

Users Guide To Completing Your Health Risk Assessment And Scheduling Your Biometric Screening Appointment

To participate in the Wholeness Plan, LLUH employees and enrolled spouses are required to complete the following two steps by March 31, 2014.

Step 1: Schedule and complete a biometric screening between January 8th and March 31, 2014

Step 2: Complete an online Health Risk Assessment by March 31, 2014

If you or your enrolled spouse chooses not to complete the biometric screening and Health Risk Assessment by March 31, you and your family will be moved to the Base Plan May 1, 2014. The Base Plan provides excellent health benefits but for a higher contribution.



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Section One: Scheduling Your Biometric Screening

Biometric screenings will be available on-site at LLUH between January 8-March 31, 2014. Scheduling your biometric screening will take approximately 5-10 minutes.

Please follow the steps below:

1. Access the LLUH-HRA Website: <https://lluh-hra.com>
2. Click on the Biometric Scheduler Link at the top of the page.

EMPLOYEE & SPOUSE
HEALTH RISK ASSESSMENT

LOMA LINDA UNIVERSITY
HEALTH

BIOMETRIC SCHEDULER

USER'S GUIDE AND OTHER
IMPORTANT DOCUMENTS

Not logged in

Text size **A**

Language(s):
English

LOGIN

IMPORTANT READ CAREFULLY:

This site is for LLUH Wholeness Health Plan enrollees (employee's and their spouses) ONLY. Additional information including a user's guide containing your first login passwords can be accessed above.

2 TASKS NEED TO BE COMPLETED USING THIS SITE:

-TASK #1 Biometrics Scheduling:

You can access the scheduler at anytime during the HRA process using the BIOMETRIC SCHEDULER link above. (This will open a new page.)

-TASK #2 Health Risk Assessment (HRA):

You can access your HRA below.

- **Employees:** Your User Name below is the 8-digit EID number located on your badge. If you do not have an EID number contact Risk Management at (909) 651-4010. Remember to bring your EID number to all appointments.
- **Spouses:** To register, click on the "I don't have an account Sign-Up" link below. Please enter your email as your User Name. Do not use a Loma Linda University Health email account. You will need your spouse's EID number during all screening processes and to enter into this site.

User Name:*

Password:*

Your password is case sensitive AND must contain both letters and numbers and must be a minimum of 6-12 characters long. No spaces, accented letters, or special characters are allowed.

Login

I don't have an account: [Sign-Up](#)

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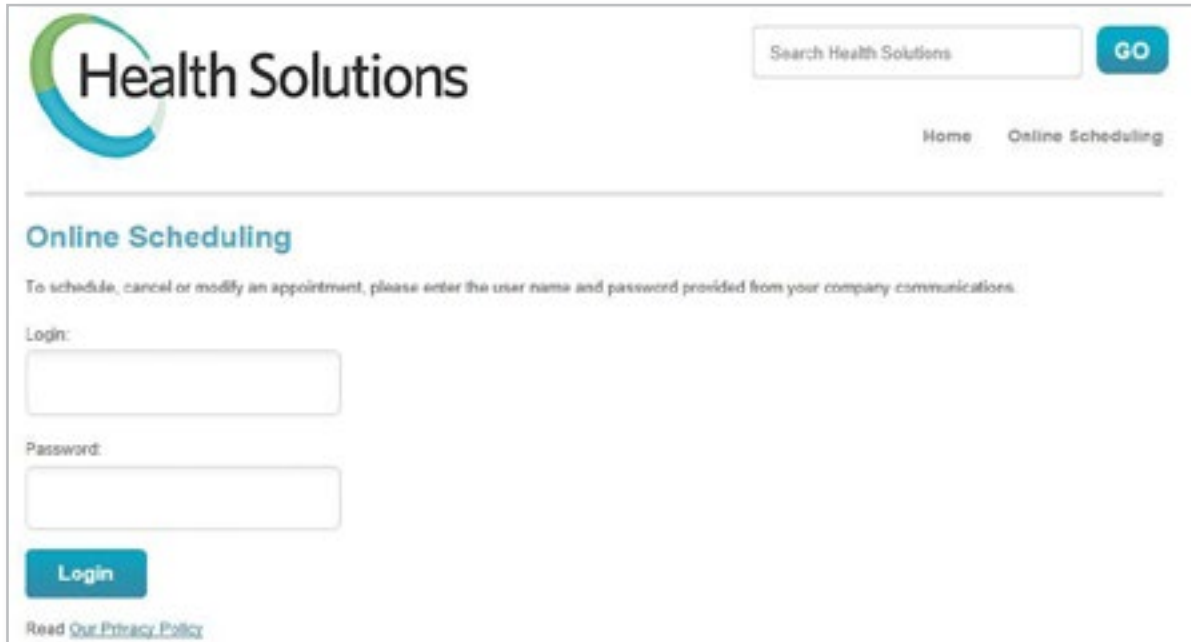
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3. A new window will open taking you to a website hosted by Health Solutions, the biometric screening vendor.

a. To login, use:

Login: **lluh**
Password: **wholeness**

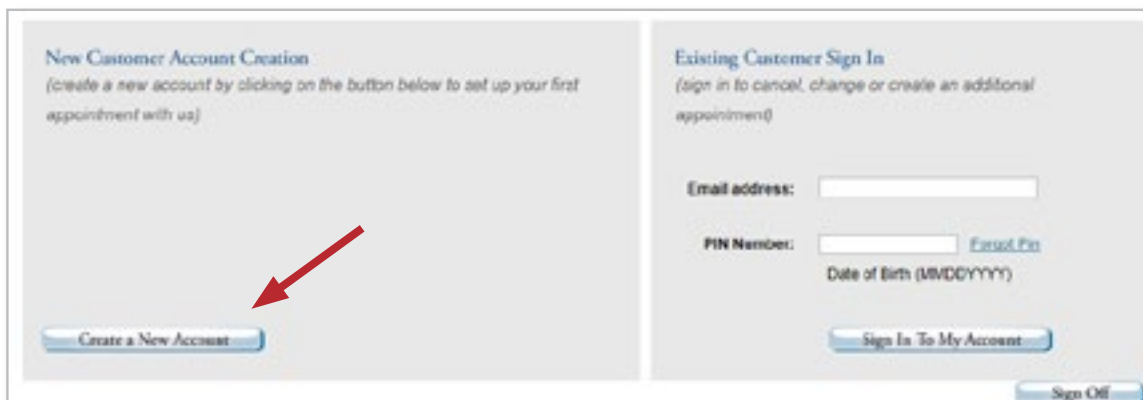
Login and password should be all lowercase.



The screenshot shows the Health Solutions website interface. At the top left is the Health Solutions logo. To the right is a search bar with the text "Search Health Solutions" and a blue "GO" button. Below the search bar are links for "Home" and "Online Scheduling". The main heading is "Online Scheduling". Below this is a sub-heading: "To schedule, cancel or modify an appointment, please enter the user name and password provided from your company communications." There are two input fields: "Login:" and "Password:". Below the password field is a blue "Login" button. At the bottom left of the form area is a link that says "Read Our Privacy Policy".

A new page - the Welcome Page - will open. Read this page thoroughly, then **scroll to the bottom**.

b. Click: "Create a New Account" on bottom left of the Welcome Page.



The screenshot shows the Welcome Page with two main sections. The left section is titled "New Customer Account Creation" and includes the text "(create a new account by clicking on the button below to set up your first appointment with us)". At the bottom of this section is a button labeled "Create a New Account", which is pointed to by a red arrow. The right section is titled "Existing Customer Sign In" and includes the text "(sign in to cancel, change or create an additional appointment)". It has three input fields: "Email address:", "PIN Number:" (with a "Forgot Pin" link), and "Date of Birth (MM/DD/YYYY)". At the bottom of this section is a button labeled "Sign In To My Account". At the very bottom right of the page is a "Sign Off" button.



c. Enter the required account information as seen below and click "Save My Account Profile." A new page will open.

Health Solutions

Search Health Solutions

[Home](#) [Online Scheduling](#)

Create a New Account

First Name

Last Name

PIN Number Date of Birth (MMDDYYYY)

Gender Male Female

E-mail Address

Welcome Sample Employee

ONSITE

d. Click: "Create New Appointment"

e. You can browse Event options by selecting a location, or using "Show All"

Loma Linda University Health Screening Events

Browse locations by state:

You may sort by date or event by clicking on column headers.

DATE	EVENT	LOCATION	ADDRESS	SCREENS AVAILABLE (select 1)
05/05/2014	Faculty Medical Offices (FMC)	0200-	11379 Anderson St. Loma Linda, California 92354	<input type="checkbox"/> Cosmetic Health Screening
04/05/2014	Faculty Medical Offices (FMC)	0200-	11379 Anderson St. Loma Linda, California 92354	<input type="checkbox"/> Cosmetic Health Screening
01/10/2014	Faculty Medical Offices (FMC)	0200-	11379 Anderson St. Loma Linda, California 92354	<input type="checkbox"/> Cosmetic Health Screening
01/10/2014	Loma Linda Medical Center	A, B & C	11234 Anderson St. Loma Linda, California 92354	<input type="checkbox"/> Cosmetic Health Screening
01/13/2014	Loma Linda Medical Center	A, B & C	11234 Anderson St. Loma Linda, California 92354	<input type="checkbox"/> Cosmetic Health Screening
01/14/2014	Loma Linda Medical Center	A, B & C	11234 Anderson St. Loma Linda, California 92354	<input type="checkbox"/> Cosmetic Health Screening
01/15/2014	Loma Linda Medical Center	A, B & C	11234 Anderson St. Loma Linda, California 92354	<input type="checkbox"/> Cosmetic Health Screening
01/16/2014	East Campus Hospital - Tons & VA Offices	Tons & VA Zappala Pavilion	25113 Bartel Rd. Loma Linda, California 92354	<input type="checkbox"/> Cosmetic Health Screening

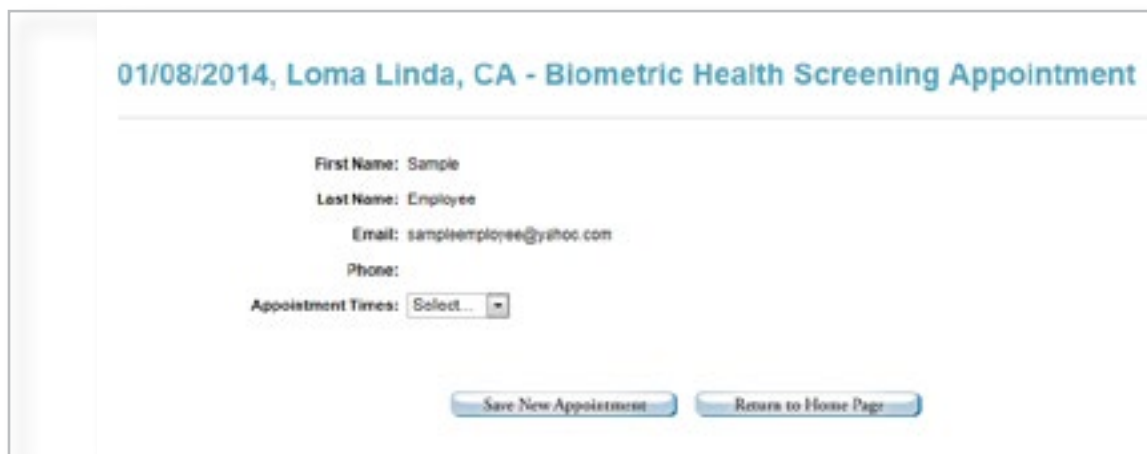


f. Click: Click on the circle next to the words “Biometric Health Screening” far right column next to the event date/location of your choice, then **scroll to the bottom** of the page

g. Click: “Create New Appointment”

h. Select: Select your appointment time from the drop down menu

i. Click: “Save New Appointment”



The screenshot shows a web form titled "01/08/2014, Loma Linda, CA - Biometric Health Screening Appointment". The form contains the following fields: "First Name: Sample", "Last Name: Employee", "Email: sampleemployee@yahoo.com", "Phone:" (with an empty input field), and "Appointment Times: Select ..." (with a dropdown arrow). At the bottom of the form are two buttons: "Save New Appointment" and "Return to Home Page".

You'll receive a confirmation e-mail shortly after saving your appointment.

NOTE: You and your spouse will each need a separate appointment time.



Section Two: Employee Health Risk Assessment

Create your Health Risk Assessment Account and complete your Health Risk Assessment. This process will take approximately 20 minutes. Please follow the steps below:

1. Go to <https://lluh-hra.com>

2. User name and password

a. Username

LLUH employee user name is your EID number.
If you do not have an EID number please contact:
The Department of Risk Management
(909) 651-4010 or Ext 14010
Riskmanagementhealthplans@llu.edu

b. Password

Use **wholeness** (all lower case) to login initially, then you will be required to change your password.

c. You will then be asked to change the password:

For security purposes you must change your password from the original that was assigned to you or that which you created when you signed up.

IMPORTANT:

- This site is for LLUH employee's and their spouses **ONLY**.
- Click on the Biometric Scheduler link above to schedule your screening appointment. Remember to bring the EID number to all appointments.
- **Employees:** Your user name below is the 8-digit EID number located on your badge. If you do not have an EID number contact Risk Management at (909) 651-4010.
- **Spouses:** Your user name below is your email address (do not use a Loma Linda University Health email account). You will need your spouse's EID number during all screening processes and to enter into this site.

Current Password:-

New Password:-

Confirm Password:-

d. Complete the portal registration by entering your data in all of the required fields, marked with a red asterisk (*). You will be required to enter your EID#.



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3. Click "Health Risk Assessment" under My HealthTools on the left.
4. New Users: If this is your first time taking the Health Risk Assessment, you'll be asked to enter MY HEALTH STATS on the first page, which includes your gender, height, weight, and date of birth. You do not need to enter your waist girth.
 - a. Click "Submit" when you have completed all the fields

Welcome New User! Text size **A A A** [Logout](#) | [Help](#)

COMPANY INFORMATION
 LLUH Dept. of Risk Management
 101 East Redlands Blvd.
 San Bernardino, CA, 92408

YOUR ACCOUNT: MY HEALTH STATS * denotes required field

Your disclosure of personally identifiable information through this website is voluntary. Information you submit may be viewable by your program administrator. If you do not want to disclose your personally identifiable information, please do not submit it.

To continue you must complete the required information.

Birth Date* Year: Month: Day:

Gender* Male Female

Height* ft.

Weight* lbs. (minimum: 30, maximum: 300)

Waist Girth: in. (minimum: 15, maximum: 39)

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5. To proceed with completing the Health Risk Assessment click "OK"

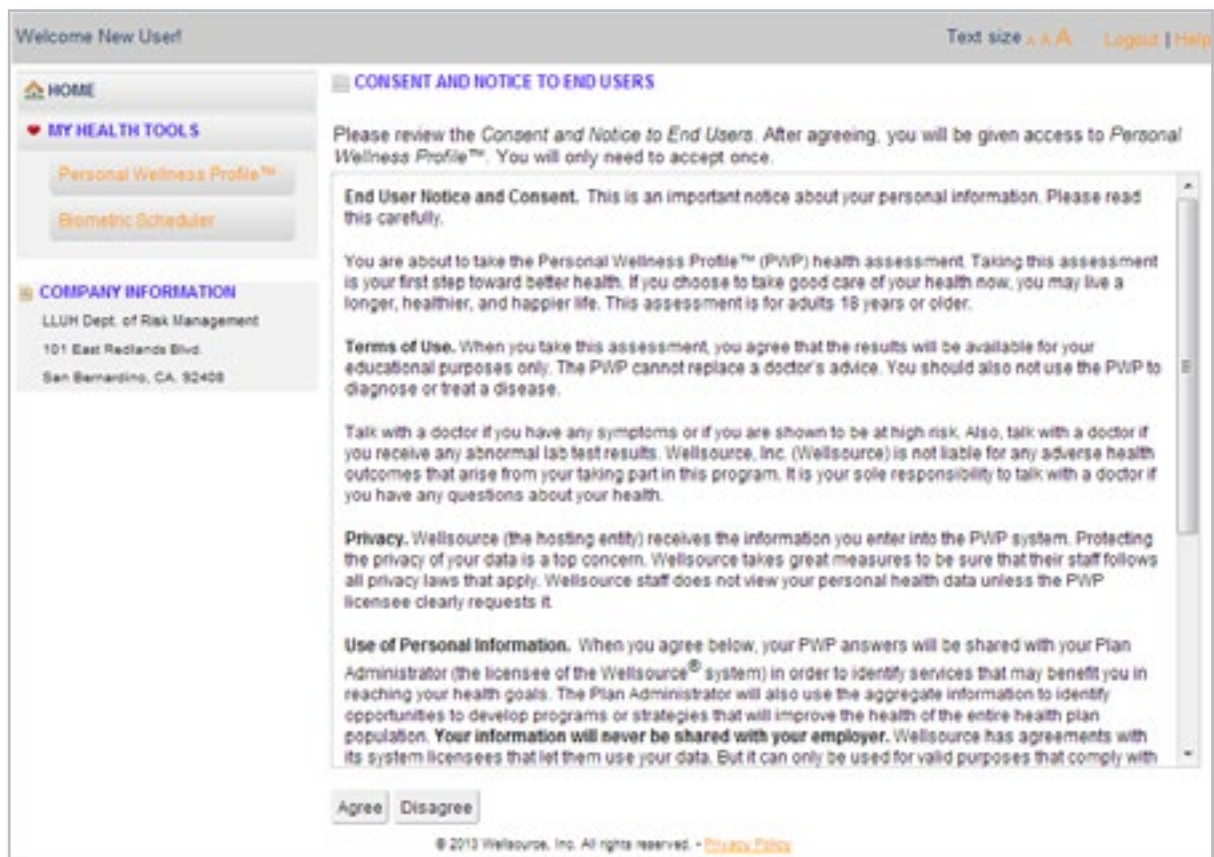
COMPANY INFORMATION
 LLUH Dept. of Risk Management
 101 East Redlands Blvd.
 San Bernardino, CA, 92408

Your administrator recommends that you take a Health Risk Assessment now. Click the **OK** button to continue. You will be automatically redirected to the online assessment starting page. If you do not wish to take an assessment at this time, click the **HOME** link on the assessment starting page.

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6. You'll also be asked to Read and click **Agree** to the Terms of Use.



7. On the next page click: Start New Assessment
8. Complete all questions in the Health Risk Assessment.
9. On the last page, click Finish.
10. Congratulations! Your Health Risk Assessment is now complete!



Section Three: Spouse Health Risk Assessment

Create your Health Risk Assessment Account and complete your Health Risk Assessment. This process will take approximately 10–20 minutes. Please follow the steps below:

1. Go to <https://lluh-hra.com>
2. To create an account click on the “I don’t have an account Sign-Up” link.



The screenshot shows a login form with two input fields: "User Name" and "Password". Below the fields is a "Login" button. A note states: "Your password is case sensitive AND must contain both letters and numbers and must be a minimum of 6-12 characters long. No spaces, accented letters, or special characters are allowed." At the bottom, there are two links: "I don't have an account: Sign-Up" and "I Forgot My Password: Reset it". The footer includes "© 2013 Wellsource, Inc. All rights reserved." and a "Privacy Policy" link.

3. Complete the Self Registration Page.
 - a. Are you a spouse? Type “yes” or “no”
 - b. You will need to have your LLUH’s employee EID# in order to complete this page.



The screenshot shows the "SELF-REGISTRATION" page. It includes a header with "not logged in" and "Text size 4/4". The main heading is "SELF-REGISTRATION" with a sub-heading "Enter your contact information to start the self-registration process." Below this is a form with the following fields: "Country" (dropdown menu set to "United States"), "First Name", "Middle Initial", "Last Name", "Address 1", "Address 2", "City", "State/Province" (dropdown menu set to "Alabama"), "Postal Code", "Email", "Home/Cell", "Work", "Are you a spouse?", and "Spouse's EID # (or badge)". At the bottom of the form are "Next >>" and "Cancel" buttons. The footer includes "© 2013 Wellsource, Inc. All rights reserved." and a "Privacy Policy" link.

4. Click “Next” to continue the self-registration.



Please note, you do not have to complete your waist size on this page.

5. Self Registration—Create an Account (Part A)

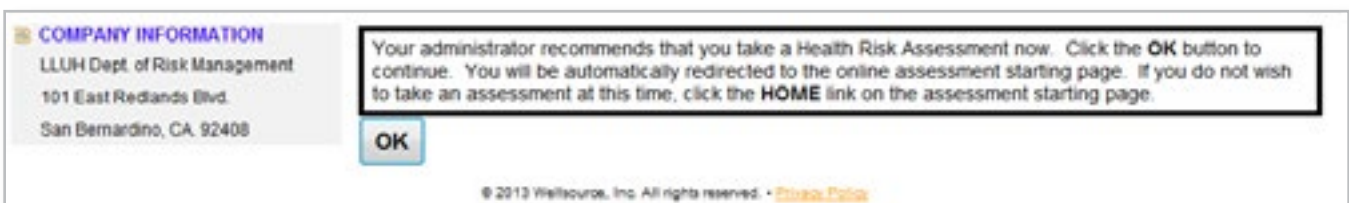
- a. Enter your e-mail address as your user name.
You must use your e-mail address as a user name.
- b. Create a password
- c. Select a password reset question in the event you lose your e-mail address and need a reminder.
- d. Click Finish.



6. Your registration is now complete. Click Continue.



7. To proceed with taking the Health Risk Assessment click "OK" .



8. You'll also be asked to Read and click **Agree** to the Terms of Use.



9. You will be taken to the first page of the Health Risk Assessment.
10. Complete all questions in the Health Risk Assessment.
11. **On the last page, click Finish.**
12. Congratulations! Your Health Risk Assessment is now complete!



Section Four: Accessing Your Health Risk Assessment Report

1. Your biometric screening results will be uploaded to your Health Risk Assessment for you approximately 14 business days after you have completed your screening.
2. We encourage you to return to <https://lluh-hra.com> to view your personal Health Risk Assessment report. Your personal report will help you identify your personal strengths and weaknesses with regard to your health and health habits. It will identify and explain current risks, and outline steps to improve your health.
3. Once you have logged in click on the green box to “View your latest report”

The screenshot shows the 'EMPLOYEE & SPOUSE HEALTH RISK ASSESSMENT' portal for Loma Linda University Health. The header includes the title and the university's logo. Below the header are three navigation links: 'BIOMETRIC SCHEDULER', 'USER'S GUIDE AND OTHER IMPORTANT DOCUMENTS', and 'NEED HELP? EMAIL LLUHHELPDESK@WELLSOURCE.COM'. The main content area is personalized for 'Charles Haselwood' and includes a 'WELCOME' message, a 'WELLNESS SCORE' of 80 (with a 'View your latest report' button), and 'ANNOUNCEMENTS (1)'. A sidebar on the left contains 'HOME', 'MY HEALTH TOOLS' (with links for 'Personal Wellness Profile™' and 'Biometric Scheduler'), and 'COMPANY INFORMATION' (LLUH Dept. of Risk Management, 101 East Redlands Blvd., San Bernardino, CA, 92408).



4. You can view your report either by clicking on the View PDF Report link or by clicking on links on the left hand side of the page.

The screenshot shows the 'EMPLOYEE & SPOUSE HEALTH RISK ASSESSMENT' interface. At the top, there is a header with the Loma Linda University Health logo and contact information: 'BIOMETRIC SCHEDULER', 'USER'S GUIDE AND OTHER IMPORTANT DOCUMENTS', and 'NEED HELP? EMAIL LLLHHELPDESK@WELLSOURCE.COM'. Below the header, a navigation bar includes 'Welcome Charles Haselwood', 'Report Navigator', and 'View PDF Report' with a 'Text size' adjustment option. The main content area is titled 'Report date: 17 Dec 2013' and 'Understanding Your Personal Report'. It contains a 'Contents' sidebar with links to various reports such as 'Cover Page', 'Wellness Overview', 'Priority Health Recommendations', 'Cancer Risk Report', 'Cardiovascular Risk Report', 'Osteoporosis Risk Report', 'Nutrition Report', 'Fitness Report', 'Stress and Coping Report', 'Safety Report', 'Weight Management Report', 'Medical Follow-up Report', and 'Next Steps - Making Changes'. The main text explains that the report helps identify personal strengths and weaknesses, outlines current risks, and provides preventive steps. It also notes that areas done well are marked with a triangle and areas needing improvement are checked. An image of three apples (two red, one green) is shown on the right side of the main text. At the bottom left, there is contact information for the Living Whole Employee Wellness Program for Loma Linda University Health.

Loma Linda University Health is excited to support you and your commitment to take an active role in managing your health.

