Health Solutions Screening Consent Form* to participate in the screening. If you do not consent, you will not be allowed to participate. Health Solutions is required by law to receive employee consent prior to obtaining confidential medical information.

You will also be asked to sign a *research consent form*. This form will ask you if the Living Whole Employee Wellness Program can use your data for research purposes. If you choose to participate, researchers may use your data. Before they do this, they must submit their research questions and plan to the Institutional Review Board (IRB) for review and approval. If your information is used it will be used in a way that will be impossible to determine your identity. We will NEVER share your name or any information that could identify you. No matter what you decide to do, it will not affect your care or your status in the Wholeness Health Plan. If you do not want your data used for research purposes, all you have to do is select "no" on the consent form and sign it.

Health Risk Assessment (HRA) FAQs

Q: What is a health risk assessment?

ANSWER: A health assessment is a valuable tool that provides you with personalized information about your health risks and strengths. Approximately 14 business days after you have completed your biometric screening your biometric numbers will be uploaded into your Health Risk Assessment. You will be able to log back into the <https://LLUH-HRA.com> website and download your personalized HRA report. The HRA report displays information about each of your health indicators, such as weight, blood pressure, and cholesterol and places them in the strength or risk area. Recommendations provide a personalized and prioritized list on why and how you should address your risks to improve your health.

Q: Why should I take the HRA?

ANSWER: Taking the HRA is a great way to assess your personal wellbeing. The report will help you focus on the things that can have the biggest impact on your health. You'll also get suggestions on how to take action with online tools or other resources available to you.

Q: What if my primary language is Spanish?

ANSWER: A Spanish version of the health risk assessment is available. Click the drop-down menu under languages on the left side of the <https://LLUH-HRA.com> login page and select Spanish.

Q: I have completed an HRA in the past. Why should I take it again?

ANSWER: Small changes in health habits can make a big difference in determining your health risk. When you take the Health Assessment over time, you'll see where you're doing better and areas that may need improvement. You'll see in quick and easy terms where you need to take action. Your updated results will also help you create a list of important things to talk to your doctor about such as tests you may need or treatments you may want to consider, such as for high cholesterol.

Q: Is my HRA information private and confidential?

ANSWER: Our HRA provider, WellSource, has built and administers the <https://LLUH-HRA.com> website. The site has been developed with security and confidentiality in mind. You can access complete information on how your privacy is protected by viewing the Privacy Policy located in the portal.

Q: Can I make changes to my answers once I have completed the HRA?

ANSWER: You'll have the opportunity to verify and change your answers prior to submission. Once submitted, you won't be able to make changes.

Q: How long is the portal available to me?

ANSWER: The portal will be available 24/7 for employees and spouses to complete the HRA during the first 3 months of 2014. After that date the portal will continue to be available for you to access your HRA report.